

Sustainability  
Report  
2021

SUSTAINABILITY



We make artificial intelligence effective in your world, for fast and tangible business results, tailored to your needs

## MISSION

Our target is to make the digital transformation process real in everyday life, through a model of natural experience within the human-machine interaction.

We enhance knowledge and simplify services, operationalizing the potential of artificial intelligence within complex contexts, implementing state-of-the-art technological assets and remarkable expertise in the field of Big Data.



# Index

1

## Let us introduce ourselves

- 12** Digital Transformation: Artificial Intelligence and Value Creation
- 14** The Almwave Group: a global dimension
- 20** The technological sectors in which Almwave operates
- 24** Technological and sustainable leadership: Almwave's integrated business model
- 26** Essential inputs
- 28** The outputs: Technologies, Products, Platforms, and Services
- 32** Outcomes and sustainability benefits
- 34** Almwave's sustainability approach
- 36** Stakeholder Engagement and Materiality Analysis
- 38** Almwave stakeholder engagement
- 40** Materiality analysis process

2

## Governance

- 44** Creating shared value
- 46** Governing bodies and organizational structure
- 48** The Corporate Governance Model
- 52** Organizational Structure
- 54** Responsible business
- 56** Almwave's values
- 58** Governance and management systems
- 60** Business Continuity and Cybersecurity
- 64** Protecting intellectual property

3

## Responsible digital transition

- 68** AI solutions for sustainable development
- 70** The value and guiding principles of sustainable AI
- 76** Technological solutions for a responsible digital transition
- 84** Innovation, research and development
- 86** Proprietary technology and research and development
- 90** An ecosystem with leading scientific partners
- 92** Research consortia, international collaborations and European tenders
- 94** Customer satisfaction and privacy protection
- 96** Customer satisfaction and product and service quality
- 98** Data privacy: reliability and security

4

## People

- 104** The value of our staff
- 108** Attracting the best talent
- 112** Training for professional development
- 114** Well-being and Safety above all
- 116** The pursuit of the well-being of Almwave's people
- 120** Occupational health and safety
- 122** Diversity and inclusion
- 128** A responsible supply chain

5

## Environment

- 132** Almwave's Commitment to the Environment
- 134** Almwave's role in combating Climate Change

6

## Annexes

- 142** Reporting principles and criteria
- 144** Calculation methodology:
- 146** Correlation tables
- 148** Definition of material topics
- 150** Performance tables
- 174** GRI Content Index
- 182** Audit Report

# Highlights 2021

286

Employees

9

site placements<sup>1</sup>  
in 3 continents

24%

women in  
management  
positions

5

tech labs

3,8

(milioni €)  
million in new R&D  
investments in 2021

27,5

(million €)  
Distributed to the  
various categories  
of stakeholders

34,2

(million €)  
in total revenues

>130

customers<sup>2</sup>

29%

of hires under the  
age of 30

## Letter to the stakeholder

Dear Stakeholders,

2021 was a year of exceptional circumstances. As the pandemic continued to impact many parts of the world, other crises emerged, affecting the climate, the geopolitical scenario, and the economy through rising inflation. Despite the highly uncertain and ever-changing backdrop, the economy recovered strongly. Italian GDP in particular returned to growth on the back of strong contributions from consumption and investments, while the digital market also surged, growing 5.3% overall. Thanks to the crucial contribution of the National Recovery and Resilience Plan (NRRP), the country's commitment to digital transformation is now more real than ever. In fact, digitalization is now the country's highest priority by resources allocated, receiving 27% of overall investment under the Plan. In the coming years, the NRRP is expected to drive growth in digital expenditure, albeit to a lesser extent than initially forecast due to the effects of the Russia-Ukraine conflict. Against this backdrop, new technologies - and particularly artificial intelligence - will play an essential role in transforming services for customers and citizens and in simplifying operating processes.

To further accelerate its own growth (which is closely linked to the concrete use of innovative AI technologies in various business areas), between 2021 and H1 2022 the Almaxwave Group carried out a number of significant corporate transactions. In March 2021 Almaxwave listed on the Euronext Growth Milan market (previously the AIM Italia), while in H1 2022 the Group acquired two companies: "The Data Appeal Company" and "Sis.Ter". The newly acquired businesses specialize in advanced technology services based on Artificial Intelligence, Big Data and Data Science, Spatial Intelligence and Decision Support System platforms, and will make a significant contribution to the Group in terms of economic and technological development.

Against this backdrop, sustainability forms an increasingly essential part of business. As such, Almaxwave is developing an approach that will contribute to the achievement of the Sustainable Development Goals (SDGs). This will not only maximize operating efficiency, but also works towards developing a commercial offer which, building on the Group's skills and on advanced data use, will offer the market solutions to support responsible digital transition, both in business operations (prioritizing people and the environment through a robust system of corporate governance, responsibility and transparency) and in monitoring local dynamics, a process which relies on advanced data use.

Recent months have seen the continuation of the strong innovation process that began in the preceding years. This involves continuous evolution of existing products, including the modules of the Irise® platform, and the development of new solutions, such as the new modular architecture called AIWave, which reduces the complexity of adopting Artificial Intelligence in business processes using AI solutions that can also be utilized by business users. The range of products

and services offered to the market are designed to improve collective well-being, foster digital inclusion and make the digital transition real and responsible, further simplifying human-machine relationships and seeking to satisfy customer demands. Also of fundamental importance in the technology sector are information security and privacy protection, where the Group has always undertaken to guarantee appropriate processes and infrastructures. As testament to this commitment, in H1 2022 Almaxwave obtained "ISO 27001 - Information Security Management System (ISMS)" certification (already held by the parent company Almaxviva), and gained STAR Certification from the Cloud Security Alliance (CSA), which refers specifically to the provision and management of secure cloud operating environments.

The Group's growth is supported by the essential contribution of the people whose skills, understanding and quality underpin the continuous evolution of the business. In 2021 staff numbers rose almost 30% compared to 2020, with 97 new hires and 40 staff departures. This was partly the result of strong dynamism in the tech sector labor market, which in turn has led to a profound reflection on talent attraction and working methods in the interests of creating a working atmosphere that is both stimulating and flexible. It was this reflection that led the parent company Almaxviva to develop the "Become" Project, which seeks to reorganize work using tools and structures that integrate physical and digital space in a hybrid smart working model. This new model enables evolution in the work relationship, basing this ever more closely on trust, collaboration, autonomy, responsibility, efficiency and results. It also bears highlighting that our focus on social issues, including occupational safety, protection of human rights and diversity, is acute and extends throughout the corporate value chain. This is underlined by our achievement, in H1 2022, of Standard Social Accountability 8000 (SA8000) certification, an international benchmark standard for social responsibility.

Finally, as regards environmental impacts, Almaxwave's commitment centers around the reduction of energy consumption and emissions (which decreased in 2021 compared to pre-pandemic levels) and sustainable commuting initiatives.

With this second edition of its Sustainability Report, Almaxwave has set out to describe its sustainability journey with complete transparency for all stakeholders, sharing results and trends in ESG performance. With its publication, the Group confirms its determination to contribute to sustainable digital transformation in Italy, and to enact a concrete strategy for constant improvement of the collective well-being, both now and in the future.

**Valeria Sandei**  
Chief Executive Officer

# 1

Let us introduce  
ourselves

1.1

# Digital Transformation: Artificial Intelligence and Value Creation

Digital transformation is a profound change in organizational activities, processes, skills and business models that allow us to seize the opportunities that various digital technologies offer to society. This transformation is redefining industries, and providing both companies and public administrations with new possibilities for creating value, thanks to remarkable advances in artificial intelligence, cognitive computing, data analysis, cloud computing, and natural language processing.

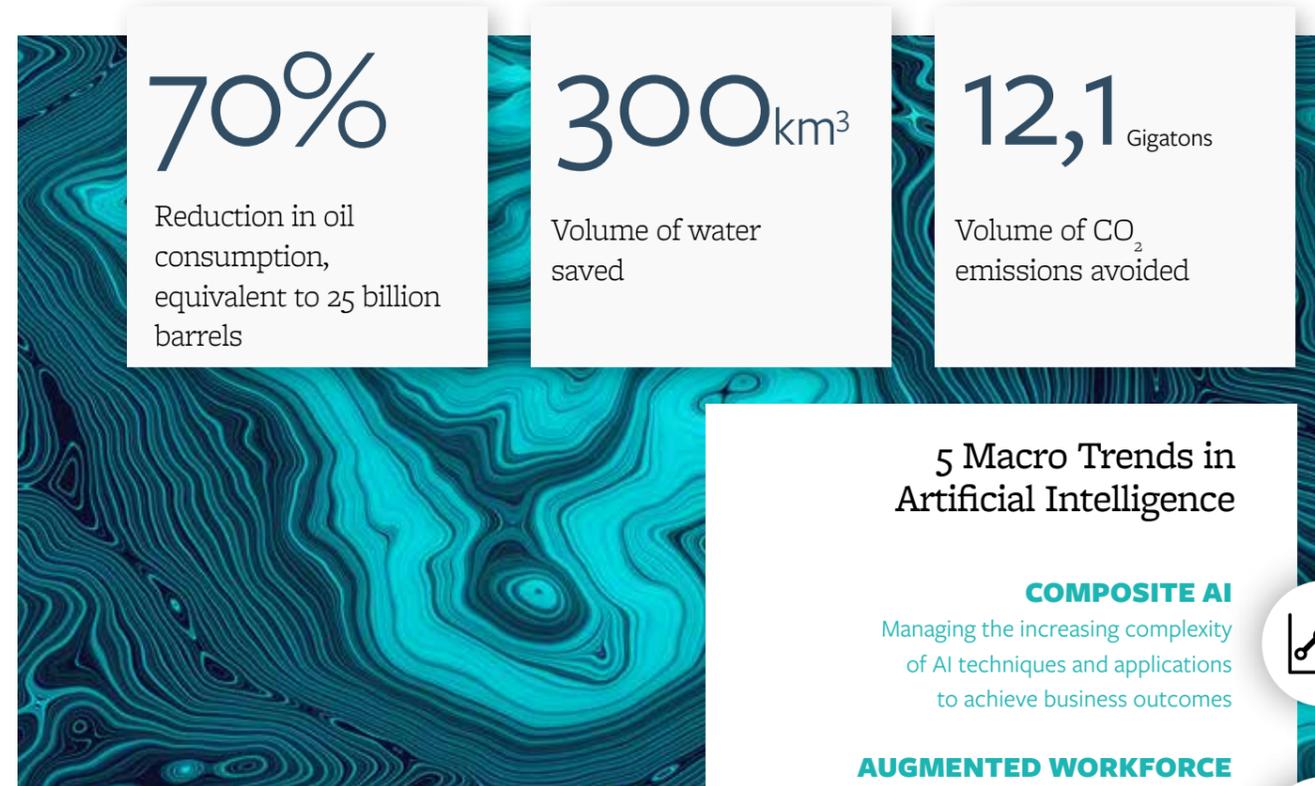
Digital transformation is already radically impacting not only the business world, but also the way we live, work and relate to each other. Indeed, by ensuring positive impacts that benefit everyone and the creation of shared value, digitalization has the potential to offer immense benefits to consumers, society at large, and the environment.

The next few years will see a further acceleration in digital transformation in Italy, not only due to the effects of the pandemic, but also thanks to the positive impact of the National Recovery and Resilience Plan (NRRP) presented in 2021. This sets out specific reforms and

resources, including Euro 40.3 billion in funding, for its “Mission 1”, entitled “Digital Transition - Digitalization, Innovation, Competitiveness, Culture and Tourism”<sup>1</sup>.

PA study conducted under the Digital Transformation Initiative (DTI) by the World Economic Forum<sup>2</sup> attempted to quantify the impact of digital transformation, both on business and society as a whole. To understand the value of digitalization for businesses and society in tangible terms, a Digital Value to Society (DVS) indicator was developed, which considers various KPIs and measures the impact of digitalization on health and safety, employment, the environment, and consumers. The results showed that digitalization has immense potential to generate value for society, and to contribute to the achievement of the United Nations Sustainable Development Goals. Digital solutions have, in fact, the potential to contribute, by 2030, to reducing oil consumption by as much as 70%, amounting to savings of approximately 25 billion barrels of oil, 300 km<sup>3</sup> of water, and 12.1 gigatons of atmospheric CO<sub>2</sub> emissions.

## POTENTIAL IMPACT OF DIGITAL SOLUTIONS IN ACHIEVING THE SUSTAINABLE DEVELOPMENT GOALS - FROM 2017 TO 2030 -



### ARTIFICIAL INTELLIGENCE (AI)

Artificial intelligence (AI) is one of the fundamental elements of the digital transition and represents one of the technologies that will have the greatest impact on the evolution of society and the creation of value in the coming years. AI is a diverse set of technologies that interact with each other to allow machines to perceive, learn, understand and act independently. The term “artificial intelligence” was coined in 1955 by computer scientist John McCarthy as “the science and engineering of making intelligent machines, especially intelligent computer programs”. Since then, the evolution of artificial intelligence has been marked by many milestones and revolutions, which have radically altered society and created business and development opportunities that the Almwave Group has been able to seize. The future holds a number of stimulating challenges for artificial intelligence along the lines of five main development macro-trends.<sup>3</sup>

### 5 Macro Trends in Artificial Intelligence

- COMPOSITE AI**  
 Managing the increasing complexity of AI techniques and applications to achieve business outcomes
- AUGMENTED WORKFORCE**  
 AI will not replace human workers, but will support them in increasing efficiency. Machines and people will work side by side using smart and intelligent functionalities
- NEW VERTICAL BUSINESSES**  
 As AI-mature enterprises push to use AI in developing new products and services, and to automate processes and optimize efficiency, better AI assurance will become essential
- AUTOMATED CUSTOMER SERVICE**  
 AI can be used to automate many activities in the customer service process by tracking customer history, guiding them to the correct stakeholders, and using Natural Learning Process and sentiment analysis to prioritize
- AUGMENTED INTELLIGENCE**  
 By 2025 AI will be augmenting, not replacing, human capabilities: augmented intelligence, in which machines and people harness each other’s potential, will become an increasingly

1. <https://www.governo.it/en/node/16701>  
 2. World Economic Forum, Unlocking Digital Value to Society: A new framework for growth, 2017, <http://dti-unlocking-digital-value-to-society-white-paper.pdf> (weforum.org)  
 3. Gartner, Forbes

1.2

# The Almwave Group: a global dimension

Making digital transformation a reality and introducing a new paradigm of simplification are at the heart of Almwave's corporate mission

## Mission

Our target is to make the digital transformation process real in everyday life, through a model of natural experience within the human-machine interaction. We enhance knowledge and simplify services, operationalizing the potential of artificial intelligence within complex contexts, implementing state-of-the-art technological assets and remarkable expertise in the field of Big Data.

Almwave is an Italian company that, over the last 10 years, has matured a unique, leading position on the Italian and international market in the fields of Artificial Intelligence, Natural Language Processing, and Big Data services. The Company is part of the Almviva Group, a market leader in Information and Communication Technology with 22 companies and 70 offices around the world, and assists both public and private companies in making the digital transition.

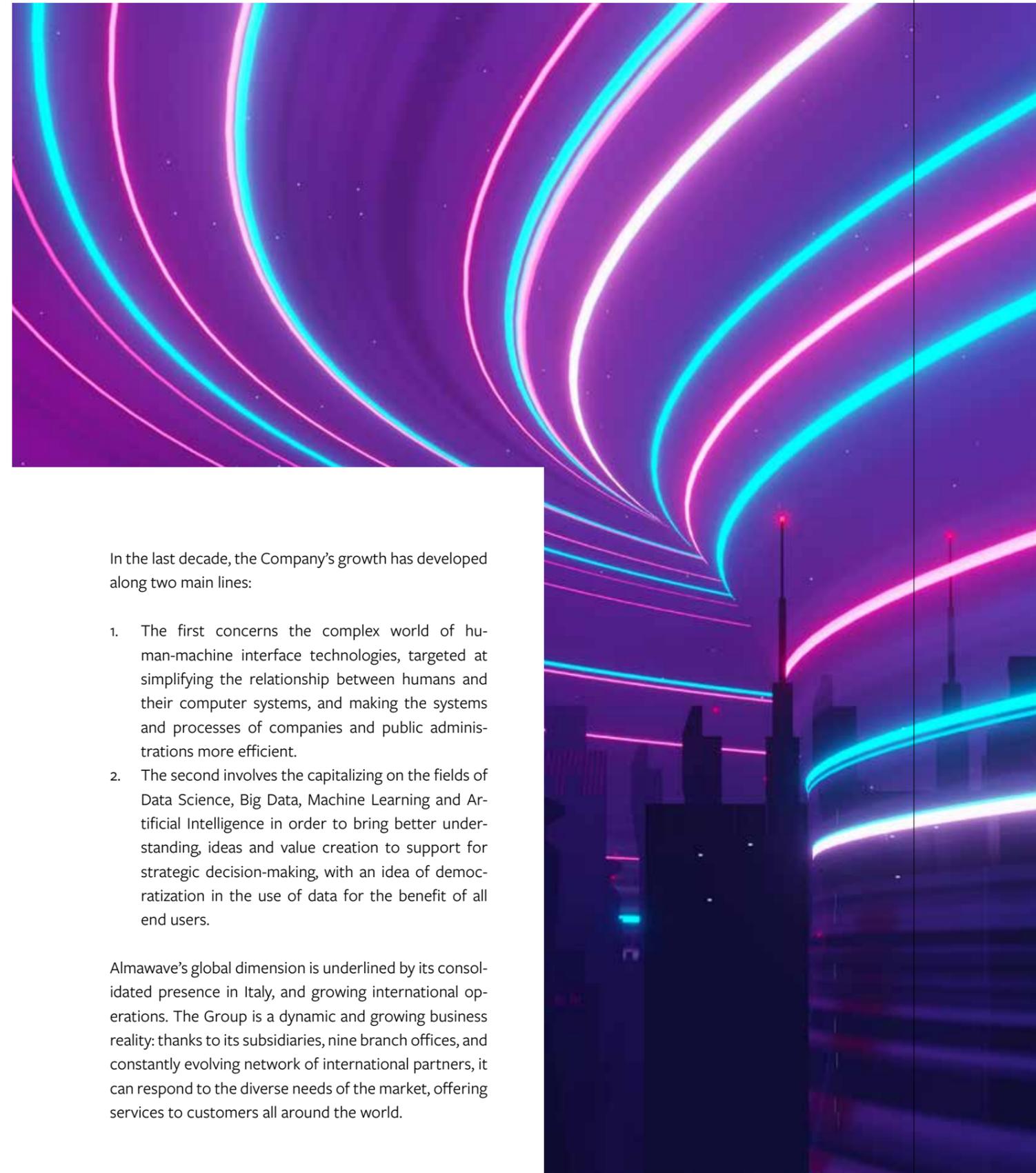
Almwave embodies the Group's drive for innovation and digital transformation powered by "Made in Italy" artificial intelligence technologies, based on Machine Learning, Deep Learning and Natural Language Processing, and versatile, multifunctional and multisectoral technological solutions, applied to everyday life.

Almwave's mission is to combine cutting-edge proprietary technology with advanced services to accelerate digital transformation and translate its potential into measurable business results.

In the last decade, the Company's growth has developed along two main lines:

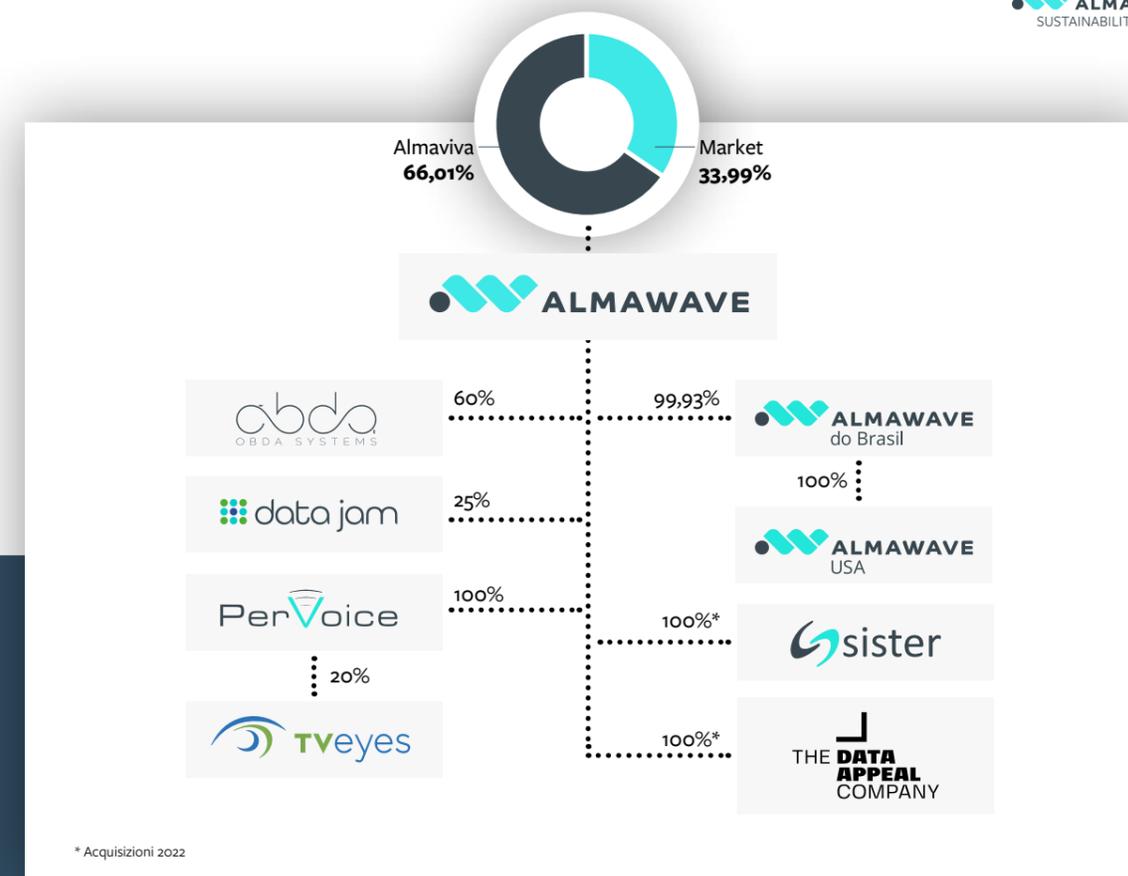
1. The first concerns the complex world of human-machine interface technologies, targeted at simplifying the relationship between humans and their computer systems, and making the systems and processes of companies and public administrations more efficient.
2. The second involves the capitalizing on the fields of Data Science, Big Data, Machine Learning and Artificial Intelligence in order to bring better understanding, ideas and value creation to support for strategic decision-making, with an idea of democratization in the use of data for the benefit of all end users.

Almwave's global dimension is underlined by its consolidated presence in Italy, and growing international operations. The Group is a dynamic and growing business reality: thanks to its subsidiaries, nine branch offices, and constantly evolving network of international partners, it can respond to the diverse needs of the market, offering services to customers all around the world.



SEGUE

# The Almaxwave Group: a global dimension



## ALMAWAVE IS BORN OUT OF ALMAVIVA CONSULTING

The Almaxviva Group decides to create a dedicated division for the development of artificial intelligence applications.

Five offices and tech R&D laboratories are established in Italy, in Rome, Milan, Florence, Naples and Turin.

2006

## ALMAWAVE DO BRASIL IS ESTABLISHED IN BRAZIL

With the goal of becoming the leading supplier of “people-centered” technologies in the Brazilian market, Almaxwave do Brasil offers large Brazilian companies quality, efficient solutions for Customer Interaction and Knowledge Management processes.

Two offices: in Sao Paulo, and Belo Horizonte

2010

## ACQUISITION OF MAJORITY HOLDING IN PERVOICE

A spinoff of the Bruno Kessler Foundation, PerVoice is the first Italian technology services company to offer a portfolio of Automatic Speech Recognition solutions through its Audioma® platform.

Registered office in Trento

2013

## ALMAWAVE USA IS ESTABLISHED

Almaxwave USA aims to bring “Made in Italy” solutions to the American market in the fields of Customer Experience, Voice of the Customer, and Monitoring.

Headquartered in San Francisco

2014

## ACQUISITION OF OBDA SYSTEMS

OBDA Systems is an innovative startup, spun out from the La Sapienza University of Rome, which offers high-tech products and solutions for extracting key data from large and complex datasets. The acquisition allows Almaxwave to broaden its spectrum of proprietary solutions relating to language technologies and Big Data in support of businesses and public administrations.

Headquartered at the Almaxwave offices in Rome

Almaxwave lists on the **Euronext Growth Milan** segment of the Italian Stock Exchange

2021

## ACQUISITION THE DATA APPEAL COMPANY S.P.A.

A developer of vertical AI analytics solutions and a tourism, fintech and location intelligence leader. Florence

### 100% ACQUISITION OF SISTER

SisTer – Sistemi Territoriali S.r.l., with registered office in Cascina (Pisa), a developer of Data Science solutions and projects, focused on Open Data Analytics, Spatial Intelligence and Decision Support System platforms for the Multi-utilities and Government sectors. Pisa

2022

SEGUE

## The Almage Group: a global dimension

Almage's expansion in Europe is under development, but important projects and partnerships are already underway in various market sectors. Almage has also launched several partnerships in the Middle East, particularly in the field of Media Monitoring.

The international growth of Almage is supported by its proprietary technologies, with speech and text processing products in over 35 languages. The products and services that Almage offers to over 130 customers worldwide are the fruit of its structured networks and innovative tech laboratories, its over 280<sup>1</sup> professionals with strong technical skills in Big Data, Data Science, Machine Learning, AI Architectures and Integration, and its deep understanding of business processes.

Almage around the world



1. Furthermore, through the acquisitions of The Data Appeal Company and SisTer in the first half of 2022, the Group gained another 120 customers and 30 professionals, and 50 customers and 35 professionals respectively.

1.3

# The technological sectors in which Almwave operates

Almwave operates in the technological sector of Artificial Intelligence applied to Natural Language Processing, embracing increasingly specialized and innovative fields and applications, such as Machine Learning, Conversational Platforms, Automatic Speech Recognition, Machine Translation, and Ontology-Based Data Management. The goal is to automate human-machine interactions and create integrated, multimodal and omnichannel solutions.

Artificial Intelligence includes solutions able to simulate human reasoning and learning methods in order to solve complex problems through the adoption of predictive algorithms and machine learning mechanisms that unlock the power of big data. Such technologies enable a new form of automation, leveraging extremely

sophisticated solutions capable of analyzing large, unstructured datasets.

Almwave exploits the potential of its technologies to revolutionize business processes in the vein of Digital Transformation. Applying Artificial Intelligence, the Group is able to:

- Automate business processes using data extracted from natural spoken and written language;
- Create new models of human-machine interaction that simplify the user experience;
- Enable a new data governance model, discover new phenomena and correlations, and fully exploit company information assets.

## NATURAL LANGUAGE PROCESSING (NLP)

Natural Language Processing (NLP) is the branch of Artificial Intelligence that deals with the automatic processing of the natural language used in everyday life. NLP solutions process both natural speech and text content, and perform tasks on the basis of extracted information and instructions. Leveraging NLP, Almwave supports its customers in simplifying and optimizing complex processes, such as Customer Relationship Management and Customer Care Services.

The technology:

La tecnologia:

- Classifies and extracts information in relation to specific domains;
- Supports over thirty languages, with a focus on Italian;
- Effectively combines approaches based on knowledge representation (ontologies, knowledge graphs) and machine learning = Composite AI;
- Uses open formats and tools with a “no vendor lock-in” strategy.

## MACHINE LEARNING

Machine Learning is the branch of artificial intelligence that uses data and algorithms to emulate the way humans learn. In machine learning systems, the machine “learns” to perform a certain task from examples given during a learning phase, and then, without limiting itself to replicating what it has learned, develops rules for managing new data relating to the same domain. Almwave contributes to improving basic linguistic knowledge and the completeness of specific linguistic domain models, adopting techniques that minimize the quantity of training data needed, using both internally developed software and emerging machine learning models.



SEGUE

## The technological sectors in which Almwave operates

### CONVERSATIONAL PLATFORMS

Conversational Platforms are end-to-end solutions that use Artificial Intelligence and Natural Language Processing to automate and integrate the management of conversations across a plurality of speech and text channels. Such platforms are able to manage real conversations, alternating questions and answers between user and machine, and enable channel blending, that is, hybrid conversations that involve additional interventions by human operators.

The technology:

- Is multi-channel, multi-device, and multi-modal (speech and text);
- Can involve human operators at any point in a conversation, using a Human-in-the-loop (HITL) model;
- Provides “no-code” and “low-code” tools for the development of conversational dialogues.

### AUTOMATIC SPEECH RECOGNITION (ASR)

Automatic Speech Recognition is technology that applies Artificial Intelligence to spontaneous speech in order to make human-machine interactions simpler and more natural. ASR technology is applicable to a wide range of fields and use cases. Indeed, its versatility is a critical success factor in optimizing and improving user experience and operational processes.

### MACHINE TRANSLATION

Machine Translation is technology that can use Artificial Intelligence to automatically translate spontaneous speech between languages. The technology is applicable to a wide range of fields and use cases, and supports innovative, sustainable, and accessible user experiences.

### ONTOLOGY BASED DATA MANAGEMENT

Ontology-Based Data Management is technology that supports companies in their data governance, production and management processes, using knowledge representations and exploiting semantic technologies to facilitate user access to information.

*For the Company, Big Data, Open Data and Insight & Analytics services are of particular strategic importance. These belong to an area seeing strong growth, as they are employed to develop data analysis and train AI models on large volumes of ever more readily available data. Such data can thus be processed and interpreted to the advantage of the Company's various business segments.*

### MARKET TRENDS IN THE TECHNOLOGICAL SECTORS

According to estimates, the global AI market is expected to have an average annual growth rate of as much as 25% from 2020 to 2025 (a). With a similarly strong expected growth rate (+27%), the Italian AI market alone generated over Euro 300 million in 2021.

AI applications used by Italian companies mainly concern the financial services segment. Chatbots and Intelligent Virtual Assistants (IVAs) are solutions that are expected to see considerable growth, followed by Customer Care, Robotics and Intelligent Process Automation (IPA) solutions. The sectors expected to see the most growth over the coming years are Telecommunications, Media & Advertising, Automotive & Transportation, and Healthcare (b).

In addition, all the core AI technologies have promising development trends (a):

**NATURAL LANGUAGE PROCESSING:** Promoted by the digital agendas of governments around the world and public investments in AI applications, Text Analytics and Natural Language Processing (NLP) technologies are important growth drivers, which are also seeing greater use in the proliferation of Intelligent Virtual Assistants (IVAs).

**MACHINE LEARNING:** The global impact of the COVID-19 pandemic generated a positive shock in worldwide demand for machine learning solutions and services.

**AUTOMATIC SPEECH RECOGNITION** The thriving demand for voice-activated systems, virtual assistants and voice-recognizing devices is driving significant market growth, with increasing applications in the retail, banking, connected devices, smart home, healthcare and automotive sectors. Furthermore, the COVID-19 pandemic has intensified the spread of voice technology in certain key sectors, including entertainment, communications and medicine, as a means of contactless human interaction.

a) Fonte:Gartner, Grandview Research, Allied Market Research, Artificial Intelligence Observatory by Politecnico di Milano, 2022

b) Fonte: Global Artificial Intelligence Market Size, Share & trends analysis report by Solution



#### FOCUS ON THE CORE AI SECTORS



AIW Technology Focus

1.4

# Technological and sustainable leadership: Almawave's integrated business model

In the context of digital transition, Almawave markets itself with a value creation model that integrates business aspects (inputs and outputs) with sustainability aspects (outcomes), to generate positive economic, social and environmental impacts through technology.

The essential inputs of Almawave's business model are: a human capital of over 280 professionals, with cross-cutting skills and extensive knowledge of the reference technological sectors; and intangible assets, namely patents, trademarks, and organizational procedures. The entire input structure is backed by solid financial capital, which allows a constant flow of investments into research and development activities that form the

basis of Almawave's innovation engine. These basic elements are then transformed into competitive outputs: proprietary products and technologies complemented by diversified services, which make the digital transformation of customers a reality, and respond to the needs of various markets. The ultimate goal is to generate outcomes that can contribute, through business activities, to improvements in all areas of sustainability. Almawave's integrated model is driven by a 360° sustainability approach that simultaneously considers the aspects of corporate governance, responsible digital transition, people, and the environment.



1.4.1

# Essential inputs

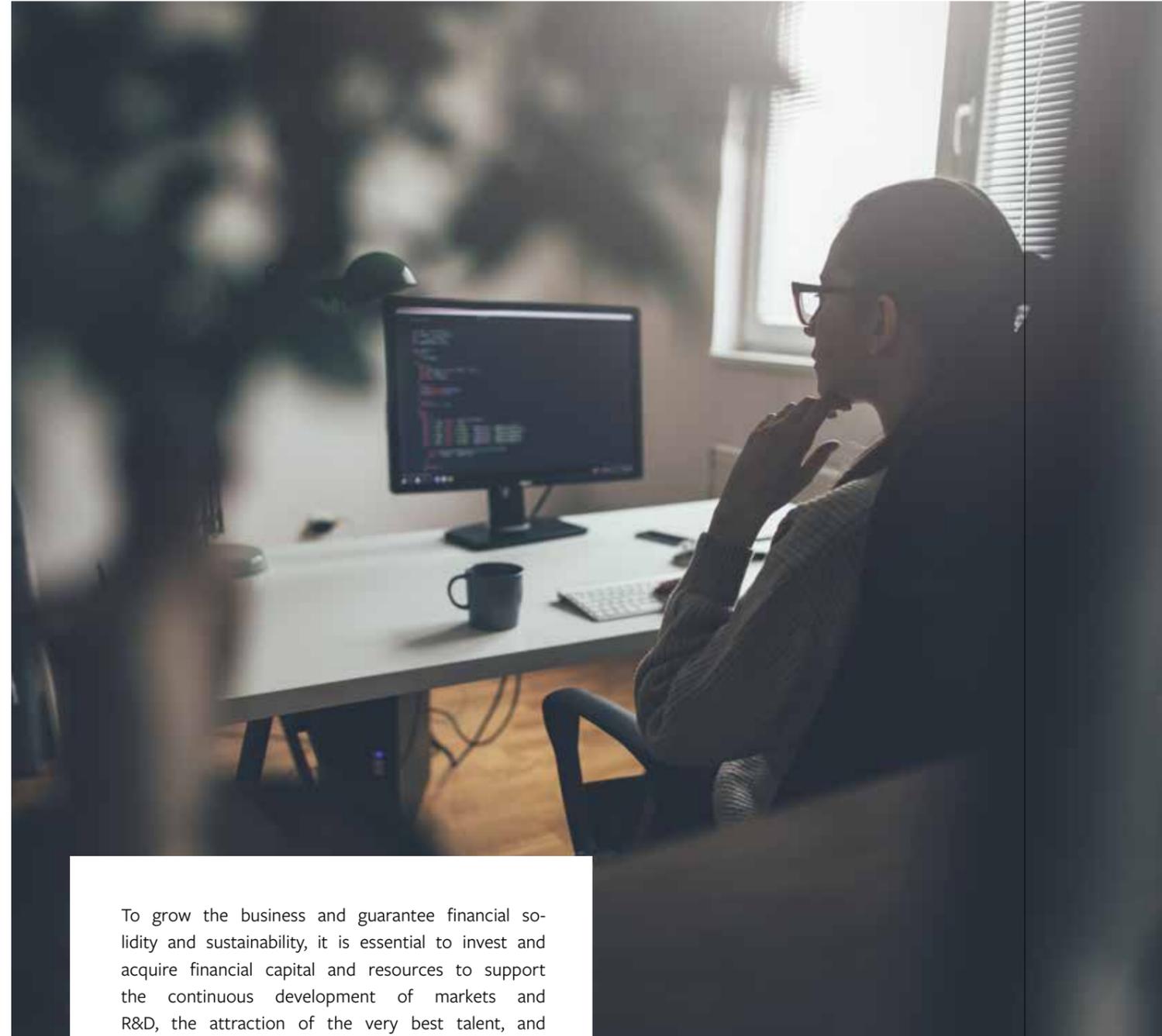
Deep knowledge of reference technological sectors, a team of professionals with specific and cross-cutting skills, proprietary intangible assets and the backing of solid financial capital are the key inputs of Almwave's integrated business model.

## THE INPUTS OF ALMAWAVE'S INTEGRATED MODEL

Almwave's human capital and skills allow its technological solutions to be created and brought to the market, and, therefore, represent the Company's core resources that support its business. Almwave's people are specialized in a variety of fields, including: "Digital Architecture For AI & Cognitive Design", for the design of digital architectures that integrate AI applications with customer ecosystems; "Conversational AI & Engagement", to support the customer in deploying multichannel and multimodal virtual assistants, simplifying engagement and providing natural language access to data and processes; and "Cognitive Solutions & Smart Process Automation", for the deployment of cognitive Natural Language Processing and Computer Vision technologies that optimize and automate business processes, improve customer experience, and provide analyses of the Voice of the Customer. Furthermore, expertise has been developed in the field of data management, particularly in relation to: "Data Driven Transformation & Augmented Analytics", for the development of solutions and the adoption of new information management models that integrate structured and unstructured data; "Open Data & the Semantic Web", for the modelling of knowledge and information with symbolic representation and learning methods, the design of data models, including virtual ones, and the creation of new analysis paradigms in the field of Open Data, Linked Data and the Semantic Web; and "Social Media & Web Data Science", for the development of data science solutions leveraging web and social sources for discovery, analysis of topics, contents and the dynamics of interest, and digital reputation monitoring;

To grow the business and guarantee financial solidity and sustainability, it is essential to invest and acquire financial capital and resources to support the continuous development of markets and R&D, the attraction of the very best talent, and the targeted acquisition of innovative companies.

Intellectual capital - consisting of IT Operations processes, the filing of trademarks and patents, and the organizational procedures that guide project management operations - facilitates business activities, protecting the work performed and the capital invested, and standardizing processes in order to ensure greater fluidity between the different fields of interest.



1.4.2

# The outputs: Technologies, Products, Platforms, and Services

Almawave's outputs are based on a comprehensive set of technologies, developed and integrated in a modular suite of products. These are elaborated and customized to offer the market a wide range of vertical AI solutions for specific use cases, as well as Platform as a Service (PaaS) solutions for partners and end customers, all with a view to supplying and making reuse of pre-trained AI models, to simplifying and democratizing the use of AI, and to making the deployment of AI-based projects and applications more efficient.

## PROPRIETARY TECHNOLOGIES

Through its proprietary technologies, Almawave is focused on continuous product development for the creation of increasingly advanced and integrated solutions, capable of fully leveraging information assets, automating processes, and creating increasingly effective and natural experiences in intelligent interactions with customers, citizens and users. Almawave's proprietary technologies include:

- **Iride®** is a modular suite of products integrating AI technologies, text and speech Natural Language Processing and advanced algorithms to optimize customer experience, improve business processes, facilitate information analysis and data governance, and enhance all touchpoints. It automates the management of support services and all Customer Care activities.
- **Audioma** is Almawave's Automatic Speech Recognition (ASR) technology that transforms natural speech into audio-synchronized text. The advanced ASR system makes it possible to use any speech content, both in real and deferred time. Audioma® can be used in both specialist or technical language domains, such as medical or legal sectors, and general language domains, such as broadcasting and contact centers.
- **Mastro** is an advanced ontology-based data access (OBDA) solution that enhances access to both structured and unstructured data.
- Information governance: AI and Cognitive solutions for navigating data and information, and discovering new correlations through a new data governance model.
- Natural experience: Natural language interactions that meet user expectations and improve engagement.

## PLATFORMS

In 2022, Almawave supplemented its offer with two innovative platforms:

- **AIWave** is a cognitive services platform launched in 2021 which enables new models of development and delivery of AI-based solutions. As a single platform for developers and business users, AIWave breaks down barriers and reduces the complexity of adopting AI in business processes.
- **The Data Appeal Company** is a proprietary platform of AI-enabled solutions and indexes that help companies and organizations in every sector to understand customer and traveler experience and profiling, using Location Intelligence to identify locations with the highest investment potential around the world, Sentiment Intelligence to gauge sentiment, and Market Intelligence to orient sales and marketing strategies to gain market share. Among its various solutions is Data Appeal Studio, the first all-in-one Location Intelligence platform specially designed for the tourism industry, which collects, analyses and compares all online data on destinations, operators, and tourists.
- **Sister** Decision Support System platforms for Multi-utilities and Government sector.

## PRODUCTS

Thanks to its deep knowledge of the technological fields in which it operates, Almawave is able to offer a complete suite of solutions to support customers in their digital transformation. With over 20 products, supporting over 35 languages, Almawave responds to the varied needs of customers in the areas of:

## Gli Output

Technologies

NLP ASR Conversational Platform  
 Ontology Based Data Management  
 Machine Learning Machine Transformation



Products

+10 Information Governance  
 +9 Natural Interaction  
 +35 Languages

Platforms



## SERVICES

Almawave's team of professionals supports companies and public administrations in their technological innovation processes, accelerating the integration of tools and methodologies capable of raising the organization to new levels of quality and efficiency.

SEGUE

# Outputs: Products, technologies and services

## Outputs

Services

- DIGITAL ARCHITECTURE SERVICES** Design of architectures for digital transformation and artificial intelligence project and solution implementation.
- CONSULTING SERVICES** Strategy consultants, technology experts, and analysts to collaborate on innovation path design, service design, solution implementation, process transformation up to evaluation of results.
- OPEN DATA GOVERNANCE & DATA VIRTUALIZATION** Supporting the digital transformation process, using Data Science approaches and Machine Learning and Artificial Intelligence techniques to guide companies on their journey of transformation into a knowledge-driven organization.
- BIG DATA & DATA SCIENCE** Application of strategies and methodologies to process and exploit Open Data and Big Data to extract value from data and transform it into knowledge.

### Big Data Analytics

- Data Processing**  
Oversight of the data management process and related transformation flow
- Virtual Data Lake**  
Creation of a single data access point, from a business perspective, with elimination of redundancies
- Augmented Analytics**  
Predictive and self-learning models to extract insights, leveraging new AI techniques

### Open Data

- Data Preparation**  
Analysis of the data supply chain: from sources to the creation of Open Datasets
- Semantic Modeling**  
Mapping data with ontologies
- Citizen Services**  
Implementation of solutions to enhance citizens' use of data

### Knowledge Management (Integration & Enrichment)

- Information Query**  
Interrogation of corporate information assets using conversational logic, enabling the user to independently create dashboards and reports
- Knowledge Discovery**  
Enhancing business knowledge, leveraging human-computer interaction using natural language
- Iride®**  
Enrichment of information assets with data produced by user interactions and engagement solutions

Focus Big Data & Open Data - Information Governance

Vertical solutions for various markets

Leveraging its knowledge of various technological sectors, and replicating and customizing standard modules, Al-mawave is able to offer products and services that meet a wide range of specific business needs. The main market segments served are:



**PUBLIC FINANCE & WELFARE** Automatic processes and data analysis that use AI to drive digital transformation in the Finance sector and improve customer experience.



**CENTRAL GOVERNMENT & WELFARE** Support for public administrations in developing transparent and accessible operations, through the advanced use of AI and Big Data and Open Data approaches.



**DEFENSE & SECURITY** The use of AI technologies to facilitate and support companies and organizations in identifying potential risks, such as corruption, threats, fraud, and disinformation campaigns.



**SMART TERRITORY** The use of AI to support the Smart City monitoring and analysis, with the creation of city performance KPIs (for aspects such as safety, security and tourism) and Decision Support System (DSS) systems



**HEALTHCARE** AI at the service of e-health and new remote information, diagnosis, and prognosis paradigms.



**SMART MOBILITY & TRANSPORTATION** Advanced AI-based solutions for areas such as customer journey and experience, knowledge management, and maintenance activities.



**FINTECH, TELCO & MEDIA COMPANIES** Solutions exploiting the potential of AI and Natural Language Processing technologies for data-driven organizational management and Customer Relationship Management, and platforms supporting self-service and analytics activities oriented towards the digitalization of services, the automation of processes, and understanding customer needs.



**TOURISM ECOSYSTEMS** Enabling the digitalization of the tourism and cultural sectors in a Big Data perspective, where the adoption of AI technologies and solutions can make data accessible, usable and interpretable.



**UTILITIES, ECOLOGICAL TRANSITION & SUSTAINABILITY** Technologies and products supporting private and public companies and credit institutions in facilitating access to a wider range of heterogeneous, alternative information sources, and their analysis and interpretation.

1.4.3

# Outcomes and sustainability benefits

By making use of Artificial Intelligence, Machine Learning and Conversational Platforms, Almwave's integrated approach generates a wide range of positive impacts, allowing the automation of activities with low added value, simplifying the relationship between citizens, businesses and public administrations, accelerating cooperation between organizations, and integrating decision-making processes with data- and information-based intelligent support systems. In addition, Almwave's Natural Language Processing, Machine Translation and Spoken Language Translation services breach linguistic, logistical and architectural barriers, to make all the functional and operational processes of any organization more accessible and inclusive.

Through its various business activities, Almwave unlocks the true value of digital transformation, contributing to the achievement of the United Nations Sustainable Development Goals (SDGs), as defined in the 2030 Agenda, signed in 2015 by 193 United Nations countries, including Italy. The SDGs are based on the United Nations Millennium Development Goals, and arose from an emerging awareness of the unsustainability of the pre-existing development model, and of the need to work, on a global level, towards 17 sustainable development goals.

## Outcome



"INTELLIGENT" DECISION-MAKING SUPPORT



ENHANCING DATA AND INFORMATION



AUTOMATION OF LOW VALUE-ADDED ACTIVITIES



BUSINESS ACCELERATION AND BUSINESS EFFICIENCY



INCLUSION, TRANSPARENCY, AND ACCESSIBILITY



SIMPLIFICATION OF RELATIONS BETWEEN CITIZENS AND PUBLIC ADMINISTRATIONS



NEW MOBILITY MODELS AND SMART CITIES



1.4.4

# Almawave's sustainability approach

Almawave's sustainability approach blends social, environmental and governance aspects, both in marketing of products and services and business operations, allowing the Company to foster an ethical, inclusive digital transition, with a reduced environmental impact. This integrated model allows Almawave to create shared value that becomes social value for people, economic value for customers and stakeholders, and environmental value for ecosystems.

Almawave's sustainability approach is based on four sustainability pillars:

Corporate governance incorporates the values and ethics that guide the Company, inspiring its system of policies and procedures, in compliance with the highest regulatory standards, preventing conflicts of interest, and acting in accordance with antitrust regulations. Responsibility and transparency are essential elements in Almawave's business model, which is oriented to creating not only economic but also social and environmental value.

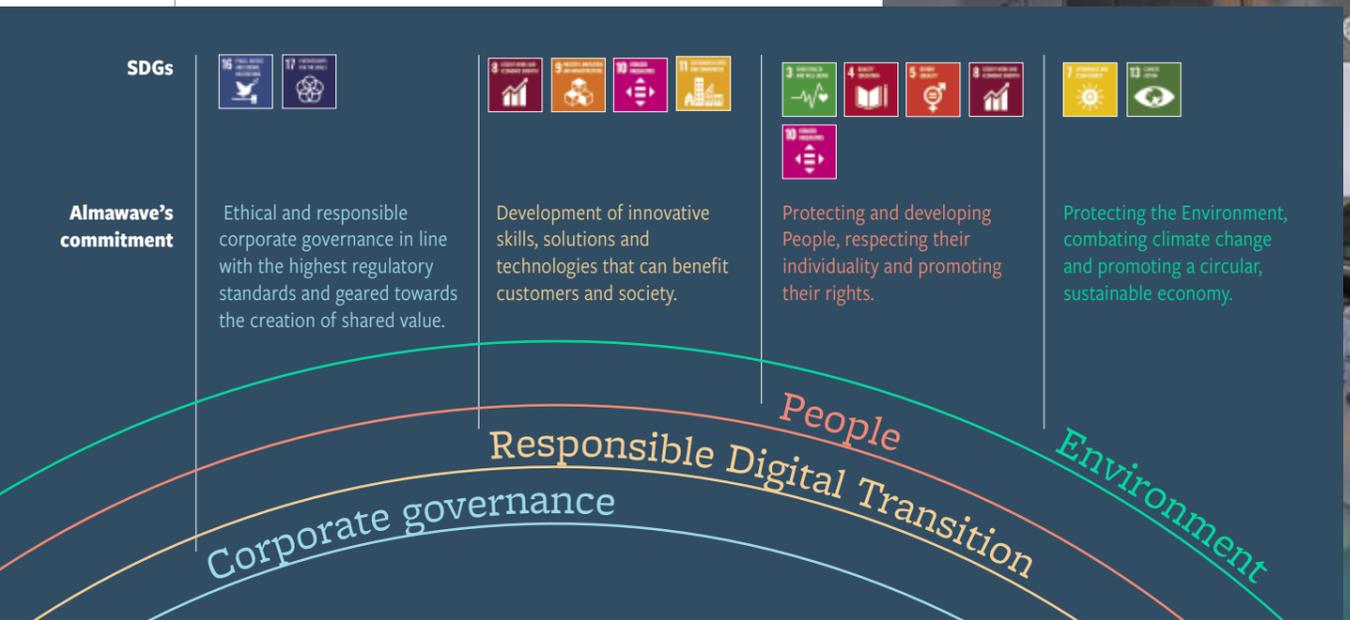
Through activities related to responsible digital transition, Almawave contributes to the development of innovative communities, industries and infrastructures, accompanying society towards an increasingly digital and responsible future, through the application of transversal skills, advanced technology and custom solutions, and constant improvements to service and product quality and customer satisfaction.

Almawave's people are its most important resources. For this reason, the Company is committed to valuing and protecting the diversity and uniqueness, psycho-physical well-being and growth of every individual, and supporting this effort with training and the attraction of the very best talent. The focus on social impacts extends to the entire value chain from sup-

pliers, through customers, to communities. Almawave's dedicated environmental management system is designed to minimize its impacts on the planet, climate and natural resources. The Company constantly monitors its emissions and energy consumption, and works to reduce waste, minimize negative environmental externalities, and guarantee efficiency and sustainability according to the principle of the circular economy.

In adopting this approach, Almawave is firmly committed to achieving the Sustainable Development Goals (SDGs), in particular by focusing on the goals most closely related to its four pillars of sustainability.

Evidence of the Company's attention to sustainability is also in the participation of the Company's CEO, Valeria Sandei, in public discussions and meetings on environmental, social and governance issues. One such occasion was at the SDA Bocconi Live Forum entitled "Sustainable Investing & ESG Criteria in Finance", discussing sustainable investment opportunities, the application of environmental, social and governance criteria, and how sustainability affects strategies, leadership styles, and the value chain.



1.5

---

# Stakeholder Engagement and Materiality Analysis

1.5.1

# Almawave stakeholder engagement



Over the years, Almawave has built a relationship of trust and constant dialogue with its stakeholders, in order to better understand the context in which it operates, anticipate and mitigate potential risks, seize business opportunities, and create value for the community. By involving its stakeholders, the Company makes its social responsibility a reality.

Almawave has mapped its stakeholders by involving top management and analyzing the Company's corporate structure, business activities, value chain and existing network of relations. The various stakeholders were thus identified and classified in three categories: internal, direct external, and indirect external.

Almawave engages its stakeholders by constantly interacting with them through direct relations, periodic meetings, and listening to their needs.



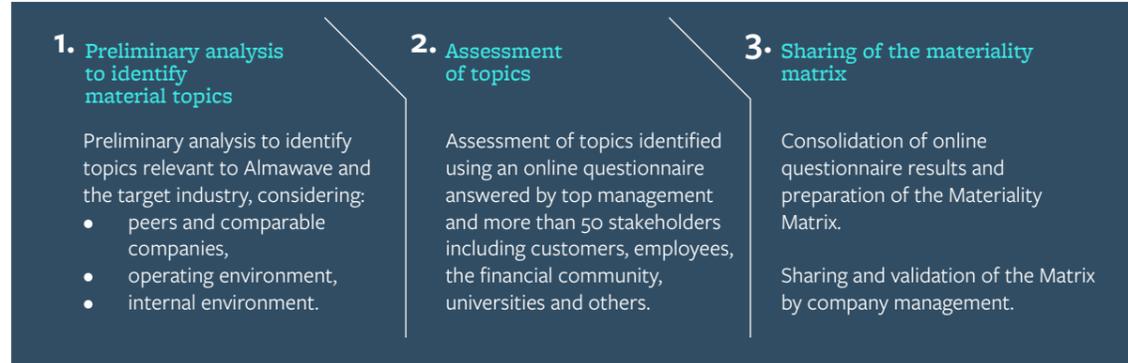
1.5.2

# Materiality analysis process

Almawave carried out a materiality analysis process in order to identify the most relevant topics on which to focus corporate sustainability commitments and the content of its Sustainability Report. The involvement of Stakeholders was a vital step, as listening to their perspective helps us understand their expectations and

guide our efforts regarding the most relevant issues.

The materiality analysis process was carried out in three main phases:



The first phase involves an in-depth analysis of peers and comparable companies in external and internal contexts.

- Peers and comparable companies: sustainability and social responsibility documents and reports published by companies in the IT sector and specialized in Artificial Intelligence services were analyzed in order to identify topics considered relevant by companies comparable to Almawave;
- Operating environment: the non-financial aspects identified as relevant for the sector were mapped,

and the publications of several international organizations were analyzed, as were a selection of reference standards and guidelines;

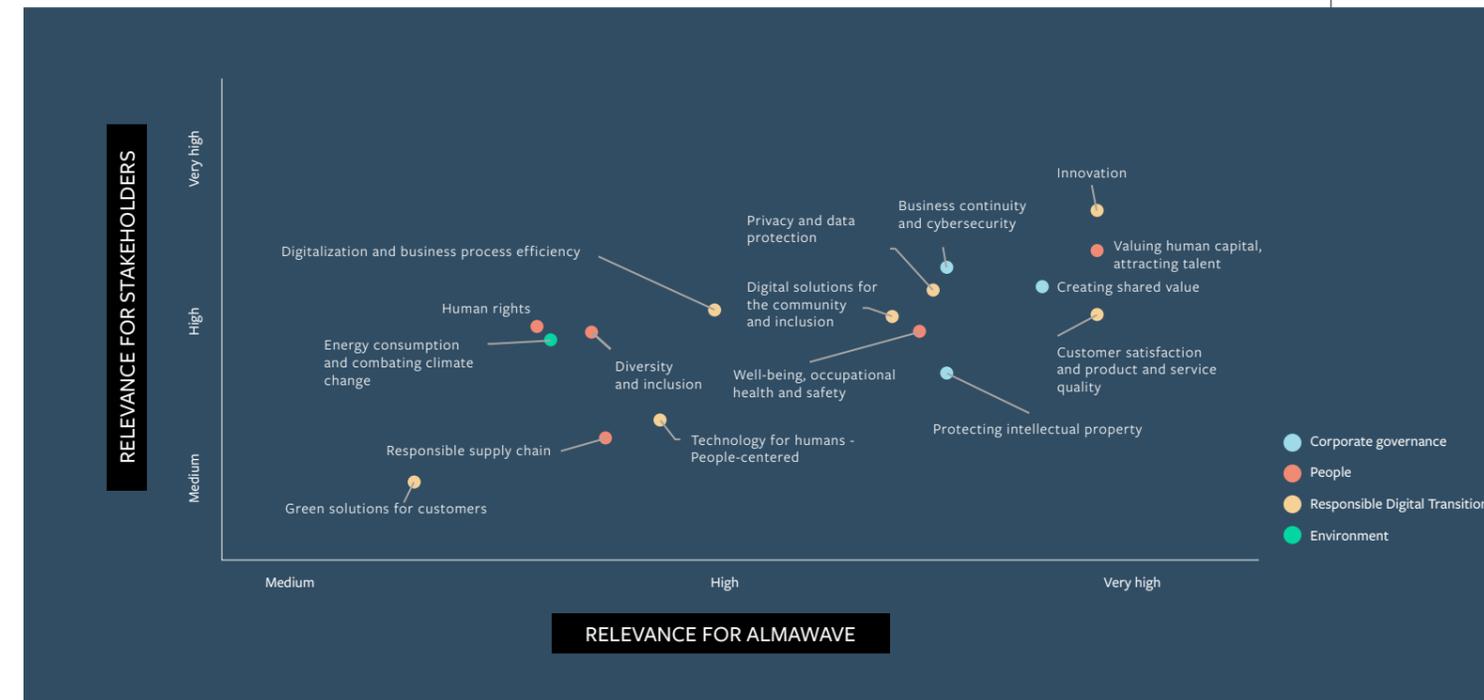
- Internal environment: Almawave's internal priorities were analyzed, considering the main company documents, and identifying issues on which the Company invests resources, pays more attention, has expressed commitments, or may pose risks.

Subsequently, the 17 sustainability topics emerging from the benchmarking phase were assessed by man-

agement according to the impacts generated by Almawave's business on people, the environment and the economy, and by stakeholders, from an external perspective. The topics were assessed using an online questionnaire in which top management and stakeholders were asked to classify the various topics proposed ac-

ording to their priority. The processing of the results of the questionnaires led to the identification of certain material topics for Almawave, attributable to the Company's four sustainability pillars, and mapped on a materiality matrix.

## ALMAWAVE'S MATERIALITY MATRIX



From the positioning of the various material topics within the matrix, it is evident that "Innovation" appears to be the most relevant topic and therefore a priority for both the Company and external stakeholders. This reflects the essence of Almawave, for which innovation is the driving force of its business. Another very important topic is "Valuing human capital and attracting talent". Indeed, attention to people and their professional growth is a core element of the technology sector, where having specialized and highly qualified personnel is a strategic key to success. The corporate governance topics of "Business continuity and cybersecurity" and "Creating shared value" were also considered particularly relevant, with a view to guaranteeing security and transparency and supporting the creation of value for all

stakeholders. Additional priority aspects for Almawave are "Customer satisfaction and product and service quality" and "Privacy and data protection", in line with the corporate goals of offering customers tailored, human-centered digital solutions and protecting sensitive data.

Furthermore, Almawave's products and services have an impact on society, as evidenced by the relevance of the topics of "Digital solutions for the community and inclusion". Indeed, the Company is committed to making a positive contribution in various areas of sustainability at the ecosystem level, and to guaranteeing that technology is at the service of humankind through the development of simple, inclusive and transparent systems.

# O2

## Governance

2.1

# Creating shared value

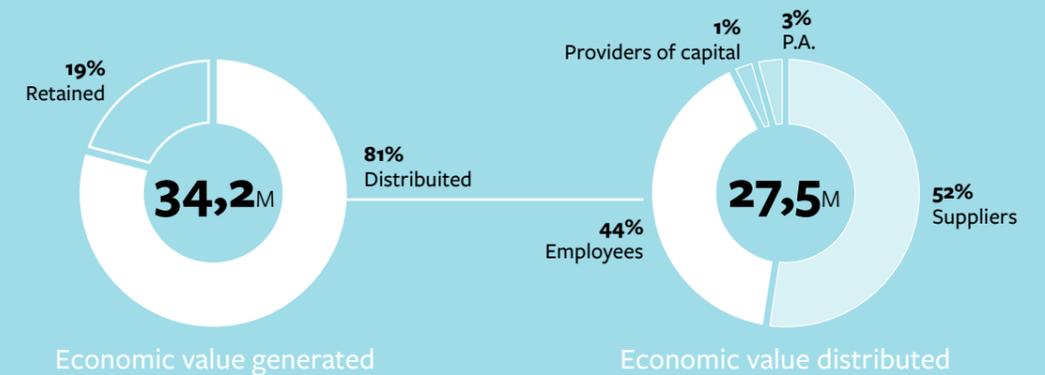
Almawave has always been attentive to not only its economic performance, but also to its environmental, social and governance (ESG) performance, to the value it generates, and to how this value is distributed to various categories of stakeholders, from shareholders through to customers, employees, suppliers, academia, research, and the communities of which Almawave is a part.

In 2021, approximately Euro 34.2 million was generated in terms of economic value, up 23% on the previous year. 81% of this value, or Euro 27.5 million, was distributed to the following stakeholders: suppliers, Euro 14.4 million (52% of the distributed value); employees, Euro 12 million (44% of the distributed value), in the form of wages, social security contributions and company benefits; public administrations, Euro 0.7 million (3% of the distributed value), in taxes; and providers of capital, Euro 0.4 million (1% of the distributed value), through the payment of interest.

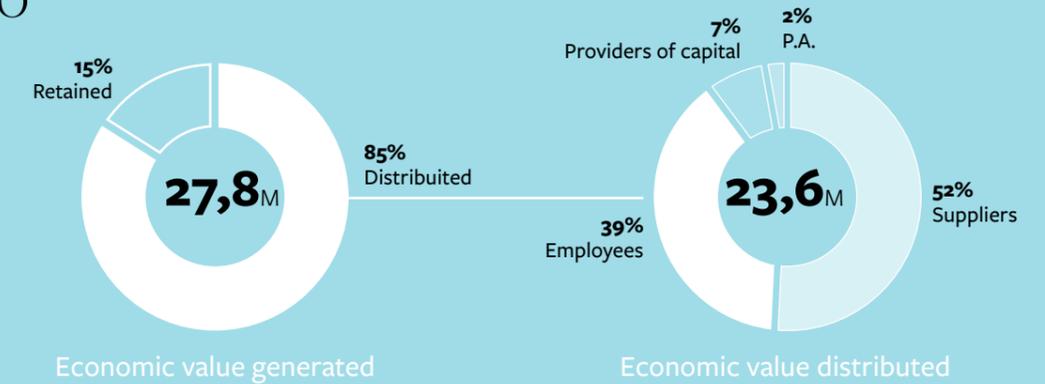


## Direct economic value generated and distributed

### 2021



### 2020



## 2.2

---

# Governing bodies and organizational structure

Almawave's governance has a long-term-oriented vision, in order to anticipate and respond effectively to new challenges, combining the technological development needs of the markets in which it operates with sustainable development goals.

As part of its management of economic and financial aspects, Almawave has, for a number of years, used a top-tier reporting, controlling and accounting system, according to IFRS-IAS international accounting standards.

2.2.1

# The Corporate Governance Model

Almawave's corporate governance is based on the traditional Italian model, which, without prejudice to the role of the Shareholders' Meeting, assigns a strategic management role to the Board of Directors, the fulcrum of the organizational system, and a supervisory role to the Board of Statutory Auditors.

Almawave has adopted a "231" Organizational Model, consisting of a set of behavioral rules, processes, procedures and policies functional to the creation of an integrated control system, in order to prevent the commission of the offenses set out in Legislative Decree No. 231 of June 8, 2001. The model also provides for a Supervisory Board, which is tasked with supervising and monitoring the performance and compliance of the adopted Organizational Model, and its updating. The audit of accounts is awarded to an independent audit firm by the Shareholders' Meeting.

## THE BOARD OF DIRECTORS

Almawave's strategic management is therefore entrusted to the Board of Directors (BoD), which has powers for the ordinary and extraordinary management of the Company. In 2021, the Company appointed a new Board of Directors, consisting of nine members, two of whom are women and seven men. We note that, at Al-

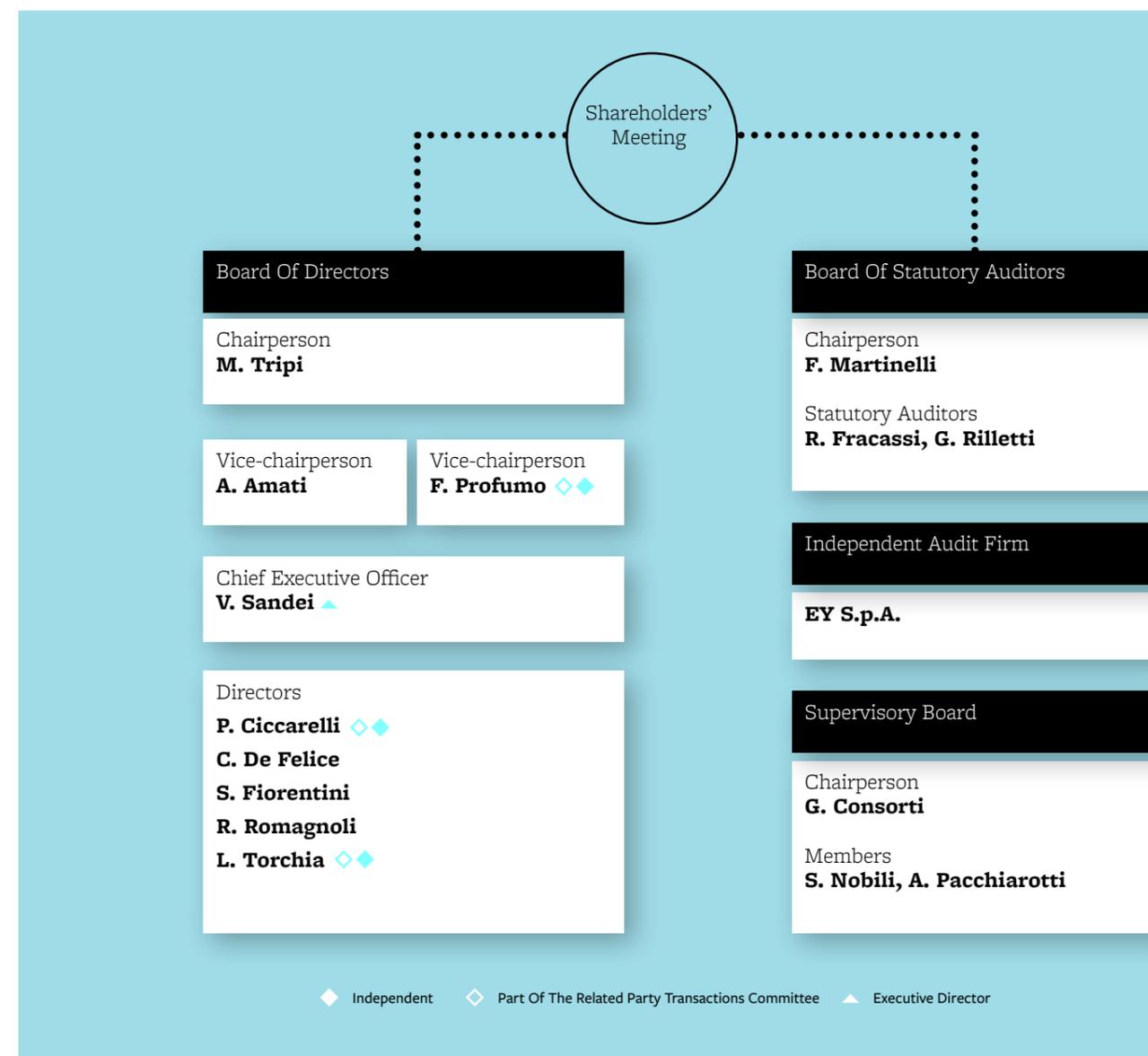
mawave, the Chairperson of the Board of Directors may not concurrently be the Chief Executive Officer.

The role of Chief Executive Officer is held by Valeria Sandei, who has led the Company since 2007. Almawave is one of the very few listed Italian companies with a female CEO. At the end of 2021, only 16 companies, representing 2% of the total Italian market value, had a female CEO.<sup>1</sup>

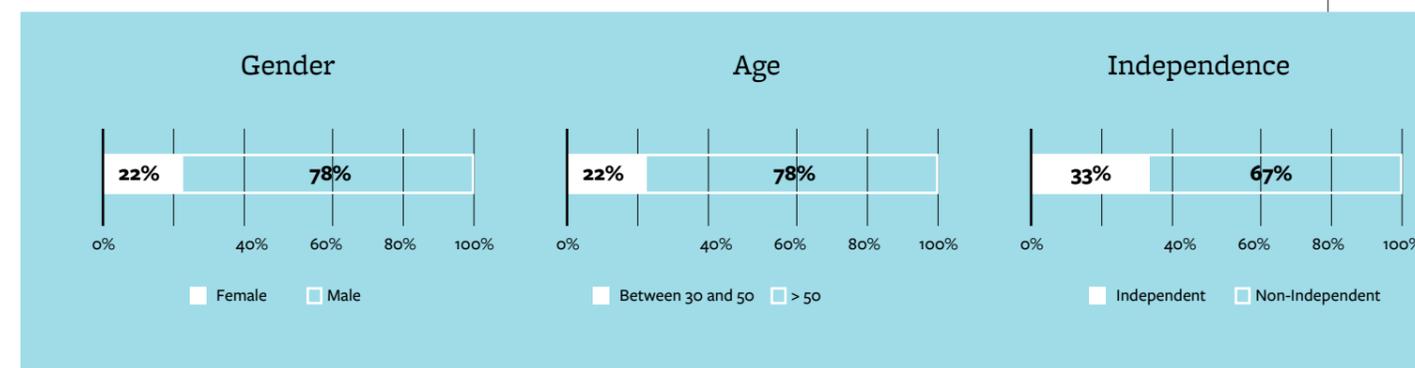
There are three Independent Directors on the Board of Directors, one of whom holds the position of Vice-Chairperson. These Independent Directors also make up the Related-Party Transactions (RPT) Committee, set up within the Board of Directors, with an advisory role to the Board on Related Party Transactions.<sup>2</sup>

The Committee supports the BoD in approving any Related Party Transaction by issuing a non-binding reasoned opinion on the Company's interests in carrying out the transaction, and on the propriety and substantial correctness of any related conditions. Almawave's By-Laws provide for the adoption of an ad hoc procedure for the Company's management of related party transactions, and guarantees the rights of minority shareholders through the application of specific conditions.

Composition of the administration and control boards as at May 2022



Composition of the Board of Directors



1. Consob Report on the Corporate Governance of Italian Listed Companies 2021, <https://www.consob.it/documents/46180/46181/rcg2021.pdf/47b754d2-16e3-4c3e-8ea1-5add239444e0>.  
 2. Related Parties: for the purposes of this document a party is a "Related Party" if such a party: (a) directly or indirectly, including through subsidiaries, trustees or nominees: (i) controls the Company, is controlled, or is subject to common control; (ii) holds a stake in the Company such as to be able to exercise significant influence over the latter; (iii) exercises control over the Company jointly with other parties; (b) is an affiliated company of the Company; (c) is a joint venture in which the Company is a partner; (d) is a Senior Executive of the Company or its parent company; (e) is a close family member of one of the parties referred to in letters (a) or (d); (f) is an entity in which one of the parties referred to in letters (d) or (e) exercises control, joint control or significant influence or holds, directly or indirectly, a significant share, which, in any case, is no less than 20% of the voting rights; (g) is a collective or individual, Italian or foreign supplementary pension fund set up in favour of the employees of the Company, or of any other entity related to it.

/ SEGUE

## The Corporate Governance Model

### THE BOARD OF STATUTORY AUDITORS

The Board of Statutory Auditors oversees Almwave's compliance with law and the By-Laws and the principles of correct administration, the adequacy of the administration and accounting organization adopted by the Company, and its correct functioning. The Board of Statutory Auditors is made up of five members appointed by the Shareholder's Meeting: three are effective members, that is, the Chairperson and two Statutory Auditors, while the other two are Alternate Auditors.

### THE SUPERVISORY BOARD

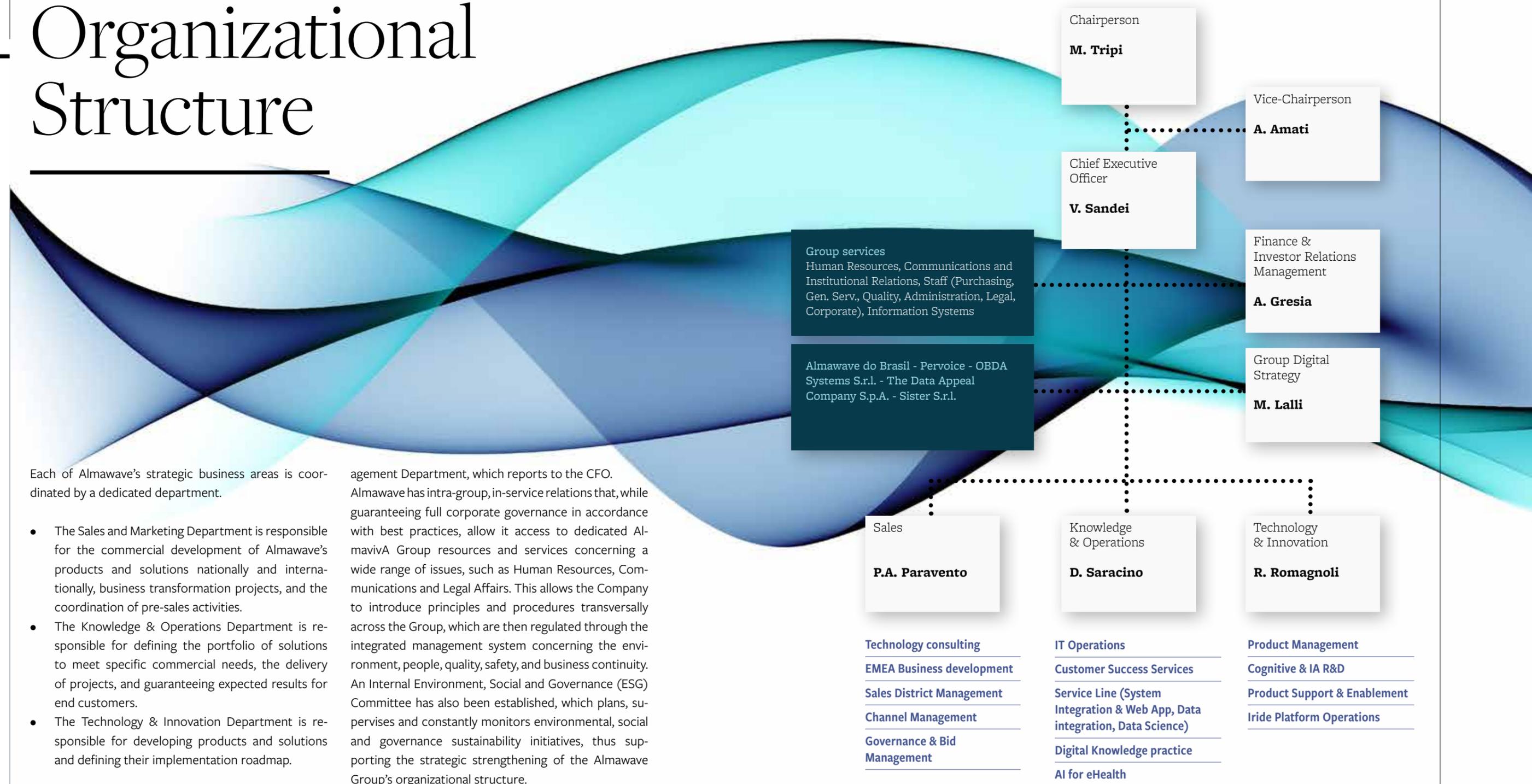
In 2022, in view of the listing of the Company, the Board of Directors appointed a Supervisory Board composed of three members (previously it had been one). The Supervisory Board (SB) supervises the performance and updating of and compliance with the Organizational Model, and, should any non-compliance occur, promptly report such to the BoD. The SB is furthermore responsible for determining appropriate measures to respond to non-compliances, for preparing periodic reports to the BoD based on verification and control activities, and their outcome, and for drawing up informative reports for the Board of Statutory Auditors. In addition, the SB has the task of promoting and monitoring initiatives and staff training to raise awareness of the Organizational Model and of compliance with its principles. In 2021, as in 2020, there were no recorded cases of non-compliance with the Organizational Model. The tasks assigned to the SB require that it has autonomous powers of initiative and control, hence the decisions taken by the SB are unquestionable by the institutions.



2022 Organizational Chart of Almwave S.p.A.

2.2.2

# Organizational Structure



Each of Almwave’s strategic business areas is coordinated by a dedicated department.

- The Sales and Marketing Department is responsible for the commercial development of Almwave’s products and solutions nationally and internationally, business transformation projects, and the coordination of pre-sales activities.
- The Knowledge & Operations Department is responsible for defining the portfolio of solutions to meet specific commercial needs, the delivery of projects, and guaranteeing expected results for end customers.
- The Technology & Innovation Department is responsible for developing products and solutions and defining their implementation roadmap.

In 2021, the Company was bolstered by the establishment of a new Finance and Investor Relations Man-

agement Department, which reports to the CFO. Almwave has intra-group, in-service relations that, while guaranteeing full corporate governance in accordance with best practices, allow it access to dedicated Al-mavivA Group resources and services concerning a wide range of issues, such as Human Resources, Communications and Legal Affairs. This allows the Company to introduce principles and procedures transversally across the Group, which are then regulated through the integrated management system concerning the environment, people, quality, safety, and business continuity. An Internal Environment, Social and Governance (ESG) Committee has also been established, which plans, supervises and constantly monitors environmental, social and governance sustainability initiatives, thus supporting the strategic strengthening of the Almwave Group’s organizational structure.

## 2.3

---

# Responsible business

Almawave promotes ethical business values, both internally and in all of its commercial relations, in accordance with universally acknowledged ethical principles, laws, and the highest national and international standards.

2.3.1

# Almawave's values

The Company applies the Almoviva Group Code of Ethics, which defines key values for the corporate culture and professional ethics of Almawave's employees, managers and Directors, in relations with each other, consultants, customers, partners, and the market. From their very first day at Almawave, employees are trained on ethics and compliance via a dedicated course that ensures these values and standards are an integral part of corporate culture and day-to-day operations.

## FAIRNESS, IMPARTIALITY AND LOYALTY

These are the basic principles which Almawave undertakes to respect and enforce internally and when conducting its business, in compliance with applicable laws and the highest international standards

## EXCELLENCE, EXPERIENCE, CUSTOMER FOCUS

Almawave aspires to ensure the highest levels of quality, drawing on its experience, to meet expectations of customers, who are always at the center of its thinking

## INNOVATION

Continuous research into advanced technologies and the development of innovative solutions are the driving force behind Almawave's evolution

## COMPLIANCE

Adoption of all means to prevent violations of the law and the principles of transparency, fairness and loyalty by its employees and collaborators

## TRANSPARENCY IN ACTION

Open and transparent communication in dealings with the market, investors and the community, to safeguard competitiveness

## FAIR COMPETITION

In Almawave's own interest and that of all market players, customers and stakeholders\*

## VALUING PEOPLE

To guarantee the well-being and protection of human resources and local communities in which Almawave operates

## SUSTAINABLE DEVELOPMENT

Responsible use of resources, respecting the environment and the rights of future generations

\* From 2019 to 2021, no pending or concluded legal actions were recorded regarding anti-competitive behavior, antitrust, or monopolistic practices.

## PERSONAL DATA PROTECTION: AN ETHICAL PRINCIPLE AND FIRM COMMITMENT

In 2020, the Almoviva Group added to its Code of Ethics guidelines on the protection and processing of personal data in accordance with the European Union General Data Protection Regulation (GDPR).

Data protection is not just an abstract value but a daily commitment for the Group, guaranteed by its ISO 27001 certified management system regarding information security, dedicated applications and solutions, and monitoring procedures.

# 2.3.2 Governance and management systems

In compliance with the principles of traceability and the separation of responsibilities, the AlmavivA Group has adopted a specific governance system, which applies to the management and coordination activities of all of its subsidiaries, including those of the Almaxwave Group. The Compliance and Governance Models are based on the corporate Code of Ethics, By-Laws and the following governance reference sources:

- Policies, defining high-level principles and rules of conduct (all the policies are made available on the corporate intranet);
- Procedures, defining methods, tasks, roles, responsibilities, management, control and monitoring, and communication flows.
- Integrated Management System (IMS) Documentation, including manuals, guidelines, scope, organizational aspects and guidelines reporting the general principles and operating methods of the IMS, applicable to specific areas.

The policies, procedures and documentation of the Integrated Management System concern all basic elements of the Group's way of working and operating, namely: Quality and Service Management, Security and Business Continuity, Environmental and Energy Com-

pliance, Social Responsibility, and Occupational Health and Safety.

The monitoring and prevention of non-compliance has always been a guiding principle in the conduct of Almaxwave's business. A concrete example of this commitment is its Organization and Management Model, drawn up as per Legislative Decree No. 231/2001 (231 Model), and updated in August 2020. The 231 Model sets out procedures and monitoring activities to prevent unfair competition, legal violations, and active and passive corruption. To ensure the efficiency of the model, AlmavivA Group has established a dedicated whistleblowing channel, as contemplated by Legislative Decree No. 231. The Company not only reacts to reports but proactively responds to compliance needs, overseeing the application of the 231 Model across all Group subsidiaries through its Internal Audit and 231 Model Compliance Department. The Supervisory Board also constantly monitors the application of the 231 Model and promotes its dissemination. At the end of 2021, in view of the listing of the Company on the Euronext Growth Milan market, a review process of the Organization and Management Model was launched. This review is being carried out with the support of an external law firm.

| SisTopic di gestione            | Certificazione  | Description   | SociAge                           |
|---------------------------------|---|---|-----------------------------------|
| Quality                         | UNI EN ISO 9001:2015                                    | The ISO 9001 Management System makes business processes more efficient with a view to increasing customer satisfaction.                                       | Almaxwave<br>Pervoice<br>AlmavivA |
| Health and safety               | UNI EN ISO 45001:2018                                   | The ISO 45001 Management System sets out procedures and safeguards to protect the health and safety of workers, and prevent accidents and damage.             | AlmavivA                          |
| Environment                     | UNI EN ISO 14001:2015                                   | The ISO 14001 Management System monitors the environmental impacts of activities with a view to continuous improvement.                                       | AlmavivA                          |
| Energy                          | UNI ISO 50001:2018                                      | The ISO 50001 Management System monitors energy consumption with a view to reducing ecological footprint.   | AlmavivA                          |
| Greenhouse gas emissions        | UNI EN ISO 14064-1                                      | The ISO 14064-1 Management System monitors the consumption and emission of climate-altering gases with a view to progressively reducing their footprint.      | AlmavivA                          |
| Corporate Social Responsibility | SA8000:2014   | The SA 8000 Management System certifies company management in relation to respect for human and labor rights and child exploitation and safety guarantees.    | AlmavivA (Almaxwave 2022)         |
| Information security            | ISO/IEC 27001:2017                                      | The ISO 27001 Management System defines procedures for the effective management of information security with a view to guaranteeing customer data protection. | AlmavivA (Almaxwave 2022)         |
| Information security            | Certificazione STAR della Cloud Security Alliance (CSA) | The Security, Trust, Assurance, and Risk (STAR) Registry certifies the compliance of a given cloud computing environment with best practices.                 | (Almaxwave 2022)                  |
| Business continuity             | UNI EN ISO 22301:2019                                   | The ISO 22301 Management System defines procedures to protect IT services from disruptions in operational continuity.   | AlmavivA                          |
| IT Services                     | UNI CEI ISO/IEC 20000-1:2020                            | The ISO 20000 Management System defines procedures to guarantee the efficiency of the IT Service Management System.   | AlmavivA                          |

New  
New  
New

## ALMAWAVE'S CERTIFIED MANAGEMENT SYSTEMS

The most authoritative and rigorous management systems have been integrated into Almaxwave's organization, in order to improve company performance, bring services into line with the highest quality standards, and increase customer and stakeholder satisfaction, with a view to continuous improvement, fairness, reliability, and sustainable development. The monitoring of energy, environmental, social and governance (ESG) issues is guaranteed by the alignment of policies, processes and procedures to the Integrated Management Systems adopted by the parent company AlmavivA and compliant with the international standard BSPAS 99.

## 2021 AUDIT RESULTS

Almaxwave and AlmavivA's management systems undergo annual audits by highly qualified, independent external auditors. The audits carried out in 2021 for the SA 8000, ISO 45001, ISO 14001, ISO 14064-1, ISO 50001, ISO 27001, ISO 22301 and ISO20000-1 management systems and the ISO 9001 management system for which Almaxwave is directly responsible did not identify any severe non-conformities, and any emerging findings have been taken into consideration in improvement plans. The management systems were found to be effective and compliant with the relevant standards.

2.4

# Business Continuity and Cybersecurity

IT tools and applications are essential for the effectiveness of both business and operational processes. It is therefore essential for Almwave to guarantee the protection and continuity of the corporate IT system, both in providing services to customers and in safeguarding internal data assets. The Company's approach to information security is based on organizational, logical and physical security.

- Organizational security is articulated by a governance model of processes and roles that guarantee the protection of IT resources and data;
- Logical security is guaranteed by equipment, services and technical measures, such as firewalls and Single Sign-On authentication;
- Physical security is guaranteed by the control of physical access to IT resources and data, and measures to prevent physical risks such as fires, seismic events and flooding that may affect server rooms or data archives.

To guarantee the highest levels of security, Almwave has established a cross-cutting IT Security process that identifies risks and mitigation measures, and supports all business processes involving data processing and exchange, both with the outside world, such as customers, suppliers and public administrations, and within the Company scope.

This process consists in the implementation, management and maintenance of the Information Security Management System (ISMS) for which the Company obtained ISO27001 security certification in June 2022. In January 2022, Almwave obtained Security, Trust, Assurance, and Risk (STAR) certification from the Cloud Security Alliance (CSA), a world-leading organization dedicated to defining and raising awareness of best practices for the security of cloud computing environments. STAR certification certifies the compliance of a given cloud computing environment with best practices through the assessment of 197 control objectives, which are structured in 17 domains covering all

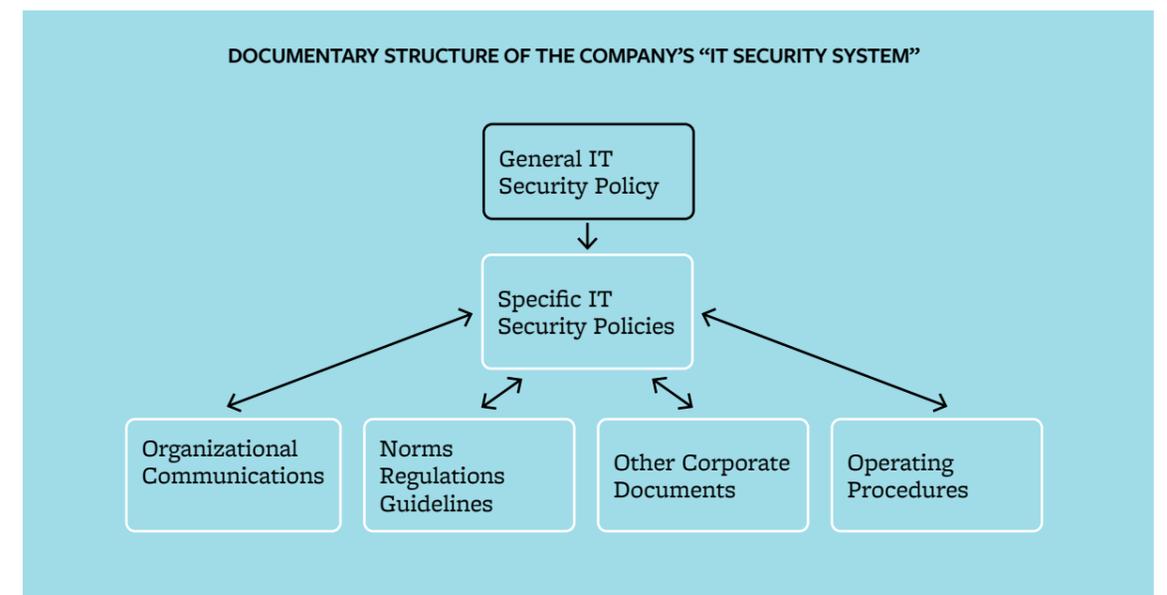
key aspects of cloud technologies, and make up a so-called Cloud Controls Matrix (CCM). This is a framework aligned with the CSA Security Guidance for Cloud Computing, and considered the de facto standard for cloud security assurance and compliance.

Furthermore, Almwave makes use of the CED and Azure cloud infrastructures of the ISO 27001 certified Parent Company, Almviva S.p.A., for the creation of company and customer databases. This use is governed by ad hoc service contracts.

With a view to continuous improvement of the system over time, the IT Security process methodically follows

the typical Deming cycle operational phases of Plan, Do, Check and Act, as envisaged for the implementation, management and evolution of any management system. IT Security roles and responsibilities are defined at company level, and the operational staff involved are given periodic training.

The supporting document system is an integral part of the set of controls adopted to protect the information assets on which the entire company IT Security System is based, as indicated in the following figure summarizing its structure:



SEGUE

## Business continuity and cybersecurity

The General IT Security Policy is made up of Specific IT Security Policies, which, as indicated in the figure, refer to or are referenced by other documents, such as the Operating Procedures that give precise instructions for the implementation of the policies. "Other Corporate Documents" include all documents produced for the achievement and maintenance of the certifications obtained by the Company (e.g. ISO27001, ISO20000, ISO9000). Responsibility for the production and maintenance of such documents is distributed among various organizational units, according to the nature of each document.

IT Security is also organized through the development of ad hoc solutions. In 2021, a specific solution was tested by interested corporate users to support centralized monitoring and control of GDPR compliance, in view of full deployment of the solution expected in 2022. The solution is based on the adoption of a proprietary Al-mavivA platform integrated with the Company Information Systems. In addition, continued use was made of the Al-mavivA Cyber Intelligence platform, "Joshua", which uses Open Source INTelligence (OSINT) methods to measure exposure to corporate Internet Cyber Risk.

through Privileged Access Management, decreasing the attack surface and preventing the lateral movement approach typical of recent attacks.

- SSL Inspection Agent AEP - deployment on Data Processing Center systems of a feature that analyses encrypted traffic via SSL certificates, and highlights any anomalies or possible attacks.
- User Data Backup - off-line backup of employee Office 365 account data, increasing protection from the effects of ransomware attacks.

The human factor is central to Cybersecurity. The various tools introduced help to reduce and compensate for human errors. However, adequate knowledge and training of people continues to be fundamental. Therefore, the Company has involved the entire corporate population in various training, refresher and awareness raising campaigns, mainly through intranet communications, on cybersecurity issues and policies. The Al-mavivA "Group Regulation on Internet Use" has also received updates, which will be phased in over the next few months. The document details rules of conduct for the use of company equipment, methods for accessing the internet by users, and guidelines and good practices for internet browsing.



By applying and monitoring compliance with the ISO 27001 standard, Al-mavivA:

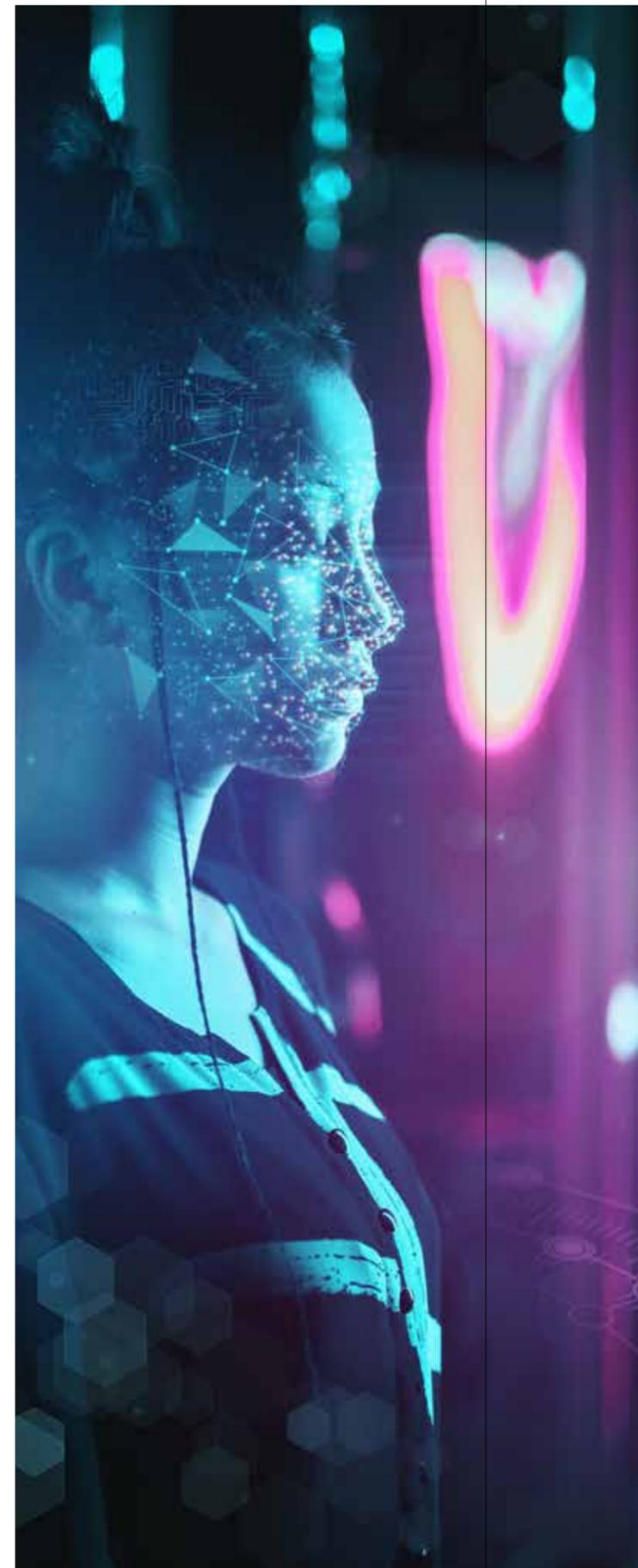
- Ensures that data is accessible only to those authorized to access it;
- Protects the accuracy and completeness of the data, and the methods for processing it;
- Ensures that authorized users have access to the data and associated assets when needed.

In 2021, the Security Committee held regular meetings to update and review security policies, verify their application, and monitor the risk assessment and management process. Audits on compliance with the ISO 27001 standard, carried out in 2021 with the support of the Data Protection Officer (DPO), were successfully concluded without identifying any non-compliance.

### SECURITY ENHANCEMENT PLAN

Following various serious incidents in 2021 affecting important public administrations and IT sector companies, a Security Enhancement Plan was developed and launched to reduce the Company's vulnerability to potential attacks, malware, phishing and identity theft. The Plan led to the implementation of the following actions:

- Extension to the entire corporate population of Microsoft Office 365 Multi-factor Authentication for access to corporate resources;
- Safe Browsing - deployment of a Secure Internet Browsing solution for employees, when working from both the office and home, which provides privacy-respecting monitoring of clear and encrypted web traffic, and limits access to sites considered inappropriate or unsafe.
- Implementation of a Zero Trust architecture in the Company Data Center, with integrated use of HFW's Advanced Endpoint Protection (AEP) agent and Privileged Access Management (PAM) technologies. This allows administrative access to systems only



## 2.5 Protecting intellectual property

Constant research and development and the very nature of Almwave's business make intellectual property a fundamental asset that needs to be protected. Almwave's Research and Development laboratories develop proprietary artificial intelligence technologies that form the basis of the solutions that it offers to the market. These, together with patents, protected Almwave brands and the publication of various scientific papers, are important intellectual property assets for the Company.

To protect its intellectual property, Almwave carefully manages the following:

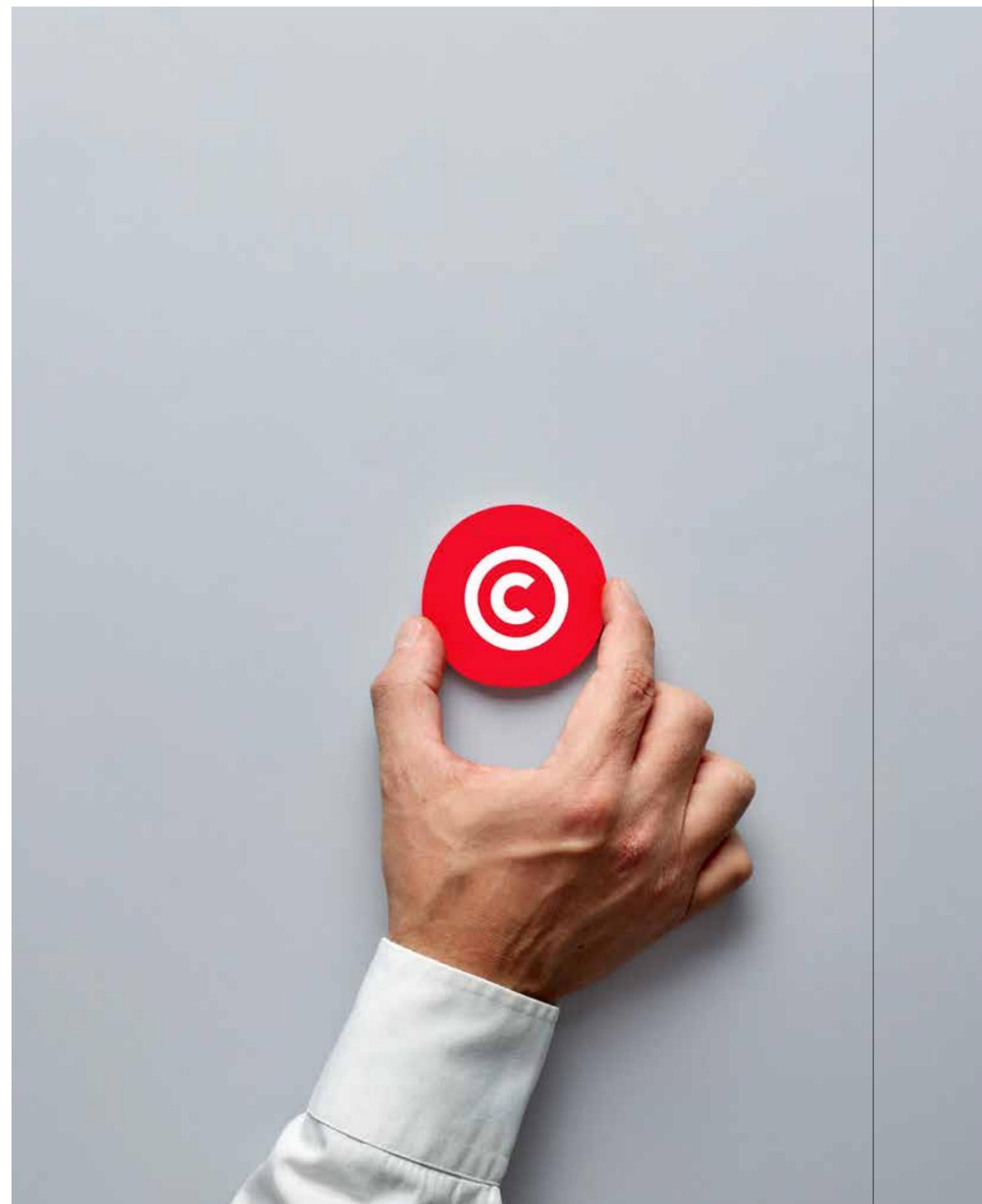
- Use of intellectual property protection tools: patents, trademarks and copyrights;
- Stipulation of confidentiality agreements;
- Provision of ad hoc clauses in agreements with customers, suppliers and partners;
- Protection of software languages and source codes;
- Support for license compliance in the use of open source technologies within proprietary products;
- Monitoring of trademarks filed by competing companies, using alert services.

### 3 Patents

US-registered patents regarding the system and methodology for process and information management to improve efficiency, business quality and overall customer satisfaction

### 17 Brands

Trademarks registered in the European Union and Great Britain to protect both the corporate name and Almwave products



# 03

## Responsible Digital Transition

## 3.1

---

# AI solutions for sustainable development

3.1.1

# The value and guiding principles of sustainable AI

## FROM TECHNOLOGY TO VALUE CREATION

Artificial intelligence systems have the potential to create value not only for the individual but also the community as a whole. The World Economic Forum report entitled “Positive AI Economic Futures”, and put together in collaboration with the UC Berkeley Center for Human-Compatible AI and Roland Berger, collects the views of 150 thought leaders from various fields on possible future benefits of AI for society.<sup>1</sup>

### Shared economic prosperity

It is estimated that the global economy could have a value ten times greater than the current economy, following increases in productivity made possible by AI. The economic benefits of technological progress should be shared and distributed around the world.

### Rebalancing the economy

By leveraging various features for the benefit of humanity, artificial intelligence can help society overcome the current dynamics that lead to the concentration of power and wealth in the hands of large companies.

### Flexible job market

Artificial intelligence stimulates the creation of new jobs, making the job market more flexible through increased job opportunities, supported by new forms of education.

### More fulfilling jobs

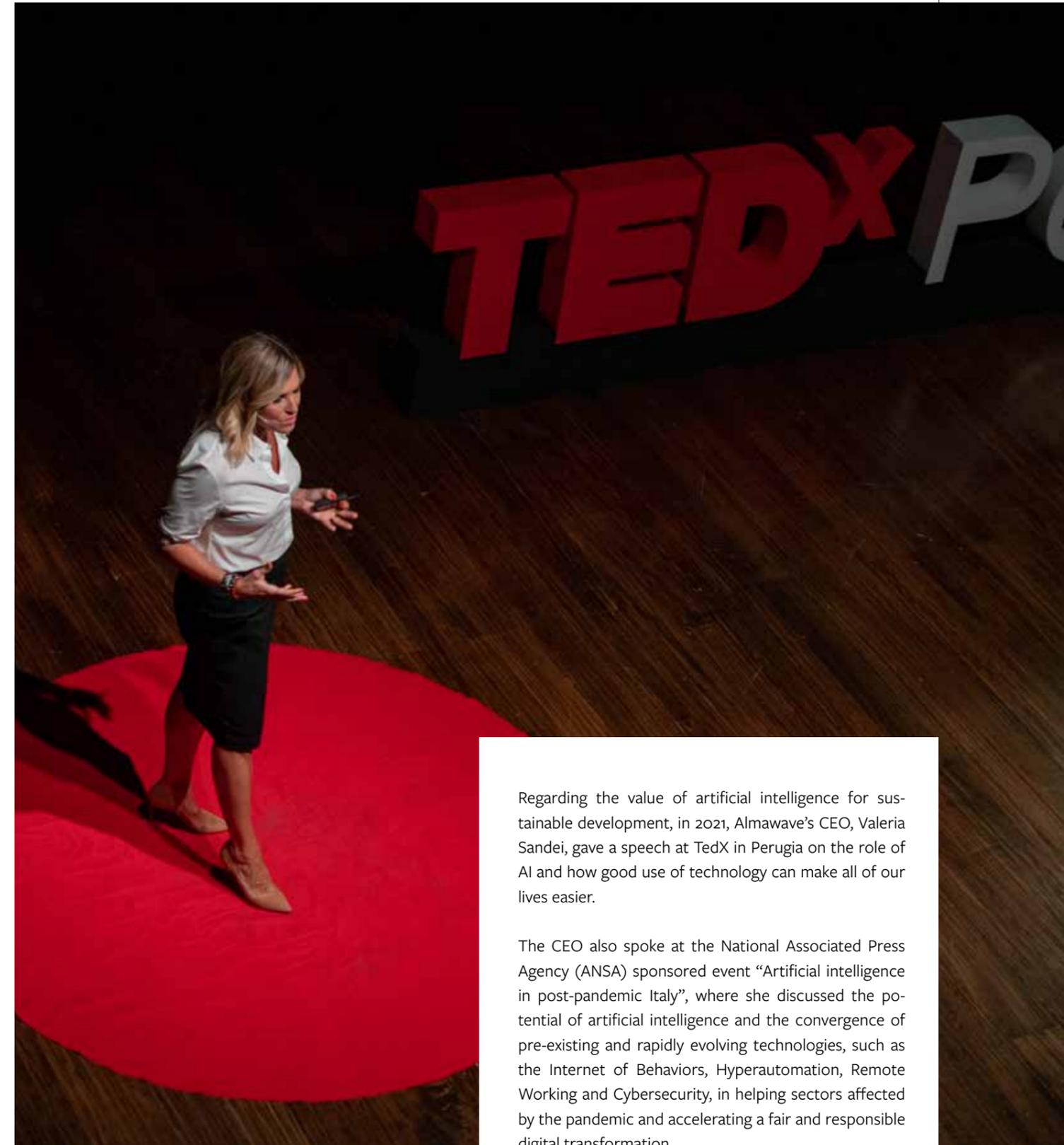
Artificial intelligence favors the emergence of new jobs that are more fulfilling and flexible than those it will make obsolete, while machines are left to handle unsafe and unsatisfying tasks.

### Artificial intelligence on a human scale

Considering the ethical aspects of AI, it is up to entrepreneurs, leaders and institutions to promote technologies that will complement and support people, finding the right balance, or so-called “sweet spot” between humans and machines.

### Civic empowerment and human prosperity

In a world where less fulfilling jobs will be made obsolete by AI, well-being will increasingly come from unpaid activities, such as self-improvement, experimentation, volunteering and other activities oriented to the common good.



Regarding the value of artificial intelligence for sustainable development, in 2021, Almwave’s CEO, Valeria Sandei, gave a speech at TedX in Perugia on the role of AI and how good use of technology can make all of our lives easier.

The CEO also spoke at the National Associated Press Agency (ANSA) sponsored event “Artificial intelligence in post-pandemic Italy”, where she discussed the potential of artificial intelligence and the convergence of pre-existing and rapidly evolving technologies, such as the Internet of Behaviors, Hyperautomation, Remote Working and Cybersecurity, in helping sectors affected by the pandemic and accelerating a fair and responsible digital transformation.

SEGUE

# The value and guiding principles of sustainable AI

## THE PRINCIPLES OF AI

According to Almwave’s approach to sustainability, artificial intelligence should offer the ability to control complex processes, and greater possibilities for self-realization and strengthening social cohesion, while preventing the erosion of self-determination and human accountability. From this perspective, the development of AI must enhance and support human autonomy. Technologies must be at the service of humanity, without devaluing the skills and work carried out by people, but making them more efficient and contributing to the creation of shared added value.

To pursue these goals, Almwave fully adheres to the following seven principles of sustainable artificial intelligence.<sup>1</sup>

### PARTICIPATION IN THE DEFINITION OF AN INTERNATIONAL STANDARD ON AI

In 2021, Almwave took part in the working table of the National Standardization Body for Information Technologies and their Applications, UNINFO, which carries out the work of the UNI/CT533 Technical Commission on Artificial Intelligence. In this way, knowledge and perspectives were shared for the definition of an international standard on Artificial Intelligence (ISO / IEC JTC 1 / SC 42), in compliance with the ISO framework and the “7 Principles for Sustainable Artificial Intelligence”.



#### DIVERSITY AND NON-DISCRIMINATION

AI systems must guarantee inclusion and diversity, taking into account the different cultures and means of access for different populations when determining system scopes.



#### TECHNICAL AND SECURITY ROBUSTNESS

Technical robustness requires AI systems that are developed with a preventative approach to risk, thereby guaranteeing operating continuity.



#### HUMAN OVERSIGHT

Whatever the autonomy level of the AI system, it is important that it is always governed by a human for its entire life cycle.



#### TRANSPARENCY

The way AI systems make decisions and learn to adapt to their environment must be clear and transparent, as must the management systems for the data used and created.



#### RESPONSIBILITY

Mechanisms must be in place to ensure responsibility and the obligation to make AI systems and their results accountable.



#### PRIVACY AND DATA GOVERNANCE

An adequate data governance system must be in place to ensure the quality, integrity and relevance of this data to the area in which the AI system will be used. Access protocols are therefore set up and the means of data processing must allow for privacy protection.



#### SOCIAL AND ENVIRONMENTAL WELL-BEING

System scopes must be designed to address global concerns regarding sustainability and to benefit ecological and social responsibility.

SEGUE

## The value and guiding principles of sustainable AI

40,3  
(billion €)

invested in “Digitalization, innovation, competitiveness, culture and tourism”

### INVOLVEMENT IN THE NATIONAL RECOVERY AND RESILIENCE PLAN

Understood as the use of technologies to support the common good, particularly in terms of inclusion, shared benefits for the community at large, and an improved quality of life of people, responsible digital transition is one of the fundamental pillars of Almage's sustainability approach, and is in line with Italy's strategic policy over recent years.

Indeed, “Digitalization and Innovation” form one of the strategic axes of the National Recovery and Resilience Plan (NRRP)<sup>1</sup>, launched by the Italian government in 2021, together with “Ecological transition” and “Social and Territorial Inclusion”.

The digitalization and innovation of processes, products and services represent a determining factor in the transformation of the country and every reform policy of the NRRP. Italy must fill important gaps in the tech-

nology sector, both in terms of the citizens' skills and in the adoption of digital solutions to support production systems and public services. For these reasons, huge investments have been promoted for technologies, infrastructures and digital processes, in order to improve Italian and European competitiveness, encourage the emergence of production diversification strategies, and improve adaptability to market changes.

The resources of the NRRP total Euro 191,5 billion and have been allocated to six different missions. As much as 21% of the total amount, that is, Euro 40,3 billion, has been allocated to “Mission 1: Investments in Digitalization, Innovation, Competitiveness, Culture and Tourism”, which seeks to boost and relaunch the competitiveness and productivity of the country system.

### Mission 1

#### DIGITALIZATION, INNOVATION, COMPETITIVENESS, CULTURE AND TOURISM

**Supports the country's digital transition in modernizing the public sector, in communication infrastructure and in the production system. It seeks to guarantee ultra-wideband coverage across the entire country, improve the competitiveness of industrial supply chains, and facilitate business globalization. It also invests in the recovery of two of Italy's most important sectors: tourism and culture.**

Almage is at the forefront of seizing investment opportunities in this area, to put its technologies and skills at the service of the country's recovery. With a view to achieving the goals set out in Mission 1, the Company is involved in monitoring the progress of the NRRP, offering its services through existing multi-year contractual agreements for NRRP projects, and developing its AgID Cloud Marketplace and Data AppealAI & Data Platform solutions.

Over twenty of Almage's customers have already been involved in NRRP projects in various sectors. These investments are an important stimulus for the responsible digital transition in which the Group wants to play a leading role.



>20

Customers involved in projects related to the NRRP

-  **PUBLIC FINANCE AND WELFARE**
-  **CENTRAL GOVERNMENT**
-  **DEFENSE, SECURITY AND JUSTICE**
-  **SMART TERRITORY**
-  **HEALTH**
-  **SMART MOBILITY & TRANSPORTATION**
-  **COMPANIES, FINTECH, TELCO & MEDIA**
-  **ECOSYSTEM TOURISM**
-  **UTILITIES, ECOLOGICAL TRANSITION AND SUSTAINABILITY**

THE DATA APPEAL COMPANY

sister

3.1.2

# Technological solutions for a responsible digital transition

Almawave makes the digital transformation of its customers a reality through cutting-edge AI applications and natural experience models of human-machine interactions. Almawave's proprietary technological assets facilitate the processing and interpretation of text and speech in over 35 languages, operationalize multichannel and multimodal interactions, and analyze data and information to enhance knowledge and improve automation. This paradigm is offered through 3 modular suites of

proprietary products, which can be integrated with each other to cover a wide variety of use cases: Audioma, Iride and Mastro. In March 2022, Almawave also launched AIWave, a cognitive solutions platform with pre-trained artificial intelligence models capable of delivering all the proprietary solutions in a cutting-edge, competitive way, directly in the cloud, and therefore without the need for local installation.

**Composite AI**  
Not just one technology, but rather the integrated combination of multiple AI components

**Not a product, but a modular and integrated platform**

**Not just one method to deliver solutions, but all possible methods: On-Premises, SaaS, PaaS, and hybrid models**

## Products

### INFORMATION GOVERNANCE

Almawave's three modular platforms are able to interpret natural language and offer cognitive information discovery services that enable a natural multi-channel experience. Cognitive information discovery leverages artificial intelligence for automated data and information extraction, reasoning, and memorization for future applications.

Audioma®, FlyScribe® and Verbatim® by PerVoice expand the offer portfolio with automatic speech recognition and machine translation technologies for speech processing, transcription and automatic translation. The following are individual modules that enable cognitive information discovery, in order to navigate data and information and discover new correlations by integrating text and speech from various sources.

|   |   |   |
|---|---|---|
| <p>Customer's needs understanding (classification, automatic request dispatching in real-time, ...)</p>                                   | <p>Navigating data and information to discover new correlations</p>   | <p>Discovering customer needs, emotions and satisfaction level from the "voice of the customer"</p>   |
| <p>Supporting Contact Centers operations</p>  | <p>Optimizing contract management processes</p>   | <p>Using social media to detect opinions, feelings and moods on topics of interest</p>  |
| <p>Automatic speech transcription and documents production of any on-site event</p>   | <p>Speech reporting and transcription (e.g. business meetings), with audio synchronization and final text revision</p>                            | <p>Audio-video contents index and search, with the option of recover the portion of the dialogue of interest and maintain the synchronization between transcribed text and audio</p>                                    |
| <p>Define enterprise knowledge graphs of business organizations' domains of interest through an easy-to-understand graphical language</p> | <p>Automatic transcription, subtitling and translation of audio-video files (text sync with the original audio)</p>                               | <p>Ontology based data access management system to query data</p>   |
| <p>Our SaaS Experience Intelligence and Destination analysis platform</p>   | <p>The SaaS platform designed to enhance the reputation of Hotels, Museums and Restaurants and to improve the travellers' customer experience</p> | <p>The Company offers consulting, design, research and training services in the field of Geomatics, Decision Support Systems and Knowledge Management applied to the management of assets and territorial analyses.</p> |
| <p>All of our data, on demand</p>   |   |   |

SEGUE

# Technological solutions for a responsible digital transition



### NATURAL EXPERIENCE

The following individual modules that enable natural multichannel experience, that is, human-machine natural language interactions that simplify and automate processes.

The natural experience is guaranteed by multi-channel virtual agents that support customers, employees and citizens in immediate and 24-hour access to services. Such natural language interactions provide an experience that meets user expectations, and increases engagement.

|   |  |   |
|---|--|---|
| <p><b>irideTEXT ANALYTICS</b></p> <p>Understand customer requirements (e.g. email classification and automatic request forwarding in real time)</p> | <p><b>irideCHANNEL HUB</b></p> <p>Manage cross- channel interaction with customers and gather information from different sources</p> | <p><b>irideKM</b></p> <p>Conceptually navigate content using the awareness management motor, specialized in a number of business domains</p>      |
| <p><b>irideWAVE BOT</b></p> <p>Manage dialogue in natural language, text and voice using a virtual assistant</p>                                    | <p><b>Audioma®</b></p> <p>Automatic Speech Recognition and Natural Language IVR</p>  | <p><b>Verbamatic® PSW</b></p> <p>Create subtitles for any event, with the possibility of live editing a few seconds before they are published</p> |
| <p><b>irideCALL</b></p> <p>Improve customer experience through conversational IVR and manage outbound campaigns</p>                                 | <p><b>Audioma® BIOMETRICS</b></p> <p>Vocal biometrics to prevent fraud carried out through Contact Centers</p>                       | <p><b>irideTRAINER</b></p> <p>Optimize training using e-learning, gamification and simulation of operating processes</p>                          |
| <p><b>irideCM</b></p> <p>Allow real-time recovery of information from different systems through a unified front end</p>                             | <p><b>irideBKO</b></p> <p>Automatize back-office activities to manage reports (e.g. complaints) efficiently and promptly</p>         |   |

SEGUE

# Technological solutions for a responsible digital transition

## BENEFITS FOR ALL

Almawave is focused on high social impact projects that aim to increase the well-being of the society, facilitate digital inclusion, and make the digital transition a responsible and sustainable reality. The main benefits for companies and administrations include:

1. Intelligent decision-making support
2. Enhancing data and information
3. Automation of low added-value activities: supporting and optimizing best practice and automated system processes so that they are fast, easy and decisive;
4. Business acceleration and efficiency: supporting an efficient management of processes, reducing errors, eliminating the burden of repetitive tasks, and continuously improving the quality of processes.
5. Inclusion, transparency, and accessibility
6. Simplification of relations between citizens and public administrations
7. User Experience improvements: providing users with valuable user-centric self-service and self-care tools.

Almawave's projects cover a wide range of use cases in various market sectors with a view to sustainability, resilience, customer satisfaction, innovation, and digital transformation. Below is a selection of some of the highlights.



| PROJECT NAME<br>SECTOR   | DESCRIPTION   | TECHNOLOGY USED                           | DIGITAL TRANSITION BENEFITS<br>FOR THE COMMUNITY  |
|--|---|---|---|
| <b>Virtual assistant</b><br><b>Government</b>                            | Virtual Assistant for consulting Open Data: AI for public administration customers. The project for local authorities allows citizens to access a simple application and communicate in natural language with a Virtual Assistant for support in finding information of interest.   | IrideWAVE BOT                             | <ul style="list-style-type: none"> <li>• Digitalization and transparency in the activities of institutions.</li> <li>• Simplification and improvement of relations between citizens and public administrations: improvements in user satisfaction, service quality (continuous 24-hour access to information in an easy, fluid, efficient and natural way), and the efficiency of the work of officials.</li> </ul> |
| <b>Voice of the Citizen</b><br><b>Government</b>                         | Almawave technology to gauge the sentiments of citizens on issues of public interest. Three important projects that give voice to citizens: <ol style="list-style-type: none"> <li>1. Collection and analysis of a large amount of information extracted from web and social channels, in order to monitor the provision of services and improve service to citizens.</li> <li>2. Monitoring of data on gender-based violence that have made it possible to identify latent needs by collecting and analyzing comments on social media and the web.</li> <li>3. Collection of information for an Italian public works company to gauge the opinions of the local community regarding the construction of new infrastructure.</li> </ol> | IrideAWARE                                | <ul style="list-style-type: none"> <li>• Knowledge of citizen satisfaction levels regarding the services offered by public institutions.</li> <li>• Improvements in the customer experience of users and citizens.</li> <li>• Knowledge of user sentiment on issues of great collective sensitivity, such as gender-based violence.</li> </ul>  |
| <b>Text Analytics</b><br><b>Government</b>                               | Automatic classification of citizen reporting through Text Analytics. The solution was created for an institution operating in the field of occupational health and safety and is based on semantic-ontological technologies. Taking accident reports, it analyzes text that describes events, extracts concepts and relationships, and suggests the most suitable European classification codes to operators located throughout the national territory.  | IrideTEXT ANALYTICS                       | <ul style="list-style-type: none"> <li>• Reduction of operational burden by simplifying and digitalizing tasks.</li> <li>• Standardization of logic and the strengthening of automation, eliminating the burden of repetitive tasks.</li> <li>• In-depth knowledge of the phenomena analyzed, to identify corrective and preventive actions.</li> </ul>   |
| <b>RicovAI-19</b><br><b>Healthcare</b>                                   | The experimental RicoVAI-19 project is the result of intense research by Almawave in collaboration with major public and private stakeholders. It involves the application of artificial intelligence to support patients, doctors and hospitals in facing the complex challenges of the COVID-19 pandemic. Almawave developed a portable sensor device that pairs with a mobile phone app to detect 67 clinical parameters of patients with COVID symptoms. Based on the collected data, a real-time AI engine calculates a clinical stability indicator that doctors can use to make assessments and adapt clinical and therapeutic action to the needs of each individual patient.   | <b>ARTIFICIAL INTELLIGENCE ALGORITHMS</b> | <p>Efficiency and sustainability of the entire healthcare system:</p> <ul style="list-style-type: none"> <li>• Reduction in hospital admissions.</li> <li>• Targeted assistance.</li> <li>• Improved time and resource management.</li> </ul>   |
| <b>Speech Recognition for field maintenance</b><br><b>Transportation</b> | The solution exploits Natural Language Processing (text and speech) AI to provide maintenance operators with innovative, smart features for improving and simplifying the collection of data during field inspections. On the basis of push-to-talk voice notes recorded by a maintenance technician, the solution transcribes the details of the detected fault, classifies it, identifies the exact location and technical responsibility, and reports the urgency of any intervention.   | IrideTEXT ANALYTICS<br>Audioma®           | <ul style="list-style-type: none"> <li>• Improved quality of information for predictive analysis of maintenance events and faults, supporting the safety of the facilities under maintenance, and therefore of the people who use them.</li> <li>• Improved maintainer safety.</li> </ul>   |
| <b>AI for the deaf and hard of hearing</b><br><b>Cross industry</b>      | The Roma Accessibile (Accessible Rome) project adds subtitles and sign language interpretation to live streamed video of Rome council assemblies. This innovative social inclusion service allows those with hearing disabilities to have full access to all the contents of municipal assemblies and therefore actively participate in the political life of the city.   | FlyScribe®                                | <ul style="list-style-type: none"> <li>• Democratization of access to information and political engagement.</li> <li>• Subtitling for the deaf and hard of hearing.</li> <li>• Inclusion of people with disabilities.</li> </ul>  |

/ SEGUE

## Technological solutions for a responsible digital transition

Almawave's offer is increasingly oriented towards environmental and social sustainability. Accordingly, Almawave expanded its products and services through the acquisitions of The Data Appeal Company and SisTer in 2022.

### THE DATA APPEAL COMPANY

The Data Appeal Company collects, measures and analyzes online feedback, combines it with geographical and contextual data, and leverages human experience to guide business choices and reveal consumer preferences.

Building awareness of sustainability and social responsibility is part of The Data Appeal Company's mission in relation to travel and tourism and the United Nations Sustainable Development Goals (SDGs).

Among the Company's main projects are:

- 1. DESTINATION SUSTAINABILITY INDEX:** a set of detailed and general indexes, built on proprietary data, open data, satellite sources and online data, to measure the sustainability of a certain territory. Based on the European Tourism Indicators System (ETIS) methodology, and standardized to the 17 SDGs.
- 2. FAIR INDEX:** a set of detailed and general indexes, built on proprietary and online data, to measure the propensity of brands and companies to Environmental, Social and Governance (ESG) issues.

The goals of both sets of indexes is to measure, compare and raise awareness of companies, territories and tourist destinations in a completely automatic and scalable way, using proprietary technology with a global coverage.



### SIS.TER

SisTer brings innovation through consulting and services in the field of new technologies, with a focus on geospatial computer applications and information visualization. The Company offers consulting, design, research and training services in the field of Geomatics, Decision Support Systems and Knowledge Management applied to the management of assets and territorial analyses. Particular attention is paid to the development of innovative solutions related to National Recovery and Resilience Plan missions on ecological transition and optimization of the use of natural resources, such as water and gas.

Sis.Ter builds cyber-physical systems to reduce waste, optimise consumption and manage energy resources

in an environmentally sustainable way, leveraging new technologies such as precision geo-location, artificial intelligence for predictive analytics, In-memory processing for optimal performance on large volumes of geographic and non-geographic data and bid data analytics etc.

It has comprehensive and integrated solutions such as SITGas and SITAcqua, which are already being used as key decision-making tools for managing Networks, covering both the mapping aspect and the business data analytics components. The Smart Water Management System (SWMS) is an innovative web-based system that supports big data analysis and provides effective decision-making support (DSS) for the management of the Integrated Water System, within the context of the national industry development plan.

## 3.2

---

# Innovation, research and development

3.2.1

# Proprietary technology and research and development

Innovation is the DNA of Almwave

For Almwave, innovation means pushing technological frontiers to bring innovative products and solutions to market that simplify the human-machine relationship and enable the exploitation of unstructured data by both companies and public administrations. Indeed, Almwave stands out for its ability to master the complexity of cutting-edge technologies and make their application to business processes straightforward.

For over ten years, Almwave's R&D laboratories have been engaged in the development and application of proprietary AI technologies. These technologies are the foundations of a multi-channel, multilingual platform, consisting of several individual modules for the devel-

opment of applied vertical solutions for the analysis of text and speech, and for enabling natural language interactions with advanced tools. The Company's proprietary technologies respond to numerous needs in various industries in the fields of customer experience management and the governance of information and data.

With a view to innovate, Almwave has invested a total of Euro 35 million in R&D since 2010, of which Euro 3.8 million in 2021, to increase the production capacity of its five existing laboratories, developing new products and releasing new product versions, with a continuous commitment to applied research and staff training.

### NEW FEW-SHOT LEARNING (FSL) ALGORITHMS

Machine and deep learning models that reduce the quantity of training data and therefore resources needed.

### NEW MULTILINGUAL LANGUAGE MODELS

Exploiting multi-language and single-language models in AI training. Inter-language knowledge increases the speed and effectiveness of AI models.

### SEMI-SUPERVISED MACHINE LEARNING FOR CREATING LANGUAGE MODELS

Semi-automatic language model creation and updating that significantly reduces language model creation times.

### DIALOGUE AUTOMATION:

New approaches to incorporate explicit knowledge of human language domains in automatic, task-oriented, neural network-based dialogue management systems, as an effective way to reduce the need for huge amounts of data and annotated dialogues.

### EVOLUTION OF THE CONVERSATIONAL PLATFORM

Enhancing the ability of virtual assistants to access more data.

### NEW GENERATIONS NEURAL NETWORKS FOR AUTOMATIC SPEECH RECOGNITION (ASR)

New generations of neural networks for various Automatic Speech Recognition use cases and mixed-band models.

€35<sup>mln</sup>

invested in R&D since 2010

5

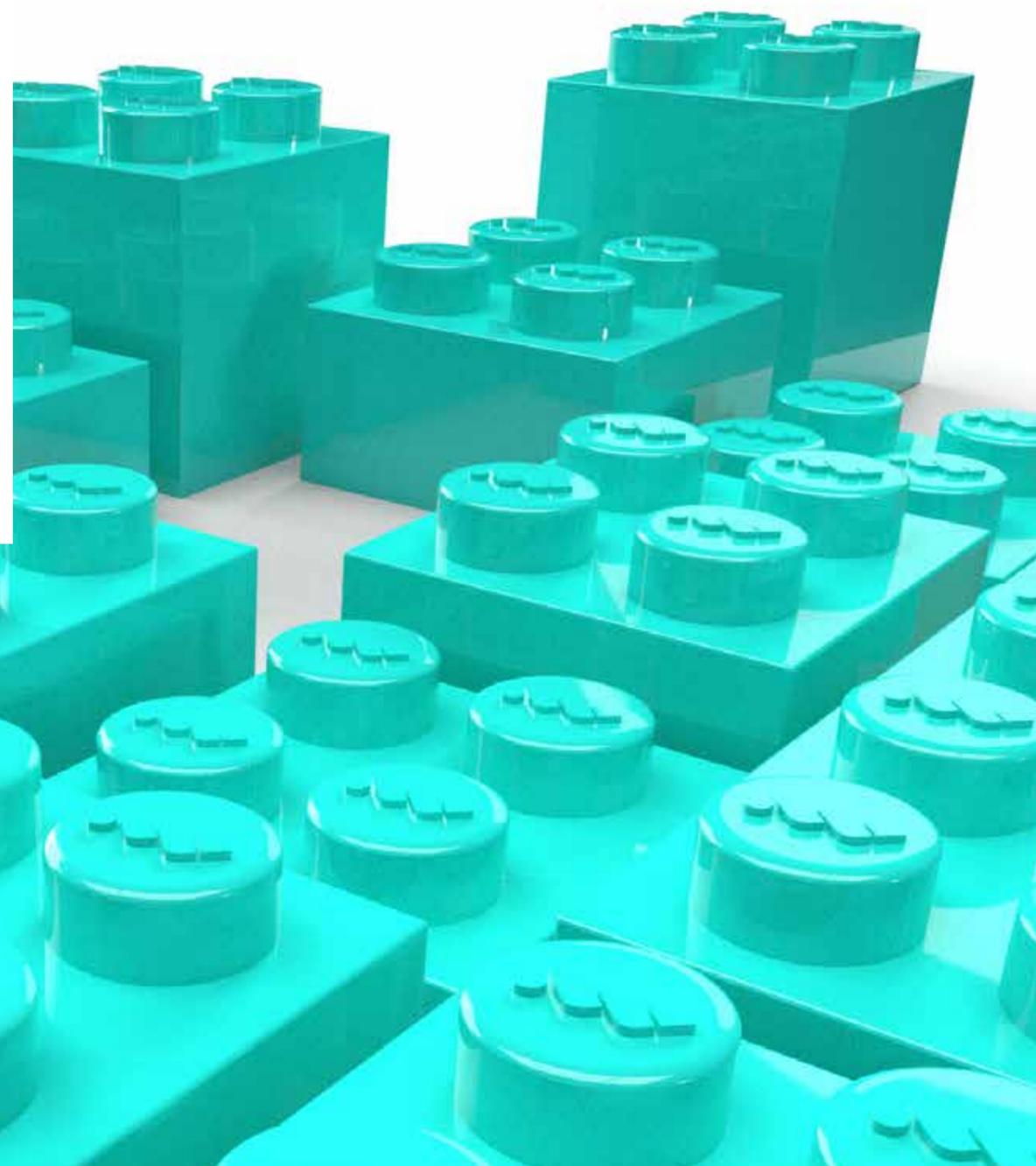
R&D labs

SEGUE

## Proprietary technology and research and development

In 2021, Alwave's Cognitive & AI R&D Team focused on the development of a new modular micro-services architecture for the entire suite of proprietary products, for both on-premises installation and as the basis of a new cloud platform, called AIWave.

The development of AIWave allows Alwave to face new challenges in terms of: multicloud readiness, flexibility, reliability, scalability, and continuously updated release models. In addition, the team supports the continuous development of products based on the proprietary technologies of Iride®, Audioma® and Mastro®, in order to release new product versions and artificial intelligence algorithms on the market.



## AIWAVE: THE NEW AI PLATFORM

AIWave is the new Alwave platform that combines various AI technologies, including machine learning, deep learning, automated reasoning and knowledge graphs, to transform the potential of natural language into data, knowledge, actions, and interactions. AIWave breaks down barriers, reduces the complexity of adopting artificial intelligence, and thus supports innovation and digital transformation initiatives. A platform for everyone: it provides partners and developers with technologies, tools, models and features to build new applications, while providing end customers with ready-to-use vertical solutions, without the need for specific skills.

The AIWave proposition features modularization of solutions according to different macro-needs:

- **Conversations:** AI assistants, IVR, chatbots and virtual assistants for building and customizing conversational AI systems. Conversational AI allows users to ask questions, get answers and perform complex tasks in both the digital and physical world through natural dialogue.
- **Discovery:** From the collection of data and information to their integration, understanding, and semantic organization. Semantic search solutions interpret natural language to help people find, navigate, filter and extract complex business information in a simple and effective way.
- **Speech & Voice:** Making the complexity of human communications simple, thanks to solutions that transform speech into actions and information.
- **Comprehension:** Tools and solutions to transform unstructured data into value-added insights. Unstructured data provide a wealth of unmet opportunities to improve business performance, minimize risks and boost customer satisfaction, business innovation and profit.

This new product takes Alwave to another level of business, allowing it to reach new industries and scale to the international market. The constantly evolving product was tested in 2021 and remains a key focus of Alwave's R&D laboratories and both internal and external continuous training.

3.2.2

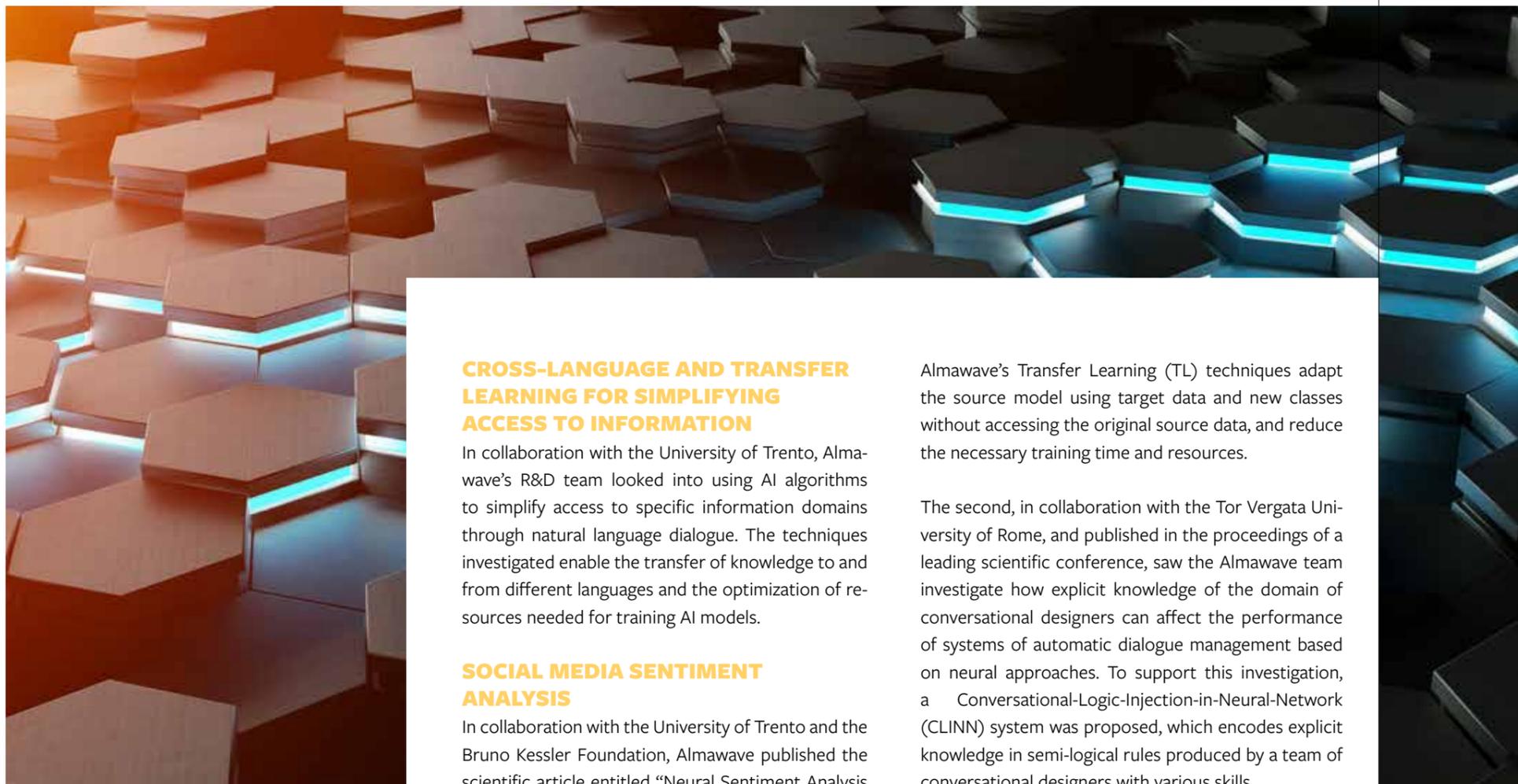
## An ecosystem with leading scientific partners

Over the years, Almwave has consolidated an ecosystem with leading research institutions, creating a virtuous circle that allows it to bring value to territories and communities through the application of cutting-edge research, its rapid integration in proprietary technologies, and the transfer of know-how from academia to industry, also through the insertion of academic resources in the company's R&D laboratories.

Furthermore, Almwave orients its research to practical use cases and industrial contexts, enabling the technology to support emerging market needs. Finally, this ecosystem accelerates third stream initiatives through which universities interact directly with society and local communities to create economic value from knowledge.

This strategy allows Almwave to bring digital innovation to bear in solving social, environmental and economic challenges. Participation in university spin-offs, the publication of scientific articles and international conferences are strategic levers for Almwave in the development of technologies and the raising of public awareness on such issues.

In this context, the company boasts various collaborations with leading universities and institutions, including the AI departments of the Federico II University of Naples, the Polytechnic University of Milan, the Bruno Kessler Foundation, the University of Trento, the Tor Vergata University of Rome and the Sapienza University of Rome, which have, over the years, led to such successful projects as PerVoice and, more recently, OBDA Systems.



### CROSS-LANGUAGE AND TRANSFER LEARNING FOR SIMPLIFYING ACCESS TO INFORMATION

In collaboration with the University of Trento, Almwave's R&D team looked into using AI algorithms to simplify access to specific information domains through natural language dialogue. The techniques investigated enable the transfer of knowledge to and from different languages and the optimization of resources needed for training AI models.

### SOCIAL MEDIA SENTIMENT ANALYSIS

In collaboration with the University of Trento and the Bruno Kessler Foundation, Almwave published the scientific article entitled "Neural Sentiment Analysis for a Real-World Application", following the development of an algorithm capable of automatically analyzing sentiment in a wide variety of data. The project consisted of collecting and preparing data from 50 million tweets, training the algorithm, evaluating the results and generating a high quality sentiment analysis.

### TRANSFER LEARNING FOR NAMED ENTITY RECOGNITION

Almwave has collaborated on two research projects in the field of Transfer Learning. The first, in collaboration with the University of Trento, saw Almwave's team of technical experts propose an approach for transferring the knowledge from a neural named entity extraction and classification model trained on a source domain to a new model trained on a different target domain, with new entity classes.

Almwave's Transfer Learning (TL) techniques adapt the source model using target data and new classes without accessing the original source data, and reduce the necessary training time and resources.

The second, in collaboration with the Tor Vergata University of Rome, and published in the proceedings of a leading scientific conference, saw the Almwave team investigate how explicit knowledge of the domain of conversational designers can affect the performance of systems of automatic dialogue management based on neural approaches. To support this investigation, a Conversational-Logic-Injection-in-Neural-Network (CLINN) system was proposed, which encodes explicit knowledge in semi-logical rules produced by a team of conversational designers with various skills.

### TRANSCRIPTION OPTIMIZATION FOR CALL CENTERS

Among various collaborations, the PerVoice R&D team launched the AGEVOLA project with the University of Marche and the Bruno Kessler Foundation with the aim of improving and enriching speech analytics and the automatic transcription of call center conversations. In particular, AGEVOLA applies cutting-edge speech enhancement, speaker separation and diarization to single-channel telephone signals.

3.2.3

# Research consortia, international collaborations and European tenders

With a view to pursuing the continuous improvement of technologies, Almaxwave maintains international collaborations with research bodies, consortia and sector associations, and participates in various research projects funded by the European Union. Such collaborations and projects are oriented to finding solutions to social problems through a virtuous ecosystem of private sector operators and research entities, enhanced by Almaxwave's participation in various academic spin-offs and start-ups.

Looking to the future, among various vertical AI solutions, Almaxwave is committed to developing products for the healthcare sector and collaborations with universities and research centers that will allow the Company to open up to emerging sectors in which the application of AI technologies is still in the start-up phase.

## ALMAWAVE AT THE 2021 ROME SCIENCE FESTIVAL

The 2021 Rome Science Festival, at Parco della Musica Auditorium, gave voice to cutting-edge science, research and innovation, featuring various leading names in Italian and international research, in addition to philosophers and historians of science, journalists, economists and experts, discussing the contributions that the scientific world can make in meeting the challenges of today and of the coming years.

The program included a discussion between Almaxwave's CEO, Valeria Sandei, and TIM's Chief Strategy, Business Development & Transformation Officer, Carlo Nardello, on the subject of "Artificial intelligence and the development of networks". The talk focused on technological acceleration and the creation of a new dimension of knowledge made possible by intelligent systems and infrastructures that can process data at ever faster speeds.

## European WorkingAge Project

Together with an international consortium, involving Belgian, French, German, Spanish and Italian universities, research institutions and tech companies, including the ARSCLab of the Polytechnic University of Milan, Almaxwave contributes to the European Horizon 2020 project WorkingAge. The goal is to develop innovative studies and advanced speech and emotional recognition technologies that assist workers over the age of fifty. Such assistance will be in the form of reminders, risk avoidance advice and recommendations generated from data not only on user habits and health parameters, but also from sensors measuring real-time variables and user interactions.

In the context of a society in which people are expected to work to an increasingly later age, the three-year WorkingAge pilot project aims to improve occupational health and safety in three working environments: the office, teleworking, and manufacturing. Using artificial intelligence techniques, human-computer interactions and Internet of Things (IoT) sensors, the developed platform monitors population ageing and the health of workers, with a view to preventing work-related ill health, accidents, and stress.

## EP4ALL Project

In 2021, PerVoice finalized developments of software components and speech recognition models for the project EP4ALL, which aims to build a simultaneous speech translation system for debates in the European Parliament. Furthermore, PerVoice and partners led the success of the main testing event of the ELITR project at the EUROSAI 2021 Congress, held in Prague, in April 2021, by creating subtitles both in the original language and translated into 42 other languages.

## 3.3

---

# Customer satisfaction and privacy protection

3.3.1

# Customer satisfaction and product and service quality

The Quality Management of Almwave products and services are guided by the Company's ISO 9001 certified Quality Management System, which is oriented to making business processes more efficient, to improving their performance, to bringing services into line with the highest quality standards, and to continuously improving customer satisfaction.

With the ISO 9001 standard, Almwave has defined a Quality Policy to satisfy the needs of customers and stakeholders by establishing specific business processes that identify risks, opportunities, issues, all customers and stakeholders, and their individual needs. The Quality Policy is applied at all company levels, and is guaranteed by top management, who identify goals and the plans and trained personnel to achieve them. The Quality Policy and its goals and plans form the basis of product and service design, production, distribution and supplier and results monitoring. With a view to

continuous improvement, the effectiveness, efficiency and functioning of the Quality Management system is constantly measured and evaluated by periodic internal audits, third-party audits, and management reviews.

The Customer Satisfaction management and measurement model for services and products is monitored in an integrated manner by the Parent Company, Almwave. This model quantitatively and qualitatively evaluates Customer Satisfaction using two approaches:

- Indirect evaluation, that is, measuring quality in the delivery of the contracted service, in relation to planning documents;
- Direct evaluation, that is, measuring the quality perceived by users or customers, in relation to the aspects considered to be of greatest importance for the service, as provided for in the contract.



The quantitative indicators used are:

- Percentage of compliance with contractual Service Level Agreements (SLAs). The indicator should remain above 93%, with a tolerance to 83%, below which the service level is deemed insufficient;
- Error recidivism rate, which must be kept below the threshold value of 5.0;
- Percentage of non-compliances with the SLA over the total of SLA conditions for which penalties apply. The indicator must be kept at 0. The tolerance and criticality of any deviations from 0 are promptly assessed by Management.

3.3.1

## Data privacy: reliability and security

The protection of personal data is a core asset and value of Almaxwave's corporate culture. In this regard, data and privacy management is carried out in full compliance with applicable regulations, including, in particular, European General Data Protection Regulation 679/2016 (the "GDPR"), in order to guarantee the proper processing of the personal data of workers, service users, and, more generally, all stakeholders.

Almaxwave is inspired by the principles of lawfulness, pertinence, necessity, proportionality and security in the adoption of appropriate organizational, logistical, technical and procedural measures to prevent any intentional or accidental alteration, destruction, loss, unauthorized access or unauthorized processing not in accordance with the stated purposes of the data collection.

In June 2022, Almaxwave certified its Information Security Management System (ISMS) to the ISO 27001 standard, already met by the Parent Company, Almaxviva. This system is governed by the Policy, Procedures and Processes of Almaxviva Group's Integrated Management System, incorporating methods of collaboration between Almaxwave and Almaxviva. The scope of application of the ISMS consists of services provided by Almaxwave both within the Company, in support of business processes, and to external customers, in relation to supply contracts.

In internal relations, the processing of personal data by Almaxwave, as Data Controller, relate to company management activities, such as the search for and selection, management and administration of personnel, sales and procurement processes, general services, and information systems.

In external relations, the Company is committed to guaranteeing the highest customer data security and privacy standards by developing data handling solutions compliant by design with applicable regulations, particularly with the GDPR, and with the ISO 27001 certified Management System of the Parent Company, Almaxviva, and, since 2022, of Almaxwave. For Almaxwave, conforming to the highest international security standards provides a guarantee of certainty, reliability, confidentiality, integrity and availability of the information assets managed and maintained in relation to services on behalf of Customers.

This commitment was evidenced in 2021 by the total absence of non-compliances with applicable laws and regulations, and of complaints regarding customer privacy violations or data loss.

In its solutions, Almaxwave complies with the GDPR through the following activities:

- Risk assessment and the adoption of mitigation measures;
- Protection of the right of access to and rectification and cancellation of personal data;
- Designation and training of those "Authorized to process personal data";
- Appointment of the Data Protection Officer;
- Development of the Privacy Policy according to EU Regulation 2016/676;
- Agreements between the Data Controller and Data Processor.



# O4

People

## 4.1

---

# The value of our staff

4.1

# The value of our staff

286

Employees<sup>1</sup>



Social aspects of the Company's organization, from occupational safety to the protection of human rights, diversity and freedom of association, are monitored by the Social Performance Team according to Social Accountability Standard 8000 (SA8000), for which Almwave acquired certification in 2022. This international benchmark standard for social responsibility is based on international conventions such as the United Nations Universal Declaration

of Human Rights, the United Nations Convention on the Rights of the Child, and the International Labour Organization (ILO) Conventions.

The **SA 8000** standard is applied across the Company, involving everyone from employees to suppliers and the entire value chain in a virtuous cycle of responsibility that monitors specific requirements relating to:

1. Child labor
2. Forced or compulsory labor
3. Occupational health and safety
4. Freedom of association and the right to collective bargaining
5. Discrimination
6. Disciplinary procedures
7. Working hours
8. Remuneration

+30%

Permanent contracts

Employees by gender (2021)



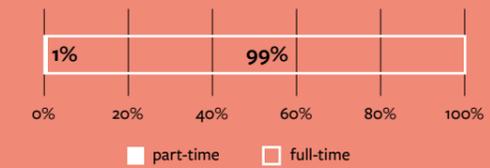
Employees by category (2021)



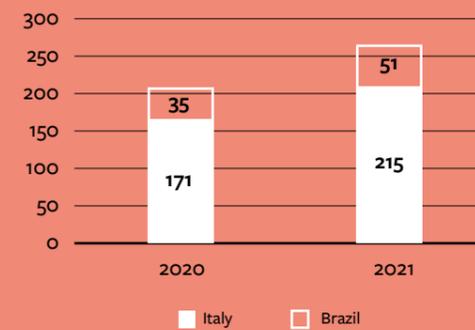
% employees in 2021 by contract type



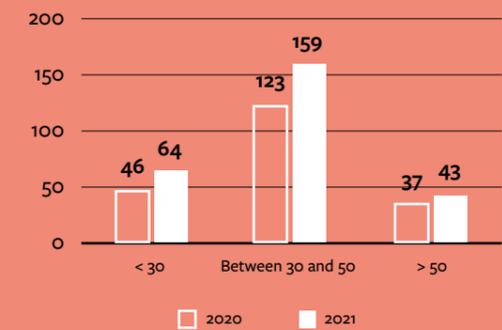
% employees in 2021 by job type



Employees by geographical area



Employees by age group



Almwave also fulfills its social responsibility by creating and maintaining stable, qualified employment.

Valuing talent and building the trust of its people are among the Company's main priorities, and are pursued through training courses focused on specific digital skills for managing increasingly advanced technological and organizational complexities. Almwave's approach to managing its people is systemic, in that it requires an ever-growing cross-section of skills to implement cutting-edge technological solutions, and goal-oriented, in that innovation, collaboration and continuous development are at the founding core of Almwave's business model.

In 2021, Almwave's workforce amounted to 286 people, of which 266 employees of the Almwave Group, representing an increase of 29% compared

to 2020 (60 more staff), and 20 contractors. Furthermore, in 2021, permanent employment contracts increased by 30%, continuing the growth of the previous year, and the Company's commitment to maintaining lasting employment relationships with its people.

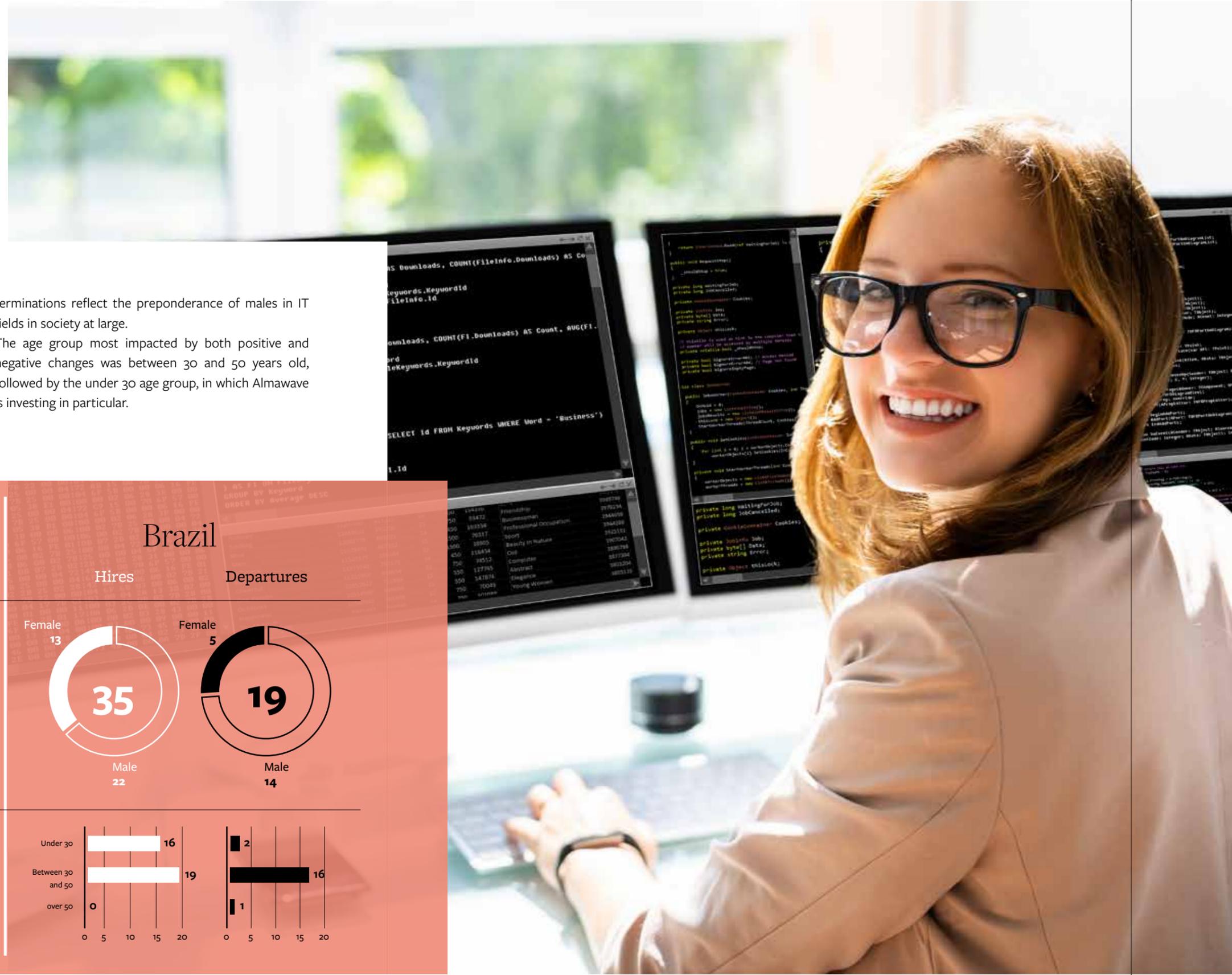
70% of the company population is male. This is in line with the market in which Almwave operates, reflecting a lower number of women graduates in STEM subjects interested in working in the Technology & Transformation sector.

In 2021, as in 2020, almost all employment relationships were governed by permanent (98%) and full-time (99%) contracts. The majority of workers are located in Italy (80%), with over half (60%) aged between 30 and 50 years old.

1. Figures at 31/12/2021

SEGUE

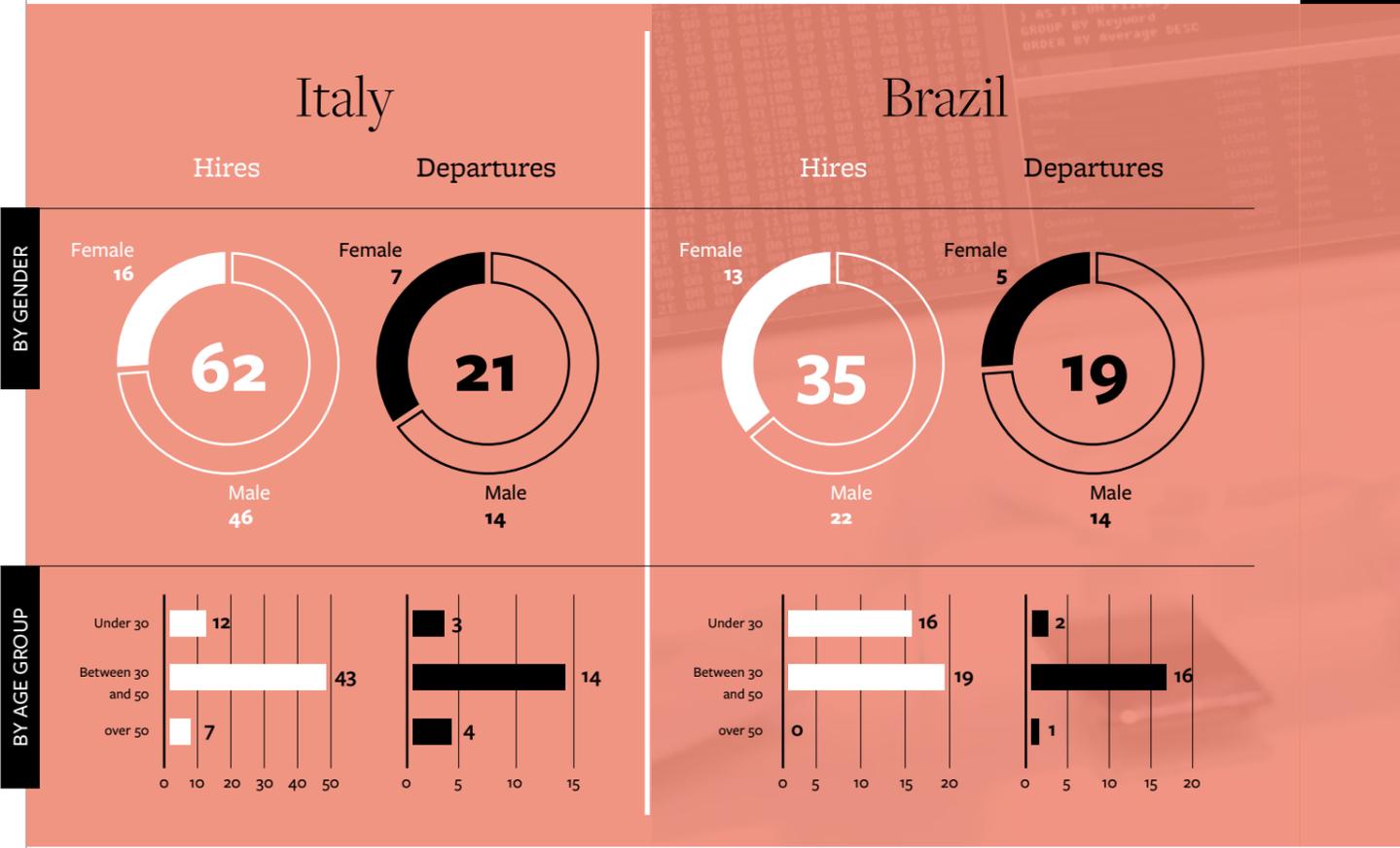
# The value of our staff



## HIRES AND DEPARTURES

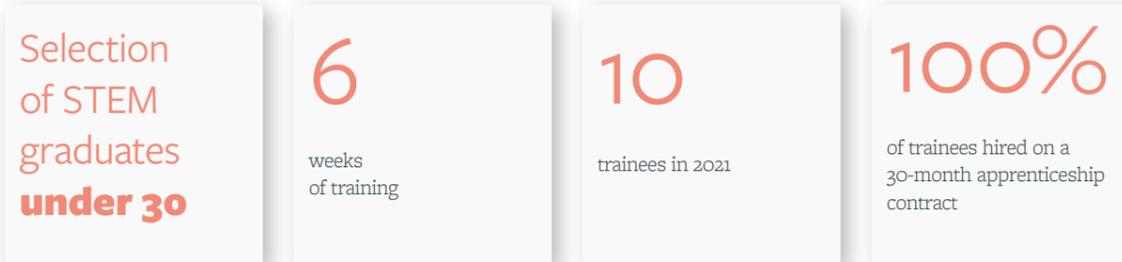
2021 saw a considerable rise in the number of personnel, totaling 97 hires across the Group, of which 62 in Italy and 35 in Brazil. There were 40 staff departures during the year, of which 21 in Italy and 19 in Brazil. There is therefore considerable growth overall, supported by the strong dynamism of the labor market in the technology sector. Regarding gender, the hires and

terminations reflect the preponderance of males in IT fields in society at large. The age group most impacted by both positive and negative changes was between 30 and 50 years old, followed by the under 30 age group, in which Almaxwave is investing in particular.



4.1.1

# Attracting the best talent



Almawave strives to create a work environment that attracts and develops talent, offering training in technical/specialist and transversal and soft skills that build on the characteristics of each talent. Almawave is thus committed to promoting the values that distinguish its innovation, international culture and business development goals, and engage its people in paths of professional and personal growth.

Almawave continues to hire young talent, with approximately 29% of new hires under the age of 30, in addition to senior figures with the right technological skills to face the challenges of an innovative, competitive market. Overall, this means that approximately 64% of new hires are between the ages of 30 and 50 years old.

Since 2019, Almawave has supported the professional development of young talent through its Academy program, which offers special training and job placements to recent graduates under the age of 30.

The trainees are selected with STEM (Science, Technology, Engineering and Mathematics) profiles, and offered a six-week training course on technological topics of interest to Almawave.

At the end of the training, trainees are tested and selected for 30-month apprenticeship contracts in the Knowledge & Operations Department and the most suitable work teams according to individual propensities identified during the training and final selection interviews. In 2021, two Academy courses led to the hiring of 10 employees, adding to those trained in previous editions of the Academy.

The Almawave Academy selects the best talents and trains them on subjects relevant to the Company's business, developing the skills and learning methods demanded by the constantly evolving technology sector.



SEGUE

## Attracting the best talent

The search and selection of talents are supported by Almawave's recruitment process through four main channels:

### 1. SOCIAL RECRUITING

Via the professional networking platform of LinkedIn, the Company regularly identifies potential candidates and promotes employee engagement initiatives, such as cultural events and activities, in order to attract new talent.

### 2. RECRUITMENT PROCESS OUTSOURCING (RPO)

Through collaborations with recruiting firms, professional figures that respond to the profiles sought by the Group are identified according to instructions provided by department managers.

### 3. HEAD HUNTING

Almawave collaborates with recruiting firms specializing in top management roles, particularly to fill commercial roles.

### 4. PARTNERSHIP

Thanks to the creation of a virtuous ecosystem between leading local academia and businesses, talents are identified in circles where innovation and research are founding elements. With this in mind, investments have been made in various university spin-offs, and international partnerships have been launched with various research institutions and universities of excellence.



In addition, Almawave is committed to the development of STEM talent in partnership with ELIS, an organization that offers professional training and skills enhancement programs. Together with ELIS, in 2021, the Company conceived the "Liceo TRED" four-year high-school program on the ecological and digital transition, in order to contribute to training young people in skills that will be in demand in the future, to help combat educational poverty and early school leaving, and to promote career orientation towards scientific disciplines. The project came to being through collaborations with the CONSEL Consortium, a network of schools, universities and companies that help identify skills needed by the future labor market, and offer students opportunities to test their knowledge in real-life situations through work experiences abroad and in international contexts. The Liceo TRED program, involving 27 schools throughout Italy, was launched in 2022, and will continue over the next four years.



## Almawave's onboarding process

A specific procedure, defined at the Almaviva Group level, guides the management of new hires, their assignment to business units, internal mobility, job rotation, and contract terminations. Almawave's onboarding process consists of three main phases:

1. **Site Welcome**
  - Welcome from colleagues
  - Provision of tools, PCs and company telephone
  - Introduction to the role and duties
2. **Tutor Assignment**
  - Support for the new hire
  - Reference point to gain understanding of internal processes and awareness of corporate values
3. **Site Placement**
  - First week of office work to help build relationships
  - Introduction to the team, goals, and working methods
4. **Training**
  - Training on the job
  - Training courses

**Respect for company protocols to contain the COVID-19 pandemic in the workplace has reinforced guided onboarding of new staff at the Company: Almawave has made it a priority to place emphasis on the entry stage with targeted action at a time when social and cultural integration is becoming increasingly challenging.**

4.1.2

# Training for professional development

For Almwave, training is a strategic lever that enables the professional development of individuals and the entire organization, in response to constantly evolving technological, organizational, social and environmental challenges. For Almwave, investing in training means enhancing skills, stimulating creative and lateral thinking, and guaranteeing an engaging and satisfying working environment in which everyone can best express their skills. The Company's development of skills is based on three pillars: training, performance appraisals, and incentives.

Almwave's Training Plan is structured to support every employee in acquiring the technical skills and tools to achieve the existing and future goals of the various projects of the Group.

Special management training targets the development of cross-cutting skills and specialist expertise in the various activities pertaining to different roles. The Training Plan is defined on an annual basis, taking into consideration the needs identified by team leaders.

In 2021, despite the pandemic, a total of 1,474 training hours were delivered, averaging 5.5 hours per capita. This was down on the previous year due to both organizational difficulties and the desire to limit virtual interactions, considering that the training had to be carried



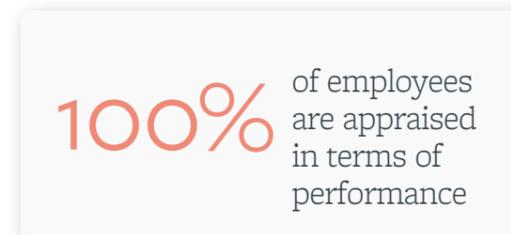
out entirely online. In any case, the entire Training Plan was successfully completed.

In addition to traditional training, Almwave encourages the informal exchange of "company knowledge" among employees. For this reason, the Company continued to promote its Knowledge Management initiative in 2021, involving informal meetings between work teams and the sharing of best practices and ideas, in order to promote the development of corporate culture and operational efficiency. Planned activities include: sessions on sharing Natural Language Processing best practices, already ongoing for several years; training sessions on Data Science topics, recently launched with structured internal courses; a library, organized by topics, representing a shared knowledge base; training sessions on Project Management, currently being launched; and a program for the creation of tutorials regarding best practices.

## PERFORMANCE INCENTIVES

Since 2019, an individual performance incentive system has been in place for R&D staff, oriented to increasing their performance and their bond of trust with the Company.

The system annually assigns technical goals in relation to skills and individual contributions. By setting individual performance goals, Almwave expresses its commitment to enhancing the skills and qualifications of employees involved in the development of competitive products and technological solutions.



## PERFORMANCE ASSESSMENT

The performance appraisal process, defined at Almwave Group level, is enacted annually, and directly involves all employees.

The appraisal process varies according to different organizational roles and responsibilities:

- Quantitative goals, linked to the payment of bonuses, are set for Executives and managers.
- R&D resources are appraised in reference to the achievement of measurable laboratory goals, for which a dedicated incentive system has been developed;
- The remaining part of the Company's staff are appraised according to qualitative goals. These goals are all-encompassing, concerning both technical and soft skills, and are the subject of manager-employee interviews featuring open dialogue that is conducive to the emergence of suggestions oriented to continuous improvement.

## PARTICIPATION IN THE ELIS MINDSET REVOLUTION PROJECT

CEO Valeria Sandei participated in the definition of guidelines for the Mindset Revolution project. The aim of the project is to support people in facing the challenges of the Fourth Industrial Revolution, in which digitalization and new technologies will be increasingly pervasive, in order to help them learn to make use of "intelligent machines" without feeling overwhelmed by them. This makes it necessary, on the one hand, to acquire new skills according to the "Human-Digital" model, and, on the other, to develop a lifelong passion for learning, with the mindset of continuous learning, which will guarantee the employability of workers and of new generations entering the world of work.



The Mindset Revolution has its roots in the emerging needs of our societies in relation to priorities such as school, work and business, which can be met through different approaches:

- A more practical and open network among workers and companies;
- Continuous training and professional growth;
- Constant innovation;
- Study and work experiences;
- Promoting the discovery of professional vocations, closing the gender gap, and empowering women.

## 4.2

---

# Well-being and Safety above all

4.2.1

# The pursuit of the well-being of Almwave's people

## THE BECOME PROJECT AND NEW WAYS OF ORGANIZING WORK

The COVID-19 pandemic demanded certain changes in the methods and planning of work activities, and the design and development of new, effective organizational solutions in compliance with state of emergency provisions.

To meet this challenge, the Almwave Group launched the Become Project, revolutionizing its organization of work, rethinking tools and resources, and creating a flexible, integrated system of physical and digital spaces inspired by a hybrid model of smart working, based on trust, collaboration, autonomy, and responsibility, and oriented towards efficiency and results. In 2021 the project was funded by an investment of approximately Euro 4.3 million (in addition to the funding provided in 2020), and will be supported by a further Euro 4.2 million in 2022. The Become Project is applied in all of Almwave's Italian branches.

The project is based on four pillars: an Organizational Model that enhances individual contributions to business results through hybrid smart working and collaboration and communication using innovative tools; Flexibility in hours and workplaces, encouraging organizational well-being and work-life balance; the use of innovative and cutting-edge Technology, such as smartphone and laptop platforms that guarantee the efficiency and security of data; and the Reorganization of Office Spaces, taking into account the security and individual needs of the various company departments.

Through the Become Project, Almwave introduced a remote working approach by which all employees can perform their duties from a place other than their own office, with the right equipment, tools, mobile connectivity and data security measures to guarantee greater flexibility, security and continuity in planned activities. However, in order to maintain effective working relationships, a team spirit and a sense of belonging, even among colleagues of different departments, Almwave has scheduled weekly and monthly work meetings with managers and teams, in addition to informal breakfast and lunch meetings.

€4,3M dedicated to the Become Project in 2021





## The pursuit of well-being of Almwave's people

The Organizational Model adopted with the Become Project allows the development of working relationships based on trust, collaboration and autonomy that values people and boosts efficiency.

The pillar of Flexibility fosters occupational health and safety, well-being and work-life balance.

This new way of working also has environmental benefits, offering the possibility of reducing buildings' electricity consumption and related emissions.

The use of new Technology guarantees better cybersecurity, privacy protection and data protection, which are key elements in ensuring business continuity. Furthermore, the average obsolescence of individual equipment has been reduced by 25%, while guaranteeing the proper management of electronic waste, and making efforts to extend the useful life of new devices chosen according to product durability criteria.

Finally, the Reorganization of Office Spaces and their furnishings has made it possible to make offices more efficient, and to reuse them, where possible, for social purposes, such as for use by voluntary associations.

In addition, paper materials that no longer need to be kept are sorted and sent for certified destruction.

### BENEFITS

Once again in 2021, Almwave confirmed its commitment to the well-being of its people by extending benefits to part-time and fixed-term employees.

The main benefits include:

- Health insurance for employees, managers and Executives;
- Life insurance for Executives at Almwave Italia and PerVoice;
- Disability or disability coverage for employees, managers and Executives at Almwave and PerVoice;
- Parental leave of six months, as per Italian Law;
- Retirement plan for all employees;
- Share ownership plan for certain senior Executives;
- Civil liability coverage for Directors;
- Cometa Fund for severance pay and supplementary contributions, accessible to all employees on a voluntary basis;
- Gym pass (Gympass) for employees in Brazil.



| ORGANIZATIONAL MODEL  | FLEXIBILITY   | TECHNOLOGICAL EQUIPMENT   | RECONFIGURATION OF OFFICES   | DESCRIPTION              |
|---|---|---|--|--------------------------|
| An organizational model which values individual contribution to business results, guided by principles of trust, collaboration, autonomy, responsibility, and efficiency  | Flexibility and autonomy in choosing when and where to work, linked to full accountability for goals and results  | Innovative, state-of-the-art technological equipment provided to every employee to ensure efficiency and data security  | Reconfiguration of spaces in relation to security requirements and in line with the specific needs of different business functions   |                          |
| <ul style="list-style-type: none"> <li>• Hybrid smart working, involving 50% of staff on site and on a rotating basis</li> <li>• Enhanced collaboration and communication using innovative new tools</li> </ul> | <ul style="list-style-type: none"> <li>• Integrated physical/digital environment</li> <li>• Encouraging collaboration and organizational well-being</li> <li>• Work-life balance</li> </ul> | <ul style="list-style-type: none"> <li>• Replacement of all desktop PCs with laptops and supply to all employees without one</li> <li>• Secure and interconnected corporate smartphones and SIMs</li> </ul>               | <ul style="list-style-type: none"> <li>• Right sizing and space reconfiguration</li> <li>• Workplaces bookable through an App</li> <li>• Precaution and prevention rules and guidelines</li> <li>• Going beyond the idea of a fixed assigned location</li> </ul> | INITIATIVE               |
| <p>People</p> <p>Responsible digital transition</p>   | <p>People</p> <p>Environment</p>  | <p>Governance</p> <p>Responsible digital transition</p> <p>Environment</p>  | <p>Environment</p>   | IMPACT ON SUSTAINABILITY |
| <ul style="list-style-type: none"> <li>• Develop working relationships that are based on trust, cooperation and autonomy</li> <li>• Valuing people</li> <li>• Increased efficiency</li> </ul>                   | <ul style="list-style-type: none"> <li>• Reduced energy consumption and emissions</li> </ul>  | <ul style="list-style-type: none"> <li>• 25% reduction in average obsolescence of individual equipment</li> <li>• Data protection and security guaranteed by protection software and targeted training courses</li> </ul> | <ul style="list-style-type: none"> <li>• Paper materials sorted and sent for certified disposal</li> <li>• Streamlining, reuse and repurposing for social purposes of office furniture</li> </ul>  | BENEFITS                 |

4.2.2

# Occupational health and safety

Almawave promotes a culture of safety based on prevention. Overseeing the promotion of this culture and giving substance to its values of awareness, knowledge, sharing and collaboration at the AlmavivA Group level and across all companies is the Health and Safety department. AlmavivA Group thus monitors working environments and the adoption of measures in line with the highest international and national standards and best practice operating procedures.

Health and Safety Governance places the responsibility for health and safety issues with the employer, in the person of the Chief Executive Officer, who appoints an employer's representative, a Prevention and Protection Service Officer, and company doctors, one of whom assumes the role of coordinator. These figures meet periodically to assess risks and carry out workplace inspections. The company doctor autonomously manages electronic medical records, communicating to the employer only the information pertaining to employees' fitness for work.

Almawave applies the guidelines and best practices of AlmavivA Group's Occupational Health and Safety Management System, defined in compliance with the international standard UNI/EN/ISO 45001:2018, with a view to promoting continuous health and safety improvements.

The strategic approach and corporate culture aimed at-

worker protection and prevention is supported by the constant monitoring of all injuries at Group companies. In 2021, no injuries were reported.

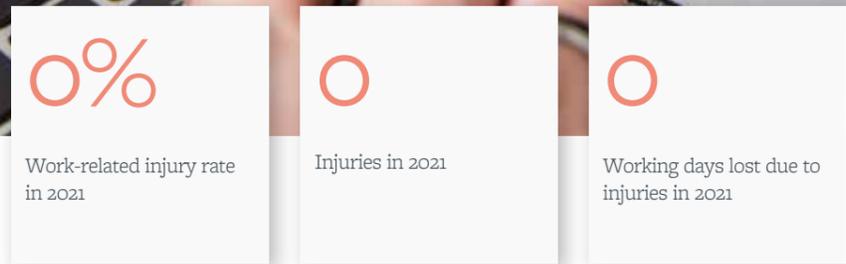
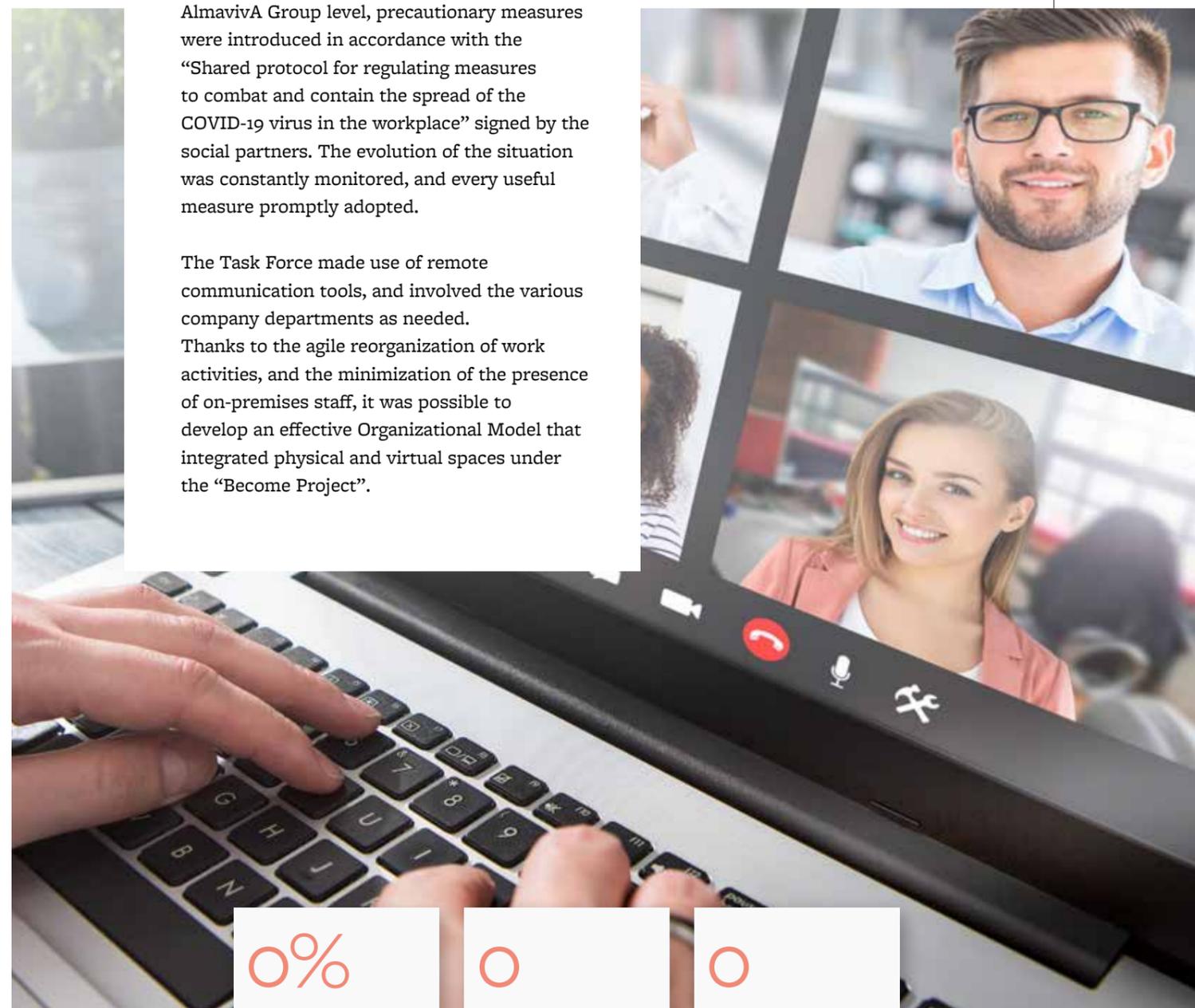
Training on occupational health and safety is guaranteed to all workers. The contents of this training are defined on the basis of reference regulations and the corporate context. The contents and methods of delivering courses on health and safety are also defined in collaboration with the Joint Territorial Body (OPT), in order to best fulfil the effective training needs of all workers. The courses provided by Almawave include a basic eight-hour training program, with four hours of general training, and four of special training, and six-hour refresher courses every five years. Since 2020, in response to the COVID-19 emergency, these courses have been delivered online.

With a view to preventing occupational ill-health, all Almawave workers undergo medical examinations both upon joining the Company and on a regular basis, in the event of any health-related absence over 60 days, and upon the specific request of the worker. The medical examinations are carried out on company premises. The medical records are managed by the company doctors via a restricted access application, in compliance with the principles of confidentiality of the personal health information of workers. When requested, the file is delivered to the worker in a sealed envelope.

## Management of the COVID-19 emergency

During the first few months of 2020, coordinated by an ad hoc Task Force at AlmavivA Group level, precautionary measures were introduced in accordance with the "Shared protocol for regulating measures to combat and contain the spread of the COVID-19 virus in the workplace" signed by the social partners. The evolution of the situation was constantly monitored, and every useful measure promptly adopted.

The Task Force made use of remote communication tools, and involved the various company departments as needed. Thanks to the agile reorganization of work activities, and the minimization of the presence of on-premises staff, it was possible to develop an effective Organizational Model that integrated physical and virtual spaces under the "Become Project".



# 4.3 Diversity and inclusion



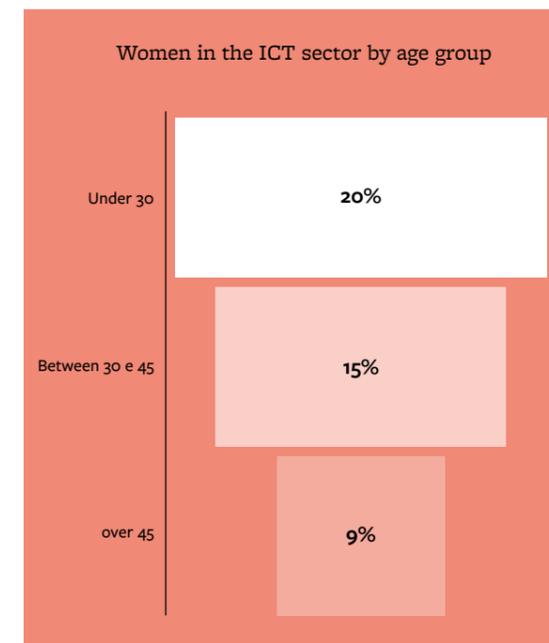
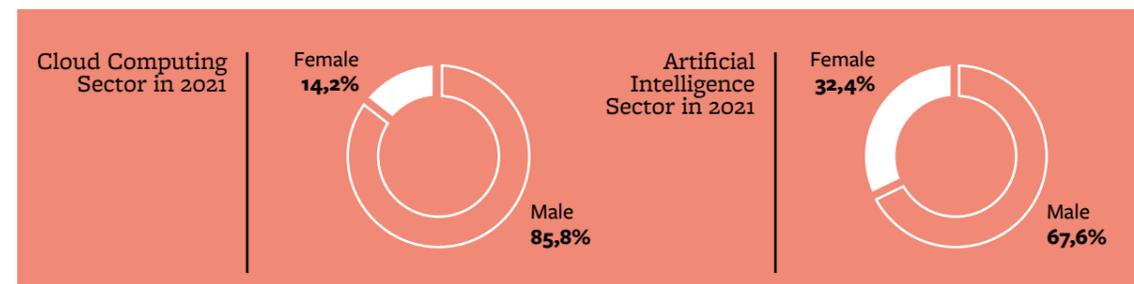
## THE GENDER GAP IN ICT AND ALMAWAVE'S COMMITMENT TO CLOSING IT

As highlighted by the World Economic Forum's latest gender inequality analysis, labor markets continue to show persistent trends in the segregation of occupations by gender.<sup>1</sup> Among the industrial sectors analyzed, the ICT & Software sector presents one of the most critical situations, with female presence in the sector still at 31%, though showing some improvement compared to 2015. The disparities increase when considering cutting-edge technological sectors such as Artificial Intelligence, Big Data and Cloud Computing. Since February 2018, gender disparity in these sectors has seen only minimal progress. The share of women in Cloud Computing is 14.2%, showing a slight improvement of 0.2%, while the share of women in Big Data and AI is 32.4%, down 0.1% compared to 2018.

The World Economic Forum's analysis shows that the small number of female figures in STEM disciplines, often classified as a "supply problem", may actually depend on deeper biases.<sup>2</sup> The social experience of learning in STEM classes and working in technological fields, which shape the potential employee base, are still distinctly male-dominated. Only a third of science, technology, engineering and mathematics graduates are women.<sup>3</sup> Additional biases are found in recruitment processes, which often use male-skewed algorithms and datasets, and in women's career paths, which see their participation decrease with age. Indeed, one phenomenon observed in the ICT sector in particular is the so-called "leaky pipeline", that is, the gradual exit of women from the sector as they move up the career ladder. According to

this phenomenon, while women under 30 with a degree in ICT make up only 20% of the sector, this drops to 15.4% for women between the ages of 31 and 45, and to as low as 9% for women over the age of 45.

Essential elements in reducing the gender gap are the elimination of social barriers in school and academic pathways in STEM disciplines, the promotion of a corporate culture that values diversity, and the creation of a more inclusive and flexible work culture.<sup>4</sup> AI technologies themselves, as reported in a further analysis by the World Economic Forum<sup>5</sup> can be valuable tools in identifying and correcting gender bias. For example, certain AI technologies are able to independently and objectively process large sets of job applications, and thereby eliminate gender bias in the recruitment process. Furthermore, such technologies can be used to support company policies and practices, providing timely analyses, identifying and minimizing bias, introducing greater transparency and visibility, and supporting employee training. Well aware of the persistent gender gap in the sector in which it operates, Almwave is firmly committed to promoting diversity in all its forms, and making this commitment an integral part of its mission. In Almwave's corporate culture, diversity is a value to be protected and promoted, guaranteeing an inclusive workplace that is free of gender bias and values the uniqueness of each



1. Global Gender Gap Report 2021, Insight Report, World Economic Forum, \*WEF\_GGGR\_2021.pdf (weforum.org)  
 2. "Gender bias" denotes any "distortion effect linked to gender", "distortions that have occurred because gender differences have not been properly considered", or "gender-related prejudices". Gender bias manifests itself, for example, in planning which does not take into account that males and females, according to their social status, may have different needs and interests.  
 3. Women in digital scoreboard 2021, The European Commission, Women in Digital Scoreboard 2021 | Shaping Europe's digital future (europa.eu)

4. Are We Really Closing the Gender Gap in Tech?, Forbes, 2021, Are We Really Closing The Gender Gap In Tech? (forbes.com)  
 5. Diversity, Equity and Inclusion 4.0: A toolkit for leaders to accelerate social progress in the future of work, 2020, World Economic Forum, WEF\_NES\_DEI4.0\_Toolkit\_2020.pdf (weforum.org)

SEGUE

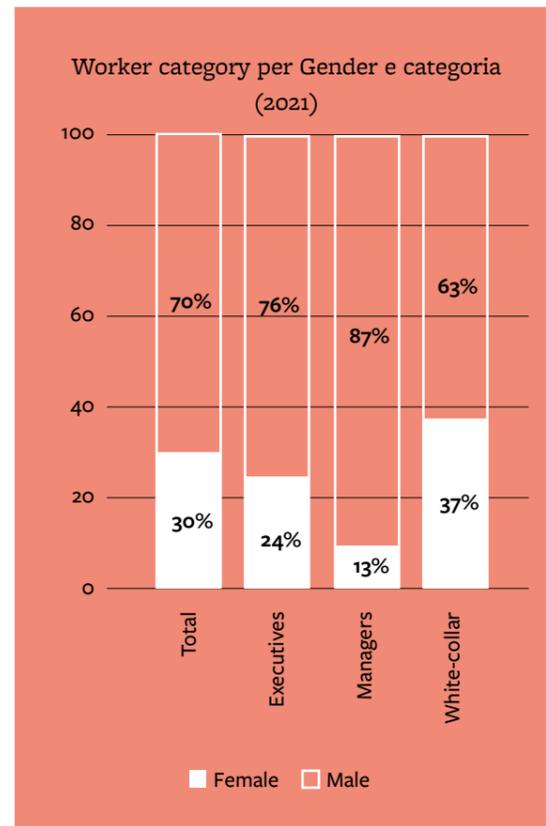
## Diversity and inclusion

individual, as a strength for the Company. Almaxwave's strong innovative drive is also enabled by a diversity of perspectives, which foster progress and provide a competitive advantage. The Group's commitment is supported by a governance that is particularly attentive to issues of diversity and inclusion. This commitment has been led in particular by Valeria Sandei, the Company's Chief Executive Officer since 2007, through her attention to gender issues as not only a strong signal for all employees, but also part and parcel of Almaxwave's innovation.

Almaxwave's commitment to gender equality is developed along three main lines:

- Raising gender equality awareness in secondary school and university students by sharing successful female experiences in the Company;
- Ensuring equal treatment and opportunities for men and women in terms of access, selection, recruitment, promotion, training and working conditions;
- Raising gender stereotyping awareness, and promoting a leadership model that encourages diversity in teams.

In addition, Almaxwave actively participates, together with the entire Almaxviva Group, in recruitment days dedicated to women who have embarked on a university career in Science, Technology, Engineering and Mathematics (STEM).



### DIVERSITY IN ALMAWAVE'S WORKFORCE

In 2021, women represented a third of Almaxwave's workforce, in line with the previous year. The Company monitors and measures its progress in relation to diversity, in order to improve its approach, and make its culture increasingly attentive to diversity and inclusion.

Almaxwave is committed to promoting equal opportunities, and to making sure every person feels valued for their general and work skills, regardless of personal characteristics. The focus is placed on professionalism and merit, in order to value both those who are already part of the Company and new hires. Indeed, Almaxwave's recruitment process is primarily based on the skills and knowledge of the individual, regardless of gender.

Also at an organizational level, by assigning responsibilities based on seniority and regardless of gender, Almaxwave has filled various positions in the organizational



chart with women.

In 2021, Almaxwave's CEO, Valeria Sandei, was included in Forbes Italia's list of "100 Winning Women", who had distinguished themselves by leadership, creativity, commitment, tenacity, and competence.

In 2021, Almaxwave, through its "School-Company System", oriented to promoting the vocational aspects of the Italian school educational system, contributed to "Role Model" meeting to orient school students in discovering their professional vocation and to support girls in the choice of STEM career paths.

Presenting students with professional female role models is a way of helping them recognize their talents and vocation. The project presents teachers and students with female role models from leading

Italian companies who have proved themselves capable of making an impact with enthusiasm and determination, so that women can see themselves reflected, and explore possible career paths that welcome and value diversity.

In October 2021, Almaxwave's CEO Valeria Sandei contributed to the international seminar on "Women, Economy & Power" organized by the Marisa Bellisario Foundation, which acts as lobby and network of energies, skills, merit, dialogue and discussion oriented to building a country made for women and for growth. Moderated by the journalist Maria Latella, and introduced by Maria Cristina Messa, the Italian Minister of Universities and Research, the round table including Valeria Sandei discussed the theme of "Women and Artificial Intelligence".

/ SEGUE

## Diversity and inclusion

### ALMAWAVE'S COMMITMENT TO THE RIGHTS OF EVERY INDIVIDUAL

For Almwave, diversity and inclusion has a broad meaning that goes beyond the gender gap. Inspired by the highest international standards, the Company recognizes its responsibility in promoting the rights of all people, and applying the principles of its Code of Ethics in all circumstances. Almwave undertakes, along the entire value chain, to develop its business in a responsible manner, respecting local, national and international standards for the protection of human rights. Consequently, Almwave rejects all forms of child labor, forced labor and worker exploitation, and any type of psychological or physical abuse or coercion. Furthermore, Almwave guarantees the freedom of association and collective bargaining, and protects its employees through measures to guarantee their health and safety.

All forms of violence and harassment at work are prohibited, and a corporate culture based on respect, professionalism and non-discrimination is promoted. Each individual at Almwave has the responsibility to work collaboratively with others and contribute to the creation of a healthy work environment, reporting any conduct or incidents not in line with company policies. In order to protect everyone's rights, dedicated reporting ("whistleblowing") channels have been made available, and reported episodes are handled in a timely manner (see the "Responsible business" section). Almwave's commitment to the protection and promotion of human rights is evidenced by a total lack of reported discrimination in 2020 and 2021.

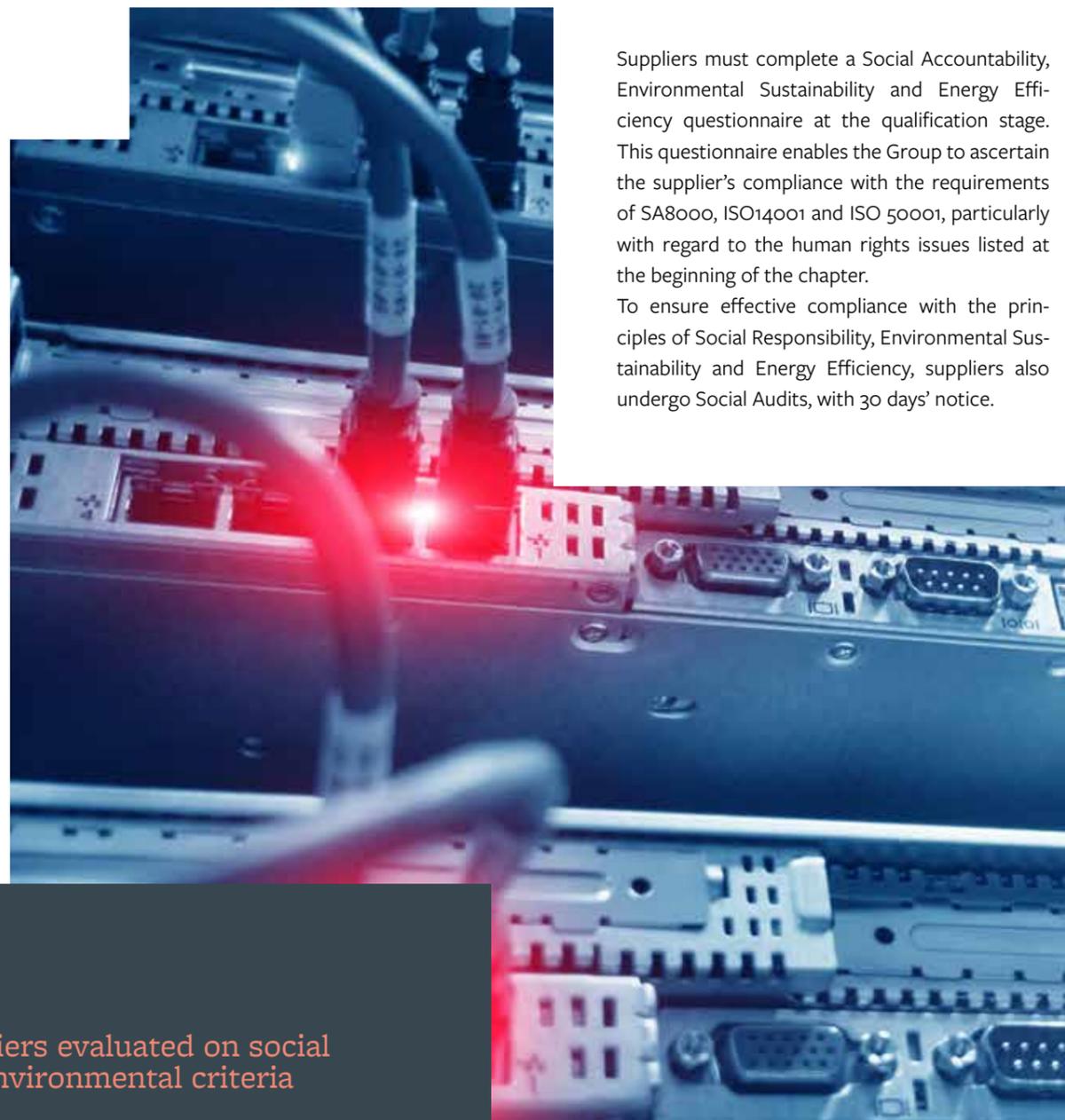
Among the initiatives to protect rights and all types of diversity, we highlight Almwave and the Almwave Group's membership of the Disability Pride Network, a body that promotes the civil rights of people with disabilities and seeks to encourage their full social inclusion. This membership has seen the Group sign the Common Charter of Values. The organization is an international network of entities that share the same values and goals. It seeks to promote and strengthen a new way of living, of thinking and of valuing people with disabilities. In their role as digital partners, Almwave and Pervoice made concrete contributions through their speech recognition solutions and technologies. Subtitles accompanied each speech at the event, demonstrating how technology is an important tool for breaking down the barriers that prevent inclusion, empowerment, and the exercise of the rights of people with disabilities.



# 4.4 A responsible supply chain

Most of Almage's suppliers are third parties who specialize in IT services. The Group's purchases are mainly related to hardware, basic and middleware software for internal use, mobile and fixed telecommunication services, travel, and IT professional services.

Recognizing the fundamental importance of overseeing the indirect impacts arising from its business relationships, Almage is committed to ensuring that its suppliers also respect ethical, social and human rights values and manage environmental aspects. The partners with whom the Company interacts must therefore ensure that they subscribe to the Code of Ethics, guaranteeing the consistency of their actions with the sustainable development principles set out in the Almage Group's Policies.



Suppliers must complete a Social Accountability, Environmental Sustainability and Energy Efficiency questionnaire at the qualification stage. This questionnaire enables the Group to ascertain the supplier's compliance with the requirements of SA8000, ISO14001 and ISO 50001, particularly with regard to the human rights issues listed at the beginning of the chapter. To ensure effective compliance with the principles of Social Responsibility, Environmental Sustainability and Energy Efficiency, suppliers also undergo Social Audits, with 30 days' notice.



In 2021, 40% of new suppliers were evaluated on social and environmental criteria, down 22% from the previous year's figure of 62%. 64% of orders were placed with suppliers evaluated on social and environmental criteria, compared to 98% in the previous year. These figures should be taken as a result of the unusual nature of 2021, in which Almage listed on the stock exchange, and therefore needed - and was required by regulations - to make use of specific companies to manage the process.



# 40%

Suppliers evaluated on social and environmental criteria

# 05

## Environment

5.1

# Almawave's commitment to the environment

For Almawave, caring for the environment permeates every one of its activities and is embodied both in the development and offer of technological products and services that support customers in their ecological transition, and in the internal environmental management of business processes and practices.

Since 2008, Almawave has been part of the AlmavivA Green project, which oversees management of a number of environmental aspects, from business impacts to green solutions for customers, working along on three lines of action:

Internally, the Company oversees environmental issues with appropriate management systems, assesses business-related environmental and climate risks, and constantly monitors its impacts on the environment. To support these activities, the AlmavivA Group has established the Green Team<sup>1</sup>, which comprises the managers of several business functions with multidisciplinary expertise.

As part of the AlmavivA Group's integrated management system, Almawave applies the AlmavivA Group's best practices regarding three reference environmental standards:

## The guidelines of the "AlmavivA Green" project



### Green Company

Implement behavioral patterns, organizational action and management of facilities and logistics to reduce consumption and the environmental and energy impact of business activities.



### Green It

Promote an approach that prioritises efficient use of information technology to reduce resource consumption, maximize the energy efficiency of services provided and products throughout the life cycle.



### Green Solutions for the Environment

Enhance and develop experiences, skills and technologies to innovate the Company's business offerings in the fields of the environment and energy.



The ISO 14001 management system enables management of compliance with environmental standards: it provides a framework for the integration of environmental management practices and enables the pursuit of environmental protection, pollution prevention, and reductions in consumption of energy and other resources.



The ISO 50001 "Energy Management System" involves adopting policies and procedures and setting objectives to achieve increased energy efficiency, reduced costs and improved energy performance in managing activities directly attributable to the Company.



The ISO 14064-1 Greenhouse Gas Emissions Management System makes it possible to certify the validity of the Company's systems and processes to measure climate-altering gases, to demonstrate the validity of inventories and instrumentation, and to monitor consumption and emissions, setting performance improvement targets in the interests of ongoing reduction.

To encourage climate change mitigation and adaptation, the Company is committed to pursuing projects, best practices and initiatives in compliance with the Principles of the 1992 Rio Declaration. Among the principles outlined is the Precautionary Principle, which Almawave fully recognizes. This states

that, where there is the risk of serious or irreversible damage, a lack of full scientific certainty should not be a reason for postponing the adoption of appropriate and effective measures, including cost-effective measures, designed to prevent environmental damage.

<sup>1</sup> The Green Team comprises the management representative for the Integrated Management System, the manager for environmental and energy issues, the Purchasing department; the Human Resources department; the General Affairs department; the General Workers' Representative Bodies (RSUs); and almavivA's Communications department.

5.2

# Almawave's role in combating climate change

Almawave measures its environmental performance to understand the impacts of its activities on the environment and to introduce improvements. The Company's most significant environmental aspects are those related to energy consumption and staff travel for business trips or commuting, while water resource and waste management is the responsibility of the AlmavivA Group, whose directives Almawave follows.

## ELECTRICITY CONSUMPTION AND EMISSIONS

Energy consumption is a priority environmental issue for Almawave, which is committed to rendering its offices and Data Centers (owned by the AlmavivA Group, which performs some business activities for Almawave) high-efficiency complexes by implementing multiple energy efficiency upgrades.

As part of its integrated environmental/energy management system, the AlmavivA Group conducted a risk and opportunity analysis of energy consumption at its sites, including those of Almawave. This analysis considered locations and their impacts, including powering all corporate ICT systems, heating, cooling, and office lighting. Specifically, an Energy Planning Process has been implemented, which allows identification of an action plan to improve energy performance through the analysis of activities that affect energy consumption.



### THE ENERGY PLANNING PROCESS

Among the improvement initiatives included in the "AlmavivA Green" project is the Smart Energy Management (SEM) system. This was created in collaboration with ENEA<sup>1</sup> and enables monitoring and analysis of energy consumption in buildings, through a proprietary IT platform connected to an extensive network of sensors. The system

has been operational in all of the Group's main offices since 2010 and has also become a commercial product which is used to manage and analyze numerous sites, including those of national significance.

At the Rome Casal Boccone site (which houses Almawave's offices) a building automation system has been added. This uses automated features to manage lighting in common areas such as corridors, stairwells and elevator landings.

Due to the use of fuels for the company vehicle fleet and the purchase of electricity, total energy consumption in 2021 was approx. 1,251 GJ, up 24% on 2020, but down 8% on pre-pandemic consumption in 2019.



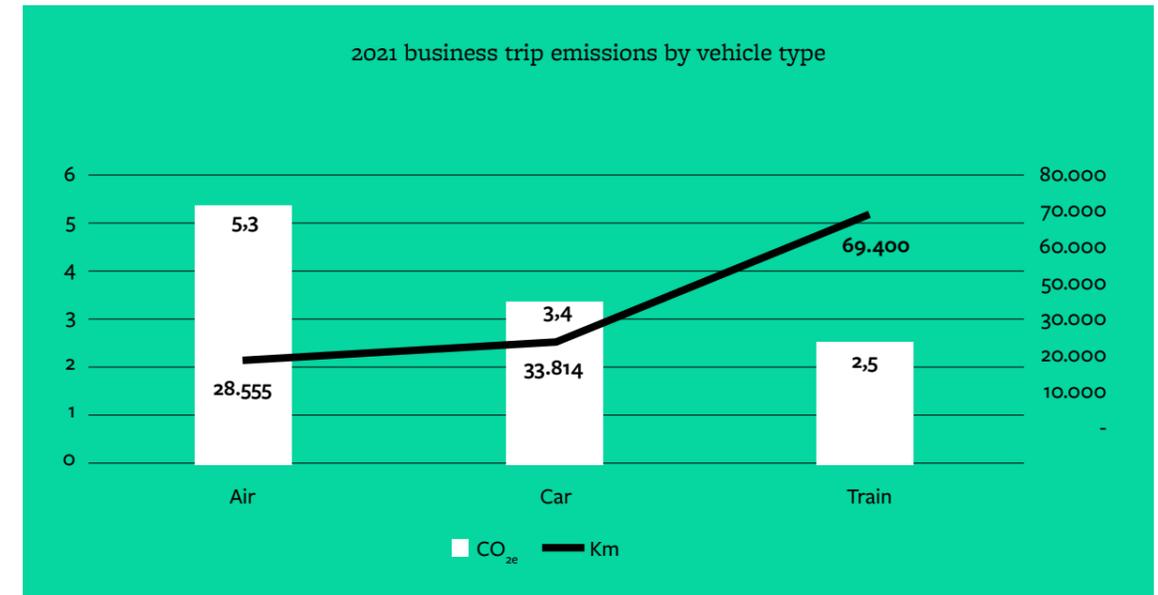
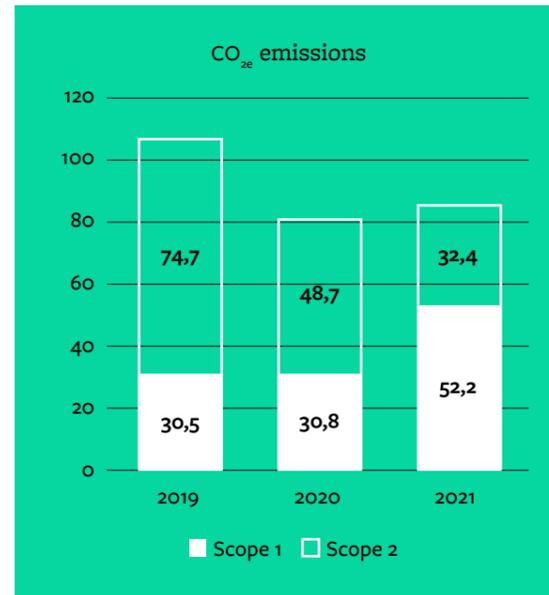


## Almawave's role in combating climate change

Total (Location-based) emissions relating to Almawave's activities amounted to 84,6 tons of CO<sub>2e</sub> in 2021.

Direct emissions (Scope 1) relating to fuel consumption amounted to 52.2 tons of CO<sub>2e</sub> in 2021, an increase compared to previous years, due in particular to the Company's growth (including in terms of employee numbers and company vehicles), the resumption of post-pandemic activities, and the increased use of the corporate vehicle fleet.

Indirect emissions (Scope 2), on the other hand, fell 26% from pre-pandemic levels (32.4 tons of CO<sub>2e</sub> in 2021 compared to 88.8 tons of CO<sub>2e</sub> in 2019), thanks in part to the launch of the "Become" project in 2021. Through structured smart working and "dynamic" use of infrastructure, this decreased building energy consumption.



In addition to its buildings, for some business activities Almawave makes use of the AlmagivA Group's Data Centers. Specifically, it uses the DC at Scalo Prenestino in Rome, which receives periodic investments for machinery technological upgrades to modernize the plant and improve energy efficiency. In recent years, power consumption has been reduced by more than 60%, while overall computing power has more than tripled.

The energy efficiency of the entire Data Center measured in terms of PUE (Power Usage Effectiveness<sup>1</sup>) was 1.4 in 2021, reflecting the highly efficient nature of the infrastructure. This comes in addition to the ISO 27001 Information Security Systems and ISO 22301 Business Continuity certifications held by all Group Data Centers.

### BUSINESS TRIPS

Almawave's environmentally significant activities include business trips. In 2021, these contributed a total of 11.2 tons of CO<sub>2e</sub>, broken down into journeys:

- by air for a total of 28,555 kilometers, corresponding to the emission of approx. 5.3 tons of CO<sub>2e</sub>
- by car, totaling 33,814 km, corresponding to 3.4 tons of CO<sub>2e</sub>
- by train, for 69,400 km, contributing approx. 2.5 tons of CO<sub>2e</sub>.

### SUSTAINABLE MOBILITY IN COMMUTING

The peripheral location of the main offices, the ongoing pandemic, and the structural smart working plan (Become Project) have led to a very significant reduction in private car use.

To minimize the environmental impact of employee travel, the Company first sought to better understand the needs of its employees through a survey on sustainable mobility. This was carried out in 2021 and involved 6,500 AlmagivA Group employees from the offices in Milan, Segrate, Turin, Padua, Rome, Naples, Cosenza, Palermo, and Catania.

1. Power Usage Effectiveness (PUE) measures how efficiently a data center uses the electricity that powers it. PUE evaluates the data center's performance by calculating the ratio of the total energy it uses to the energy used by IT equipment alone, taken individually. The optimal value is 1; the further the number is from 1, the less efficient the data center

/ SEGUE

## Almawave's role in combating climate change

The results of the questionnaire underlined the overwhelming use of the car as a means of commuting, emphasizing the inefficiency of public transportation in terms of timing and the difficulties of using bicycles caused by lack of bike lanes and long distances between home and workplace.

The proposed and most preferred initiatives for employees are:

- encouraging the use of electric and plug-in hybrid cars through the installation of more charging stations at key locations;
- developing carpooling for staff with the same commuting needs;
- encouraging sharing mobility (e.g. shared scooters and electric bicycles).

The results of the survey were enacted as part of the 2022 Commuting Plan (an update to the 2021 Plan), which contains current and planned action, and seeks to achieve an efficient, smart and sustainable corporate mobility system.

### ALMAWAVE'S WATER CONSUMPTION MANAGEMENT

Water consumption at all major sites is included in the ISO 14001-certified Environmental Management System and the water consumed by the main site in Rome Casal Boccone is also monitored in real time through the SEM platform. The use of this valuable resource is steadily decreasing overall, in 2018 a decision was made to stop using groundwater for garden irrigation at the site in Rome.

### WASTE MANAGEMENT

As of 2021, Almawave is not a waste producer, as waste management and disposal is delegated to the AlmagivA Group.

For several years, the Parent Company has promoted a number of Circular Economy initiatives:

- The Evergreen Collection: to spread a shared culture of environmental protection and educate staff on good waste collection practices, special ecoboxes and posters were installed at Almawave's various locations and targeted communications were shared on the intranet.
- The Acqua Chiara (Clear Water) project, which saw bottled water vending machines replaced with plastic-free dispensers. A campaign on the responsible use of water was also launched, using targeted communication, billboards and the company intranet.

Finally, as per ISO 9001 Quality Management System standards, in 2021 the AlmagivA Group carried out an extraordinary material disposal activity as part of the office reorganization for the Become Project;

- Certified paper materials, documents and archival materials were sorted and sent for disposal;
- The more outdated furniture materials were discarded, but generally Almawave looked to reuse them where possible. The most functional materials have been kept among the stock reserves for future use or have found new life for social purposes, through third sector and local entities of which we are a part.



# 06

## Annexes

# 6.1.1 Reporting principles and criteria

## STANDARDS, GUIDELINES AND RECOMMENDATIONS

Almawave's second annual Sustainability Report seeks to set out the material sustainability impacts for Almawave and its key stakeholders. It considers the entire value chain, describing the Company's performance in managing non-financial aspects, policies, activities, major achievements during the year and future commitments regarding the activities of Almawave and its subsidiaries.

The document was approved by the Almawave Board of Directors on September 14, 2022. It has been prepared in accordance with the Global Reporting Initiative's (GRI) "GRI Sustainability Reporting Standards" (GRI Standards), according to the "In accordance - Core" option, in order to provide an accurate and quantitative overview of the Company's performance. The "GRI Content Index" section contains the list of GRI indicators reported and the reference to the paragraph in the document containing the information associated with them.

The principles used to define the content of the Sustainability Report are therefore those indicated by the GRI Standards:

- **Completeness:** the material topics described in the Sustainability Report are covered in their entirety and represent the environmental, social and economic aspects most relevant to Almawave's business. They thus enable a comprehensive assessment of the Company's performance in the reporting year;
- **Sustainability context:** Almawave's performance is presented in the broader context of sustainability;
- **Stakeholder inclusiveness:** this Sustainability Report reports on Almawave's stakeholders and how their interests were taken into account when defining the content of the Sustainability Report;
- **Materiality:** the issues reported were identified on the basis of their relevance to the Company's business and to its stakeholders.

To ensure the quality of the information reported, the GRI quality principles were followed in preparing the Sustainability Report. These are:

- **Accuracy:** The detail level of the content of this Sustainability Report is adequate to understand and assess Almawave's sustainability performance during the reporting period;
- **Reliability:** the data presented in the document were collected, processed and validated by the managers of each function;
- **Clarity:** the choice of clear and accessible language and the use of tables to represent the Company's performance make this Sustainability Report usable and easy to understand for stakeholders;
- **Comparability:** the indicators set out in the Sustainability Report refer to the two-year period 2019-2020, and their performance over the years is always notated so as to allow comparison and comparability of Almawave's performance over time;
- **Balance:** this document reports Almawave's performance during the reporting period in a balanced manner;
- **Timeliness:** this document takes into account events occurring after December 31, 2020 which may be significant to stakeholders' assessment of Almawave's sustainability performance.

## SCOPE

The data and information reported refer to Italian and foreign companies consolidated as at December 31 of the reporting year, unless otherwise stated. The Reporting Scope comprises Almawave S.p.A., PerVoice S.p.A, Almawave do Brasil S.p.A. and OBDA Systems (for 2021 only).

Some organizational governance processes refer to AlmavivA Group S.p.A. procedures, which are implemented in all companies.

## PERFORMANCE INDICATORS

Unless otherwise specified, the data and performance indicators refer to the year ended December 31, 2021, and 2020 and 2019 data are also provided for comparative purposes.

The process to gather the data and information reported in the Sustainability Report, which were selected based on a materiality analysis that identified the sustainability issues most relevant to the Group and its stakeholders (for more details see section "1.5.2 The materiality analysis process"), involved the various corporate functions of the relevant companies in the Almawave Group and the AlmavivA S.p.A. Group.

Data were processed by point extractions, aggregations and calculations and - where specifically indicated - involved the use of estimates. No specific activities were excluded from reporting. There were no significant changes in the nature of the business in the reporting year.

To ensure historical comparability of performance, the values for the reporting year (2021) were compared with those for the previous year using graphs and tables. The calculation methods used to determine the indicators are set out in the section "Calculation methodology".

The annex contains the table of GRI indicators broken down by reported impact area (Corporate governance, Responsible digital transition, People, Environment) with reference to the sections of the document, a list containing definitions of the topics recognized as material, and a table linking material topics, related GRI aspects, and the scope of impacts (GRI Content Index), which act as a compass for the reader.

For any questions regarding this Sustainability Report, please contact the Investor Relations Department by e-mail at: [investor.relations@almawave.it](mailto:investor.relations@almawave.it)

## 6.1.2 Calculation methodology

| KPI                         | Methodology   |
|-----------------------------|---|
| <b>Corporate governance</b> |   |
| Economic value              | <p>Economic value generated represents the wealth created by the Company in the execution of its activities.</p> <p>A significant portion of this value is then distributed (distributed economic value), in the form of operating costs, wages and salaries for employees, payments to providers of capital, and governmental payments. The economic value generated that is not distributed constitutes retained economic value.</p> <p>Each of the components of these indicators is calculated by referring to individual items in the Financial Statements published in Almwave's Consolidated Financial Report.</p> |
| Anti-corruption training    | <p><b>E-learning</b> for staff in areas of low/medium/high corruption risk.</p> <p><b>General workshop:</b> classroom training events for staff in areas of high corruption risk.</p> <p><b>Job-specific training:</b> classroom training events for professional areas at high risk of corruption.</p>   |
| <b>People</b>               |   |
| Labor/management relations  | <p><b>Employees Covered by Collective Bargaining:</b> means those employees with an employment relationship governed by collective bargaining contracts or agreements, whether national, industry-, company- or site-based.</p>   |
| Training hours              | <p>Hours provided to Almwave employees through training paths (classroom and distance) both independently and also through on-the-job training. Average training hours are calculated by dividing total training hours by the average number of employees in the year.</p>  |
| Turnover rate               | <p><b>Positive:</b> Ratio of the number of hires to permanent employees in the previous year.</p> <p><b>Negative:</b> Ratio of the number of terminations of permanent contracts to permanent employees in the previous year.</p>   |

| KPI                | Methodology  |
|--------------------|--|
| Safety             | <p><b>TRIR:</b> frequency rate of total recordable injuries (work-related injuries with days off, medical treatment or work restriction). Numerator: number of total recordable work-related injuries; denominator: hours worked in the same period. Ratio result multiplied by 1,000,000.</p> <p><b>Rate of work-related injuries with serious consequences:</b> work-related injuries leading to more than 180 days of absence or resulting in total or permanent disability. Numerator: number of work-related injuries with serious consequences; denominator: hours worked in the same period. Ratio result multiplied by 1,000,000.</p> <p>The activities that Almwave carries out are intellectual in nature and typically office-based, and thus considered low risk for injury. The <b>main hazards</b> to workers mainly relate to accidents while commuting.</p>  |
| <b>Environment</b> |  |
| Energy consumption | <p>The conversion factors used for gasoline, diesel, CNG, LPG, methane, biogas, and electricity come from the U.K. Department for Environment, Food and Rural Affairs (Defra) database, updated annually in 2019, 2020, and 2021.</p>  |
| GHG emissions      | <p><b>Scope 1 emissions:</b> emissions directly generated by the Company's assets. Direct GHG emissions include the following gases: CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O. The emission factors used for gasoline, diesel, CNG, LPG, methane and biogas come from the Defra database, updated annually in 2019, 2020 and 2021;</p> <p><b>Scope 2 - Location-based emissions:</b> the indirect GHG emissions related to the generation of electricity and heat purchased from third parties and consumed by the Company's assets. Direct GHG emissions include the following gases: CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O. The emission factor used for electricity purchased from the national grid under the location-based methodology comes from Terna International Comparisons.</p> <p><b>Business Travel Emissions:</b> indirect GHG emissions related to fuel consumption from business travel and are part of the Scope 3 Emissions category, i.e. emissions generated outside the organization, both upstream and downstream (business travel is considered upstream). The emission factors used are from the Defra database, updated to 2021.</p> |

## 6.2 Correlation tables

| Cluster                        | Material Topic  | GRI & Title                     | Material Topic Scope |   |
|--------------------------------|---|---------------------------------|----------------------|---|
|                                |   |                                 | Internal             | External                                      |
| Governance                     | Creating shared value                                 | GRI 201: Performance economiche | ✓                    | Customers<br>Suppliers<br>Financial community |
|                                | Business continuity and cybersecurity                 | -                               | ✓                    | Customers                                     |
|                                | Protecting intellectual property                      | -                               | ✓                    |   |
| Responsible Digital Transition | Technology for humans - People-centered               | -                               |                      | Customers                                     |
|                                | Digital solutions for the community and inclusion     | -                               |                      | Customers                                     |
|                                | Green solutions for customers                         | -                               |                      | Customers                                     |
|                                | Digitalization and business process efficiency        | -                               |                      | Customers                                     |
|                                | Innovation  | -                               | ✓                    | Customers                                     |
|                                | Customer satisfaction and product and service quality | -                               |                      | Customers                                     |
|                                | Privacy and data protection                           | GRI 418: Customer privacy       |                      | Customers                                     |

| Cluster     | Material Topic                                  | GRI & Title  | Material Topic Scope |           |
|-------------|---|--|----------------------|-----------|
|             |   |  | Internal             | External  |
| People      | Valuing human capital, attracting talent        | GRI 401-1: New employee hires and employee turnover<br>GRI 404: Training and education | ✓                    |           |
|             | Well-being, occupational health and safety      | GRI 401-2: Employee benefits<br>GRI 403: Occupational health and safety                | ✓                    |           |
|             | Diversity and inclusion                         | GRI 405: Diversity and equal opportunity<br>GRI 406: Non-Discrimination                | ✓                    |           |
|             | Human Rights                                    | GRI 412: Human rights assessment   |                      | Suppliers |
| Environment | Energy consumption and combating climate change | GRI 302: Energy<br>GRI 305: Emissions  | ✓                    |           |

## 6.3 Definition of material topics

| Cluster                        | Topic   | Description   | SDGs  |
|--------------------------------|---|---|---|
| Corporate Governance           | Creating shared value                                 | Create value for all stakeholders (shareholders, employees and suppliers, etc.), generating well-being for the community and new wealth for the country by involving all stakeholders.  |    |
|                                | Business continuity and cybersecurity                 | Guarantee the reliability of IT systems and IT infrastructure provided to customers by developing services that center around data security while minimizing cybersecurity risks. Adopt policies and procedures in line with best international standards such as ISO 27001 Management System for information security and ISO 9001 Management System for business process quality. |   |
|                                | Protecting intellectual property                      | Protect the technological innovations at the heart of the Company's products, including through the possible filing of patents.   |  |
| Responsible Digital Transition | Technology for humans - People-centered               | Apply natural language to technology by developing IT solutions that ensure simpler, more intuitive, transparent and inclusive communication with the customer, user and citizen. In summary: to create a better experience.  |   |
|                                | Digital solutions for the community and inclusion     | Contribute to technological and digital development by providing digital services to support businesses, institutions and citizens. Develop solutions that enhance individual and collective well-being even in the areas with the greatest social impact, such as health care, and those that support digital inclusion.   |   |
|                                | Green solutions for customers                         | Seize opportunities by offering customers new solutions regarding environmental issues (e.g. 'Green IT' solutions with the lowest possible impact on the climate and 'IT for Green' solutions to help customers achieve their ambitions for sustainability).  |  |
|                                | Digitalization and business process efficiency        | Enabling customer digitalization to allow business process efficiency by delivering high-value technological solutions.   |  |
|                                | Innovation  | Investing in research and development to support the harmonious integration of technology and people, putting the latter at the center to support them in developing targeted solutions with strong social impact.  |  |
|                                | Customer satisfaction and product and service quality | Place the customer at the heart of all activities, proactively providing the best service to add value. Understanding customer needs and offering the best services by adhering to elevated quality standards.  |   |
|                                | Privacy and data protection                           | Protect the privacy of customers' sensitive personal data, operating responsibly in managing this data in accordance with national and European regulations.  |   |

| Cluster     | Topic   | Description  | SDGs  |
|-------------|---|--|---|
| People      | Valuing human capital, attracting talent        | Create and maintain stable and qualified employment and encourage employees' educational growth, stimulating their professional development. Attract top talent and retain staff by promoting a goal-oriented, agile approach to work. Create an ecosystem in conjunction with universities and research institutions, promoting membership in academic startups. Enhance collaboration with academia to create virtuous partnerships between academia and business. |   |
|             | Well-being, occupational health and safety      | Promote a working environment that is welcoming, stimulating and which positively affects staff well-being, ensuring working conditions that guarantee full respect for the right to health, in addition to elevated health and safety standards.  | <br>   |
|             | Diversity and inclusion                         | Foster an inclusive work environment designed to ensure equal opportunity and encourage diversity as a driver of organizational innovation by promoting a female leadership model. Discourage all forms of discrimination and encourage generational, religious, sexual, cultural and gender diversity as a driver of innovation and corporate competitiveness.  | <br><br> |
|             | Catena di fornitura responsabile                | Ensure that sustainability is not merely limited to the Company's operations but that it extends to suppliers by evaluating their service, cost, technical support and social impact in addition to quality.   |   |
|             | Human Rights                                    | Ensure respect for human rights throughout Almwave's value chain and business operations, ensuring fundamental freedoms of association and labor rights and the elimination of modern slavery, child labor and human trafficking.  |   |
| Environment | Energy consumption and combating climate change | Promote efficiency and reduce energy consumption within the organization, to also enable the reduction of climate-altering gas emissions from business activities.   | <br><br> |

## 6.4.1 Corporate governance

GRI 201-1: Direct economic value generated and distributed

| Economic value                                   | Unit                 | 2019        | 2020        | 2021        |
|--|----------------------|-------------|-------------|-------------|
| <b>Economic value generated</b>                  | Euro millions        | <b>23.4</b> | <b>27.8</b> | <b>34.2</b> |
| <b>Economic value distributed</b>                | Euro millions        | <b>18.8</b> | <b>23.6</b> | <b>27.5</b> |
| <i>Operating costs</i>                           | Euro millions        | 8.6         | 12.2        | 14.4        |
| <i>Value distributed to employees</i>            | Euro millions        | 8.5         | 9.3         | 12.0        |
| <i>Value distributed to providers of capital</i> | Euro millions        | 1.5         | 1.8         | 0.4         |
| <i>Value distributed to Public Sector</i>        | Euro millions        | 0.2         | 0.4         | 0.7         |
| <i>Value distributed to the community</i>        | Euro millions        | 0           | 0           | 0           |
| <b>Economic value retained</b>                   | <b>Euro millions</b> | <b>4.6</b>  | <b>4.2</b>  | <b>6.7</b>  |

GRI 405-1a: Diversity of governance bodies and employees

| Board of Directors by gender and age             | Gender | Age                  | Unit                       | 2019                       | 2020     | 2021     |          |
|--|--------|----------------------|----------------------------|----------------------------|----------|----------|----------|
| Members of the Board of Directors at December 31 | Female | < 30                 | Number of employees        | 0                          | 0        | 0        |          |
|  |        | Between 30 and 50    | Number of employees        | 1                          | 1        | 1        |          |
|  |        | > 50                 | Number of employees        | 0                          | 0        | 1        |          |
|  |        |                      | <b>Total members</b>       | <b>Number of employees</b> | <b>1</b> | <b>1</b> | <b>2</b> |
|  | Male   | < 30                 | Number of employees        | 0                          | 0        | 0        |          |
|  |        | Between 30 and 50    | Number of employees        | 3                          | 2        | 1        |          |
| > 50   |        | Number of employees  | 3                          | 4                          | 6        |          |          |
|  |        | <b>Total members</b> | <b>Number of employees</b> | <b>6</b>                   | <b>6</b> | <b>7</b> |          |
|  |        | <b>Total</b>         | <b>Number of employees</b> | <b>7</b>                   | <b>7</b> | <b>9</b> |          |

## 6.4.1 Corporate governance

GRI 405-1a: Diversity of governance bodies and employees

| Supervisory Board by gender and age group       |                      | Gender                     | Age                        | Unit     | 2019     | 2020     | 2021 |
|---|----------------------|----------------------------|----------------------------|----------|----------|----------|------|
| Members of the Supervisory Board at December 31 | Female               | < 30                       | Number of employees        | 0        | 0        | 0        |      |
|   |                      | Between 30 and 50          | Number of employees        | 0        | 0        | 0        |      |
|   |                      | > 50                       | Number of employees        | 0        | 0        | 0        |      |
|   | <b>Total members</b> |                            | <b>Number of employees</b> | <b>0</b> | <b>0</b> | <b>0</b> |      |
|   | Male                 | < 30                       | Number of employees        | 0        | 0        | 0        |      |
|   |                      | Between 30 and 50          | Number of employees        | 0        | 0        | 0        |      |
| > 50  |                      | Number of employees        | 0                          | 0        | 0        |          |      |
| <b>Total members</b>                            |                      | <b>Number of employees</b> | <b>1</b>                   | <b>1</b> | <b>1</b> |          |      |
| <b>Total</b>                                    |                      | <b>Number of employees</b> | <b>1</b>                   | <b>1</b> | <b>1</b> |          |      |

GRI 405-1a: Diversity of governance bodies and employees

| Board of Statutory Auditors by gender and age group       |                      | Gender                     | Age                        | Unit     | 2019     | 2020     | 2021 |
|---|----------------------|----------------------------|----------------------------|----------|----------|----------|------|
| Members of the Board of Statutory Auditors at December 31 | Female               | < 30                       | Number of employees        | 0        | 0        | 0        |      |
|   |                      | Between 30 and 50          | Number of employees        | 0        | 0        | 0        |      |
|   |                      | > 50                       | Number of employees        | 0        | 0        | 0        |      |
|   | <b>Total members</b> |                            | <b>Number of employees</b> | <b>0</b> | <b>0</b> | <b>0</b> |      |
|   | Male                 | < 30                       | Number of employees        | 0        | 0        | 0        |      |
|   |                      | Between 30 and 50          | Number of employees        | 1        | 1        | 0        |      |
| > 50  |                      | Number of employees        | 2                          | 2        | 3        |          |      |
| <b>Total members</b>                                      |                      | <b>Number of employees</b> | <b>3</b>                   | <b>3</b> | <b>3</b> |          |      |
| <b>Total</b>  |                      | <b>Number of employees</b> | <b>3</b>                   | <b>3</b> | <b>3</b> |          |      |

## 6.4.1 Corporate governance

### GRI 205-2d: Communication and training about anti-corruption policies and procedures

| Total number of governance body members that have received training on anti-corruption | Unit       | 2019     | 2020     | 2021     |
|--|------------|----------|----------|----------|
| BoD members  | No.        | 0        | 5        | 0        |
| <b>Total</b>   | <b>No.</b> | <b>0</b> | <b>5</b> | <b>0</b> |

### GRI 205-2e: Communication and training about anti-corruption policies and procedures

| Total number of employees that have received training on anti-corruption | Unit             | 2019      | 2020      | 2021      |
|--|------------------|-----------|-----------|-----------|
| Executives   | No. empl.        | 3         | 5         | 6         |
| Managers   | No. empl.        | 20        | 21        | 17        |
| White-collar   | No. empl.        | 52        | 55        | 31        |
| Blue-collar  | No. empl.        | 0         | 0         | 0         |
| <b>Total</b>   | <b>No. empl.</b> | <b>75</b> | <b>79</b> | <b>54</b> |

### GRI 205-3: Confirmed incidents of corruption and actions taken

| Incidences of declared corruption  | Unit | 2019 | 2020 | 2021 |
|--|------|------|------|------|
| Total number and nature of confirmed incidents of corruption   | No.  | 0    | 0    | 0    |
| Total number of confirmed incidents in which employees were dismissed or disciplined for corruption  | No.  | 0    | 0    | 0    |
| Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption | No.  | 0    | 0    | 0    |

### GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

| Legal actions for anti-competitive behavior, anti-trust, and monopoly practices                                 | Unit | 2019 | 2020 | 2021 |
|---|------|------|------|------|
| Number of pending lawsuits concerning anti-competitive behavior and violations on anti-trust or monopoly laws   | No.  | 0    | 0    | 0    |
| Number of completed lawsuits concerning anti-competitive behavior and violations on anti-trust or monopoly laws | No.  | 0    | 0    | 0    |

## 6.4.1 Corporate governance

### KPI: Business continuity

| Performance issues in software and IT services provided to customers   | Unit | 2019 | 2020 | 2021 | Trend  |
|--|------|------|------|------|--|
| Performance issues are defined as any planned or unplanned downtime that causes an interruption in the provision of cloud-based services to customers of more than 10 minutes but less than or equal to 30 minutes | No.  | 9    | 8    | 9    | 13%  |
| Performance problems include, but are not limited to, those caused by technical failures, programming errors, cyber attacks, weather events, or natural disasters at hosting facilities                            | No.  | 58   | 47   | 20   | -57%<br>Due to a decrease in hosted projects |

| Service interruptions in software and IT services provided to customers  | Unit | 2019 | 2020 | 2021 | Trend   |
|--|------|------|------|------|---|
| Service interruptions are defined as any planned or unplanned disruption that causes an interruption of more than 30 minutes in the provision of cloud-based services to customers       | No.  | 6    | 5    | 7    | 40%<br>Due to an increase in cloud projects                                   |
| Service interruptions include, but are not limited to, those caused by technical failures, programming errors, cyber attacks, weather events, or natural disasters at hosting facilities | No.  | 45   | 39   | 17   | -56%<br>Decrease in hosted projects and application fixes and system upgrades |

| Total customer downtime related to performance issues and service interruptions in software and IT services provided to customers.  | Unit | 2019 | 2020 | 2021 | Trend |
|---|------|------|------|------|-------|
| Total customer downtime is defined as the duration of each service interruption multiplied by the number of affected software licenses and IT services, reported in license days. | min. | 900  | 780  | 650  | -17%  |

## 6.4.2 Responsible digital transition

### Non-GRI KPIs: Research and development costs

|  | Unit          | Total expenditures<br>2018-2020 | Total expenditure<br>2021 |
|--|---------------|---------------------------------|---------------------------|
| Total research and development expenditure | Euro millions | 9.2                             | 3.8                       |

### GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

| Complaints  | Unit | 2019 | 2020 | 2021 |
|---|------|------|------|------|
| Total number of substantiated complaints received concerning breaches of customer privacy | No.  | 0    | 0    | 0    |
| - of which received from external parties   | No.  | 0    | 0    | 0    |
| - of which from supervisory bodies  | No.  | 0    | 0    | 0    |

| Theft or loss   | Unit | 2019 | 2020 | 2021 |
|---|------|------|------|------|
| Total number of customer data thefts or losses identified | No.  | 0    | 0    | 0    |

## 6.4.3 People

**GRI 102-8 Information on employees and other workers. Total (Italy & Brazil)**

| Worker category                                    | Type of contract | Gender                     | Unit                       | 2019       | 2020       | 2021       |
|--|------------------|----------------------------|----------------------------|------------|------------|------------|
| Employees with employment contracts at December 31 | Permanent        | Female                     | Number of employees        | 62         | 59         | 78         |
|  |                  | Male                       | Number of employees        | 137        | 143        | 184        |
|  |                  | <b>Total</b>               | <b>Number of employees</b> | <b>199</b> | <b>202</b> | <b>262</b> |
|  | Fixed-term       | Female                     | Number of employees        | 4          | 3          | 1          |
|  |                  | Male                       | Number of employees        | 7          | 1          | 3          |
|  |                  | <b>Total</b>               | <b>Number of employees</b> | <b>11</b>  | <b>4</b>   | <b>4</b>   |
| <b>Total</b>                                       | <b>Total</b>     | <b>Number of employees</b> | <b>210</b>                 | <b>206</b> | <b>266</b> |            |
| Temporary  | <b>Total</b>     | <b>Number of employees</b> | <b>7</b>                   | <b>12</b>  | <b>20</b>  |            |
| Workforce  | <b>Total</b>     | <b>Number of employees</b> | <b>217</b>                 | <b>218</b> | <b>286</b> |            |

**GRI 102-8 Information on employees and other workers**

| Worker category                                    | Type of contract | Gender                     | Unit                       | 2019       | 2020       | 2021       |
|--|------------------|----------------------------|----------------------------|------------|------------|------------|
| Employees with employment contracts at December 31 | Full-time        | Female                     | Number of employees        | 64         | 60         | 77         |
|  |                  | Male                       | Number of employees        | 143        | 143        | 186        |
|  |                  | <b>Total</b>               | <b>Number of employees</b> | <b>207</b> | <b>203</b> | <b>263</b> |
|  | Part-time        | Female                     | Number of employees        | 2          | 2          | 2          |
|  |                  | Male                       | Number of employees        | 1          | 1          | 1          |
|  |                  | <b>Total</b>               | <b>Number of employees</b> | <b>3</b>   | <b>3</b>   | <b>3</b>   |
| <b>Total</b>                                       | <b>Total</b>     | <b>Number of employees</b> | <b>210</b>                 | <b>206</b> | <b>266</b> |            |
| Temporary  | <b>Total</b>     | <b>Number of employees</b> | <b>7</b>                   | <b>12</b>  | <b>20</b>  |            |
| Workforce  | <b>Total</b>     | <b>Number of employees</b> | <b>217</b>                 | <b>218</b> | <b>286</b> |            |

**GRI 102-41: Collective bargaining agreements**

|   | Unit | 2020 | 2021 |
|---|------|------|------|
| Number of employees covered by collective bargaining agreements     | No.  | 171  | 259  |
| Percentage of employees covered by collective bargaining agreements | %    | 83%  | 97%  |

## 6.4.3 People

GRI 401-1: New hires and new hire rate (Italy)

|   | Gender            | Age                  | Unit                         | 2019                       | 2020      | 2021      | Positive turnover 2021 |            |
|---|-------------------|----------------------|------------------------------|----------------------------|-----------|-----------|------------------------|------------|
| New employees hired from January 1 to December 31 | Female            | < 30                 | Number of employees          | 8                          | 9         | 4         | 25%                    |            |
|   |                   | Between 30 and 50    | Number of employees          | 5                          | 0         | 12        | 35%                    |            |
|   |                   | > 50                 | Number of employees          | 0                          | 0         | 0         | 0%                     |            |
|   |                   |                      | <b>Total members</b>         | <b>Number of employees</b> | <b>13</b> | <b>9</b>  | <b>16</b>              | <b>29%</b> |
| Male  | < 30              | Number of employees  | 3                            | 9                          | 8         | 67%       |                        |            |
|   | Between 30 and 50 | Number of employees  | 18                           | 10                         | 31        | 41%       |                        |            |
|   | > 50              | Number of employees  | 4                            | 4                          | 7         | 25%       |                        |            |
|   |                   | <b>Total members</b> | <b>Number of employees</b>   | <b>25</b>                  | <b>23</b> | <b>46</b> | <b>40%</b>             |            |
|   |                   |                      | <b>Total number of hires</b> | <b>Number of employees</b> | <b>38</b> | <b>32</b> | <b>62</b>              | <b>36%</b> |

GRI 401-1: Departures and turnover (Italy)

|  | Gender            | Age                  | Unit                              | 2019                       | 2020      | 2021      | Negative turnover 2021 |             |
|--|-------------------|----------------------|-----------------------------------|----------------------------|-----------|-----------|------------------------|-------------|
| Employees leaving employment from January 1 to December 31 | Female            | < 30                 | Number of employees               | 1                          | 0         | 2         | -13%                   |             |
|  |                   | Between 30 and 50    | Number of employees               | 3                          | 7         | 5         | -15%                   |             |
|  |                   | > 50                 | Number of employees               | 0                          | 0         | 0         | 0%                     |             |
|  |                   |                      | <b>Total members</b>              | <b>Number of employees</b> | <b>4</b>  | <b>7</b>  | <b>7</b>               | <b>-13%</b> |
| Male   | < 30              | Number of employees  | 1                                 | 0                          | 1         | -8%       |                        |             |
|  | Between 30 and 50 | Number of employees  | 10                                | 13                         | 9         | -12%      |                        |             |
|  | > 50              | Number of employees  | 1                                 | 2                          | 4         | -14%      |                        |             |
|  |                   | <b>Total members</b> | <b>Number of employees</b>        | <b>12</b>                  | <b>15</b> | <b>14</b> | <b>-12%</b>            |             |
|  |                   |                      | <b>Total number of departures</b> | <b>Number of employees</b> | <b>16</b> | <b>22</b> | <b>21</b>              | <b>-12%</b> |

## 6.4.3 People

GRI 401-1: New hires and new hire rate (Brazil)

|   | Gender | Age                          | Unit                       | 2019      | 2020      | 2021      | Positive turnover 2021 |
|---|--------|------------------------------|----------------------------|-----------|-----------|-----------|------------------------|
| New employees hired from January 1 to December 31 | Female | < 30                         | Number of employees        | 6         | 3         | 7         | 140%                   |
|   |        | Between 30 and 50            | Number of employees        | 3         | 2         | 6         | 600%                   |
|   |        | > 50                         | Number of employees        | 0         | 0         | 0         | 0%                     |
|   |        | <b>Total members</b>         | <b>Number of employees</b> | <b>9</b>  | <b>5</b>  | <b>13</b> | <b>217%</b>            |
|   | Male   | < 30                         | Number of employees        | 8         | 1         | 9         | 69%                    |
|   |        | Between 30 and 50            | Number of employees        | 7         | 8         | 13        | 100%                   |
|   |        | > 50                         | Number of employees        | 1         | 2         | 0         | 0%                     |
|   |        | <b>Total members</b>         | <b>Number of employees</b> | <b>16</b> | <b>11</b> | <b>22</b> | <b>76%</b>             |
|   |        | <b>Total number of hires</b> | <b>Number of employees</b> | <b>25</b> | <b>16</b> | <b>35</b> | <b>100%</b>            |

GRI 401-1: Departures and turnover (Brazil)

|  | Gender | Age                               | Unit                       | 2019      | 2020      | 2021      | Negative turnover 2021 |
|--|--------|-----------------------------------|----------------------------|-----------|-----------|-----------|------------------------|
| Employees leaving employment from January 1 to December 31 | Female | < 30                              | Number of employees        | 4         | 5         | 2         | -40%                   |
|  |        | Between 30 and 50                 | Number of employees        | 5         | 3         | 3         | -300%                  |
|  |        | > 50                              | Number of employees        | 0         | 0         | 0         | 0%                     |
|  |        | <b>Total members</b>              | <b>Number of employees</b> | <b>9</b>  | <b>8</b>  | <b>5</b>  | <b>-83%</b>            |
|  | Male   | < 30                              | Number of employees        | 4         | 7         | 0         | 0%                     |
|  |        | Between 30 and 50                 | Number of employees        | 14        | 14        | 13        | -100%                  |
|  |        | > 50                              | Number of employees        | 1         | 1         | 1         | -33%                   |
|  |        | <b>Total members</b>              | <b>Number of employees</b> | <b>19</b> | <b>22</b> | <b>14</b> | <b>-48%</b>            |
|  |        | <b>Total number of departures</b> | <b>Number of employees</b> | <b>28</b> | <b>30</b> | <b>19</b> | <b>-54%</b>            |

## 6.4.3 People

### GRI 405-1 (b): Diversity of governance bodies and employees

| Employees by job category and gender | 2019      |            | 2020      |            | 2021      |            |
|--------------------------------------|-----------|------------|-----------|------------|-----------|------------|
|                                      | Female    | Male       | Female    | Male       | Female    | Male       |
| Executives                           | 7         | 17         | 5         | 17         | 7         | 22         |
| Managers                             | 8         | 39         | 6         | 38         | 8         | 55         |
| White-collar                         | 49        | 90         | 54        | 86         | 64        | 110        |
| Blue-collar                          | 0         | 0          | 0         | 0          | 0         | 0          |
| <b>Total</b>                         | <b>64</b> | <b>146</b> | <b>65</b> | <b>141</b> | <b>79</b> | <b>187</b> |

### GRI 405-1: Diversity of governance bodies and employees

| Employees by job category and age group | 2019      |                   |           | 2020      |                   |           | 2021      |                   |           |
|---|-----------|-------------------|-----------|-----------|-------------------|-----------|-----------|-------------------|-----------|
|   | < 30      | Between 30 and 50 | > 50      | < 30      | Between 30 and 50 | > 50      | < 30      | Between 30 and 50 | > 50      |
| Executives                              | 0         | 16                | 8         | 0         | 12                | 10        | 0         | 18                | 11        |
| Managers                                | 0         | 31                | 16        | 0         | 25                | 19        | 0         | 40                | 23        |
| White-collar                            | 41        | 92                | 6         | 46        | 86                | 8         | 64        | 101               | 9         |
| Blue-collar                             | 0         | 0                 | 0         | 0         | 0                 | 0         | 0         | 0                 | 0         |
| <b>Total</b>                            | <b>41</b> | <b>139</b>        | <b>30</b> | <b>46</b> | <b>123</b>        | <b>37</b> | <b>64</b> | <b>159</b>        | <b>43</b> |

### 405-2 Ratio of basic salary and remuneration of women to men (headquarters: Almawave Italia)

| Employee category | Relationship                                | Unit | 2020        | 2021        |
|-------------------|---|------|-------------|-------------|
|                   |   |      |             |             |
| Executives        | Average male salary / average female salary |      | 1.27        | 1.12        |
| Managers          | Average male salary / average female salary |      | 1           | 1           |
| White-collar      | Average male salary / average female salary |      | 0.96        | 0.96        |
| Blue-collar       | Average male salary / average female salary |      | 0           | 0           |
| <b>Average</b>    |   |      | <b>1.15</b> | <b>1.07</b> |

### 404-1: Average hours of training per year per employee

| Total training hours by employment category          | Unit | 2019         |            |              | 2020         |            |              | 2021         |            |              |
|--|------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|
|  |      | Male         | Female     | Total        | Male         | Female     | Total        | Male         | Female     | Total        |
| Hours of training provided to executives             | h    | 84           | 20         | 105          | 84           | 18         | 93           | 74           | 38         | 112          |
| Hours of training provided to managers               | h    | 368          | 54         | 365          | 728          | 137        | 865          | 254          | 39         | 293          |
| Hours of training provided to white-collar workers   | h    | 1,363        | 476        | 1,839        | 1,950        | 732        | 2,698        | 879          | 190        | 1,069        |
| Hours of training provided to blue-collar workers    | h    | 0            | 0          | 0            | 0            | 0          | 0            | 0            | 0          | 0            |
| <b>Total hours of training provided to employees</b> |      | <b>1.815</b> | <b>550</b> | <b>2.308</b> | <b>2.762</b> | <b>888</b> | <b>3.656</b> | <b>1.207</b> | <b>267</b> | <b>1.474</b> |

## 6.4.3 People

**404-1: Average hours of training per year per employee**

| Average training hours by professional category        | Unit | 2019            |                   |                  | 2020            |                   |                  | 2021            |                   |                  |
|--|------|-----------------|-------------------|------------------|-----------------|-------------------|------------------|-----------------|-------------------|------------------|
|  |      | Per capita male | Per capita female | Per capita total | Per capita male | Per capita female | Per capita total | Per capita male | Per capita female | Per capita total |
| Hours of training provided to executives               | h    | 6.5             | 2.9               | 5.3              | 6.5             | 3.6               | 5.2              | 4.4             | 5.4               | 4.7              |
| Hours of training provided to managers                 | h    | 10.8            | 6.8               | 8.7              | 21.4            | 27.5              | 22.2             | 5.2             | 4.9               | 5.1              |
| Hours of training provided to white-collar workers     | h    | 14.0            | 9.3               | 12.4             | 20.3            | 13.8              | 18.1             | 7.4             | 3.0               | 5.9              |
| Hours of training provided to blue-collar workers      | h    | 0               | 0                 | 0                | 0               | 0                 | 0                | 0               | 0                 | 0                |
| <b>Average hours of training provided to employees</b> |      | <b>12.6</b>     | <b>8.3</b>        | <b>11.0</b>      | <b>19.3</b>     | <b>14.1</b>       | <b>17.7</b>      | <b>6.5</b>      | <b>3.4</b>        | <b>5.5</b>       |

**GRI 403-9: Work-related injuries**

| Worker category  | Unit | 2019       | 2020       | 2021       |
|--|------|------------|------------|------------|
| Hours worked   | No.  | 288.326,46 | 341.345,19 | 405.469,60 |
| Total number of recordable work-related injuries, including deaths   | No.  | 1          | 0          | 0          |
| of which injuries during commute (only if transportation was arranged by the Company and travel occurred during working hours) | No.  | 1          | 0          | 0          |
| of which work-related injuries leading to an absence of 1 to 3 days  | No.  | 0          | 0          | 0          |
| of which work-related injuries leading to an absence longer than 3 days  | No.  | 1          | 0          | 0          |
| Total number of work-related injuries with serious consequences (> 6 months' absence), excluding deaths                        | No.  | 0          | 0          | 0          |
| Total number of deaths as a result of work-related injury  | No.  | 0          | 0          | 0          |
| Work-related injury rate   | -    | 3,47       | 0          | 0          |
| Rate of work-related injuries with serious consequences  | -    | 0          | 0          | 0          |
| Death rate   | -    | 0          | 0          | 0          |
| Days lost due to injury  | No.  | 7          | 0          | 0          |

## 6.4.3 People

### GRI 406-1 Incidents of discrimination and corrective actions taken

| Incidents of discrimination   | Unit | 2020 | 2021 |
|---|------|------|------|
| Total number of incidents of discrimination during the reporting period   | No.  | 0    | 0    |
| Incidents examined by the organization  | No.  | 0    | 0    |
| Action plans enacted  | No.  | 0    | 0    |
| Action plans that have been enacted, with results verified through routine internal management review processes | No.  | 0    | 0    |
| Incidents no longer subject to action   | No.  | 0    | 0    |

### GRI 412-1 Operations that have been subject to human rights reviews or impact assessments

| Activity   | Unit | 2020 | 2021 |
|--|------|------|------|
| Total number of activities subject to audits or impact assessments | No.  | 0    | 0    |
| Percentage of activities subject to audits or impact assessments   | %    | 0    | 0    |

### GRI 308-1 New suppliers that were screened using environmental criteria

| Suppliers  | Unit | 2020 | 2021 |
|--|------|------|------|
| Total number of new suppliers  | No.  | 50   | 95   |
| Number of new suppliers assessed according to environmental criteria     | No.  | 31   | 38   |
| Percentage of new suppliers assessed according to environmental criteria | %    | 62%  | 40%  |

### GRI 414-1: New suppliers that were screened using social criteria

| Suppliers  | Unit | 2019 | 2020 | 2021 |
|--|------|------|------|------|
| Total number of new suppliers                              | No.  | 55   | 50   | 95   |
| Number of new suppliers screened using social criteria     | No.  | 28   | 31   | 38   |
| Percentage of new suppliers screened using social criteria | %    | 51%  | 62%  | 40%  |

## 6.4.4 Environment

### GRI 302-1: Energy consumption within the organization

| Direct consumption within the organization from renewable and non-renewable energy sources | Unit      | 2019         | 2020         | 2021         |
|--|-----------|--------------|--------------|--------------|
| Diesel   | Gj        | 0            | 5            | 0            |
| Methane  | Gj        | 304          | 194          | 179          |
| Diesel (vehicle fleet)   | Gj        | 174          | 167          | 491          |
| Gasoline (vehicle fleet)   | Gj        | 14           | 29           | 126          |
| LPG (vehicle fleet)  | Gj        | 0            | 10           | 0            |
| Electricity (vehicle fleet)  | Gj        | 2            | 1            | 24           |
| <b>Indirect electricity consumption</b>  |           |              |              |              |
| Electricity acquired   | Gj        | 861,3        | 599,7        | 430,2        |
| <b>Total energy consumption</b>  | <b>Gj</b> | <b>1.356</b> | <b>1.005</b> | <b>1.251</b> |

### 305-1: Direct (Scope 1) GHG emissions

| Direct emissions - scope 1 | Unit                     | 2019        | 2020        | 2021        |
|----------------------------|--------------------------|-------------|-------------|-------------|
| Diesel                     | tCO <sub>2</sub> eq      | -           | 0,3         | -           |
| Methane                    | tCO <sub>2</sub> eq      | 17,3        | 11,0        | 9,2         |
| Diesel (vehicle fleet)     | tCO <sub>2</sub> eq      | 12,2        | 11,7        | 34,6        |
| Gasoline (vehicle fleet)   | tCO <sub>2</sub> eq      | 1,0         | 1,9         | 8,4         |
| LPG (vehicle fleet)        | tCO <sub>2</sub> eq      | -           | 5,8         | -           |
| <b>Total scope 1</b>       | <b>tCO<sub>2</sub>eq</b> | <b>30,5</b> | <b>30,8</b> | <b>52,2</b> |

### 305-2: Energy indirect (scope 2) GHG emissions

| Indirect emissions - scope 2                                   | Unit                     | 2019         | 2020        | 2021        |
|--|--------------------------|--------------|-------------|-------------|
| Emissions from electricity consumption (location-based method) | tCO <sub>2</sub> eq      | 74,7         | 48,7        | 32,4        |
| <b>Total - scope 1 and 2</b>                                   | <b>tCO<sub>2</sub>eq</b> | <b>105,2</b> | <b>79,5</b> | <b>84,6</b> |

## 6.5 GRI Content Index

| GRI Standard                              | Disclosure | Description  | Reference section  | Notes/Omissions |
|---|------------|--|--|-----------------|
| <b>GRI 102 - General Disclosures 2016</b> |            |  |  |                 |
| Organizational structure                  | 102-1      | Name of the organization                                     | Front page   | -               |
|   | 102-2      | Activities, brands, products, and services                   | 1.4 Technological and sustainable leadership: Almawave's integrated business model<br>3.1.2 Technological solutions for a responsible digital transition | -               |
|   | 102-3      | Location of headquarters                                     | Back cover   | -               |
|   | 102-4      | Location of operations                                       | 1.2 The Almawave Group: a global dimension   | -               |
|   | 102-5      | Ownership and legal form                                     | 1.2 The Almawave Group: a global dimension   | -               |
|   | 102-6      | Markets served   | 1.2 The Almawave Group: a global dimension   | -               |
|   | 102-7      | Scale of the organization                                    | Highlights<br>2.1 Creating shared value  | -               |
|   | 102-8      | Information on employees and other workers                   | 4.1 The value of our staff<br>6.4 Performance tables (People)  | -               |
|   | 102-9      | Supply chain   | 4.4 A Responsible Supply Chain   | -               |
|   | 102-10     | Significant changes to the organization and its supply chain | 1.2 The Almawave Group: a global dimension<br>3.1 A responsible supply chain   | -               |
|   | 102-11     | Precautionary Principle or approach                          | 5.1 Almawave's Commitment to the Environment   | -               |
|   | 102-12     | External initiatives   | 1.5.1 Almawave stakeholder engagement<br>4.1 The value of our staff<br>4.3 Diversity and Inclusion   | -               |
|   | 102-13     | Membership of associations                                   | 4.3 Diversity and Inclusion  | -               |

| GRI Standard           | Disclosure | Description   | Reference section  | Notes/Omissions |
|------------------------|------------|---|--|-----------------|
| Strategy               | 102-14     | Statement from senior decision-maker                                      | Letter to the stakeholders   | -               |
|                        | 102-15     | Key impacts, risks and opportunities                                      | 3.1.2 Technological solutions for a responsible digital transition<br>1.5.2 Materiality analysis process<br>5.1 Almawave's Commitment to the Environment | -               |
| Ethics and integrity   | 102-16     | Values, principles, standards, and norms of behavior                      | 2.3 Responsible business   | -               |
| Governance             | 102-18     | Governance structure  | 2.2 Governing bodies and organizational structure<br>6.4 Performance tables (Governance)   | -               |
|                        | 102-22     | Composition of the highest governance body and its committees             | 2.2 Governing bodies and organizational structure<br>6.4 Performance tables (Governance)   | -               |
|                        | 102-23     | Chair of the highest governing body                                       | 2.2 Governing bodies and organizational structure  | -               |
| Stakeholder engagement | 102-40     | List of stakeholder groups  | 1.5.1 Almawave stakeholder engagement  | -               |
|                        | 102-41     | Percentage of total employees covered by collective bargaining agreements | 6.4 Performance tables (People)  | -               |
|                        | 102-42     | Identifying and selecting stakeholders                                    | 1.5.1 Almawave stakeholder engagement  | -               |
|                        | 102-43     | Approach to stakeholder engagement  | 1.5.1 Almawave stakeholder engagement<br>1.5.2 Materiality analysis process  | -               |
|                        | 102-44     | Key topics and concerns raised  | 1.5.2 Materiality analysis process   | -               |

## 6.5 GRI Content Index

| GRI Standard                      | Disclosure                        | Description  | Reference section  | Notes/Omissions      |
|-----------------------------------|-----------------------------------|--|--|----------------------|
| Reporting practice                | 102-45                            | Entities included in the consolidated financial statements and excluded from the Sustainability Report | 6.1.1 Reporting principles and criteria                          | -                    |
|                                   | 102-46                            | Defining report content and topic Boundaries   | 6.1.1 Reporting principles and criteria                          | -                    |
|                                   | 102-47                            | List of material topics  | 6.3 Definition of material topics                                | -                    |
|                                   | 102-48                            | Restatements of information  |  | -                    |
|                                   | 102-49                            | Changes in reporting   |  | -                    |
|                                   | 102-50                            | Reporting period   | 6.1.1 Reporting principles and criteria                          | -                    |
|                                   | 102-51                            | Date of most recent report   |  | Almawave 2020 Report |
|                                   | 102-52                            | Reporting cycle  |  | -                    |
|                                   | 102-53                            | Contact point for questions regarding the report   | 6.1.1 Reporting principles and criteria                          | -                    |
|                                   | 102-54                            | Claims of reporting in accordance with the GRI Standards   |  | -                    |
|                                   | 102-55                            | GRI content index  | 6.5 GRI Content Index  | -                    |
|                                   | 102-56                            | External assurance   |  | -                    |
|                                   | <b>Economic aspects (GRI 200)</b> |  |  |                      |
| GRI 201 Economic performance 2016 | 103-1                             |  |  |                      |
|                                   | 103-2                             | Management approach  | 2.1 Creating shared value<br>6.2 Correlation tables              | -                    |
|                                   | 103-3                             |  |  |                      |
|                                   | 201-1                             | Direct economic value generated and distributed  | 2.1 Creating shared value<br>6.4 Performance tables (Governance) |                      |

| GRI Standard                           | Disclosure   | Description   | Reference section   | Notes/Omissions |
|--|--|---|---|-----------------|
| GRI 205 Anti-corruption 2016           | 205-2  | Communication and training about anti-corruption policies and procedures        | 6.4 Performance tables (Governance)   | -               |
|  | 205-3  | Confirmed incidents of corruption and actions taken                             | 6.4 Performance tables (Governance)   | -               |
|  | 206-1  | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | 6.4 Performance tables (Governance)   | -               |
| GRI 206 Anti-competitive behavior 2016 |  |   |   |                 |
| <b>Environmental aspects (GRI 300)</b> |  |   |   |                 |
| GRI 302 Energy 2016                    | 103-1  |   |   |                 |
|  | 103-2  | Management approach   | 5.2 Almawave's role in combating Climate Change<br>6.2 Correlation tables               | -               |
|  | 103-3  |   |   |                 |
|  | 302-1  | Energy consumption within the organization                                      | 5.2 Almawave's role in combating Climate Change<br>6.4 Performance tables (Environment) | -               |
|  | 103-1  |   |   |                 |
|  | 103-2  | Management approach   | 5.2 Almawave's role in combating Climate Change<br>6.2 Correlation tables               | -               |
| GRI 305 Emissions 2016                 | 103-3  |   |   |                 |
|  | 305-1  | Direct (Scope 1) GHG emissions  | 5.2 Almawave's role in combating Climate Change<br>6.4 Performance tables (Environment) | -               |
|  | 305-2  | Energy indirect (Scope 2) GHG emissions   | 5.2 Almawave's role in combating Climate Change<br>6.4 Performance tables (Environment) | -               |
| GRI 307 Environmental compliance 2016  | 305-5  | Reduction of GHG emissions  | 5.2 Almawave's role in combating Climate Change<br>6.4 Performance tables (Environment) | -               |
|  | 103-1  |   |   |                 |
|  | 103-2  | Management approach   | 5.2 Almawave's role in combating Climate Change   | -               |
|  | 103-3  |   |   |                 |
| 307-1                                  | Non-compliance with environmental laws and regulations |   | No non-compliances were found in this area during the reporting period                  |                 |

## 6.5 GRI Content Index

| GRI Standard                                      | Disclosure                      | Description   | Reference section   | Notes/Omissions |
|---|---------------------------------|---|---|-----------------|
| GRI 308<br>Supplier environmental assessment 2016 | 103-1                           | Management approach   | 4.4 A responsible supply chain<br>6.2 Correlation tables                | -               |
|   | 103-2                           |   |   |                 |
|   | 103-3                           |   |   |                 |
| GRI 401<br>Employment 2016                        | 308-1                           | New suppliers that were screened using environmental criteria   | 4.4 A responsible supply chain<br>6.4 Performance tables (People)       | -               |
|   | <b>Social aspects (GRI 400)</b> |   |   |                 |
| GRI 401<br>Employment 2016                        | 103-1                           | Management approach   | 4.1 The value of our staff<br>6.2 Correlation tables                    | -               |
|   | 103-2                           |   |   |                 |
|   | 103-3                           |   |   |                 |
| GRI 401<br>Employment 2016                        | 401-1                           | New employee hires and employee turnover  | 4.1 The value of our staff<br>6.4 Performance tables (People)           | -               |
|   | 401-2                           | Benefits provided to full-time employees that are not provided to temporary or part-time employees            | 4.2 Well-being and Safety above all<br>6.4 Performance tables (People)  | -               |
| GRI 403<br>Occupational health and safety 2018    | 103-1                           | Management approach   | 3.1.1 Occupational health and safety<br>6.2 Correlation tables          | -               |
|   | 103-2                           |   |   |                 |
|   | 103-3                           |   |   |                 |
| GRI 403<br>Occupational health and safety 2018    | 403-1                           | Occupational health and safety management system  | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-2                           | Hazard identification, risk assessment, and incident investigation  | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-3                           | Occupational health and safety management system  | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-4                           | Worker participation, consultation, and communication on occupational health and safety                       | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-5                           | Worker training on occupational health and safety   | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-6                           | Promotion of worker health  | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-7                           | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 3.1.1 Occupational health and safety                                    | -               |
|   | 403-9                           | Work-related injuries   | 3.1.1 Occupational health and safety<br>6.4 Performance tables (People) | -               |

| GRI Standard                                    | Disclosure                      | Description  | Reference section  | Notes/Omissions |
|---|---------------------------------|--|--|-----------------|
| GRI 404<br>Training and education 2016          | 103-1                           | Management approach  | 4.1.2 Training for professional development<br>6.2 Correlation tables  | -               |
|   | 103-2                           |  |  |                 |
|   | 103-3                           |  |  |                 |
| GRI 404<br>Training and education 2016          | 404-1                           | Average hours of training per year per employee                                      | 4.1.2 Training for professional development<br>6.4 Performance tables (People)   | -               |
|   | 404-2                           | Programs for updating employee skills and providing assistance in reassignment       | 4.1.2 Training for professional development<br>6.4 Performance tables (People)   | -               |
|   | 404-3                           | Percentage of employees receiving regular performance and career development reviews | 4.1.2 Training for professional development<br>6.4 Performance tables (People)   | -               |
| GRI 405<br>Diversity and equal opportunity 2016 | 103-1                           | Management approach  | 4.3 Diversity and inclusion<br>6.2 Correlation tables  | -               |
|   | 103-2                           |  |  |                 |
|   | 103-3                           |  |  |                 |
| GRI 405<br>Diversity and equal opportunity 2016 | 405-1                           | Diversity of governance bodies and employees   | 2.2 Governing bodies and organizational structure<br>6.4 Performance tables (Governance)<br>4.3 Diversity and inclusion<br>6.4 Performance tables (People) | -               |
|   | 405-2                           | Ratio of basic salary and remuneration of women to men                               | 6.4 Performance tables (People)  | -               |
| GRI 406<br>Non-discrimination 2016              | 103-1                           | Management approach  | 4.1 The value of our staff<br>4.3 Diversity and inclusion<br>6.2 Correlation tables  | -               |
|   | 103-2                           |  |  |                 |
|   | 103-3                           |  |  |                 |
| GRI 406<br>Non-discrimination 2016              | 406-1                           | Incidents of discrimination and corrective actions taken                             | 4.3 Diversity and inclusion<br>6.4 Performance tables (People)   | -               |
|   | <b>Social aspects (GRI 400)</b> |  |  |                 |
| GRI 414<br>Supplier social assessment 2016      | 103-1                           | Management approach  | 4.4 A responsible supply chain<br>6.2 Correlation tables   | -               |
|   | 103-2                           |  |  |                 |
|   | 103-3                           |  |  |                 |
| GRI 414<br>Supplier social assessment 2016      | 414-1                           | New suppliers that were screened using social criteria                               | 4.4 A responsible supply chain<br>6.4 Performance tables (People)  | -               |

## 6.5 GRI Content Index

| GRI Standard  | Disclosure | Description  | Reference section   | Notes/Omissions  |
|---|------------|--|---|--|
| GRI 418<br>Customer privacy<br>2016                                     | 103-1      | Management approach  | 3.3.2 Data privacy: reliability and security<br>6.2 Correlation tables  | -  |
|   | 103-2      |  |   |  |
|   | 103-3      |  |   |  |
| GRI 419<br>Socioeconomic<br>compliance 2016                             | 418-1      | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 3.3.2 Data privacy: reliability and security<br>6.4 Performance tables (Governance)   | -  |
|   | 419-1      | Non-compliance with laws and regulations in the social and economic area                     |   | No non-compliances were found in this area during the reporting period |
| <b>Almawave material topics not associated with GRI material topics</b> |            |  |   |  |
| Business continuity<br>and cybersecurity                                | 103-1      | Management approach  | 2.4 Business continuity and cybersecurity<br>6.2 Correlation tables   | -  |
|   | 103-2      |  |   |  |
|   | 103-3      |  |   |  |
| Digitalization and<br>business process<br>efficiency                    | 103-1      | Management approach  | 1.4 Technological and sustainable leadership: Almawave's integrated business model 3.1.2 Technological solutions for a responsible digital transition<br>6.2 Correlation tables | -  |
|   | 103-2      |  |   |  |
|   | 103-3      |  |   |  |
| Innovation  | 103-1      | Management approach  | 3.2 Innovation, research and development<br>6.2 Correlation tables  | -  |
|   | 103-2      |  |   |  |
|   | 103-3      |  |   |  |
|   | 103-2      |  |   |  |
|   | 103-3      |  |   |  |

| GRI Standard   | Disclosure | Description         | Reference section   | Notes/Omissions |
|--|------------|---------------------|---|-----------------|
| Customer<br>satisfaction and<br>product and service<br>quality | 103-1      | Management approach | 3.3.1 Customer satisfaction and product and service quality<br>6.2 Correlation tables   | -               |
|  | 103-2      |                     |   |                 |
|  | 103-3      |                     |   |                 |
| Digital solutions for<br>the community and<br>inclusion        | 103-1      | Management approach | 1.4 Technological and sustainable leadership: Almawave's integrated business model 3.1.2 Technological solutions for a responsible digital transition<br>6.2 Correlation tables | -               |
|  | 103-2      |                     |   |                 |
|  | 103-3      |                     |   |                 |
| Green solutions for<br>customers                               | 103-1      | Management approach | 1.4 Technological and sustainable leadership: Almawave's integrated business model<br>6.2 Correlation tables  | -               |
|  | 103-2      |                     |   |                 |
|  | 103-3      |                     |   |                 |
| Technology for<br>humans - People-<br>centered                 | 103-1      | Management approach | .4 Technological and sustainable leadership: Almawave's integrated business model 3.1.2 Technological solutions for a responsible digital transition<br>6.2 Correlation tables  | -               |
|  | 103-2      |                     |   |                 |
|  | 103-3      |                     |   |                 |

# Audit Report



KPMG S.p.A.  
Revisione e organizzazione contabile  
Via Curtatone, 3  
00185 ROMA RM  
Telefono +39 06 80961.1  
Email it-fmauditaly@kpmg.it  
PEC kpmgspa@pec.kpmg.it

(This independent auditors' report has been translated into English solely for the convenience of international readers. Accordingly, only the original Italian version is authoritative.)

## Independent auditors' report on the sustainability report

To the board of directors of  
Almawave S.p.A.

We have been engaged to perform a limited assurance engagement on the 2021 Sustainability report (the "sustainability report") of the Almawave Group (the "group").

### Directors' responsibility for the sustainability report

The directors of Almawave S.p.A. (the "parent") are responsible for the preparation of a sustainability report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards"), as described in the "Reporting principles and criteria" paragraph of the sustainability report.

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

They are also responsible for defining the group's objectives regarding its sustainability performance and the identification of the stakeholders and the significant aspects to report.

### Auditors' independence and quality control

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (the IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our company applies International Standard on Quality Control 1 (ISQC Italia 1) and, accordingly, maintains a system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

KPMG S.p.A. è una società per azioni di diritto italiano e fa parte del network KPMG di entità indipendenti affiliate a KPMG International Limited, società di diritto inglese.

Società per azioni  
Capitale sociale  
Euro 10.415.500,00 i.v.  
Registro Imprese Milano Monza Brianza Lodi  
e Codice Fiscale N. 00709600159  
R.E.A. Milano N. 512697  
Partita IVA 00709600159  
VAT number IT00709600159  
Sede legale: Via Vittor Pisani, 25  
20124 Milano MI ITALIA

Ancona Bari Bergamo  
Bologna Bolzano Brescia  
Catania Como Firenze Genova  
Lecce Milano Napoli Novara  
Padova Palermo Parma Perugia  
Pescara Roma Torino Treviso  
Trieste Varese Verona



Almawave Group  
Independent auditors' report on the sustainability report  
31 December 2021

### Auditors' responsibility

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the sustainability report with the requirements of the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the sustainability report is free from material misstatement.

A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures we performed on the sustainability report are based on our professional judgement and include inquiries, primarily of the parent's personnel responsible for the preparation of the information presented in the sustainability report, documental analyses, recalculations and other evidence gathering procedures, as appropriate.

Specifically, we performed the following procedures:

- 1) analysing the reporting of material aspects process, specifically how these aspects are identified and prioritised for each stakeholder category and how the process outcome is validated internally;
- 2) comparing the financial disclosures presented in the "Creating shared value" paragraph of the sustainability report with those included in the group's consolidated financial statements;
- 3) understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the sustainability report.

Specifically, we held interviews and discussions with the parent's management personnel. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the office that prepares the sustainability report.

Furthermore, with respect to significant information, considering the group's business and characteristics, at parent level:

- a) we held interviews and obtained supporting documentation to check the qualitative information presented in the sustainability report;
- b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information.

SEGUIE

# Audit Report



**Almawave Group**  
*Independent auditors' report on the sustainability report*  
31 December 2021

### **Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2021 Sustainability report of the Almawave Group has not been prepared, in all material respects, in accordance with the requirements of the GRI Standards, as described in the "Reporting principles and criteria" paragraph of the sustainability report.

### **Other matters**

The 2019 and 2020 comparative figures presented in the sustainability report have not been examined.

Rome, 14 September 2022

KPMG S.p.A.

(signed on the original)

Davide Utili  
Director of Audit

