

An aerial photograph of three prominent skyscrapers in Shanghai, China, rising above a thick, undulating layer of white clouds. The scene is captured during the 'golden hour' of sunset or sunrise, with a warm, orange glow on the horizon and soft, blue light in the sky. The buildings are silhouetted against the light, with their glass facades reflecting the ambient light. The overall mood is serene and expansive.

Sustainability beyond Cloud

Sustainability Report
2019

w|it
The Private Cloud

wiit.cloud

WiiT S.p.A. is a leading provider of hosted private and Hybrid Cloud services.

Since 2001, WiiT has worked with companies to provide them with the tools and skills required for digital transformation. Almost 20 years down the line, WiiT now possesses the largest number of SAP certifications in the international Cloud sector, and is one of a handful of providers to run a Tier-IV certified datacenter.

Thanks to the continued commitment of its 175 employees, the company recorded revenues of over Euro 33.9 million in 2019, and an EBITDA of over Euro 12 million.

At the heart of WiiT's strategy lies the trust of its customers, with whom the company prides itself on building long-term, high-value relationships.

Sustainability beyond Cloud

This 2019 Sustainability Report demonstrates WiiT's commitment to adopting a more responsible and sustainable business model.

With this document, we hope to promote the objectives and targets we have achieved over the years, while demonstrating that sustainability already represents a significant part of our corporate identity at WiiT.

Together with our stakeholders, we have tried to pinpoint key future challenges so as to lay the foundations for a sustainability strategy that steers the company towards a more just and aware future.

SCIENTIFIC CONTRIBUTIONS
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The European House-Ambrosetti

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Caleidos Teenagency

Find out more online at www.wiit.cloud

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Sustainability Report 2019

wiiT
The Private Cloud

“Our aim is to take full advantage of technological transformations to help revolutionise the way we live and work.”

ALESSANDRO COZZI,
Chief Executive Officer



Following the enforced quarantine period stemming from the Coronavirus emergency, the streets will soon be alive with people once again. During the lockdown, people summoned the courage **to carry on and persevere, in spite of the restrictions** forcing them to remain indoors. It has been a **time of reflection and experimentation** for us all, including Wiit, which has participated by supporting its customers.

We saw countless laptops switched on at home and, thanks to the Internet, our daily and professional lives were able to continue almost as normal. Just like that, **Italy found itself facing its own great little digital revolution.** It may have been enforced by the government across the country, but companies were able to experiment with **smart working** practices, discovering that working remotely is not only possible, but also comes with a lot of benefits. The circumstances in which we found ourselves showed us what it means to be ready to adapt our habits and come together as a community. The radical reorganisation of our workplaces has undoubtedly shown us that **technology is an increasingly precious ally in the development and protection of business.**

This would not have been possible just a few years ago. We simply didn't have the laptops, broadband and network infrastructures required to guarantee secure access to remote applications and documents. Thanks to modern-day technology, we now have immediate access to **a hyper-connected world, which has shrunk the distance between us and allowed us all to come closer together.**

One of the key players in this change is **Cloud Computing**, which makes data accessible wherever you are via a simple Internet connection.

Since its inception, **Wiit has placed itself at the heart of this transformation**, establishing itself as a leading provider of **highly reliable** Cloud technologies in Italy, at the service of companies choosing to tackle digital transformation as part of their business model.

We have been working to promote technological innovation for 20 years, while guiding our customers' digital transitions. Innovation is such a key component of our business model that we've coined the expression **"Innovation as a Service."**

The path we've pursued has required **vision and awareness** of what the future holds, and has subsequently led to our listing on the Italian Stock Exchange's STAR segment. As such, we want to focus on the key environmental, economic and social challenges that characterise our current and future working world. We've started by attempting to **identify a path that can guide Wiit towards sustainable and long-term development.**

This document tells our story, and details how we intend to interpret and amplify change. The challenges that lie ahead are immense, and we hope to take full advantage of technological transformations to help revolutionise the way we live and work, through new and increasingly accessible digital services.

The difficult times we've suffered have shown that the time to act is now. We are ready to define a new way of working, based on trust and relationships that can be nurtured from a distance.

All you need are the right tools for the job, and we're here to give them to you.

We hope you enjoy the report.

Sustainability beyond Cloud

We are the Cloud

We are a leading Italian provider of hosted private and Hybrid Cloud services for **critical applications, business continuity and cybersecurity**. We have been building our business, expanding our customer base and buying other companies for twenty years. And we do it under the banner of responsible governance, consolidating our organisation year after year, and making sure we're ready to tackle whatever comes our way.

2019

Overview

5
GROUP COMPANIES

70
LOCATIONS

33.9 m
IN REVENUE

75%
OF BUSINESS GENERATED FOR LOYAL CUSTOMERS



Wiit 4 Data

We help companies to secure some of their most valuable resources: data and digital information. We guarantee the very best levels of security through certified processes and infrastructures.

Tier IV
MAXIMUM SECURITY LEVEL AT OUR DATACENTERS

99.995%
AVERAGE STORAGE AVAILABILITY AT THE MILAN DATACENTER

0
INCURSIONS AND SECURITY BREACHES

80+
CYBERSECURITY PRODUCTS AND SERVICES

Wiit 4 Climate

We design technology that allows companies to reduce their environmental impact, as well as to develop new business models and services that protect the environment and aid mobility. We are also committed to compensating for the impact generated by our datacenters.

117
GIGAWATTS SAVED PER YEAR BY CUSTOMERS THANKS TO THE WIIT CLOUD

100%
CLEAN ELECTRICITY TO SUPPLY OUR DATACENTERS

720k+
KGS OF CO₂ NOT RELEASED INTO THE ATMOSPHERE THANKS TO THE USE OF RENEWABLE ENERGY SOURCES

100
TREES PLANTED VIA THE "PIANTIAMOLA" INITIATIVE

Wiit 4 Innovation

We put innovation at the heart of our business model. We support companies in their digital transformation by supplying them with the technologies and qualified personnel needed to establish new business models.

12 months
FOR AN INNOVATIVE PRODUCT TO BE READY FOR THE ITALIAN MARKET

Cyber security
ALL-ROUND SECURITY THROUGH THE CLOUD

DevOps
ACCELERATED AND COLLABORATIVE DEVELOPMENT

RPA
FEWER ERRORS AND MORE SPEED WITH ROBOTICS

Wiit 4 People

People are the key to our success. We invest in their skills and satisfaction by offering tailored career paths via our in-house academy.

175
PEOPLE

100%
EMPLOYEES HIRED ON PERMANENT CONTRACTS

1,110+
TRAINING HOURS PROVIDED

30%
SERVICE DESK EMPLOYEES WHO HAVE GROWN WITH THE COMPANY

We offer continual services that intelligently incorporate technology, people and processes to support companies in their technological transformation

KEY PLAYERS IN CLOUD COMPUTING

Wiit is a leading Italian provider of **hosted private** and **Hybrid Cloud** services. We target companies in need of premium Cloud solutions for **critical applications, business continuity and cybersecurity**. Having believed in the Cloud from the very beginning, Wiit has been a key player in the digital transformation of Italian companies for more than 20 years. When we talk about **Cloud Computing**, we are referring not only to online storage (offered by the likes of Google Drive, Microsoft OneDrive and Dropbox), but the option to **access a wide range of services, such as virtual machines** (configurable via software and managed from a single centralised dashboard), dedicated machines and devices, arranged according to specific customer needs. The Cloud allows companies to speed up the development of new applications and services, making them accessible via the Internet and **reducing hardware infrastructure requirements**. Our success is owed to our expertise in hosted private and Hybrid Cloud technologies, which continue to record high growth rates of 11% and 25% respectively (Italian market, 2018 vs. 2017)¹.

THE PRIVATE CLOUD is a dedicated environment for companies who choose to buy the use of hardware, software and related management services located at a shared datacenter.

THE HYBRID CLOUD is a Cloud Computing environment that straddles the shared, public Cloud and the private Cloud, bringing together the best of the various platforms. This solution allows for **maximum scalability**, drawing from both public computing resources and the higher performance and security levels offered by resources in private environments. As such, it allows business to use services that offer maximum flexibility at a low cost. These services are usually only accessible by investing significantly in technologies and skills, and this is all available under the careful control and management of Wiit.

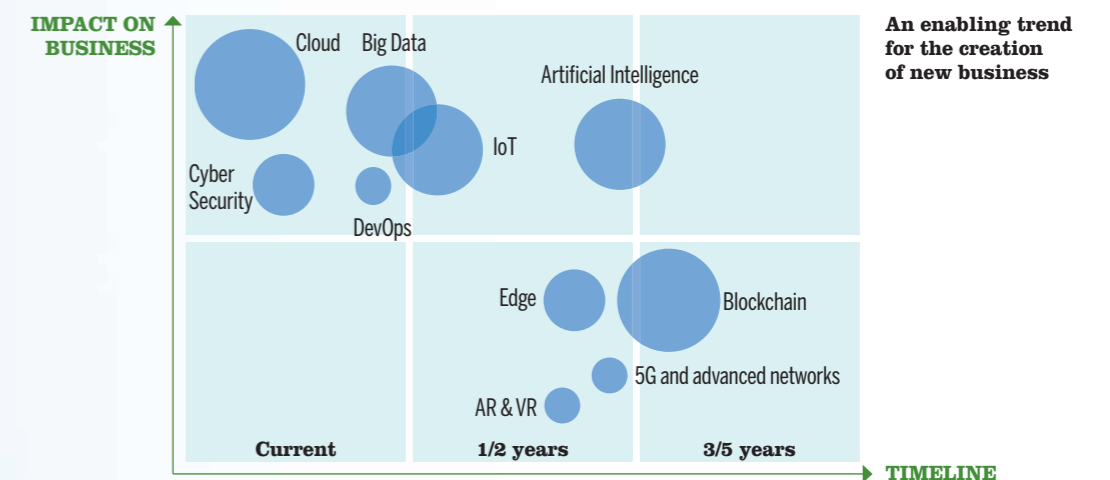
The Cloud has matured in recent years and is a leading technological trend due to **its role in creating digital business models**. It is an enabling technology, and one that has radically transformed the way we use other technologies, speeding up their introduction into the portfolio of services offered by sector leaders, and facilitating their adoption by customers. The Cloud's link to other emerging trends represents a **competitive advantage** for Wiit, which has managed to position itself at the forefront of the corporate digital transformation process. Compared to other digital trends, **cybersecurity** (in 59% of cases) and **DevOps** (54%) services have already had a significant impact on business models. These are two areas in which Wiit has decided to invest.

We are the Cloud



The impact of emerging trends on the business models of key players in Italy's digital supply chain

The Polytechnic University of Milan's Cloud Monitoring Centre, 2019 Sample: 275 operators in the digital supply chain



¹ - The Polytechnic University of Milan's Cloud Monitoring Centre, Cloud Transformation: The Missing Ingredients, 2019

THE WIIT CLOUD

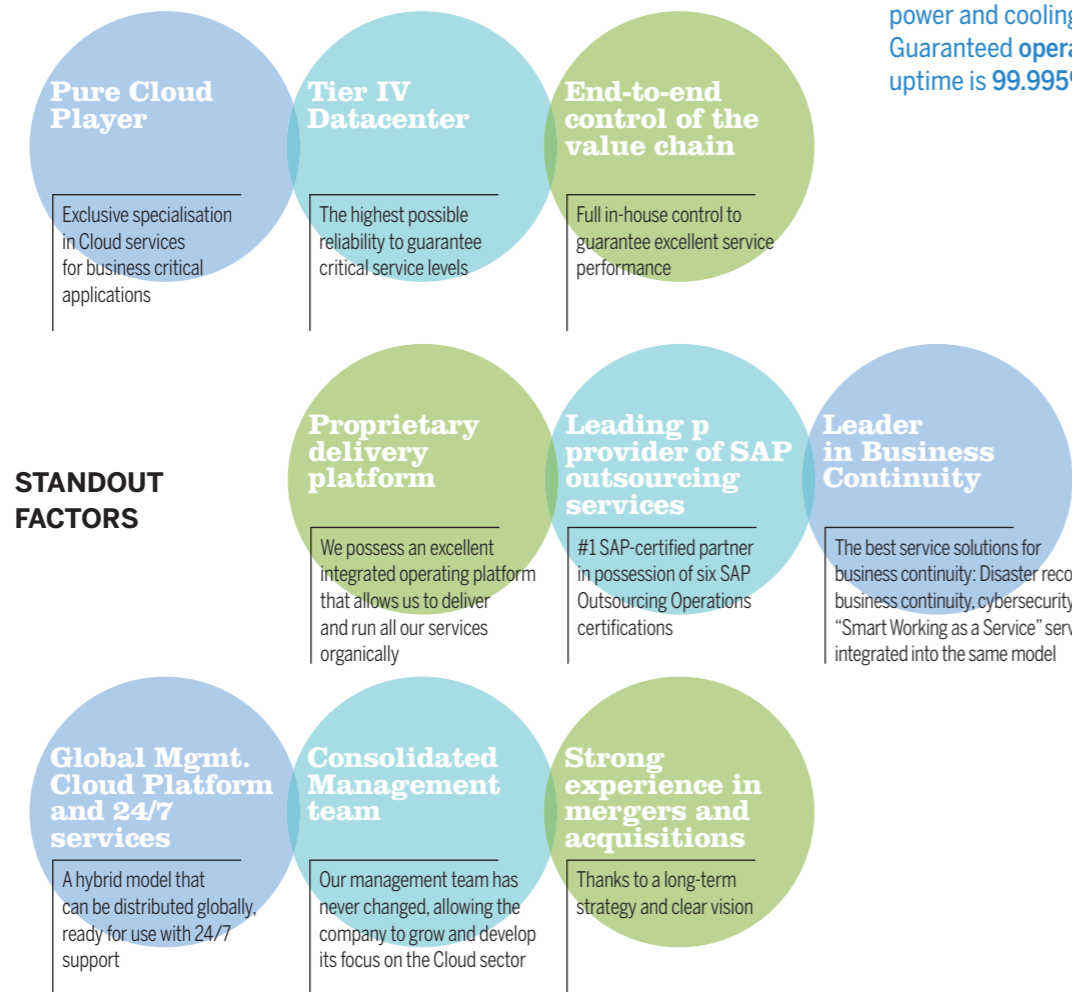
Wiit emerged in 2001 when Alessandro Cozzi, founder and CEO, sensed that medium-to-large Italian companies were interested in continuity and IT-outsourcing services. Almost 20 years after its founding, Wiit holds one of the **greatest number of SAP certifications in the Cloud sector**², and is one of the few providers to own a datacenter with a **Tier-IV certification from the Uptime Institute**. We are a young, dynamic company, with 175 employees and a turnover of Euro 33.9 million (an increase of 34% year on the previous year). We are a Group divided into **five companies**, four of which are under the control of the parent company Wiit S.p.A. **In 2019, we debuted on the Italian Stock Exchange's STAR segment**, with ambitious goals for the future, and the determination to make Wiit a European point of reference for the Cloud sector and for the management of critical

applications and processes. Able to guarantee its customers the end-to-end governance of all components, Wiit is the **perfect partner for medium-to-large companies** that have decided to **transform their business by choosing a markedly digital approach**.

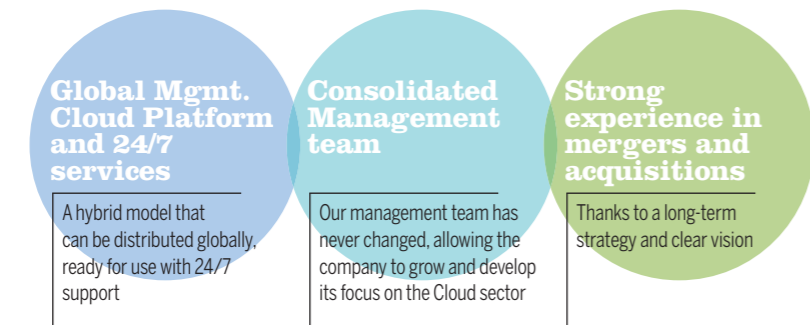
Tier IV. Data that is always secure in Wiit's datacenters

The Tier system is used by the Uptime Institute to classify the **reliability** of a datacenter, based on its ability to react to potential faults via the built-in redundancy of its components and systems.

Wiit's datacenter in Milan is Tier-IV certified, entirely **fault-tolerant**, and is equipped with redundant components (meaning they are paired with duplicate components that work in parallel), including its power and cooling systems. Guaranteed **operating time**, or uptime is **99.995%**.



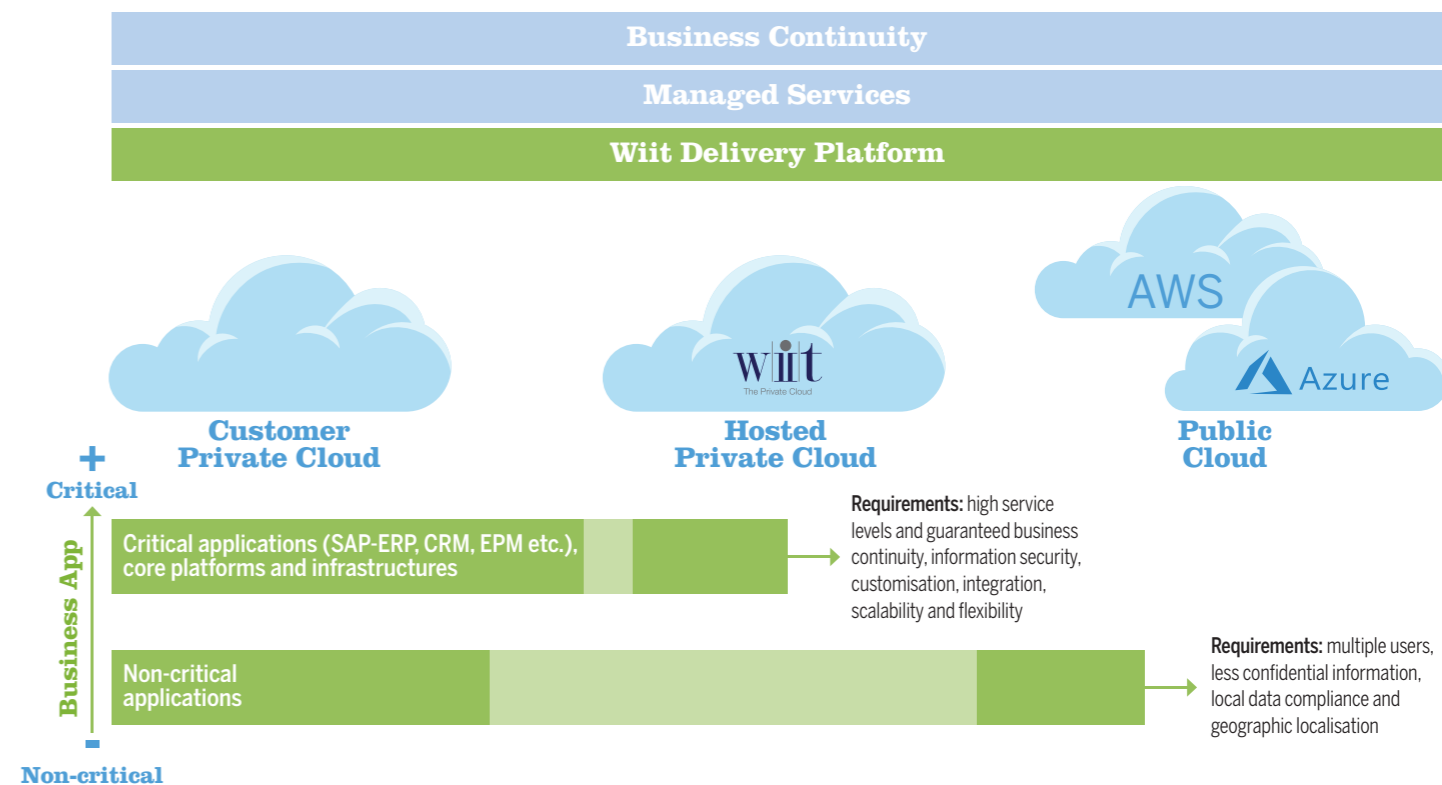
STANDOUT FACTORS



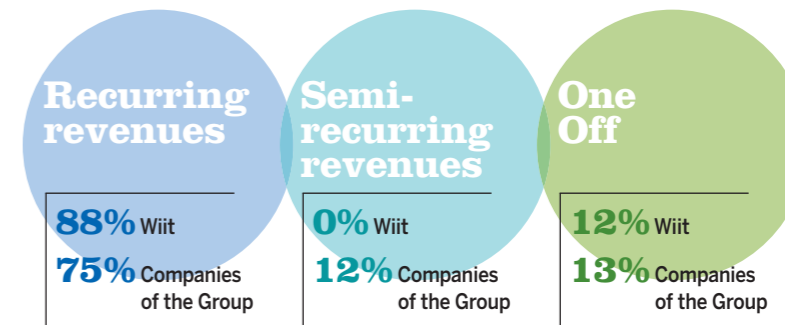
BUILDING VALUE OVER TIME

At the heart of our strategy is a desire to create **long-term value** for both customers and stakeholders. We are only able to achieve this goal through **quality services** and a **strong operating model**. We also owe our success to the **people** who work for us and our technological assets. Equipped with these resources, we aim to build **solid, trusting relationships with our customers that stand**

the test of time. This is demonstrated by the fact most of our turnover is from recurring revenues. We believe that the key to our success lies in our **ability to provide customers with access to well-structured services** via an **organisation run by highly professional employees** (managers and technicians), who use **cutting-edge technologies**, in addition to **tried, tested and certified procedures** that comply with leading reference standards (ITIL, ISO, ISAE, SAP, NIST etc.).



A CUSTOMER-FOCUSED STRATEGY: A CROSS-SECTION OF REVENUE



2 - Wiit possesses six SAP certifications with the highest levels of ERP specialisation in PaaS mode, in addition to important references in the S/4HANA SAP sector

20 YEARS OF RESPONSIBLE GROWTH

We have grown steadily over the last twenty years by expanding our customer base and making targeted acquisitions. Four companies (or company branches) specialised in Cloud Computing and digital transformation services have joined the Group since 2007 thanks to the acquisition of **Sevenlab**.

M&A JOURNEY

2007

Sevenlab

Second datacenter, presence in the Veneto region; expansion of portfolio, business continuity services.

2015

Visiant

Development of a long-term partnership with strong synergy and infrastructure consolidation at Wiit's datacenters.

2018

Adelante

Presence in Tuscany's luxury district. 70% of potential collaborations already achieved. Opportunity to upsell critical services provided by Wiit; expansion of service portfolio.

2019

Matika

Increased synergy and high potential to upsell to Matika's customer base in Triveneto; expansion of service portfolio.

Wiit's management team has overseen this gradual growth process and has always paid careful attention to its economic and social implications, from reducing costs and rationalising structures to safeguarding human capital during integration phases. With the aim of minimising the risks deriving from external acquisitions, encouraging the integration of companies within the Group, and constantly improving the Parent

Company's managerial capacity, Wiit has set up an **Advisory Board**. The Board is run by management figures employed at all of the Group's companies. Said individuals are tasked with coordinating various operational integration and strategic direction initiatives. Our five companies operate in **five continents** and **over 70 countries**, and we aim to continue our growth in the following three key areas:

Organic Growth

based on the promotion of hosted private, Hybrid Cloud, business continuity, Cybersecurity and big data services

Increasing our Market Share

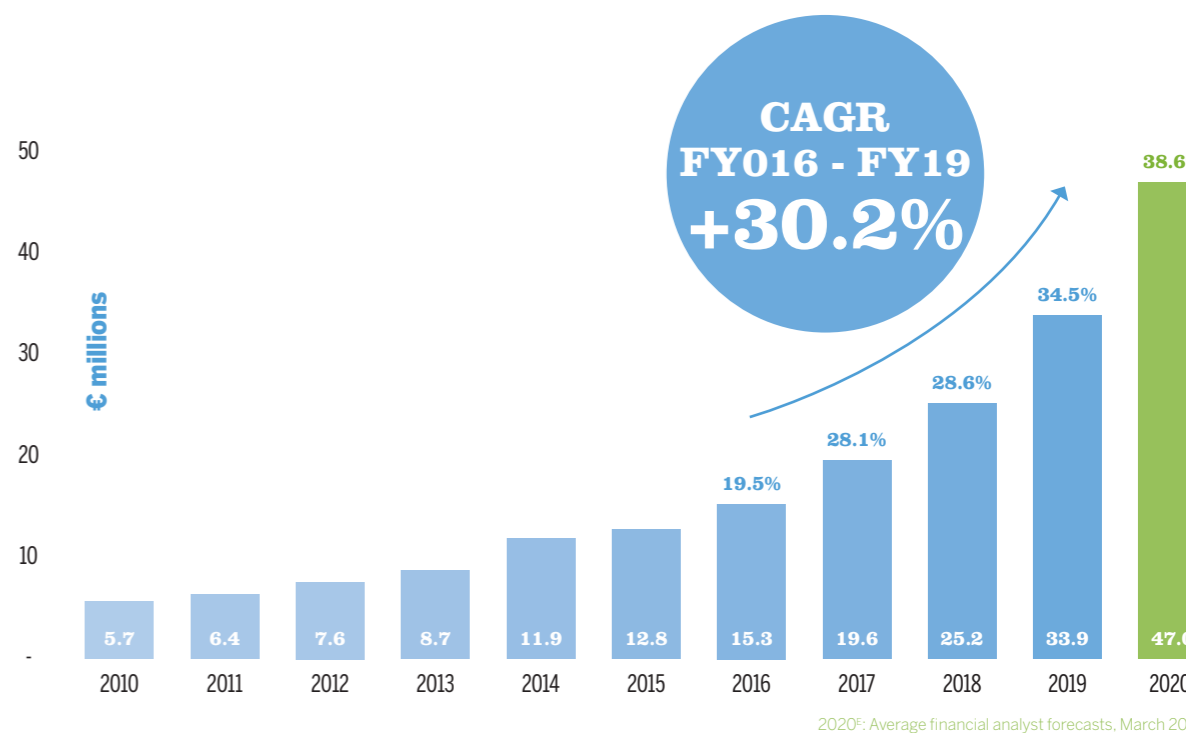
in Italy through acquisition-led growth

Internationalisation Process

by acquiring and integrating other European companies into the Group

Results (.000€)	2019	2018	2017
Revenues	33,911	25,237	19,555
EBITDA	12,129	9,986	7,618
EBIT	5,226	4,668	4,185

WIIT GROUP REVENUES OVER TIME



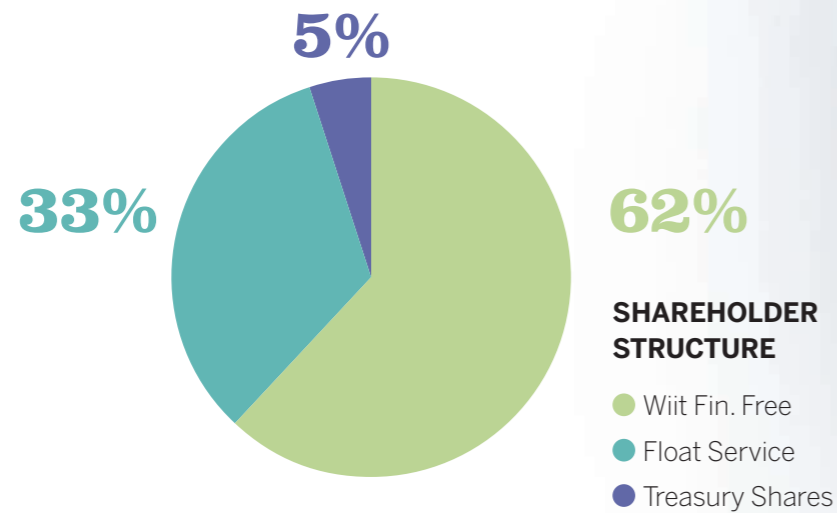
RESPONSIBLE GOVERNANCE

Being listed on the STAR market has required Wiit to become a point of **excellence in terms of both transparency and corporate governance**. This important milestone has led Wiit to establish **committees** consisting of in-house and **independent** members, such as the Appointments and Remuneration Committee and the Control, Risks and Related Parties Committee. Similarly, the Board of Directors ensures the maximum protection of all stakeholders, and thus comprises people who work in the business and finance sectors and are not employed by Wiit. This approach aims to

guarantee the principles of transparency and balanced company governance, and as such, we have appointed both a **Chief Executive Officer and Chairperson**, the first position held by Alessandro Cozzi and the second by Riccardo Mazzanti.

To strengthen our governance system, we have established a series of principles and rules of conduct, contained in our Ethics Code. All employees and partners are asked to align their professional conduct with the Code. In 2013, we adopted an **Organisation, Management and Control Model** pursuant to Legislative Decree 231 of 2001. The Model is an important preventive risk management tool, useful for regulating company activities under the banners of transparency and participation.

We are the Cloud



RISK MANAGEMENT

Our responsible approach to corporate governance, and the commencement of sales/purchase operations due to negotiations on the electronic stock market, have resulted in risk management becoming a priority for Wiit and all Group members in a relatively short space of time.

The company has decided to develop an integrated risk management system according to the Enterprise Risk Management Model, in line with the complexity of its business operations and its own development strategies. The framework we have implemented involves the whole organisation, with specific tasks delegated to each body involved:

BOARD OF DIRECTORS:

defines guidelines for the risk management framework in order to identify, measure, manage and monitor the primary risks; it assesses the adequacy of the risk management framework.

DIRECTOR APPOINTED TO OVERSEE THE INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM:

is responsible for designing and implementing an adequate risk management framework, and supports the organisation in identifying and measuring risks.

MANAGEMENT:

plays an essential role in the operational risk management process, tackling risks on a daily basis and developing appropriate corrective actions to mitigate the negative impact of risks.

The Risk Assessment methodology we have adopted complies with national and international best practices and is inspired in particular by the COSO framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) – a leading point of international reference since 1985.

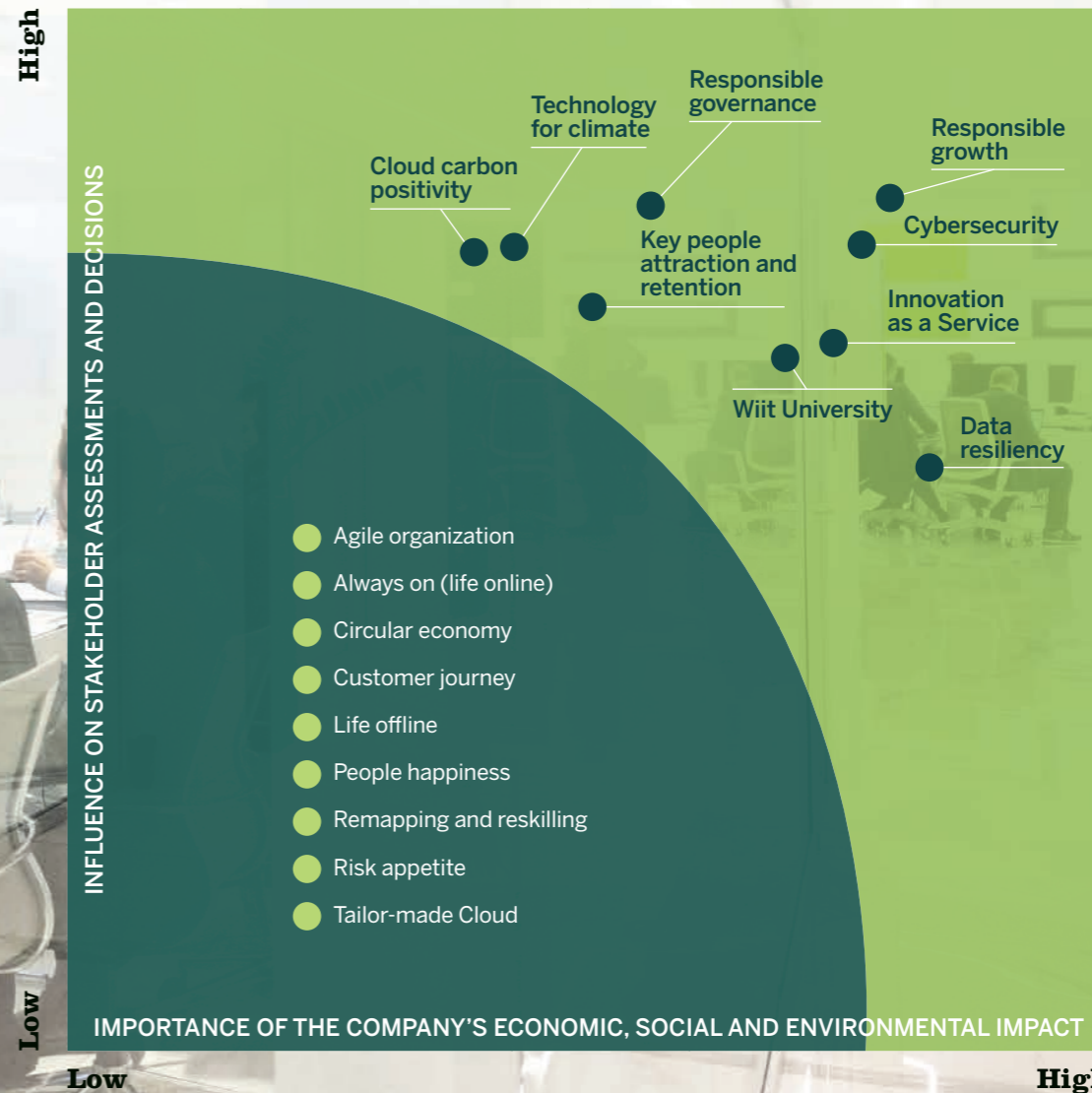
Topics that matter and Stakeholders day

THE MATERIALITY MATRIX

The materiality matrix is a useful way to highlight “material” topics, in addition to those that are key to the company’s business strategies and stakeholders. Topics are positioned on a matrix. Their relevance to each area in terms of their

significance and impact on the company is charted on the horizontal axis, while their relevance to the Group’s stakeholders is charted on the vertical axis. By using to this approach, all topics that exceed a certain relevance threshold for the organisation and its stakeholders are defined as material.

WiiT’s Materiality Matrix



Wiit's nine material topics

Responsible growth

For companies, growing responsibly is about **taking advantage of all the opportunities offered by the market, without forgetting the social and environmental implications that come with being a key player.**

A responsible company pursues a **growth strategy** that is both **long-lasting and well-governed** in order to maximise the interests of all stakeholders.

Innovation as a Service

This translates into an ability to **transform innovation into a fundamental element of the company** and the products and services it offers. In an increasingly international and competitive market, IT companies must be able to make technological innovation their own, and provide it to customers for **immediate use**. As such, it is important to identify the best solutions available to develop **services that meet customer needs and** support their businesses.

Cyber security

Cybersecurity is a set of methods and technologies aimed at **protecting the computer systems and data** contained in the digital ecosystem. Intellectual property, bank accounts, electronic transactions, sensitive personal data and lots of other information is now stored in datacenters. To ensure their protection, the regulator asks IT companies to **adopt specific procedures and defence systems**. That being said, this is often not enough. Data is the "new capital" and in order to protect it, we must deploy increasingly sophisticated technological and organisational defence mechanisms.

Technology for climate

Technological evolution has had a disruptive effect on society, enabling people to do things that were previously unthinkable, all while changing the way we consume information and live our lives. Thanks to technology, people are moving less (e.g. smart working) and more efficiently (e.g. smart mobility). What's more, the **intelligent use of technology in both the corporate world and everyday life allows us to reduce our environmental footprint** and contribute to the fight against climate change.

Responsible governance

Corporate governance must rest on a solid system of rules and organisational structures aimed at guaranteeing **ethical business management** and the **protection of all stakeholder interests**.

This is about having a long-term vision, **going above and beyond mere compliance**, and building transparent, fair relationships with all stakeholders. And all of this is made possible by aligning and **empowering** the people that work for us.

Wiit University

IT companies are struggling to find the people they need, due to a **strong mismatch of skills on the job market**. For this reason, we must facilitate the **uptake of STEM disciplines** (science, technology, engineering and mathematics), actively contribute to professional training, attract talent, and invest in growing their resources. Developing technical and soft-skills under the banner of **responsibility and autonomy**, allows everyone to be involved in achieving corporate objectives.

Data resiliency

In our increasingly interconnected world, natural disasters, accidents (both big and small), terrorist attacks and other extraordinary events are becoming increasingly common and have proven that they **can endanger IT infrastructures and interrupt business processes**. The resilience of infrastructures is measured by their ability to **keep their data processing, transmission and retention capacities active** to provide the many essential services run using the Internet.

Key people attraction and retention

A key issue for fast-growing companies is the ability to **keep business running smoothly**. As such, it's important to ensure that **key figures stay at the company**, as they play a strategic role both internally, by motivating and guiding the company, and in building relationship with stakeholders. To better manage individual circumstances, it is important to implement solid retention mechanisms and to effectively distribute the company's key people among important **roles, responsibilities, and specific areas of expertise**.

Cloud carbon positivity

The earth's temperature has been steadily rising since the early 1800s, which is causing significant climatic changes. The increasing **concentration of CO₂ in the atmosphere** is the main cause of this phenomenon. To reduce its impact and become carbon neutral, or even positive, a company can **obtain its energy from renewable sources**, or purchase **green certificates**, which financially support companies that produce green energy. Reducing emissions is a challenge that requires the **raising of awareness** both inside and outside the company.



Stakeholders day

We asked **15 people** belonging to different stakeholder categories to help us identify the topics that matter. Thanks to their wealth of experience, skills, values and relationships, they were all able to contribute a unique set of observations.

Selecting a shortlist of people was by no means easy, but we did so to ensure that everyone had the opportunity to present their point of view. In addition to learning a bit about the company and the way we work, the

stakeholder group was able to skillfully interpret the context surrounding the Cloud and IT sector, thus permitting us to identify **the topics that matter most to Wiit**.

The meeting was attended by the Chairperson & Chief Operating Officer **Riccardo Mazzanti** to mark the launch of the project, along with **Davide Capozzi** (Director of Corporate Innovation) and **Francesca Cocco** (Investor Relator), who all personally oversaw the project's implementation.

THE POINT OF VIEW OF OUR STAKEHOLDERS

In the morning, each participant chose a word to advocate a topic that he or she was particularly passionate about, trying to convince the others present to consider the same topic a high priority. Voting was anonymous and took place via mobile phones, PC and tablet, all of which were connected to a link that returned the results in real time.

From most to least important

- 1 Responsible governance
- 2 Responsible growth
- 3 Cybersecurity
- 4 Technology for climate
- 5 Cloud carbon positivity
- 6 Key people retention
- 7 Innovation as a Service
- 8 Wiit University
- 9 Data resiliency
- 10 Circular economy
- 11 People happiness
- 12 Remapping and reskilling
- 13 Tailor-made Cloud
- 14 Risk appetite
- 15 Agile organization
- 16 Always on (life online)
- 17 Life offline
- 18 Customer Journey

HERE'S HOW THE STAKEHOLDERS DAY WENT FOR OUR GUESTS:

“It was an educational and stimulating debate. Thank you, Wiit, for the opportunity”

“An event that deserves to be repeated at least once a year!”

“We once considered ourselves visionaries, but now it's time to pass on the baton. We should listen to what young people have to say”

Milan, January 15, 2020



Corrado Bertoldi
Banca IMI



Andrea Buragina
Mediolanum



Paolo Capodanno
Elettronica



Daniele Cilli
Fideuram



Guido Crivellaro
Eurizon



Stefano Gattolin
Conbipel



Enzo Greco
Prada



Tommaso Manzi
Credem



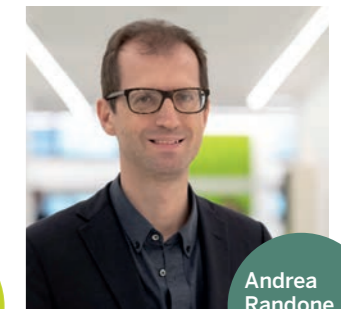
Emanuele Messina
F.I.L.A.



Giampaolo Mischi
DELL EMC



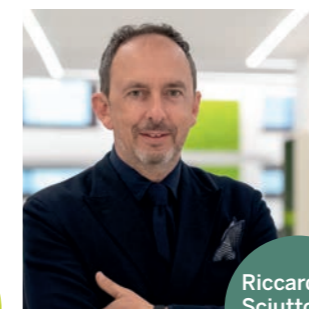
Fabio Pigorini
Intermonte



Andrea Randone
Intermonte



Andrea Rangone
Digital360



Riccardo Sciutto
Sergio Rossi



Alberto Signor
Lagardère



wiit 4 Data

“Our data is one of the most valuable resources we have. Wiit provides its customers with the safest way to store data, safe in the knowledge that resources will always be available for business, no matter what happens.”

LEONARDO FEDERIGHI, Cloud Service Director

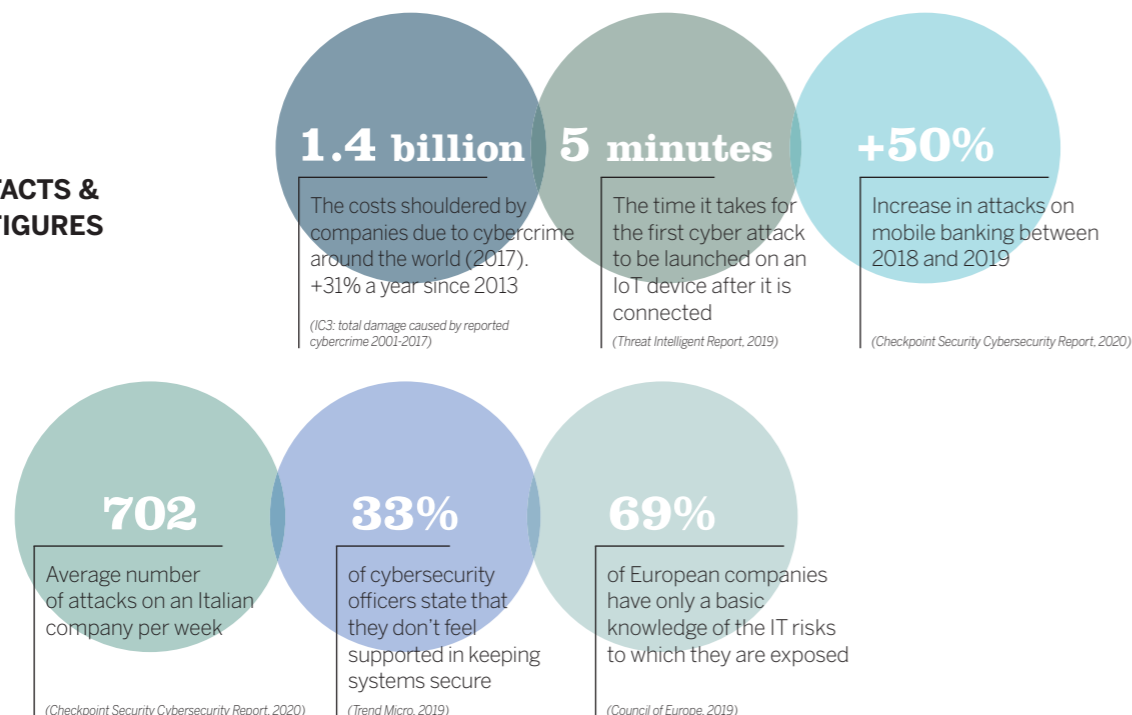
Cybersecurity is all about providing all-round coverage against criminal activities that use technology to violate corporate information assets. It is just as important to offer data resiliency as it is to provide secure data storage infrastructure.

THE CHALLENGE

In 2014, the Internet was used by 2.4 billion users. Within two years, the number had grown by one billion, and then another billion between 2016 and 2019, reaching an estimated total of **over 4.5 billion connected users. The number of Internet users has increased by 87%¹** in the past five years, in addition to the number of hours spent online and the amount of data we produce. People and companies produce and upload an incredible amount of increasingly dense information to the net every day (such as videos, photos, software), and they're doing it with increasing frequency. IBM's Marketing Cloud study estimates that **90% of the data that exists today was generated after 2016.** We are also dedicating more time to communicating and interacting on the web. In fact, it has been calculated that since 2013, the number of tweets per minute has grown by 58%², while Instagram users now upload over **100 million photos and videos per day³.** The figures on one-to-one communication are

also impressive: **over 100 million messages are sent via SMS and other apps every minute⁴.** And there's more: the **digitalisation of companies and the public sector** has brought other types of data to the web relating to sales transactions, payments, health data and mobility, as well as data produced by the so-called **Internet of Things**, which will produce **79.4 zettabytes** of data (or trillions of gigabytes) **in 2025 alone⁵.** In light of these figures, both data security and **resilient IT infrastructures are incredibly important.** In fact, data must be stored on physical servers either at company offices or in dedicated datacenters, which, however well protected, are still exposed to certain risks, such as natural disasters. All external entities managing information are now exposed to a **growing number of IT risks**, especially if they use the Cloud or make data accessible via the Internet⁶. The challenge for Cloud Providers is to **ensure data remains accessible to authorised customers, while also protecting it from criminal intrusion.**

FACTS & FIGURES



SAFETY IN THE CLOUDS

The Securing the Digital Economy: Reinventing the Internet for Trust report issued by Accenture estimates that companies around the world are **exposed to potential losses of USD 5,200 billion**, between additional costs and revenue lost to cyber-attacks. According to research, the dependence on Internet-enabled business models still does not appear to be covered by adequate security mechanisms capable of protecting vulnerable strategic assets. **The sectors most at risk are the Hi-Tech sector**, with over USD 753 billion in costs, followed by the **Life Science** and **Automotive sectors**, which are exposed to risks of USD 642 and USD 505 billion respectively. Unfortunately, these issues are far from being resolved. **In Italy, for example, 2018 was an annus horribilis for criminal IT-related activities.** The 2019 Clusit Report recorded a 57% growth in cyber espionage, aimed at stealing intellectual property and destabilising geopolitics. As highlighted in Italy's 2019 Intelligence Report, one of the worst affected areas was the public sector, with attacks targeting central and local institutions and causing significant damage to IT systems. There has been a significant increase in attacks against ministerial networks (24% of hostile actions, an increase of 306% compared to 2017) and local authorities (39%).

A SECURITY AS A SERVICE MODEL
These days, the Cloud is the best way to ensure maximum security, both for large and medium-sized companies. Although the idea of Security as a Service was met with some hesitation a few years ago, Cloud Providers have demonstrated that core and mission critical applications hosted in the Cloud can offer adequate levels of security, increasingly more so than on-premises installations, despite generating significantly lower running costs. **Thanks to the Hybrid and private Cloud services we offer, Wiit is the perfect partner for companies wanting to migrate to the Cloud** in order to safely maximise the value

generated by the implementation, updating and performance of solutions. With the aim of protecting data, identities and processes without forcing companies to isolate their servers, Wiit has built the **Wiit Security Universe (WSU), a comprehensive multi-level defence framework that complies with leading world standards (NIST).** The Universe is broken down into five macro-areas:

- NETWORK:** technology used to inspect traffic running to and from the Internet and within the customer's application park;
- VULNERABILITY AND SECURITY MANAGEMENT:** technology aimed at carrying out auditing and compliance activities on systems;
- ENDPOINT PROTECTION:** technology that protects endpoints (servers, PCs, mobiles);
- IDENTITY ACCESS MANAGEMENT:** tools to manage corporate identities, with particular attention to privileged users (system administrators);
- MESSAGING SECURITY:** tools to inspect and protect "in flight" information, such as email.

Wiit's Certifications

The Group has gained significant experience in the field of Security as a Service through high value-added Cloud projects and has been awarded the following certifications:

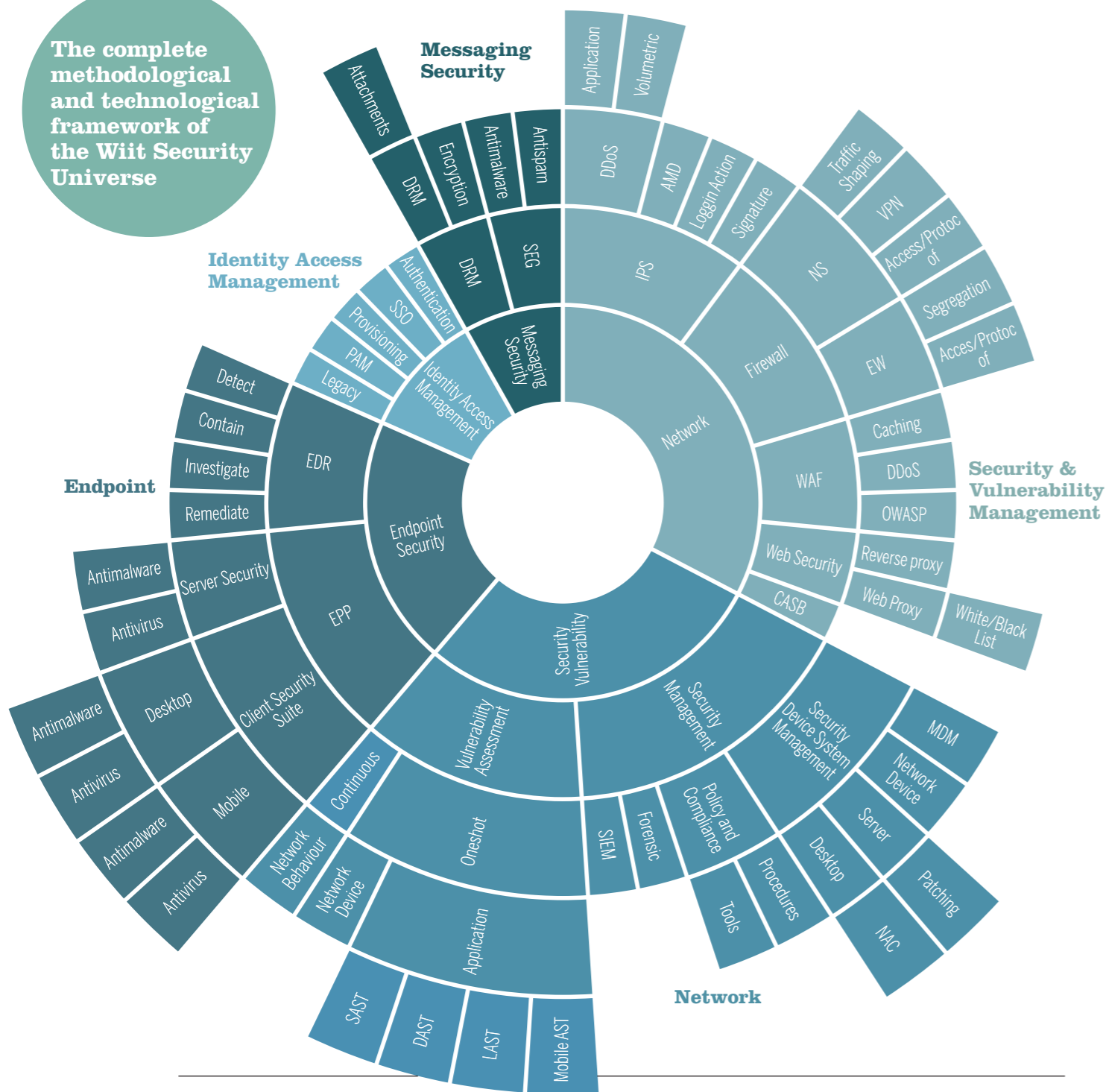
<div style="border: 1px solid #007060; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> <p>ISO 20000</p> </div> <p>IT Service Management</p>	<div style="border: 1px solid #007060; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> <p>ISO 22301</p> </div> <p>Business Continuity Management</p>
<div style="border: 1px solid #007060; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> <p>ISO 27001</p> </div> <p>Information Security Management</p>	<div style="border: 1px solid #007060; border-radius: 50%; padding: 10px; width: 60px; margin: 0 auto;"> <p>ISAE 3402</p> </div> <p>Quality Assurance on Controls</p>

1 - Internet Usage Statistics, June 30, 2019
 2 - Domo, Data Never Sleeps 6.0, 2019
 3 - Instagram data figures updated to January 2020
 4 - Kenneth Burke, How Many Texts Do People Send Every Day (2018)? Text Request, 2018
 5 - IDC, Worldwide Global DataSphere IoT Device and Data Forecast, 2019-2023, 2019
 6 - Check Point® Software Technologies, Cybersecurity Report 2020, January 2020

Given that these technologies are often closely related and interdependent, companies need to make use of **vertical, specific, versatile** and primarily **inter-operable solutions**. These solutions need to be grafted onto a framework that is flexible enough to support the implementation and integration of both old and new multi-vendor applications.

In addition, the framework needs to be financially sustainable, considering that **risk management** involves a delicate balance between preventing likely risks, taking actions to counter them, mitigating threats and, last but not least, incurring costs to support the running of the entire system.

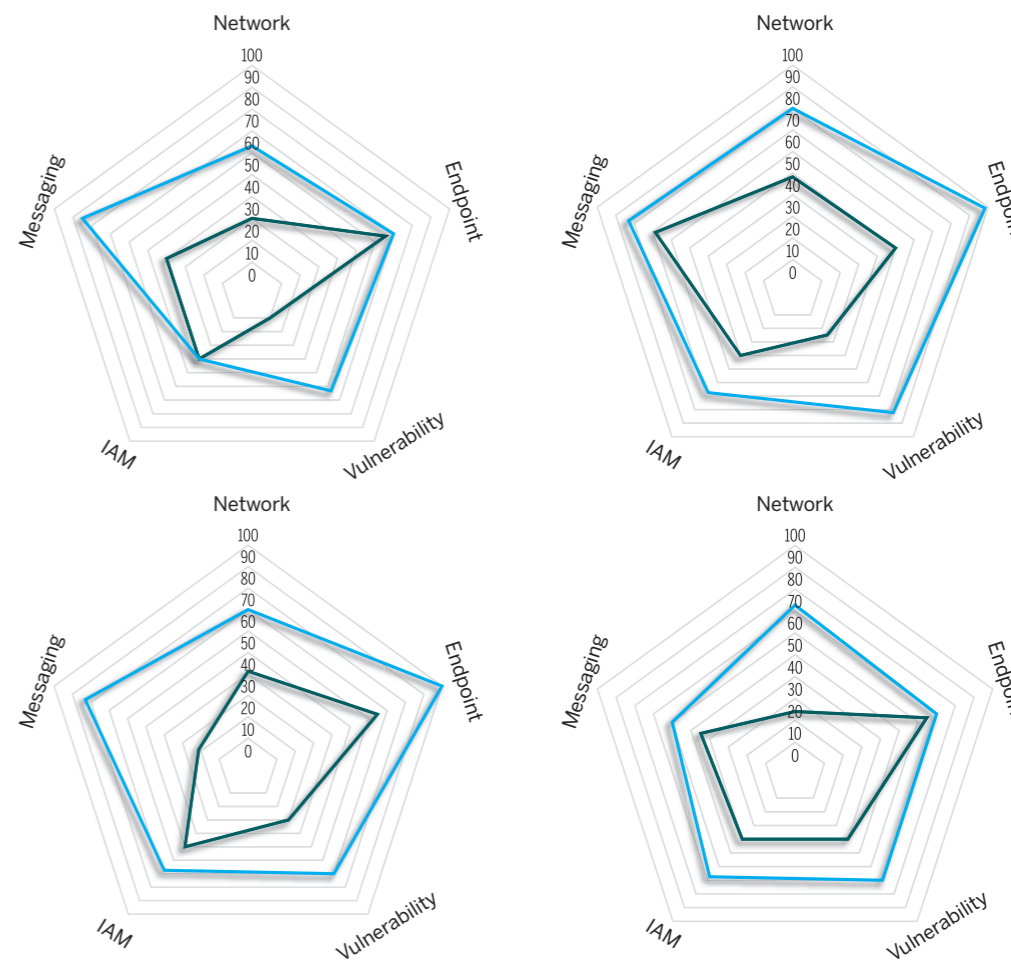
The complete methodological and technological framework of the Wit Security Universe



THE WIIT SECURITY INDEX AND THE RESULTS IT HAS OBTAINED

— As-is
— Step 1 + 2

Wit Security Index on a sample of four companies. The **dark green line** shows performance before applying the Wit security framework, while the **blue line** shows the improvement obtained after Wit's intervention.



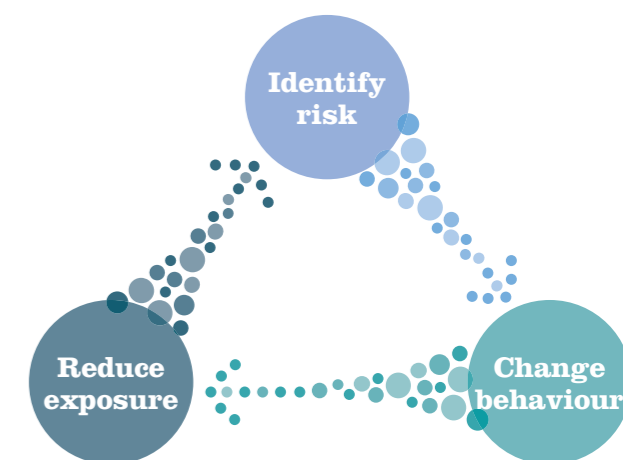
Wit has created the **Wit Security Index** in order to monitor cybersecurity performance. An indicator can be obtained by carrying out a targeted assessment, thereby offering a comprehensive overview of all security aspects. As shown by the graphs based on data from

four real-life customers with different initial situations (dark green line), after applying steps 1 and 2 of the Wit framework, **there has been a significant improvement in performance in all cybersecurity areas (blue line).**

PUTTING PEOPLE AT THE HEART OF SECURITY

Wit's portfolio also includes a **training course dedicated to its customers' employees**. These training courses are based on the assumption that it is possible to change behaviours by raising awareness of the IT threats to which a company might be exposed, correcting risky behaviours and thereby reducing exposure to cyber threats. This approach aims to **turn end users into the last line of cyber defence**, transforming them from a risk factor into a strength able to identify fraudulent actions.

Using the Wit Framework to promote a culture of cybersecurity



YOUR DATA IS SAFE WITH WIIT

Natural disasters, terrorist attacks and other extraordinary events are becoming increasingly common and have shown us how much they can endanger company IT infrastructures and the data contained within them.

In just a few minutes, incredibly high-value information assets can be erased, and services used by millions of people can be taken offline. In a world where business models are becoming increasingly digital, **it is important for companies to be ready to tackle crises and guarantee the continuity of business processes and the protection of their data.** In this sense, **the Cloud represents a unique opportunity in terms of data resiliency**, as it allows companies to reduce risk by moving all or part of their data from a physical space to a safer, specifically designed space **that offers greater resistance to adverse situations.**

Wiiit ensures its customers the maximum possible security through cutting-edge back-up technologies and systems that are capable of guaranteeing business continuity. At the Wiiit's **datacenter in Milan**

Over **18,400** Terabyte Backup data at Wiiit's datacenters

- which has a **TIER-IV level certification** (the maximum obtainable from the Uptime Institute) – data is stored within a server infrastructure of the highest quality (average storage availability is equal to 99.995%). If necessary, data and infrastructures can be duplicated in a physically detached datacenter in Castelfranco Veneto. Data can also be saved on non-modifiable, inaccessible media. Our Castelfranco Veneto datacenter is a point of reference for **disaster recovery** management and, as in Milan, contains emergency workstations should other company offices become inaccessible.

Integrating security and data protection solutions

Two years ago, an Italian company operating in the oil and gas sector turned to Wiiit to tackle a **double challenge: managing its information assets safely while remaining compliant with European legislation on data protection (GDPR).**

To meet these needs, Wiiit developed a custom cybersecurity approach, which consisted of implementing an analysis framework and an integrated threat intelligence platform to effectively manage security breaches. Wiiit's framework is divided into **three self-contained steps in order to tackle GDPR compliance and cybersecurity enforcement issues using a gradual approach.**

Quick wins are added to each step to guarantee immediate improvements to security levels.

Step 1

Increased levels of security and compliance to manage privileged users (WFP) and in-flight information (Sandbox Email), and to enforce a border network (Internet Gateway)

Step 2

Implementation of the GDPR packet (GDPR Enforcement)

Step 3

Implementation of the integrated cybersecurity platform (Threat Intelligence)





wiit 4 Climate

“
We believe technology will play a key role in tackling **climate change** in the future.
As a technology provider, we are committed to developing solutions that help companies reduce their impact on the environment.”

RICCARDO MAZZANTI, President and Chief Operating Officer

The Cloud underpins all modern-day digital applications by enabling us to access technology on the go, we can change the way we connect with the space around us, as well as the way we live and work.

THE CHALLENGE

The future of our planet, the environment, the economy and society, is closely linked to climate change. 2019 was the hottest year ever recorded in Europe¹. The average global temperature was over 1°C higher than the average recorded in the late nineteenth century. **The next ten years will be crucial: if greenhouse gases continue to rise at current rates, the earth's temperature will have increased by more than 1.5°C by 2040**, which will have a devastating impact on the planet². Italy, in particular, is one of the areas at greatest risk³ and, in recent years, has suffered several extreme weather events, such as floods and waves of bad weather that have had serious consequences for the population, environment and the country as a whole. **Mitigating the risks arising from global warming is only possible through immediate action on both a local and systemic level.** Greater awareness has been raised on the issue in recent years thanks to growing mobilisation from below.

Pressure has also increased on institutions to adopt concrete actions, as demonstrated, for example, by Europe's energy policy.

THE IT INDUSTRY AND CLIMATE CHANGE
More datacenters will be needed to store the growing amount of data produced by people, companies and institutions on a global level.

These centres are already responsible for consuming large amounts of **electricity** (about 2% of the total) and **water**, with an impact in terms of CO₂ emissions that is comparable to the aviation industry⁴. At the same time, the IT sector provides technological innovations that can revolutionise the way people behave, thereby reducing their impact on the environment. Technology changes the way we communicate, how we move, how we control consumption in our homes and the ways in which our cities develop. **The IT sector has the potential to become a fundamental lever to protect the environment.**



WIIT TOWARDS ZERO IMPACT

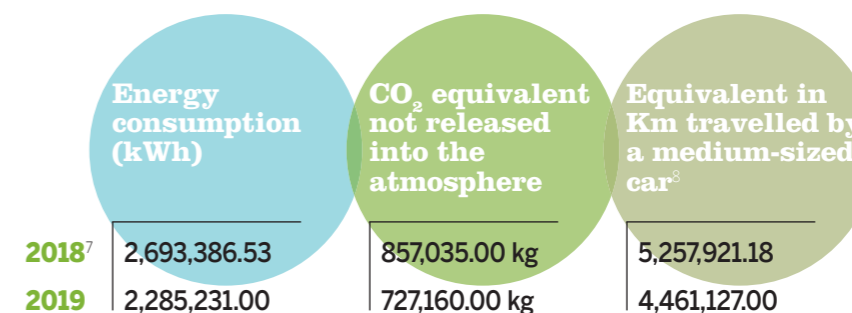
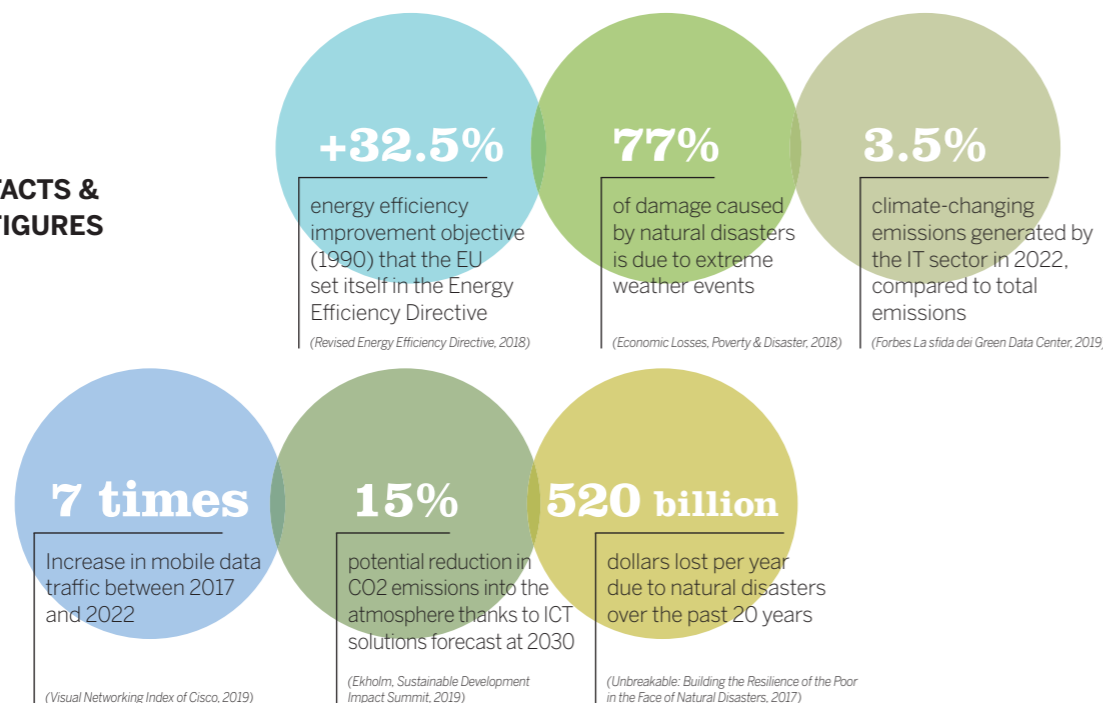
The first step companies can take to help combat climate deterioration is to reduce their climate-changing emissions. When an organisation is able to quantify its CO₂ emissions – and therefore reduce (or offset) them to zero, its CO₂ emissions it becomes carbon-neutral, which becomes **carbon-positivity** when this balance tips into the positive. Wiit has decided to do its part in this regard by choosing to procure its power solely from clean energy sources, a policy that will be rolled out to all Group companies by 2020.

100% GREEN ENERGY

Since June 2016, Wiit has chosen Dolomiti Energia to supply its electricity, a company that is well known for its commitment to protecting the environment. **In fact, all energy produced by Dolomiti Energia is 100% clean and comes from renewable or offset sources**

(hydroelectric plants and photovoltaic systems). This has allowed Wiit to receive a Dolomiti Energia 100% Clean Energy certification (GO)⁵, which certifies the origin of the electricity purchased by the Group. The goal of obtaining said certification is to ensure that the energy Wiit consumes has been produced by plants powered by well-defined renewable sources. By using certificates GO certificates finance clean energy while allowing companies to stay committed to the environment. In addition, Wiit is committed to reducing its energy consumption with the use of **new, all-flash storage devices** (without rotating elements) and **new energy-efficient servers**, which help save the amount of kWh consumed. By the end of 2019, 25% of the Group's installed capacity was represented by these new servers, which provide 30% more power than older servers while consuming the same amount of energy⁶. This extra power translates into fewer servers.

FACTS & FIGURES



In order to reduce its impact on the environment, Wiit has defined a set of in-house guidelines to reduce the consumption of raw materials by adopting a **paperless** approach. Added to this is the decision to move the company's management, sales and administration offices to the centre of Milan, which is well served by the transport network. By doing so, the company hopes to encourage its employees to use public transport, a form of clean and sustainable mobility.

E ADESSO PIANTIAMOLA!

Following the acquisition of A'edera, Wiit now provides document-based and collaboration solutions to help companies become more efficient and reduce their paper consumption. **In order to emphasise the environmental impact of digitalisation, the Group decided to embark on a Green Identity journey by launching the "E adesso piantiamola!" initiative in 2017.** The company has contributed to the planting

1 - Copernicus ECMWF, Climate Now, December 2019
 2 - IPCC, Global warming of 1.5°C Report, 2018
 3 - Germanwatch, Global Climate Risk Index, 2020
 4 - Pearce Fred, "Energy Hogs: Can World's Huge Data Centers Be Made More Efficient?," YALE Environment 360, April 3, 2018

5 - Guarantees of Origin (GO) are international certificates that are awarded to electricity production plants that meet certain environmental sustainability criteria. Created in 2009, they are now the main tools used to trace energy and to support the market's voluntary promotion and development of clean energy from renewable sources.
 6 - Web source - Intel: <https://ark.intel.com/content/www/it/it/ark.html#Processors>.
 7 - Data based on aggregate consumption for the 2017-2018 two-year period.
 8 - The conversion factor provided by the Italian Institute for Environmental Protection and Research (Ispra) was used for the calculation of emissions.

**100 trees
=
48,750 kg
of CO₂ absorbed**

of its own forest in Kenya through collaboration with Treedom, an Italian platform that promotes reforestation worldwide. GreenWood is made up of 100 fruit and forest trees, with the aim of protecting biodiversity in the area. Forest trees help absorb CO₂ emissions, while fruit trees support farmers and the local population. Every year the forest absorbs 48,750 kg of CO₂⁸.

THE CLOUD AT THE SERVICE OF THE ENVIRONMENT AND THE CITIES OF TOMORROW

The technological evolution has had a disruptive effect on society, enabling people to do things that were previously unthinkable, all while changing the way we consume information and live our lives. **Thanks to technology, people are moving less and more efficiently.** On the one hand, travel times are now shorter thanks to faster planes and trains, while on the other, we're travelling a little less often thanks to communication-related technologies. These developments have had a surprising impact. Habits have changed in Italy, as is demonstrated by the radical drop in the number of mopeds registered each year, which has gone from over 815,000 in 1980 to just under 22,000 in 2018 (-97 %)⁹.

Cloud Computing represents a technological cornerstone for this sort of social transformation, i.e. the distribution of computing, storage and communication services via the Internet. The Cloud provides access to information that is physically stored elsewhere – such as in Wii4's datacenters – to anyone with the appropriate communication network or Internet connection. The ability to access information at any time and in any place has given rise to the development of new services, both for people and companies.

The intelligent use of technologies has allowed us to reduce our environmental impact, both at work and in our everyday lives by contributing to the fight against climate change.

UNITY IS STRENGTH

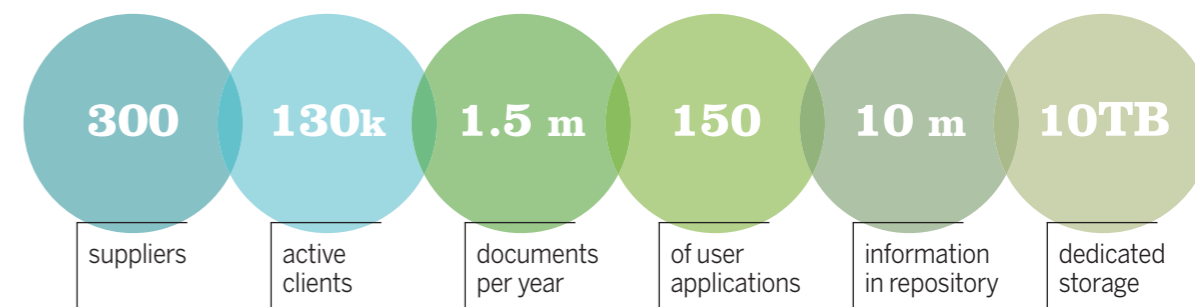
A key benefit of large datacenters is the option to make use of economies of scale in data processing and management. In fact, these technological infrastructures allow for great scalability and flexibility, guaranteeing more efficient management of work peaks. By choosing to use virtual machines stored on Wii4 servers – +22% usage compared to last year – companies can do away with physical servers installed in their offices in favour of on-premise infrastructures. According to an in-house estimate, Wii4 infrastructures allow for a 93% reduction in space and an energy saving of about 117 gigawatts per year¹⁰.

BUSINESS DIGITALISATION

Wii4 has built a tailored package for companies intending to digitise and transform their collaboration and document archiving processes. Thanks to our dedicated private Cloud and digital transformation outsourcing services, Wii4's EIM (Enterprise Information Management) solutions allow companies to set up internal document management platforms to simplify working methods and make the processes of collecting, sharing,

consulting and storing data more efficient, depending on the documents and their contents. By doing so, companies can reduce the amount of paper they used, and this process is known as dematerialisation. In fact, the National Packaging Consortium (CONAI) – which has approx. 800,000 members consisting of packaging manufacturers and users – is the perfect example of how technology can be used for good. Founded after the Ronchi Decree was passed in 1997, the Consortium has established an integrated circular system to recover and recycle the six main packaging materials: steel, aluminium, paper, wood, plastic and glass. Given its large size, CONAI oversees the sending of over 1.5 million paper packages to more than 300 suppliers and 130,000 customers a year. Thanks to a tailored infrastructure built by Wii4 (10 terabytes of dedicated space for over 150 application users), the Consortium has been able to eliminate the physical sending of materials, review its inbound and outbound information processes, introduce e-invoicing and implement a Cloud collaboration and management platform.

THE CONAI CLOUD IN NUMBERS



THANKS TO DIGITALISATION, COMPANIES ARE BECOMING SMARTER AND MORE AGILE THAN EVER BEFORE

Smart working has been catching on in the business world in recent years. There are now over 570,000 smart workers in Italy (up 20% on last year)¹¹. Smart working is essentially a

modern-day version of telecommuting, which some companies have been using for over 15 years to allow their employees to work remotely. The Cloud has greatly boosted this practice, helping to spread a new managerial philosophy based on **gifting people with flexibility and**

8 - Treedom Data, February 2019
9 - DMV (Department of Motor Vehicles) Data

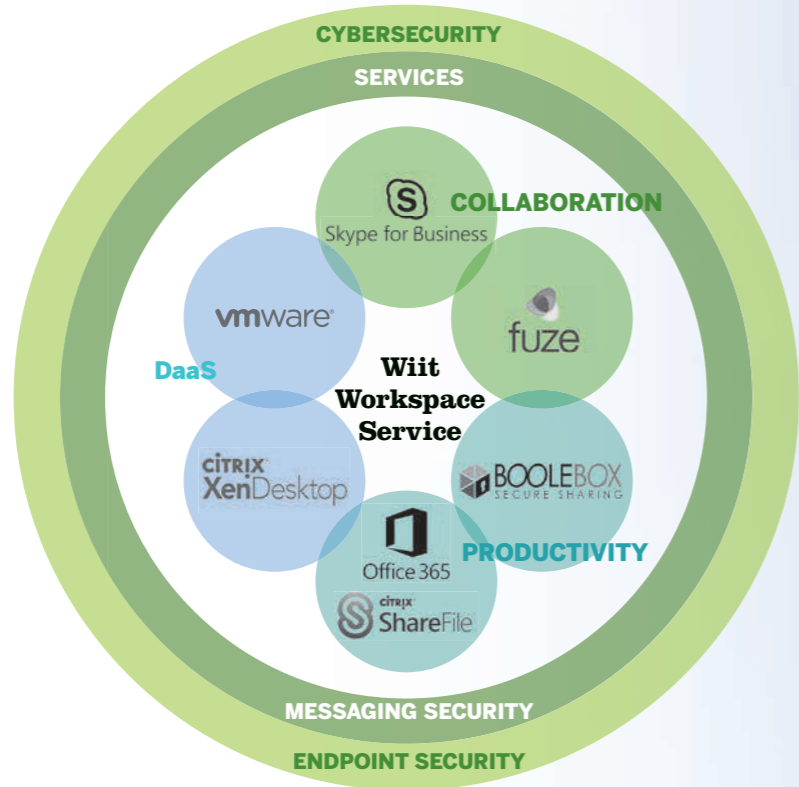
10 - Estimate based on an average consumption of 350 kWh, i.e. that of a new-generation server
11 - The Polytechnic University of Milan Smart Working Monitoring Centre, 2019

independence with regard to working hours and tools, in exchange for greater responsibility for their performance at work¹².
Wii has developed a solution for companies wishing to implement smart working practices,

which consists of collaboration and productivity services connected by secure end-to-end messaging and cybersecurity platforms.
At the beginning of 2020, 3,500 smart working stations were managed using Wii's services.

Wii4Climate

Wii's smart working solutions



THE CLOUD FOR THE CITIES OF TOMORROW

myCicero is an application developed by myCicero S.r.l. to accompany the smart development of local regions.

It is a platform that allows users to take advantage of services dedicated to mobility, transport and parking.

After registering with myCicero, users can buy tickets for local public transport and car parks, thereby facilitating the use of these city services while reducing paper consumption. With myCicero, you can protect the environment while saving money on travel tickets.

THE SERVICES OFFERED BY MYCICERO ARE EASILY ACCESSIBLE AND ALWAYS AVAILABLE THANKS TO A SECURE, HIGH-PERFORMANCE

Cloud platform hosted by Wii.
Local residents use public services seven days a week, 24 hours a day.
As such, Wii has designed a Cloud technology platform for myCicero that is distributed between two datacenters to ensure business continuity. The platform is capable of ensuring the highest levels of reliability in the face of faults and cyber-attacks, thanks to the use of Wii's resilient technologies.

12 - The Polytechnic University of Milan Smart Working Monitoring Centre, 2019



WiiT 4 Innovation

“WiiT’s innovation model is based on three key elements: **people, processes and technology**. By carefully combining them, we are able to create products and services tailored to our customers.”

DAVIDE CAPOZZI, Director of Corporate Innovation

Innovation is about making new products and services available to companies, thereby transforming their internal processes. The Cloud is key to digital transformation.

THE CHALLENGE

Digital transformation offers companies the opportunity to redesign and improve their processes using technology.

Digital transformation allows organisations to grow and develop by changing the way people work and how companies approach their business models.

Knowing how to make the most of opportunities offered by digitalisation is key to surviving market changes, and continuing to innovate in the face of increasing global competition.

According to a NetConsulting Cube¹ survey on over 70 IT company managers in Italy, digital transformation has the greatest benefits in terms of relationships with customers, future prospects and the innovative development of the services on offer. Benefits to relationships with employees and supply chain workers are

mentioned less often but are still significant. That being said, despite the clear potential offered by automation, computerisation, virtualisation, the Cloud, mobile devices, and the Internet of Things, Italian companies are still struggling to make proper use of them.

One of the main difficulties faced by decision makers in Italy's IT sector is being unable to find the right balance between transformation projects and routine processes; furthermore, 45% of Italian companies see cost as a real barrier².

On top of this, companies tend to possess inadequate technological infrastructures, while the skills possessed by their employees are often unsatisfactory or outdated³.

As such, it is important for technology providers to support companies through the transition by **providing tailored, innovative technological tools**, together with the skills needed for change.

360-DEGREE INNOVATION

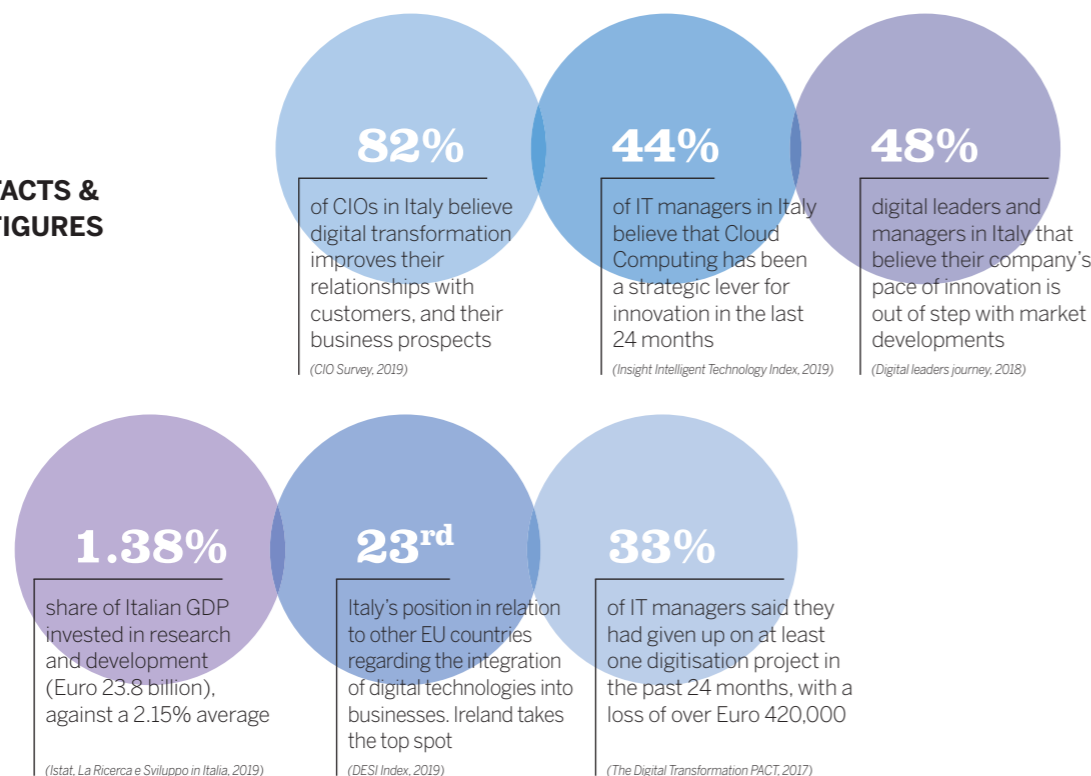
Innovation is a key part of Wiiit's identity. As such, an Innovation Manager was hired by the company **in 2019 to oversee all in-house innovation processes**, with particular attention paid to ensuring the company's product portfolio remains in step with the latest technological trends.

In order to stay up-to-date with the technology market, Wiiit has implemented an innovation process to manage input via three different channels: its customers, suppliers and the market.

COMMUNICATING WITH CUSTOMERS

Wiiit's goal as an innovation partner is to **collaborate with customers to build technological solutions and business models that meet their needs**. Often, in fact, Cloud suppliers offer standardised solutions, thereby forcing their end customers to adapt their needs to the products or services on offer, without allowing for customisation or the option to take advantage of economies of scale. This applies to smaller companies in particular. **Wiiit, on the other hand, believes it is necessary to eliminate the distance between companies and technology** in order to promote innovation. It hopes to do so by partnering with customers to build tailored solutions that are suited to their real-life needs.

FACTS & FIGURES



Wiiit has collaborated with the **Polytechnic University of Milan's Cloud Monitoring Centre** for many years in order to strengthen its ability to understand customer needs. The Monitoring Centre essentially consists of a network of companies and institutions, and aims to spread awareness of the benefits of digital technologies for businesses, the public sector and citizens. The Monitoring Centre intends to organise a series of design-thinking meetings with its partners in the near future.

WORKING WITH SUPPLIERS

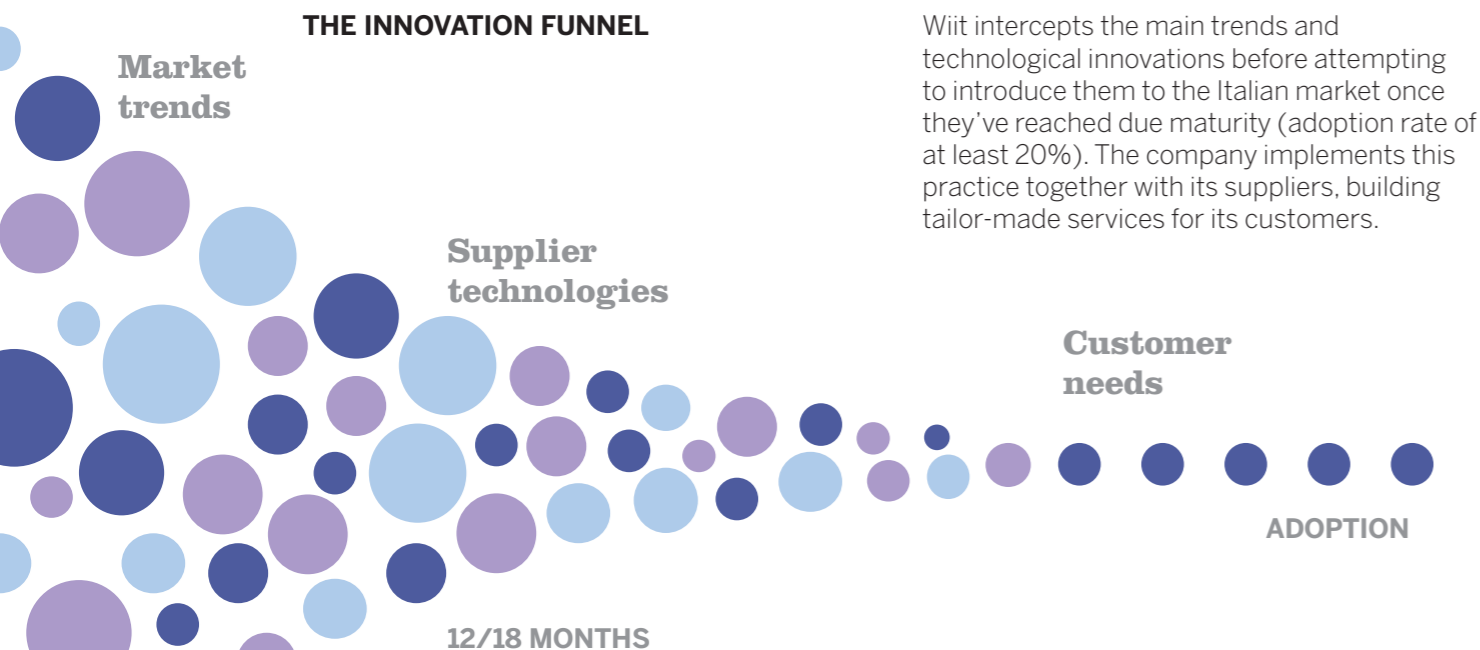
Wiiit selects its suppliers on the basis of their ability to innovate and propose innovation. For this reason, **Wiiit's technology suppliers are often in close contact with R&D departments at leading multinationals**, which are responsible for the majority of IT innovations on the market. In this way, Wiiit is able to offer its customers the best hardware and software applications on the market.

STAYING UP-TO-DATE WITH MARKET TRENDS

Wiiit participates in leading industry events, such as **VM World**, which is one of the largest conferences on Cloud Computing and virtualisation in the world. The event is hosted by VMware in the United States and sees attendees present the main market trends and technological innovations developed by technology providers. This type of network provides Wiiit with a privileged **observation point from which to monitor (and potentially update) its business model**, while also directing customers towards the best technological solutions.



1 - Netconsulting Cube. CIO Survey, 2019
 2 - Insight. Intelligent Technology Index, 2019
 3 - Capgemini Research Institute. Understanding digital mastery today, January 2019



Wiit intercepts the main trends and technological innovations before attempting to introduce them to the Italian market once they've reached due maturity (adoption rate of at least 20%). The company implements this practice together with its suppliers, building tailor-made services for its customers.

WIIT'S INNOVATIVE SOLUTIONS

Wiit's innovation process demonstrates that innovation has less to do with research and development, and more to do with the ability to intercept and reinterpret market offerings. **As such, Wiit operates as a facilitator, intercepting supply and demand and developing high value-added services based on the matured technological innovations available on the market.** Thanks to its innovative solutions, Wiit is able to offer cutting-edge tools and technology at a reasonable and scalable price. These tools are capable of bringing value to business processes through digitisation and automation. Wiit has decided to focus on three main topics in the three-year period from 2019 to 2021: **cybersecurity, dev-ops and robotic process automation.** These three areas allow companies to make the most of the opportunities offered by the Cloud in terms of security, the accelerated development of new applications, and technological automation.

CORPORATE SECURITY

Cybersecurity is a particularly delicate topic, and has always been a priority for Wiit and its customers. The company has been working on a set of specific technologies for a long time, which have now been integrated as a Service into all of its Cloud solutions. **Wiit has developed a multi-level dynamic defence system spanning five macro-areas: endpoint security, security and vulnerability management, identity access management, messaging security and network security.** This is all about providing companies with comprehensive defence solutions by securing connected machines, continuously monitoring software and their vulnerabilities, and controlling and authenticating access to platforms, messaging and the network as a whole. The services provided by Wiit in this area allow companies to increase their security levels via a holistic approach. They can do so, for example, by enabling secure and constant mobile access to services while eliminating the risks that come with a move to the Cloud or the adoption of **smart working** practices.

ACCELERATED DEVELOPMENT

DevOps is a software development method that came into common use around ten years ago due to the rise of the Cloud and the collaboration opportunities this technology offers. The goal of the DevOps approach is to reduce new software development times by allowing developers and operations personnel to communicate more effectively in order to speed up design, testing and release times for company application solutions in both traditional and Cloud environments. In this area, in addition to its most recent dedicated tools, Wiit also offers methodological support and a deployment and support service, acting as a contact interface between developers and **operations.**

PROCESS AUTOMATION

Robotic Process Automation (RPA) includes all technologies that may be used to automate work processes through the use of "smart" software that can execute repetitive tasks automatically. RPA can be used to replace human operators with robots and thereby reduce errors, speed up processes and free up human energy for higher value-added activities. These technologies are still considered cutting-edge, and Wiit began to approach them in 2019 to bring them to market by the end of 2020.



Wiit for Viasat: Insurtech solutions

The Viasat Group is a multinational corporation based in Italy that operates in the satellite security, protection and location sector. In recent years, in response to business needs, Viasat embarked on a process of change that transformed it into a world-leading independent telematics operator in various strategic sectors such as **IoT, insurtech, big data, smart connections and fleet and waste management**.

The big change in the company's core business led the Group to modify its approach to its IT model.

To ensure adequate support for the direction taken, the company has decided to adopt a Cloud-only paradigm, with a strong focus on the security, scalability and performance of the new system. Viasat has chosen Wiit as its strategic partner in implementing such an important, radical project. Wiit used its expertise to support the company by building an architecture based on **four Cloud platforms, one for each business need: raw data, big data, Viasat Line and Lab**.

The first two systems use Internet of Things systems to gather and analyse data, in one case in real time and in the other with a sampling time of one data package a minute. ViasatLine is an integrated platform of front-end services for clients based on artificial intelligence services. Finally, Lab is a platform for testing new solutions that take advantage of the unique properties of the Cloud to offer maximum flexibility at reduced costs.

Thanks to strong data security, a centralised, efficient and internationally effective governance model and high performance and capabilities, the advantages of the new architecture were immediately apparent to Viasat. The company has thus benefited from an on-demand IT model with services that can be modulated to manage service performance over time.

The new architecture also allows all future growth and the data of new companies acquired by Viasat to be hosted swiftly and securely through Wiit's Tier-IV datacenters.

Through this Cloud architecture transformation, Viasat not only obtained a series of advantages from a technological standpoint, but also structured an innovative business model that is functional to its needs. With Wiit, a pricing model has been implemented on the basis of actual **business KPIs** that diverges from the classical models relying on technological KPIs. The business model enabled by Viasat may therefore be considered essentially unique and truly Cloud-based, with costs mirroring revenues and granularity at the individual device level.

Wiit 4 Innovation



WiiT 4 People

“ Along with technologies and processes, **people** are one of the three fundamental components of our success. Without them we would just be a company like so many others.”

MIRKO FABIANI, HR and Organisation Director

Innovation does not yield results without the right people. A tech company's success is measured by its ability to attract the most talented people, helping them grow and growing along with them.

THE CHALLENGE

Personal wellbeing is crucial to a company's success. Above all at companies where the presence of committed employees is fundamental to achieving business results, **it is very important to strive for harmony** by creating a relaxed, positive working environment based on teamwork. There is considerable evidence that taking care of a company's people by making sure they feel accepted and valued has a **positive impact on various indicators** such as **productivity, turnover, absenteeism and customer satisfaction**. For example, as now shown by various studies, introducing smart working can increase individual productivity by up to 22% and reduce the number of people who leave the company by half¹. Retention is a focal point for a rapidly growing company like Wiit. Ensuring **that leaders and key personnel remain with the company is essential to maintaining sound**

leadership and thus to achieving the desired business objectives.

A company's key personnel are all those who possess specific expertise, including in operations, and who play a decisive role both within the organisation and in relations with customers. Investing in quality personnel and training generally permits not only better performance and a higher retention rate, but also the recruitment of new high-value individuals. This is an aspect to which **ICT companies** in particular must focus their attention since they often struggle to find the right personnel due to the strong **skills mismatch** existing on the labour market. As observed in July 2018 by Giovanni Brugnoli, Vice President of Confindustria for Human Capital, **Italian companies are in need of around 280,000 ultra-specialised technicians**, since students' educational choices still fall too often to humanities programmes.

ATTRACTION AND RETENTION POLICIES

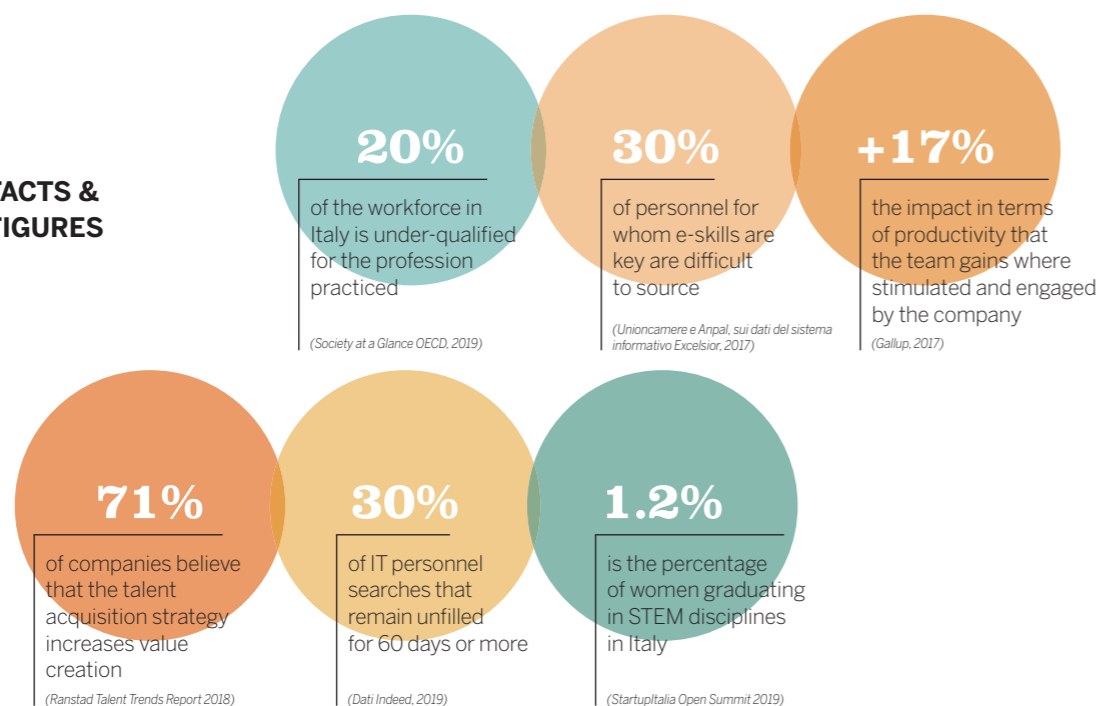
Wiit believes firmly in the value of its people and therefore has a very stringent hiring policy that tends to privilege permanent and full-time contracts. At present almost all employees work on full-time contracts and the use of part-time contracts has been limited to those with special personal needs. Wiit Next is an initiative designed to support company growth based on three pillars:

- NEW PROCESS DEVELOPMENT** to reinforce corporate functions in view of the internationalisation process pursued by the company;
- TALENT MANAGEMENT** for optimal management of human resources, developing the most talented individuals and helping them grow within the organisation;
- HR PROCESSES** to support organisational change and the growth of the company as a whole.



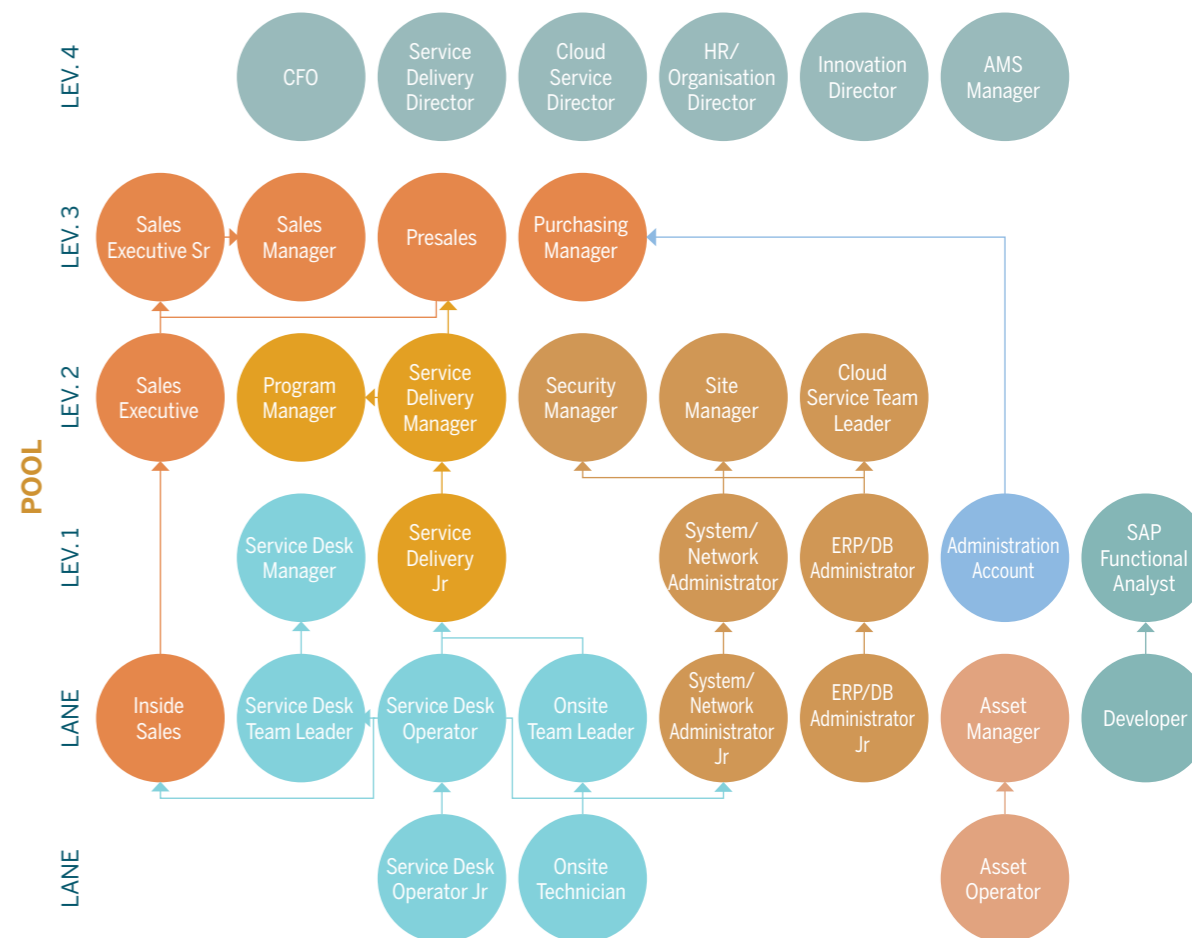
In recruitment, Wiit intends to focus on **attracting** talented young people. In the ICT market, companies struggle to identify high-quality young candidates, due in part to the complexity of the business, which external recruiters often struggle to explain. Accordingly, for many years now Wiit has had an internal training and growth policy that provides its employees a concrete opportunity to advance in their professions and increase their status in both technical and managerial terms. Another related initiative is the creation of an internal job path, a tool that allows possible career paths to be identified immediately, clearly showing all those entering the company the growth opportunities that may lie before them.

FACTS & FIGURES



1 - N. A. Bloom, J. Liang, J. Roberts, Z. Jenny Yin. Does Working from Home Work? Evidence from a Chinese Experiment. The Quarterly Journal of Economics. February 2015

Wiit's job path includes both horizontal and vertical growth paths





In its retention efforts, Wiit focuses closely on the **company environment** and has always strived to ensure a positive, constructive working environment offering mutual support and facilitating collaboration in all its forms. An overview of the tools used to date to support the retention of personnel, which the company plans to expand and improve upon in the near term, is provided below:

STAY BONUS: salary increases are tied to remaining in service with the company and favour those who choose to remain for more than three or four years (depending on the individual beneficiary's role).

STOCK OPTION: those who have a long record of service at the company and fill executive positions hold shares in the company; a new stock option plan will be launched in 2020 to include new arrivals.

MBO: the performance management plan includes bonus mechanisms not only for managers, but also for technical personnel in whom the Company decides to invest in the medium-to-long term.

SMART WORKING: was trialed for the first time in 2019 on a team from the AMS (Application Management Services) unit, currently the area with the largest female presence. In view of the success of the initiative, even before the enforced take-up following the health emergency, smart working will be extended to all Wiit employees in 2020.

INTERNAL ONGOING TRAINING ACADEMY

The labour market in Italy has a problem relating to the **lack of technical expertise**, of **digital** expertise in particular. As suggested by the OECD, which in its "Skills Outlook 2019 - Thriving in a digital world" ranks Italy among the countries with the largest digital gap, alongside Chile, Greece, Lithuania, Slovakia and Turkey, Italy today does not seem ready to face the **challenge of digitalisation**. As the OECD writes, the lacunae that may be observed at both a personal and professional level prevent the Italian population from

prospering on the market and in professions **tied to technological development**. Accordingly, companies that focus on technology and innovation need to be able to act directly, facilitating the **spread of STEM** (science, technology, engineering and mathematics) disciplines and contributing actively to training the professionals needed by companies and the labour market at large. It is also important to invest in **internal personnel growth**, facilitating the **development of technical and soft skills** by promoting an environment of **responsibility and autonomy** that allows everyone to be involved in achieving objectives.

WIIT UNIVERSITY

Wiit believes in the value of its people and, where possible, **prefers to develop its existing internal personnel** rather than recruiting candidates from the market. As a result, the company population includes a large number of technical personnel who joined the company many years ago, some in very operational roles, and whose duties and responsibilities have increased with time. **Wiit University was founded to support and accompany their internal growth process.**

The approach adopted by Wiit starts with **technical training and proceeds towards increasingly soft management skills**. This is a process that begins on the first day an employee is hired, which for entry level staff usually occurs within the **Service Desk Unit**,

managed by the HR Director, with the goal of identifying the youngest talent. This unit is often the **starting point for those who reach positions of greater responsibility**, in technical fields and systems engineering/ application units as well as in more managerial roles (such as Service Delivery Managers). In addition, for career path orientation, **all company employees take an I-profile test to assess their** development potential. Through an analysis of the main behavioural traits, this test allows for the identification of the areas in which individuals perform the best and in which they have more room for improvement. This allows the organisation to formulate the best career path for each employee, bringing to light the hidden champions in the population to be developed through ad hoc training programmes. In numerical terms, Wiit University translates into a significant training effort, organised into a wide range of courses. Over the last year, **1,173 hours of traditional training were provided to 175 company employees**, in addition to other activities performed with the youngest staff only. In addition to the activities planned within the company, over the last year Wiit also developed specific initiatives for the other Group companies, such as training dedicated to the **employees of the Albanian office of ICT Watchers, which lasted around six months and provided training to more than ten people.**

30%
employees rising
from the Service
Desk

Technical training support

In 2019 Wiit allocated contributions to financial support for those who have chosen to invest in professional education. Specifically **partial funding was provided for one MBA at the SDA Bocconi School of Management and another at the Sole24 Ore Business School**. In 2020 resources will be put towards funding courses at the **Polytechnic University of Milan**.

MAIN COURSES HELD AT WIIT IN 2019

Type of course	Hours
BASICS Updates focused on the service desk	49
CUSTOMERS Courses dedicated to improving tailor-made services for specific customers	54
LANGUAGES English and French lessons	172
MONITORING Monitoring tool lessons	81
SAP SAP environment management courses	126
WORKPLACE SAFETY Fire prevention, first-aid, etc.	104
TECH Sessions devoted to specific new tools (CA Automic, Wiit Network Infrastructure)	106
CORPORATE IDENTITY AND SOFT SKILLS Non-technical sessions on corporate identity and book sharing	225

SHARING KNOWLEDGE “BOOK CLUB” – EDUCATION IN SOFT SKILLS

The “**book club**” was launched in 2019; in this first edition, it involved 20 Wiit employees from various areas of the company, asked to read a book exploring a subject to present to their colleagues in public. The books assigned were of general interest, focusing on personal growth (leadership,

communication, persuasion, public speaking and marketing), to be adapted to day-to-day life at Wiit by seeking analogies and areas of improvement for all. The choice of adopting a **peer-education** approach, which turns colleagues into teachers, in addition to offering **enjoyable moments of socialisation**, was also designed to **reinforce individual expertise**, because those preparing for the session had an opportunity to learn the book’s lesson very thoroughly.

Subject	Narrator
CONCRETE LEADERSHIP	Mirko Fabiani
PUBLIC SPEAKING	Giovanni Cotta / Alessandro Savasini
MANAGING CHANGE	Marina Facchin
A NAVY SEAL’S RULES	Valerio Rossetti / Matteo Graziano
THE POWER OF A GOOD “WHY”	Chiara Grossi / Enrico Rampin
PERSUADING OR BEING PERSUASION	Andrea Bidin / Andrea Ravera
EFFECTIVE, CONSTRUCTIVE RELATIONSHIPS	Enrico Panti / Roberto Balestrieri
THE VALUE OF DIVERSITY IN MARKETING	Davide Capozzi / Angelo D’Alessandro
MANAGING THE POWER OF EMOTIONS	Stefano Gruarin / Gabriele Cricchio
PHILOSOPHY AND PRACTICE FOR SUCCESS	Alberto Moscatelli / Gianluca Chiodo
NON-VIOLENT COMMUNICATION	Andrea Volpe / Davide Gioacchini

ENGOUT – ENGLISH LUNCHES

Engouts are 30-45 minute meetings, typically organised during lunch breaks, during which a leader, chosen from company staff most proficient in English, along with two other individuals from the same unit, discuss work issues in English, supporting and correcting the two less prepared colleagues on oral expression in English. These sessions are held once a week on average.

INDIVIDUAL COACHING

In 2019 individual coaching began to be trialled for individuals with the greatest potential, involving an additional commitment by Wiit to developing and enhancing its leadership, in keeping with its efforts to retain key personnel.

Wiit 4 People



Together with our stakeholders we planned the Wiit of tomorrow, agreeing on the priorities to be considered to ensure sustainable, lasting development of the business.

HOW THIS DOCUMENT WAS CREATED

Wiit's first **Sustainability Report** has been designed to report on and present the economic, environmental and social results achieved in 2019 to all stakeholders. The information presented in this document refer to fiscal year 2019 (1 January - 31 December) and, where possible, have been compared to the 2018 and 2017 figures. This document, which adopts the same reporting scope as the Consolidated Financial Statements, describes the circumstances and performances of Wiit S.p.A., Wiit Swiss S.A., Matika S.p.A., Adelante Srl and ICTW Sh.p.k. This document has been drafted according to the core option of the **GRI Standards**, currently regarded as the most authoritative and widely adopted non-financial reporting standard at the national and international level. In accordance with the GRI Standards, the Sustainability Report has been constructed around **nine material topics identified through the materiality analysis**, a process that establishes a threshold beyond which a topic becomes sufficiently important to be reported. For the GRI, **material topics** are the subjects viewed as most important to reflecting the economic, environmental and social impacts generated by the organisation, and thus capable of

influencing stakeholders' decisions and company strategy. The topics have been identified on the basis of a context analysis conducted while taking account of the sector of reference and international standards and with an eye towards the sustainability communication of companies regarded as examples of best practices at the national and international level. Starting with an **initial list of 18 potentially important topics**, the focus was narrowed to material topics on the basis of their significance and an assessment of their impacts on the operation of the Group's business and that perceived by its stakeholders. The GRI content index presented below contains a list and analysis of the impacts associated with the material topics to which this document refers and their correlation with the specific aspects of the GRI Standards. The information and related data presented in the Sustainability Report have been gathered in collaboration with all Wiit departments, each for the activities within its purview, resulting in a prompt, thorough flow of information that ensured a sound reporting model, under the coordination and supervision of the Operations and Human Resources departments.

For any further information, kindly contact us by email at sustainability@wiit.cloud

GRI CONTENT INDEX "IN ACCORDANCE - CORE" OPTION

GRI 101: REPORTING PRINCIPLES (2016)		
2016 General Standard Disclosures		
Disclosures	References and notes	
Organizational profile		
102-1	Name of the organization	Wiit S.p.A.
102-2	Activities, brands, products, and services	§ We are the Cloud; Cloud Computing Leaders; Growing responsibly for 20 years
102-3	Location of headquarters	Via dei Mercanti, 12 - 20121 Milan
102-4	Location of operations	<p>Wiit Via Muzio Attendolo detto Sforza n. 7 - 20141 Milano Piazza della Serenissima, 20 - 31033 Castelfranco Veneto (TV) Via Ercolano Salvi, 12 - 00143 Roma Via delle Magliaie, 12 - 41012 Carpi Via della Magnina, 1 - 12020 Cuneo</p> <p>Adelante Via Sandro Pertini, 7 - 50012 Bagno a Ripoli (FI)</p> <p>Matika Viale Arnaldo Fusinato, 8 - 36100 Vicenza</p> <p>ICTWatchers Rr. Brigada VIII no.16 - Kati 5, Apt. 29 1019 Tirane (Albania)</p>
102-5	Ownership and legal form	Listed joint-stock company (S.p.A.) (shareholders)
102-6	Markets served	§ We are the Cloud; Cloud Computing Leaders; Growing responsibly for 20 years
102-7	Scale of the organization	Next table

Scale of the organization [GRI 102-07]

Information	Year 2019
Total number of employees	175
Total number of operations	20 - Marketing and Sales; Business Development; Administration Finance and Control; Presales; Purchasing; Legal; Innovation; Organizzazione e HR; Security; Sistemi informativi; Delivery Management; Service Desk; Cloud Services; Cybersecurity; BPO; Digital Process Outsourcing; Digital Transformation; Application Management Services; Software Development.
Net revenues	€ 33,911,458
Total capitalization broken down in terms of debt and equity	Capitalisation: € 243,459,659 Bank debt: € 12,366,014
Quantity of products or services provided	<ul style="list-style-type: none"> Business Process Outsourcing: <i>technology Dependent, Collaboration, Labour intensiveness</i> Software as a Service: <i>Multichannel Information Management, Robotic Process Automation, Enterprise Content Management, E-Invoicing Legal Archiving, Business Process Management</i> Application Management: <i>Alfresco, SAP, Salesforce, Magento, Software Custom</i> End User Productivity: <i>SPOC, Service Desk, Workstation & Onsite Management, Smart Working as a Service, Fleet Management</i> Platform as a Service: <i>SOC Cybersecurity Management, ERP Management, System & App Management, Database Management, Backup as a Service, Virtual Desktop</i> Infrastructure as a Service: <i>Asset Management, Network Management, Server Management, Monitoring & Performance, Business Continuity, Datacenter Infrastructure, Network, Server Infrastructure, Storage & Backup, Disaster Recovery.</i>

Organizational profile

102-8 102-8 Information on employees and other workers Next table

Information on employees and other workers [GRI 102-08]

a) Total number of employees by employment contract (permanent and temporary), by gender

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total number of permanent employees	138	37	175	108	23	131	90	8	98
Total number of temporary employees	0	0	0	1	0	1	1	0	1
Total	138	37	175	109	23	132	91	8	99

b) Total number of employees by employment contract (permanent and temporary), by geographical area

Information	2019					
	Wiit (It)	Adelante (It)	Matika (It)	Wiit Swiss (Ch)	ICT Watchers (Alb)	Total
Total number of permanent employees	98	14	38	2	23	175
Total number of temporary employees	0	0	0	0	0	0
Total	98	14	38	2	23	175

Information	2018						
	Wiit (It)	Foster (It)	Adelante (It)	Matika (It)	Wiit Swiss (Ch)	ICT Watchers (Alb)	Total
Total number of permanent employees	95	1	14	0	1	20	131
Total number of temporary employees	1	0	0	0	0	0	1
Total	96	1	14	0	1	20	132

Information	2017						
	Wiit (It)	Foster (It)	Adelante (It)	Matika (It)	Wiit Swiss (Ch)	ICT Watchers (Alb)	Total
Total number of permanent employees	95	1	0	0	2	0	98
Total number of temporary employees	1	0	0	0	0	0	1
Total	96	1	0	0	2	0	99

c) Total number of employees by employment type (full-time and part-time), by gender

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total number of full-time employees	135	29	164	108	16	124	90	5	95
Total number of part-time employees	3	8	11	1	7	8	1	3	4
Total	138	37	175	109	23	132	91	8	99

d) Percentage of non-employees

Information	2019	2018	2017
Percentage of non-employees	4%	4%	0%

e) Significant change in figures included in previous disclosures: not applicable since this is the first edition of the Sustainability Report

f) Information compiling methods, including the assumptions made: Allibo, HR management system from which data are drawn. All data are updated through 31/12 of the three-year period

Organizational profile

102-9	Supply chain	<ul style="list-style-type: none"> Provider of network and connectivity services: Wiit relies on operators that offer telecommunication services through the use of advanced technologies (fibre optics, xDLS) capable of ensuring high standards of security and network reliability. Wiit collaborates in particular with a telecommunication services provider, with which it has entered into a framework agreement. Hardware suppliers: Wiit selects its suppliers from market-leading firms that provide high-quality solutions in line with the constant evolution of the market and their commercial range. New hardware is purchased in bulk in three to four purchase tenders a year, according to the company's needs and growth prospects. Specialist service providers: Wiit uses specialised providers of services complementary to the Group's range in three cases: where support the effective provision of service to the end customer, when they meet needs in terms of compliance (e.g., auditing) or operations (e.g., tax advisors) and when they support the ongoing improvement of the company (e.g., trainers). The purchase of such services is assessed according to compliance and business needs.
102-10	Significant changes to the organization and its supply chain	Non applicabile in quanto si tratta della prima edizione del Bilancio di Sostenibilità.
102-11	Precautionary Principle or approach	Wiit takes an approach based on the precautionary approach to assessing and managing economic, environmental and social risks.
102-12	External initiatives	In 2019 Wiit supported the non-profit <i>I Bambini delle Fate</i> , a social undertaking that since 2005 has provided economic support to social inclusion projects and processes managed by local partners for the benefit of families with autism and other disabilities. For further details, reference should be made to the website: www.ibambinidellefate.it
102-13	Membership of associations	Cloud Monitoring Centre at the Polytechnic University of Milan

Strategy

102-14	Statement from senior decision-maker	§ Foreword
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Ethics and integrity

102-16	Values, principles, standards and norms of behaviour	§ We are the Cloud; Cloud Computing Leaders; Growing Responsibly for 20 Years; Responsible Governance
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Governance

102-18	Governance structure	§ We are the Cloud; Responsible Governance
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Stakeholder engagement

102-40	List of stakeholder groups	Next table
102-41	Collective bargaining agreements	100% (National Collective Contract for the Commercial Sector)
102-42	Identifying and selecting stakeholders	§ Topics that matter and Stakeholders day Next table
102-43	Approach to stakeholder engagement	§ Topics that matter and Stakeholders day Next table
102-44	Key topics and concerns raised	§ Topics that matter and Stakeholders day Next table

Stakeholder engagement [GRI 102-40; GRI 102-43; GRI 120-44]¹

Stakeholder category	Topics of greatest interest	Main dialogue and engagement initiatives
The environment	<ul style="list-style-type: none"> Environmental protection Mitigation of environmental risks Responsible use of electricity 	<ul style="list-style-type: none"> Sustainability account
Sector companies and competitors	<ul style="list-style-type: none"> Compliance with the rules Transparency 	<ul style="list-style-type: none"> Parent Company Financial Statements Sustainability account Press releases Website Industry conventions Cloud Monitoring Centre at the Milan Polytechnic
Business partners	<ul style="list-style-type: none"> Business development in Italy International growth Fulfilment of contractual commitments Consolidation of relationships Local investments 	<ul style="list-style-type: none"> Sustainability account Parent Company Financial Statements Press releases Website Industry conventions Cloud Monitoring Centre at the Polytechnic University of Milan
Customers	<ul style="list-style-type: none"> Customer satisfaction Transparency and responsible marketing Data privacy and security <i>Data protection and cybersecurity</i> <i>Business continuity</i> 	<ul style="list-style-type: none"> Sustainability account Customer service Website Advertising campaigns Cloud Monitoring Centre at the Polytechnic University of Milan
Supervisory and regulatory authorities	<ul style="list-style-type: none"> Customer satisfaction <i>Data protection and cybersecurity</i> 	<ul style="list-style-type: none"> Parent Company Financial Statements Sustainability account
Suppliers	<ul style="list-style-type: none"> Fulfilment of contractual commitments Consolidation of relationships 	<ul style="list-style-type: none"> Parent Company Financial Statements Sustainability account Industry conventions Cloud Monitoring Centre at the Polytechnic University of Milan
Institutions and society	<ul style="list-style-type: none"> Support for solidarity initiatives Community relations Local investments and support for the business community Employment 	<ul style="list-style-type: none"> Parent Company Financial Statements Sustainability account Investor relations Charitable giving and social commitment Press releases
People	<ul style="list-style-type: none"> Financial sustainability Skill development Protecting job levels Internal growth Workplace health and safety Transparency 	<ul style="list-style-type: none"> Parent Company Financial Statements Sustainability account Wiit University

¹ - The table shows the most important categories of stakeholders for the Wiit Group, presented in alphabetic order, the topics of greatest interest to each category of stakeholder and the activities carried out with them in 2019. The stakeholders to be involved in the initiatives have been selected on the basis of their importance to the activities carried out by the company.

Reporting practice		
102-45	Entities included in the consolidated financial statements	WiiT S.p.A., WiiT Swiss S.A., Matika S.p.A., Adelante Srl, ICTW Sh.p.k., Foster Srl
102-46	Defining report content and topic Boundaries	§ How this document was created Next table
102-47	List of material topics	§ Topics that matter and Stakeholders day Next table

Material topics [GRI 102-46; GRI 102-47]

Material aspects	GRI Standards	Where the impact occurs	Organisation's involvement	Where we talk
Cloud carbon positivity	GRI 103: Management Approach GRI 302-1: Energy consumption within the organization GRI 302-4: Reduction of energy consumption GRI 305-2: Energy indirect (Scope 2) GHG emissions	On the environment and value chain	Direct and indirect <i>The company may choose to use clean energy sources and adopt policies to reduce energy consumption</i>	§ WiiT 4 Climate
Cybersecurity	GRI 103: Management Approach GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	On customers	Direct and indirect <i>Security depends largely on internal security processes and management</i>	§ WiiT 4 Data
Data resiliency	GRI 103: Management Approach GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	On customers	Direct and indirect <i>Continuity of service is ensured by real-time monitoring of plant operations and implementation of emergency management plans</i>	§ WiiT 4 Data
Innovation as a Service	GRI 103: Management Approach GRI 203-2: Significant indirect economic impacts	On customers On business partners On sector companies and on competitors	Direct and indirect <i>The technologies offered by WiiT allow client firms to develop new products and services and even innovate how their approach their work</i>	§ WiiT 4 Innovation
Key people attraction and retention	GRI 103: Management Approach GRI 401-1: New employee hires and employee turnover GRI 404-3: Percentage of employees receiving regular performance and career development reviews GRI 405-1: Diversity of governance bodies and employees	On people	Direct <i>Through its human resource management policies, WiiT can ensure access to the top talent on the market</i>	§ WiiT 4 People
Responsible governance	GRI 103: Management Approach GRI 205-3: Confirmed incidents of corruption and actions taken GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices GRI 419-1: Non-compliance with laws and regulations in the social and economic area	On the entire value chain On business partners On customers On people	Direct <i>Transparent, responsible governance policies allow corruption and irregularities to be contained</i>	§ We are the Cloud
Responsible growth	GRI 103: Management Approach GRI 201-1: Direct economic value generated and distributed	On the entire value chain On sector companies and on competitors On business partners On customers On people	Direct and indirect <i>Through well governed growth, WiiT ensures that it has a positive impact on the ecosystem within which it operates</i>	§ We are the Cloud
Technology for climate	GRI 103: Management Approach GRI 203-2: Significant indirect economic impacts	On the environment On customers	Indirect <i>Through the use of WiiT's Cloud services, companies can achieve economies of scale in their energy consumption</i>	§ WiiT 4 Climate
WiiT University	GRI 103: Management Approach GRI 404-1: Average hours of training per year per employee GRI 404-2: Programs for updating employee skills and providing assistance in reassignment	On people	Direct <i>Through the constant employee training, WiiT ensures itself a qualified workforce and high professional satisfaction</i>	§ WiiT 4 People

Reporting practice		
102-48	Restatements of information	Not applicable since this is the first edition of the Sustainability Report.
102-49	Changes in reporting	Not applicable since this is the first edition of the Sustainability Report.
102-50	Reporting period	§ How this document was created
102-51	Date of most recent report	Not applicable since this is the first edition of the Sustainability Report.
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	For any clarification or further information, kindly contact us by email at sustainability@wiiT.cloud
102-54	Claims of reporting in accordance with the GRI Standards	§ How this document was created
102-55	GRI content index	§ How this document was created
102-56	External assurance	§ Independent auditor's report

2016 Specific Standard Disclosures

Disclosures	References and notes
Cloud Carbon Positivity	
302-1	Energy consumption within the organization § WiiT 4 Climate; WiiT Towards Zero Impact; 100% Green Energy
302-4	Reduction of energy consumption § WiiT 4 Climate; The Cloud at the service of the environment and the city of the future; strength in unity
305-2	Energy indirect (Scope 2) GHG emissions § WiiT 4 Climate; WiiT Towards Zero Impact; 100% Green Energy

Cybersecurity and Data Resiliency

418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the three-year period the organisation did not receive any substantiated claims of data leaks, theft or loss by customers
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Innovation as a Service

203-2	Significant indirect economic impacts	§ WiiT 4 Innovation; WiiT's innovation offerings; WiiT for Viasat: Insurtech solutions
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Key people attraction and retention

401-1	New employee hires and employee turnover	Next table
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New employee hires and employee turnover [GRI 401-1]
a) e b) Total number and rate of new employee hires during the reporting period, by gender

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Hires	42	6	48	20	5	25	33	1	34
Departures	45	4	49	12	1	13	15	0	15
Difference	-3	2	-1	8	4	12	18	1	19
Hire rate (Hires/Total)	27%			19%			34%		
Turnover rate (Turnover/Total)	28%			10%			15%		

a) e b) Total number and rate of employee turnover during the reporting period, by age group and region

Information	2019															Total
	Wiit (It)			Adelante (It)			Matika (It)			Wiit Swiss (Ch)			ICT Watchers (Alb)			
Age group	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	
Hires	5	8	2	0	1	1	2	6	0	0	0	0	9	14	0	48
Departures	3	17	1	0	1	1	1	7	0	0	2	0	5	11	0	49
Difference	2	-9	1	0	0	0	1	-1	0	0	-2	0	4	3	0	-1

Key people attraction and retention

404-3 Percentage of employees receiving regular performance and career development reviews Next table

Percentage of employees receiving regular performance and career development reviews [GRI 404-3]

a) Percentage of total employees by gender who received a regular performance and career development review during the reporting period

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Employees who received regular performance and career development reviews	55%	32%	50%	34%	17%	31%	29%	13%	27%

Age group	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old
	Employees who received regular performance and career development reviews	24%	58%	50%	17%	36%	38%	50%	25%

a) Percentage of total employees by employee category who received a regular performance and career development review during the reporting period

Informazioni	2019			
	Executive	Manager	Employee	Total
Employees who received a regular performance and career development review	100%	87%	46%	50%

Key people attraction and retention

405-1 Diversity of governance bodies and employees Next table

Diversity of governance bodies and employees [GRI 405-1]

a) Percentage of individuals within the organisation's governance bodies divided by gender and age group²

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Members of governance bodies	86%	14%	100%	83%	17%	100%	40%	60%	100%

Age group	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old
	Members of governance bodies	0%	64%	36%	0%	83%	17%	0%	80%

2 - For the calculation of the Percentage of members of the organisation's governing bodies, the Boards of Directors of the Group companies as at 31.12.2019 have been taken into account

b) Percentage of employees per employee category, gender and age group

Information	2019				2018				2017			
	< 30 years old	30 - 50 years old	> 50 years old	Total	< 30 years old	30 - 50 years old	> 50 years old	Total	< 30 years old	30 - 50 years old	> 50 years old	Total
Male	12%	57%	10%	79%	17%	56%	9%	82%	8%	73%	11%	92%
Female	9%	11%	1%	21%	10%	7%	1%	18%	0%	8%	0%	8%
Total	21%	68%	11%	100%	27%	63%	10%	100%	8%	81%	11%	100%

b.i.) Percentage of employees per employee category in each of the following diversity categories: gender

%	2019	
	Male	Female
Executive	100%	0%
Manager	93%	7%
Employee	77%	23%
Total	79%	21%

b.ii.) Percentage of employees per employee category in each of the following diversity categories: age group

%	2019		
	< 30 years old	30 - 50 years old	> 50 years old
Executive	0%	67%	33%
Manager	0%	80%	20%
Employee	24%	66%	10%
Total	21%	68%	11%

Responsible Governance

205-3 Confirmed incidents of corruption and actions taken Next table

Confirmed incidents of corruption and actions taken [GRI 205-3]

Information	2019	2018	2017
	Total number and nature of confirmed incidents of corruption	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0	0	0
Public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases	0	0	0

Responsible Governance

206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices No legal actions for anti-competitive behaviour, anti-trust, and monopoly practices were brought during the three-year period.

419-1 Non-compliance with laws and regulations in the social and economic area No non-compliance identified

Responsible growth

201-1 Direct economic value generated and distributed Next table



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Direct economic value generated and distributed [201-1]

Information	2019	2018	2017
Economic value generated	€ 33,911,457.50	€ 25,237,095.18	€ 19,555,822.64
Economic value distributed: operating costs, employee wages and benefits, payments	€ 25,234,487.70	€ 18,961,748.43	€ 12,944,040.02
Operating costs	€ 15,225,261.84	€ 10,263,621.19	€ 7,709,311.41
Employee wages and benefits	€ 6,228,704.50	€ 4,677,486.41	€ 3,999,244.31
Payments to providers of capital	€ 2,539,196.61	€ 2,335,830.57	€ 822,905.00
Payments to government by country	€ 847,331.86	€ 1,375,331.06	€ 195,323.30
Investments in the community	€ 12,000.00	€ 14,640.00	€ 14,640.00
Other costs and operating charges ³	€ 381,992.89	€ 294,839.20	€ 202,616.00
Economic value	€ 8,676,969.80	€ 6,275,346.75	€ 6,611,782.62

INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT

To the Board of Directors of
Wiit S.p.A.

We have carried out a limited assurance engagement on the Sustainability Report of the Wiit Group (hereinafter the "Group") as of December 31, 2019.

Responsibility of the Directors for the Sustainability Report

The Directors of the Wiit S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" established by GRI – Global Reporting Initiative ("GRI Standards"), as stated in the paragraph "How this document was prepared and the GRI content index" of the Sustainability Report.

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

The Directors are also responsible for the definition of the Group's objectives in relation to the sustainability performance, for the identification of the stakeholders and the significant aspects to report.

Auditor's Independence and quality control

We have complied with the independence and other ethical requirements of the *Code of Ethics for Professional Accountants* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

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

Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the "International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000 Revised"), issued by the *International Auditing and Assurance Standards Board (IAASB)* for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Technology for climate		
203-2	Significant indirect economic impacts	§ Wiit 4 Climate; The Cloud at the service of the environment and the city of the future; The digitalisation of companies

Wiit University		
404-1	Average hours of training per year per employee	Next table

Average hours of training per year per employee [404-1]

a.i.) Average hours of training that the organization's employees have undertaken during the reporting period, by gender

Information	2019			2018			2017		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Average training hours provided to employees									
Gender	7,3	4,3	6,7	2,9	4,5	3,2	19,1	9,5	18,3
Average training hours provided to employees	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old
Age group	4,6	7,6	5,4	4,2	2,4	5,2	18,3	18,3	18,4

a.ii.) Average hours of training that the organization's employees have undertaken during the reporting period, employee category

Information	2019			
	Executive	Manager	Employee	Total
Average training hours provided to employees				
Employment type	8,0	16,7	5,7	6,7

Wiit University		
404-2	Programs for updating employee skills and providing assistance in reassignment	§ Wiit 4 People; The commitment to training

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona

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³ - Includes: sundry office expenses, sundry motor vehicle expenses, domain maintenance expenses, school and medical expense reimbursement, prior year charges, penalties, banking expenses, surety fees, and other taxes and duties

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with ISAE 3000 *Revised*, and, therefore, do 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 performed on the Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically we carried out the following procedures:

- 1) analysis of the process relating to the definition of material aspects disclosed in the Sustainability Report, with reference to the methods used for the identification and prioritization of material aspects for stakeholders and to the internal validation of the process results;
- 2) comparison between the economic and financial data and information included in the chapter "Building value over time" of the Sustainability Report with those included in the Company's Financial Statements;
- 3) understanding of the processes underlying the origination, recording and management of qualitative and quantitative material information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management of Wiit S.p.A. and we carried out limited documentary verifications, in order to gather information about the processes and procedures, which support the collection, aggregation, elaboration and transmittal of non-financial data and information to the department responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Company's activities and characteristics:

- at the Group's level:
 - a) with regards to qualitative information included in the Sustainability Report, we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
 - b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data.
- For Wiit S.p.A. and Matika S.p.A., which we selected based on their activity, their contribution to the performance indicators at the consolidated level and their location, we carried out site visits or remote meetings, during which we have met the management and have gathered supporting documentation with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of the Wiit Group as of December 31, 2019 is not prepared, in all material aspects, in accordance with the GRI Standards as stated in the paragraph "How this document was prepared and the GRI content index" of the Sustainability Report.

Other matters


The comparative data presented in the Sustainability Report in relation to the financial years closed on December 31, 2017 and December 31, 2018 have not been verified.

DELOITTE & TOUCHE S.p.A.

Signed by
Monica Palumbo
 Partner

Milan, Italy
 June 26, 2020

This report has been translated into the English language solely for the convenience of international readers.



Sustainability Report
2019

w|it
The Private Cloud