

Impact Report 2023



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“

Everything is joined
by invisible bonds.
You can't pick a flower
without troubling
a star.

Galileo Galilei

Letter to individuals and communities who are part of our world.

Interdependence.

Interdependence is the word that best interprets the way we think about business.

It is an idea that stems from people teaming up with others who help them achieve their goals, who are united within a community they care about, who are part of a world that needs protecting. The only way a business can develop meaning and a future is through expansion.

We have begun our journey toward a business model that does just that. We aim to be a business with a global perspective, to be a responsible and active part of a large global community.

Today, we have embarked on a new path to double down on our commitment to being a sustainable company.

This is a decision that cannot be postponed, because we want, through our business actions, to help ensure a future for the next generations. This is a top priority for us, a foundational choice of our mission and vision, a premise for every strategic and operational decision.

There is still much to be done, together with the people who are part of our world, including employees, customers and partners, guided by our unwavering values: entrepreneurship, innovation and inclusion.

These values instruct us not only how to act, but more importantly why and for whom to act: for people, communities and the planet.

We believe in business as a creator of well-being to be shared, in innovation as a tool to build a better world together, and in inclusion as the way to embrace the precious value of the diversity that enriches our lives and our work.

And so, we continue to translate this awareness into actions, initiatives and projects, reducing the impact of our activities on the environment and creating value for the communities we belong to.

We also do this every day in what we do best: being key players in the digital transition.

We know that new digital technologies can help us to positively impact people's lives and our planet.

We call it "Digital for Good", doing digital to do good. This is the purpose that guides us, the reason for our existence, and what we want to do for the world.

In 2024 and the near future, new challenges await us, important goals to be achieved along a path that we want to share with all of you.

Enjoy reading,

Frederick Leproux

CEO of TeamSystem



Digital for Good is our way of interpreting what we do best: developing and implementing the most advanced technological solutions to be the protagonists, together with our customers and the communities we belong to, of a digital "revolution" that aims to help improve people's lives and the planet.

We are aware that technology is merely a means to an end, a tool that can help us experience the things that matter: relationships, emotions, creativity, aspirations and passions.

Our values

Entrepreneurship

We take action for the common good. We aim to achieve excellence, results and company growth, leaving personal interests aside.

We engage first-hand with a spirit of initiative, guiding the people who work with us and helping them to do their very best.

We take responsibility for the quality of our work, making choices and decisions, ready to challenge habits and conventions to understand, anticipate and meet the needs of our customers with a creative and innovative approach.

We are witnesses and 'ambassadors' of the company's values in the world and in our communities, with particular emphasis on sustainability issues.

Innovation

We design, experiment and implement new ideas and new ways of working, seeking creative solutions and learning from mistakes.

We are curious and value everyone's insights. We are open to contributions from others, and are always in search of the best ideas from inside and outside the company.

We believe in using digital technology as a tool for the positive and sustainable transformation of the society we live in.

We like to remain one step ahead of change, and are firmly committed to implementing it.

Inclusion

We respect people, reject all forms of prejudice and believe in the value of diversity. We make room for different kinds of talent and create opportunities to allow them to flourish.

We are aware that our values and common objectives stem from a wide variety of views and motivations. We appreciate perspectives that differ from our own, and see them as opportunities for growth.

We believe that the synthesis of different experiences, knowledge, sensitivities and aspirations can generate the best solutions, and that is why we create the conditions to allow everyone to express themselves to the fullest.

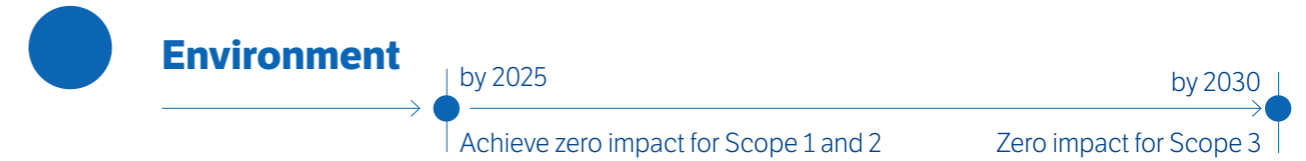
We are ready to listen and engage in dialogue with the people and communities we belong to, to build a better future together.

Our path
toward a future
that has already begun

2023

2025

2030



Be a company with a "positive impact" on the environment by 2030

How we are doing it:

- By defining our strategy to offset 100% of the emissions generated by our products
- By reducing the consumption of energy and natural resources
- By increasing the use of energy from renewable sources
- By offsetting a proportion of emissions through forestation projects and the work of our Agricultural Department



By being recognised as a role model of Inclusive Culture by 2025

How we are doing it:

- By continuing to invest in the flexibility and well-being of our employees through initiatives such as remote working, Light Fridays and other well-being programs;
- By providing ongoing personal and professional training activities
- By supporting inclusion through the promotion of gender equality, accessibility and inclusion of diverse cultures
- By contributing, through social responsibility initiatives, to the creation of a culture of inclusion and diversity in the communities we belong to



Achieve new goals of sustainability and transparency among our employees, customers, suppliers and communities by 2025

How we are doing it:

- By assessing acquired companies through ESG criteria
- By generating strategic alliances with stakeholders to promote a positive impact
- By investing a significant portion of all acquisitions each year in companies that have a measurable impact
- By committing to improving the accessibility of our products in accordance with the accessibility regulations in force



ENVIRONMENT

What we want to do
for our planet

As a company, we feel a responsibility to contribute to resolving serious environmental protection problems that require increasingly urgent answers. We want to share this commitment with all the companies that are part of our world.

We know that, today, a winning business can only be a sustainable business.

We recognise that the future success of any business, as well as the continued well-being of the communities on our planet, will not be possible without a common desire to address and solve the problems of an increasingly global and interconnected world.



Brief outline of our commitment

Reduce our impact on the environment and help customers, suppliers and communities to be key players in a sustainable transition.

How we are reducing our impact

By minimising our physical locations by encouraging remote working to reduce consumption

By promoting sustainable mobility practices for commuting and customer contact, limiting visits, and using environmentally friendly cars

By increasing the use of energy from renewable sources at all our locations

By using data centers that measure and work to reduce the environmental impact caused by energy consumption and water cooling

By contributing to the circular economy by reusing discarded hardware technologies, using recycled and recyclable materials, and recycling waste

How we are helping our stakeholders in the sustainable transition

We develop digital technologies that enable businesses to plan and monitor sustainability projects and reduce impacts on the environment

We promote the reduction of paper use through electronic invoicing and internal and external corporate communication management software

We help reduce mobility with advanced digital platforms for remote contact, limiting in-person contact



How we are creating value for the environment and the territory

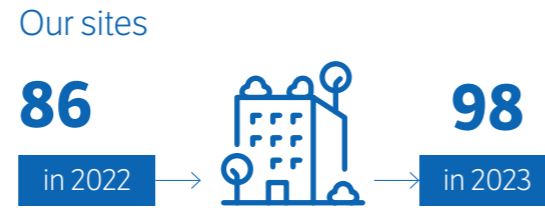
We carry out planting projects in Italy and developing countries to offset CO₂ emissions and create a source of income for disadvantaged communities

We have created a TeamSystem Agricultural Division that directly manages organic and biodynamic crops

We promote sustainable mobility in all territories and local communities where we are present

Our sites More sustainable offices

With the proportionate increase in the number of locations due to the acquisition of new companies, we continue our efforts to reduce the number and size of physical locations, also considering that our largest offices house about 70% of the people who work with us.



Fewer physical spaces

We reduce the need for physical space and, therefore, consumption, by encouraging remote working, also to decrease the impacts generated by commuting



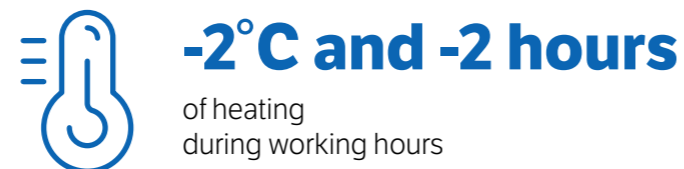
Circular economy

in 2023
We use materials that are recycled and recyclable
We reduce the use of plastic and paper, use recycled paper, reduce and recycle waste properly, and develop smart lighting systems

in 2024
We continue to monitor the impact of our locations, reducing the use of paper, water, energy and CO₂ emissions, including through the work of a specifically dedicated team.

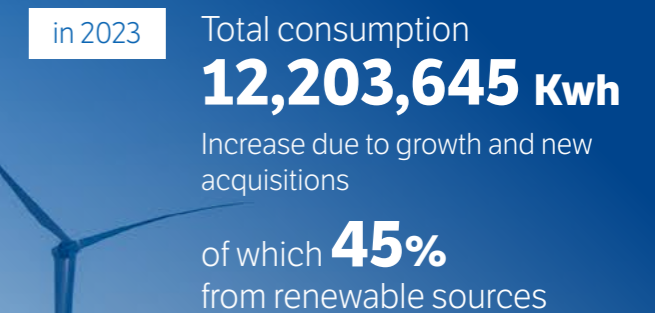
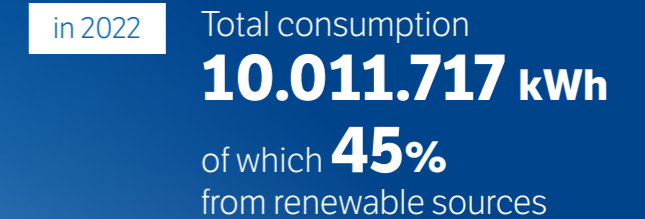
Thermal energy

We reduce consumption for heating and air conditioning



Electricity

We plan to increase electricity from renewable sources including self-produced electricity



Data centres
Reduce energy and water

Data storage and management operations require large amounts of electricity and water to cool the servers. More than 85% of our CO₂ emissions are generated by Data Centre consumption. Reducing the impact of network activities is therefore a priority, to create digital technologies that truly serve sustainability.



Our partnership with suppliers



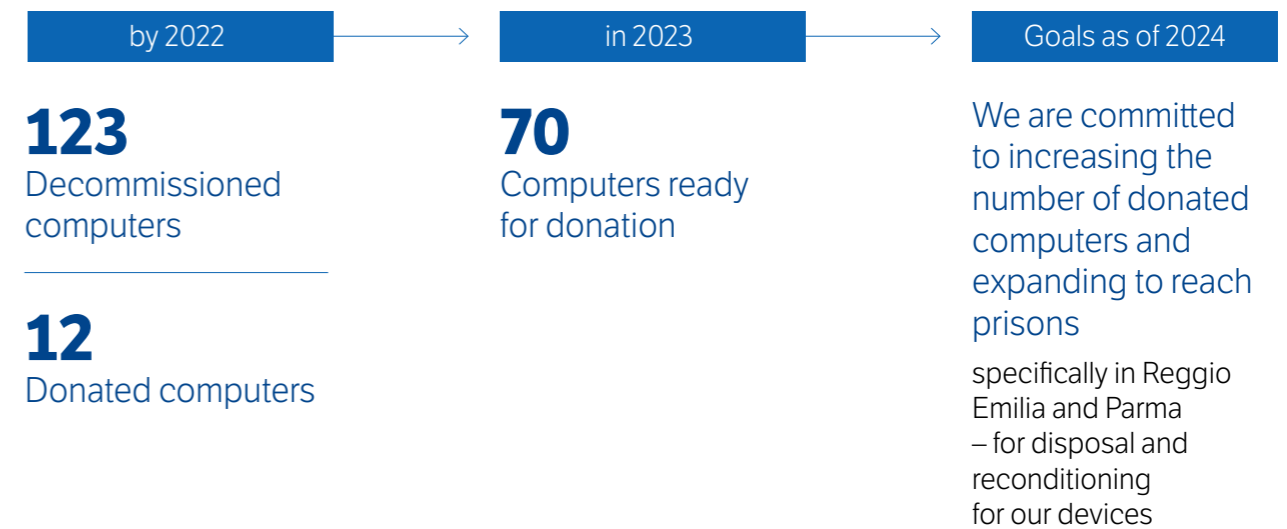
For our cloud-based data management activities, we have selected two vendors, Microsoft Azure and Amazon AWS, who share with us a commitment to sustainability and zero emissions in the management of their data centres.

Reuse of hardware devices
A second life for computers

We reduce electrical and electronic waste as much as possible and are committed to giving a second life to computers we no longer use, by donating them, perfectly reconditioned, to associations, institutions and social businesses experiencing hardship.

This commitment makes it possible to:

- Help people who have difficulty accessing technology, thereby helping to reduce the Digital Divide
- Reduce material waste and emissions generated from waste disposal operations and the production of new devices

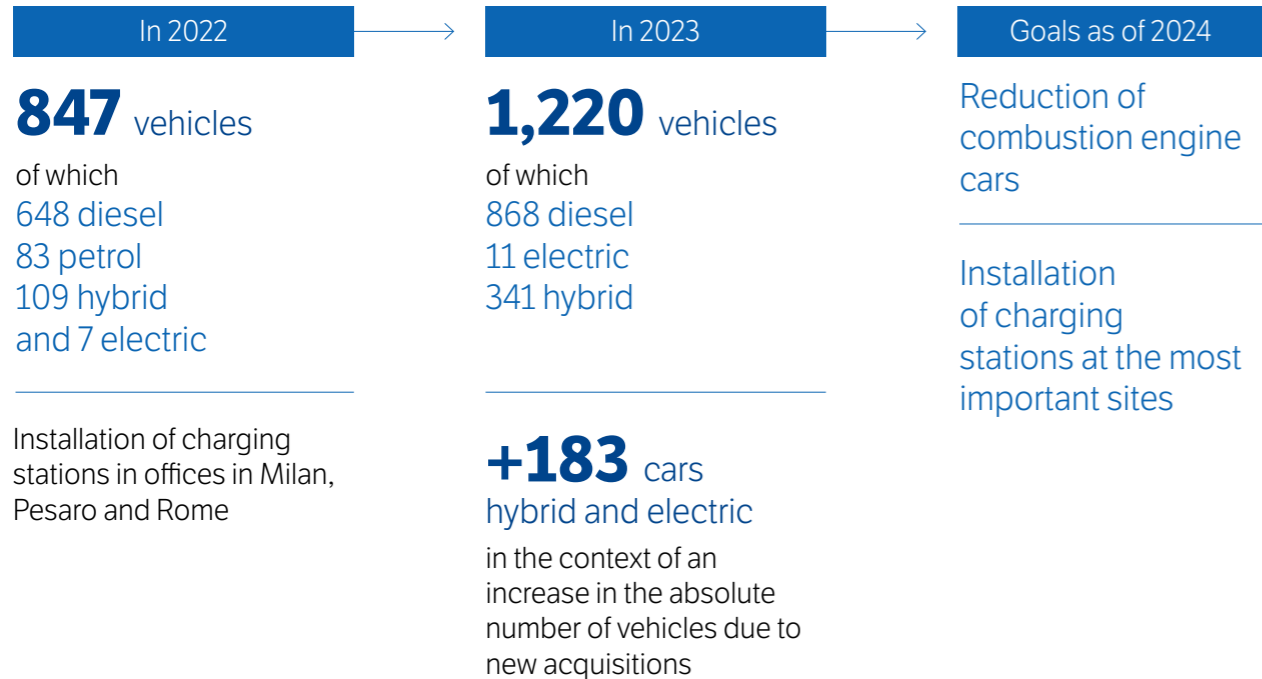


Mobility

Increasingly hybrid and electric

Since 2019, we have been transitioning from heat-powered cars to new electric-based technologies.

Our strategy aims to increase the proportion of hybrid or electric vehicles in our fleet over the next few years.



In addition to steadily increasing the number of eco-friendly cars, we optimise commuting by reserving low-impact vehicles for employees who drive the most miles.

We also promote remote working to reduce commuting, helping to reduce emissions generated by commuter traffic.



Regenerative agriculture and TeamSystem Forests.

More value to territories and communities

We also want to contribute to the preservation of the environment through policies and initiatives that go beyond the scope of our activities and corporate mission.

We directly implement and manage forestation projects and agricultural activities to offset emissions generated by our activities and beyond, as well as promoting a culture of land enhancement inspired by a commitment to protecting ecosystems and biodiversity.

www.treedom.net

FIND OUT MORE



1,473

Trees planted together with Treedom in Cameroon on an ongoing basis since 2017.

They will absorb more than 81 tons of CO₂ in the first 10 years.



Our Agricultural Department Organic farming

We employ three full-time farmers who are responsible for cultivating 10 hectares of land and forest using regenerative methods.

This project was launched to create an offsetting model of carbon credits and to distribute products grown under the strictest standards of organic and biodynamic agriculture to all the people who work with us.





The TeamSystem Forest

A New Carbon Insetting Project

What is Carbon Insetting?

Carbon insetting activities, unlike offsetting activities, represent the company's willingness and ability to implement projects that allow it to take direct responsibility for offsetting emissions, through self-produced initiatives that are developed in a holistic logic that takes into account the enhancement of the entire ecosystem and local communities.

The forest "in the company"

In tune with our Department's activities, in 2023 we initiated a Carbon Insetting pathway that involves direct investment in environmental forestation projects carried out within the supply chain or in our own areas, thus reducing the carbon footprint from within the company.

The "pilot" project

The pilot project was developed with the management of a small forest located in Valtellina, included in the agricultural and forest areas already managed by the Agricultural Department. The initiative is monitored and certified by a third party to ensure the effectiveness and reliability of the carbon credits generated.

Agricultural activity and the TeamSystem Forest in Valtellina

10 hectares under cultivation and forest consisting mainly of locust, chestnut and fir trees, 300 meters above sea level.

A project open to the future

We are ready to expand our forest, starting in Italy, to multiply initiatives that will give life to:

- **territorial recovery and enhancement projects** in terms of the protection of biodiversity and the ecosystem
- **certified agronomic and forestry practices** with a view to conservation and enhancement, to increase the capacity of growing processes to absorb carbon, in keeping with European Union policies on reducing emissions by enhancing agricultural and forestry activities.
- **the reduction of emissions** even beyond the amount needed to offset our company's business, with the creation of tradable credits in the voluntary CO₂ emission offsetting market.

We want to share this engagement with communities through educational and engagement interventions to maximise the project's potential for scalability and replicability.

A commitment to share



In addition to our commitment to reducing our direct impact on the environment, we contribute to making the activities of companies and people more sustainable through our technologies and the implementation of awareness and engagement initiatives shared with all our stakeholders: customers, suppliers and communities.

Dematerialisation

Less paper, lower emissions

Our dematerialisation and network communication platforms enable us to reduce the consumption of nonrenewable raw materials and reduce physical travel that generates high impacts in terms of emissions

Electronic invoicing and digital document storage software, two of our top services, enable the reduction of tons of paper and of the impacts of printing by eliminating the need to print invoices and documents that are, instead, stored and sent in dematerialised form.

Our corporate management and communication software not only reduces paper usage, but also optimises relationships and interaction between colleagues, customers and suppliers, thereby minimising the need for travel.



over

440 million

invoices were dematerialised in our systems over the course of 2022. Saving the equivalent of



1,053,800
cubic metres
of water



3,832
tons
of CO₂



6,025
trees not
felled

Interdependence Agreements

Our partnership with suppliers

We develop a business agreement system with suppliers to share with them our commitment to reducing environmental impact, so as to ensure virtuous and consistent behaviours throughout the operational and production chain. We are preparing an ESG assessment platform that we will ask our suppliers to adopt.

Sustainability analysis software

Measuring to improve

We continue to integrate software tools into our service platforms that enable companies to monitor and measure their environmental performance. These are simple, efficient and reliable tools for understanding and, therefore, planning appropriate improvements, with the ability to directly access information and manage offset measures, such as the purchase of carbon credits.



ESG Certifications and Assessments

We are committed to adopting rigorous certifications related to environmental protection and associated risks.

We know that sustainability is key to building a better future, and we want to demonstrate our long-term commitment to environmental protection and social responsibility by ensuring value creation and maximum transparency in our sustainability policies with all our stakeholders, including customers, suppliers, employees and investors.

We are working to obtain important environmental certifications



ISO 14000

The series of standards for environmental management within organisations. It focuses on reducing negative impacts on the environment, optimising processes and using resources responsibly.

These standards will enable us to continually monitor and enhance our commitment to sustainability and reducing emissions.



Taskforce on Climate-related Financial Disclosures (TCFD)

A voluntary disclosure framework will help us identify, evaluate and communicate the financial risks and opportunities arising from climate change, enabling us to make informed decisions and enhance the company's resilience.

We have monitored and evaluated our sustainability performance through models and shared metrics indicated by leading ESG assessment platforms



EcoVadis

This sustainability assessment platform analyses the policies, actions and results of companies in environmental, social responsibility, ethical and sustainable sourcing issues. Through this certification, we want to demonstrate a long-term commitment to operating ethically and responsibly, thus ensuring the trust of our stakeholders.



Novata

A platform that helps companies manage and monitor sustainability performance, building ESG activities into corporate management processes and highlighting their positive impact.



Openes

A system-wide initiative to engage all companies in a common journey to improve sustainability performance, with a focus on growth and collaboration among companies.



Emissions – Our most important commitment

Becoming a positive-impact business by 2030

Being positive impact means offsetting more CO₂ emissions than we generate through our activities and products

An ambitious goal that we want to achieve through two milestones.

1

Achieving zero impact for Scope 1 and 2 by 2025

Scope 1

Direct greenhouse gas emissions from company-owned activities or from activities operationally controlled by the company.

Scope 2

Indirect greenhouse gas emissions from the generation of electricity, steam, heat or cooling purchased or acquired and used by the organisation.

2

Achieving positive impact for Scope 3 by 2030

Indirect emissions (not included in Scope 2) that occur in the organisation's value chain and include both upstream and downstream emissions.



How we are doing it

Energy efficiency of our locations

We will increase energy-saving technologies and initiatives at our sites, including through training and sharing sustainable practices with the people who work with us.

Energy from renewable sources

We want to achieve the goal of **70% energy use from renewable sources** also by installing photovoltaic systems at our sites, starting with those in Pesaro and Milan.

Data management and storage

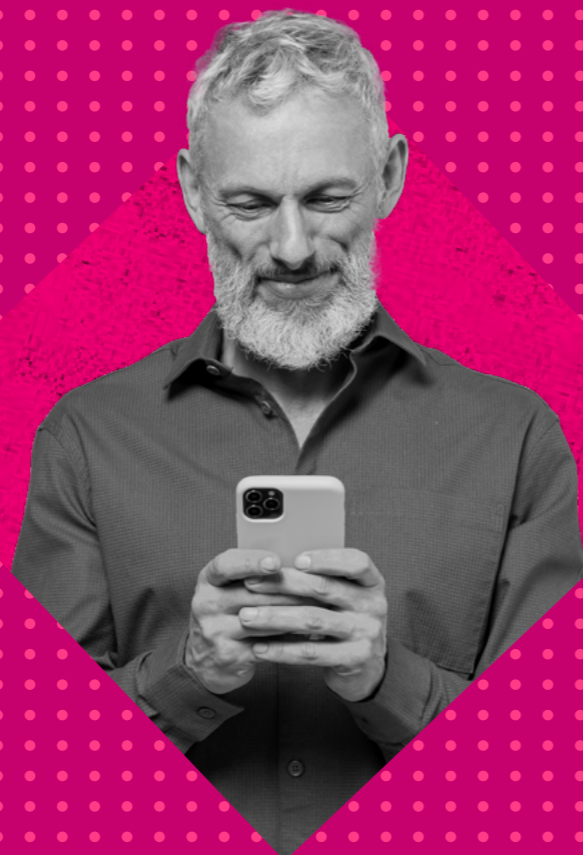
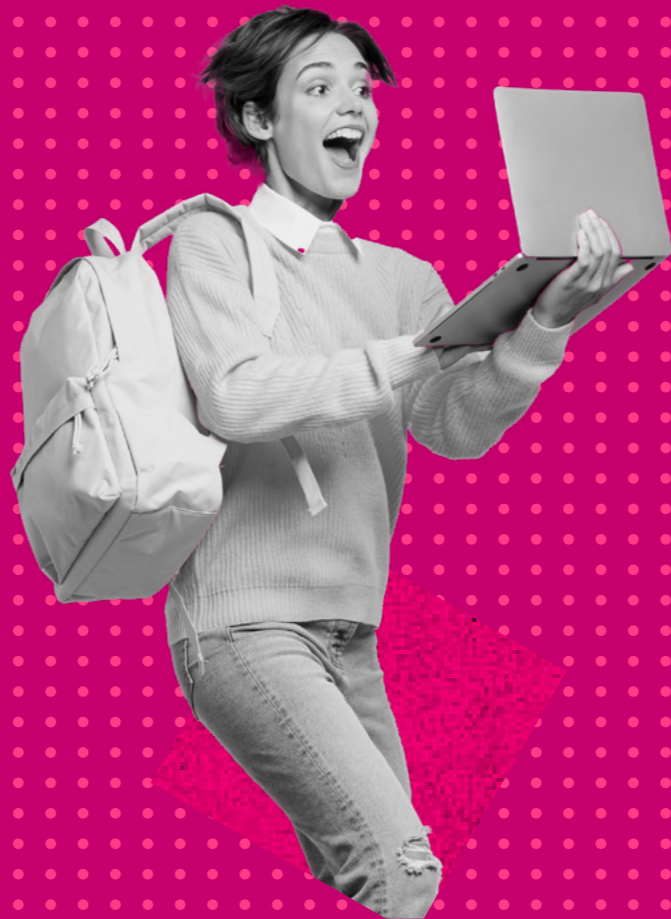
Thanks to the partnership with our Data Centre service suppliers, which share our goals and will use energy from renewable sources to the greatest extent possible by 2025, we will be "water positive" by 2030 and Net Zero for energy from 2030 to 2040.

Remote working

We will offer to an ever-increasing number of employees the opportunity to **take advantage of remote working and Light Fridays**, to reduce emissions generated by commuting.

Carbon insetting projects

We will continue to develop the activities of our Agricultural Department, our collaboration with Treedom, and our TeamSystem Forest project to directly offset emissions generated by our business activities through agricultural and forestry activities.



PEOPLE

Together
out of passion

We share and value the skills, passions and aspirations of the people who work with us.

We know that ideas, experiences, knowledge and diversity are the values that are essential to the success of a shared project.

TeamSystem Next Being ambassadors of the future

TeamSystem Next is our vision of how to internally fulfil the mission of TeamSystem:

To bring digital tools into every business and be "ambassadors of the future" in the communities we are part of.

For us, it means fostering a unique working experience that makes us key digital players through a set of tools, principles, values and initiatives that we strive to embody day after day.

The principles that inspire us

Flexibility and Well-being

Living in a work environment where you "feel good", with the freedom to manage time independently and in harmony with personal and team needs, thanks to the use of innovative digital tools and a new concept of physical and virtual spaces.

Responsibility and Trust

Being ready to propose initiatives and take ownership of decisions, feeling like key decision makers and taking personal responsibility towards the customer, earning the trust given to us by the company and colleagues.

Engagement and Growth

Feeling the passion of an exciting job in a context inspired by the values of cooperation, socialisation, and inclusion. Continuing to learn and grow together every day. Sharing the company's commitment to sustainability, to help contribute to the well-being of communities and the planet.

7 Pillars for being "Next"

- 1 New ways of working
- 2 Spaces
- 3 Welfare and well-being
- 4 Diversity and inclusion
- 5 Communication and engagement
- 6 Training and development
- 7 Sharing values

We are passionate, collaborative, inclusive, curious, enthusiastic, dynamic people.

New ways of working
Choose in freedom

We believe in the right work-life balance. That is why we guarantee maximum freedom of choice in managing time and work arrangements, respecting different individual and team needs. We understand that from the satisfaction of our people comes the ability to continue to grow together and be more productive.

Remote working

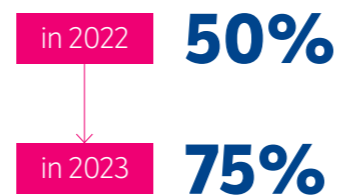
We offer maximum flexibility and customisation in choosing remote working arrangements to

- Ensure a work-life balance based on the real and specific needs of individuals and families;
- Allow freedom to consider, depending on the circumstances, times when in-person working relationships are deemed necessary.

Light Friday

We have developed an initiative to reduce working hours on Fridays because we believe that more free time is an important opportunity for the enrichment of personal and family life.

The percentage of people who switched to Light Friday



2,212

TeamSystem S.p.A. employees

94%

of people have signed a remote working agreement

Top Employer 2024

Objective
 Obtaining TOP EMPLOYER 2024 Certification

Our offices
More space for relationships

We are aware that remote work cannot totally replace the value of direct and personal relationships. We have created spaces designed for flexibly responding to different needs. Spaces open to dialogue, group dynamics, sharing and socializing.

Our offices offer open space, different workstations, arena areas and break areas to allow for different modes of individual and team interactions, as well as opportunities for socializing.

In particular:



The flexible open space workstations allow people to join different teams based on their work needs, or to meet colleagues from other departments, creating opportunities for working together;



The arena areas, like “town squares”, serve as places to meet and chat informally, have a meal, attend meetings, or participate in training;



The break areas are designed for exchange and socializing, which are an integral aspect of our way of working.



in 2023

We restructured the offices in Padua and Bologna, in line with our new approach to spaces

in 2024 and in the future

We will continue with the restructuring of locations to standardise our approach to space management, starting with our historic headquarters: the Pesaro office

Welfare and well-being

More value to individuals and families

The health and well-being of our people and their families is a fundamental condition to enable everyone to go about their daily lives and work with peace of mind, satisfaction, and confidence in the future. This is why we consider it a priority to implement supportive initiatives for families to help safeguard their health.

Jointly Balance

The online psychological counselling service we offer to all our employees. A supportive relationship based on listening, assistance and discussion, delivered by qualified professionals to:

- **Help people address daily challenges and feel more satisfied and fulfilled**, overcoming concerns caused by issues, changes and tensions that can negatively impact mental health. These kinds of situations can limit the ability to think creatively and act, both in our personal and professional life, and can negatively affect relationships with colleagues.
- **Respond to a need for emotional support and dialogue**, especially after periods of uncertainty, instability and insecurity related to times of change at different stages of life. This is a priority to ensure involvement, collaboration and motivation among individuals, groups and in the organisation as a whole, ensuring a peaceful and participatory work climate.

in 2023

182 interviews conducted

89% of people started counselling after the first orientation meeting

in 2024 and the future

We will continue offering support by building a well-being plan that meets people's needs.

Jointly welfare services

The platform that offers the opportunity to access a wide range of services for individuals and families free of charge (without upfront payments, or with reimbursable expenses) for the following areas:

- school and education
- public transport
- supplementary pension provision
- recreational and leisure activities
- medical expenses for tests, treatment and prevention
- care services for elderly or dependent family members
- company benefits in lieu of income.



over 100,000

services available, in addition to discounts and agreements

66% The average credit used out of the total dedicated



To increase awareness and use of welfare services, we launched an internal communication campaign

Goal for 2024 and the future

81-85% of credit used



Diversity and inclusion

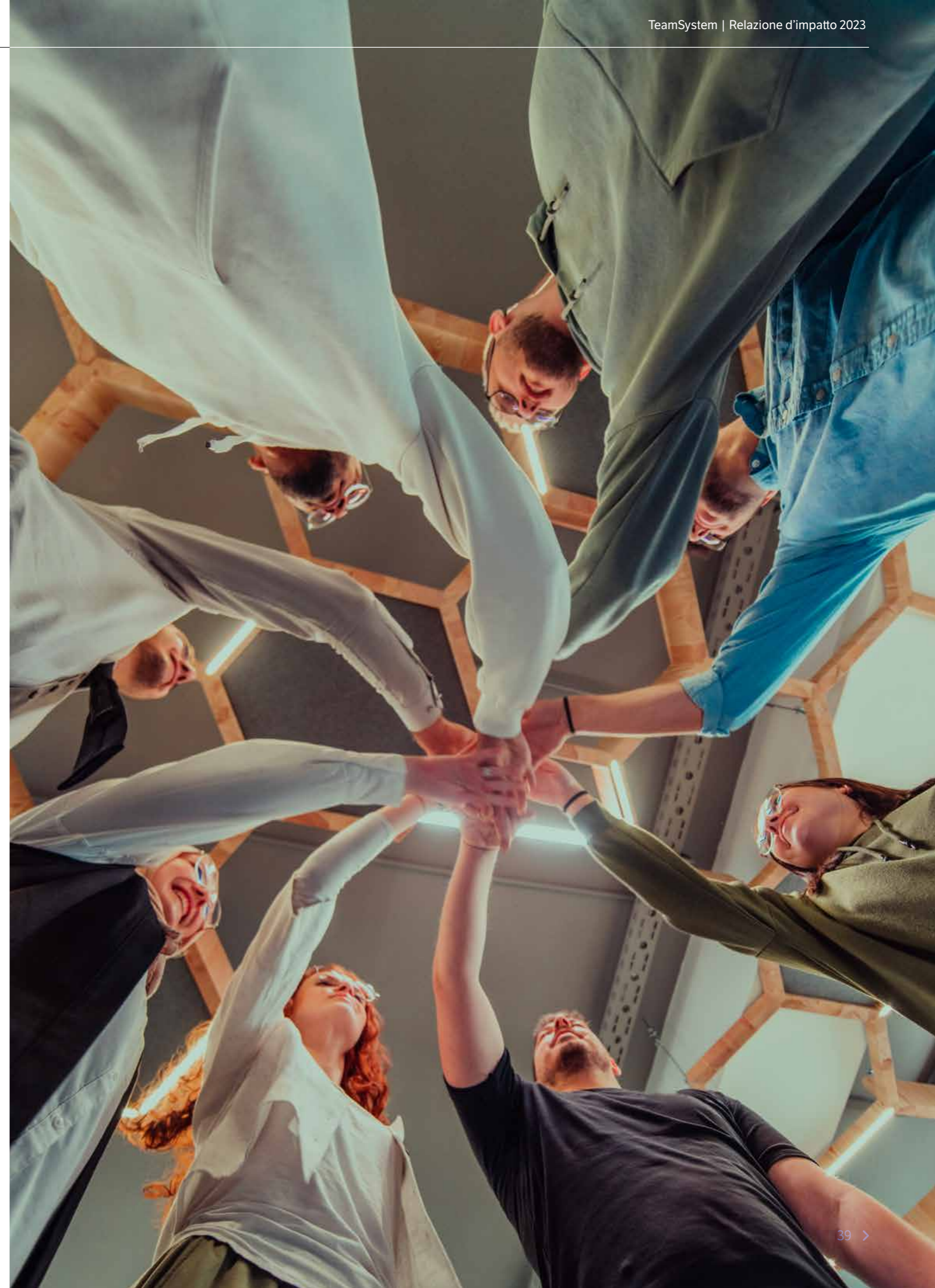
Giving voice to plurality, promoting relationships

We believe in inclusion as a daily commitment to give a voice to different personalities, experiences, sensitivities, passions and opinions. We understand that fostering diversity can lead to more innovative, creative and successful solutions.

We continue to create work environments that are increasingly inclusive, dynamic, challenging and open, to provide the ideal conditions for everyone to express themselves to the fullest.

- **We value the variety of visions and viewpoints** that result in opportunities for people to grow and for the company to gain a competitive advantage
- **We interpret inclusion as the ability to listen** and actively seek diversity, making inclusive behaviours part of our daily life.
- **We are constantly integrating new businesses into the Group:** different people and cultures that contribute to an environment that is open to participation and ready to evolve thanks in no small part to their contributions.

We are committed to strictly avoiding all forms of prejudice and discrimination in regard to gender, sexual orientation, ethnicity, religious faith, political opinion, and social condition.



The culture of sharing in the company and beyond

Our people actively promote a culture of inclusion by implementing internal initiatives and projects through a voluntary community and participating in initiatives dedicated to social issues promoted by external stakeholders.

TeamInclusion

Established in 2023, TeamInclusion is a voluntary, internal TeamSystem network that aims to concretely interpret our commitment to promoting Diversity, Equity and Inclusion (the DEI principles).

TeamInclusion aims to develop operational initiatives that promote the concrete application of DEI principles, not only in recognition of cultural diversity, but also across all areas related to sharing, inclusion and accessibility in the various contexts of our activities.

To create inclusive and informed DEI strategies globally, the TeamInclusion community has been divided into subgroups that will work independently and voluntarily.

In particular:

Disability and accessibility

Governance and the development of 360-degree accessibility models regarding digital processes and products, urban models, gender equality, and human resource management, with special attention to all disabilities present in the company.

Gender equality

To foster a culture of inclusiveness and respect for all identities within TeamSystem, valuing all people, regardless of gender, through tailored professional development programmes and by guiding the culture of a diverse leadership while maintaining equity.

Internationality

Enhancement of the new international dimension of the Group with the recognition of cultural diversity and the creation of tools and initiatives for sharing a common corporate culture.

TeamInclusion and its subgroups also monitor the effectiveness of initiatives, using the results to feed our impact database in a logic of evaluation and continuous improvement, ensuring that our DEI efforts are responsive and relevant in an ever-changing global and accessible landscape.

This is a major commitment involving a reassessment of our policies regarding our employees, our strategies for engaging the internal and external workforce, and our operational practices, to ensure we are inclusive and accessible for everyone, creating welcoming environments and experiences for more and more people.

61

People enrolled in TeamInclusion, with the goal of self-growth

Our commitment to gender equality

We actively contribute to gender equality in the world of work through policies shared by all Group entities on recruitment, access to training, equal pay, and career opportunities, in line with the Sustainable Development Goals set by the United Nations.

In a market environment that has historically been male-dominated, we are committed to multiplying women's presence and empowerment, to provide opportunities for women to be leaders in innovation, enhancing their unique skills in an inclusive and sustainable context.

39%

The percentage of women in the company

41%

The percentage of women working in the CEO's Office, the Group's management body responsible for strategic projects and merger and acquisition policies

Our partnerships

Valore D

The first business association committed to promoting gender balance and an inclusive culture for the growth of companies and Italy as a whole. A partnership that involves our people in mentorship and training programmes, accelerating the spread of an inclusive culture and providing them with the necessary tools to implement it.

[FIND OUT MORE](#)

Women&Tech

An association established with the aim of fostering female talent in technology, innovation and scientific research and promoting projects geared toward combating gender stereotypes and discrimination, as well as contributing to the orientation of young people toward the professions of the future and sustainable business models.

[FIND OUT MORE](#)



Communication and involvement

Communicating to participate

Communication and listening are our way of bringing knowledge to life, a prerequisite for everyone's participation in decisions and in company life. We share the strategies, plans, and future prospects of the company, we celebrate achievements, and together we experience the pride of being key players in a great organisation.

We communicate with all individuals and entities of the Group clearly, openly, transparently and even informally, with the goal of being increasingly inclusive and engaging. We do this by providing constantly updated information and in-depth coverage of all issues, including through the direct participation of our leadership team.

We give a voice to the people who work with us, because we know that everyone's contribution is essential if we want to work better, promote innovation and provide our customers with the value of a strong, united team.

Our internal communication tools

Our touchpoints for constant updating:

- **Inteam:** our intranet, where everyone can find information important to company life and read news that affects the organisation, the market and the world.
- **TS Channel:** a video channel with news, interviews, in-depth content and space for discussion.
- **TS Square:** an MS Teams channel, for news and flash updates
- **Inbox:** our reliable e-mail communication channel to reach people directly through their inbox.

Opinion polls: the voice of TeamSystem

We assess the effectiveness of our communication initiatives at regular intervals, using internal opinion surveys to gauge the "pulse of the company" and gather questions, opinions, suggestions, and ideas that enable managers to gain an overview of general well-being and engagement.

Officevibe

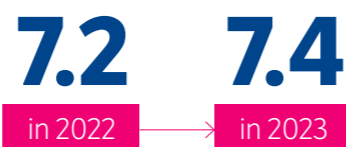
A platform that allows us to provide a direct listening channel that is always open, to allow weekly opinion flows to be collected, measured and assessed anonymously in relation to ten different engagement metrics:

- Relationship with colleagues
- Ambassadorship
- Feedback
- Happiness
- Recognition
- Relationship with managers
- Well-being
- Alignment
- Satisfaction
- Personal growth

Engagement

People's engagement, that is, their involvement, is measured through ten parameters: recognition, happiness, relationship with managers, well-being, alignment, feedback, ambassadorship, satisfaction, personal growth and relationship with colleagues.

Level of involvement on a scale of 1 to 10



Sharing, belonging, discovery

For TeamSystem, events hold significant value and are an integral part of our annual communication plan. They are key to achieving several goals: bringing the entire Group together, fostering a sense of belonging and cohesion, keeping everyone updated on strategy and business, and creating opportunities for exchange, sharing and networking. Group-wide events and those organised by individual teams are essential to enriching our work experience.

In 2023 we realised:

Our events



Participants



Some of our events:

- **Kick Off at the beginning of the year** dedicated to business units for sharing goals
- **Mid-Year Meetings** with team building activities and team updates
- **Digital events for international days dedicated to values**
 - Masterclass on "Collaboration and discussion to meet the challenges of innovation"
 - One Week for Women: Women and STEM, a winning combination for innovation
 - Masterclass on "Language, culture, stereotypes: how to build a gender equality-friendly mindset"
- **Christmas party** with focus on values at nine locations and a specific date for celebration and socializing
- **End of Year Talks.** An update on 2023 business achievements and 2024 strategies and challenges from our CEO Federico Leproux
- **Tech Conference dedicated to R&D.** A large event designed to strengthen our R&D community, involving developers, architects, SREs and DevOps, Product Owners, analysts, testers, Scrum Masters, teams of UX-UI Designers, and Engineering Managers from across the TeamSystem Group. Participants met to share knowledge, discuss industry advances and news, and explore business and development collaborations. The three-day Tech Conference consisted of stimulating sessions, panel discussions and networking opportunities.

2024 A roadshow in the TeamSystem world

One big group event starring our CEO Federico Leproux to:

- Share vision, strategies and values
- Share news about the prospects, news and plans for the coming year
- Give prominence and attention to specific people and roles, for example new hires and managers
- Value the people involved in strategic projects
- Listen to and gather input from everyone

The social impact of our events

Throughout 2023, our people have been involved in the following volunteer activities in support of social welfare and environmental protection:

- a partnership with **Azzero CO₂**, which helped us plant 300 trees in green areas near our Campobasso office
- a workshop to build 60 toys, which were donated to the **Fondazione Arca** to support families in need
- making food parcels for flood victims in Emilia Romagna, Italy.



**Charity marathon
Race for the Cure**

The most important event to support the fight against breast cancer, organised by the Susan G. Komen Italia association. Some of our people voluntarily participated in the marathon in several Italian cities, including Bologna, Rome, Brescia, and Bari.



“Partita del Sorriso” (Smile Match)

A football match in which our team took part to support the Dottor Sorriso Foundation, which, through the work of “Smile Doctors” in children's hospitals, provides “smile therapy” to children during their hospitalisation.

This therapy can have a positive effect on both the psychological and physical state of the child, as part of a virtuous circle that can impact the effectiveness of treatment.



Training and development Learn to grow

In an industry that continues to evolve ever more rapidly, training is a fundamental part of our daily work. Developing knowledge, continuing to learn, exploring new horizons of digital culture, and offering our people concrete opportunities for growth and career advancement are the strategic choices that allow us to continue to be competitive and leading players in our market.

Our educational offerings cover three main areas:

Essential

Mandatory training required by Italian regulations, including safety at work, Model 231 (Organisation and Management Model) and the GDPR (General Data Protection Regulation).

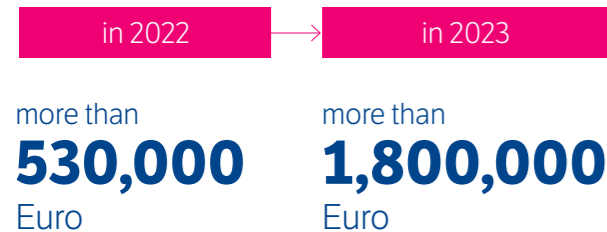
Core

Training courses to develop personal skills that are relevant across the entire organisation. These include communication, change management, time management and more.

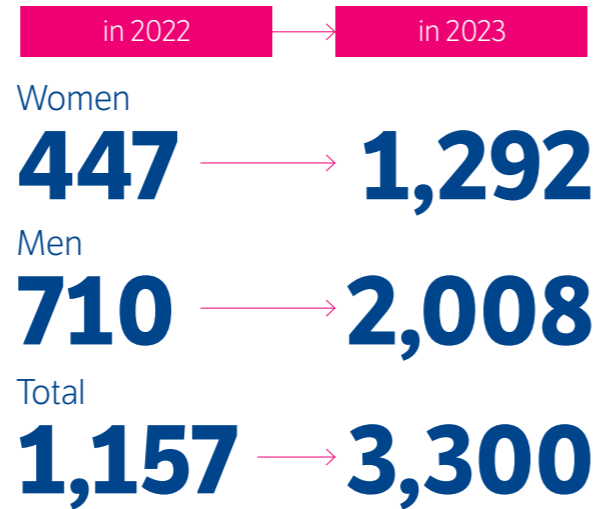
Technical

Specific technical training covering various areas of work.

Investment in training



People undergoing training



Training by macro-categories

Macro-categories	Hours of training
Core	124,907.5
Essential	6,364
Linguistic	993.32
Technical	28,385.5
Total	160,650.32

Our training programmes

Digital Matters

A major training programme with a focus on the development of skills that allow us to be key players and protagonists in digital transformation.

The programme provides master classes on the topics of digital tools, sustainability, communication and strategy, as well as specific courses dedicated to different areas (R&D, IT, Management and Sales).

40
expert lecturers and eight external partners

Over 500
scheduled sessions

3,127
people involved

more than
46,200
total hours of training

12,000 hours
dedicated to digital topics regarding sustainability

50+ hours
of training per person on average

4.4 out of 5
the average rating on enjoyment of the programme



2024 Goal

OpenBadge@TeamSystem

This represents our innovative approach to expertise. Our badges, in fact, will be digital badges, representing the tool we will use to certify skills that are of particular importance to TeamSystem.

With OpenBadge@TeamSystem, we will be able to recognise and enhance each person's talents, ensuring a clear and transparent view of skills and experience.

Impact Badges Programme

The Impact Badges programme is designed to integrate a sociocratic and participatory governance structure into our approach to corporate responsibility. It aims to engage all employees in our efforts to reduce ESG impacts by recognizing them as "Impact Doers".

The programme recognises people who contribute to the development of several key areas:

- **Environment:** an active contribution to environmental initiatives
- **Net0 Ambassadors:** participation in carbon neutrality activities and related sustainability practices
- **Diversity Ambassadors:** activities to promote Diversity and Inclusion within the company
- **Ambassadors of Interdependence:** creating collaborative and interdependent work models.

Future Shaper: a talent enhancement programme for young recent graduates

In 2022, we launched the Future Shaper programme, primarily aimed at promoting the employment of recent graduates in the areas where our sites are located.

The programme involves onboarding new arrivals with rotations across three different company departments, giving them a comprehensive and strategic overview of operations.

For us, it is an opportunity to get to know and acquire new talents that bring value and innovation to an inclusive and welcoming work environment.



20

"Future Shapers" on board since the beginning of the programme





BUSINESS MANAGEMENT

Ethics, Transparency,
Inclusion

We believe in business as part of an ecosystem. A business that shares a collective blueprint for the future, helping to create value for the environment, people and communities.

We see sustainability as a priority to create policies and initiatives that go beyond the traditional business model, expanding our role and mission to give meaning and substance to being an active part of a large global community.

This commitment is a founding principle of our corporate culture and strategy, inspired by the values of ethics, transparency and inclusion, and shared with all those who are part of our world: people who work with us, suppliers and local communities.



Brief outline of our commitment

Being the company that opens new horizons

We share the commitment to sustainability

Establishing an ESG office to promote the culture of sustainability

Tracking ESG practices to promptly monitor and correct any violations

Inserting the commitment to sustainability in the Code of Ethics

Applying a Dynamic Governance Model to extend participation in environmental governance to all people working in TeamSystem

Launching Environmental Circles, teams open to all our people to monitor and develop different environmental issues

Establishing Communities of Interdependence for sharing ESG issues in our supplier community

Assessing ESG risk for 100% of companies acquired by 2025

Acquiring companies that generate a significant positive impact, with the commitment to invest 30% of the total budget for new acquisitions

We develop relationships inspired by ethics and transparency

Company assessments on ethics and transparency conducted by independent third-party bodies of internationally recognised authorities

Using Legal Design to improve accessibility and understanding of information concerning institutional communication

Adopting a Code of Ethics, Anti-Corruption Code and Organisational Model 231 to control and reduce risks related to criminal offences

Sharing the Code of Ethics with suppliers

Protecting personal data using advanced cybersecurity technologies, ensuring the rights of individuals and organisations are respected

We implement digital solutions as a tool for sustainability

Development of software solutions to manage ESG impact including through the acquisition of companies specialising in this field

Improvement of the digital accessibility of our software products with the goal of publishing the accessibility statement of all relevant products and websites by 2024 and designing products due to be released to the market from June 2025 in accordance with the accessibility regulations in force



We contribute to the well-being of communities

Offering career opportunities in the digital sector to communities that live in rural areas and in regions that are at an economic disadvantage, including through advanced remote working solutions

Commitment to implementing innovative initiatives for the common good through partnerships with shareholders, customers, suppliers and associations

Impact & ESG Office Managing change

The management of activities to coordinate social and environmental responsibility policies and initiatives is entrusted to our Impact & ESG Office, with the aim of driving the sustainable transformation of all Group activities.

The Impact & ESG Office:

- **Promotes the culture of sustainability inside and outside the company**, adopting relationships that constantly extend the boundaries of participation and inclusion of people working within the company, as well as its suppliers, communities and associations;
- **Plans, organises and manages ESG activities** in conjunction with all the people and companies of the Group, including by gathering requests and proposals;
- **Monitors and assesses impacts on the environment**, employees, the community, and all stages of the production and business processes and supply chain;
- **Monitors any violations concerning ESG activities**;
- **Involves and trains an increasing number of sustainability “ambassadors”**.

The structure of the Impact & ESG Office

ESG Committee

Comprises the CEO of the Group and several members of the Board of Directors

Responsible for the supervision

of the activities of the Impact & ESG Office

Impact & ESG Officer

Responsible for operational activities and strategies

for developing policies and initiatives, involving employees and key figures in the company and ensuring all the significant proposals are incorporated into operations

Topic groups

Areas covered:

- **Environment:** with the aim of reducing negative impact and supporting initiatives to enhance the local area
- **Inclusion :** DEI (Diversity, Equity and Inclusion) strategies
- **Transparency:** certification, external and internal communication, Data Ethics, and Legal Design
- **Interdependence:** suppliers, people (contributors), local community
- **Digital4Good:** positive impact generated by our software platforms

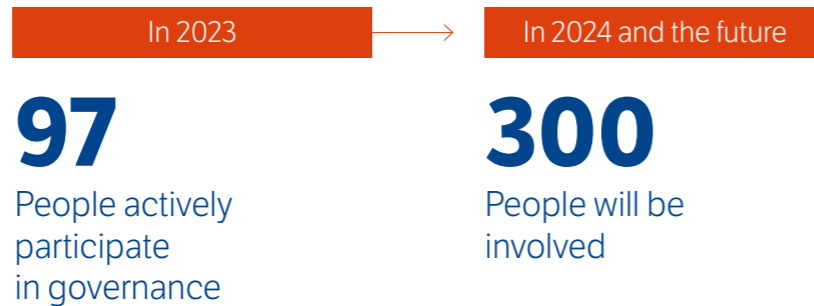


Sharing the commitment to sustainability

Dynamic and Sociocratic Governance

We are developing a Dynamic Governance project: a more inclusive and collaborative governance model based on a sociocratic approach, as an alternative to traditional hierarchical models. This allows decisions to be made collectively, enabling all the people who work at TeamSystem to contribute significantly to achieving the company's sustainability goals.

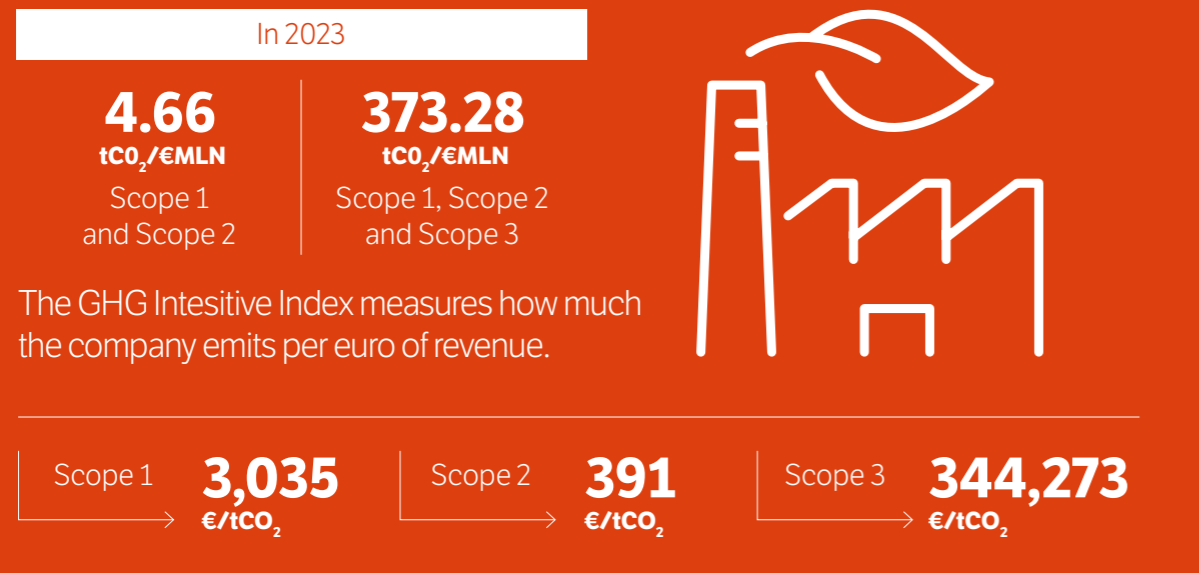
We have organised our Dynamic Governance model through the establishment of "Circles": teams dedicated to different sustainability issues.



The Environment Circle

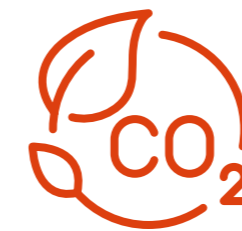
The Environment Circle, managed according to the principles of Dynamic Governance, is a reference point in the development of TeamSystem's environmental strategy.

It oversees the fundamental activities of measuring data on the amounts of GHG emissions (GHG Scope 1,2 and 3) in relation to the company's economic revenues.



The Environment Circle involves the division into sub-circles dedicated to different areas:

Offsetting emissions



Activities Generate carbon credits through forest management.

KPI Increased volume of carbon credits produced and improvements in forest biodiversity.

Ecological Transition



Activities Further divided into Buildings, App and Datacentres, Employee Travel and Cars, and Suppliers.

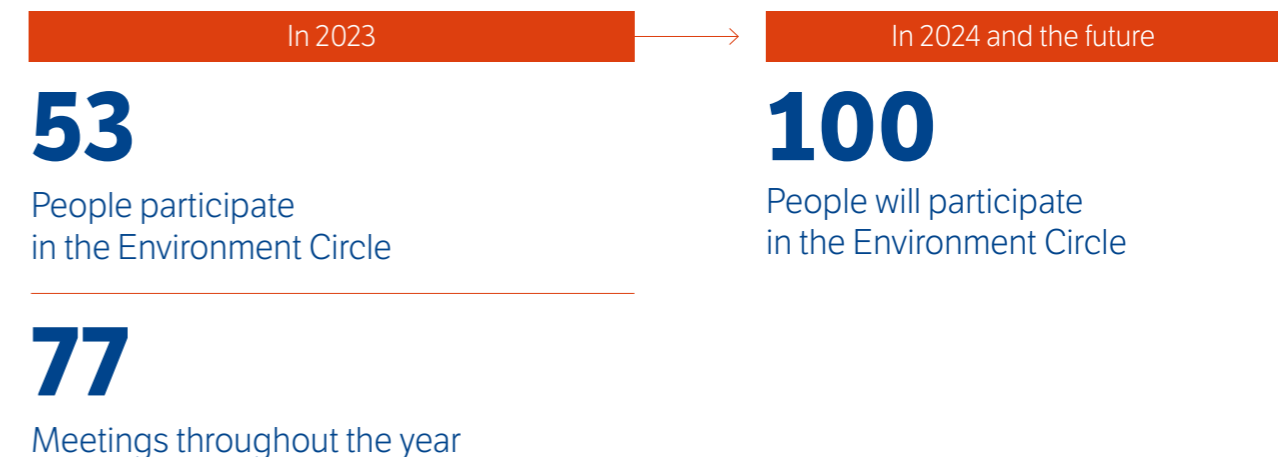
KPI Zero net emissions goal. Emission reductions, energy efficiency improvements and sustainable procurement metrics.

Caring for the Earth



Activities Organic farming and community building initiatives.

KPI Quantity and quality of organic produce grown, employee participation rates, and success of team-building events on TeamSystem-managed lands.



Sharing the commitment to sustainability

Our alliance with customers and suppliers

We share our aspiration for sustainability with suppliers and customers to ensure effective and consistent social and environmental policies throughout our Group's value chain.

We are aware that our suppliers are an integral part of our corporate community and a key element of our organisational model and success. Together, we want to launch a common project for the future through constant monitoring and the improvement of the impacts generated by our activities.

Certification. Our commitment to our stakeholders

We measure our ESG performance through internationally recognised reliability and independence assessments, to have an up-to-date picture of our achievements, identify areas for improvement, and communicate authoritatively and transparently with our stakeholders: customers, suppliers and communities.



The Community of Interdependence

Together with a focus group of suppliers, we launched the Community of Interdependence: a "place" where TeamSystem and a group of suppliers can interact, united by a desire to adopt virtuous behaviours, create shared value, and generate new business aimed at making a positive environmental and social impact.

The Community of Interdependence is committed to:

- Exchanging ideas on ESG issues
- Jointly addressing specific sustainability issues affecting one or more companies
- Adopting solutions developed within the community
- Promoting interdependence initiatives and agreements to reduce impacts

3 Meetings held by the Community of Interdependence in 2023, with the participation of 10 companies, including 8 suppliers and 2 TeamSystem Group members

Measuring and sharing

Together with a pilot group of suppliers, we embarked on a project to assess and share their sustainability journey through:

- a commitment to adhere to our Code of Ethics, updated with ESG issues
- the preparation of an ESG Assessment specifically for suppliers.

Goal for 2024 and the future
Extend to all providers

- Adherence to the Code of Ethics
- Measurement of impact ranking through the ESG Assessment

An Italian and European network

99%
Of our supplies are sourced from companies based in Europe



of which
92.5%
are Italian companies

Ethics

Transparency, honesty and authority

We are aware that ethical behaviours inspired by the values of transparency, fairness and honesty towards stakeholders (customers, suppliers, communities and competitors) are the basic prerequisite for fulfilling our ESG policies and recognising our "good reputation" and authority in the role of leading players in the world of digital services.

We are also committed to concretely developing "virtuous" behaviour through tools that exceed regulatory obligations:

- **The Code of Ethics**, drafted in 2017, was updated on ESG issues in 2023 and will continue to be kept up to date in the years to come. The Code maps the values and conduct to be adopted:
 - by TeamSystem, including in its official role as the Group's lead company
 - by the companies that belong to the Group
 - by employees and co-workers, in the professional sphere or more generally as "ambassadors" of the company's values
 - by suppliers and external partners that we ask to share our ethical approaches, to ensure the utmost coherence in every phase of the business process.
- **The Anti-corruption Code**, adopted in 2017 to guarantee the utmost transparency in business relations, and take tangible measures to counteract corruption.
- **The Organisational Model 231**, adopted in 2017 in accordance with Italian Legislative Decree 231/2001 by the Parent Company and the companies within the Group that engage in sensitive activities. This regulatory and organisational tool allows us to monitor, prevent and limit the risk of committing criminal offences in areas such as corruption, environment, taxation and workplace safety, among others.

These documents are published on the website teamsystem.com/compliance

All individuals working with us are required to adhere to the Code of Ethics and take part in training initiatives regarding Model 231 issues.

Monitoring and Implementation

Compliance with and implementation of Model 231 fall within the remit of the Compliance department at group level, which promotes the implementation of the Model in every branch and coordinates the activities of the various Supervisory Boards (SBs).

The risks of corruption and misconduct are monitored and reviewed by a Risk Committee formed at the level of the Board of Directors.

The Committee provides a proactive advisory role to:

- Identify and map risks posed to the group;
- Promote risk mitigation initiatives and policies;
- Supervise and ensure compliance with anti-corruption policies;
- Promote and direct internal audits.

The Independent Supervisory Body

TeamSystem S.p.A. and the other companies of the Group that have adopted Organisational Model 231 have an independent supervisory body tasked with monitoring and supervising the actual implementation of the Organisational Model, Code of Ethics and Anti-Corruption Code, including through audits and regular inspections.



Tracking ESG violations

The value of prevention

We have developed an internal system to track violations, including those related to ESG issues, to identify any discrepancies and respond with appropriate solutions.

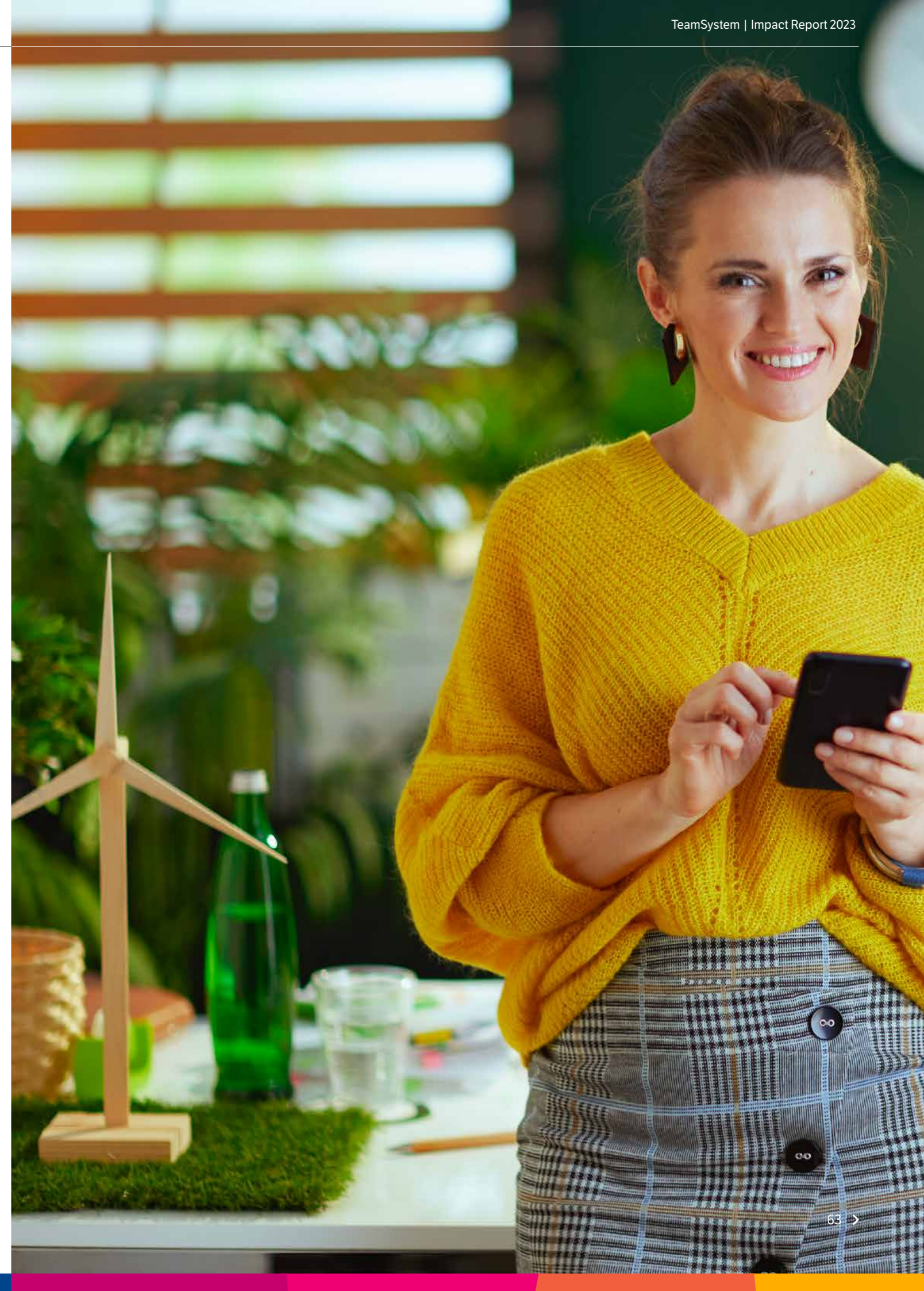
in 2023

Zero

Significant incidents on the subject of ESG issues detected

in 2024 and the future

Further implementation of the monitoring model to increase our ability to identify, assess and manage ESG risks and opportunities in a timely and effective manner



Communication

Legal Design. Simplifying complexity

We believe that communicating complex content in an increasingly simple and accessible way is essential for developing valuable relationships with all the people who are part of our world. That is why we use the most advanced and innovative Legal Design techniques to create clear and user-friendly information tools.

What is Legal Design?

Legal Design is a technique to reduce the complexity of legal and regulatory communication by simplifying language and using graphics such as diagrams and infographics.

It is a valuable tool even in the corporate environment to share knowledge with increasing numbers of people and promote awareness of individual and collective rights.

Legal Design is an important communication model to help achieve some of the Sustainable Development Goals of the 2030 Agenda set by the United Nations.

In particular:



The Legal Design for our documents

We have applied the Legal Design techniques to the following:

- **the new privacy statement governing data processed by teamsystem.com** in accordance with Regulation (EU) no. 2016/679 (the GDPR), to improve accessibility and ensure users understand the information needed to safeguard their privacy and control how their data are used;
- **individual remote working agreements drawn up** to ensure employees have a contract that explains their rights and obligations in relation to remote working in a way that is clear and transparent, using simple language and an intuitive design.

Our ESG communication tools

- **Impact Report:** an annual publication that provides detailed descriptions of actions and results achieved in the areas of environmental, social and governance sustainability
- **Documents on international certification standards obtained** to demonstrate our commitment to complying with the highest sustainability standards
- **Code of Ethics** undergoing integration with ESG issues, in addition to the Anti-Corruption Code and documentation for Organisational Model 231
- **Sharing information through our social media channels** regarding initiatives and progress in our path towards achieving sustainability
- **Information and training initiatives dedicated to employees**, to highlight their role as “ambassadors” to the outside world and protagonists of the sustainable transition

An impact analysis conducted at the end of the project revealed significant improvements in terms of reading speed, text comprehension and mnemonic recall of information compared to the previous version. This had a positive effect on the way our company's reputation was perceived, in terms of innovation, transparency and orientation towards quality.

-50%
Reduction in reading time

+80%
Understanding of the content

+70%
Ability to remember the most important information



Communication

Design Rights. First in Italy in Legal Design

Created out of the partnership between Mondora, a TeamSystem Group company, and LCA Law Firm, Design Rights is the first Italian company specialised exclusively in Legal Design activities, serving companies and all public and private actors who want to evolve their communication models in terms of transparency and simplification.



Design Rights integrates different skills and disciplines (including legal, graphic, design thinking and cognitive psychology) that necessary to properly implement the tools of Legal Design.

A forerunner in a still little-known field of activity, Design Rights has already gained relevant experience in projects serving major customers, with the revision, from a Legal Design perspective, of documents in different application areas, including **labour contracts, procurement contracts, general conditions of service, financial and insurance contracts, internal procedures, and environmental and social impact analysis, among many others.**

Some of our customers



21

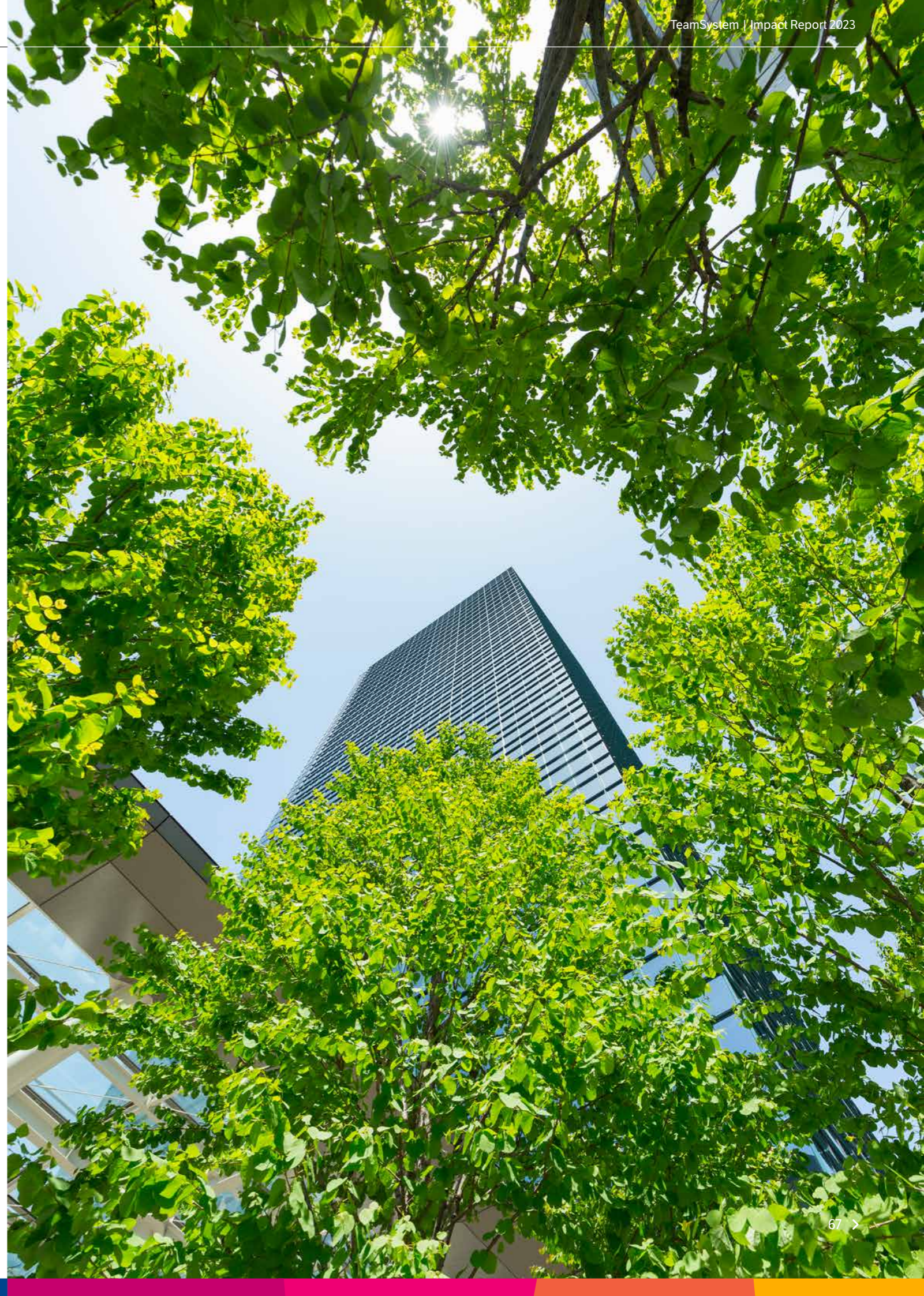
Key customers already acquired by Design Rights

27

Projects that involved revising 37 documents

151

Training hours delivered



Personal Data Privacy

A right to be protected

We are aware that network activities do not always provide adequate levels of control and management of the privacy of sensitive data of individuals and businesses. That is why we are committed to developing the most rigorous data protection processes in our operations, and we stand by our customers with the implementation of software that helps them ensure maximum protection for their businesses and for those who use their services.

We have implemented an organisational model that defines key roles and responsibilities to ensure proper control of data protection aspects.

Our companies take measures and precautions to develop data processing procedures that ensure all the appropriate protection principles are adhered to:

- Principle of legality
- Fairness and transparency of processing
- Limiting the purpose of processing and data minimisation
- Accuracy and data updating
- Limitation of retention periods
- Data integrity, confidentiality and security
- Measures to ensure compliance with regulations and adherence to the principle of responsibility

We have also implemented a “protection policy” in relation to all the processes in the privacy protection chain, and directly manage:

- The rights of data subjects
- Suppliers processing data on behalf of Group companies
- Data transfer outside the European Union
- Data breaches and incidents
- System administrators
- Risk analyses and privacy impact assessments
- Data retention and deletion of personal data

Our software: Designed to protect data

We are aware of the impact our platforms can have on the data processing operations conducted by customers.

We develop software solutions in compliance with the principles of personal data protection, both by design and by default, to enable companies and institutions using them to ensure an adequate level of protection for their users.

The Organisational Model

A Data Protection Officer (DPO) and a team of 6 people at Group level.

70 privacy coordinators and a network of local Data Protection Officers tasked with coordinating data protection processes at the level of individual organisational units.

Our extensive training plan includes differentiated courses, in the classroom or through e-learning, depending on role, risk profile and specific duties.

In 2022, we obtained or renewed the following security and data protection certifications:

ISDP ©10003:2020, in relation to the TS Digital platform for managing digital processes for schools and companies: TeamSystem Digital Invoice, TeamSystem Digital Fiscal Link, GDPR Log, TeamSystem Signature, Privacy in Cloud.

ISO/IEC 27001:2013, ISO/IEC 27017:2015 and ISO/IEC 27018:2019 in relation to the “Delivery of design and management of ICT infrastructures, management of applications within the group, and management of the Cloud IaaS infrastructure” of TeamSystem S.p.A.

ISO/IEC 27001:2013 in relation to the “Design, development, delivery and support for the Public Digital Identity Service” of TeamSystem S.p.A.

ISO/IEC 27001:2013, ISO/IEC 27017:2015 and ISO/IEC 27018:2019 in relation to the “Digital Archive Service” (used in delivering the Electronic Storage service to public and private parties) of TeamSystem Service S.r.l.

ISO/IEC 27001:2013, ISO/IEC 27017:2015 and ISO/IEC 27018:2019 in relation to the “Management of information security in designing and implementing software solutions to manage eProcurement in Public Administrations and the private Supply Chain sector, which can also be delivered in SaaS mode” of TeamSystem S.p.A.

Cybersecurity
Ensuring the security of a strategic asset



The use of information systems for business management, data storage and, more recently, for the development of Artificial Intelligence systems, is a key strategic activity for any type of business. The assessment and management of system security risks is one of the great challenges in an increasingly complex environment.

Intrusions and cyber-attacks, which are becoming increasingly frequent today, can compromise the organisational and operational structures of companies with serious consequences, while also jeopardising the job security of people in corporate communities.

In our capacity as an industry leader in the digital transition, we feel obligated to view system security as a top priority.

This commitment has resulted in the development of Cybersecurity systems at the highest level, both in the implementation of software and in the management of technological infrastructure for data storage and protection.

We are committed on various fronts to achieve our cybersecurity goals:

Organisational and governance structure	Training & awareness	Tech
<p>The Board and the Risk Committee, along with the Supervisory Body, regularly meet with the cybersecurity departments to discuss the status and carry out new analyses of cyber risks, assess any incidents and discuss steps needed to neutralise any negative outcomes.</p>	<p>We conduct phishing attack simulations across our entire corporate population at regular intervals, to continuously monitor the vigilance levels of our employees.</p>	<p>We employ a wide range of tools and applications to monitor systems, protect corporate devices, and ensure service continuity and data integrity.</p>
<p>The strategy for cybersecurity - IT Risk & Compliance is also managed through product certification and third-party audits, compliance with various regulatory perimeters, and the design and development of secure applications.</p>	<p>A dedicated cybersecurity learning platform is available to all, along with specific meetings tailored to different groups of people.</p>	<p>We have established cybersecurity teams responsible for ensuring ongoing improvements, secure product development, and the containment and mitigation of cyber risks associated with service delivery.</p>

Policies for the area
Creating work, promoting innovation

As a company with a presence in every part of Italy, we are committed to contributing to the development of local communities, particularly in the most disadvantaged areas, promoting economic development through innovation and creating high value-added job opportunities.

We feel a responsibility to create value for the territories we feel we belong to. We can do this by contributing to concrete initiatives that improve people's well-being and offer a chance for the future and growth of even the most economically disadvantaged areas.

Our goals:

- Enhancing the potential of territories, avoiding the need for the “migration” of skills;
- Promoting a more equitable distribution of employment opportunities across Italy;
- Reducing the digital divide by facilitating access to digital and network technologies,
- Helping to break down geographic and socio-economic barriers;
- Creating new stable and valuable job opportunities.

Our commitment is based on three pillars:

- **Close connections between our sites and the areas they operate in;**
- **Our extensive experience in organisation and remote working,** which already benefits 95% of our corporate community, is a valuable tool to expand employment opportunities to people living in remote areas;
- **The desire and ability to provide training** to develop specialised skills for an increasing number of individuals.



Approximately
14%
 of people (around 500) work in our offices in Sicily, Campania, Sardinia, Puglia, Calabria, Molise and Basilicata

Technology for sustainability Embracing Digital “for Good”



We believe in the digital transition as a transformative revolution that can help us have a positive impact on people’s lives and the planet.

We stand alongside companies that consider ESG strategies as an indispensable premise to every organisational and operational choice, to respond to an increasingly urgent demand for environmental, social and ethical sustainability, helping to build a better future.

In addition to reducing the impact of our activities on the environment and drafting policies that cover social and ethical governance issues, we are committed to designing digital products that help companies and institutions transparently measure, evaluate, improve, and communicate their ESG strategies.

To achieve these goals to the highest degree of quality and expertise, we have acquired companies that specialise in developing solutions for ESG asset management.

Just some of our ESG products

TeamSystem’s Check Up Impresa: the platform for ESG assessment

Introduced in 2022, this platform measures developments in long-term sustainability indices and the future social and environmental impact of an activity.

It harnesses a proprietary system for conducting integrated ESG assessments, based on cutting-edge Artificial Intelligence technologies and the aggregation of standardised ESG data sources. This not only facilitates positive social and environmental outcomes, but also offers financial benefits.

It is a tool designed to assist companies in making sound and sustainable decisions over time.



FIND OUT MORE

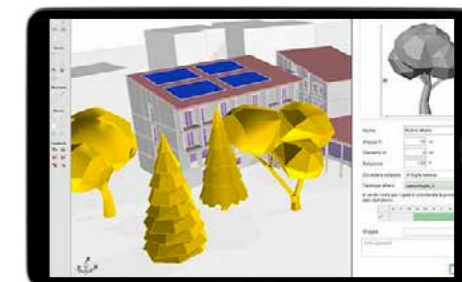
Termolog: Designing sustainable architecture.

The design of low-impact buildings is a key choice to help solve the problems caused by climate change, considering that buildings are responsible for 40% of CO₂ emissions.

Termolog is a platform for architects and engineers that allows them to design new constructions or carry out more sustainable renovations by:

- Reducing energy consumption rates;
- Monitoring reductions in CO₂ emissions;
- Assessing the choice between fossil fuel and electricity consumption;
- Calculating carbon emission offsetting measures;
- Harnessing tax incentives for sustainable construction purposes;
- Promoting energy communities based on the use of photovoltaic energy.

Termolog is ready to handle any future developments in the sector, in line with European Union directives, focusing on the construction of zero-emission buildings through Life Cycle Analysis tools and Global Warming Potential assessments.



Approximately
8,000
customers already
use Termolog

FIND OUT MORE

Habble Monitoring and reducing energy consumption

We have created our first application that enables the measurement and reduction of your energy footprint through a sensor system capable of systematically monitoring networks, facilitating energy-saving and waste-reduction activities, as well as planning the transition to energy from renewable sources.

It is a key product for the development of environmental strategies that we are ready to make available on a large scale for all our customers.

Our commitment for the future

Three “Pillars” moving towards 2025

By 2025, we are committed to achieving ambitious goals to continue to improve our ESG performance and to share our vocation for sustainability with all our stakeholders.

Our commitment is based on three “pillars” that guide us toward our targets to be reached by 2025.

1

Acquisitions

Promoting companies that stand out for their commitment to society and the environment.

Continuing to enhance the impact of companies that already belong to the Group.

2

Synergy with other organisations

To achieve significant social and environmental impact, we will build strategic alliances with shareholders, customers and suppliers.

3

Accessibility

Ensuring that all people, regardless of their abilities, can fully use and benefit from our digital products.

The majority of the group's products will have an

accessibility statement

First Pillar

We are also committed to assessing acquired companies against ESG criteria

For future acquisitions, we aim to select companies that share our values and sustainability goals. We will take ESG factors into account in the acquisition risk assessment process, anticipating any potential impact they might have on the Group's overall long-term operations.

The following aspects will be assessed:

Environment

- Sustainable practices adopted
- Energy efficiency
- Responsible use of natural resources
- Waste and emission management
- Environmental impact of products or services offered

Social

- Corporate policies and practices related to employee rights
- Promotion of diversity and inclusion
- Workplace safety policies
- Responsibility towards the communities they belong to

Governance

- Development of an ethical corporate governance policy
- Ethical practices and transparency towards stakeholders

These operations might include:

- **B Corp (Benefit Corporation) Companies**

Part of an international community of companies that have obtained a positive sustainability assessment from B-Lab, a reputable American non-profit organisation.

- **Società Benefit**

A corporate form provided for by Italian law (Law no. 208 of 28 December 2015) assigned to for-profit companies that, along with profit-making business, also pursue “one or more goals for the common good”.

- **Companies with an ESG strategy**

Companies committed to creating long-term sustainable value by taking into account factors such as environmental impact, social risk management, diversity and inclusion, corporate ethics, and transparency in stakeholder communication.

1

Second Pillar

Stakeholders joining forces to reduce impact

We aim to build strategic alliances with our shareholders, customers, employees and suppliers, to join forces and address the challenges of an increasingly complex world together, delivering a response to the demand for sustainability.

The key to creating these partnerships and the Interdependency Agreement:

- **A contract between two parties** identifying an action that generates a common benefit;
- **A tool to overcome the profit-only mindset** and generate positive changes in the environment, be they social or natural;
- **An opportunity to create a collaborative environment** for working together in a complementary way, leveraging a variety of resources and expertise to achieve results that wouldn't be possible without a joint effort;
- **A context that enables more ambitious goals to be achieved**, and the development of a broader vision of sustainability;
- **The ideal approach to enhance product sustainability**, engaging every actor in the production chain. This also involves the use of the Life Cycle Assessment (LCA), a tool that gauges the environmental impact of a product through every stage of its lifecycle, from raw material extraction to final disposal, to identify and eliminate critical issues.

2

Third Pillar

Designing our products with an unwavering commitment to digital accessibility

We have set an important goal for ourselves: to enable all our product users, including those with sensory, motor and cognitive disabilities, to participate in digital working activities in full, promoting inclusion and participation in the business world for everyone.

We are committed to making our products accessible in accordance with the accessibility regulations in force:

- Complying with Italian legislation on the subject;
- Referring to the specifications of the WCAG (Web Content Accessibility Guidelines), which represent the internationally recognised standard for web content accessibility, including software and applications;
- Promoting compliance with accessibility techniques for software code, user interfaces, content and functionality.

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