



**UNiDATA**

# Sustainability Report

**2023**

Consolidated non-financial statement 2023 - Legislative Decree 254/2016



# Letter to Stakeholders



## GRI 2-22

Dear Stakeholders,

2023 proved to be a year of considerable success for UNIDATA, despite the uncertainties of the market context and the international scene. Unidata has completed its fourth year since its listing on the Stock Exchange on the market that marked the transition from the AIM Italia market (now EGM) to the regulated STAR Milan market of the Italian Stock Exchange and, despite the multiple challenges, has continued to enjoy the trust and appreciation of its customers and investors.

We are pleased to once again present our most significant activities in the context of ESG (Environmental, Social and Governance). The strategic relevance of the sector in which Unidata has been operating since the early days of the spread of the Internet in our country, together with the key investments made over the years and decades, continue to reward our long-term choices, which have always been in line with the principles of sustainability.

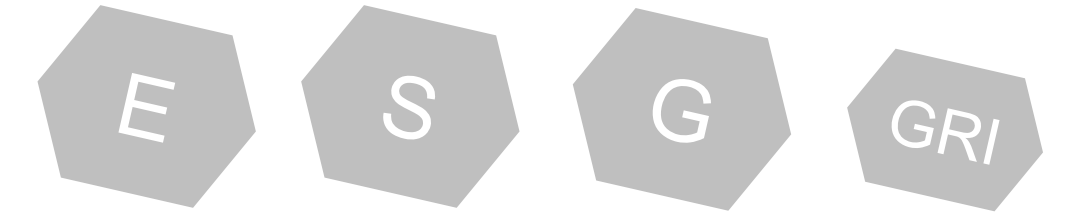
2023 was marked by a number of important initiatives, including the acquisition of the TWT Group in February and progress in investments and projects guided by green, solidarity and good corporate governance principles. In particular, we are actively collaborating with the ESG fund managed by Azimut Libera Impresa for the cabling with submarine fibers for a section of about 1,000 km that will connect Mazara del Vallo to Genoa, with branches towards Rome-Fiumicino and Sardinia. We have also confirmed and strengthened our commitment to fiber optic infrastructure, with fiber To The Home technology, in the so-called grey areas of Lazio and, prospectively, of Central Italy, through Unifiber, founded in collaboration with the international fund CEBF.

The acquisition and subsequent merger with the Milan-based internet provider TWT represented a significant step in our growth path, anchored in the principles of sustainability. Looking to the future, during 2024, we will consolidate the transition to the STAR Milan regulated market, with consequent optimizations of aspects and practices related to Governance, always keeping sustainability and social responsibility at the center of our objectives.



# Letter to Stakeholders

## GRI 2-22



In addition, it is important to underline that our commitment to these issues is also evidenced by the voluntary drafting and publication of our sustainability report, a fundamental tool for monitoring and communicating our environmental impact, in the community in which we operate and in the structure of the company's governance.

With this short letter, I have tried to underline the coherence of our path, which reflects our commitment to responsible and sustainable corporate management. We will continue to operate with the conviction that key objectives and targeted choices are key to long-term success, and I thank you for the trust you have placed in UNIDATA again this year.

Renato Brunetti  
Chairman and CEO  
UNIDATA S.p.A.



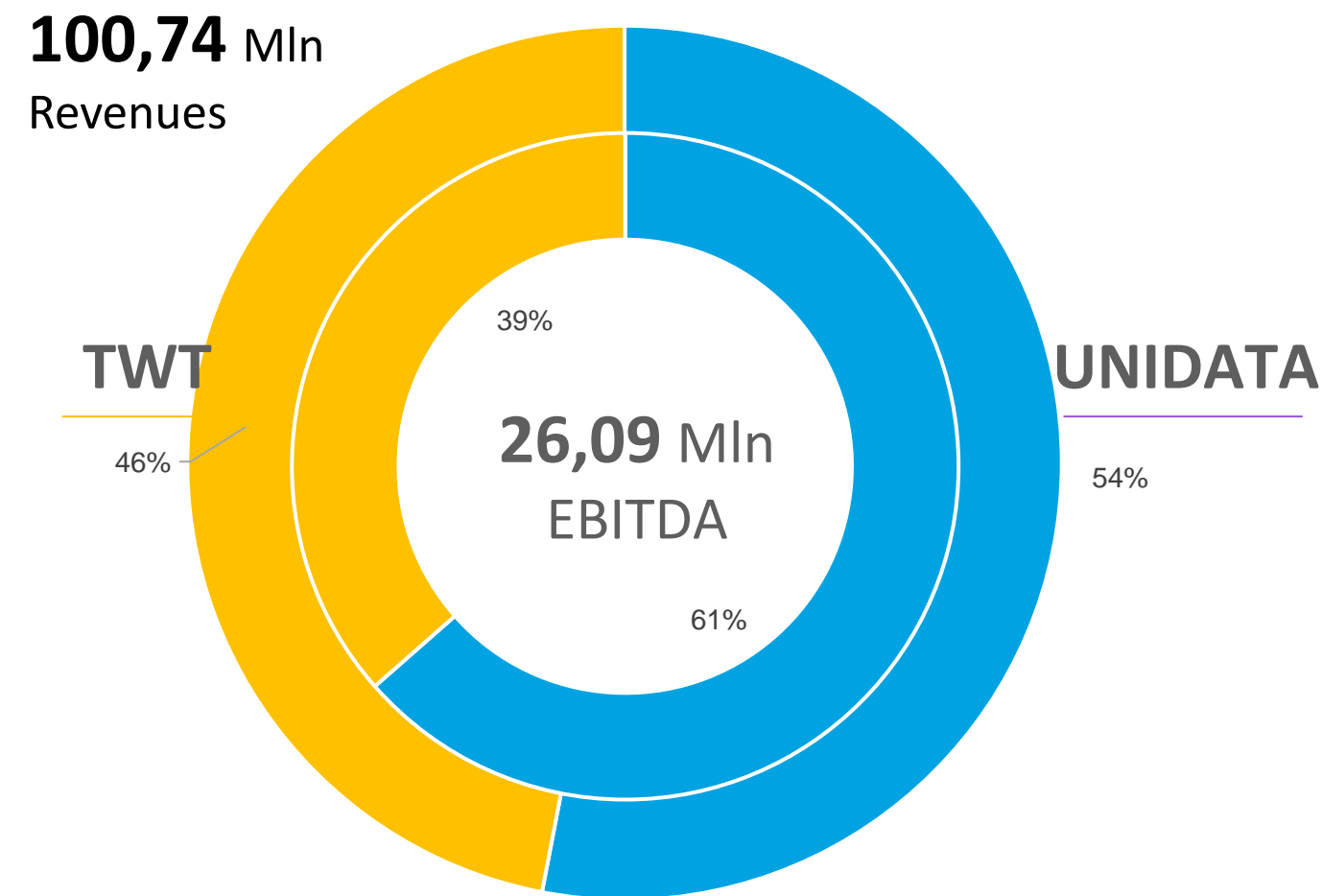
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# The UNIDATA group at a glance

GRI 2-6

## REVENUES - EBITDA 2023



## Vision and Mission

**Vision:** *To be an excellence in the digital ecosystem to give impetus and value to our future.*

**Mission:** *We passionately accompany customers into the digital future, simplifying the adoption and management of innovation, we build satisfaction on which to base the relationship with customers, collaborators and the community of which we are a part.*

## COMPANIES-INDIVIDUALS-EMPLOYEES

**55.000+** CUSTOMERS across market segments:

- CORPORATE
- WHOLESALE
- PA
- CONSUMER

**200+** employees

ROMA  
MILANO  
BARI

## NETWORK

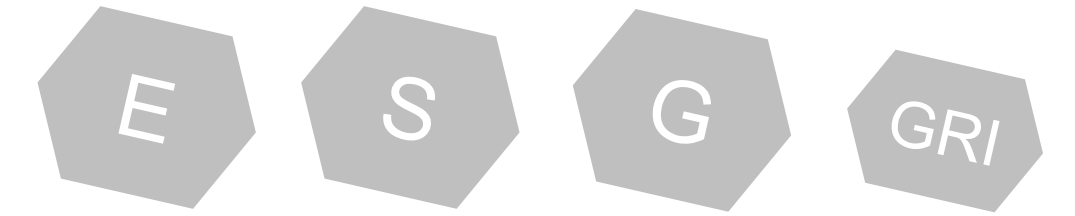
**6.000+** Km di **INFRASTRUCTURE**

**500.000+** Km of **FIBER**

U.I. in **FIBER** ready **500.000+**

**700.000+** connected **IoT** devices in 2024-25

**2.732.000** population of municipalities covered with **IoT** in 2024-25



## 2 DATACENTERS

Milano  
Roma

**TIER IV** compliant

**R&D**



Dedicated R&D  
Hi-Tech solutions

## Certifications

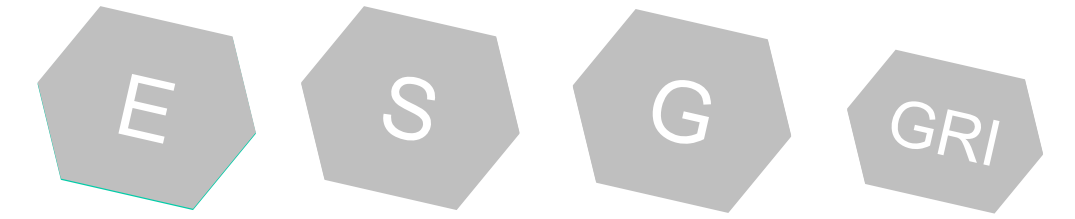


ESG & Benefit Company from 2022

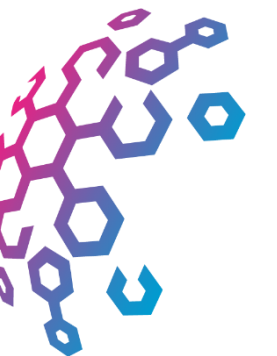
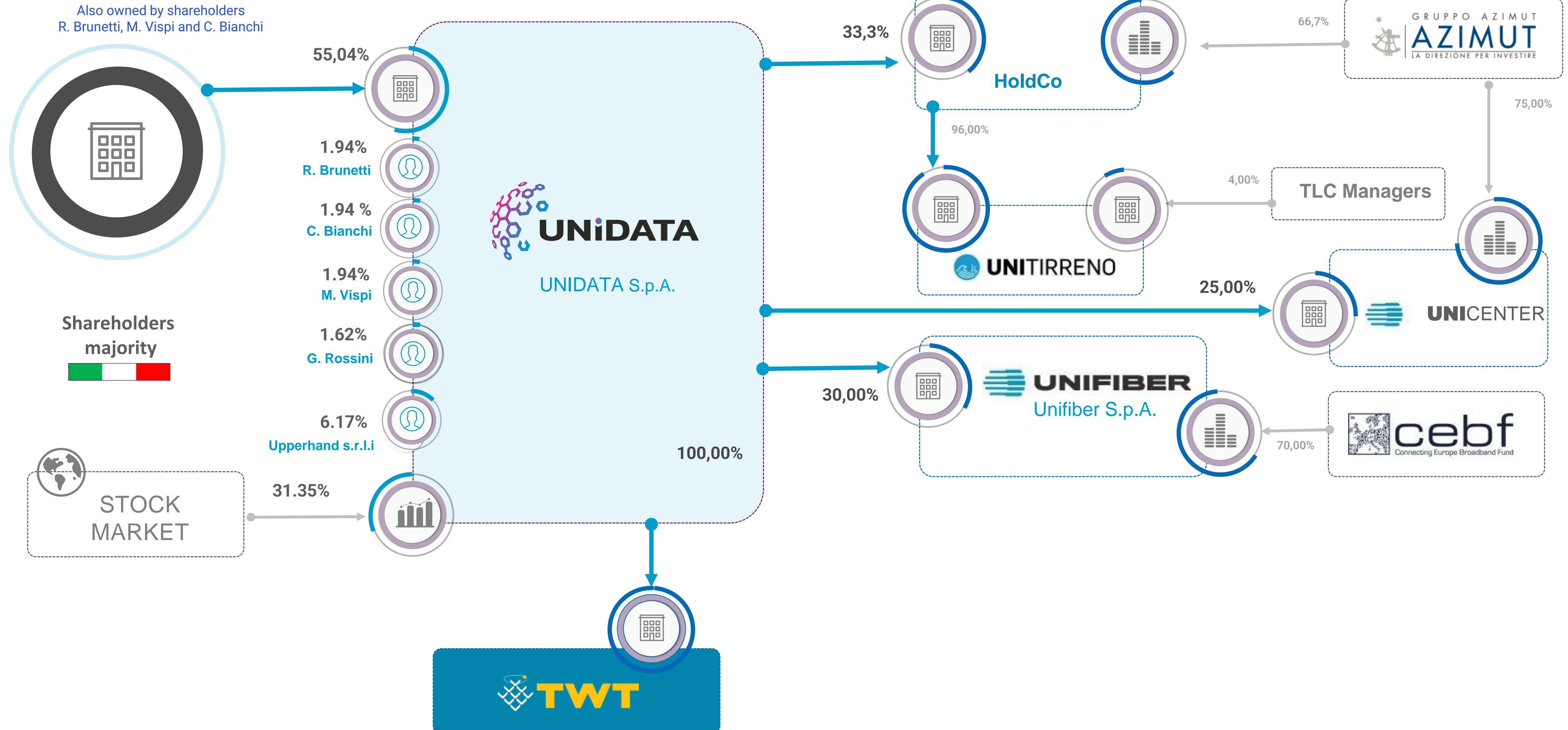


# The UNIDATA group at a glance

GRI 2-1

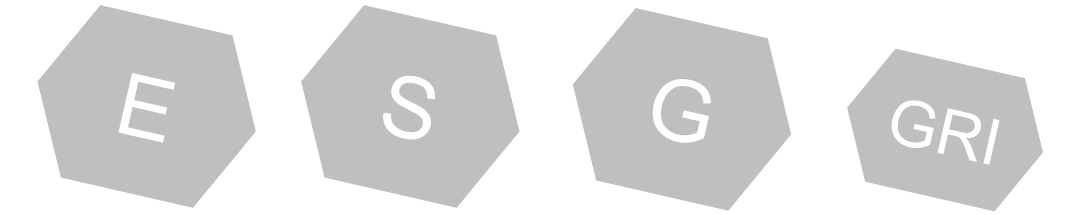


**UNINVEST**  
Uninvest s.r.l.



# The UNIDATA group at a glance

GRI 2-1



2023

## Capital increase

In February 2023, UNIDATA's board of directors resolves to launch a capital increase reserved for institutional investors up to a maximum number of 400,000 shares to be implemented through an accelerated bookbuilding procedure.

2023

## TWT Acquisition

28 February 2023 - UNIDATA announces the completion of the closing for the acquisition of 100% of the TWT Group. UNIDATA becomes a telecommunications operator on a national scale with totally Italian control. On 31 December 2023, TWT was merged by incorporation into UNIDATA with accounting effect from 1 March 2023.

2023

## Translisting

With the capital increase, the Company achieves the minimum free float target to be able to access the Euronext Milan market – STAR segment of the Italian Stock Exchange, an operation completed during 2023.

### Acquisition of TWT/Berenix

- TLC, integrated connectivity, ICT operator specialized in the B2B segment
- TWT is an operator throughout Italy with a strong presence in Northern Italy thanks to its recognized brand and an IT platform



+33k clienti



Proprietà datacenter  
Located in TWT building



Proprietà piattaforma reseller

### Investments



2020-2023 Network FTTH for B2B + B2C

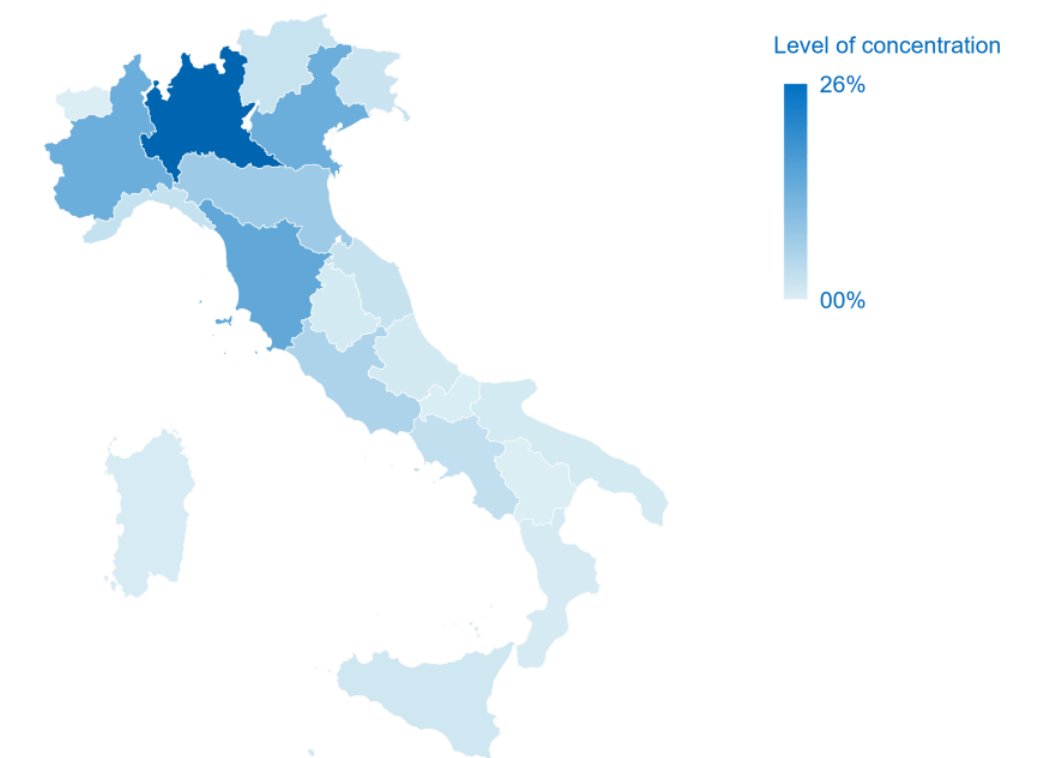


2023

Underwater Fiber System



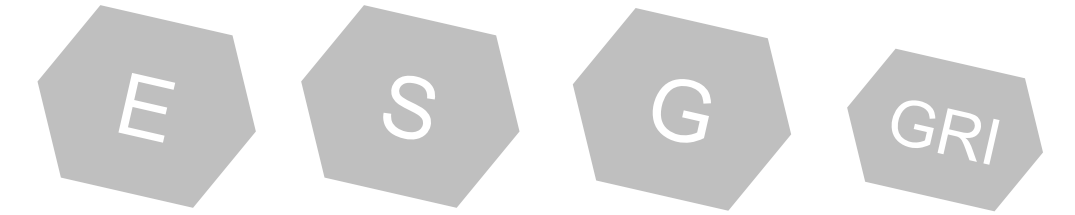
### Post-acquisition customer distribution



The brands of the UNIDATA group



# UNIDATA's activities



## GRI 2-6

### Services provided by UNIDATA

The services offered by UNIDATA have played a fundamental role in coping with the Covid-19 emergency, and still represent an essential tool to support smart-working, online teaching both at public and private education level. UNIDATA has guaranteed and still guarantees Internet access services for the organization of online events and the general use of digital services and contents, establishing itself for its Cloud functionality for data storage, processing and transmission.

UNIDATA operates in the telecommunications sector as an Internet Service Provider, dividing its activities into: Fiber & Networking, Cloud & Data Center, which is flanked by IoT and Smart Solutions.

The company has a fiber optic network of its own construction and ownership, as well as its own Data Center necessary for the provision of Hosting and Cloud Computing services, strategically linked to the provision of access services and fiber optic network.

UNIDATA is an authorized operator for:

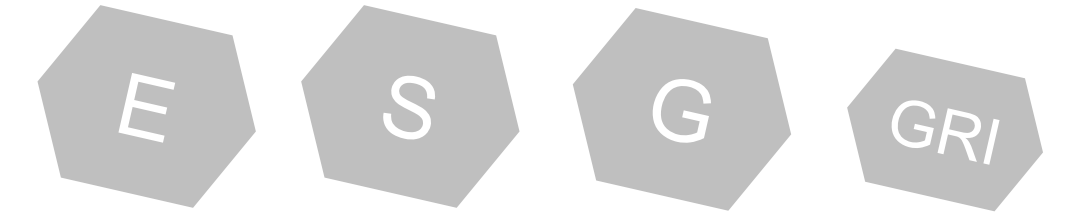
- public network services;
- public voice telephony services throughout the country;
- Wireless Wi-Fi and licensed band (26 GHz) public services for the entire Lazio region.

The specialized services offered by UNIDATA are divided into:

- fiber optics and connectivity;
- cloud and data centers;
- landline telephony;
- internet of things (IoT);
- services and ancillary products.



# The reputation of the brand



## GRI 2-6

Over the course of its 39-year history, UNIDATA has consolidated a perception of trust and reliability, combined with technical expertise and an eye always on innovation, which has always allowed it to grow, albeit in a highly competitive context, characterized by the presence of much larger players and a dynamism linked to the structuring of increasingly challenging offers and solutions.

The company, founded in 1985 by three professional technicians, has for this reason a "DNA" characterized by the values of technological competence, updating and the ability to anticipate innovative solutions linked, over the decades, to microcomputing, network systems, servers and therefore to VoIP telephony and increasingly advanced infrastructural solutions up to fiber optics for Internet access, Cloud solutions and the Internet of Things.

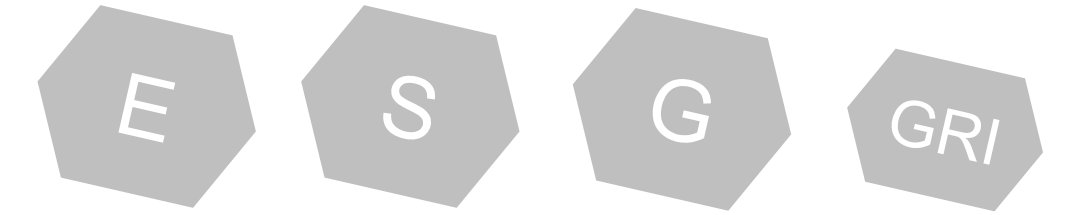
UNIDATA, today an Internet Service Provider, was born well before the Internet and the World Wide Web characterized solutions and lifestyles all over the world. This anticipation is itself the demonstration of how UNIDATA can represent, at the same time, a perpetual start-up, but also an "ancient" reality, that the Internet can say it has seen the birth and take the first, timid, steps.

### Acquisition of TWT, partnership, Borsa Italiana

Over the years, UNIDATA was initially able to boast an excellent reputation in the business field, being then a B2B only, focused on the Rome area. Today, and in particular following the opening of an office in Bari (2022), the acquisition of the Milanese telecommunications company TWT (announcement in 2022 with closing in February 2023) and important partnerships (above all the one with the large wholesale-only operator Open Fiber). UNIDATA is now one of the operators of national importance with an opening to the B2C world, all strengthened, of course, by the listing on the AIM Italia market (now EGM) of the Italian Stock Exchange, which took place in March 2020: the first step towards listing on the main market, in the STAR Milan segment, which took place on 6 June 2023. This strengthening is also being completed through a process of revision and renewal of the company's brand line, this process will be completed in the first quarter of 2024.



# Sustainability for UNIDATA



## GRI 2-22

UNIDATA's approach to sustainability is oriented towards the adoption of a new model of sustainable development, based on digital technologies, which embraces the principles of ethical business while respecting people and the environment. As a socially responsible company, UNIDATA is aware that the transition is only possible through constant involvement and close collaboration with its stakeholders.

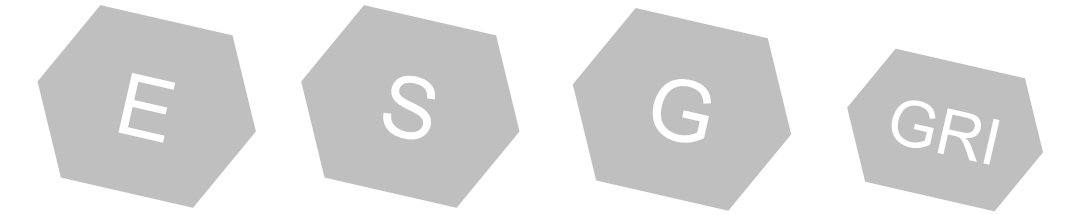
ESG factors are, in fact, already an integral part of UNIDATA's growth and development strategies and three-year business plan. In fact, UNIDATA intends to respond to the challenges of reducing emissions, through energy efficiency, the sustainable development of infrastructures and the enhancement of resources, in accordance with the provisions of the 2030 Digital Agenda.

UNIDATA contributes to Italy's digital transformation through strategic projects and partnerships such as:

- **UNITirreno** is a company set up for the cabling with submarine fibers for a 900 km section that will connect Mazara del Vallo to Genoa, with outreaches to Rome-Fiumicino and Sardinia.
- **UNIFiber** is a company born from the collaboration between UNIDATA and the international fund CEBF. Its objective is the construction of passive FTTH (Fiber To The Home) access networks in the so-called 'grey areas' of the Lazio region and the sale of access and use of the network to other operators. Unifiber's goal is to digitize Central Italy and overcome the digital divide by bringing super-fast FTTH connections to areas previously poorly served or excluded from the network.
- **Rome Technopole Foundation.** The Rome Technopole Foundation is an organization that promotes research and technological innovation. The Foundation works to create an innovation ecosystem, collaborating with universities, research bodies, companies and institutions to develop projects and initiatives that can have a positive impact on society and the economy. In 2022, UNIDATA participated in the Rome Technopole project, with a particular focus on the application of artificial intelligence and IoT technologies for a responsible and optimized use of water resources.
- **Fondazione Mondo Digitale.** The Fondazione Mondo Digitale (FMD) is a non-profit organization that aims to promote the development of an inclusive knowledge society. The foundation focuses on innovation in education, intergenerational learning, and social inclusion, with a focus on the integration of disadvantaged groups. FMD works with schools, universities, institutions and companies to develop and implement projects and initiatives that use technology and digital tools to foster social innovation and improve the quality of life for all citizens.



# Sustainability for UNIDATA



## GRI 2-22

### UNIDATA Benefit Corporation

By choosing to become a Benefit Corporation in May 2022, UNIDATA has made it clear that its vision insists on an integrated strategic approach to business that is already the company's own: attention to the community, proximity to all employees, mitigation of polluting factors, prudent choice of suppliers and inclusion policies dictated by a sense of responsibility that UNIDATA's management has continuously demonstrated in almost forty years of activity.

UNIDATA has therefore included in its statutes three specific purposes of common benefit and specifically:

1. Promote the right to connection for all people as a lever for social inclusion by spreading the widest possible access to connectivity and digital services throughout the territory. Research, develop and promote increasingly high-performance solutions as a tool for improving people's lives and business productivity
2. Promote the satisfaction of employees and collaborators, through training opportunities for personal and professional development and favorable conditions for work flexibility
3. Implement a progressive evolution of its business and operating model towards an economy with zero greenhouse gas emissions, in line with the European objectives of climate neutrality and the national objectives of ecological transition, also by adopting policies for the responsible use of natural resources through the reduction of pollution and consumption

UNIDATA intends to pursue these goals in the exercise of its business activities, generating on the one hand a measurable positive impact on society and the environment and, on the other, satisfactory economic results.



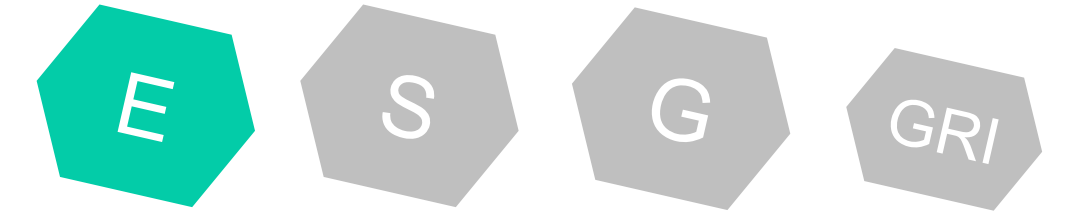


# UNiDATA

## ENVIRONMENT



# The environmental protection approach



Protecting the environment and natural resources, combating climate change and contributing to sustainable economic development are strategic factors in the planning, operation and development of UNIDATA's activities. The strategy adopted by the company is geared toward respecting and protecting the environment and the land as key factors in any ethically responsible business activity.

Environmental management is part of general management at UNIDATA, it deals with activities that involve [the interaction of the company with the environment and the related issues take a central role](#) in the company's strategies.

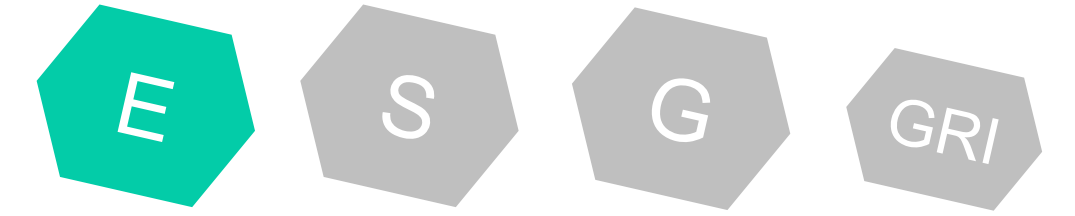
UNIDATA's responsibility for [environmental protection](#) is expressed [in all phases of fiber optic construction](#), which is carried out in compliance with the numerous regulations in force regarding the protection of the environment. Optical fiber is a sustainable means of data transmission, unlike networks built with copper cables, which, on the contrary, contribute significantly to emissions from fossil fuels. The copper network presents electromagnetic dispersions and, due to its sensitivity to climatic events, requires continuous maintenance, with the consequent need for excavation and waste production.

[Full-fiber' infrastructures](#), unlike copper ones, do not require energy when engaged in transmission, requiring less maintenance and, therefore, [less environmental impact](#). Optical fiber cable, with its flexible filaments and high conductive capacities, does not produce losses and rarely fails.

Cloud computing also plays a key role in the reduction of greenhouse gases, helping [to bring digital technologies to a 15% decrease in global emissions](#). In the future, it is foreseen that connectivity will increasingly be a key factor for many of the 'virtuous' climate solutions, i.e. those capable of generating 'exponential effects' on greenhouse gas reduction, leading digital technologies to drastically counteract emissions that are deleterious to our Planet.



# Compliance with environmental regulations



## GRI 2-27, 3-3

The provision of electronic communication networks or services to the public is subject, pursuant to Article 25(3) of the Electronic Communications Code, to a general authorisation obtainable through the submission of a declaration of commencement of activities, provided that the prerequisites and requirements of the applicable regulations are met.

UNIDATA is committed, in line with the National Strategy for Adaptation to Climate Change, to maintain and, possibly improve, the resilience and adaptive capacity of natural, social and economic systems and to assess the opportunities arising from new climatic conditions. The Code of Ethics and the Corporate Organisational Model are structured in compliance with the general principles aimed at safeguarding the environment, containing provisions reserved for the prevention of the risk of offences ex. Legislative Decree 231/01.

## UNI EN ISO 14001:2015 (Environmental Management)

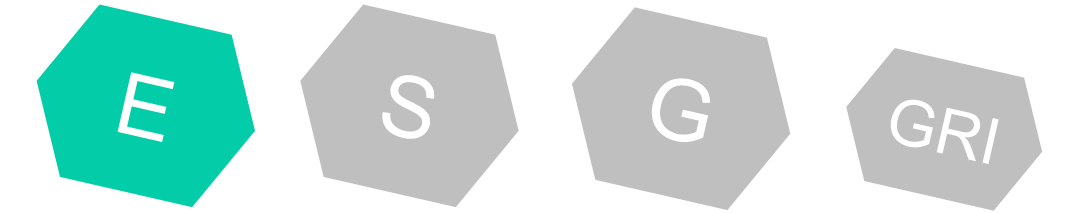
UNIDATA is committed to eliminating or minimising, where feasible, negative impacts on the ecosystem that may be generated by its activities. This is also evidenced by its compliance with the UNI EN ISO 14001:2015 (Environmental Management) standard for which certification has been obtained.

The aforementioned certification ensures that the activities are carried out effectively and directed towards the achievement of the set objectives, including:

- control and minimisation of environmental impact, considering the context in which the company operates, the processes, products and services offered;
- efficient, rational and conscious use of resources;
- reduction of waste (energy, resources and materials);
- reduction of waste and emissions;
- compliance with environmental legislation.



# UNIDATA's initiatives for the environment 1/6



## GRI 2-6

### Smart Water Metering e sistemi IoT 1/2

The innovative Smart Metering solutions, which are part of the Internet of Things (IoT) series of projects, aim to correctly **monitor consumption in order to draw up a water balance** and identify any leaks. The first deployment of the Smart Water Metering solution was realised in Gavi in 2020 by setting up a LoRaWAN™ network that allows the remote reading of Itron smart water meters, enabling the efficiency of the water network managed in the municipality of Gav. In 2022, UNIDATA was awarded the implementation of the City of Palermo's water consumption monitoring system. The introduction of the new IoT technology aims to **limit waste for a sustainable management of the water resource**, ensuring that the infrastructure and energy used are effectively administered and supervised.

During 2023 UNIDATA:

- has been awarded by Acqua Pubblica Sabina (APS) through Public Private Partnership (PPP) pursuant to Article 183, subsection 15, of Legislative Decree 50/2016, the concession for the implementation and management of a smart metering system for the automation of meter reading and management processes of Acqua Pubblica Sabina and the implementation of a data-driven water resource management system. The project, worth more than EUR 9.5 million, includes one year for the implementation of the LoraWAN™ network in the Sabina municipalities managed by APS and the construction of the remote reading station, and 13 years of management of the remote reading, maintenance and network supervision service. Among the innovative services provided, particularly relevant will be artificial intelligence services for utility clustering, and consumption prediction through consumption models based on neural networks. All platforms will be hosted on the IaaS and PaaS infrastructures of UNIDATA's datacentres, which will also make its HPC (High Performance Computing) infrastructures available for Artificial Intelligence services.
- was entrusted by Rome Metropolitan City with a 139K euro project to test an **IoT infrastructure (network and sensors) dedicated to measuring air quality and managing comfort in classrooms in 60 secondary schools..**

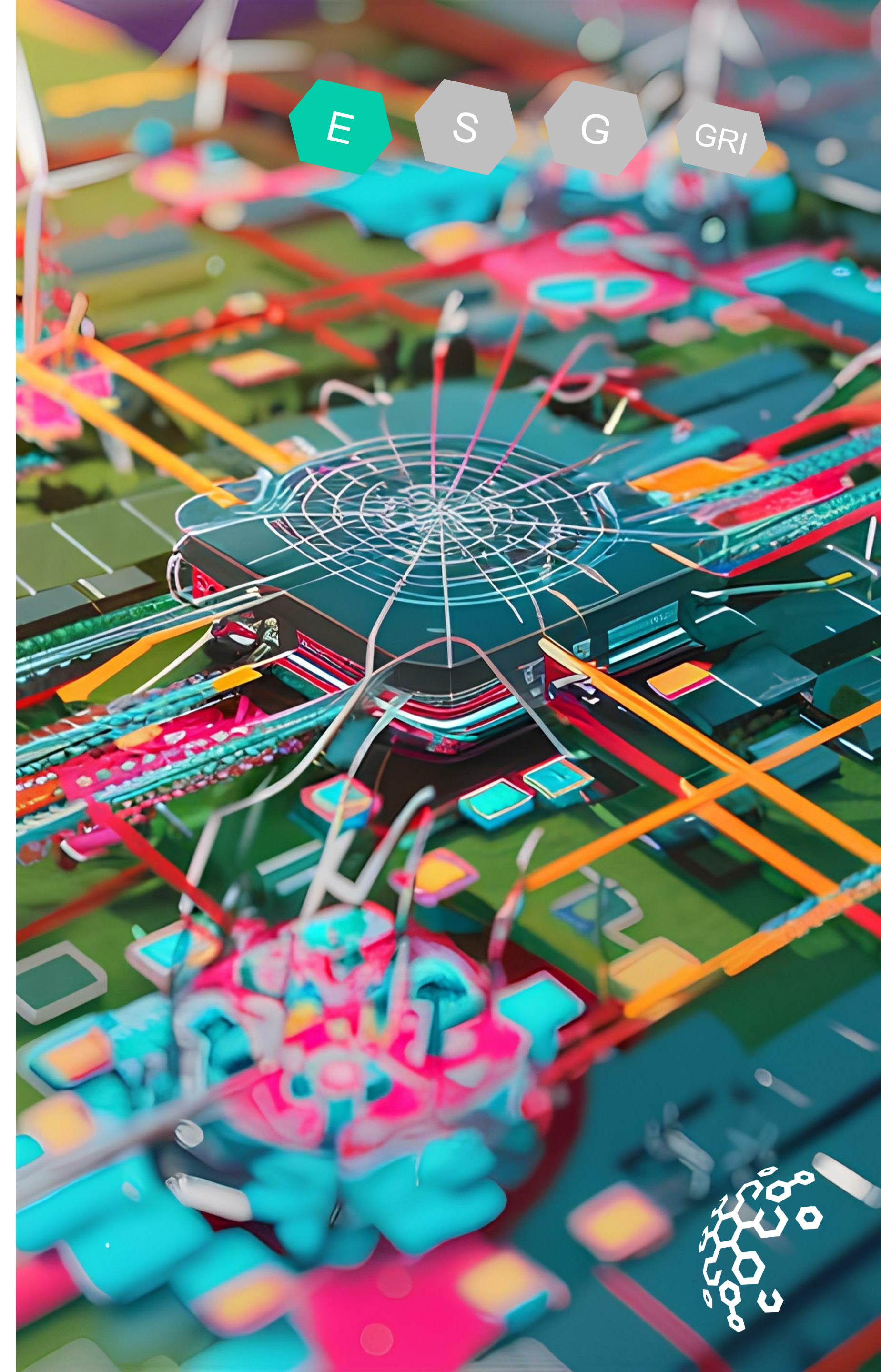


# UNIDATA's initiatives for the environment 2/6

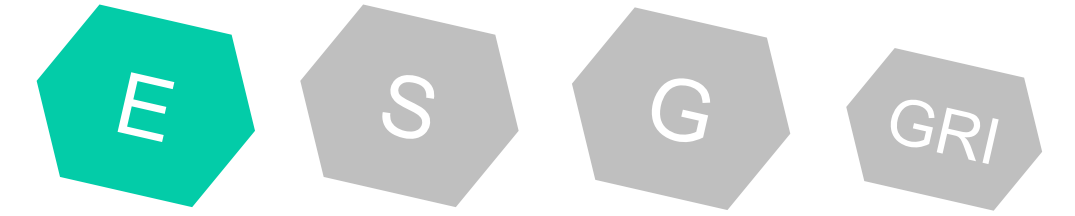
## GRI 2-6

### Smart Water Metering and IoT Systems 2/2

- has been awarded the tender by Publiacqua Spa for the connectivity service of the meters of the users of the integrated water service, for hydro-drinking use, equipped with LoRaWAN™ fixed radio network communication capabilities for the Florence-Prato-Pistoia metropolitan area. The contract is worth over 3.5 million euro for a duration of 13 years. UNIDATA will design and implement the network based on LoRaWAN™ technology and will provide the supervision and management service of the network itself through its internal NOC (Network Operating Centre).
- was awarded the tender by GRIM (Gestione Risorse Idriche Molise) for the implementation and management of a water smart metering IoT system for the Molise region. The total contract amounted to EUR 49 million, with the Company receiving more than EUR 3 million for a duration of approximately two years. The Company will collaborate in the design and implementation of the remote metering network based on LoRaWAN™ technology and the tlc WAN network.
- was awarded the tender for the Acquedotto Lucano for the supply and installation of smart meters to be installed on utilities and the implementation of the LoRaWAN™ network. The total contract is around EUR 13 million, with a share allocated to the Company of around EUR 700,000. The Company will be responsible for the design and implementation of the smart meter network based on LoRaWAN™ technology.



# UNIDATA's initiatives for the environment 3/6



## GRI 302

### Energy Efficiency Interventions

The challenge of the new fiber network is to ensure data transmission reliability and energy savings at the same time. During 2023, UNIDATA has continued to work along the lines (renewable energy and energy efficiency) already identified in the past year, in order to make the most of the company's energy potential for the purposes of containing consumption and a progressive green transition.

The gradual replacement of copper with fiber and its penetration together with the development of 5G networks over increasingly wide areas will lead to the achievement of considerable energy savings to the benefit of the entire region and the country.

UNIDATA will contribute to the achievement of national goals of increasing energy efficiency, as well as to an important infrastructural technological advancement for the telecommunications sector. The challenge of the new fiber network is to ensure data transmission reliability and energy savings at the same time.

### Renewable energy

The photovoltaic system that UNIDATA has at its disposal to cover the large area generates clean energy that is used to offset part of the facility's needs. As part of its short-term goals, UNIDATA has decided to replace its photovoltaic system in order to upgrade the installation and double the energy produced. Energy intensity, as an indicator of the organisation's energy efficiency, relates the amount of energy consumed to the amount of energy produced internally. In 2023, this ratio will be around 3%.

Through the electricity supplier of its premises, Dolomiti Energia S.p.A., UNIDATA certifies the energy consumption in its bills, contributing to a measured reduction of CO2 emissions.

Dolomiti Energia S.p.A., thanks to the "100% clean energy Dolomiti Energia" certification service, makes its products eco-friendly. The certification is based on the feeding into the grid (through the cancellation of GO certificates) of an amount of renewable energy equal to the company's energy consumption.



## UNIDATA's initiatives for the environment 4/6

**GRI 3-3, 306-2 308-1, 414-1**



### The sustainable supply chain

During 2023, UNIDATA introduced a management system to support the supplier qualification procedure, here is a summary of the document:

The supplier is given a questionnaire in which he must declare, if present :

- di adottare delle iniziative per ridurre le emissioni di gas serra e la propria impronta ecologica, come l'uso di fonti di energia pulita e la compensazione delle emissioni.
- L'implementazione di strategie per ridurre, riciclare o riutilizzare i rifiuti prodotti durante il processo produttivo, come la raccolta differenziata, il compostaggio e la donazione di materiali inutilizzati.
- La gestione della propria catena di approvvigionamento per garantire la sostenibilità ambientale e sociale dei prodotti o servizi offerti, come la scelta di fornitori certificati, il rispetto dei diritti umani e la tracciabilità dei materiali.
- L'adozione delle tecnologie innovative che riducono l'impatto ambientale delle attività aziendali, come l'uso di energie rinnovabili, la produzione di imballaggi biodegradabili e la progettazione di prodotti eco-compatibili.
- Redazione di rapporti di sostenibilità e trasparenza sulle performance ambientali: Il fornitore dichiara di redigere dei rapporti di sostenibilità e/o di fornire delle informazioni sulle performance ambientali e sulle azioni intraprese per migliorare la sostenibilità nel tempo, come l'adozione di indicatori e obiettivi misurabili e verificabili.

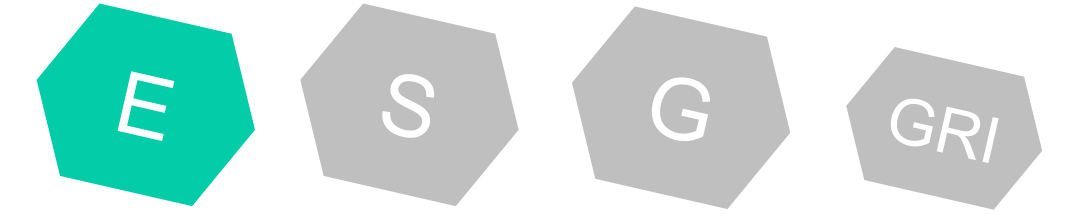
### Waste Management

UNIDATA does not dispose of waste directly, but pays equal attention to those who carry out ecological activities. At the 'Commercity' wholesale centre, where the company's headquarters are located, waste disposal takes place in a centralised and certified manner, both with regard to exhausted printing toners and waste wood.

UNIDATA relies on specialised disposers for electronic waste management and special waste management.



# UNIDATA's initiatives for the environment 5/6



## GRI 306-3

### Plastic free approach

The company has adopted an internal 'Plastic Free' policy. Among the actions taken are :

- the replacement of plastic bottles with glass bottles;
- the choice of products packaged in glass or aluminium;
- preference for biodegradable products.

Regarding waste, UNIDATA has a centralised and certified waste disposal service for both spent printing toners and waste wood.

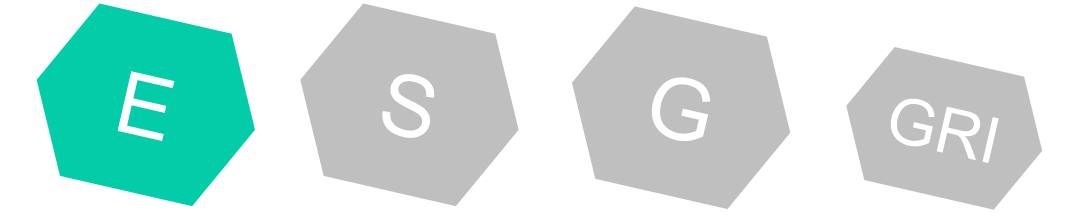
### UNIDATA at ENLIT Europe with the Botanical Garden of Rome project

UNIDATA, in collaboration with 'Sapienza University of Rome' and 'Tektelic' - a company selected by the LoRa Alliance, presented the Orto-Botanico project at the Enlit Europe Milano event. The event focused on enterprises, start-ups and companies that have implemented projects to preserve energy and our planet, for a more eco-sustainable future.

The aim of the project presented was to use LoRaWAN <sup>TM</sup> technology to create an indoor and outdoor monitoring system of the plant varieties present in the facility. The need was identified for a system capable of mapping the plants present, tracking weather forecasts, controlling soil parameters, and monitoring water consumption to avoid wastage, integrating everything on a single dashboard, so as to make data reading more immediate and optimised.



# UNIDATA's initiatives for the environment 6/6



## GRI 403-6

### Smart City: UNIDATA and TreeVoice for tree monitoring at Verano

In the Verano Monumental Cemetery in Rome, a tree monitoring project was born. Thanks to UNIDATA's LoRaWAN <sup>TM</sup> network and the enterprising start-up TreeVoice, an innovative system has been developed to assess the stability of trees through a number of devices that transmit data on tree movement. The aim of the experimentation is to provide information to reduce the risk of damage related to falling trees through the acquisition of certain key parameters that are detected by means of a specific device installed on the tree trunk. The data collected is then transmitted via LoRaWAN <sup>TM</sup> technology through UNIDATA's network and then passed from UNIDATA's cloud to TreeVoice's application server, which processes the data and ensures continuous monitoring, promptly reporting any anomalies.

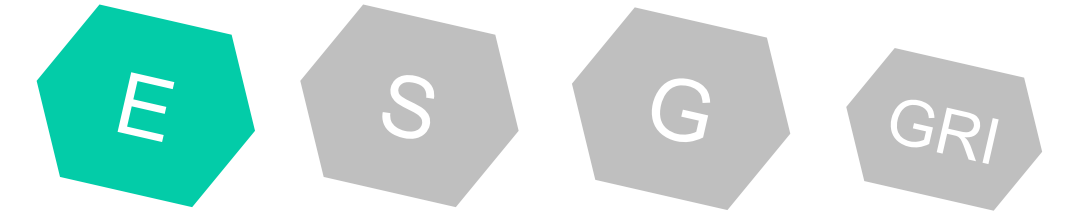
### Employee mobility

The regulatory source of corporate mobility management can be traced back to the publication of the relevant implementing decree, dated 12 May 2021, in the Official Gazette no. 124 of 26 May of the same year, which provides for the appointment of a corporate mobility manager and the drafting of a home-work travel plan for employees. In 2023, Paolo Bianchi, former Risk & Sustainability Manager at UNIDATA, was appointed Mobility Manager, after specific training, in order to proceed under his responsibility with the creation of a home-work travel plan, with a survey that will involve, in an anonymous form, all the employees of the three offices in Rome, Milan and Bari.

The document, to be produced during the 2024 financial year, will serve as an assessment output and starting point, in order to define possible policies useful for optimising travel and the choice of vehicles used to reach operating sites, offices and other workplaces or meeting places with customers, suppliers and partners. Everything, of course, will be aimed exclusively at optimisation in environmental terms and will therefore be carried out in full respect of the privacy of all the people interviewed and involved. Both in terms of modality (survey) and subject matter, this activity will be carried out in consultation with the HR function and the company's Head of Compliance. An activity to be performed by the appointed Mobility Manager is the definition of the questionnaire, in compliance with national and international best practices.



## Energy efficiency: Energy consumption and emissions 1/5



### Car fleet

UNIDATA's operations are ensured by the use of energy from both renewable and non-renewable sources.

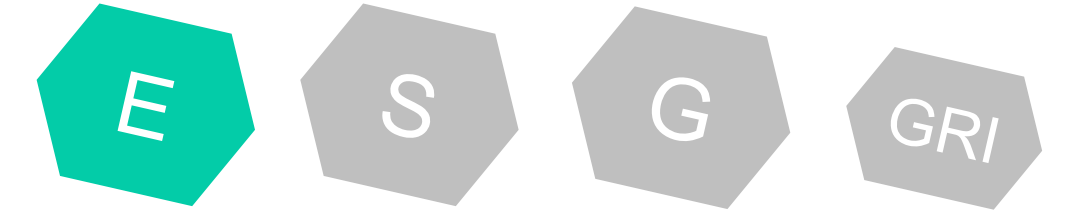
UNIDATA's car fleet required for business activities, inspections, and installation and maintenance operations consists of 82 cars divided as follows :

	Gasoline	Gazoline - Hybrid	Plug-In-Hybrid	Diesel-Hybrid	Diesel	GPL	Methane	Electric	Total
<b>2021</b>	3	-	-	-	30	9	2	0	44
<b>2022</b>	3	32	1	1	12	4	2	0	55
<b>2023</b>	2	43	16	2	11	6	1	1	82

In 2023, the fleet renewal activity continued with the replacement of endothermic vehicles with hybrid or full electric vehicles. The substantial increase in the number of vehicles is due to the integration of the corporate fleet following the acquisition of TWT S.P.A..



# Energy Efficiency: Energy Consumption and Emissions 2/5



## GRI 302-1

UNIDATA's operations are guaranteed by the use of energy from both renewable and non-renewable sources.

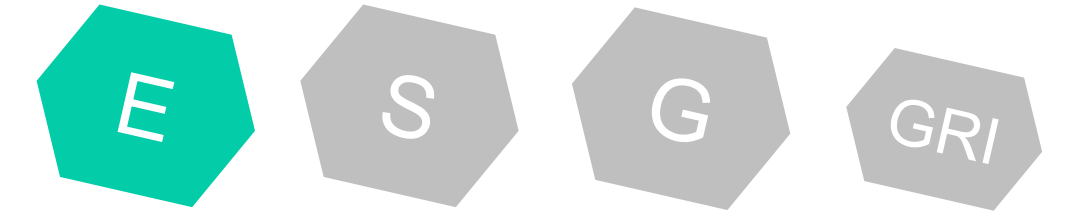
As far as the electricity consumed within the headquarters for lighting, powering office equipment, heating, cooling of the premises, and for powering the Data Centres is concerned, this is partly produced indoors by the photovoltaic system owned by UNIDATA and the remainder is supplied by the company Dolomiti Energia S.p.a. The increase in energy consumption from non-renewable sources is due to the expansion of the company's fleet following the acquisition of TWT S.P.A.

### Non-renewable sources

Typology		2022				2023			
		Internal		External		Internal		External	
		Data Center branch office	Generators	POP	Car fleet	Data Center branch office	Generators	POP	Car Fleet
FONTI NON RINNOVABILI	Diesel oil (lt)		-						
	Gasoline (lt)				4.044				2.780
	Diesel (lt)				19.533				22.626
	GPL (lt)				690				6.039
	Methane				4.677				825
	Hybrid Gasoline (lt)				22.565				37.327
	Hybrid Diesel (lt)				2.503				1.268
	Plug-In Hybrid Gasoline (lt)				3.364				16.285
	Electrical energy(KWh)	135.348		82.543		0		0	
<b>TOTALE</b>		<b>135.348</b>	<b>0</b>	<b>82.543</b>	<b>57.377</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>87.150</b>



# Energy Efficiency: Energy Consumption and Emissions 3/5



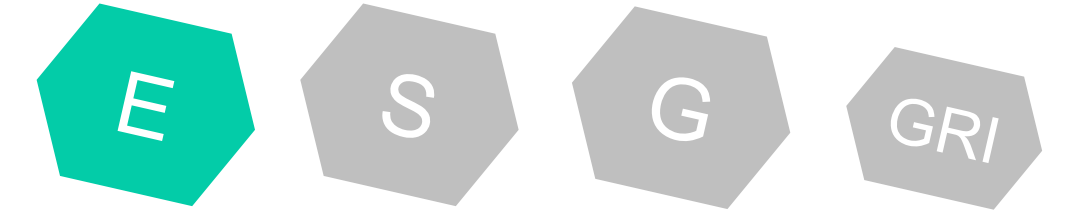
GRI 302-1

## Renewable Sources

		Internal		External		Internal		External	
Type		Office & Central Data Centre	Generator sets	POP	Car Fleet	Office & Central Data Centre	Generator sets	POP	Car Fleet
RENEWABLE SOURCES	Photovoltaic (KWh)	85.920				100.091		326.967	
	Green Energy (KWh)	2.303.948				2.524.271			
<b>TOTALE</b>		<b>2.389.868</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2.624.362</b>	<b>0</b>	<b>326.967</b>	<b>0</b>



# Energy efficiency: Energy consumption and emissions 4/5



## GRI 305-1

### Direct Greenhouse Gas Emissions SCOPE 1

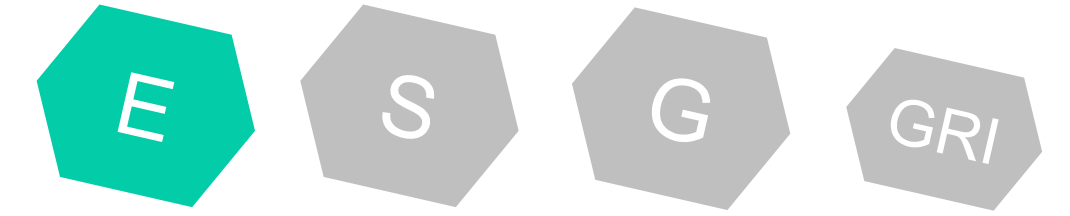
Thanks to the renewal of the car fleet through the replacement of traditional vehicles with hybrid vehicles, we can highlight how emissions per kilometer have decreased despite the fact that the kilometers traveled have increased significantly. The emission value per km has dropped significantly from 125.15 g/CO2 (2021) to 120.54 g/CO2 (2022) to 106.83 g/CO2 (2023), supporting the validity of replacing cars with more sustainable models.

Scope 1 greenhouse gas emissions also include inert firefighting gases, which do not emit greenhouse gases.

		Kg Co2			
		2020	2021	2022	2023
<b>Generators</b>					
	Fuel	132,5	530	<u>3.180</u>	<u>3.180</u>
<b>Heat pumps</b>					
	Fluorinated	321,2	547	547	547
<b>Parco auto</b>					
	Gasoline	21.310	8.276,76	8.954,08	6.916,00
	Diesel	120.828	97.701,79	59.225,41	46.479,00
	GPL	25.111	28.592,68	14.291,50	9.364,00
	Methane	-	3.799,00	8.444,80	1.589,00
	Hybrid Gasoline	-	-	71.363,58	140.267,00
	Hybrid Diesel	-	-	6.528,20	5.998,00
	Plug-In Hybrid Gasoline	-	-	3.101,23	15.083,00
<b>Total</b>		<b>167.249,00</b>	<b>138.370,23</b>	<b>171.908,80</b>	<b>225.696,00</b>



# Energy efficiency: Energy consumption and emissions 5/5



## GRI 305-2

### Direct Greenhouse Gas Emissions SCOPE 2

With regard to the Company's main sites, Scope 2's indirect greenhouse gas emissions have been totally eliminated through the use of photovoltaics and the use of totally green energy.

Through the supply of energy by Dolomiti S.p.A. and CVA ENERGIE, UNIDATA has saved the environment as much as 870,892 kg of CO2 emissions for the entire year of 2023, while TWT by using the clean energy of its supplier CVA ENERGIE has avoided the emission of 447,860 kg of CO2 since the date of acquisition (1/3/2023).

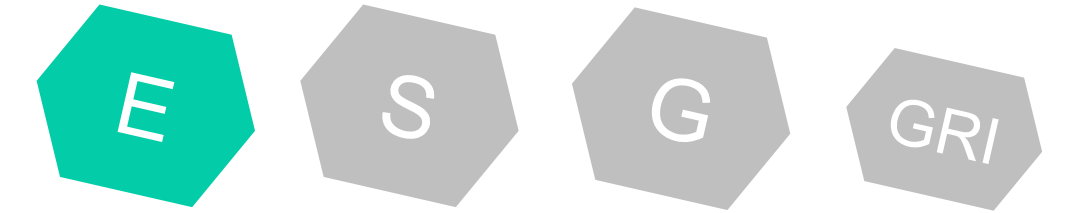
Scope 2's only indirect emissions were generated by the consumption of electricity from non-renewable sources, related to the use of external POPs and the branch data centre.

### Direct Greenhouse Gas Emissions SCOPE 2

		Kg Co2			
		2020	2021	2022	2023
<b>PoP &amp; Data Center branch office (no Portuguese)</b>					
	Electricity	42.627	56.882	76.579	87.607
<b>TOTAL Scope 2 emissions</b>		<b>42.627</b>	<b>56.882</b>	<b>76.579</b>	<b>87.607</b>



# Environmental risks 1/2



## GRI 2-16

### Risks related to the energy consumption of the infrastructure used

The exponential increase in data traffic is one of the key environmental challenges for the telecommunications sector. The transmission of data requires an ever-increasing amount of electricity, which has an impact on the increase in consumption and indirect CO2 emissions into the atmosphere. This risk is mitigated by UNIDATA by [choosing to power its Data Centres with totally green energy from renewable sources](#).

The National Integrated Energy and Climate Plan 2030 is the national instrument that marks the beginning of the change in our country's energy and environmental policy towards decarbonisation. The main target set is the reduction of greenhouse gas emissions and UNIDATA supports this objective by trying to reduce its own emissions as much as possible.

Also in line with the European Green Deal, supporting the achievement of climate neutrality by 2050, UNIDATA has defined its strategy for energy savings, commitment to the use of renewable sources and the implementation of measures to control its emissions and environmental impacts.

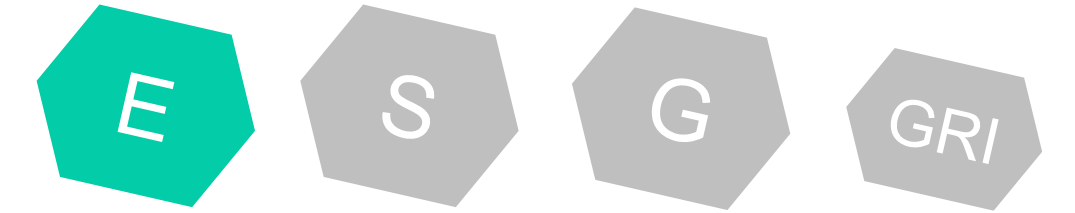
### Risk of incurring sanctions or measures for non-compliance with environmental regulations

This risk is understood as the risk of non-compliance with the regulations in force concerning electromagnetic and/or acoustic emissions, environmental protection, and the location of stations and urban planning. UNIDATA monitors and undertakes to mitigate this risk through constant monitoring activities, carried out by the network design managers and the legal department.

To this end, UNIDATA has acquired UNI EN ISO 14001:2015 certification to formalise its commitment to compliance with industry regulations and the development of self-control methods aimed at continuous improvement of its performance.



# Environmental risks 2/2



## GRI 2-16

### Risks related to natural disasters (cloudbursts, earthquakes, floods, etc.).

One of the main orientation criteria of the sustainability policy is the reduction of environmental risks. Particularly relevant is Natural Risk, understood as the product between the probability of a potentially dangerous natural phenomenon occurring and the economic value of the facilities on the territory itself. The frequency of such disasters is increasing due to Climate Change, with the manifestation of extreme events that impact, directly or indirectly, on the safety of production facilities and workers.

Such an unpredictable scenario makes it essential to adopt an adaptive behaviour: each catastrophic event represents a lesson learned for UNIDATA to strengthen design techniques and preventive measures aimed at making the plant fleet resilient.

With this in mind, the method and information extracted from ex-post analyses of events that enable the definition of processes and practices for the mitigation of similar events in the future play a crucial role.

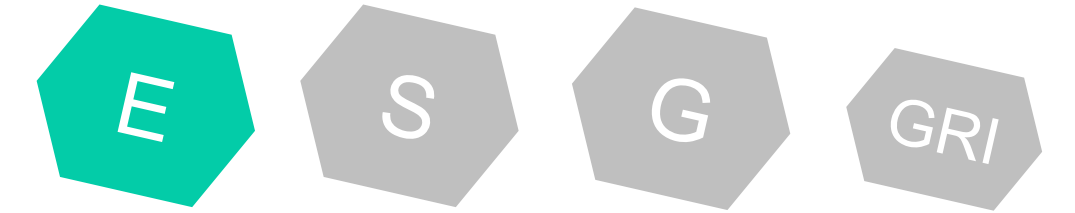
### Risks associated with construction excavations for the construction of infrastructure in protected areas. Plans required for environmental restoration and rehabilitation

In order to reduce the invasiveness of interventions in cities, but especially in protected territories, the Systems responsible for the excavation and rehabilitation phase will use the most eco-sustainable procedures and technologies currently available. In particular, reference is made to traditional mini-trenching and reduced mini-trenching, which, in an efficient and innovative way, allow minimising both the environmental impact and the inconvenience for the community; specifically, if the infrastructure allows it, "no dig" techniques will be applied.

This type of procedure is designed for the laying of pipes and cables underground, including the rehabilitation of existing infrastructure. These are, in any case, indirect risks that can be traced back to the contracts awarded to external Systems.



# Research, Development and ICT Solutions for Sustainable Development 1/2



## GRI 201-4, 3.3

UNIDATA owes its growth over the decades, and its very birth, to the momentum of interest that has always characterised the founders and the main protagonists of its history. What characterises UNIDATA most is, even today, its curiosity and serious dedication to the most relevant technological innovations. In 2023, R&D activities continued to focus more and more on the application of artificial intelligence on the time series of data acquired thanks to IoT networks, with a particular focus on the application of these innovations to Water Networks, with the vision of starting a process of transformation of the traditional water infrastructure into a new intelligent Smart Grid. Neural models were developed for clustering water users and predicting water consumption.

### Project H2020 ELEGANT (sEecure and seamLess EdGe-to-cloud ANalyTics)

ELEGANT's solution aims at creating a continuous loop between devices and BigData/AI, enabling the central system to dynamically distribute intelligence and data analytics capabilities also to low cost heterogeneous peripheral objects (IoT network concentrators and devices). To achieve this result, ELEGANT proposes to study and develop innovative methods and tools, designed to solve the problem of the ever-increasing complexity of software technologies needed to create and distribute intelligence in an "EdGe to cloud" process.

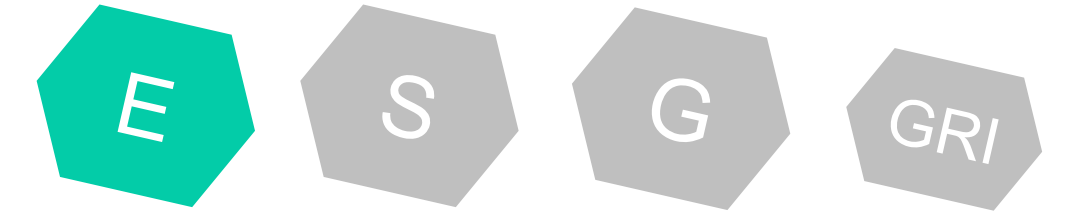
The application areas and industrial use cases are automotive, health, smart metering and video surveillance.

### Rome Technopole project

The project is financed within the framework of "ECOSYSTEMS OF INNOVATION Public Notice No. 3277" within the National Recovery and Resilience Plan - Mission 4 Education and Research - Component 2 - Investment 1.5, funded by the European Union - Next GenerationEU. The 3-year project, which started in June 2022, sees UNIDATA engaged in SPOKE 1 (Research and Innovation) and FLAGSHIP PROJECT 8 dedicated to Artificial Intelligence USER CENTRIC, with a particular focus on the use of AI and IoT Technologies, for a responsible and optimised use of water resources.



## Research, Development and ICT Solutions for Sustainable Development 2/2



### GRI 201-4, 3.3

#### Project SPRINT – RESTART

At the end of December 2023, the company was awarded a further tender for a research and development project, called 'SPRINT', within the RESTART project - 'RESearch and innovation on future Telecommunications systems and networks, to make Italy more smART' financed with PNRR Mission 4 Component 2 Investment 1.3 funds. UNIDATA's role in the 18-month project will be to test artificial intelligence applications and know-how generated by the research centres, in relevant use cases where IoT technologies are applied to water infrastructures.

#### IoT systems and LPWA LoraWan networks

In the development of IoT systems, as well as in the ELEGANT project, UNIDATA focused on LPWA LoraWan™ networks, with a particular focus on increasing the security of IoT networks, reducing the energy consumption of the systems, and optimally managing the radio spectrum. Among the various technologies available for this kind of solution, UNIDATA has chosen to focus its attention and investment specifically on LoRa™ technology and the associated LoRaWAN™ network standard. This innovative technology allows, thanks to its profound specific advantages - such as, for example, its wide coverage range, extremely long battery life, bi-directional data transmission and significant deep indoor penetration - to make the countless IoT solutions a concrete and truly cost-effective reality. It should be noted that the brands mentioned above are owned by Semtech Corporation and the LoRa technology is developed and operated by the latter. UNIDATA applies commercially in the smart metering of water consumption.

#### UNIDATA Lab

The company has set up, within the organisation itself, a working group (UNIDATA Lab) composed of young graduates and doctoral students, led by a figure totally dedicated to this, engaged in the study, testing and development of wireless technologies suitable for the Internet of Things (IoT). The laboratory collaborates with universities and research organisations such as La Sapienza University and CNIT (National Interuniversity Consortium for Telecommunications). UNIDATA, on the basis of an agreement stipulated with the Department of Management in accordance with Ministerial Decree 351/2022 and 352/2022, is co-funding a PhD scholarship (38th Cycle 2022-2025) on the topic 'Technical-economic impact of the massive Internet of Things and Artificial Intelligence in the creation of the water smart grid'.



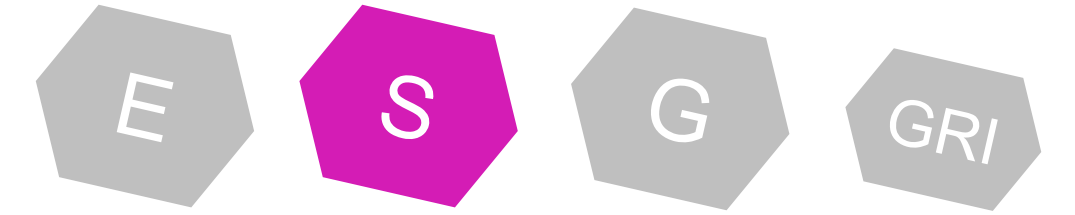


# UNiDATA

## SOCIAL



# The development of ICT infrastructures 1/6

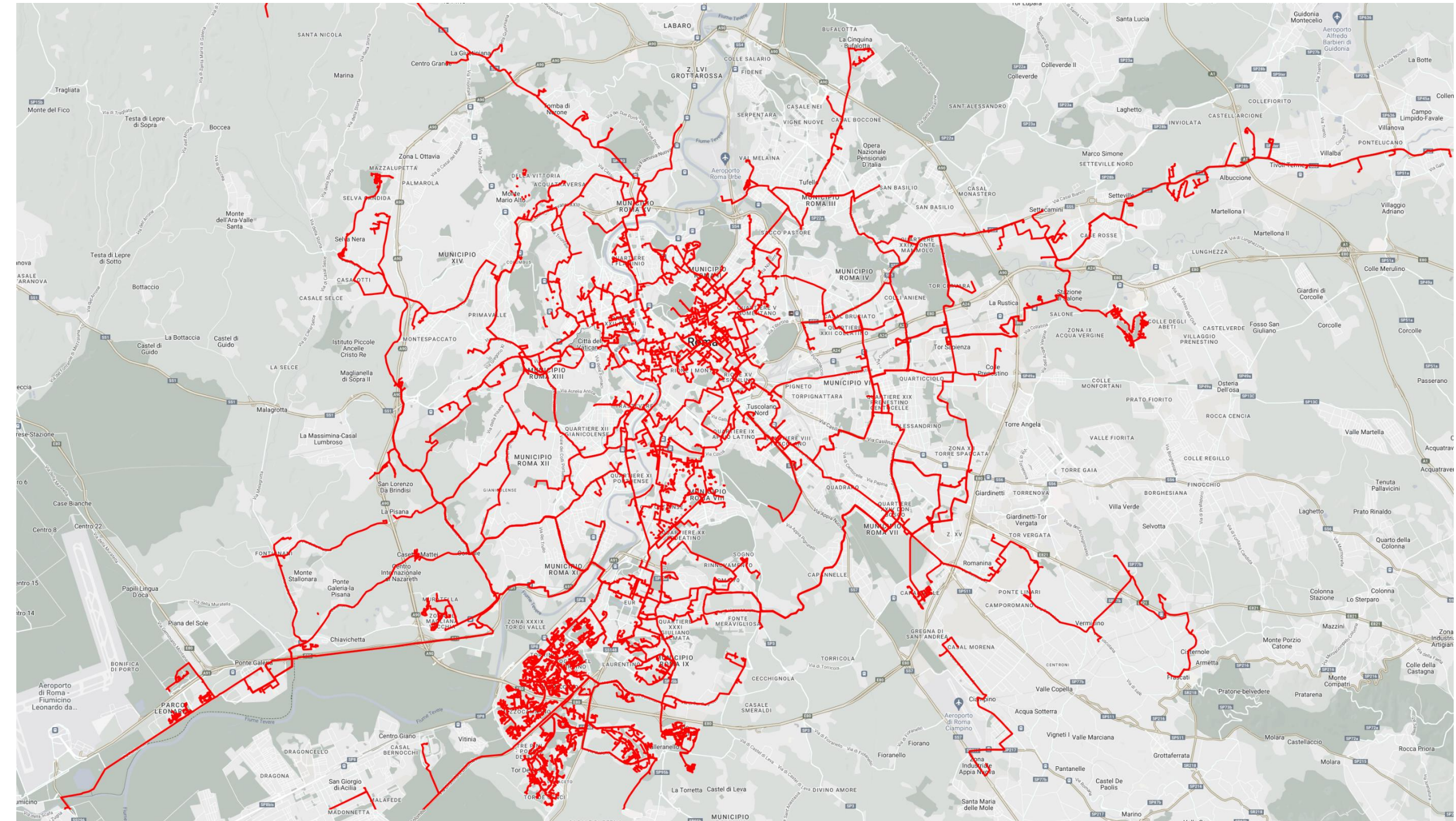


## GRI 2-6

### NGAN (Next Generation Access Network)

Ultra-wide bandwidth is the new unavoidable frontier of connectivity and Italy is gaining ground in this direction by upgrading its infrastructure: with the new installations, data are carried by bundles of very thin fiberglass and plastic polymer cables and travel faster through light pulses. This is currently the most efficient way to connect to the Internet.

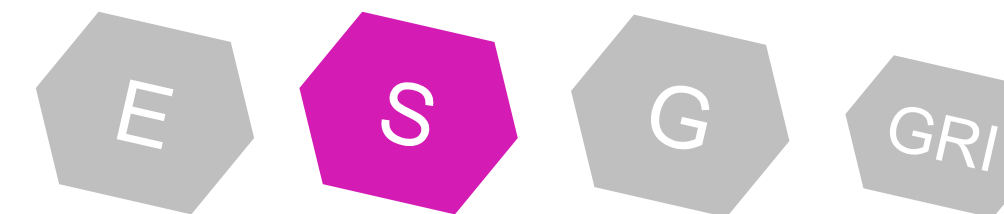
UNIDATA has decided to contribute to this process by [implementing a connectivity network that has reached entire city areas](#), bringing super-fast connection even to territories that were in a digital divide, i.e. far from the major connection supplies, insufficiently served or even excluded from the network. The infrastructure made available is technologically aligned with the latest trends in the field of Internet access services, i.e. [the NGAN \(Next Generation Access Network\) also known as Ultra internet](#), i.e. fiber at its maximum power, the protagonist of the new generation of telecommunications networks.



La rete in fibra ottica totalmente di proprietà è una delle principali forze di UNIDATA, che le permette di garantire un servizio particolarmente affidabile; parte dei 6.400 km installati fino al 2023 viene inoltre concessa in dotazione ad altri operatori tramite contratti IRU. L'IRU (Indefeasible Right of Use, traduzione "diritto irrevocabile d'uso") è una forma contrattuale che permette di acquisire l'utilizzo esclusivo, non ristretto e non revocabile di una parte di un sistema di telecomunicazione, che per i contratti stipulati da UNIDATA ha la durata di 15 anni.



# Lo sviluppo delle infrastrutture ICT 2/6



## GRI 2-6

Composed of and integrated with different technologies, infrastructure architectures and licences, the network offers state-of-the-art services including :

- ultra-wideband connectivity thanks to 100% fiber optic cables;
- VoIP telephony;
- VLAN dedicate;
- Wireless connections;
- IoT – Internet of Things.

By choosing the ultra-wide band of NGAN networks, the company is able to offer all users reached by its proprietary network the maximum performance provided by the FTTH (fiber to the Home) architecture, which also represents the most durable form of investment.

Over the course of time, UNIDATA has built and commissioned several Pops (Points of Presence), i.e. sites where its own telecommunications equipment is installed. These devices, using GPON (Gigabit-capable Passive Optical Network) technology, are able to provide FTTH-type services to both the SME and residential markets.

### Implementation of the fiber optic network

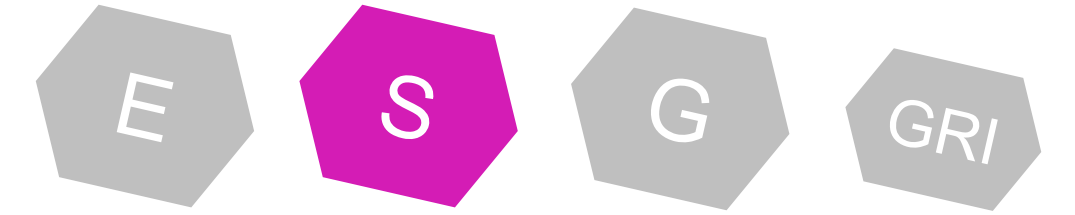
In terms of units reached, UNIDATA cabled a total of 280,157 IOUs as at 31.12.2023, compared to 220,102 IOUs connected at the end of the previous year.

The goal for the two-year period 2024 is to expand the PoPs (Points of Presence) already present in the territory by cabling an additional 16,643 units, in order to guarantee service coverage to the entire catchment area.

POP	forecast		final balance
	Target 2023	Actual 2023	Target 2024
Arenula (RM_04)	6.200	7.401	16.643
Castro Pretorio (RM_05)	21.000	25.135	
Malatesta (RM_11)	21.500	22.891	
Garbatella (RM_19)	800	267	
Primavalle (RM_28)	3.000	3.494	
Prati (RM_32)	800	867	
<b>Totale</b>	<b>53.300</b>	<b>60.055</b>	



# The development of ICT infrastructures 3/6



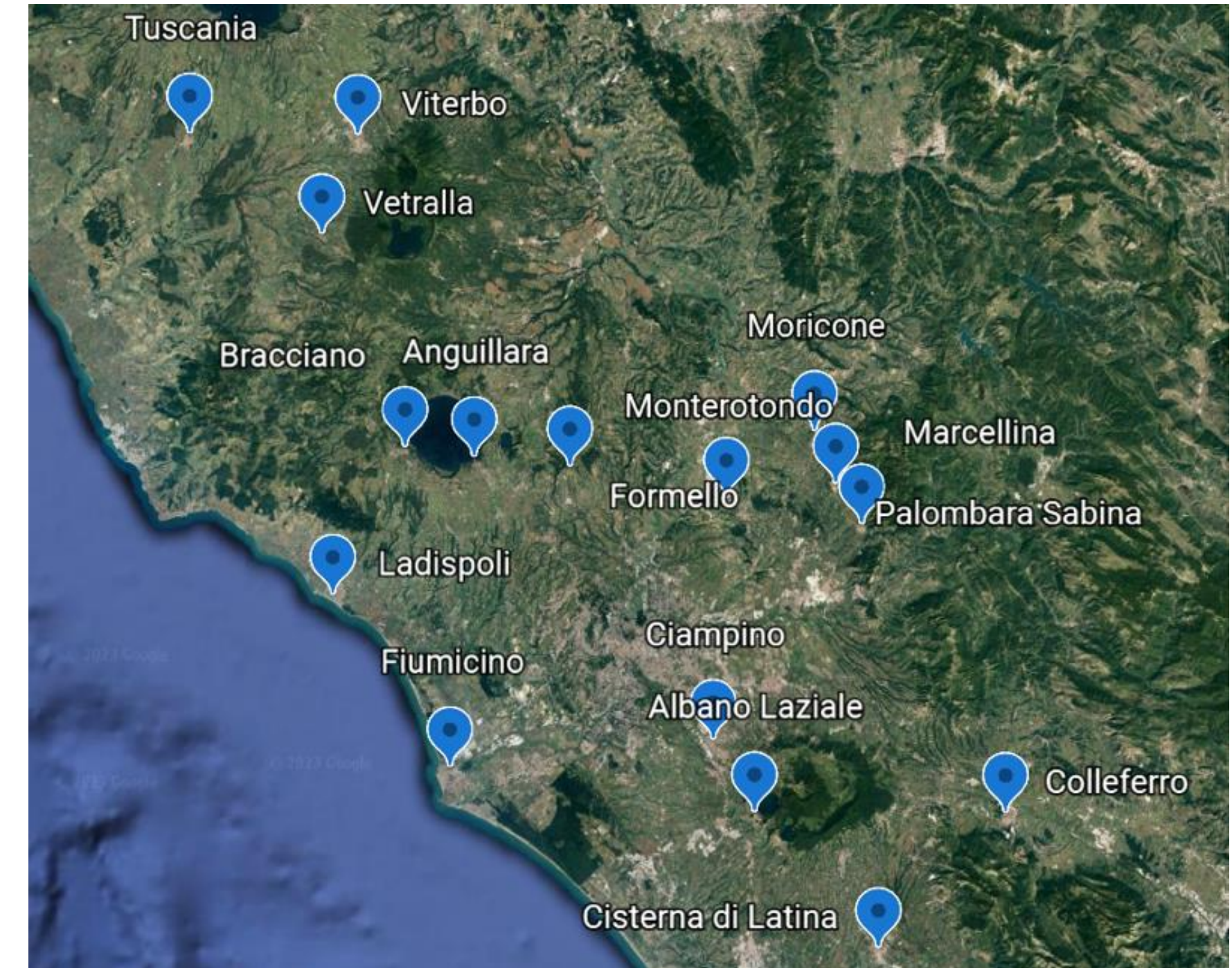
## GRI 2-6

### The digitisation of grey areas

With the aim of digitising Central Italy and overcoming the digital divide, Unifiber was established, a company born out of the collaboration between UNIDATA and CEBF. Unifiber's activity focuses on the construction of passive access fiber optic networks of the FTTH type (fiber To The Home, 100% fiber) in the 'grey' areas of the Lazio region and on the sale of access and use of the networks to other operators.

Once the infrastructure of the network is completed, UNIDATA will have the right to use it, according to agreements with CEBF, on a pay-per-use basis, allowing it to reach first users who until then did not have access to ultra-fast bandwidth.

On 29 September 2022, UNIDATA and the Connecting Europe Broadband Fund, or CEBF, signed a supplementary agreement which provides for a doubling of the number of Housing Units to be reached and a further investment in economic terms by the shareholders. Unifiber's new investment plan provides for a total of 193,000 Residential Units and 8,000 Business Units to be reached.



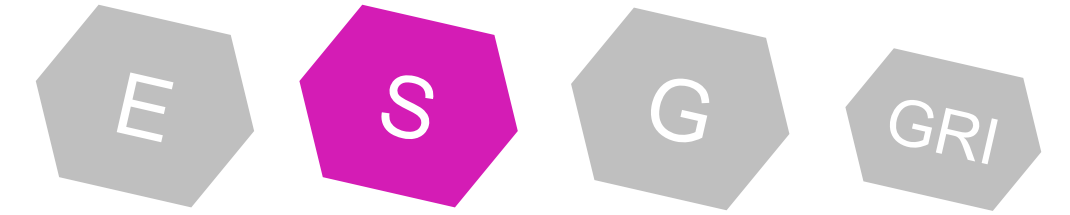
In 2023, 55,460 IOUs have already been reached in various municipalities of the Lazio region for a total of 126,281. A further 64,000 IOUs are planned for 2024, for a total of 190,281 cabled units as of 31.12.2024.

The map shows the municipalities that will benefit from the construction of the new network.

It is important to emphasise that, thanks to this project, even citizens and businesses in small municipalities such as Anguillara Sabazia, Bracciano and Palombara Sabina can benefit from innovative services and high-speed FTTH connections up to 1000 Megabits per second.



# The development of ICT infrastructures 4/6



## GRI 2-6

### Roma 5G

In 2023, the Temporary Grouping of Enterprises (RTI) - composed of Boldyn Networks (lead partner), UNIDATA, IFM and Cecchini - was awarded the concession contract with the Municipality of Rome for the construction, management, operation and maintenance of 5G and Wi-Fi infrastructures in the Roma Capitale area. The #Roma5G project was awarded through a Public Private Partnership (PPP) and the concession will last for 25 years.

The entire project includes the coverage of all metro lines, the installation of more than 2,200 small-cell signal propagation points, the development of the public Wi-Fi network with 850 access points in 100 squares, the installation of 1,800 IoT sensors and 2,000 5G cameras for an increasingly safe and smart capital, also in view of the next Jubilee in 2025.

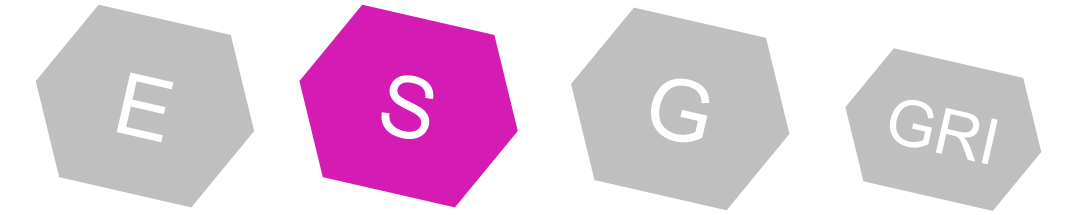


The #Roma5G project is also designed with environmental sustainability in mind, being based on the small-cell system with low energy consumption and low electromagnetic emissions.

The project will enable Roma Capitale to equip itself with an attractive technological infrastructure for businesses, new services for citizens and tourists, and to become a true Smart City. With this modernisation, the aim is to have full connectivity in all the nerve centres of the City, to increase public safety thanks to video surveillance systems, and to enable a broad portfolio of digital services, including free Wi-Fi and environmental control sensors at the points of greatest traffic.



# The development of ICT infrastructures 5/6



## GRI 2-6

### Development of data centres and cloud services

UNIDATA's Data Centre has been designed and built to meet the expectations of its users and to guarantee maximum quality. The Data Centre is located at the head office, and is characterised by an architecture that guarantees the constant maintenance of energy and conditioning activity in order to ensure business continuity for all customers. UNIDATA guarantees more than 40 continuous hours of service in the event of a blackout, thanks to the two diesel generators capable of supporting the entire system. The structure of the Data Centre is inspired by the n+n redundancy standard (Tier IV compliant): everything is double to guarantee continuity. The Data Centre has a Power Usage Effectiveness (PUE)  $\leq 1.2$

### I servizi cloud

UNIDATA provides its customers with housing, hosting, server colocation, backup, disaster recovery, virtual data centres and the most innovative cloud storage services.

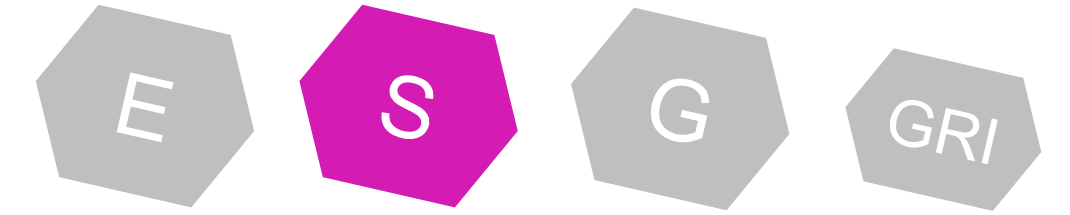
UNIDATA's Cloud Storage allows you to create your own dedicated Data Centre, virtual or physical, to renew your customers' IT infrastructure and migrate to the Cloud with ease.

To meet the expectations of the most demanding customers, the company guarantees :

- security, reliability and speed of the infrastructure and the Cloud;
- 99.99% guaranteed SLA level, supported by direct customer service with competent staff on call 7 days a week;
- in the area of data security, the control of technical premises, by means of 24-hour surveillance, technological control systems and internal and external video surveillance;
- no greenhouse gas emissions generated.



# The Development of ICT Infrastructures 6/6



## GRI 2-6

### Cybersecurity

The objective of the services offered by UNIDATA is to provide its customers with Organisational, Procedural, Technical and Technological systems aimed at monitoring, managing and maintaining security in the company with the aim of raising awareness and improving knowledge of it, making people understand the risks and quantifying its economic aspect. These are fundamental and enabling elements for the dissemination of the culture of data and its security in all its life stages.

UNIDATA, thanks to its IT infrastructure and technical and technological know-how, intends to set up, with the help of specialised partners, environments and teams dedicated to the monitoring and management of incidents in the areas of physical and perimeter security, network security and cyber security. This includes the creation of three types of control rooms :

- SOC (Security Operation Center)
- NOC (Network Operation Center)
- CERT (Computer Emergency Response Team)

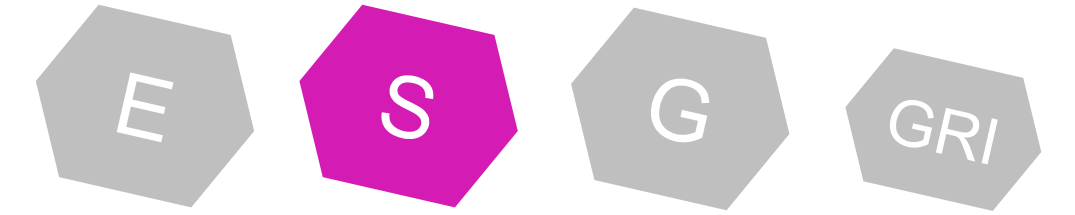
The SOC/NOC/CERT service package addresses the need to guarantee a level of security that reduces the main risks to which an organisation is exposed. An approach oriented towards security by design and by default enables companies to increase their competitive advantage, ensuring a reliable market profile and allowing access to tenders and contracts with certain security requirements.

UNIDATA implements targeted and punctual actions of :

- monitoring and management of events and incidents in the areas of physical and perimeter security, network security and cyber security;
- drafting and updating management systems, processes and procedures in the areas of Security Governance, Risk Management and Compliance;
- dissemination of a safety culture by defining roles and responsibilities and providing awareness and training sessions.



# Customer centricity 1/2



UNIDATA is aware that developing greater awareness of the importance of customer centricity plays a key role in business growth, and the starting point lies in shifting the focus from its products and services to its customers and their needs.

## Service Charter

This approach resulted in the drafting of a Service Charter, i.e. the document describing the standards of the services provided and the rules of the relationship between UNIDATA and its customers, in order to best protect their rights. The consumer protection information or Service Charter was drafted in accordance with the provisions of the Directive of the President of the Council of Ministers of 27/10/1994 on "Principles on the Provision of Public Services".

Through its Service Charter, UNIDATA sets out a series of quality parameters for the services it provides, which it undertakes to guarantee, allowing customers to verify their effective implementation and providing useful information for users to submit reports, proposals, requests for clarifications and complaints.

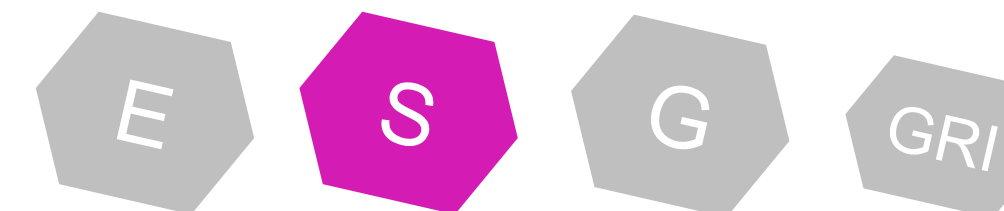
By drafting and publishing this document, UNIDATA demonstrates that it bases its business on customer relations and not on pure transaction. This translates into the use of simple and non-bureaucratic language in the communication to the public. In particular, also in order to guarantee the principle of choice, UNIDATA makes use of simple, clear and balanced procedures with reference to the stipulation of contracts for the provision of services, withdrawal, and contractual amendments aimed at including, or excluding, the provision of an additional service or additional services.

The company ensures that the public is fully and clearly informed about the economic, legal and technical conditions of service provision and undertakes to make use of the most appropriate means for communicating any changes to the aforementioned conditions.

The company's main commitment is to ensure that all information intended for users is in accordance with the principles of transparency, clarity, timeliness and good faith.



# Customer centricity 2/2



## GRI 201-1

UNIDATA is aware that developing a greater awareness of the importance of customer centricity plays a key role in business growth, and the starting point lies in shifting the focus from its products and services to its customers and their needs.

### Da azienda orientata al cliente ad azienda Cliente Centrica

UNIDATA is conducting a digital transformation project aimed at moving from a customer-oriented company to a customer-centric company. The project has the following objectives :

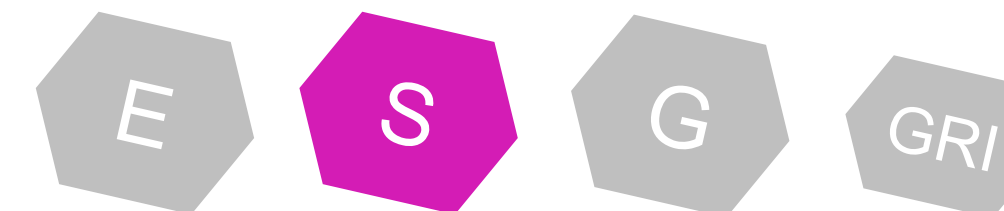
- the introduction of a Customer Relationship Management system on a Microsoft Dynamics platform (Sales);
- the introduction of an enterprise grade ticketing system on a Microsoft Dynamics platform (Customer Service);
- improving corporate reporting by introducing a business intelligence and KPI system that exploits the potential of the new Zucchetti AHI ERP that went live at the start of the merger;
- provision of a Knowledge Base tool;
- creation of a data culture and more specifically to create a system for collecting information from the different systems, enabling the aggregation, structuring and certification of information;
- miglioramento la cultura del cliente, portandolo al centro del processo di vendita.

### La Customer Base

Customer type	Number of customers as at 31/12/2023	ARPU al 31/12/2023	Number of customers as at 31/12/2022	ARPU al 31/12/2022
Consumer UNIDATA	18.327	22	13.921	23
Business UNIDATA	2.253	374	2.063	370
Business TWT	2.557	359	2.308	342



# The quality of service



## GRI 2-25

UNIDATA is committed to guaranteeing the quality parameters envisaged by the regulations in force, with particular reference to the provisions, where applicable, of the resolutions of the Authority for Communications Guarantees.

In order to adequately monitor and manage performance indicators, the company annually updates the quality standards to be pursued in the provision of its services and communicates them to users. UNIDATA publishes on its website the half-yearly reports of the monitored technical KPIs and an annual report with the results achieved.

			2021	2022	2023
<b>Activation Time</b>	First activation orders for a broadband Internet access service to the same operator that provides direct access service for an already active telephone line	Percentage of valid orders completed within the maximum contractual deadline	92,00%	92,85%	89,30%
		Average calendar days	33,40	29,51	32,7
	First activation orders for a broadband Internet access service other than the one providing direct access service for an already active telephone line	Percentage of valid orders completed within the maximum contractual deadline	93,50%	98,29%	89,61%
		Average calendar days	29,20	26,66	23,2
	Change orders from the operator providing the Internet access service for a line where the broadband Internet access service is already active	Percentage of valid orders completed within the maximum contractual deadline	96,60%	78,57%	84,30%
		Average calendar days	13,80	29,64	18,8
	For Wireless Broadband Access Services	Percentage of valid orders completed within the maximum contractual deadline	93,00%	77,78%	100%
		Average calendar days	37,20	28,98	25,1
<b>Malfunction rate</b>	a) Service realised with own facilities or Unbundling	Failure rate	1,16%	2,43%	3,10%
	b) Service realised using wholesale services	Failure rate	2,80%	4,29%	4,00%
<b>Malfunction repair time</b>	a) Service realised with own facilities or Unbundling	Percentage of malfunction repairs completed within the maximum contractual timeframe	95,30%	95,11%	87,30%
		Average repair time (including non-working hours)	18,80	25,02	33,50
	b) Service realised using wholesale services	Percentage of malfunction repairs completed within the maximum contractual timeframe	64,80%	89,18%	82,80%
		Average repair time (including non-working hours)	47,60	30,92	40,45
<b>Response time to operator customer service calls</b>	Total response time of the human operator	Average response time to incoming calls (seconds)	25,10	25,10	7,8
		Percentage of incoming calls where the answer time is less than 20 seconds	88,60%	88,60%	82,30%
<b>Addebiti contestati</b>	Percentage of invoices for which the user complained	Ratio of the number of complaints received in the period considered to the number of invoices issued	0,14%	0,15%	0,85%



# La Customer Satisfaction

## GRI 2-25

### Customer care

In view of the high growth rates of the consumer segment and the related impact on internal Customer Service resources, during 2022 UNIDATA began the process of outsourcing Customer Service Consumer which was completed during 2023. This process focused the attention of internal Customer Service resources on the higher-value 'Corporate' segment service requests and delegated the management of 1st level Customer Service calls to CloudCare S.p.A as a company specialising in the management of these activities.

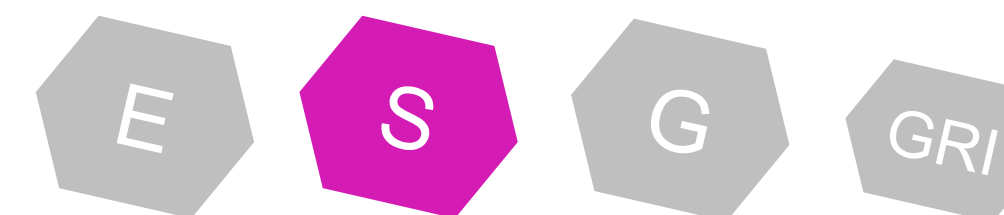
To ensure correct and more efficient end-to-end customer management, the management of 2nd level Customer Service (help desk) was transferred to Cloud Care S.p.A..

Through this distribution:

- Internal' customer service focused on corporate segment
- Outsourced' customer service focused on consumer segment

The company ensured proper management of the increasing scale of operations related to customer needs.

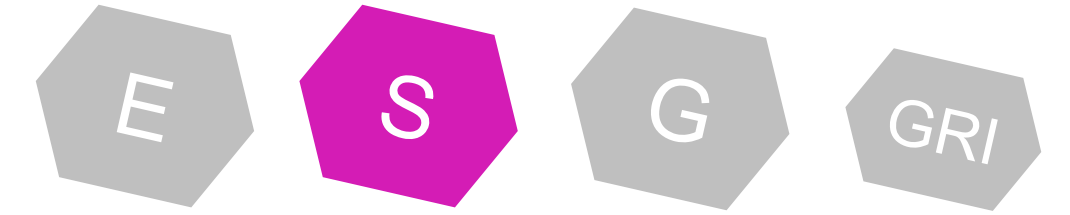
The table shows the main call centre performance indicators (ex art. 5, par. 1, lett. b) of resolution no. 79/09/CSP of 14 May 2009).



Indicator designation	Measure	Units of measure	Measured value
1 - Minimum browsing time to access the choice to speak with an employee, in order to lodge a complaint, i.e. time interval between the moment where it is completed correctly selecting the helpline number and the instant in which can be selected the user's choice to talk to an employee to present a complaint	average, weighted vs. to the permanence of each IVR in the semester, of the times Minimum access in the IVR to the choice "human operator" for File a complaint	Seconds	41
2 - Attendant response timea after selection by of the user of the relevant choice, i.e. the time interval between the time when it is selected by the calling user the choice "Employee" within the system Interactive Response (IVR) assistance and the moment in which the employee responds to the user for providing the requested service	a) Average response time to incoming calls	Secondi	7,8
	b) Percentage of calls Entrants in which the time response rate is less than 20 seconds	%	88,60
3 - Percentage of complaints that are resolved without the user needs to carry out, on the same complaint, further calls to the helpline number	Percentage	%	89,3



# Social Sustainability Measures 1/2



## UNIDATA says no to any kind of gender discrimination: inclusiveness and respect are its cornerstones

In tale ottica, vengono promosse condizioni di lavoro dignitose e messe in atto la parità dei sessi, sia in termini di retribuzione che di trattamento delle competenze, ponendo l'Inclusività come fondamento delle scelte economiche e sociali. UNIDATA pone inoltre l'attenzione ai suoi dipendenti garantendo il lavoro flessibile con l'introduzione di un giorno a settimana di smart working a turno per singola funzione e ha accolto la richiesta dei rappresentanti sindacali per l'erogazione di ticket restaurant mensili.

In qualità di provider di servizi internet, UNIDATA è da sempre in prima linea per superare il digital divide e, in qualità di sviluppatore dei più importanti sistemi di telecomunicazione, è attore principale della digital transition.

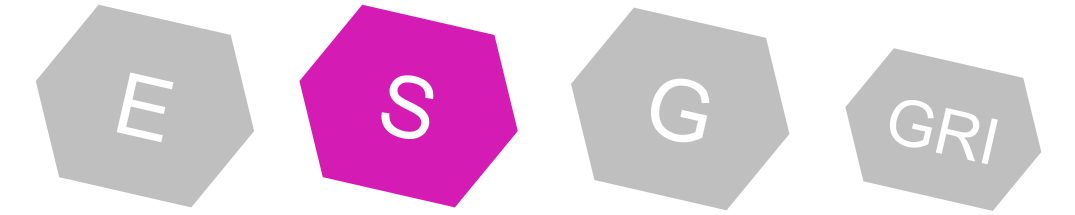
## Digital transition and digital divide are two different phenomena but with a common inclusive goal.

UNIDATA demonstrates its social commitment by actively participating in various community initiatives:

- Since 2016, he has been working with the Cuore d'Africa ONLUS association, an association that provides assistance to disadvantaged children and young people in Machakos, Kenya, through long-distance adoptions and the creation of an orphanage to house them.
- Since 2020, it has been providing free fiber and Wi-Fi connectivity to the capital's two prisons. Thanks to the internet access services, at a time of great difficulty due to the Covid-19 emergency, inmates of the Rebibbia and Regina Coeli prisons have the possibility to communicate with their families also via Skype.
- Since 2018, it has made its connectivity infrastructure available free of charge to the 'Great House of Peter Pan', a reception centre serving children and adolescents with cancer and their families, created in Rome by the Peter Pan Onlus Association.
- In 2021, it co-financed and participated in the renovation of the historic Piazza Brin in the heart of the Garbatella district. In the square, after the construction of the new street lighting system, the paving was renewed, the manholes and drains were repaired, thus solving problems related to rainwater disposal and giving the community the restyling of one of the most beautiful squares in the municipality.



# Social Sustainability Measures 2/2



## UNIDATA con TWT

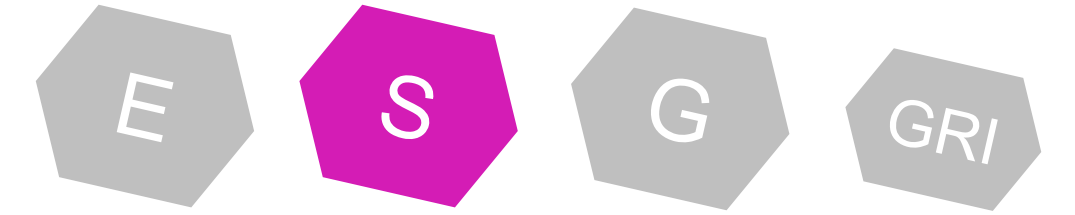
Expanding the social dimension of sustainability in a company has a significant impact on all aspects of its organisation. Creating sustainable relations with all stakeholders in the company's business, combining economic responsibility with social responsibility, will lead to the promotion of values shared by the company and the people for the protection of the territory and the environment.

Over the years, the TWT Group has placed greater emphasis on community development, launching important initiatives, which are listed below:

- supports the Save the Children association by supporting the 'Let's rewrite the future' campaign in favour of the children and families most in difficulty in Italy following the spread of the Coronavirus, and the non-profit organisation Wamba and Athena association that supports children suffering from SMA (spinal muscular atrophy), guaranteeing over two months of psychological assistance to the little ones and their families;
- finances an artistic and social project, aimed at raising people's awareness on the issue of plastic pollution in water, which started on 25 July 2019 with the launch of the work Pesce Tanica by Federico Clapis at sea (Mediterranean);
- adheres to fundraising campaigns for socially useful charitable purposes through the 455XY solidarity numbers, as per the Self-Regulatory Code for the management of solidarity numbers signed together with the other main national operators. It is a project born in 2014, when the main telecommunications operators adhered to the Memorandum of Understanding with the Department of Civil Protection, defining a procedure for the immediate activation and timely distribution of solidarity numbers to raise funds for populations affected by natural disasters;
- Every year TWT participates in around 100 fundraising campaigns on various topics: scientific research, health care, personal protection, animal welfare and the environment.



# Social and Community Risks 1/3



**GRI 2-16, 2-27, 3-3**

## Risks related to findings of non-compliance with regulatory regulations and changes in the regulatory framework

The regulations in the telecommunications sector, and in particular those related to fiber optics, are constantly evolving. The need for Italy to compete on the broadband front is pushing institutions to accelerate from a regulatory point of view, with a focus on simplifications for the laying of fiber optics.

The new regulations, starting with Legislative Decree 33/2016 implementing European Directive 61/2014 'fiber Optics Decree', aim, in fact, to facilitate the installation of high-speed electronic communication networks, promoting the shared use of existing physical infrastructure and the use of new technologies in the field of excavation, which are less invasive and costly.

This orientation is confirmed by Decree-Law n. 76 of 2020, which introduced further simplification measures for the deployment of networks. The provision in question provides that companies providing electronic communications networks and services are allowed to carry out the excavation, installation and maintenance of fiber optic communications networks by submitting only a certified start of activity report (SCIA) to the competent local administration and to the bodies responsible for carrying out controls.

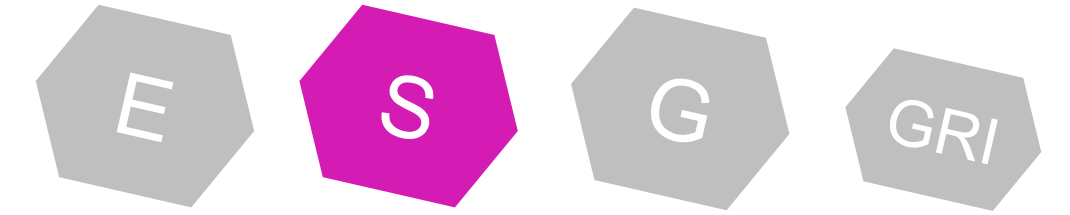
Decree-Law n. 76 refers to the provisions of Decree-Law n. 18 of 2020, which allowed companies providing electronic communications networks and services to carry out any useful initiative aimed at upgrading infrastructures, guaranteeing the operation of networks and the operability and continuity of services, even during the period of the SARS-CoV-2 epidemiological emergency.

The need to achieve the European targets for broadband and ultra-wideband connections, which require the cabling of at least 50% of the real estate units, drives our country to invest in the development of fiber optic infrastructures, turning the new regulatory interventions into opportunities and not risks.

In order to prove the reliability of its services, the company relies on certifications issued by third parties. In particular, UNIDATA has obtained ISO 9001:2015 Certification relating to the quality of architectures, ISO 27001:2013, relating to the information security management system, and has obtained ISO 14001:2015 Certification relating to the environmental management of organisations. It is in the process of obtaining UNI EN ISO 45001:2023 certification - Occupational Health and Safety Management Systems.



# Social and Community Risks 2/3



**GRI 2-16, 2-27, 3-3**

## Reputational and operational risks due to delays in project implementation

The prosperity of companies is no longer based on exclusively financial parameters, but is closely linked to values such as: reputation, brand, quality and quantity of intellectual capital, respect for the natural ecosystem and for human and social rights.

Reputation is a determining factor in the success of a company: the media, when certain events occur, have a resonance box that can cause reputational damage, which can generate a contraction in the volume of profits and the value of the brand. UNIDATA will be proactive with local communities in order to identify the most relevant needs, to be integrated into structured action plans, constantly monitoring their implementation in order to prevent reputational and operational risks.

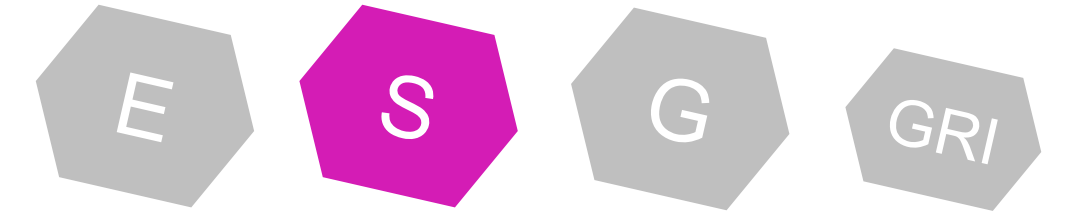
As part of its operations, the Company is exposed to certain risks such as :

- Increased cost of supply of energy sources and/or other essential supplies;
- Difficulties in accessing raw material supplies;
- Unavailability of close substitutes with regard to purchases and supplies/single suppliers in the field of supply installation;
- Excessively long lead times for the administrative processes required to obtain authorisations from local authorities for the laying of new fiber-optic network lines;
- excessively high costs for obtaining these authorisations and, in general, for the realisation of the network projects envisaged in the development plan.

The occurrence of the aforementioned circumstances could also jeopardise the outcome of the Company's existing or future investments, resulting in a decrease in their profitability compared to what was budgeted or in the loss of the invested capital.



# Social and Community Risks 3/3



**GRI 2-16, 2-27, 3-3**

## Risks associated with the collection, storage and processing of personal data

In the course of its activities, UNIDATA collects, stores and processes the data of its customers, employees and suppliers, with the obligation to comply with the applicable statutory and regulatory provisions on the protection of personal data.

Despite the fact that UNIDATA has adopted security protocols aimed at avoiding certain critical issues, the Company is still exposed to the high risk of personal data being damaged, lost, or stolen, disclosed or processed for purposes other than those authorised by customers, even by unauthorised parties. The occurrence of the aforementioned events, even as a result of hacker attacks, would have a negative impact on the Issuer's business, in financial terms, assets and, with particular reference to Cloud services, in terms of reputation.

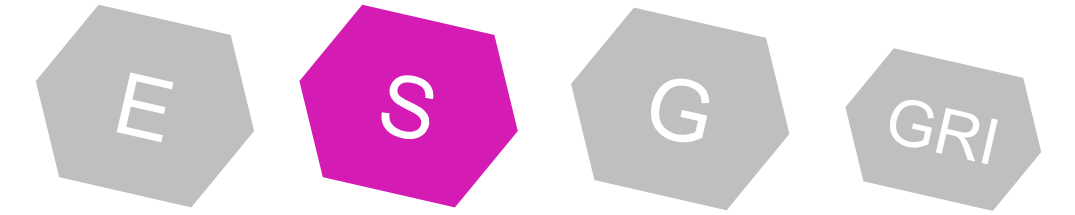
## Workplace safety risks

The company's business involves excavation work, the positioning of antennas and cables, contact with electrical cables and other situations that may jeopardise the safety of its employees and collaborators.

Despite the fact that UNIDATA complies with current regulations on safety in the workplace, provides for personnel training programmes and adopts special precautions for the performance of the aforementioned activities, accidents in the workplace, even significant ones, may occur. The occurrence of such events, in addition to the possibility of litigation and damage to the company's image, could jeopardise the smooth running of the business, with significant repercussions on its economic, financial and equity situation.



# Work organisation



UNIDATA has clearly defined the set of values it shares and pursues towards its resources, enshrining them in its Code of Ethics.

Among the various values, the principles aimed at respecting and protecting the individual, as well as those relating to health and safety at work, are of fundamental importance. The policies practised in the management of human resources are marked by the enhancement of the personality and professionalism of each individual, in a work context inspired by the rejection of all forms of discrimination or harassment.

In order to improve aspects of internal cooperation and communication and increase the soft skills of its personnel, the company approved a strategic training plan for all the organisation's personnel during 2022. During 2023, an assessment was carried out on the resources of the commercial area and on first- and second-line key people.

The 2022-2024 training plan envisages maintaining existing skills within the organisational context, developing new skills, and upgrading existing skills in order to :

- enhancing human resources by promoting their personal development and increasing organisational well-being;
- increase, in human resources, awareness of their contribution to the achievement of the organisation's objectives and strategies;
- support the overall growth of the organisation, the efficiency of processes and the quality of services provided;
- support functional competencies for the pursuit of new business opportunities.

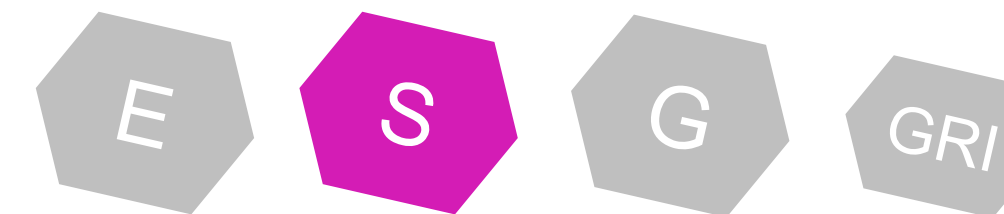
UNIDATA is also committed to offering equal employment opportunities without discrimination on the basis of ethnicity, gender, age, personal and social conditions, religious and political beliefs, in order to ensure that its employees are treated fairly and meritocratically. The company ensures that its employees are not subject to any constraints arising from gender differences within their development and training paths.

To implement its commitments, the company has renewed the so-called 'Charter for Equal Opportunities' for 2023 as well. an initiative promoted by the European Commission and sponsored by the Ministry of Labour and Social Policies, aimed at 'spreading a corporate culture and inclusive policies, free from discrimination and prejudice, capable of enhancing talent in all its diversity'.



# Organic Composition

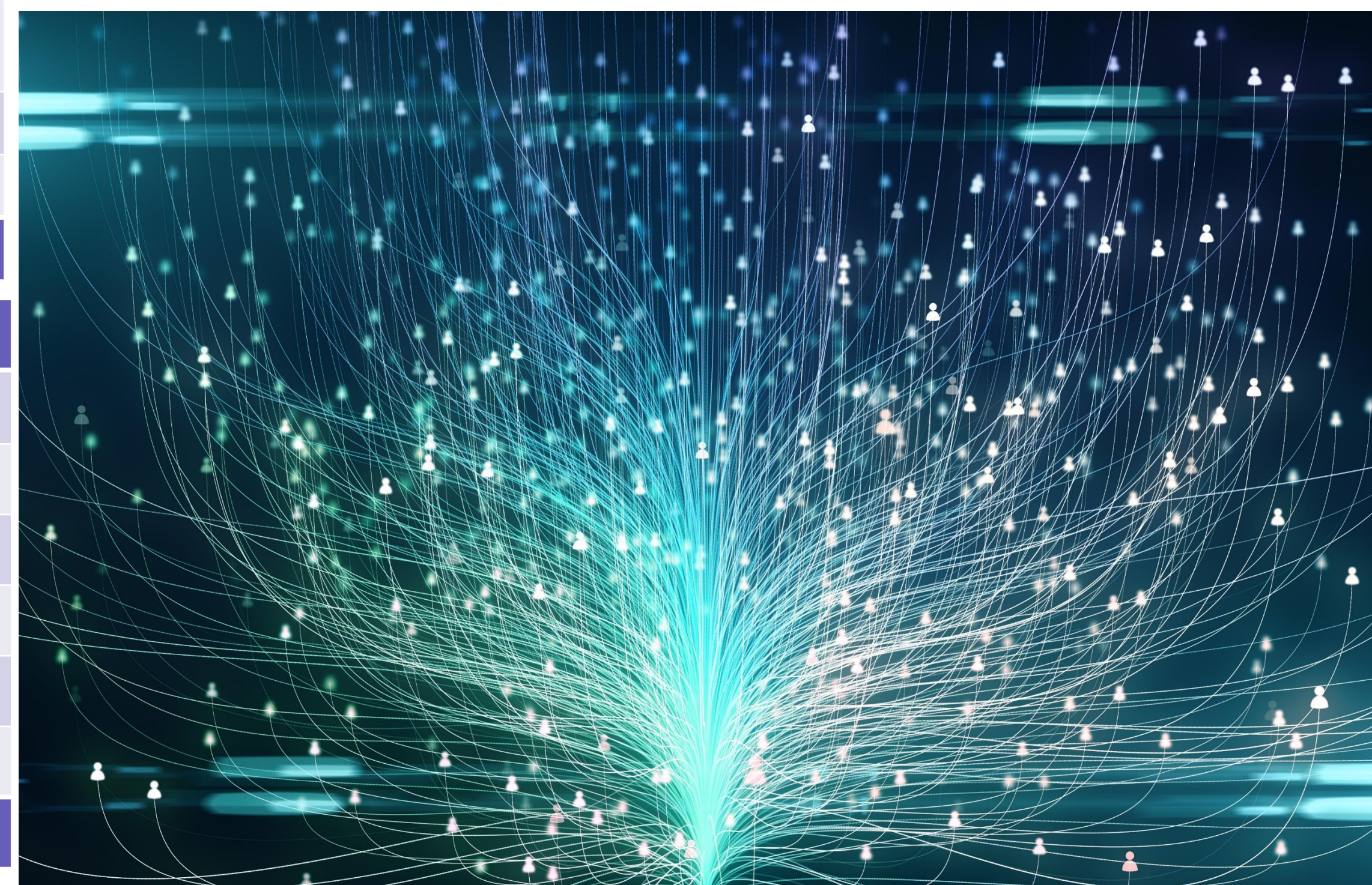
GRI 2-7, GRI 405-1



INQUADRAMENTO (Breakdown by gender and classification)						
	2022			2023		
	Men	Women	Totale	Men	Women	Total
Managers	2	-	2	5	1	6
Middle managers	3	-	3	15	6	21
Employees	63	24	87	126	54	180
Workers	10	-	10	12	-	12
	<b>78</b>	<b>24</b>	<b>102</b>	<b>158</b>	<b>61</b>	<b>219</b>

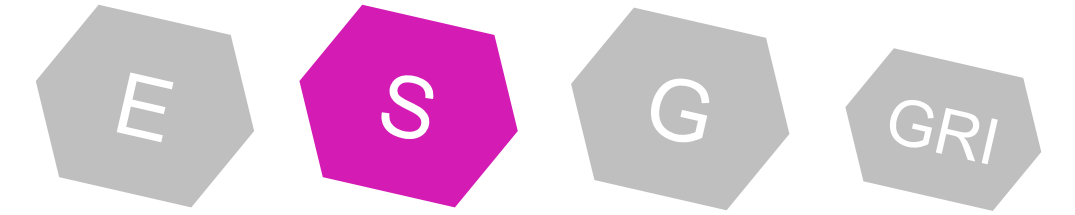
INQUIRY (Breakdown by gender and classification)								
	2022				2023			
	<30	30-50	>50	Totale	<30	30-50	>50	Total
Managers	-	-	2	2	-	-	6	6
Middle managers	-	2	1	3	-	11	10	21
Employees	16	51	20	87	29	119	32	180
Workers	-	-	10	10	2	10	-	12
	<b>16</b>	<b>53</b>	<b>33</b>	<b>102</b>	<b>31</b>	<b>140</b>	<b>48</b>	<b>219</b>

	2022			2023		
	Men	Women	Generale	Men	Women	General
Età Media	39	46	41	40	45	42



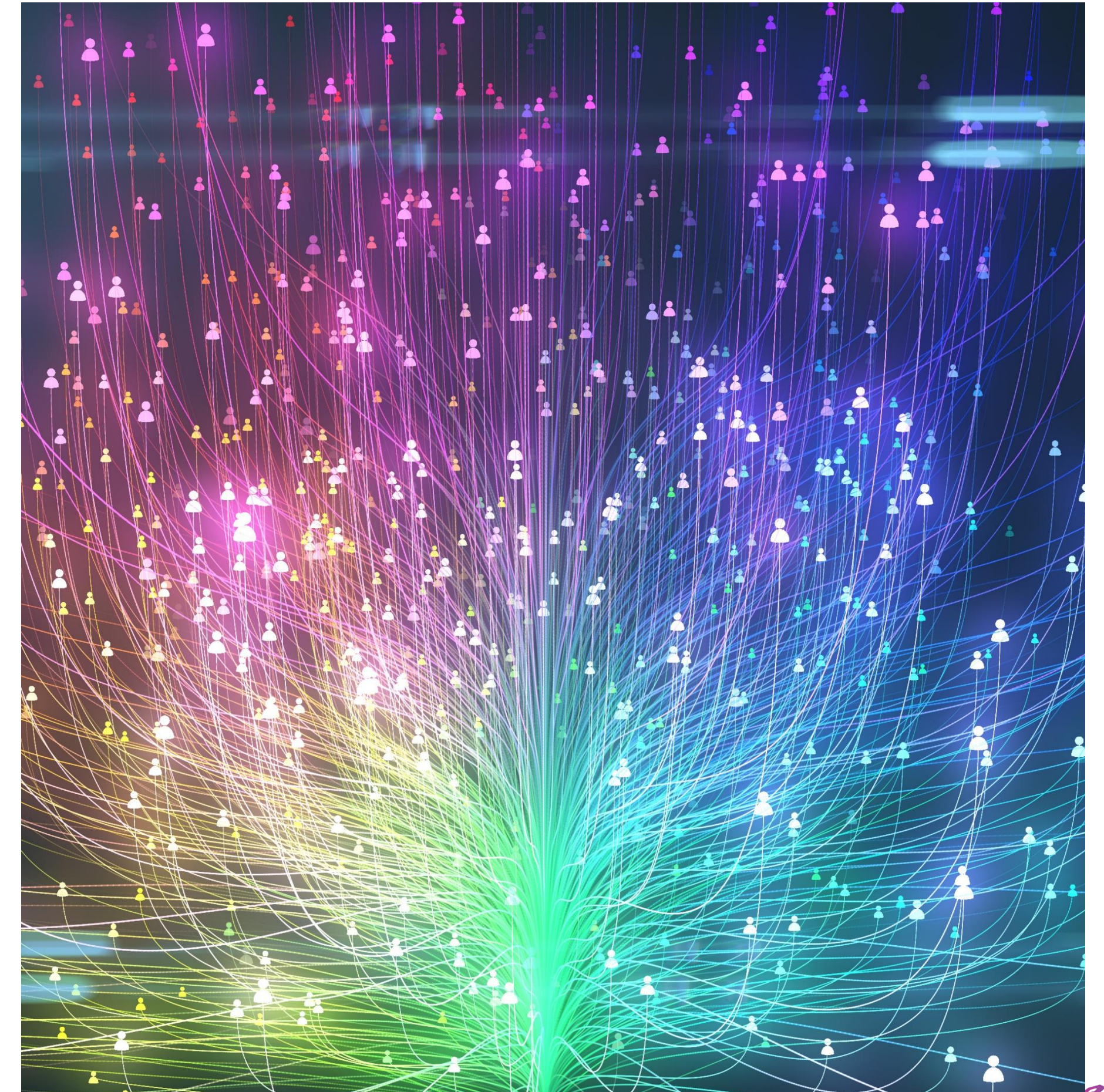
# Turnover

GRI 2-7, GRI 401-1



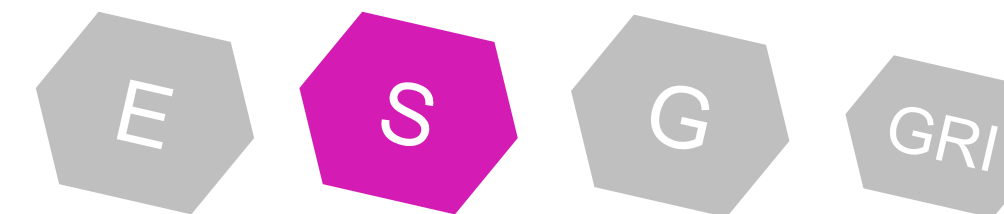
TURNOVER ENTRANCE 2023					
age	<30 years	30-50 years	>50 years	Total	% Turnover
Men	7	12	4	23	11%
Women	2	2	1	5	2%
<b>Total</b>	<b>9</b>	<b>14</b>	<b>5</b>	<b>28</b>	<b>13%</b>
<b>% Turnover</b>	<b>4,31%</b>	<b>6,70%</b>	<b>2,39%</b>	<b>13,40%</b>	

TURNOVER EXIT 2023					
age	<30 years	30-50 years	>50 years	Total	% Turnover
Men	7	8	3	18	9%
Women	3	5	1	9	4%
<b>Total</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>27</b>	<b>13%</b>
<b>% Turnover</b>	<b>4,78%</b>	<b>6,22%</b>	<b>1,91%</b>	<b>12,92%</b>	



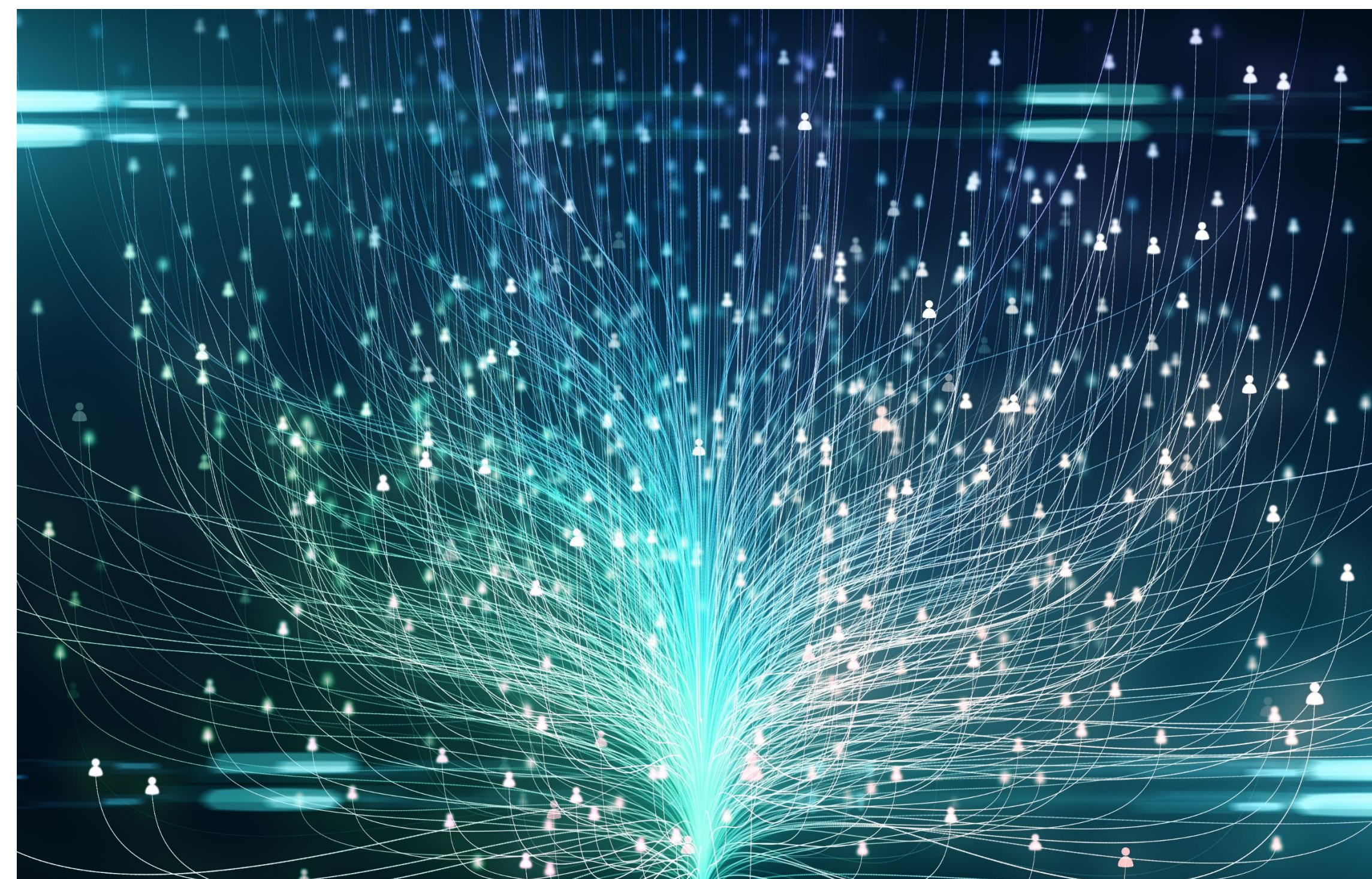
# Contratti e categorie protette

GRI 2-7, GRI 405-1



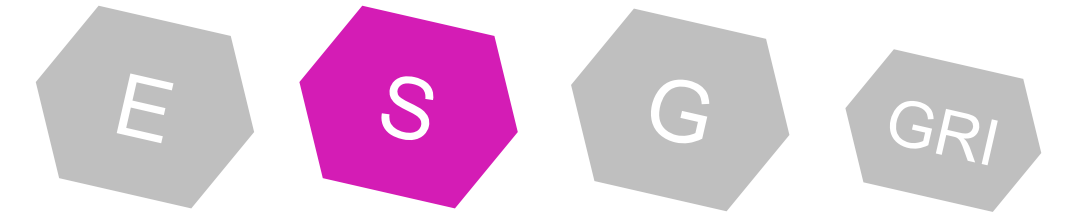
<b>Type of contract</b>	<b>219</b>
Agency – Fixed-term	1
Agency – Permanent	3
Agency - Apprenticeship	3
Stage	1
Apprenticeship	15
Permanent	195
Fixed term	1

<b>Protected categories</b>	<b>11</b>
Agency	2
Direct	9



# Formazione

GRI 403-5, GRI 404-2



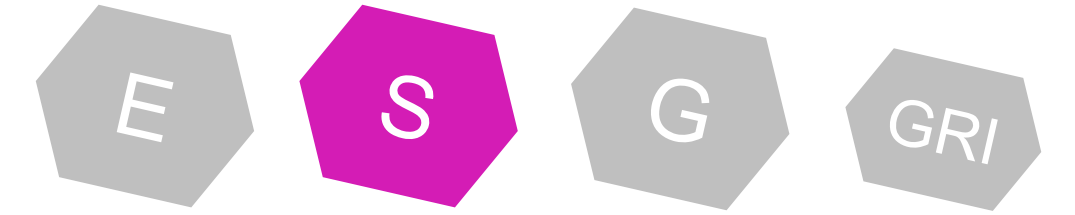
*Total hours by subject*

SUBJECT	2022	2023
Workers' Health and Safety	88	456
IPv6		36
Sicurezza in ambiente Fortinet		36
Soft skills PM, Communication, Leadership		24
Update ISO standards		4
<b>Totale</b>	<b>88</b>	<b>556</b>



# Health and Safety at Work

**GRI 403-1, GRI 403-5, GRI 403-7, GRI 403-9**



UNIDATA protects the moral and physical integrity of its employees and collaborators, committing itself to spreading a culture of health and safety at work that tends to make staff aware of the risks related to their activities and to promote responsible behaviour.

All safety measures required by technological developments are taken to ensure a safe and healthy working environment, in full compliance with current prevention and protection legislation.

The text that unites all the relevant legislation is the Consolidated Safety at Work Act, also known as Legislative Decree 81/2008, which introduced the subject of risk assessment as a 'fulfilment of absolute centrality' and which 'must cover all risks to the safety and health of workers, including those concerning groups of workers exposed to particular risks'.

The specific risks associated with the company and its workers are formalised in the risk assessment document (DVR). It must be constantly updated and contain:

- the risk assessment report, detailing the criteria used to assess it;
- an indication of the prevention and protection measures implemented and the protective equipment that is used;
- an indication of the prevention and protection measures implemented and the prevention devices put in place;
- the programme of measures that are to improve security levels over time, as well as the procedures for implementing the measures to be carried out, together with the roles within the company of those who are to deal with them. These can only be people who have appropriate skills and powers;
- an indication of the tasks that may expose workers to specific risks and for which professional skills, specific experience, appropriate education and training are required.

In line with the provisions of the Single Text, UNIDATA drew up on 6 June 2015 the first Assessment Document dealing with the Risks associated with the Cabling and Maintenance of fiber optic networks already installed in manholes or in cabins along road networks. This document was revised and updated on 08 April 2021. The Prevention and Protection Service Manager (RSPP) is Mr. Pietro Marco Picierro and the figure of the Workers' Safety Representative (RLS) is held by Mr. Maurizio Cosentino. In 2023, training on Occupational Health and Safety was carried out for 456 hours. No accidents at work were recorded in the period 2019-2023.





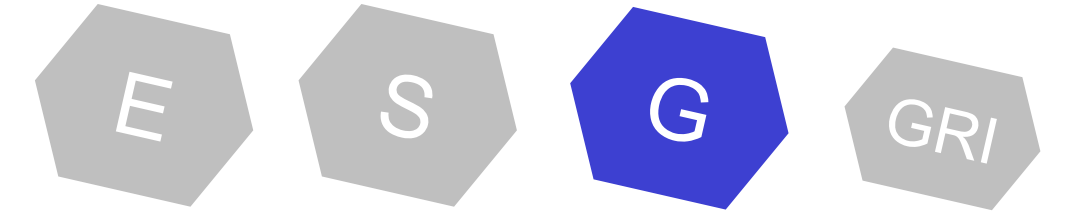
# UNiDATA

## GOVERNANCE



# The Corporate Governance Structure

GRI 2-9, 405-1



**Sergio Beretta**  
Internal Auditor

**INTERNAL AUDIT**

**Renato Brunetti**  
Chairman and CEO

**Marcello Vispi**  
Vice President

**Giampaolo Rossini**  
Director

**Paolo Bianchi**  
Director

**Barbara Ricciardi**  
Independent Director

**Alessandra Bucci**  
Independent Director

**Stefania Argentieri Piuma**  
Independent Director

**BOARD OF DIRECTORS**

**Roberto Giacometti**  
CFO & Investor Relations Officer

**MANAGER IN CHARGE**  
*L. 262/05*

**Maria Teresa Colacino**  
Chairwoman

**Michele Ciuffi**  
External Member

**Sergio Beretta**  
Internal Member

**SUPERVISORY BODY**  
*L. 231/01*

**Pierluigi Scibetta**  
Chairman

**Luigi Rizzi**  
Auditor

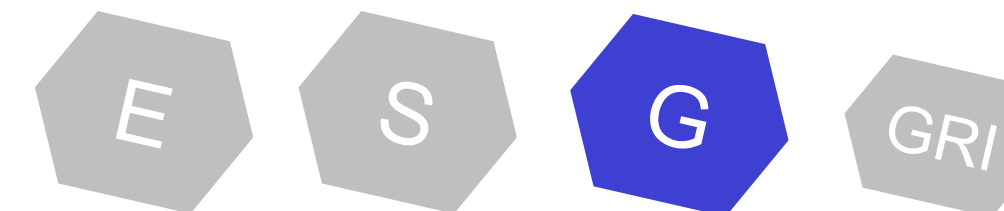
**Antonia Coppola**  
Auditor

**BOARD OF STATUTORY AUDITORS**

**AUDIT COMPANY**



# The Corporate Governance Model



**GRI 2-9, 2-11, 405-1**

UNIDATA's corporate governance system is structured according to the traditional administration and control model and is characterised by the following bodies:

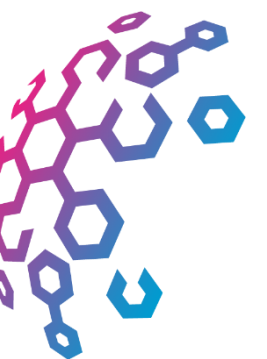
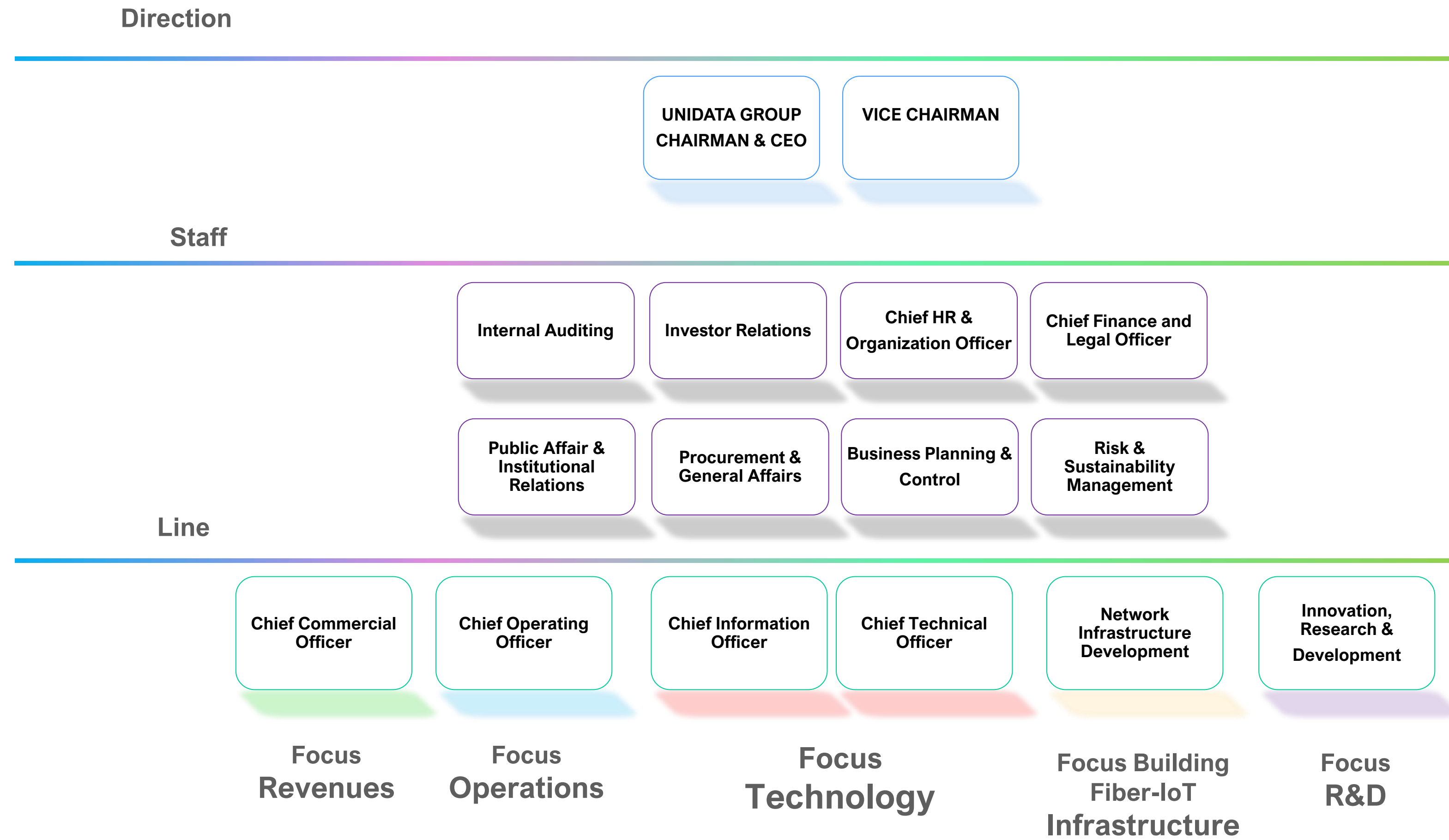
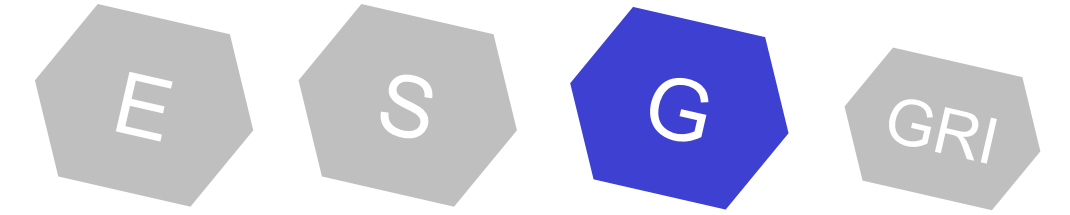
- the Shareholders' Meeting, as the expression of the interest of the generality of shareholders, expresses, through its resolutions, the will of the company;
- the Board of Directors, a body vested with the broadest powers for the ordinary and extraordinary management of the Company, with the power to perform all acts deemed appropriate for the achievement of the corporate purpose, with the exception of those reserved to the Shareholders' Meeting by law;
- the Board of Statutory Auditors, an independent body responsible for supervising compliance with the law and the Articles of Association, compliance with the principles of proper administration and the adequacy of the organisational, administrative and accounting structure adopted by the Company.

The Company applies the criteria of diversity, including gender diversity, provided for by current regulations, in the composition of the Board of Directors, in compliance with the priority objective of ensuring adequate competence and professionalism of its members, both at the time of their appointment and during their term of office. The current composition of the Board of Directors continues to comply with the regulations also in light of the new paragraph 1-ter of Article 147-ter of the Consolidated Law on Finance, according to which at least two-fifths of the directors elected to the Board of Directors must belong to the less represented gender. The Directors in office at the current date are endowed with adequate managerial and professional skills, including international ones, and the composition of the Board's internal committees has ensured the presence of directors with the specific skills indicated by the regulations and the Corporate Governance Code. The directors' backgrounds range from economic, legal, financial and organisational management subjects, to those more specifically related to the business of the Company and the Group. The relevant curricula are attached to the Report on Corporate Governance and Ownership Structure for the year 2023 published on the Company's website and to which reference should be made for any further details.

GOVERNANCE COMPOSITION	2022			2023		
	Men	Women	Total	Men	Women	Total
Management	5	-	5	5	1	6
Board of Directors	5	2	7	4	3	7
Board of Statutory Auditors	3	2	5	2	1	3
<b>TOTALE</b>	<b>13</b>	<b>4</b>	<b>17</b>	<b>11</b>	<b>5</b>	<b>16</b>

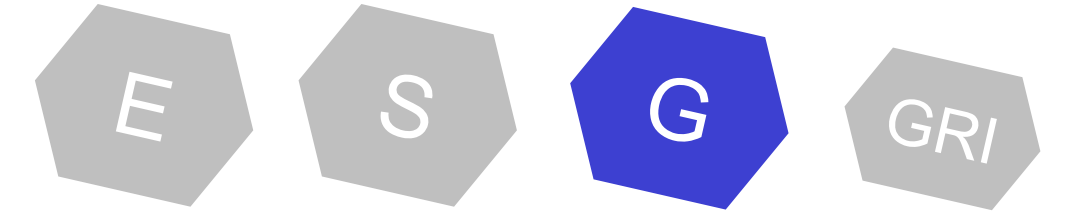


# The organisational structure



# The internal control system 1/2

**GRI 2-23, 2-24**



## Organisational model

The Organisational Model was adopted for the first time by UNIDATA Spa by resolution of the Board of Directors on 30 June 2009 and subsequently supplemented by resolutions of the Board of Directors on 18 March 2014, 30 May 2019 and 14 April 2021. On 30 January 2023, UNIDATA's Board of Directors approved the new version of the Organisational Model, the updating of which became necessary due to the company's organisational changes, the transformation of the company into a Benefit Company and the inclusion of new offence hypotheses in Legislative Decree 231/2001 by the legislator.

## Supervisory body

The Supervisory Board, on the basis of the indications contained in Articles 6 and 7 of Decree No. 231/2001, proceeded in 2023 to

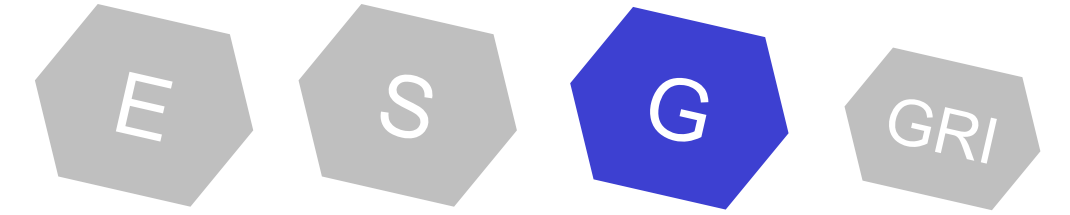
- supervise the operation of and compliance with the Organisational Model, which was last updated by resolution of the Board of Directors on 30 January 2023, and the training provided for by the Model;
- supporting the company in the start-up of the telematic application for the Legality Rating, a tool for companies introduced in Italy in 2012 by the AGCM with the aim of promoting principles of ethical behaviour in the corporate sphere;
- to support the company in choosing a digital solution for whistleblowing management in order to ensure compliance with the provisions of European Directive No. 1937/2019, implemented in Italy by Legislative Decree No. 24 of 10 March 2023;
- control of processes at risk of offence through information (so-called flows to the SB) received from each department head;
- analysis of the reports sent to the SB.

During the year 2023, the Supervisory Board did not receive any report of the commission or attempted commission of one of the offences contemplated by Legislative Decree no. 231 of 8 June 2001, or of fraudulent violation or avoidance of the Organisational Model of 'UNIDATA Spa', or of circumstantiated reports of unlawful conduct not complying with the provisions of the Code of Ethics and Organisational Model 231 of 'UNIDATA Spa'.



# The Internal Control System 2/2

GRI 2-23, 2-24

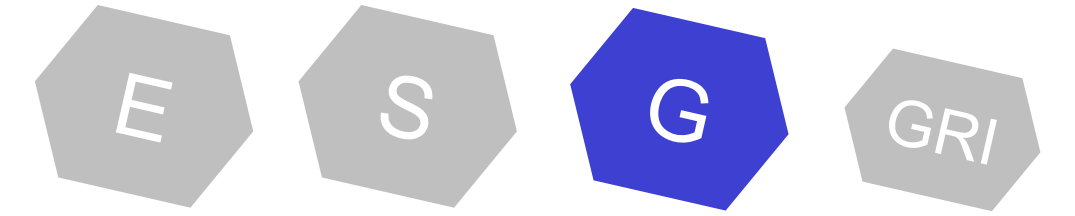


## Internal Audit

The function has the task of verifying, on an ongoing basis and in relation to specific needs, the operation and suitability of the internal control and risk management system, through an annual audit plan, approved by the Board of Directors. It ensures the execution of the Audit Plan and the related individual actions; it reports, at least on an annual basis, on the results of the audits performed. It also defines, in agreement with the Risk & Assurance Management Function, the documentation inherent in the process of assessing and measuring corporate risks.



# Business Integrity 1/2



## GRI 2-23, 2-24

### Code of Ethics

The Code of Ethics formalises the set of core values, reference standards and rules of conduct of the company. It establishes binding principles - without exception - for all company representatives, employees and any other person acting, directly or indirectly, in the name and on behalf of the Company. In a constantly evolving context where attention to ethics represents a fundamental value, the implementation of the Code of Ethics takes on a strategic importance. UNIDATA prescribes, to all those who collaborate with it, the observance and maximum dissemination of the code and is committed, as demonstrated so far, to the continuous monitoring of its compatibility with the evolution of the reference regulatory framework. The usability of the document by users is ensured by its publication on the company's institutional website, at [www.unidata.it](http://www.unidata.it), in the area dedicated to "corporate ethics".

### Legality Rating

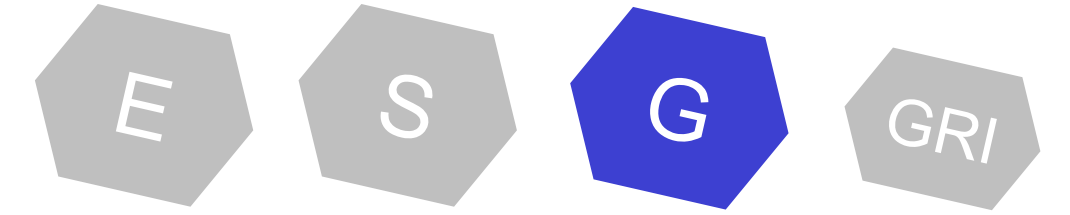
It is a tool for companies introduced in Italy in 2012 by the Italian Competition and Market Authority (AGCM). The institution of this rating is aimed, by the Authority, at promoting principles of ethical behaviour in the corporate sphere through the assignment of a 'recognition' measured in 'stars' indicative of the respect for legality on the part of companies that have applied for it and, more generally, of the degree of attention paid to the proper management of their business. During the meeting of 21 March 2023, the AGCM, having examined the application for the legality rating filed by UNIDATA S.p.A., decided on the basis of the statements made and the assessments carried out the score: **\*\*\***.

### Whistleblowing

On 14 December 2023, the Board of Directors adopted the "[whistleblowing policy](#)" procedure for the management of whistleblowing and the actions envisaged to protect those who report wrongdoing and irregularities. The whistleblowing system is the tool through which protection is guaranteed to those who report non-compliance in good faith with the provisions of European Directive No. 1937/2019 and transposed by Legislative Decree No. 24 of 10 March 2023. The aim of the tool is to prevent the occurrence of irregularities within the organisation, but also to involve all Stakeholders in an activity to combat non-compliance, through active and responsible participation. The procedure is implemented through the EQS Integrity Une platform.



# Business Integrity 2/2



## GRI 2-23, 2-24

### Privacy and data protection

On the processing of personal data UNIDATA:

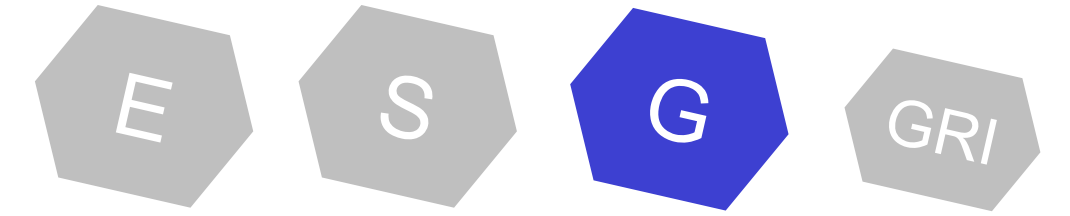
- ensures its users and suppliers the protection provided by European legislation, i.e. EU Regulation 2016/679 called General Data Protection Regulation or GDPR;
- makes available the general information on the terms of the processing carried out in compliance with current legislation, in the specific 'Privacy' section of the website [www.unidata.it](http://www.unidata.it);
- adopts appropriate physical and logical security measures also in relation to the acquisition, archiving and processing of personal, sensitive and judicial data as well as telephone and telematic traffic data. Filing is provided for the fulfilment of the so-called compulsory justice services pursuant to Article 96 of the Electronic Communications Code;
- ensures full compliance with the new regulatory provisions on 'data portability' and 'right to be forgotten' contained in the GDPR.

In the field of Information Security, UNIDATA:

- constantly ensures the availability of a so-called 'telephone fraud prevention' system aimed at protecting end users from any unlawful and improper use of the telephone service;
- adopt a specific procedure aimed at the possible management of abusive data access events (so-called Data Breach) pursuant to the regulations issued by the Privacy Guarantor;
- adopts an Information Security Management System that conforms to the standards set out in ISO/IEC 27001, with extensions 27017 (cloud services) and 27018 (Personally Identifiable information in cloud services);
- acquired AGID Cloud Computing Certification as a Cloud Service Provider for the PA;
- constantly handles reports from national Cyber Security bodies, such as the current National CERT (Computer Emergency Response Team) set up at the Ministry of Economic Development;
- has structured, for the security purposes outlined above, in its functional organisation chart, two distinct inter-departmental services deputed to intervene in the event of events and/or incidents occurring to the physical and/or IT service infrastructures.



# Enterprise Risk Management 1/4



## GRI 2-16

### The ERM model

Since 2021, UNIDATA has developed its own Enterprise Risk Management (ERM) project aimed at comprehensive and integrated risk management through systematic activities such as risk identification, measurement, evaluation and treatment. The reference standards for the development of the ERM model valid for UNIDATA are:

- the ISO 31000 standard Risk management - Principles and guidelines. According to these guidelines, risk management is described as a process whose objective is to provide reasonable certainty that the objectives defined in the planning phase will be achieved, guaranteeing a residual risk below an acceptable threshold.
- The Committee of Sponsoring Organisation (CoSO) ERM framework. It is a model of international standing that aims to determine the "quantum" of Risk that a company/entity is willing to accept in order to create value for its stakeholders and provide a single reference to manage the various types of uncertain events effectively, in relation to the pre-established objectives.

### The Threats

Threats with a higher Frequency of Occurrence belong to the IT/Cyber, Legal/Compliance, Suppliers and Reputational categories. In particular, they concern:

- Infezioni da malware
- Phishing
- Personal and confidential data breach
- Hostile media activities
- Increased cost of supply of energy sources and/or other essential supplies.

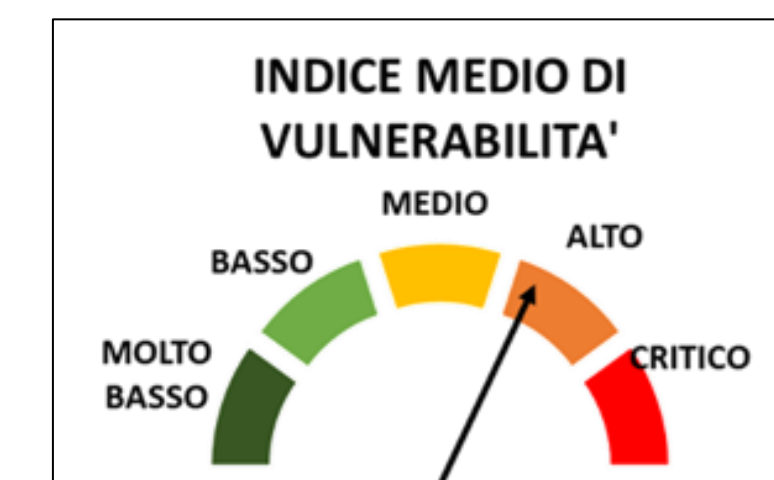
The overall Average Threat Occurrence Frequency Index for UNIDATA presents a general picture of a 'Low' incidence of the analysed events.



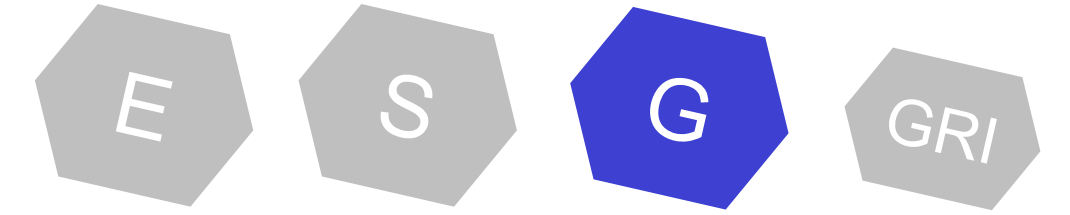
### Vulnerabilities

the greatest vulnerabilities concern:

- Management and Dimensioning of the Legal Area
- Duty of Disclosure and Transparency of Communications
- Procedures and Processes for Internal Co-operation and Communication
- Management and growth of staff soft skills
- Tools for monitoring soft skills and productivity KPIs
- Politiche di supply chain continuity e supply chain security.



# Enterprise Risk Management 2/4



## GRI 2-16

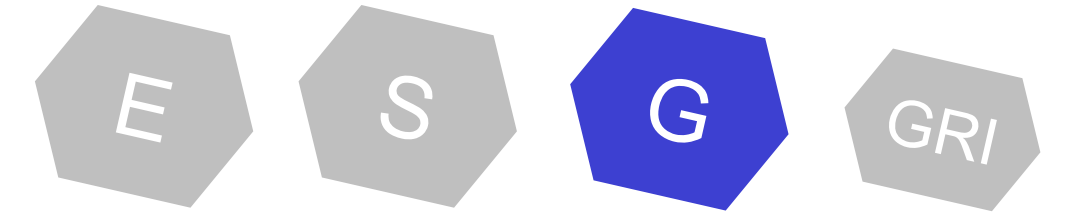
### Impact 1/2

Threats that were found to have a significant level of Impact belong to the Threat categories :

- IT/Cyber: the most relevant Threat concerns possible breaches of data subject to retention for judicial purposes (data breach) since, although no incidents are recorded in the company's history, the consequences from a legal and reputational point of view would be onerous.
- Legal /Compliance: the two Threats that were assessed with a relevant level of Impact are respectively: the detection of corporate non-compliance with GDPR and AGCOM regulations.
- Market : the threats to the company relate to a reduction in the number of business/PA customers, a reduction in installation activity due to saturation of network infrastructure, and the unavailability of close substitutes with regard to purchasing and supplies/single suppliers in the area of installation of supplies. With regard to business/PA customers, the assessment was made considering that UNIDATA has a percentage of business/PA customers equal to approximately 85% of the total, and a reduction of the same would result in very high costs both financially and in terms of internal personnel management, since UNIDATA's employees are mainly qualified to manage the business sector rather than the residential sector. With regard to the reduction of the network infrastructure installation activity, it was assessed how UNIDATA's activity is mainly focused on the realisation of these infrastructures and how the saturation level of these infrastructures at a national level is now an established fact. This, in the long term, will entail costs both at a financial and operational level since the technical personnel specialised in such activities would not be easily retrained for the other services offered by UNIDATA.
- Suppliers and Contractual Requirements : the Threat relating to the unavailability of close substitutes with regard to purchases and supplies/single suppliers in the area of installation of supplies, as such suppliers, especially in the aftermath of the NRP, might be increasingly difficult to find. This could easily lead to increased costs due to increased demand. The problems noted, therefore, concern the retention of current partners and the recruitment of new suppliers to cope with UNIDATA's current projects.
- Reputational : only one Threat related to scandals involving management or brand ambassadors is reported. This assessment was estimated taking into account UNIDATA's stock market listing and the relevant regulatory obligations, including internal regulations, which increase the potential Impact of this Threat, especially on the Compliance and Reputational categories, should a leading element of the company be involved in a scandal.



# Enterprise Risk Management 3/4



## GRI 2-16

### Impact 2/2

- Human Capital : the Threat could be revealed in the absence for health reasons of a significant percentage of human resources. This assessment was estimated considering how this Threat would have a potentially critical Impact for all categories of Impacts considered. However, it should be noted that UNIDATA, during the recent pandemic crisis, did not encounter any Penalising Impacts in this respect in view of business continuity.

The overall Medium Impact Index for UNIDATA presents an overall picture that shows a 'Medium' level of impact for the organisation.

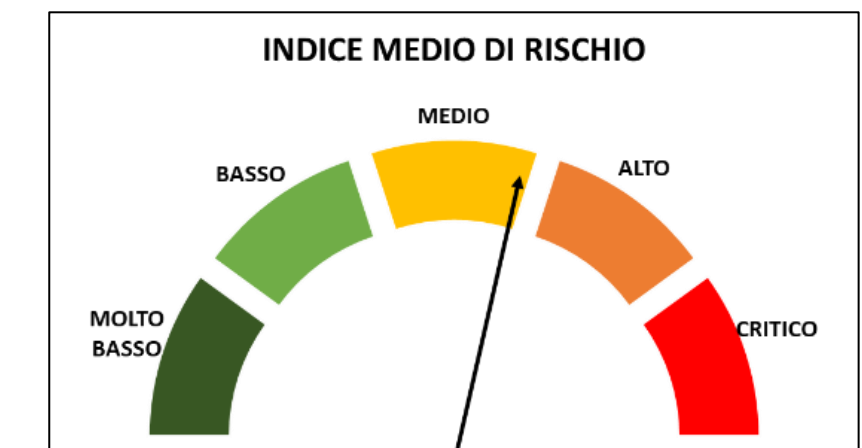
### Context-related risk

The outcome of the Risk Assessment relative to UNIDATA's reference context reveals an overall level of 'Medium-High' Risk. This result implies the need to prepare a plan for the identification and application of specific remediation measures, in order to address the identified Vulnerabilities.

The Risk level represents the measure of how likely it is that a Threat will generate a certain Impact on UNIDATA and is calculated as the product of the Maximum Likelihood of each Threat (P) by the Maximum Impact level (I) associated to the chosen categories:  $R = P \times I$ .

Threats characterised by a significant level of Risk for UNIDATA belong to the categories :

- IT/Cyber where the most relevant Threats concern possible breaches of personal and confidential data and data subject to retention for judicial purposes (data breach)
- Legal/Compliance, regarding Threats of Detection of Corporate Non-Compliance with AGCOM and GDPR.



# Enterprise Risk Management 4/4

## GRI 2-16

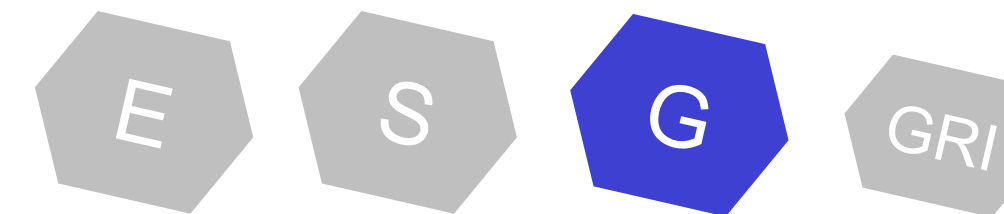
### Risk levels by business area

Le Minacce caratterizzate da un Rischio di livello significativo per UNIDATA appartengono alle categorie:

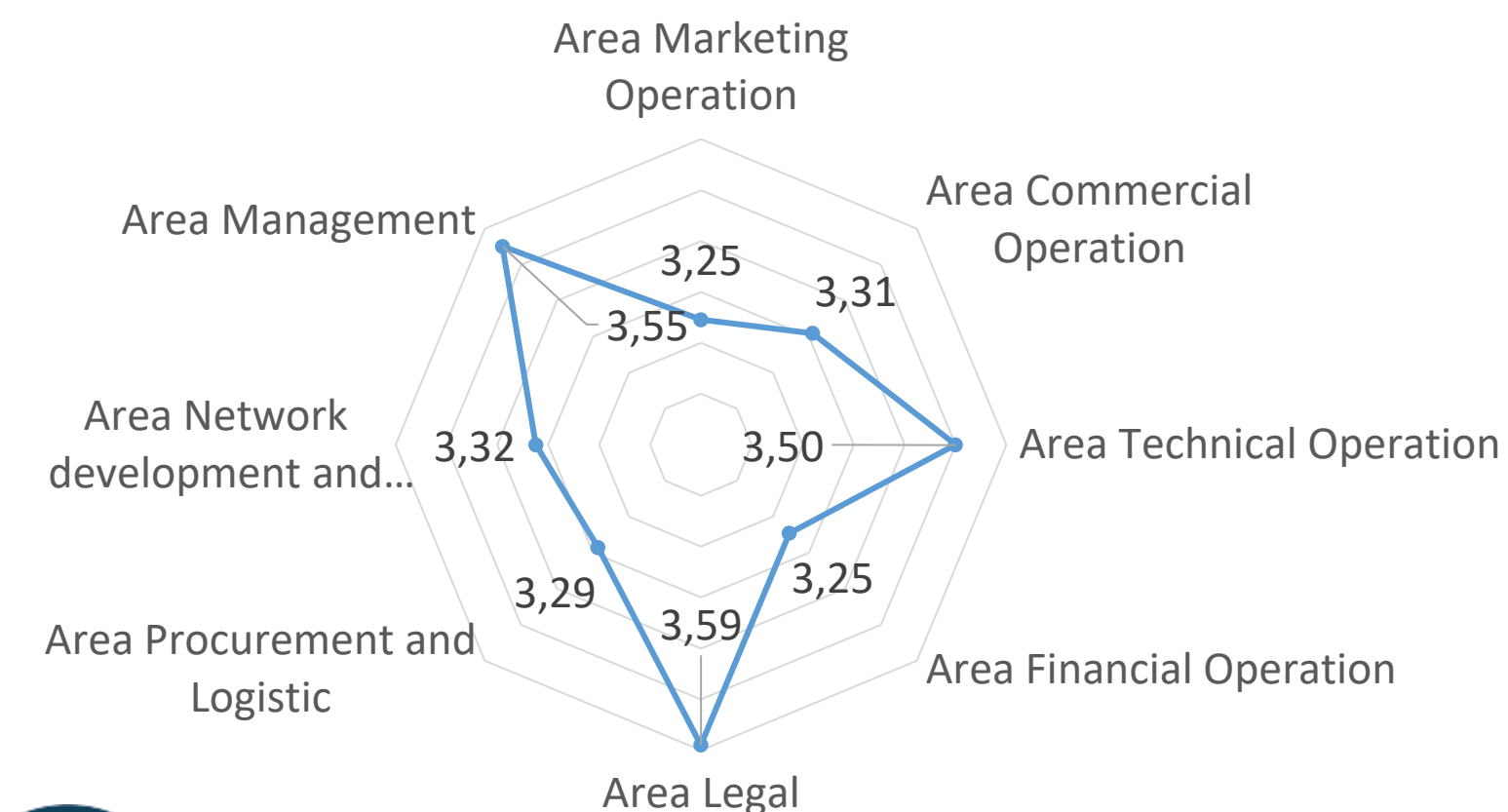
- IT/Cyber, where the most relevant Threats concern possible breaches of personal and confidential data and data subject to retention for judicial purposes (data breach)
- Legal/Compliance, regarding Threats of Detection of Corporate Non-Compliance with AGCOM and GDPR.

### Remediation Measures

Remediation measures were identified to mitigate the Medium Risk level for the organisation by acting on the individual Vulnerabilities detected and mitigating the potential Impacts derived from the High Risk Threats.



Livello di Rischio per Area Aziendale



### REPORTISTICA

Una volta individuati i Rischi prioritari è prevista una fase di Reportistica utile a mostrare i risultati salienti dell'Analisi del Rischio. In questa fase verrà inoltre fornita una contestualizzazione degli indici di Impatto e di Rischio per ogni area aziendale a seconda delle informazioni raccolte in fase di intervista.



### REMEDIAZIONE

Rispetto agli indici di Impatto e Vulnerabilità valutati e alle necessità emerse in fase di intervista, verranno individuate misure di remediation, classificate sulla base della loro urgenza e convenienza, volte a mitigare i Rischi considerati.



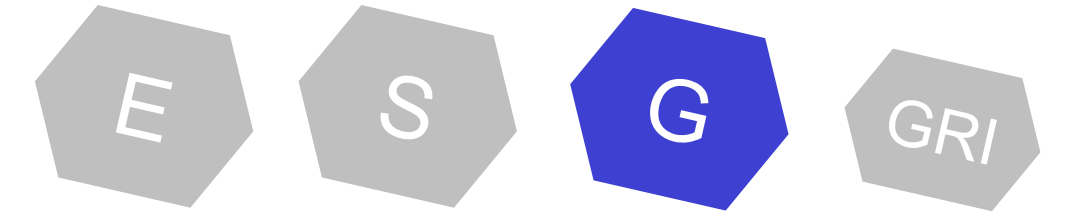
### RISCHIO RESIDUO

Verrà infine calcolato il Rischio Residuo rispetto al Rischio Inerente, derivato dall'applicazione delle misure di remediation selezionate. Ogni remediation potrà influire sulla riduzione dei valori di Impatto e Vulnerabilità, abbassando di conseguenza i relativi indici di Rischio.



# The governance of sustainability 1/2

**GRI 2-12, 2-13, 2-14, 2-17**



## The Governance and Sustainability Committee

The Governance and Sustainability Committee of the Company, appointed on 17 May 2023, is responsible for:

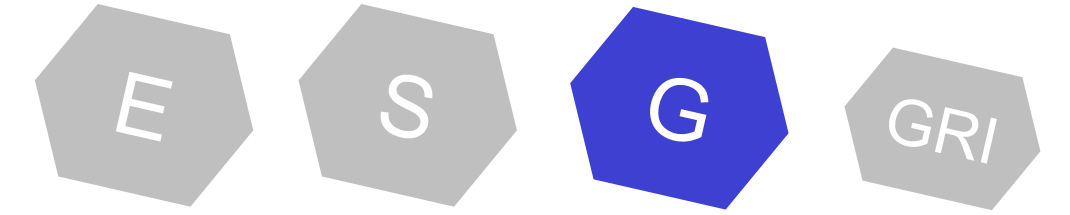
- i. Monitor legal regulations and national and international best practices on corporate governance and sustainability, providing adequate information to the board of directors in the event of significant changes.
- ii. Check the alignment of the corporate governance system of the Company and the Group with legal regulations, the recommendations of the Corporate Governance Code and national and international best practices.
- iii. Make proposals to the Board of Directors for adjustments to the corporate governance system, if deemed necessary or appropriate.
- iv. Preliminary review of the annual corporate governance report to be published at the same time as the financial statements.
- v. Supervise sustainability issues related to the company's operations and the dynamics of its interaction with all stakeholders.
- vi. Examining the general approach and articulation of the contents of the non-financial statement pursuant to Legislative Decree No. 254/2016 and of the sustainability report as well as the completeness and transparency of the information provided by them and their consistency with the principles set forth by the reporting standard used, issuing in this regard a prior opinion to the Board of Directors of the Company, called upon to approve them.

## ESG Incentive

On 24 May 2023, UNIDATA's Board of Directors approved the introduction of a share-based Incentive Plan 2023-2025 (so-called stock grant) involving the entire Top Management and some first and second lines considered key people, allowing employees to contribute to the achievement of planned performance targets where ESG targets have a weight of 5%.



# The governance of sustainability 2/2



**GRI 2-12, 2-13, 2-14, 2-17**

## II Sustainability Manager

In the year 2021, UNIDATA, on a voluntary basis, published its first Sustainability Report (DNF - ESG Report), in order to provide stakeholders and shareholders with a complete overview of the activities carried out, the choices made and the policies related to the topic of sustainability and the ESG paradigm.

Furthermore, in 2022, UNIDATA's Shareholders' Meeting approved the integration of its Articles of Association, which was enriched with three macro-objectives of common benefit, relating to the digital divide, internal and personnel-related issues, and purely environmental issues (consumption, production and emissions), which led to its transformation into a Benefit Company.

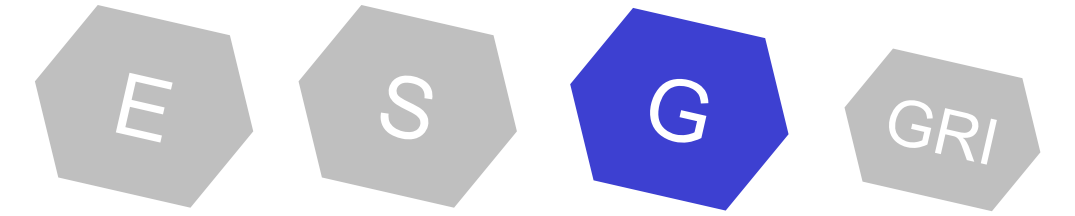
On this occasion, it became necessary to appoint an Impact Manager, identified as Paolo Bianchi, to take care of the mandatory annual drafting of the Impact Report.

This path has gradually made it necessary to appoint a Sustainability Manager, identified for thematic continuity in the same Impact Manager, who could define, suggest and monitor policies and activities of an ESG nature, the different and important documentation of which, could constitute the natural reporting opportunity of all-embracing and transversal ESG policies, so that UNIDATA could move from 'doing ESG' to 'being ESG'. This, also in view of the regulatory obligations that will soon be incumbent on the Company, in light of its recent listing on the regulated market of Borsa Italiana, Milan STAR segment.

In this documentation, therefore, the nature and development of the management of sustainability issues for each financial year is explicitly and implicitly stated.



# The Sustainable Development Goals



Sustainability is not only about environmental issues. Eight years after the signing of the 2030 Agenda, there is growing awareness in civil society, the business world, national government, administrations and public opinion of the need to take an integrated approach and define concrete measures to address the many complex environmental and institutional challenges.

Also this year, UNIDATA renews its involvement in support of some SDG's of the 2030 Agenda for Sustainable Development. In this context, the Sustainable Development Goals have provided excellent insights into corporate sustainability policies.

In line with its activities, the strategic framework and the context in which UNIDATA operates, the company contributes to the achievement of 13 out of the 17 SDGs targets broken down into ESG areas below.



Governance		Sociale		Ambiente	
	Uguaglianza di Genere		Istruzione di qualità		Energia pulita e accessibile
	Lavoro dignitoso e crescita economica		Lavoro dignitoso e crescita economica		Imprese, innovazione e infrastrutture
	Consumo e produzione responsabili		Imprese, innovazione e infrastrutture		Città e comunità sostenibili
	Partnership per gli obiettivi		Città e comunità sostenibili		Lotta contro il cambiamento climatico
					Garantire a tutti la disponibilità e la gestione sostenibile dell'acqua e delle strutture igienico-sanitarie
			Consumo e produzione responsabili		
			Assicurare la salute e il benessere per tutti e per tutte le età		Proteggere, ripristinare e favorire un uso sostenibile dell'ecosistema terra
			Ridurre le disuguaglianze		



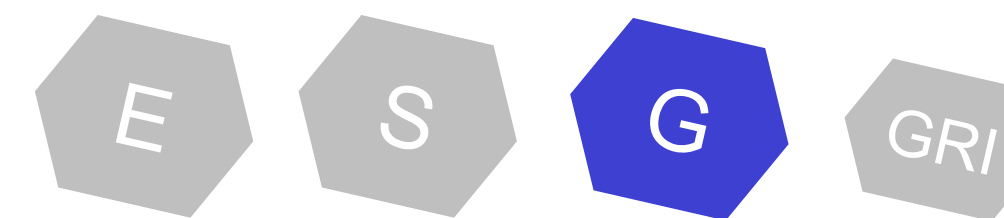
# Stakeholder engagement

## GRI 2-29

The Global Reporting Initiative describes stakeholders as parties or individuals who can reasonably be expected to be significantly affected by the organisation's activities, products or services or whose actions may affect the organisation's ability to implement its strategies or achieve its objectives.

UNIDATA recognises the importance of stakeholder engagement activities. Consequently, it is committed to embracing the perspectives and priorities of its stakeholders by integrating them, where possible, in a manner compatible with economic, environmental and social objectives with the aim of establishing a relationship of trust and transparency.

In the phase following the identification of the material topics contained within this DNF, UNIDATA surveyed its stakeholders, aimed at assessing the importance of the material topics with respect to their impact on the company.



UNIDATA ha identificato 12 categorie di stakeholder:

Stakeholder interni	Stakeholder esterni
Azionisti	Comunità locali e Collettività
Dipendenti	Fornitori ed appaltatori
Management	Business partners commerciali (Reseller e Agenzie)
	Business partners strategici
	Investitori
	Collaboratori
	Finanziatori
	Clienti
	Istituzioni





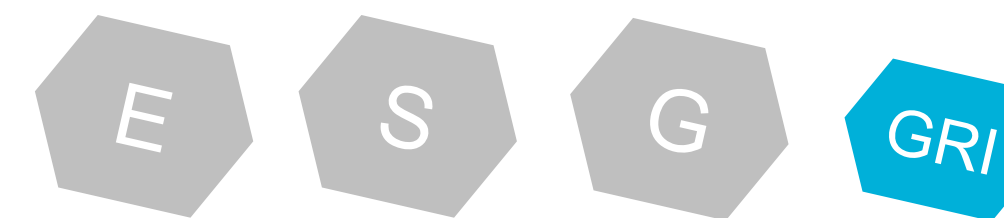
**UNiDATA**

**GRI**

Standards and methodology



# Methodological note



## GRI 1, GRI 2-3, 2-4, 2-5

In line with the sustainability path undertaken in 2020, UNIDATA has prepared for the fourth consecutive year its Individual Non-Financial Statement (hereinafter also DNF or, informally, Sustainability Report), in accordance with Articles 3 and 7 of Legislative Decree 254/2016 implementing Directive 2014/95/EU (Non Financial Reporting Directive), in order to ensure maximum transparency to the market and its stakeholders. This document, refers to the non-financial information relevant to the financial year from 1 January 2023 to 31 December 2023. Data for previous years have been included for comparative purposes in order to provide an analysis of the company's performance. The objective of this document is to offer a representation of the company's activities and achievements from a different perspective than the purely economic one, highlighting UNIDATA's attention towards the environment, people, and the community.

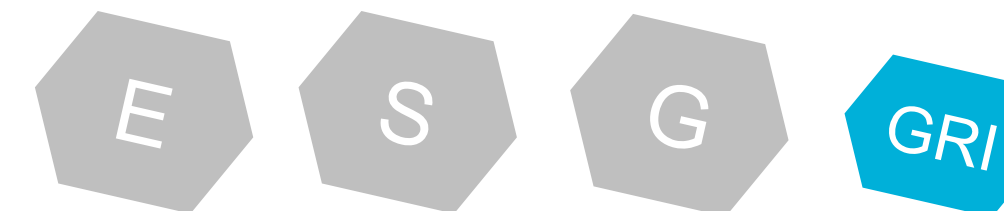
Starting from the materiality matrix - a fundamental tool for UNIDATA that represents the overall vision of internal and external stakeholders with respect to the issues emerged in the materiality analysis - this document analyses and highlights the E-S-G (Environment, Social, and Governance) areas and the impacts produced with respect to the issues identified as material for UNIDATA. In compliance with this premise, UNIDATA has based its non-financial reporting strategy on the following pillars, in order to guarantee an all-inclusive representation of the company's sustainability performance.

- ESG areas: each chapter of the DNF addresses each of the material issues associated with the ESG areas, which are strongly linked to the Sustainable Development Goals (SDGs);
- Non-financial risks: risks that are related to sustainability issues and considered material to society have been mapped out, as well as how they are managed;
- Commitments: the SDGs, shared by UNIDATA, on which we believe we can make a greater contribution by defining long-term commitments, have been reported.

This report has been prepared in accordance with the GRI Standards (2021) effective 1 January 2023: Core option, of the Global Reporting Initiative. In line with the reporting practices described, a table including the topics analysed in relation to the topics defined by GRI can be found in the appendix of this document. The document was submitted to the examination, evaluation and approval of the Board of Directors of UNIDATA S.p.A. on 28/03/2024, which declares that the information reported in this Individual Non-Financial Statement complies with the provisions of Article 3 of Legislative Decree 254/16.



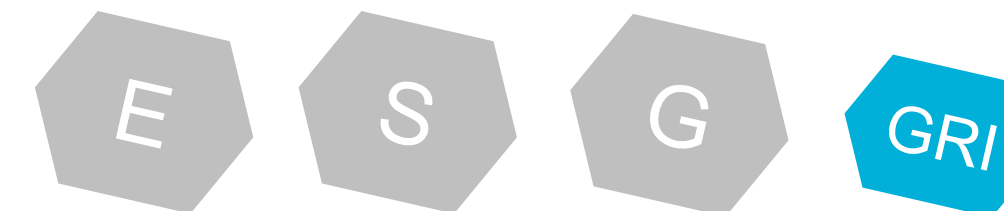
# GRI 2 - General Disclosure



	Pagina		Pagina
<p><b>GRI: 2-1 Detail of the UNIDATA Group organization</b></p> <p>[GRI 2-1a] UNIDATA S.p.A.</p> <p>[GRI 2-1b] It is a joint stock company under Italian law listed on the Italian Stock Exchange</p> <p>[GRI 2-1c] UNIDATA S.p.A. has its registered office in Rome and secondary offices in Milan and Bari.</p> <p>[GRI 2-1d] The UNIDATA Group operates mainly in Italy as reported in the Annual Financial Report available on the Group website.</p> <p><b>GRI: 2-2 Subjects included in UNIDATA Group sustainability reporting</b></p> <p>[GRI 2-2a] The Sustainability Report presents data and information on the UNIDATA Group.</p> <p>[GRI 2-2b] In the Sustainability Report 2023, environmental performance data are presented excluding UNITirreno S.p.A.</p> <p>[GRI 2-2c.i] The Sustainability Report presents the data and information referring to UNIDATA S.p.A. and the companies it controls and consolidated on a line-by-line basis as at 31 December 2023, as presented in the Annual Financial Report. The Consolidated Financial Statements as at 31 December 2023 of the UNIDATA Group have been prepared in compliance with the recognition and measurement criteria of the International Financial Reporting Standards issued by the International Accounting Standards Board and endorsed by the European Union (defined as "IFRS"), as well as with the laws and regulations in force in Italy.</p>	7, 7	<p>[GRI 2-2c.ii] Environmental performance data are presented excluding the companies reported in [GRI 2-2b] that do not meet the materiality criteria. The list of material economic, environmental and social impact issues is derived from the complete UNIDATA Group perimeter as reported in the Consolidated Financial Statements.</p> <p><b>GRI: 2-3 Reporting Period, Frequency and Point of Contact</b></p> <p>[GRI 2-3a] The Sustainability Report of the UNIDATA Group is drawn up on an annual basis, corresponding to the calendar year, and respects the same period of time as the Group's Consolidated Financial Statements.</p> <p>[GRI 2-3b] The Group Consolidated Report, like the Sustainability Report, covers the period from 1 January 2023 to 31 December 2023.</p> <p>[GRI 2-3c] The UNIDATA Group Sustainability Report is published following its approval by the Board of Directors on 28.3.2024, at the same time as the Consolidated Financial Statements. The precise date of publication is reported in the Methodological Note of this document.</p> <p>[GRI 2-3d] The contacts are: Investor Relations UNIDATA S.p.A. 0148 Rome - Viale A. G. Eiffel, 100 Commercium M26 <a href="http://www.unidata.it">www.unidata.it</a></p> <p><b>GRI: 2-4 Revisione delle informazioni</b></p> <p>GRI 2-4a.i] [GRI 2-4a.ii] There were no significant changes in the information reported in the years 2021, 2022 and 2023.</p>	65



# GRI 2 - General Disclosure



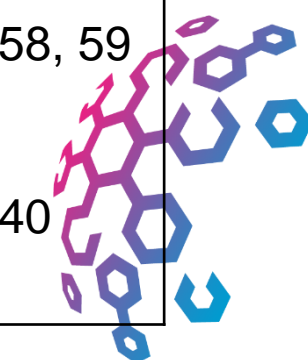
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<p><b>GRI: 2-5 Assurance esterna</b></p> <p>[GRI 2-5a, b] In consideration of the voluntary nature of the adoption of this DNF and since the size parameters set forth in Article 7 of Legislative Decree 254/16 were not exceeded, the Company decided not to subject this document to the attestation of conformity by an independent auditing firm.</p> <p>The document was submitted to the examination, evaluation and approval of the Board of Directors of UNIDATA S.p.A. on 28/03/2024, which declares that the information reported in this Individual Declaration of Non-Financial Character complies with the provisions of Article 3 of Legislative Decree 254/16.</p>	65	<p>aree geografiche dove hanno sede le principali attività del Gruppo e, per lo più, sono diretti verso le categorie di prodotti e servizi sotto riportate:</p> <ul style="list-style-type: none"> <li>• Telecommunications Networks;</li> <li>• Telecommunications products;</li> <li>• Information Technology;</li> <li>• Professional and Technical Services;</li> <li>• Water network management systems.</li> </ul>	
<p><b>GRI: 2-6 Activities, value chain and other business relationships</b></p> <p>[GRI 2-6a] UNIDATA is a group at the forefront of digital communications and technologies. It develops fixed fiber network infrastructures, data centres, cloud computing systems, Internet of Things and cybersecurity. More information is available at: <a href="https://investors.unidata.it/chi-siamo/">https://investors.unidata.it/chi-siamo/</a>.</p> <p>[GRI 2-6b.i] The UNIDATA Group offers connectivity services and accompanies enterprises towards digitisation with an offer tailored to their needs. Cloud, IoT and Cybersecurity are at the heart of UNIDATA's end-to-end solutions for companies and Public Administration.</p> <p>[GRI 2-6b.ii] Gli acquisti del UNIDATA avvengono principalmente nelle</p>	5, 8,9, 15, 16	<p><b>GRI: 2-7 Employees</b></p> <p><b>GRI: 2-9 Governance Structure</b></p> <p>[GRI 2-9a] The UNIDATA Group's governance system is structured according to the traditional model and provides for an administrative body (Board of Directors - BoD) which, as a rule, is organised through the establishment of internal committees, either stable or set up for specific operations. A control body (Board of Statutory Auditors) is also envisaged.</p> <p>[GRI 2-9b] The Board of Directors resolved to set up the following internal committees:</p> <ul style="list-style-type: none"> <li>• Audit, Risk and Remuneration Committee</li> <li>• Appointments Committee</li> <li>• Governance and Sustainability Committee</li> </ul> <p>Each committee has its own rules of procedure, approved by the Board of Directors, which set out the rules for its composition and appointment, operating procedures, duties, powers and resources available to it. The regulations of the endoconsiliar committees are available on the Group's website.</p>	47, 48, 49  53, 54



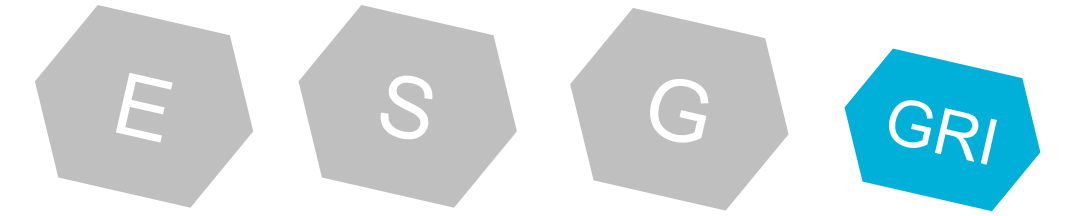
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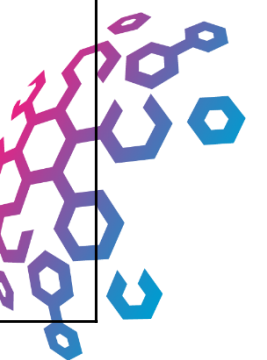
	Pagina		Pagina
<p>[GRI 2-9c.i] As at 31 December 2023, the Board of Directors consisted of 3 executive and 4 non-executive members.</p> <p>[GRI 2-9c.ii] As of 31 December 2023, there are three independent members of the Board of Directors. For updates, please refer to the Group's website (<a href="http://www.unidata.it">www.unidata.it</a>).</p> <p>[GRI 2-9c.iii] The Board of Directors is in office until the approval of the balance sheet as at 31 December 2023.</p> <p><b>GRI: 2-12 Role of the highest governance body in overseeing impact management</b></p> <p>[GRI 2-12a] The Board of Directors plays a strategic guidance and oversight role, pursuing the overriding objective of shareholder value creation over the medium to long term, while also taking into account the legitimate interests of other stakeholders, with a view to the sustainable success of the company.</p> <p>The Board of Directors has established an internal Governance and Sustainability Committee with advisory, propositional, monitoring and investigative tasks, to support and guide the activities of the board plenum and management, in terms of environmental, social and governance (ESG) sustainability, in terms of positioning, objectives, processes, and specific initiatives of UNIDATA and the Group.</p>	64	<p>Moreover, in accordance with the regulation, with respect to endoconsiliar processes, in addition to operating in direct support and direction of the activities of the board plenum, the Governance and Sustainability Committee is promptly involved with reference to the ESG profiles of the activities overseen by the other internal committees, in the form of document sharing or joint preliminary investigation.</p> <p>In particular, by way of example, the Committee interacts with the Control, Risks and Remuneration Committee in the preliminary investigation of non-financial communication (so-called Sustainability Report/DNF) and in the analysis of corporate risks of an ESG nature.</p> <p><b>GRI: 2-13 Delegation of responsibility for impact management</b></p> <p><b>GRI: 2-14 Role of the highest governing body in sustainability reporting</b></p> <p><b>GRI: 2-16 Communication of critical issues</b></p> <p><b>GRI: 2-22 Sustainable Development Strategy Statement</b></p> <p><b>GRI: 2-23 Policy Commitments</b></p> <p><b>GRI: 2-24 Integration of policy commitments</b></p> <p><b>GRI: 2-25 Processes to remedy negative impacts</b></p>	<p>64, 65</p> <p>64, 65</p> <p>26, 27, 43, 44, 45, 60, 61, 62, 63</p> <p>3</p> <p>56, 57, 58, 59</p> <p>56, 57, 58, 59</p> <p>39, 40</p>



# GRI 2 - General Disclosure



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<b>GRI: 2-27 Compliance with laws and regulations</b>	14, 43, 45		
<b>GRI: 2-29 Approach to stakeholder engagement</b>	67		



# The materiality analysis

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

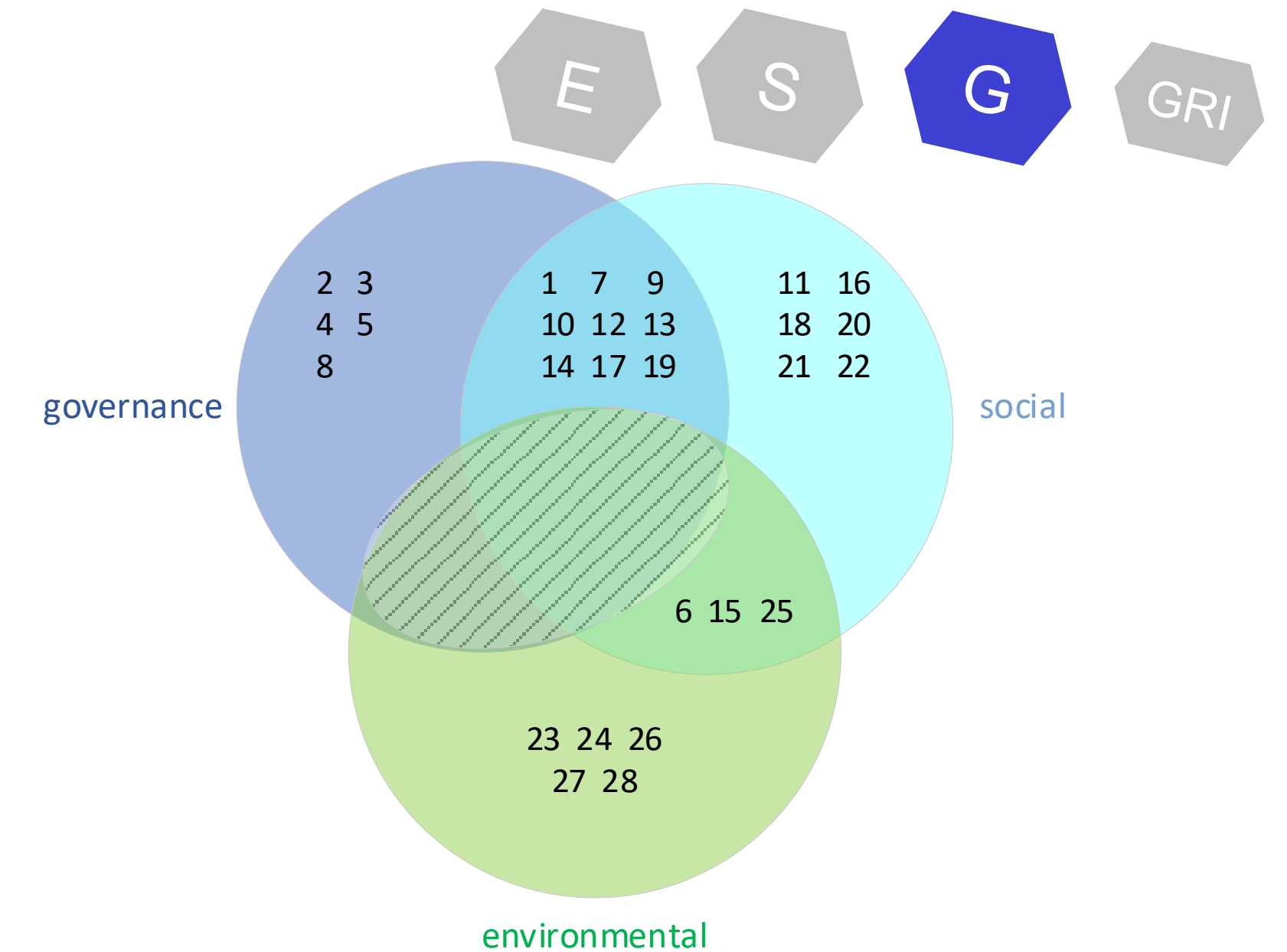
In line with the provisions of Legislative Decree 254/2016, the methodology, and the principles set out in the GRI standards, UNIDATA has carried out an analysis aimed at identifying the issues considered "material" for the company and constituting a materiality matrix.

Material issues are understood as such because they reflect the economic, environmental, and social impacts that significantly influence stakeholders' assessments and decisions in the short, medium, or long term. Therefore, the materiality analysis represents the key process underlying the preparation of the Sustainability Report and the result of this analysis is the fulcrum around which the Non-Financial Statement is developed.

The fundamental steps for carrying out this analysis consist of a phase of identification of material issues and a phase of evaluation of the same in respect of their relevance for UNIDATA's main stakeholders.

The identification phase of the topics was carried out taking into account the main trends related to sustainability issues relevant to UNIDATA, including a benchmark analysis on the main peers and best practices in the sector. Subsequently, in line with the procedures listed above, a questionnaire was submitted to those interested in the performance of the business, both internal and external. The latter aims to analyze the degree of relevance of the issues identified as material, considering the business sector and the operating context of the organization.

The results of the analysis carried out are reflected in the materiality matrix, which highlights the most relevant ESG issues for both UNIDATA and its Stakeholders, on which the contents of this Non-Financial Statement are based. In addition, the framework provided by this matrix represents an important tool available to UNIDATA to identify the trajectory to be taken in order to respond to and define strategic priorities in the sustainable field.

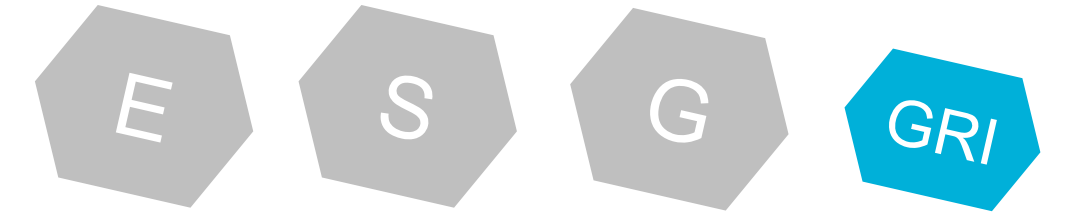


Governance	Governance/Social	Social	Social/Environment	Environment
<b>2</b> Sviluppo dei servizi DataCenter e Cloud	<b>1</b> Implementazione della rete in fibra ottica	<b>11</b> Gestione, sviluppo e motivazione dei collaboratori	<b>6</b> Integrazione degli aspetti di sostenibilità nella strategia di business	<b>23</b> Efficienza energetica
<b>3</b> Centralità del cliente	<b>7</b> Etica ed integrità del business	<b>16</b> Qualità della customer satisfaction	<b>15</b> Catena di fornitura sostenibile	<b>24</b> Decarbonizzazione del Mix Energetico e diffusione delle energie
<b>4</b> Governance solida e condotta trasparente	<b>9</b> Innovazione e trasformazione digitale	<b>18</b> Reputazione del brand	<b>25</b> Soluzioni ICT per lo sviluppo sostenibile	<b>26</b> Salvaguardia del territorio
<b>5</b> Risk Management e capacità di reazione ai cambiamenti	<b>10</b> Privacy e Cybersecurity	<b>20</b> Supporto e sviluppo alla comunità		<b>27</b> Cambiamento climatico ed emissioni
<b>8</b> Creazione di valore economico-finanziario	<b>12</b> Formazione e sviluppo delle competenze	<b>21</b> Attrazione di talenti		<b>28</b> Attenzione all'utilizzo delle risorse
	<b>13</b> Salute e sicurezza sul lavoro	<b>22</b> Inclusione e diversità		
	<b>14</b> Welfare aziendale			
	<b>17</b> Innovazione del business per il cliente digitale			
	<b>19</b> Rapporto e dialogo con gli Stakeholder			

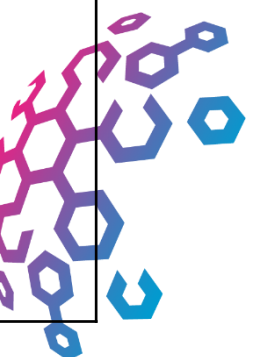
Materialità 2023 e raccordo D.Lgs. 254/2016



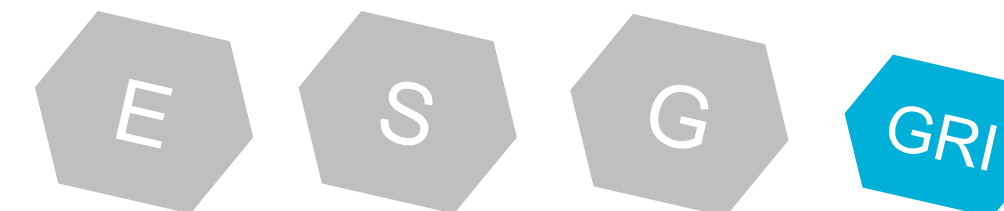
# GRI 3 - Management of material issues



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<b>GRI: 3-2 List of material topics</b>	74		
<b>GRI: 3-3 Management of material issues</b>	14, 18, 43, 44, 45, 74		



# GRI Environment and Social



GRI	Pagina		Pagina																																																																																																
GRI: 302-1 Energy consumed within the organization	22, 23	<p>GRI 201-1   Valore economico direttamente generato e distribuito</p> <table border="1"> <thead> <tr> <th><i>in euro</i></th> <th>Al 31 dicembre 2023 (Consolidato)</th> <th>Al 31 dicembre 2023 (pro forma)</th> <th>Al 31 dicembre 2022 (Unidata)</th> </tr> </thead> <tbody> <tr> <td>Ricavi da clienti</td> <td>91.550.435</td> <td>99.022.942</td> <td>50.155.344</td> </tr> <tr> <td>Altri ricavi</td> <td>1.720.460</td> <td>1.720.460</td> <td>1.193.032</td> </tr> <tr> <td><b>TOTALE RICAVI</b></td> <td><b>93.270.895</b></td> <td><b>100.743.402</b></td> <td><b>51.348.376</b></td> </tr> <tr> <td>Costi per materie prime e materiali di consumo</td> <td>8.846.605</td> <td>8.860.906</td> <td>7.912.394</td> </tr> <tr> <td>Costi per servizi</td> <td>50.449.284</td> <td>55.169.090</td> <td>22.206.988</td> </tr> <tr> <td>Altri costi operativi</td> <td>1.262.114</td> <td>1.320.523</td> <td>859.893</td> </tr> <tr> <td>Rettifiche di valore di attività e altri accantonamenti</td> <td>35.388</td> <td>35.388</td> <td>97.982</td> </tr> <tr> <td><b>TOTALE COSTI DELLA PRODUZIONE</b></td> <td><b>60.593.391</b></td> <td><b>65.385.906</b></td> <td><b>31.077.257</b></td> </tr> <tr> <td><b>VALORE AGGIUNTO</b></td> <td><b>32.677.504</b></td> <td><b>35.357.496</b></td> <td><b>20.271.119</b></td> </tr> <tr> <td>Costi del personale</td> <td>10.321.298</td> <td>11.274.071</td> <td>4.031.483</td> </tr> <tr> <td><b>EBITDA Reported</b></td> <td><b>22.356.207</b></td> <td><b>24.083.425</b></td> <td><b>16.239.636</b></td> </tr> <tr> <td><b>EBITDA Margin</b></td> <td><b>23,97%</b></td> <td><b>23,91%</b></td> <td><b>31,63%</b></td> </tr> <tr> <td><b>EBITDA Adjusted</b></td> <td><b>24.365.207</b></td> <td><b>26.092.425</b></td> <td></td> </tr> <tr> <td><b>EBITDA Margin ADJ</b></td> <td><b>26,12%</b></td> <td><b>25,90%</b></td> <td></td> </tr> <tr> <td>Ammortamenti</td> <td>10.136.886</td> <td>10.451.637</td> <td>5.517.051</td> </tr> <tr> <td><b>RISULTATO OPERATIVO</b></td> <td><b>12.219.321</b></td> <td><b>13.631.788</b></td> <td><b>10.722.585</b></td> </tr> <tr> <td>Proventi finanziari</td> <td>101.723</td> <td>104.426</td> <td>30.959</td> </tr> <tr> <td>Oneri finanziari</td> <td>3.034.368</td> <td>3.041.114</td> <td>361.296</td> </tr> <tr> <td>Proventi e oneri da titoli e partecipazioni valutate al patrimonio netto</td> <td>119.325</td> <td>119.325</td> <td>-261.705</td> </tr> <tr> <td><b>TOTALE PROVENTI E ONERI FINANZIARI</b></td> <td><b>-3.051.970</b></td> <td><b>-3.056.014</b></td> <td><b>-68.632</b></td> </tr> <tr> <td><b>RISULTATO PRIMA DELLE IMPOSTE</b></td> <td><b>9.167.351</b></td> <td><b>10.575.774</b></td> <td><b>10.653.953</b></td> </tr> <tr> <td>Imposte sul reddito</td> <td>-31.866</td> <td>358.753</td> <td>3.149.733</td> </tr> <tr> <td><b>RISULTATO DELL'ESERCIZIO</b></td> <td><b>9.199.217</b></td> <td><b>10.217.021</b></td> <td><b>7.504.220</b></td> </tr> </tbody> </table>	<i>in euro</i>	Al 31 dicembre 2023 (Consolidato)	Al 31 dicembre 2023 (pro forma)	Al 31 dicembre 2022 (Unidata)	Ricavi da clienti	91.550.435	99.022.942	50.155.344	Altri ricavi	1.720.460	1.720.460	1.193.032	<b>TOTALE RICAVI</b>	<b>93.270.895</b>	<b>100.743.402</b>	<b>51.348.376</b>	Costi per materie prime e materiali di consumo	8.846.605	8.860.906	7.912.394	Costi per servizi	50.449.284	55.169.090	22.206.988	Altri costi operativi	1.262.114	1.320.523	859.893	Rettifiche di valore di attività e altri accantonamenti	35.388	35.388	97.982	<b>TOTALE COSTI DELLA PRODUZIONE</b>	<b>60.593.391</b>	<b>65.385.906</b>	<b>31.077.257</b>	<b>VALORE AGGIUNTO</b>	<b>32.677.504</b>	<b>35.357.496</b>	<b>20.271.119</b>	Costi del personale	10.321.298	11.274.071	4.031.483	<b>EBITDA Reported</b>	<b>22.356.207</b>	<b>24.083.425</b>	<b>16.239.636</b>	<b>EBITDA Margin</b>	<b>23,97%</b>	<b>23,91%</b>	<b>31,63%</b>	<b>EBITDA Adjusted</b>	<b>24.365.207</b>	<b>26.092.425</b>		<b>EBITDA Margin ADJ</b>	<b>26,12%</b>	<b>25,90%</b>		Ammortamenti	10.136.886	10.451.637	5.517.051	<b>RISULTATO OPERATIVO</b>	<b>12.219.321</b>	<b>13.631.788</b>	<b>10.722.585</b>	Proventi finanziari	101.723	104.426	30.959	Oneri finanziari	3.034.368	3.041.114	361.296	Proventi e oneri da titoli e partecipazioni valutate al patrimonio netto	119.325	119.325	-261.705	<b>TOTALE PROVENTI E ONERI FINANZIARI</b>	<b>-3.051.970</b>	<b>-3.056.014</b>	<b>-68.632</b>	<b>RISULTATO PRIMA DELLE IMPOSTE</b>	<b>9.167.351</b>	<b>10.575.774</b>	<b>10.653.953</b>	Imposte sul reddito	-31.866	358.753	3.149.733	<b>RISULTATO DELL'ESERCIZIO</b>	<b>9.199.217</b>	<b>10.217.021</b>	<b>7.504.220</b>	
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