Sustainability beyond Cloud

Sustainability Report 2020

WIIT

THE PREMIUM CLOUD

wiit.cloud

*WIIT S.p.A. is one of the leading companies in Europe in the provision of **Hosted Private and Hybrid Cloud** services.*
Since its inception in 1996, WIIT has been supporting companies by providing tools and skills to guide them through digital transformation.
Most notably, it is among the few companies in the world with the greatest number of SAP Cloud certifications and one of the few providers with a Tier IV certified data center.
As a result of the constant commitment of its 220 or so employees, the company recorded revenues of over €48 million and an EBITDA of €14 million in 2020.
The core of WIIT's strategy is the trust of its customers, with whom the company always seeks to build long-term, high-value relationships.

The second edition of the Sustainability Report represents concrete evidence of WIIT's commitment to a business model that is increasingly interwoven with sustainability. This document is intended to highlight the activities and achievements of the Group in recent years and to show how sustainability is a significant part of WIIT's identity.
Together with our stakeholders, we have defined the sustainability goals that will guide us over the next 10 years in order to implement a sustainability strategy that leads the company towards a fairer and more aware future.

The reporting scope of the Sustainability Report includes WIIT S.p.A, Adelante S.r.l., Matika S.p.A, Etaeria S.p.A., Wiit Swiss S.A., ICTW Sh.p.k.
The myLoc company was excluded as it became part of the Group structure at the end of 2020.

Sustainability beyond Cloud

TABLE OF CONTENTS

Sustainability Report 2020

WIIT
THE PREMIUM CLOUD

" **Our ambition is to become facilitators of sustainable transition by offering Premium digital services that help revolutionise the way we live and work** "

ALESSANDRO COZZI,
WIIT S.p.A. CEO

I had initiated the 2019 Sustainability Report in the **hope** that with the arrival of spring the most difficult phase of the **pandemic** would already be behind us. Unfortunately, however, the last twelve months have been equally as tough as those in early 2020.

Nevertheless, **people and companies have rolled up their sleeves** and gone about their daily lives, perhaps with readjustments or disruptions, but without stopping for a moment.

During this time, according to certain preliminary data, Italy has experienced its own little **digital revolution** that will enable us to make a significant leap forward in the leading international indices on country digitalisation. As a result of the pandemic, companies have experimented with **new ways of working** by adopting forms of **remote** and **smart working, the public administration has digitalised many services and more and more Italians have started to use the Internet**, even beyond the usual confines of social networks.

Cloud computing has been the key player in this transformation, allowing people to access data and information anywhere, simply by connecting to the Internet. This has enabled the exponential growth of services that have become part of our everyday lives, such as video conferencing and food delivery.

In this context, **Cloud providers such as WIIT have been valuable allies for companies,** supporting technological transformation processes and guiding the digital transition.

Well aware, as we all are, that we have experienced an extraordinary situation, WIIT has decided to view **2020 as a moment to gather momentum and to build an even more solid and long-term position**. This is why we have decided to continue along the path we set out a year ago with the publication of our first Sustainability Report.

We have adopted a Group **ESG Policy**, defined **tailored roles and responsibilities** for sustainability management, mapped **environmental, social and governance risks** within our Risk Management system and, last but not least, received our first **ESG Risk Rating**, a key tool for introducing WIIT to the world of Sustainable Finance. Together with our stakeholders, we have also set ourselves **sustainability targets for 2030** with which we intend to make a concrete contribution to the realisation of the United Nations 2030 Agenda. It comprises **18 objectives, organised in five pillars**, which you will find described chapter by chapter in this document and whose results will be **measured continuously over the coming years through quantitative KPIs**.

Now in its second edition, this document aims to provide an account of what we are doing to interpret change and respond to the environmental, social and economic challenges facing us now and in the future. **Our ambition is to become facilitators of sustainable transition** by offering Premium digital services that **help revolutionise the way we live and work**.

We cannot hide behind the difficulties of the past year. On the contrary, we must be able to make the most of it in order to **build a more sustainable future than our present one**, not least by means of technology.

Enjoy reading!

WIIT
THE PREMIUM CLOUD

Sustainability beyond Cloud

the 2020 overview

WIIT
THE PREMIUM CLOUD

The Premium Cloud

We are **one of Europe's leading** providers of **Hosted Private** and **Hybrid Cloud** services for critical applications, Business Continuity and Cybersecurity. **We have been growing steadily over 25 years**, acquiring other companies and expanding our customer base. This is done through responsible governance and year-on-year consolidation so that we are always ready to tackle any challenge.

48.5 m
IN TURNOVER

82
COUNTRIES SERVED BY THE 7 GROUP'S COMPANIES

18
ESG PLAN 2030 OBJECTIVES

14.3
LOW ESG RISK RATING*

Source: Sustainalytics

WIIT4 Data

We help companies secure some of their most valuable assets, namely their data and digital infrastructure.
The WIIT Group companies guarantee the highest levels of security through certified processes and infrastructure.

Tier IV
DC MILAN SECURITY LEVEL

99.995%
DATA CENTER AVAILABILITY UPTIME CERTIFIED

0
ATTACKS AND SECURITY BREACHES

+40%
NEW SECURITY CERTIFICATIONS IN ONE YEAR

WIIT4 Climate

We are committed to developing a **sustainable Cloud** by reducing our carbon footprint. Through our technology solutions, **we help companies reduce their environmental** footprint and develop new business models and services that benefit the environment and mobility.

674.520
ANNUAL KWH SAVED BY CUSTOMERS THANKS TO WIIT CLOUD

825+
KG OF CO_2 NOT RELEASED INTO THE ATMOSPHERE THROUGH RENEWABLE ENERGY CONSUMPTION

81.4
ANNUAL KWH PER TERABYTE: WIIT DATA CENTER ENERGY INTENSITY

+115%
NEW SMART WORKING DESKTOP MANAGED

WIIT4 Innovation

We have put **innovation at the heart of our business model**.
We make technology and skilled people accessible to our customers, helping them to create new business models.

12 months
TO MAKE AN INNOVATION READY FOR THE ITALIAN MARKET

Cyber security
CLOUD-BASED SECURITY ON ALL LEVELS

DevOps
ACCELERATED AND COLLABORATIVE DEVELOPMENT

RPA
FEWER ERRORS AND MORE SPEED THROUGH PROCESS AUTOMATION

WIIT4 People

Technology doesn't produce results without the right skills.
We invest in the growth of our people and our customers through a dedicated Academy.

223
PEOPLE

99%
OF FULL-TIME CONTRACTS

4,000+
TRAINING HOURS

11%
OF EMPLOYEES HELD A ROLE WITH MORE TECHNICAL/MANAGERIAL SKILLS

UN Sustainable Development Goals - SDGs

5 GENDER EQUALITY **8 DECENT WORK AND ECONOMIC GROWTH** **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

The Premium Cloud

48.5 m turnover*

223 employees*

WIIT, Adelante, Matika, Etaeria, WIIT Swiss SA, myLoc, ICT Watchers companies in the Group

82 countries served

* The scope of the Sustainability Report does not include the company myLoc

> **"Issues such as capital management, long-term strategy, purpose, and climate change are pivotal to creating durable value "**
>
> LARRY FINK, President and CEO of BlackRock

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

LEADERS IN CLOUD COMPUTING

WIIT is one of the leading companies in Europe providing **Hosted Private** and **Hybrid Cloud** services designed for companies using Premium Services for **Critical Applications, Business Continuity and Cybersecurity**. As a Cloud pioneer, WIIT has been at the forefront of the digital transformation that many Italian companies have experienced over the last 20 years.

The term **Cloud Computing** does not only refer to online storage space (such as those offered by Google Drive, Microsoft One Drive and Dropbox), but also to the **accessibility of a wide range of services, from virtual machines** that can be configured via software and managed from a single, centralised dashboard, to **specially designed machines and equipment** that can be customised to meet the Client's specific application needs. Through the Cloud it has been possible to create new business services that are also accessible via 82 the Internet and remote from the company infrastructure. WIIT's success is due to its specialisation in Hosted Private and Hybrid Cloud services. countries These are technologies that continue to record served high growth rates, the former at 11% and the latter at 30% in the Italian market (2019 vs. 2018)[1].

THE HOSTED PRIVATE CLOUD is an environment reserved exclusively for companies who choose to bye the use of hardware and software technologies, as well as related management services within a shared data center.
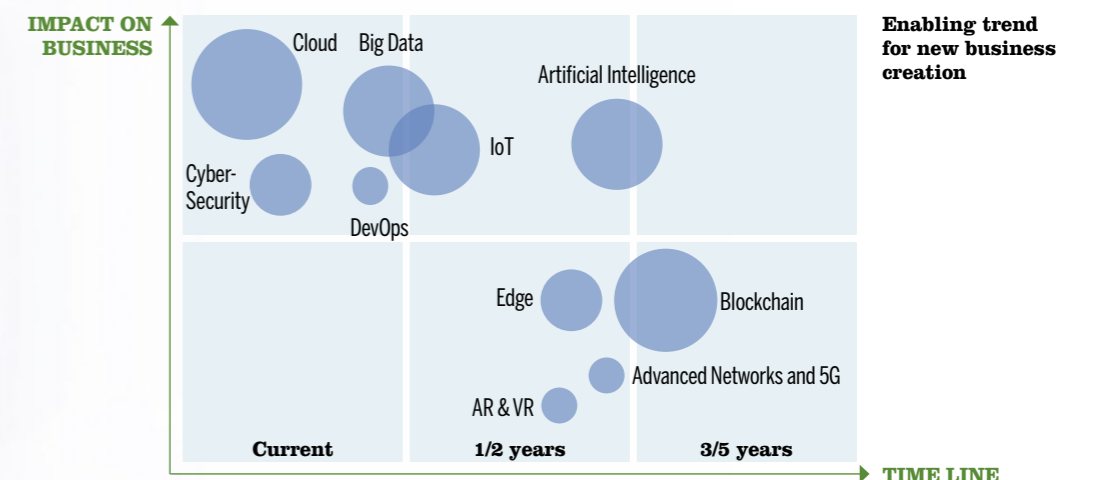
HYBRID CLOUD is a Cloud Computing environment that straddles the line between public/shared and private Clouds, combining the strengths of each platform. This solution allows maximum scalability, combining tailored configuration of private environments with public computing resources when needed. This makes it possible to obtain inexpensive and **highly flexible** services that would otherwise only be available through major investments in technology and skills, all under WIIT's careful control and management.

The Cloud has established itself over the past decade as a key factor in creating digital business models.

As an enabling technology, it has radically transformed the way other digital innovations are used, facilitating business adoption. The link between the Cloud and other emerging trends is a key **competitive advantage** for WIIT. The Group has succeeded in positioning itself at the forefront of companies' digital transformation processes, all the more so at a time like last year when there was a surge in remote working and for which Cloud and Cybersecurity proved to be essential services. Travel disruptions and lockdowns throughout the year have forced companies to **accelerate their transition towards digitalisation and dematerialisation**, making WIIT a valuable partner at a particularly complex time.

The impact of emerging trends on the business model of the players in the Italian digital supply chain

Milan Polytechnic's Cloud Observatory, 2019 Sample: 275 operators in the digital supply chain

IMPACT ON BUSINESS

Enabling trend for new business creation

Cloud   Big Data   Artificial Intelligence

Cyber-Security   IoT

DevOps

Edge   Blockchain

AR & VR   Advanced Networks and 5G

**Current**   **1/2 years**   **3/5 years**   **TIME LINE**

1 - Milan Polytechnic's Cloud Observatory, Cloud Transformation: A change of pace due to the emergency, but the real challenge is now! (2020)

THE WIIT CLOUD

WIIT is a key player in digital transformation in Italy. Our position drives us to focus the Group's strategy on **creating long-term value**, both for customers and for our stakeholders. This determination is translated into the **5 values that guide what we do**, the way we do it and that represent us, not only as a company, but also as individuals:

> **WIIT boasts 7 SAP Outsourcing Operations Specialist certifications at the highest level for PaaS Suite applications and key references in terms of SAP S/4HANA**
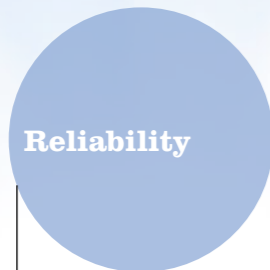
Our values
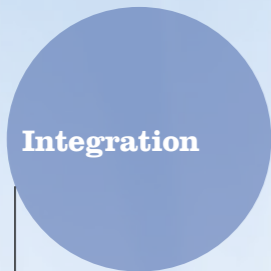
Integration

of people, skills, technologies and economic, environmental and social criteria in evaluating the impact of our work

Sustainability

as a catalyst for the Group's future development, both as an organisation and as a growing community of people

Reliability

for clients and employees, on the basis of which we can create stable, long-lasting and growth-oriented shared relationships

Professionalism

in building the proposal and delivering services, ensuring a continuous commitment to safety, excellence and innovation

Balance

from an economic, financial, organisational and personnel point of view in order to enable the proper optimisation of assets, skills and technologies

> **" The pandemic has made the importance of building a solid and long-lasting business model even more evident. We are convinced that integrating sustainability is an indispensable competitive factor and a prerogative for a company that intends to operate responsibly and for the long term "**

Igor Bailo,
Group Chief Operating Officer

WIIT was founded in 1996 by Alessandro Cozzi, who intercepted the growing demand for Continuity and IT outsourcing services from Italian companies. It has become one of the companies with the **highest number of SAP Cloud certifications in the world** and one of the few providers in Europe to have an **Uptime Institute Tier IV certified** data center. We are a young, dynamic company with 223 employees and a turnover of €48.5 million. The Group comprises **7 companies**, 6 under the direct control of the parent company WIIT S.p.A, and is **present in 4 countries**: Italy, Germany, Switzerland and Albania.

We made our debut on STAR segment of the Italian Stock Exchange in 2019, with ambitious goals for the future and determined to become the European reference in Cloud and critical application and process management. WIIT's ability to provide customers with end-to-end governance of all components makes it the **ideal partner for medium and large companies** that have decided to transform their business by choosing a **distinctly digital strategy**.
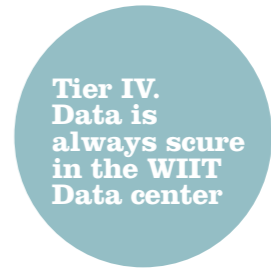
Tier IV. Data is always scure in the WIIT Data center

The Tier system is used by the Uptime Institute to classify the reliability of a data center based on its ability to react to different types of failures through component and system redundancy.

WIIT's Milan Tier IV-certified data center is totally **fault-tolerant** and every system component is redundant (i.e. it has a 'copy' running in parallel), including the power and cooling systems. The guaranteed operating time, or 'uptime', is 99.995%.

DISTINGUISHING FACTORS

Pure Cloud Player

Exclusive specialisation in Cloud services for Critical Business applications

Tier IV Data center

The highest possible reliability to guarantee critical service levels

End-to-end control of the value chain

Full in-house control to guarantee service performance

Proprietary delivery platform

Integrated operating platform enabling the organic delivery and coordination of all our services

Leadership in SAP Outsourcing

SAP #1 certified partner holding 7 SAP Outsourcing Operations certifications

Leader in Business Continuity

The best service offer for business continuity: Disaster Recovery, Business Continuity, Cybersecurity and "Smart Working as a service" services integrated into the same model

Global cloud platform and 24/7 services

Hybrid model that can be deployed ready for use worldwide with support 24 hours a day, 7 days a week

Solid Group management

The Group's senior management team drives growth with continuity, experience and expertise

Robust experience in mergers and acquisitions

The result of a long-term strategy and a clear vision for growth

WIIT GOVERNANCE BECOMES ESG

Being listed on the STAR segment in 2019 has prompted WIIT S.p.A. to strive for **excellence in terms of transparency and corporate governance**, equipping itself with **Committees** that include **independent** members, such as the Nomination and Remuneration Committee and the Control, Risk and Related Parties Committee. Furthermore, to protect all stakeholders, the **Board of Directors** also includes people who are not part of WIIT,
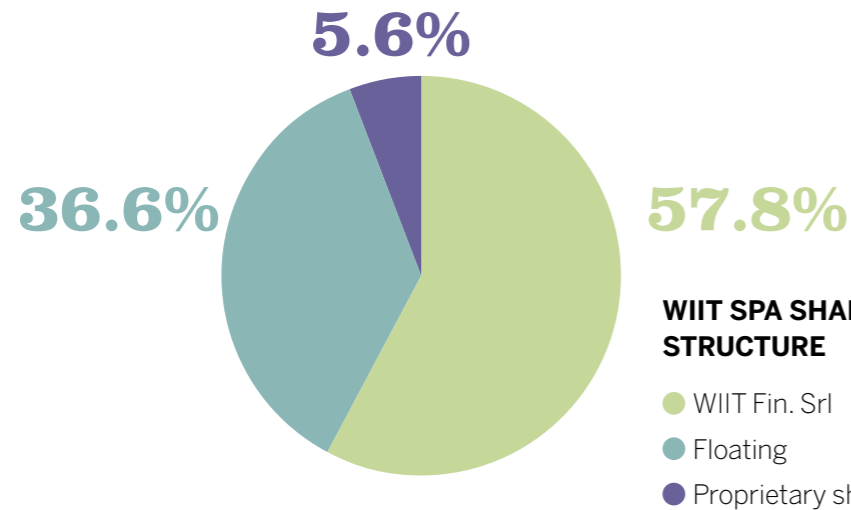
from both the business and financial worlds. To guarantee the principles of transparency and balance in corporate governance, this approach suggested doubling the roles of CEO and Chairman. To accompany the Group's strong growth (including international growth with the acquisition of the German company myLoc), WIIT introduced the role of Group Chief Operating Officer in 2020, with the specific task of **systemising and integrating the acquired companies**, overseeing operations in a coordinated manner in search of synergies and possible collaborations.

5.6%

36.6%

57.8%

WIIT SPA SHAREHOLDER STRUCTURE

- WIIT Fin. Srl
- Floating
- Proprietary shares

As regards policy, WIIT has established a series of standards and rules of conduct, contained in the company's **Code of Ethics**, to which all our personnel and the partners with whom we collaborate are required to subscribe and comply when conducting their professional relations with the Group's Companies. This is complemented by the adoption of an **Organisational, Management and Control Model** pursuant to Legislative Decree 231 of 2001, an important tool for preventive risk management, useful for regulating the activities of companies that are founded on the principles of transparency and participation.
Then in 2019, the Group began its **journey of integrating sustainability into the business** by identifying a number of **key issues** crucial to long-term growth in its first Sustainability Report. In order to better monitor them and build a solid strategy, WIIT has adopted an **ESG**

Policy, a document that sets out the company's **values and commitments regarding the sustainability issues** that matter most to our organisation.
In order to meet the challenges posed by phenomena such as climate change, the development of new technologies, the evolution of working methods and the transformation of social relations, a **strategy** has been defined based on **four key pillars**, which represent the aspects towards which the Group intends to direct its efforts and which concern **data security, environmental protection, innovation and people management**. However, none of the actions in these areas would be effective without the support of what we call **Responsible Governance & Growth**, i.e. the foundations needed to remain competitive and grow.

ESG GOVERNANCE MODEL

WIIT S.p.A. has adopted a governance structure to ensure the control of sustainability at different levels of the organisation. The Model establishes the following corporate figures and bodies:

ESG Board Member: responsible for the strategic management of sustainability in the Group, guiding the activities of the ESG Committee.

Sustainability Manager: monitors scenarios related to sustainability issues, coordinates the definition of the Group's sustainability strategy and ensures that it is implemented.

ESG Committee: contributes to defining the sustainability strategy and related communication plan, as well as overseeing all Group activities in this area.

ESG Ambassador: identified within the various Group companies, they are responsible for developing specific ESG initiatives and promoting a culture of sustainability inside and outside the organisation.

Each of these areas **has been broken down into long-term commitments**, which the Group intends to pursue with a view to placing **sustainability at the heart of its growth strategy**. Commitments which, in turn, have been translated into a **plan consisting of 18 measurable targets** to be achieved by 2030, in line with the United Nations Sustainable Development Goals.

STAKEHOLDER DAY 2021
Given the success of Stakeholder Day 2020, during which we worked with our stakeholders to identify WIIT's key sustainability issues, we have decided to repeat the experience, inviting our stakeholders once again to be involved in **defining our sustainability goals for 2030.**

How the morning unfolded
During the meeting, the 15 stakeholders present were able to make **suggestions on how to achieve the proposed WIIT objectives** and indicate any additions to be considered.

Participants included

- **Alessandro Bertocchi,** *Creval*
- **Luca Brunetti,** *Covisian*
- **Andrea Buragina,** *Mediolanum*
- **Paolo Capodanno,** *Elettronica*
- **Enzo Greco,** *Bennet*
- **Barbara Lunghi,** *Borsa Italiana*
- **Marcello Magro,** *Pedersoli*
- **Emanuele Messina,** *F.I.L.A.*
- **Giorgio Migliarina,** *Vodafone*
- **Giampaolo Mischi,** *DELL EMC*
- **Carlo Panella,** *Illimity*
- **Andrea Pertici,** *Gucci*
- **Emanuele Pesce,** *Moncler*
- **Riccardo Sciutto,** *Sergio Rossi*
- **Alberto Signor,** *Lagardere*

ESG LOW RISK: RISK MANAGEMENT
The responsible approach to corporate governance, combined with the buying and selling operations that followed the start of trading on the electronic share market, meant that **risk management quickly became a key issue for WIIT in the conduct of its business.**

For this reason, an integrated risk management system has been developed according to the Enterprise Risk Management model, consistently with the complexity of the business and its development strategies.

The new feature is that in 2020 we decided to integrate ESG risks into the Risk Management system, i.e. all environmental, social and governance risks that may have an impact on our activities and that must be considered when implementing the Group's sustainability strategy.

The framework adopted involves the whole organisation, with specific tasks for each agency involved:

BOARD OF DIRECTORS:
defines the guidelines of the risk management framework in order to identify, measure, manage and monitor the main risks; evaluates the adequacy of the risk management framework adopted.

CHIEF EXECUTIVE OFFICER:
in charge of setting up and maintaining the internal control and risk management system.

MANAGEMENT:
plays an essential role in the operational risk management process, maintaining a constant focus on the possible occurrence of risks and developing adequate corrective

actions in coordination with the risk management framework, to mitigate the negative consequences of risk events. The Risk Assessment methodology adopted is in line with the main national and international best practices and is particularly inspired by the framework of the Committee of Sponsoring Organisations of the Treadway Commission (COSO), one of the most important international references since 1985.

ESG COMMITTEE:
defines strategic guidelines for managing ESG risks by ensuring that they are correctly identified, as well as adequately measured, managed and monitored.

ESG BOARD MEMBER:
supervises the strategic choices made by the ESG Committee.

INTERNAL AUDIT:
verifies the operation and suitability of the internal control and risk management system through an audit plan approved by the Board of Directors, based on a structured process of analysis and prioritisation of the main risks.

SUSTAINABILITY MANAGER:
coordinates the functions involved in integrating ESG risks into the risk identification, assessment and management model. It oversees the process of regular reporting to the ESG Committee, to which it provides full disclosure on the evolution of the Company's sustainability risk profile.

RISK OWNER:
is the corporate figure who is assigned responsibility of managing and monitoring one or more ESG risks, as is the case for risks of any other nature.

WIIT'S ESG RATING

Since being listed, the Company has been keenly attentive to the world of Sustainable Finance, where financial institutions are integrating the assessment of ESG criteria into their investment decisions.

SUSTAINALYTICS

Hence the decision to appoint one of the most authoritative ESG rating agencies, Sustainalitycs, to carry out an assessment of our current sustainability performance.

The ESG Rating (or Sustainability Rating) is a concise assessment that certifies the robustness of an organisation from the point of view of its **environmental, social and governance (or "ESG") performance** and is a tool that complements traditional ratings, which only take into account economic and financial factors.
WIIT received a rating of **14.3**, equal to an **ESG Risk of "Low"**, the second level on a five-level scale ranging from "Negligible" to "High".

According to Sustainalitycs, WIIT is currently a company that has a low risk of experiencing significant financial impacts from non-financial factors due to its sound management of relevant sustainability issues. In addition to not having suffered any significant ESG issues, the Company stands out for its high performance in the area of corporate governance.

> **The ESG assessment we have just received is an encouragement for us to continue to pursue sustainability with even greater determination**

Alessandro Cozzi, *WIIT S.p.A. CEO*

BUILDING GLOBAL AND SUSTAINABLE VALUE

The core of the Group's strategy is to **create long-term value**, not only for our customers but also for our stakeholders. This ambition can only be achieved through the **quality of our operating model** and **the service we provide**, thanks to **our people** and **our technological assets.**
We believe that the key to our success lies in our **ability to offer our clients access to a multi-country network of structured** services through an **organisation made up of highly professional employees** (managers and technicians), operating through **tested and certified procedures** based on the main reference standards (ITIL, ISO, ISAE, SAP, NIST, etc.) and through the best **technologies that are continuously updated** to the latest standards.
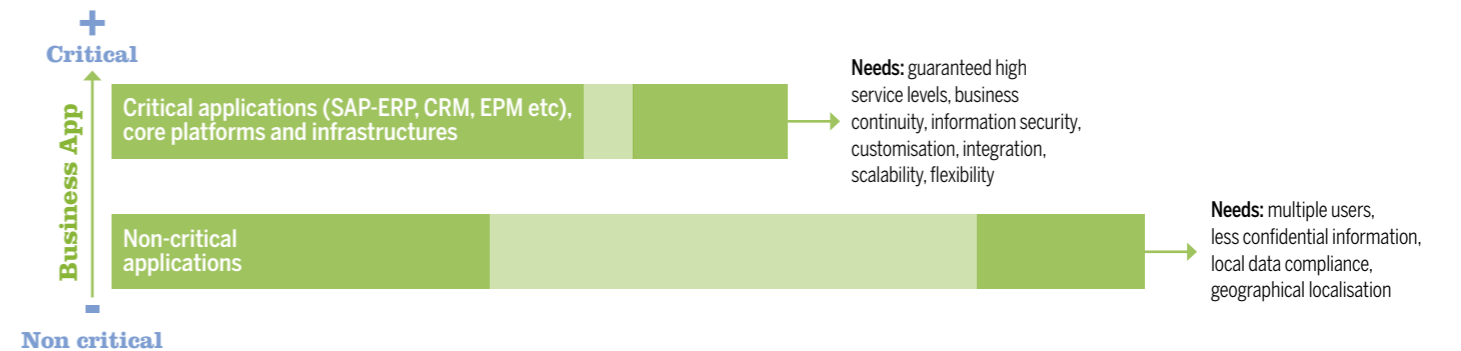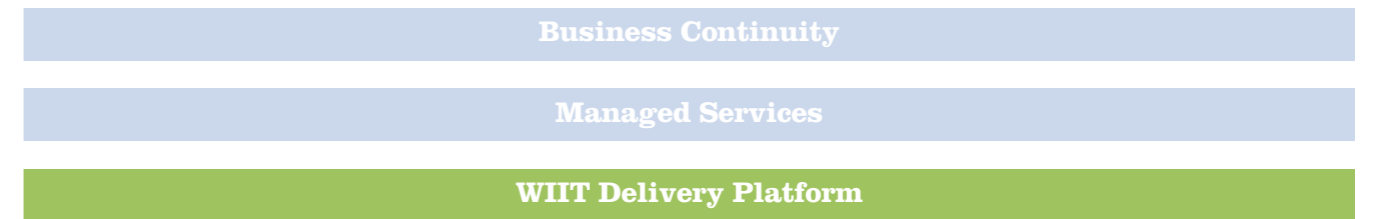
WORKING TOWARDS EUROPEAN LEADERSHIP IN CLOUD SERVICES

Over the past 25 years the Group has been steadily growing, commencing with the acquisition of Sevenlab in 2007. Over the years, 7 companies (or branches of companies) specialised in Cloud Computing or digital transformation services have joined the Group, enabling WIIT to significantly increase its presence in the European market.

M&A JOURNEY

2007

Sevenlab

Second data center, presence in Veneto; portfolio expansion, Business Continuity services.

2015

Visiant

Development of a long-term partnership and strong synergies with the consolidation of the infrastructure in WIIT's data centers.

2018

Adelante

Presence in the Tuscan luxury market. We have already achieved 90% of potential connections. Opportunity to upsell critical services provided by WIIT; service portfolio expansion.

2019

Matika

High synergies and high upselling potential on Matika's client base in the Triveneto region; expansion of service portfolio.

2020

Etaeria e Aedera

Strong presence in the Piedmont and Emilia-Romagna regions. High quality customer portfolio. Proprietary technology platform integrating WIIT's document management assets.

myLoc

Private & Public Cloud services with data centers located in Düsseldorf. Strong positioning in the Central West German Market as a platform for growth throughout Continental Europe.

Group growth has always been met with attention to socio-economic impacts and externals generated to protect the interests of our stakeholders. In order to govern the growth process, guaranteeing the best possible connections and protecting the Group's human capital, **WIIT has set up an Advisory Board** made up of the companies' main top management figures with the task of **coordinating operational integration and strategic direction initiatives.**

Organic Growth

based on the roll-out of Hosted Private and Hybrid Cloud, Business Continuity, Cybersecurity and Big Data services

Market share increase

on the national market by means of external acquisitions

Process of Internationalisation

of the company, through the acquisition and integration of other companies in Europe

Financial performance (€,000)	2020	2019	2018
Turnover	48,539	33,911	25,237
EBITDA	14,349	12,129	9,986
EBIT	5,251	5,226	4,668

Note: The figures presented in the table differ from those in the Consolidated Financial Statements as the scope of this Sustainability Report does not include myLoc.

WIIT GROUP TURNOVER OVER TIME

Millions of €

CAGR FY016 - FY20 +33.0%

Year	Value	%
2010	5.7	
2011	6.4	
2012	7.6	
2013	8.7	
2014	11.9	
2015	12.8	19.9%
2016	15.3	
2017	19.6	27.5%
2018	25.2	29.1%
2019	33.9	34.4%
2020	48.1*	41.9%
2021E	71.3	48.1%
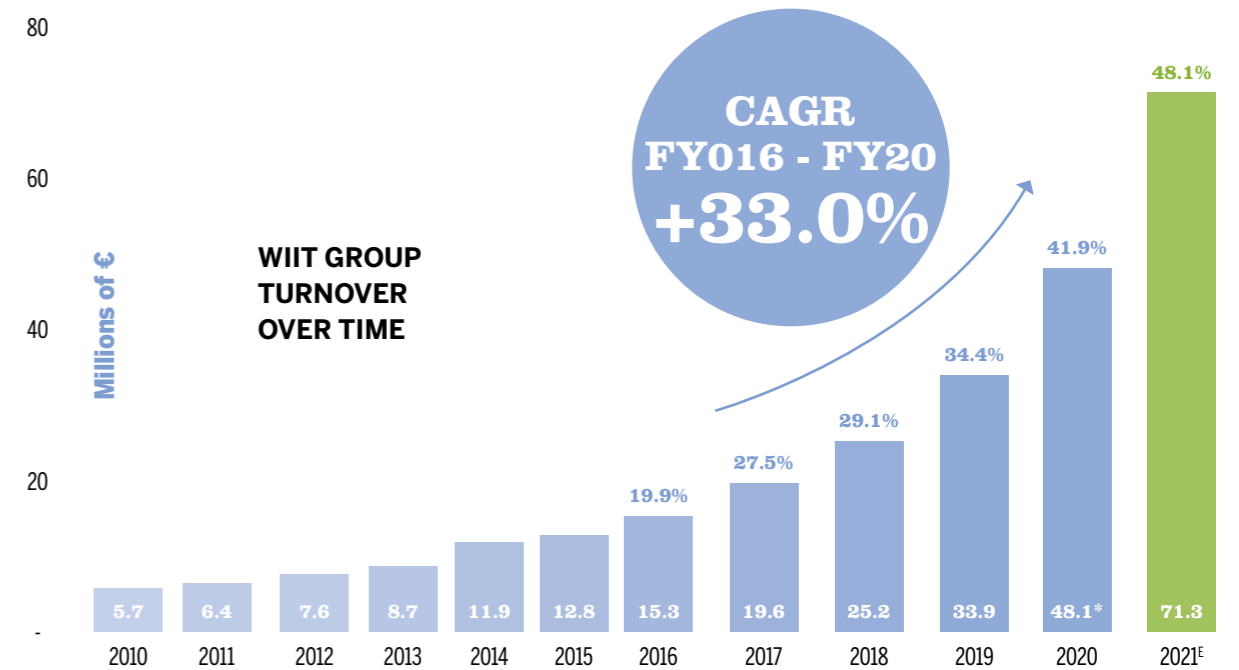
2021E: Average of estimates by financial analysts as of November 2020

myLoc not included in the scope of the Sustainability Report data as it joined the Group at the end of 2020

*adjusted

The Premium Cloud

ESG PLAN 2030

Target	Current situation	2020	2025	**2030**
Women on the BoD	WIIT has 2 female Board Members out of 9	22%	30%	**45%**
Women in Senior Management	There are currently no women in the Company's Senior Management	0%	20%	**30%**
ESG targets for Senior Management MBOs	New course of action	0%	50%	**100%**

45% of the WIIT S.p.A Board of Directors made up of women

30% of WIIT S.p.A.'s Senior Management made up of women

100% of Senior Management with at least 1 ESG goal in their MBOs

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
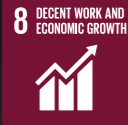
WIIT4
Data

Data is a precious thing and will last longer than the systems themselves

TIM BERNERS-LEE, creator of the World Wide Web

WIIT
THE PREMIUM CLOUD

Cybersecurity is the ability to provide all-round coverage against risks from criminal activities that use digital technologies to breach companies' information assets. Together with the security of data storage infrastructures, it is key to ensuring data resilience.

THE CHALLENGE

The global pandemic caused by the spread of the **new Coronavirus has radically changed people and companies' relationship with the Internet.** Lockdowns and rules imposed worldwide to limit movement and **contact have forced many activities**, both social and work-related, to move online.
According to the most recent estimates, 4.66 billion users were connected in October 2020 and this represents 59% of the world's population. Today, the main gateway to the web is smartphones, with **mobile users accounting for 91%** of all Internet connections[2]. In addition, every day people and companies produce and upload a huge amount of information to the Internet, with ever larger files (e.g. videos, photos, software) and with increasing frequency. IBM's Marketing Cloud study estimates **that 90% of the existing data today was generated after 2016.**
Over the course of 2020, this trend accelerated dramatically. For example, because of distance and isolation, the **time spent communicating and interacting on the web has increased exponentially.** In the first 3 months of the year, traffic on Facebook increased by 27% compared to 2019 and Zoom's popularity has increased fourfold. Not to mention the hours of streaming on the various platforms (Twitch + 19.7%, Youtube + 15.3%)[3] and the number of online transactions. By way of illustration, **the e-commerce sector in Italy grew by 26% in one year**[4].
This is not all, however: the digitalisation of businesses and public administrations has also brought other types of data onto the web, such as commercial transactions, payments, health data and mobility, as well as all the data produced by the **'smart devices'**, or Internet of Things, which are estimated to produce 79.4 Zettabytes (trillions of Gigabytes) of data **by 2025**[5]. These numbers mean that, along with data security, another factor comes into play: the **resilience of IT infrastructures**.
Indeed, data must be stored in physical servers, located in companies or in dedicated data centers which, although well protected, may still be exposed to risks from outside, such as earthquakes and natural disasters. Any organisation that manages information today finds itself exposed to **increasing cyber risk**, especially if they choose to rely on the Cloud to make their data accessible through the Internet[6]. The challenge for Cloud Providers is to **ensure the resilience of their infrastructure by offering their customers constant access to their data, while keeping it safe from criminal attacks.**

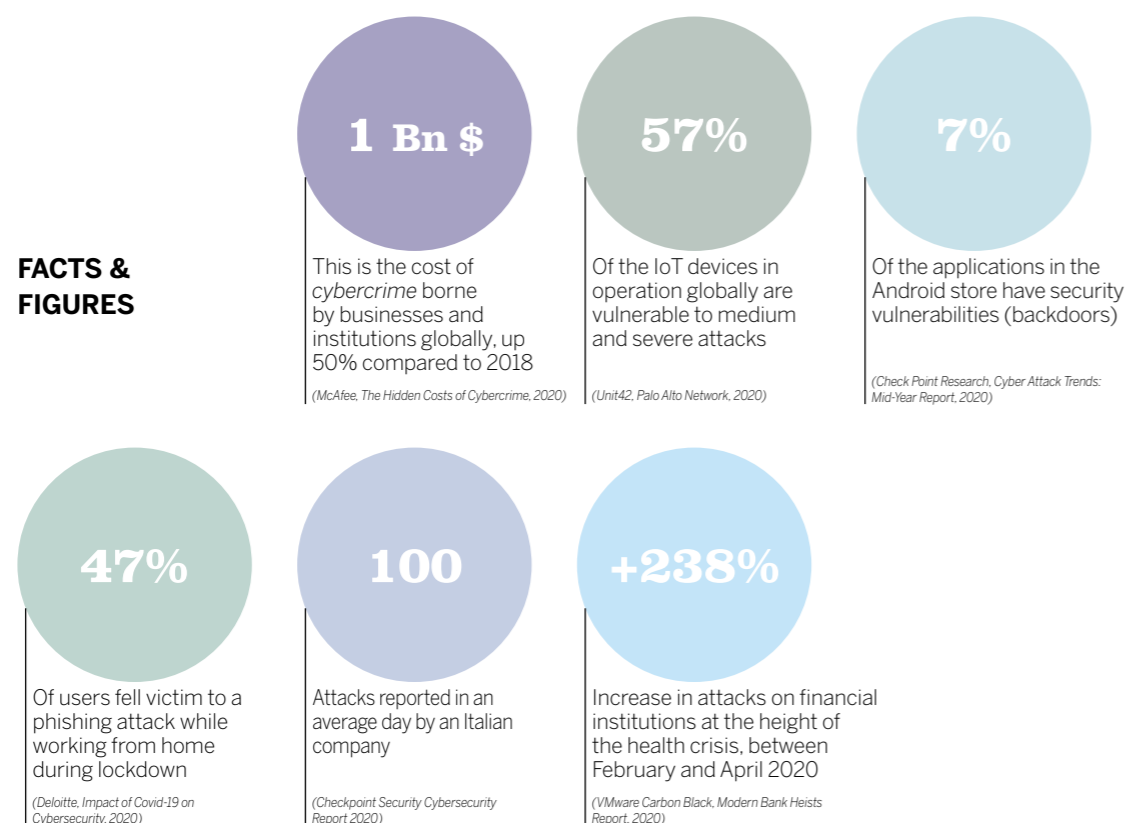## WE KEEP COMPANIES SAFE IN THE CLOUD

According to the Clusit report of October 2020, **we are in a 'situation of unprecedented magnitude' and hacker attacks are increasing all the time.** Multinational organised crime groups and national military and intelligence apparatuses are simultaneously operating on the Internet in a no-holds-barred battle. The battlefield, weapons and targets are infrastructures, networks, servers, clients, mobile devices, IoT objects and social and instant messaging platforms. This is a global confrontation that requires a great deal of effort to keep up with those who would undermine security. **The global cost of fighting cybercrime is estimated to reach $6 billion in 2021**[7].

Between 2019 and H1 2020, more attacks were classified as 'serious' than in any previous year since 2014, with a **sharp increase** in attacks related to **Cyber Espionage** (+11.4%) and **Information Warfare** (+25%)[8].
Fortunately, **the situation in Italy seems to have improved over the last year.** Clusit and Fastweb recorded 20 million malicious incidents, a decrease of 30% compared to the same period last year.

This slowdown started after Q1 2020 as a **positive side effect of the Covid-19 emergency.**
The pandemic has rapidly raised companies' awareness of IT security, prompting them to equip themselves with technological tools to ensure business continuity, such as firewalls or VPN gateways.
Although the pandemic has been a lever to **accelerate digitalisation** in a number of countries, for many companies that have suffered severe declines in turnover and were not planning to make the transition to the cloud, it has been a major economic and organisational strain.

That's why we decided to launch **"Show Your WIIT"**, an initiative aimed at lowering the start-up costs of customers' move to the cloud. At this complicated time, **WIIT wanted to act as a partner for digital transformation**, offering to take on the costs of activation and migration to its Cloud platform. The offer, designed to support companies until 31 May 2020 (deadline extended to 31 July), was created with the idea of **promoting long-term collaboration to protect business continuity, web applications and data.**

FACTS & FIGURES

1 Bn $

This is the cost of *cybercrime* borne by businesses and institutions globally, up 50% compared to 2018

(McAfee, The Hidden Costs of Cybercrime, 2020)

57%

Of the IoT devices in operation globally are vulnerable to medium and severe attacks

(Unit42, Palo Alto Network, 2020)

7%

Of the applications in the Android store have security vulnerabilities (backdoors)

(Check Point Research, Cyber Attack Trends: Mid-Year Report, 2020)

47%

Of users fell victim to a phishing attack while working from home during lockdown

(Deloitte, Impact of Covid-19 on Cybersecurity, 2020)

100

Attacks reported in an average day by an Italian company

(Checkpoint Security Cybersecurity Report 2020)

+238%

Increase in attacks on financial institutions at the height of the health crisis, between February and April 2020

(VMware Carbon Black, Modern Bank Heists Report, 2020)

" **The Cloud has been an extraordinary tool for all companies reorganising during the pandemic. Think about what would have happened without the ability to securely access corporate information remotely** "

Davide Capozzi,
Director of Corporate Innovation Services

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2 - Statista, Internet users in the world, 2020
3 - NYT, The Virus Changed the Way We Internet, April 2020
4 - Osservatorio B2C del Politecnico di Milano, Report eCommerce B2C, 2020
5 - IDC, Worldwide Global DataSphere IoT Device and Data Forecast, 2019-2023, 2019

6 - Check Point® Software Technologies, Cybersecurity Report 2020, January 2020
7 - Herjavec Group, Official Annual Cybercrime Report, 2019
8 - Clusit, cybersecurity report, 2020. Cyber Espionage is what we call electronic spying, while Information Warefare is a form of combat aimed at managing and using information to secure a decisive military advantage.

OUR SECURITY AS A SERVICE MODEL

To date, 69% of global companies have chosen to invest in Cloud-based security systems[9].

There is a growing realisation that using cloud infrastructures for core and mission critical applications offers very high levels of security, with higher standards than on-premises installations and significantly lower costs.

Over the last few years, WIIT has focused a large part of its investments on **developing cybersecurity products and services**. During 2020, we introduced several innovations in this area, creating a **new cross-division dedicated to cybersecurity**, developing **new products and services**, such as Quick Assessment 2.0, and signing **partnerships with new specialized companies**. Finally, the sales force has implemented a series of webinars aimed at potential new customers to raise awareness of this issue.
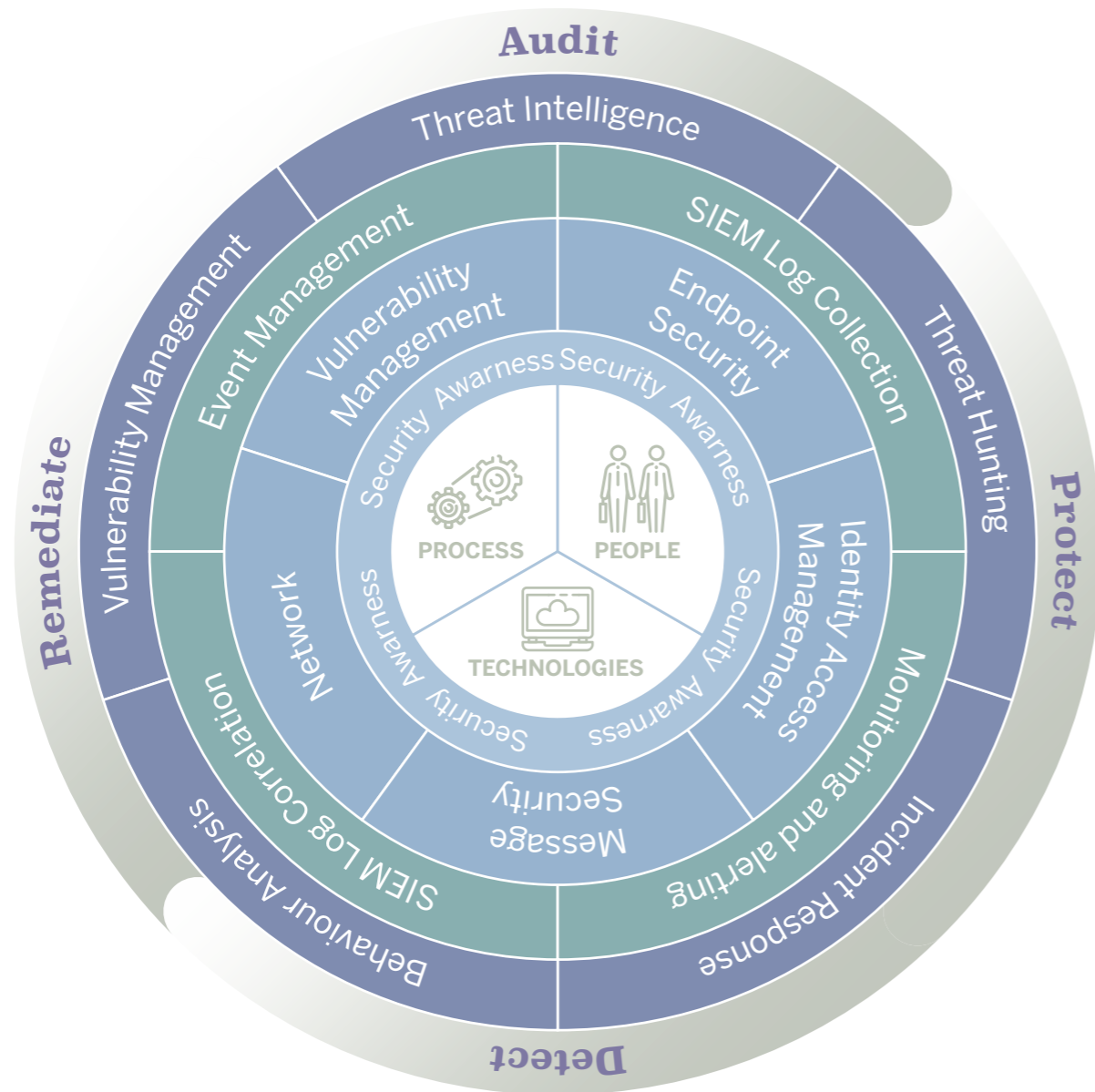
With this in mind, we have enhanced our security framework by incorporating it into the **WIIT Security Universe (WSU), a defence system consisting of three elements:**

OPERATIONAL FRAMEWORK, which on the one hand makes it possible to analyse the company's coverage of the four main security phases, namely audit, protection, detection and remediation, and on the other to plan improvement measures;

TECHNOLOGICAL FRAMEWORK, multilevel, complete and consistent with the main world standards (NIST), with 5 macro-areas, namely network, vulnerability and security management, endpoint protection, identity access management and messaging security, analysed with the overall help of 178 variables;

COMPLIANCE FRAMEWORK to measure the compliance of corporate procedures with respect to GDPR, ISO 27001 and NIST.

THE FUNCTIONAL FRAMEWORK

Protection — Safeguards to limit or contain the impact of a potential cybersecurity attack

Detection — Ongoing monitoring measures to quickly identify cyberattacks

Remediation — Measures to contain the impact of any IT incidents

Audit — A company's ability to document, investigate and remediate security incidents
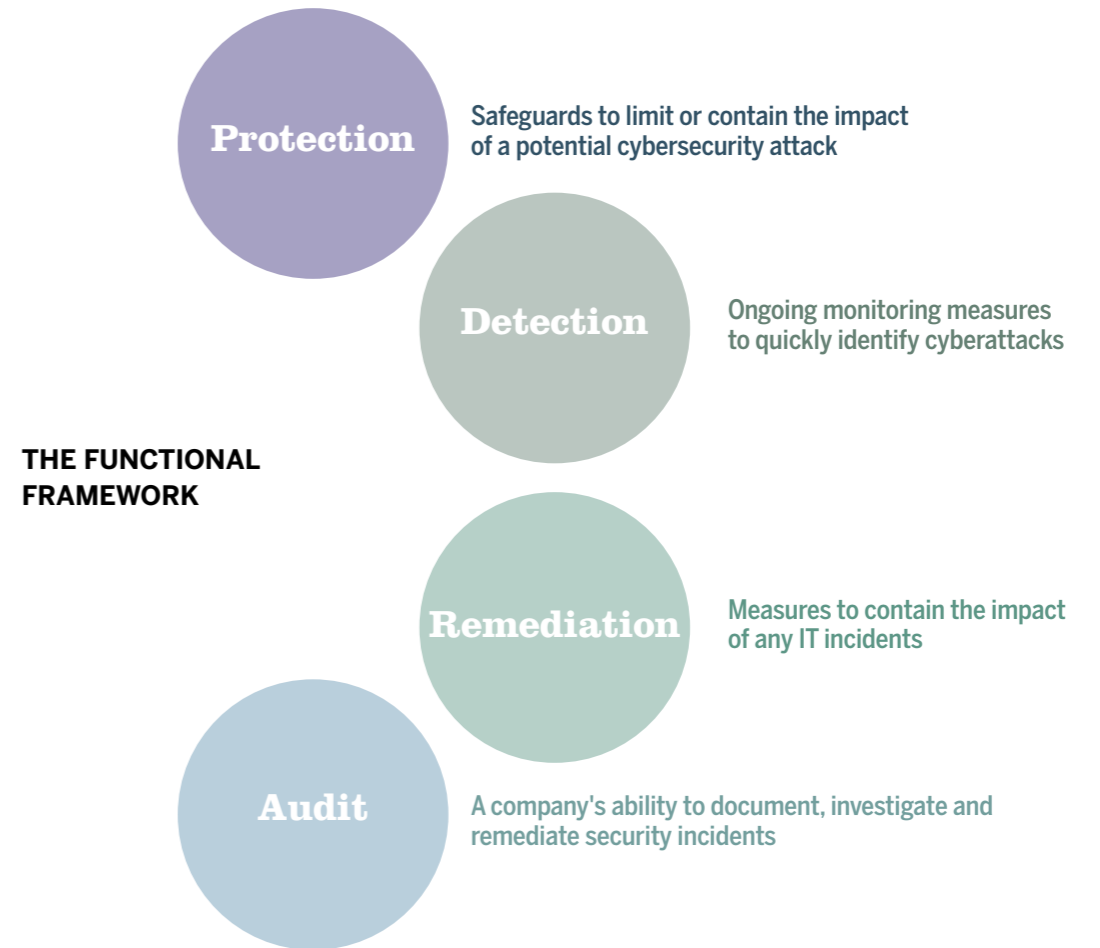
The WIIT Security Universe offers **vertical solutions that are specific**, but at the same time **versatile** and, more than anything else, able to **interact and work with each other**, so as to support the implementation and integration of old and new applications without constraints in terms of compatibility with existing technologies.

The speed with which cyber threats evolve requires the development of variable and flexible defensive structures. **Risk Management** a delicate balance between prevention of probable events, actions to be taken to counter them, threats to be mitigated and, last but not least, costs to be incurred to support the whole system operationally. WIIT's services offer the advantage of **eliminating the costs of a dedicated infrastructure** (which would have to be depreciated more and more quickly in favour of new implementations), **without giving up the best defence for one's own systems.**

WIIT's Certifications

Over the years, the Group has gained extensive experience in the field of Security as a Service through high value-added Cloud projects. In 2020 WIIT obtained 3 new certifications.

ISAE 3402
Quality Assurance on Controls

ISO 27001
Information Security Management

ISO 27017
Cloud Data protection
NEW

ISO 22301
Business Continuity Management

ISO 27018
Personally Identifiable information
NEW

ISO 20000
IT Service Management

GXP
Qualification for data resilience in the pharmaceutical industry
NEW

PEOPLE AT THE HEART OF THE DEFENCE SYSTEM

With **91% of hacker attacks originating in a phishing** email, it is clear that the human factor plays a central role in corporate security. Increasing awareness of the real cyber threats one is exposed to is a key element in changing behaviour, correcting the most risky actions and thus reducing exposure to cyber dangers. To support organisations in their digital literacy efforts, our portfolio also includes a **cybersecurity awareness course for corporate clients' employees,** which helps people **understand and deal with the technical and emotional aspects behind hacker attacks.** Through an online adaptive learning platform, tailored learning paths (based on an initial assessment) and "skin-in-the-game" techniques (such as simulated fishing campaigns) to periodically check learning, **WIIT transforms the main entry point for cyber attacks into the most powerful line of defence available to the company.**

The WIIT Framework for promoting a culture of cybersecurity

Identify risk

Change behaviour

Reduce exposure
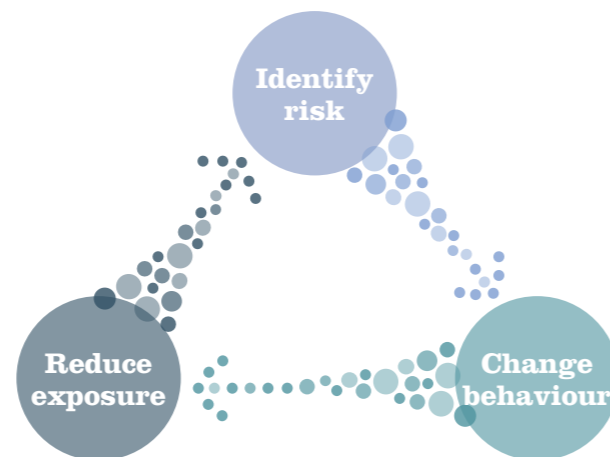
THE WIIT SECURITY INDEX AND RESULTS

Some recent cases show how **adequate preparation can be decisive in the event of an attack.** One story that has been much talked about is that of Geox, a company with €800 million turnover and over 240 shops worldwide. It was attacked in June 2020 with **ransomware that completely blocked its IT systems for five days,** affecting all aspects of its organisation, from sales to logistics, and even making it impossible to send emails. The impact was clearly devastating, especially when compared to another famous case, that of **Luxottica** (€17.6 billion turnover), a victim of the same type of attack, which was able to **resume operations in less than 8 hours thanks to its security systems.**

THE WIIT SECURITY INDEX AND RESULTS

— As-is
— Step 1 + 2

*The WIIT Security Index in a sample of 4 companies. The **dark green line** shows the performance before implementing the WIIT security framework, while the **blue line** shows the improvement after WIIT's intervention.*
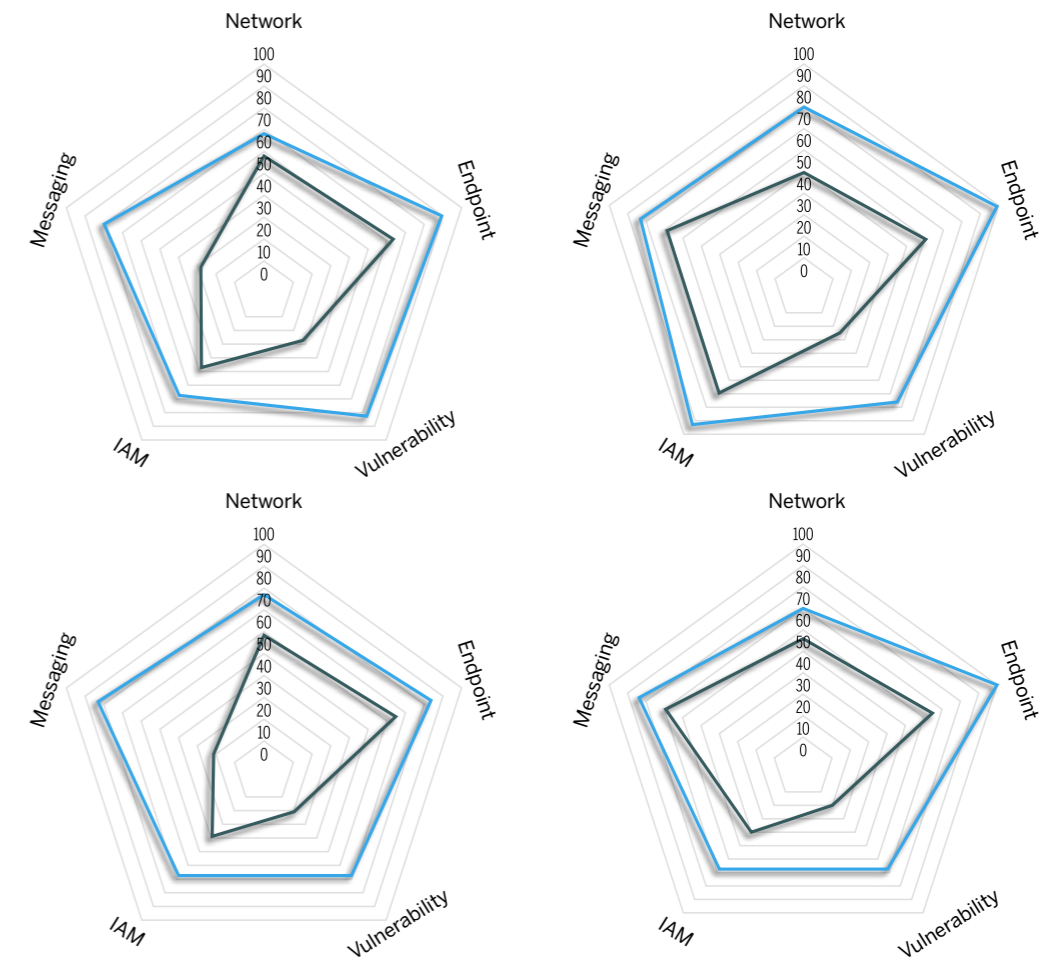
The **WIIT Security Index** was created to measure the readiness and impact of cybersecurity measures. It is an index that is based on a targeted assessment and provides a comprehensive view of **all dimensions of security.** As the graphs based on 4 real customers with different initial situations show **(dark green line)**, after applying steps 1 and 2 of the WIIT technology framework, **there was a general and significant improvement in performance in all areas of cybersecurity (blue line)**.

SECURE DATA WITH WIIT

Natural disasters, terrorist attacks and other extraordinary events are becoming increasingly frequent and their effects can put companies' IT infrastructures and therefore the information assets contained within them at risk.

Incidents that occur even over a short period of time can lead to the loss of valuable data or take services used by millions of people offline. In a world where business models are increasingly digital and work is increasingly disconnected from physical presence, **it is important for companies to be prepared for cyber disruptions, ensuring continuity of business processes, accessibility to systems and protection of their data.**

According to an internal estimate, the **operating costs** of an on-site data center are **likely to quadruple** when factoring in the ever-increasing risk of adverse events that we see. In this sense, **the Cloud represents a unique opportunity in terms of data resiliency** as it enables risks to be reduced by moving all or part of one's data into more secure facilities designed to **offer greater resilience to the most adverse conditions**, without great financial outlay.

WIIT provides its customers with the highest possible level of security through state-of-the-art backup and replication technology and systems to ensure business continuity. The **Milan data center**, which has been **awarded Tier IV certification** (the highest level achievable by the Uptime Institute), stores data within a very high quality technological infrastructure (the availability of the data center is 99.995% Uptime Certified). Moreover, by purchasing the **German company** myLoc, WIIT is beginning to set up a **network of data centers across Europe** and can now guarantee the storage and duplication of data in **another six facilities in Germany** (to which a seventh Tier IV certified facility will be added in 2021), in addition to the one in **Castelfranco Veneto** (dedicated to disaster recovery). A true **European network**, 99.995% connected and secure!

Over
33,475
Terabyte (+45.03%)

Backup data in WIIT data centers (equal to about 1 year and 4 months of streaming in HD on Netflix)

WIIT SECURITY UNIVERSE AT WORK

This year a major Italian fashion multinational turned to WIIT **to reinforce its cybersecurity defences.**

Although the company had made significant investments in security, it lacked key defence measures such as threat intelligence, behaviour analytics, remediation tools, email and attachment encryption, mobile device management and ongoing monitoring measures such as vulnerability assessment and penetration testing. The company also realised that it was not compliant with certain aspects of GDPR compliance. In particular, there was found to be no formalised security plan/roadmap for security by default and by design, no management of privileged users and a lack of incident reporting capabilities. This was a potentially dangerous situation, exposing the company to the risk of penalties.

In order to meet these requirements, we have applied our **WIIT Security Universe**, according to the following framework:

WIIT Security Universe

SOC service (Security Operation Center)
and threat intelligence

Awareness activities
and proofpoint platform

An EDR service to detect malicious activity
through the behaviour of users in the various endpoints

Brand monitoring and reputation service

Vulnerability analysis service
and continual management

SCOPE OF THE INTERVENTION

Over 2,500 users on-site and beyond 2,000 retail users	600 Servers and 300 Firewalls	3,000 work points (PC + cash desks) and 1,300 Access Points

WIIT4Data

ESG PLAN 2030

Target	Current situation	2020	2025	**2030**
Security Assessment	Currently, 8% of the Top 50 customers have received the security assessment	8%	70%	**100%**
	100% of the Top50 Customers with cybersecurity assessment according to the WIIT Security Universe (WSU) model			
Fault-tolerant IT infra-structures	The TIER IV certified infrastructure of the Group is now 300 kW	300 kW	1000 kW	**1500 kW**
	1,500 kW of certified fault tolerant IT infrastructures (TIER IV)			
TIER IV control in WIIT Countries	Italy is the only country where Cloud services are provided through a TIER IV data center	50%	n/a	**75%**
	75% of Countries with Cloud Facilities covered by at least one TIER IV Data Center within 2 years of corporate acquisitions			

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

WIIT4
Climate

" *Climate change* is a terrible problem, and it absolutely needs to be solved. It deserves to be a huge priority "

BILL GATES, Microsoft Founder

WIIT
THE PREMIUM CLOUD

Cloud is the technology behind many of today's digital applications.
Enabling us to access technology on the move changes the way we relate to space
and the way we live and work.

THE CHALLENGE

Despite travel restrictions and forced closures caused by the pandemic, carbon dioxide emissions **did not decrease significantly during 2020** and, therefore, **rising temperatures** continued on a trajectory that will take us to +3°C by the end of the century[10]. **In Europe, 2020 was the warmest year on record** (+0.4°C compared to 2019)[11] and the global average temperature was over 1°C higher than the average since the late 19th century.

The next ten years will be crucial because, if greenhouse gas emissions continue at current rates, the impacts on the planet will be devastating[12]. Italy, in particular, is one of Europe's most at-risk areas[13], as demonstrated by the high-intensity weather events that have hit the country in recent years and caused serious consequences for the population, the environment and the territory. In fact, although in the collective imagination global warming only has to do with rising temperatures, in reality particularly marked cold spells, floods and waves of bad weather are equally strong indicators of ongoing climate change.

To combat global warming, immediate action is needed, both locally and systemically. In this sense, the recovery plans following the economic crisis caused by Covid-19 offer a **unique opportunity for the implementation of climate policies**, including targeted investments in zero-emission technologies. These include the **European Green Deal**, the plan for a green transition that aims to lead the European Union to **achieve climate neutrality by 2050**, by reducing greenhouse gas emissions by 55% compared to 1990 levels. To support this transition, the European Commission has earmarked **30% of its seven-year budget** (2021-2027) **of around €1.8 trillion to combat climate change.**

In contrast, **50%** of the European funds will go to finance **research and innovation initiatives** through the Horizon Europe programme. **Italy is one of the countries that will receive the most resources, about €310 billion**, in part to catch up with the other major European economies.

ICT AND CLIMATE CHANGE

In 2019, **global electricity demand from data centers** was about 200 TWh (up 3.1% from 2010), **about 0.8% of global end-use consumption.**

It has been estimated that, if current energy efficiency trends in IT hardware and infrastructure are maintained, **energy consumption will remain constant until 2022**, despite an expected 60% increase in demand for data center services[14]. This is good news for the environment. This is due to the growing popularity of Cloud Computing, a technology that enables the creation of economies of scale by moving data from small, inefficient corporate data centers to larger, high-performance facilities.

Moreover, ICT is a sector that can also **revolutionise people's behaviour and habits**, reducing their impact on the environment. As we have realised over the last twelve months, a meeting does not always require a train or a plane, sometimes just a good internet connection is enough. The decision by 41% of global companies to cancel all business travel in March 2020 in order to contain the spread of the pandemic[15] was made possible through technology, once again demonstrating the **great potential of ICT as a lever** not only to streamline processes but also **to help protect the environment.**

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10 - United Nations Environment Progamme, Emissions Gap Report, 2020
11 - Copernicus ECMWF, Climate Now, 2020
12 - IPCC, Global warming of 1.5°C Report, 2018
13 - Germanwatch, Global Climate Risk Index, 2020
14 - IEA, Data Centers and Data Transmission Networks Report, 2020
15 - Global Business Travel Association, Coronavirus Poll Results, marzo 2020

FACTS & FIGURES

5x
the energy efficiency of 4G networks compared to the generation of 3G networks
(IEA, Digitalisation and Energy Report, 2017)

89%
of companies canceled all or most of their international travels during 2020
(Global Business Travel Association, December 2020)

€ 209 Bn
the value of investments destined for Italy with the Next Generation EU program dedicated to the post-pandemic recovery
(European Commission, 2020)

5 Bn
people who will connect to the internet from mobile devices by 2025 (+ 7.5% vs 2019)
(IEA, Data Centers and Data Transmission Networks Report, 2020)

-25%
the expected reduction in greenhouse gas emissions by 2030 due to post-pandemic recovery plans
(United Nations Environment Progamme, Emissions Gap Report, 2020)

Up to +100%
the increase in daytime telephone traffic from fixed network to broadband during the pandemic, without significant impacts on energy consumption
(GSMA, Covid-19 Network Traffic Surge Isn't Impacting Environment Confirm Telecom Operators, 2020)

WORKING TOWARDS ZERO IMPACT

The WIIT Group is committed to counteracting climate change by **limiting its climate-** **damaging emissions.** Our ambition is to make all **Group companies carbon-neutral by 2030**, i.e. to eliminate (or offset) our CO_2 emissions, approaching positivity wherever possible through CO_2 offsetting processes.

"
Through the Cloud we are helping our customers to create more sustainable business models and save energy. We are the protagonists of a revolution that involves the whole world and changes the way in which we inhabit our spaces and relationships, the impact of which will be seen also at an environmental level in the long term "

Leonardo Federighi,
WIIT S.p.A. Cloud Services Director

LEADING THE GROUP FOR CHANGE

Since June 2016, the Mother Company, WIIT S.p.A., has decided to **use clean sources of electricity**, choosing as its supplier Dolomiti Energia, a company that has made its commitment to the environment its distinctive asset.

From Germany, new solutions to bring down consumption

In autumn 2020, WIIT S.p.A. acquired **myLoc**, a German company that will become part of the Group from 2021.
The company operates in parallel with WIIT and offers Private and Hybrid Cloud services for businesses and individuals. Like WIIT, myLoc hosts its own data in six data centers located in Düsseldorf.

In order to reduce energy consumption in its Düsseldorf facilities, myLoc has installed a **cogeneration system** that generates electricity and uses heat-absorbing machines to power the data center's **internal refrigeration systems**.
Although it may sound like an oxymoron, heat-assisted refrigeration is an energy-efficient solution that has enabled myLoc to **cut electricity consumption for cooling**, reducing the primary energy required for the system by around 30%. The company was thus able to **reduce CO$_2$ emissions by around 830 tons per year**, also saving on electricity costs.

All of Dolomiti Energia's production comes from **renewable sources** (hydroelectric power stations and photovoltaic plants) **or is offset and is therefore, in effect, zero-emission.**

The decision to use this supplier has allowed WIIT S.p.A. to be certified with the **100% Clean Energy label**, a Guarantee of Origin[16] for the electricity purchased.

This certification ensures that all the energy consumed has been produced by plants powered by well-defined renewable sources over a given period of time. **The company's commitment to the environment** is realised through the use of GO certificates to finance clean energy.

At Group level, **Etaeria has adopted the same approach as WIIT**, choosing Dolomiti Energia as provider for its offices in Carpi[17]. The remaining companies will follow suit over the next few years by changing their supply contracts, **with the aim of 100% green procurement by 2030.**
On the power reduction front, WIIT is committed to replacing its **storage with all-flash drives** (no rotating elements) and **new, more energy-efficient servers.** The use of next-generation systems, which accounted for 25% of the installed base at the end of 2020, makes it possible to deliver up to 30% more computing power for the same energy consumption compared to previous-generation servers[18]. This **increased efficiency** made it possible to **reduce the number of servers** and thus reduce consumption.

The Group's contribution to the progressive reduction of its impact on the environment is not limited to the management of data center energy consumption. Among the actions implemented by WIIT in this area is the **digitalisation** of documents, facilitated by the adoption of **internal guidelines** that encourage a **paperless** working approach and the decision to progressively **renew the company car fleet with hybrid and electric vehicles**, an initiative that fits in with the objectives of the ESG Plan 2030.

THE CLOUD SERVING GREEN COMPANIES AND CITIES

During 2020, some **97% of Italian companies were forced to introduce smart working** as a response to restrictions imposed to combat the pandemic. Through technology millions of people have been able to continue working, despite the fact that it has become physically very difficult to move around and see each other. This has made it possible to push the accelerator on the digitisation of the way we work.
Never has the Cloud been such a key player as it was this year. The possibility of distributing and making computing, storage and communication services accessible via the Internet as one of the technological cornerstones that made the transformations we are experiencing possible. **The Cloud brings the information we need to us**, without us having to leave our home (or office) or get into a car, train or plane to get to it. This is a major revolution that not only protects people today but will also **safeguard the planet in the medium to long term by reducing the environmental impact of the movement of people and information.** In business operations, as well as in everyday life, **intelligent use of technology helps us to reduce our consumption of raw materials and emissions, thereby contributing to combating climate change.**

UNITY IS STRENGTH

In addition to the security and resilience of our information assets, storing data in large data centers has the added benefit of energy savings related to **economies of scale in data processing and management.**
Large IT infrastructures, such as WIIT-managed data centers, and server virtualisation offer **scalability and flexibility, enabling more efficient management of workload peaks and spaces.**
Reduced energy consumption and considerable cost savings are convincing more and more companies to abandon their data centers in favour of shared solutions. WIIT has seen **a 29% increase in the amount of data allocated to its virtual servers** over the last year and, in order to respond to the growth in demand, it has adapted its facilities by increasing the capacity of its data centers by 45%. At the same time, **the data contained in virtual machines managed and integrated into WIIT's infrastructure and allocated at customer sites also increased by 13%.**
According to an internal estimate, the reduction in installed capacity achieved through the use of the WIIT infrastructure generates **energy savings of approximately 674,520 kilowatt-hours per year.**

THE DIGITALISATION OF COMPANIES

The pandemic crisis has generated great momentum for remote working, helping to accelerate the phenomenon of smart working and to spread a different managerial philosophy, based on **people's flexibility and autonomy in choosing the spaces, times and tools to be used**, in return for greater responsibility for results.
This is a transformation that many believe will continue even after the pandemic is over, as evidenced by the change in the real estate market in major global cities[19]. **WIIT's smart working product**, which includes collaboration and productivity services, linked by secure messaging and end-to-end cyber security platforms, **has been a valuable ally for businesses in this phase.** As of November

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16 - Guarantees of Origin (GO) are international certificates awarded to power plants that meet certain environmental sustainability requirements. Established in 2009, they are now the main tool to ensure the traceability of energy produced and support the promotion and development of a voluntary market for clean energy from renewable sources.
17 - At the second company site in Cuneo, the energy supply is in the hands of the facility manager, who has chosen an energy supplier that does not have the same sustainability policies.
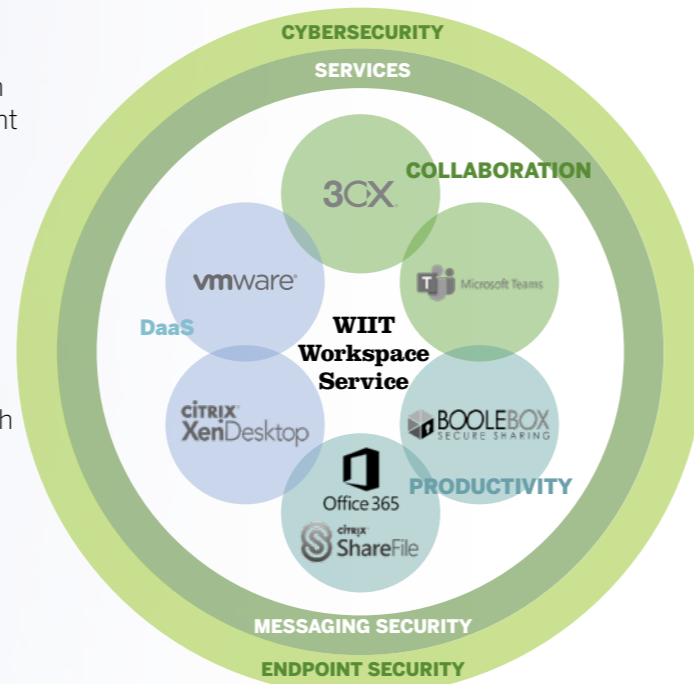*18 - Intel site source: hiips://ark.intel.com/content/www/it/it.html#@Processors*

19 - New York Times, Manhattan Faces a Reckoning if Working From Home Becomes the Norm
hiips://www.nytimes.com/2020/05/12/nyregion/coronavirus-work-from-home.html

2020, **there were more than 1,700 smart workstations managed using the services offered by WIIT** (**up 115%** on the previous year).
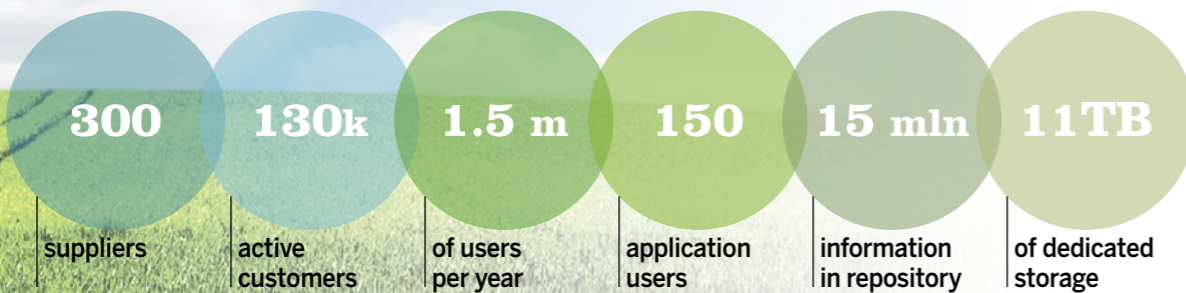
WIIT also **supports companies in their digital transformation**, with tools dedicated to digitising their collaboration processes and document archiving.

Using a dedicated Private Cloud and Digital Transformation Outsourcing service, WIIT's EIM (Enterprise Information Management) solution provides companies with a document management platform with which to simplify and streamline the processes of collecting, sharing, approving, consulting and storing documents in accordance with the law, speeding up processes, making all information accessible at all times and reducing the amount of paper produced.

An example of how the adoption of Cloud technologies can impact collaborative document management is that of the **Consorzio Nazionale Imballaggi** (CONAI), an association that brings together some 800,000 packaging manufacturers and users. The Consortium was set up following the 1997 Ronchi Decree and has been the pivot on which the integrated circular system of recovery and recycling of the six main packaging materials was grafted: steel, aluminium, paper, wood, plastic and glass. Owing to its impressive membership size, **CONAI managed a significant number of paper documents every year relating to more than 300 suppliers and 130,000 members.**

With a completely tailor-made Cloud-based service, designed and built by WIIT (11 TeraBytes of dedicated space for over 150 application users), the Consortium has been able to **reduce its paper-based management of information by over 90%** and thus drastically cut down on the "physical materialisation" of these documents, by digitising the Inbound and Outbound correspondence and communication process with its stakeholders (members, associations, suppliers, etc.).

WIIT Workspace Service

CYBERSECURITY
SERVICES
COLLABORATION
3CX
vmware
Microsoft Teams
DaaS
CITRIX XenDesktop
BOOLEBOX SECURE SHARING
Office 365
citrix ShareFile
PRODUCTIVITY
MESSAGING SECURITY
ENDPOINT SECURITY

THE CONAI CLOUD IN NUMBERS

300	130k	1.5 m	150	15 mln	11TB
suppliers	active customers	of users per year	application users	information in repository	of dedicated storage

THE CLOUD FOR TOMORROW'S SMART CITIES

myCicero is an application developed by myCicero Srl that supports the smart development of the territory. It is a **platform that allows its users to take advantage of services dedicated to mobility, transport and parking.** By registering with myCicero, users may purchase tickets for local public transport and parking tickets, facilitating the use of these city services and reducing consumption. With myCicero you can help the environment and save on travel tickets.

Services offered by myCicero are easily **accessible and always available thanks to a secure and performing Cloud platform**, for which the company has chosen to rely on WIIT. Citizens use public services seven days a week, 24 hours a day. For this reason, WIIT has designed a Cloud technology platform for myCicero, distributed over two data centers, to ensure Business Continuity, it is also capable of ensuring the highest levels of reliability against faults and cyber attacks, thanks to the use of resilient technologies available with WIIT.

WIIT4 Climate

ESG PLAN 2030

Target		Current situation	2020	2025	**2030**
Energy intensity	50% reduction in energy consumption for data storage in the Group's data centers	Currently WIIT consumes 81.4 kWh per year for each Terabyte of data stored in its data center (excluding myLoc)	n/a	-20%	-50%
Green energy	100% 'green'* electricity purchased * The scope includes companies that have been integrated for more than 24 months	At present WIIT S.p.A is the only completely Carbon Neutral company in the Group	50%	70%	100%
Green company fleet	70% of the company car fleet consisting of hybrid/electric cars	69 cars mainly equipped with traditional engines	5%	30%	70%
Second life of IT assets	80% of the replacement technological materials going to schools, academic realities and social organizations	An average of 115 devices between servers are replaced every year (last 3 years)	0%	25%	80%

WIIT4
Innovation

"
Genius is *one percent inspiration,*
ninety-nine percent perspiration "

THOMAS EDISON, inventor and entrepreneur

WIIT
THE PREMIUM CLOUD

Innovation means making new products and services accessible to companies to transform internal processes. The Cloud is a key technology to enable the Digital Transformation of enterprises.

THE CHALLENGE

Digitalization is the compass that guides companies in redesigning their processes to make them more resilient and efficient. Over the past year, it has been possible for companies to continue to generate value through digital technology despite the constraints imposed by the health crisis. With digital transformation, **organisations are constantly evolving by changing their business models and changing the way people work within them.** Knowing how to seize the opportunities offered by digitalisation is fundamental to **surviving market changes and innovating,** responding effectively to increasingly global competition and an increasingly uncertain scenario.

According to the annual survey carried out by NetConsulting cube[20], which involved 80 ICT managers from Italian companies, **technology is now perceived by companies as a fundamental factor for business growth,** as it enables them to improve their relationship with customers and encourages the innovative

development of their products and services. Following on from cybersecurity and smart working, it is no coincidence that, for Italian IT decision-makers, **the areas that require the most technological investment are sales and after-sales operations, together with marketing and communication.** However, despite the increasing urgency to respond to change, at least half of organisations **lack dedicated figures for technological innovation.**

Indeed, companies' resources are not unlimited and **IT departments are required to strive to contain costs and make more efficient use of the resources at their disposal**[21]. This often translates into the need to reduce IT department headcount (49%), slow hardware upgrades (36%), extend the use of IT assets (43%) and reduce licensing costs (52%). For this reason, **Cloud Providers** like WIIT **must set themselves the objective of supporting companies** by making every investment sustainable and profitable, providing innovative, **tailor-made technological tools** combined with the skills necessary for change.

FACTS & FIGURES

Over 140 Bln of €

The funds made available to companies for digital transformation in the European seven-year budget

(Budget of the European Union, 2020)

-4.7%

The expenditure on Research and development of Italian companies in 2020 compared to the previous year (Istat, Research and development in Italy years

(Istat, Research and development in Italy years 2018-2020, 2020)

75%

Organisations in Europe have accelerated some digital transformation programs to complete them in just a few months

(Digital Transformation Index compiled from Dell Technologies, 2020)

95%

Businesses are under pressure to reduce IT costs or plan to be soon ready to do so

(Insight, Is IT Losing the Cost Optimisation Challenge?, 2020)

23rd

Italy's position compared to other EU countries on the integration of digital technologies in enterprises. Finland is in 1st place

(European Union, DESI Index, 2020)

59.8%

Italian ICT managers said they had increased customer satisfaction thanks to digitalization

(Netconsulting Cube, CIO Survery, 2020)

20 - Netconsulting Cube, CIO Suvery, 2020
21 - Insight, Is IT Losing the Cost Optimization Challenge?, 2020
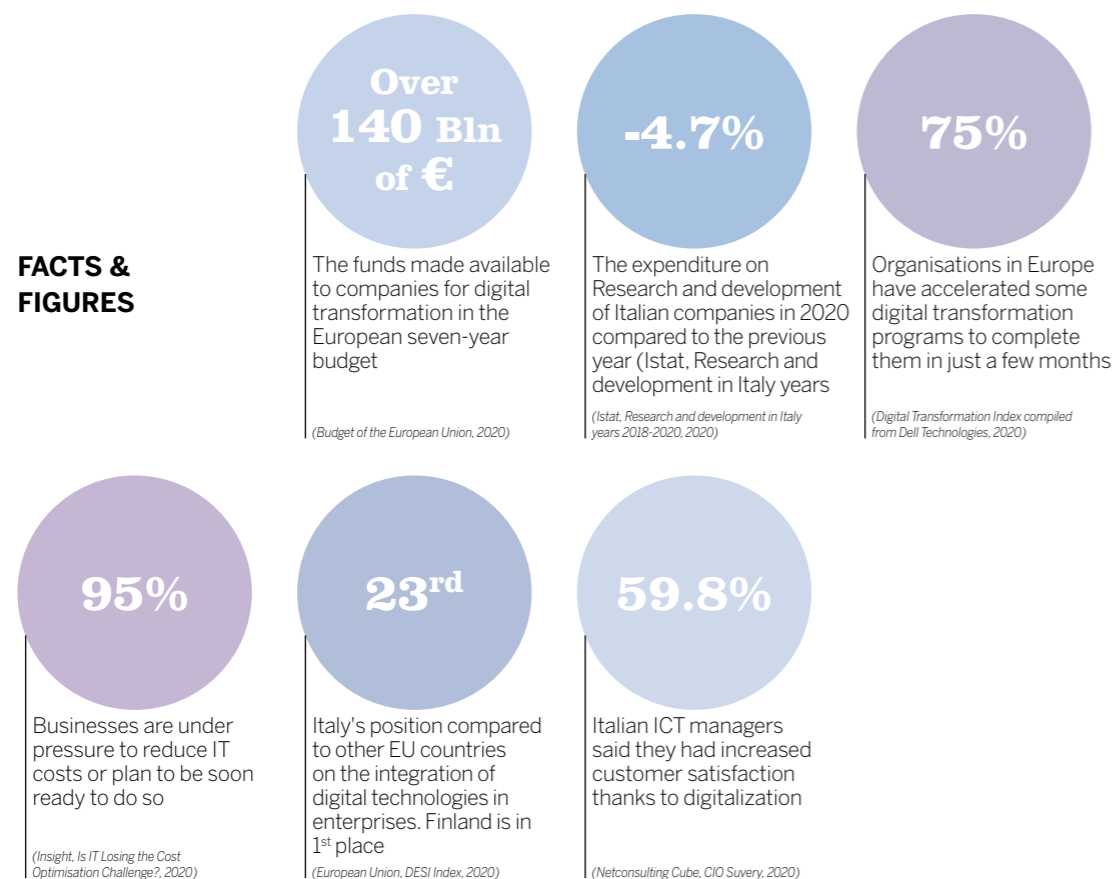
360° INNOVATION

Innovation is one of the distinctive aspects of WIIT's identity, as well as one of its strategic assets for business development. **In 2019, a new figure was introduced to manage all processes related to internal innovation, the Director of Corporate Innovation Services.** In particular, this position has the task of managing the product portfolio by acting as a link between the Group companies, rationalising the range and creating cross-company synergies.

Since this is a **strategic role that extends across** the entire WIIT Group, it has been organisationally **placed directly reporting to the Group's Chief Operating Officer.** To stay up-to-date, WIIT has structured a **precise innovation process** that orchestrates input from three different channels: customers, suppliers and the market.

"**The challenge we set ourselves as a Group is to succeed in introducing innovations each year that can confirm our customers that we are the best partner they can find on the market**"

Davide Capozzi,
Director of Corporate Innovation Services

osservatori.net digital innovation

WE LISTEN TO THE NEEDS OF OUR CUSTOMERS

Our goal as an innovation partner is to be able to build together with our customers technological solutions that meet their needs, **including innovating their business models.** We want to distinguish ourselves from our competitors by leveraging our ability to create tailor-made solutions, designed by adapting our technologies and services to the real needs of our customers. We believe that **spreading innovation and fostering technological transformation requires closing the gap between business and innovation.**

In order to strengthen its ability to understand the needs of businesses, in 2021 WIIT will renew its **participation in the Milan Polytechnic's Cloud Observatory and will join the Cybersecurity Observatory**, two important networks formed by businesses and institutions that aim to spread knowledge about the opportunities and impacts of digital technologies on businesses, public administrations and citizens.

SUPPORTING PUBLIC ADMINISTRATION

Just like companies, **public administrations have been hit by the effects of the Covid-19 pandemic** and have seen the digitalization process of their organisations accelerate dramatically. From the adoption of smart working to the launch of new online services and platforms, **government agencies have also had to adapt to a changing world.** To support institutions in this transformation, **WIIT has obtained the SaaS** (Software as a Service) qualification, **enabling it to offer services to P.A. organisations**, thus becoming an accredited supplier and a potential technological partner for the development of future innovative projects.

AGID

WE TURN SUPPLIERS' INNOVATIONS INTO REALITY

When it comes to selecting our suppliers, one of the main aspects we look at is the ability to innovate and offer new technological solutions. For this reason, **we choose our suppliers by looking for companies with excellent research and development functions** from which most IT innovations usually come.
In view of the Group's rapid growth and new acquisitions, **we are striving to make these selection criteria more homogeneous and standardised**, so that we can offer all our customers the best technology available on the market, both in terms of hardware and software applications.

WE CONSTANTLY WATCH MARKET TRENDS

We make sure that all the companies in the Group are always up-to-date so as to ensure the best technological solutions for our customers and we consider it essential to **have access to privileged observation points from which to monitor the market.** This is why we participate in the most important industry events, such as **VMWorld**, one of the world's leading conferences on Cloud Computing and Virtualisation hosted by VMware (this year remotely), during which the main market trends and innovations developed by technology providers are presented.

vmworld®

WIIT intercepts the main trends and technological innovations and, when they have reached due maturity on the reference markets (adoption rate of at least 20%), it tries to introduce them to the Italian market, building customised services for its customers in collaboration with its suppliers.

THE INNOVATION FUNNEL

Market trends

Supplier technologies

Customer needs

12/18 MONTHS

ADOPTION

2/3 YEARS

THE GROUP'S INNOVATIVE PROPOSAL

The Group's process of innovation is not focused on finding revolutionary technologies or services with which to revolutionise the market. We believe that our strength lies in our **ability to mediate, redefine and combine what the market has to offer to create solutions that meet our customers' true needs.
We act as a facilitator, brokering supply and demand, creating high-value-** added services from proven innovative technologies already on the market. Our companies' innovative solutions make state-of-the-art technologies and tools available at a reasonable and scalable cost, bringing value to business processes through digitalization and automation. For the three-year period 2019-2021, we have identified three main priority areas: **cybersecurity, DevOps and robotic process automation.**
These are three technology initiatives that focus on security and the accelerated development of automated technology, allowing the opportunities offered by Cloud technology to be exploited to the full.

SECURE COMPANIES

IT security is a very sensitive issue and has always been a priority for the WIIT Group and its customers. It consists of a set of technologies that we have been working on for a long time and that are now an integral part of all the Cloud services we offer.
We have developed a three-part defence package, a functional framework to analyse the company's coverage, a **multilevel technology framework,** consistent with major global standards and a **compliance framework** to measure the alignment of company procedures with security standards. A **'shield' for businesses** designed to secure connected machines by continuously monitoring possible software vulnerabilities and controlling and authenticating access to platforms, messaging and the network. This is all done **with people in mind**, because system users are often the front door that hackers use to breach infrastructures.
Cybersecurity services allow companies to **increase their security level with an all-round approach**, eliminating the risks that businesses face when they move to the Cloud and guaranteeing them secure and constant access to services.
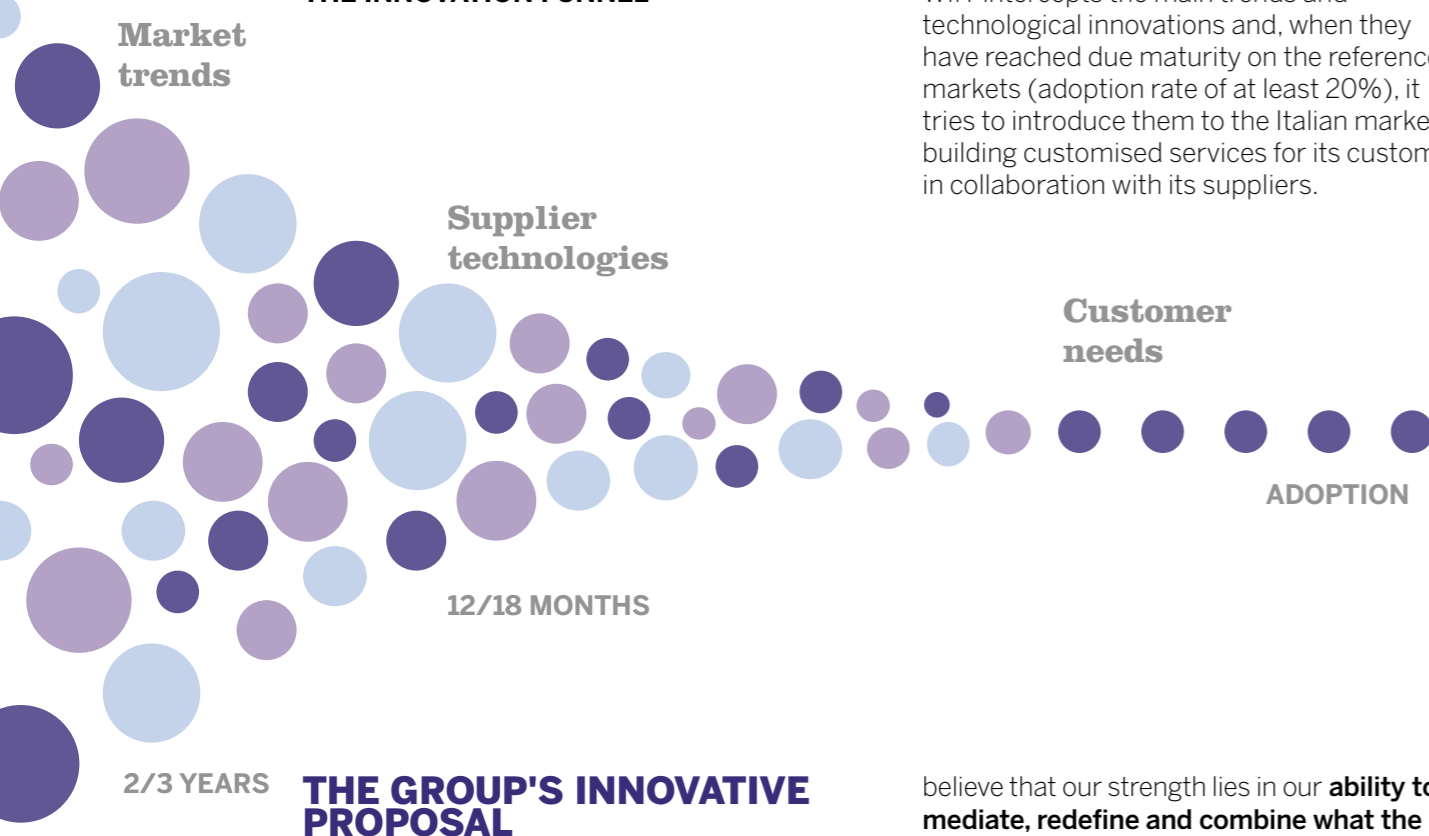
ACCELERATED DEVELOPMENT

DevOps is a software development methodology that began to emerge about ten years ago as a result of the **growing popularity of Cloud collaboration tools.**
The approach is designed to reduce the time needed to develop new **software by enabling developers to communicate more effectively with operations staff** in order to speed up the design, testing and release of business application solutions. In this respect, the Group's Companies can offer not only the latest dedicated tools, but also **support in terms of methodology and a deployment and assistance service**, acting as a contact interface between developers and operations. In 2020, the quality of our work was also recognised by **SAP, who awarded WIIT one of only 20 certifications in DevOps issued to date**, making our parent company **the only Italian company with this distinction.**

PROCESS AUTOMATION

Robotic Process Automation (RPA) encompasses all the technologies used to automate work processes by means of 'intelligent' software. Using programs to replace humans by automatically performing repetitive tasks, **RPA reduces errors, speeds up processes and frees human energy** for higher value-added activities. These are still considered frontier technologies, but the Group already began introducing them to the market in 2020 to support its customers in their digital transformation process.

WIIT4
Innovation
ESG PLAN 2030

24-HR SECURE E-COMMERCE WITH WIIT DEVOPS SERVICES

For several years, WIIT has been responsible for managing the e-commerce services infrastructure of a major luxury goods multinational that owns several famous fashion brands.

Up until 2019, the development of these services had been managed within the organisation, a choice that had exhibited a number of objective limitations that were holding back its potential. In particular, **the company had found itself having to allocate some organisationally strategic employees to routine activities,** with too much effort being expended on malicious activities (incidents) and their resolution. For a global business that requires constant supervision, the complete in-house management of e-commerce made 24-hour service coverage impossible, with potentially very serious consequences in the event of an incident.

For these reasons, the **multinational turned to WIIT for support in the DevOps management of the AEM platform used for the development of its e-commerce.** As a specialised partner, WIIT now works alongside the customer's IT team in evolutionary projects (release of new functions, countries, etc.), coordinating suppliers in the digital ecosystem and supporting the development, business and content teams that collaborate on development and IT projects. In addition, it provides a 24-hour intervention and recovery service in the event of digital service problems and incidents, guaranteeing business continuity for the multinational in the event of any inconvenience.

Target	Current situation	2020	2025	**2030**
Process automation Launch of new automated processes dedicated to accelerating our customers time-to-market	New course of action	n/a	n/a	n/a
Co-innovation More than 100 companies, customers, suppliers, start-ups, students, institutions and academics involved in co-innovation initiatives (e.g. hackathons or coding contests) to stimulate the search for innovative solutions in the Cloud services sector	New course of action	0	40	>100
Digitalization of Non-Profit 1% of annual turnover allocated to digital services for non-profit organisations	New course of action	0%	0.5%	1%
Scientific research Funding of at least 10 scientific research initiatives in the Digital/Cloud field	New course of action	0	3	10

4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH

WIIT4
People

"It's not a faith in technology.
It's faith in people"

STEVE JOBS, Founder of Apple

WIIT
THE PREMIUM CLOUD

Innovation doesn't produce results without the right people. The success of a technology company is measured by the ability to attract the best talents, make them grow and grow with them.

THE CHALLENGE

In complex times such as these, the **well-being of people working in the company becomes an even greater challenge to business success.**
Although the pandemic is posing a number of obstacles due to social distancing and lack of physical contact, creating a positive internal climate is a key factor in maintaining high levels of **people satisfaction and retention. Target-based working** and **smart working**, which until recently were considered the exclusive benefits of the most forward-looking organisations, are gradually becoming the norm. The pandemic has prompted many companies to adapt to the changes and equip themselves with all the **necessary tools to be able to cope with disruptive events** capable of revolutionising the world of work overnight. Investing in people is essential, not only for its positive impact on factors such as productivity, turnover, and customer satisfaction, but also in **building a team of people who are enthusiastic** about working for their company and proactively involved in growing the business.

People in the company need to **feel that they are fundamental to the organisation** and that their specific know-how, including operational expertise, contributes to creating value. For this to happen, we need to **invest in work quality and training people.** This must be done by looking both inside and outside the organisation, thus contributing to the **growth of the Italian ICT market** where there is a shortage of over 250,000 specialised technical professionals[22]. In fact, there is a **widespread deficit of technical and digital skills** at all levels in Italy. According to the annual OECD report on digital competence[23], very few people currently use the Internet in a complex and diverse way and too many workers and teachers need ICT training. For these reasons (amongst others), the 2020 edition of the **OECD report ranks Italy in the list of countries with the greatest digital backlog** alongside Chile, Greece, Lithuania and Turkey. Investment must therefore be made in the **development of technical skills, which are increasingly needed to meet the great challenge of digitalisation** posed by the growth and economic recovery programmes set out by the European Union[24].

FACTS & FIGURES

97%
Italian companies have introduced remote work to cope with the emergency caused by the new Coronavirus in 2020
(Liuc Business School, Human Resources Management & Organizational Learning, 2020)

Only 13%
of companies are changing their internal organisation to face the Digital Transformation
(Talent Garden, L'HR del Futuro, 2019)

58%
Some workers ask the HR functions to upgrade their skills and acquire new skills
(Talent Garden, L'HR del Futuro, 2019)

6 out of 10
the number of candidates who were asked about digital skills during the interview
(Unioncamere-Anpal, Bulletin of the Excelsior Information System, 2020)

25%
The percentage of STEM graduates in Italy in 2019
(ISTAT, Report on education levels and employment in Italy in 2019, 2020)

Top 3
Some of the most popular professions in Italy are related to the quality of IT systems, digital transformation and data migration to the cloud
(Aica, Anitec-Assinform, Assintel, Digital Skills Observatory, 2020)

WIIT NEXT, THE HR FRAMEWORK TO SUPPORT INTERNATIONAL GROWTH

We believe that WIIT's success is closely linked to the value delivered by our people. This is why we have established a rigorous **recruitment policy that seeks to prioritise permanent, full-time employment contracts.** To date, **almost all employees working in Group companies are employed on a full-time contract** and part-time contracts have been limited to people who have explicitly expressed a need for them. To support business growth through robust people management, we have developed **WIIT Next**, an HR framework based on three pillars:

DEVELOPMENT OF NEW PROCESSES to strengthen corporate functions and support the company's internationalisation strategy;

223 people — **99%** indefinite period — **95%** full time
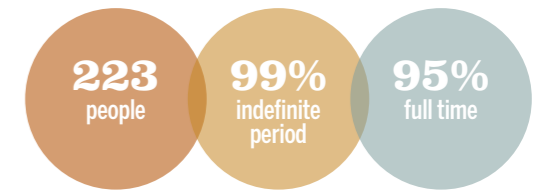
TALENT MANAGEMENT to better manage internal resources, developing the most talented people through in-house growth;

HR PROCESSES to support organisational change and the growth of the organisation as a whole, through the definition and dissemination of shared policies and processes at Group level. This is an approach we believe in with belief. The Group's top management is committed to ensuring that **all groupes companies** gradually structure themselves to respond to the guidelines dictated by WIIT Next, through the adoption of homogeneous policies and initiatives implemented **under the supervision of the Group HR Director.**
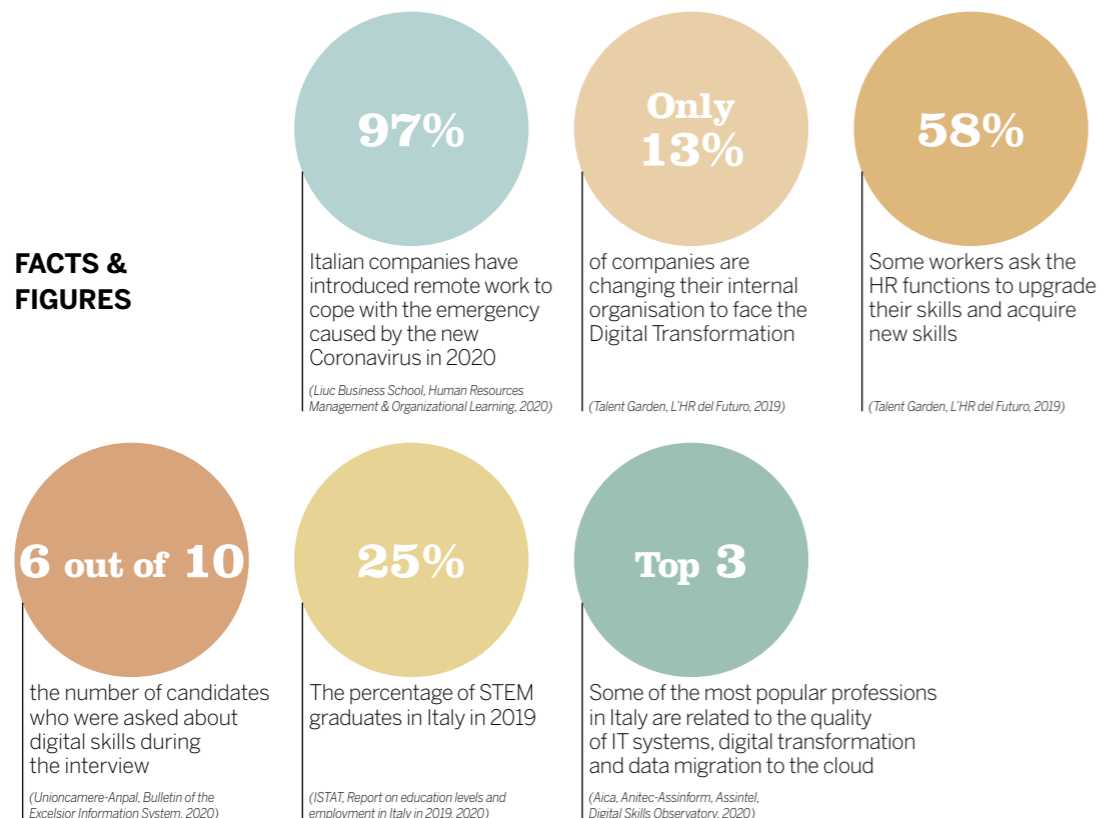
OUR ORIENTATION TOWARDS ATTRACTION AND RETENTION
The **high demand for ICT workforce** and the **complexity of our business** have always been an **obstacle in the search for new staff.** In fact, the companies of the Wiit Group find themselves competing closely with important multinationals and dynamic startups, especially as regards high-level and younger profiles. For this reason, we have decided to start an **important employer branding project** with the aim of transmitting **company values and the opportunities** offered by WIIT in a more incisive way. In particular, the **"Careers" page on the institutional website** was revised, adopting the use of the Guru Jobs platform to make access to available job offers more immediate, aggregating them within a portal connected with LinkedIn, on which an **editorial plan** has been structured to describe the Group's companies and their businesses. This year we have once again chosen to focus

on our employees, continuing to **invest in training and internal growth** and giving our people a real opportunity to enhance their professionalism and status in both technical and managerial areas. Career paths are laid out by a precise **internal Job Path** that clearly shows everyone who joins the company the opportunities for growth. To ensure that the Group becomes as solid and uniform an organisation as possible in terms of HR **processes over time, we want to extend this staff growth scheme gradually to all subsidiaries.**
At a corporate level, WIIT has created and is committed to constantly maintaining a **calm and stimulating working environment where solidarity and mutual harmony can be found**, so as to encourage collaboration in all its forms. This team spirit has been crucial to the growth of the business, even in a year spent at a distance.

The WIIT Job Path includes both horizontal and vertical growth routes
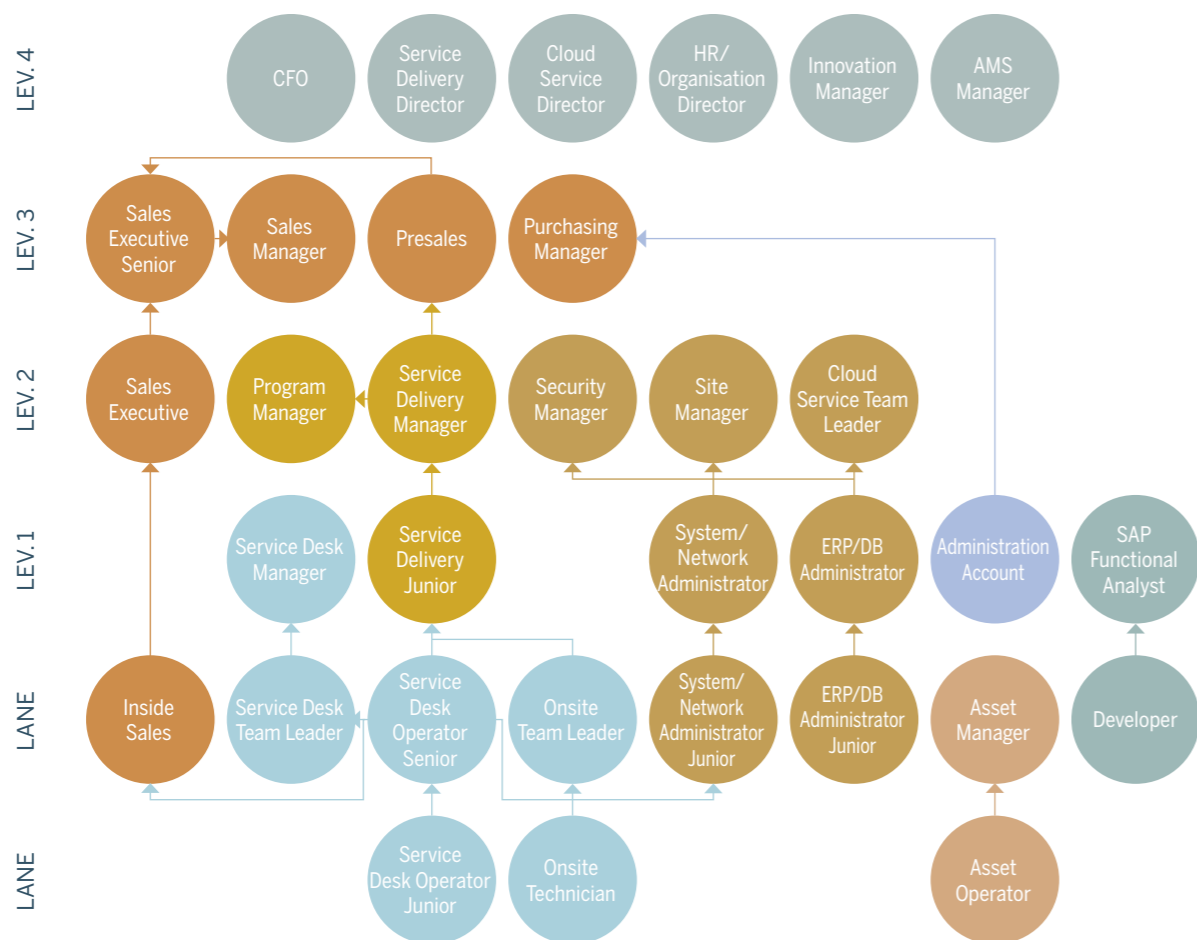
Below are the main tools we use to promote staff **retention**:

STAY BONUS: in WIIT S.p.A., Matika and Etaeria (as of 2021), salary increases are linked to the tenure of people in the company and favour those who choose to stay for more than 3 or 4 years (depending on the role of the individual recipient);

STOCK OPTION: people with long-term tenure who hold managerial roles within the Parent Company, are granted shares in the company.

Additionally, the performance management plan sets out bonus mechanisms based on an MBO logic for managers and technical positions in which the Group decides to invest in the medium to long term;

SMART WORKING: the POC launched in 2019 on the AMS (Application Management Services) Team was extended in 2020 to all Group employees. Even when the health emergency is over, smart working will be maintained as a pillar of the retention policy to improve our employees' quality of life.

THE EFFECT OF COVID-19 ON THE ORGANISATION

Thanks to the correct mindset widespread in the company, a proven smart working system and the availability of technologies to work remotely, **the organisation has responded excellently to the changes imposed by the onset of the health emergency.**
The commitment of our people has never faltered, even in moments of greatest hardship and, according to internal data, **productivity has even grown** in all the Group companies.

Smart working has proved to be a precious ally in the past year. However, we do not believe that remote activities will prevail in the future.
In fact, **smart working** does not mean remote working, that is only the possibility of working from home, but also and above **all a new way of exploiting technology to maximise work efficiency and attain the optimal work-life balance.**

During 2020, we have **intensified internal communication** to help people **protect themselves from contagion** while **keeping the focus on the business targets** and challenges we faced. To protect workers, therefore, we made generally available an **insurance to cover the infection from Covid-19.** During 2021, this was also extended to the members of the family unit of each employee.

SKILLS FOR CLOUD GROWTH

The OECD has stated that our country is not ready to face the **challenge of digitalisation** and that the Italian population risks **being left on the margins of an increasingly automated and technologically advanced world of work. Companies dealing with technology and innovation should therefore directly commit** to facilitate the **dissemination of STEM** (science, technology, engineering and mathematics) **and IT disciplines**, actively contributing to the formation of new industry professionals. This is a battle that must be fought on two fronts. Internally, it is essential to **invest in the growth of one's resources**, increasingly favouring the **development of technical and soft-skills** by creating an environment based on **responsibility, entrepreneurship and autonomy**, which allows everyone to be involved in meeting their targets. Unfortunately, this is hardly enough. We also need to play our part outside the company's walls, bringing our expertise to market to make it grow and making companies more willing to innovate and ready to face the future.

11%
of employees held a role with greater technical/managerial skills

THE WIIT ACADEMY

In order to pursue our retention and internal growth objectives, we make every effort to **enhance the professionalism of our people** through both horizontal and vertical career paths. This is why many of the technical professionals in WIIT's ranks have, over time, acquired new roles and responsibilities, including managerial ones. **The WIIT Academy was established to support and enhance their internal growth path.**
WIIT's approach is based on **technical training and develops along an increasingly soft line of managerial skills.** It is a process that starts from the first day of employment and in the Parent Company, for example, it stems from the **Service Desk Structure** which aims to identify younger talent. Customer and business contact is the **starting point from which one then goes on to hold more important positions**, both in the technical field, within Systems/Application Structures, and in more managerial roles such as, for example, Service Delivery Managers.
To guide the career path, all new recruits undergo an I-profile test to guide their career path. This is a tool that uses an analysis of key behavioural traits to **identify areas in which people perform best and those in which there is room for improvement.** The test is currently adopted in WIIT and Etaeria and will be extended to all other Group companies during 2021.
The WIIT Academy represents a structured training commitment with a wide range of courses. Over the past year, **more than 4,000 hours of traditional training were provided (+240% on 2019) to the Group's 223 staff**, through courses dedicated to technical aspects (certifications, use of new technologies and tools) and soft skills (diction, negotiation and conflict management, project management).

	Men	Women	< 30 years	30 ≥ years ≤ 50	> 50 years	Total
Hours	3,633	381	565	3,092	357	4,014
People	170	53	48	142	33	223
H/People	21	7	12	22	11	18

AMBASSADORS FOR CHANGE
WIIT's "Innovation as a Service" model requires a constant commitment to the study and adoption of new technologies. To this end, we have appointed Ambassadors within the organisation to study and test new services and technologies, so as to evaluate possible integrations within Software as a Service (SaaS) services. The priorities on which to invest have been assessed, Ambassadors contribute to internally sponsor the news, spreading them to the entire organisation.

HELPING CUSTOMERS IN A WORLD WHERE NOTHING IS THE SAME AS BEFORE

In light of the pandemic and the need to find answers to revolutionise IT practices within companies, we decided to show our closeness to customers by organising a series of **meetings** entitled **"Nothing is the same as before"**. The topics covered during these meetings concerned the processes of:

Order To Cash
Active Cycle digitalization

Procure To Pay
Passive Cycle digitalization

Human Resources
HR process digitalization

Claim
Digitalization of complaints procedures

Customer Communication Management
Digitalization of collaboration, communication and correspondence processes

With the same aim of increasing our customers' digital culture and encouraging their transformation, this cycle was complemented by another **4 training sessions** attended by 40 people, dedicated to our **Cybersecurity Framework, Cybersecurity Awareness, Smart working,** and–again–**Digital Tranformation.**

The sessions focused on explaining how our tools could support them during the pandemic crisis and provided **valuable support for all participating companies**, alongside 7 other publications and various articles on the company website.

Our publications

- GDPR-compliant data-driven company
- How to make your SAP systems GDPR-compliant in 7 steps
- SAP S/4 Hana is the train not to be missed (even if you are only just leaving)
- Everyone has the Cloud they deserve. Can you recognize the right one for your business?
- IT infrastructure outsourcing to improve business processes: costs and benefits. The WIIT model
- Cloud Transformation: the 3 missing ingredients
- Smart working and business continuity: how companies that never stop should be protected

COMMITMENT TO FOSTER
THE DEVELOPMENT OF ICT SKILLS
IN THE COUNTRY

WIIT's commitment extends **beyond the company's walls.** We believe that the **Cloud is the future** and, therefore, that we need more and more people who can manage and govern its logic. For this reason, during 2020 the Etaeria company worked on the construction of **two training courses together with external partners**, which will contribute to the training of new professional figures.

The first of the two courses is the **ICT Masters in partnership with the Turin Polytechnic and Confindustria of Cuneo**, which aims to train young recent graduates in engineering to create high-level specialists able to apply the most advanced technologies in the field of information technology. This is a **two-year second-level master's degree**, based on a close integration of the academic and business components and includes **400 hours of classroom or laboratory teaching**, plus **800 hours at a partner company** to carry out project work and prepare the thesis. To these 1,200 hours are added another **2,300 paid hours for operational activities** at the same partner company.

The second path, called **Reskilling Path**, always in collaboration with Confindustria di Cuneo, is instead dedicated to **ICT personnel** who, over the years, **have not been able to keep up with the latest technologies and skills.** The course aims to make **these professional figures competitive again** and encourage their return to the labor market.

We are proud of the effort introduced by Etaeria which, further to allowing our company to reach potential candidates, constitutes an important commitment to foster the development. of ICT skills on the market. Based on the results we expect to attain, we anticipate the introduction of further similar paths in the coming years – also in other Italian territories – to make our impact even more significant.

WIIT4 People
ESG PLAN 2030

Target		Current situation	2020	2025	**2030**
Upskilling and Reskilling		New course of action	n/a	40	**100**

100 people obtaining the multi-year mini-master certificate organised by the Wiit Academy in collaboration with other training bodies, aimed at upskilling and reskilling in the Cloud environment

Target		Current situation	2020	2025	**2030**
Knowledge Intensity		On average, 5% of technicians earn at least 1 new certification per year	5%	8%	**10%**

10% of technical personnel earning at least one technical-specialist certification every year (ITIL, PMP, SAP, Microsoft, etc.)

Target		Current situation	2020	2025	**2030**
ESG co-creation		Launching of initiatives of Co-creation of ESG projects with employees	0	4	**10**

Implementation of at least 1 ESG project per year proposed by employees and financed by the Group

Target		Current situation	2020	2025	**2030**
Job Path*		Today the Job Path is applied only to employees of the Parent Company	48%	n/a	**100%**

100% of the employees of the Group Companies framed within an internal growth Job Path after 24 months from the acquisition

* Procedure to be applied for paths in the Group within 24 months of acquisition of the company

ESG Plan 2030

WIIT's 2030 sustainability goals

The WIIT ESG Plan 2030 represents the sustainability commitment that the Group undertakes for the next 10 years. It is a plan consisting of 18 long-term, measurable goals, and with intermediate targets for 2025, designed in alignment with the Sustainable Development Goals introduced by the United Nations as part of the 2030 Agenda.

WIIT4 Data

Target		Current situation	2020	2025	2030
Security Assessment		Currently, 8% of the Top 50 customers have received the security assessment	8%	70%	100%

100% of the Top50 Customers with cybersecurity assessment according to the WIIT Security Universe (WSU) model

| Fault-tolerant IT infra-structures | | The TIER IV certified infrastructure of the Group is now 300 kW | 300 kW | 1000 kW | 1500 kW |

1,500 kW of certified fault tolerant IT infrastructures (TIER IV)

| TIER IV control in WIIT Countries | | Italy is the only country where Cloud services are provided through a TIER IV data center | 50% | n/a | 75% |

75% of Countries with Cloud Facilities covered by at least one TIER IV Data Center within 2 years of corporate acquisitions

WIIT4 Climate

Target		Current situation	2020	2025	2030
Energy intensity		Currently WIIT consumes 81.4 kWh per year for each Terabyte of data stored in its data center (excluding myLoc)	n/a	-20%	-50%

50% reduction in energy consumption for data storage in the Group's data centers

| Green energy | | At present WIIT S.p.A is the only completely Carbon Neutral company in the Group | 50% | 70% | 100% |

100% 'green'* electricity purchased
* The scope includes companies that have been integrated for more than 24 months

| Green company fleet | | 69 cars mainly equipped with traditional engines | 5% | 30% | 70% |

70% of the company car fleet consisting of hybrid/electric cars

| Second life of IT assets | | An average of 115 devices between servers are replaced every year (last 3 years) | 0% | 25% | 80% |

80% of the replacement technological materials going to schools, academic realities and social organizations

The Premium Cloud

Target		Current situation	2020	2025	2030
Women on the BoD		WIIT has 2 female Board Members out of 9	22%	30%	45%

45% of the WIIT S.p.A Board of Directors made up of women

| Women in Senior Management | | There are currently no women in the Company's Senior Management | 0% | 20% | 30% |

30% of WIIT S.p.A.'s Senior Management made up of women

| ESG targets for Senior Management MBOs | | New course of action | 0% | 50% | 100% |

100% of Senior Management with at least 1 ESG goal in their MBOs

WIIT4 Innovation

Target		Current situation	2020	2025	2030
Process automation		New course of action	n/a	n/a	n/a

Launch of new automated processes dedicated to accelerating our customers time-to-market

| Co-innovation | | New course of action | 0 | 40 | >100 |

More than 100 companies, customers, suppliers, start-ups, students, institutions and academics involved in co-innovation initiatives (e.g. hackathons or coding contests) to stimulate the search for innovative solutions in the Cloud services sector

| Digitalization of Non-Profit | | New course of action | 0% | 0.5% | 1% |

1% of annual turnover allocated to digital services for non-profit organisations

| Scientific research | | New course of action | 0 | 3 | 10 |

Funding of at least 10 scientific research initiatives in the Digital/Cloud field

WIIT4 People

Target		Current situation	2020	2025	2030
Upskilling and Reskilling		New course of action	n/a	40	100

100 people obtaining the multi-year mini-master certificate organised by the Wiit Academy in collaboration with other training bodies, aimed at upskilling and reskilling in the Cloud environment

| Knowledge Intensity | | On average, 5% of technicians earn at least 1 new certification per year | 5% | 8% | 10% |

10% of technical personnel earning at least one technical-specialist certification every year (ITIL, PMP, SAP, Microsoft, etc.)

| ESG co-creation | | Launching of initiatives of Co-creation of ESG projects with employees | 0 | 4 | 10 |

Implementation of at least 1 ESG project per year proposed by employees and financed by the Group

| Job Path* | | Today the Job Path is applied only to employees of the Parent Company | 48% | n/a | 100% |

100% of the employees of the Group Companies framed within an internal growth Job Path after 24 months from the acquisition
* Procedure to be applied for paths in the Group within 24 months of acquisition of the company

Methodology

Thanks to the contribution of our stakeholders, we continue to propel WIIT into the future, sharing priorities and long-term objectives to ensure the sustainable and lasting development of the business

HOW THIS DOCUMENT WAS CREATED

The second edition of WIIT's **Sustainability Report** is designed to present and report to stakeholders the progress achieved in 2020 on the Group's priority sustainability issues. The information within the document refers to the 2020 fiscal year (1 January - 31 December) and, where possible, is compared with data for 2019 and 2018. This document describes the activities and services of WIIT S.p.A., Adelante S.r.l., Matika S.p.A, Etaeria S.p.A., WIIT Swiss S.A., ICTW Sh.p.k. and therefore adopts a different scope from that of the Consolidated Financial Statements, excluding the company myLoc, which joined the Group in November 2020. The document has been drafted in accordance with the **GRI Standards** "core" option from the *Global Reporting Initiative*, now considered the most authoritative and widely used non-financial reporting standard at national and international level.

In accordance with the GRI Standards, the Sustainability Report has been structured around **9 key issues, identified through the materiality analysis** conducted for the purpose of reporting the 2019 Sustainability Report, which the Group has deemed valid for this edition of the document as well. More specifically, the materiality analysis is the process of establishing a threshold beyond which an issue is considered important enough to be reported on. For GRI,

material topics are those topics considered important in order to reflect the economic, environmental and social impacts generated by the organisation and, therefore, capable of influencing stakeholder decisions and corporate strategy.
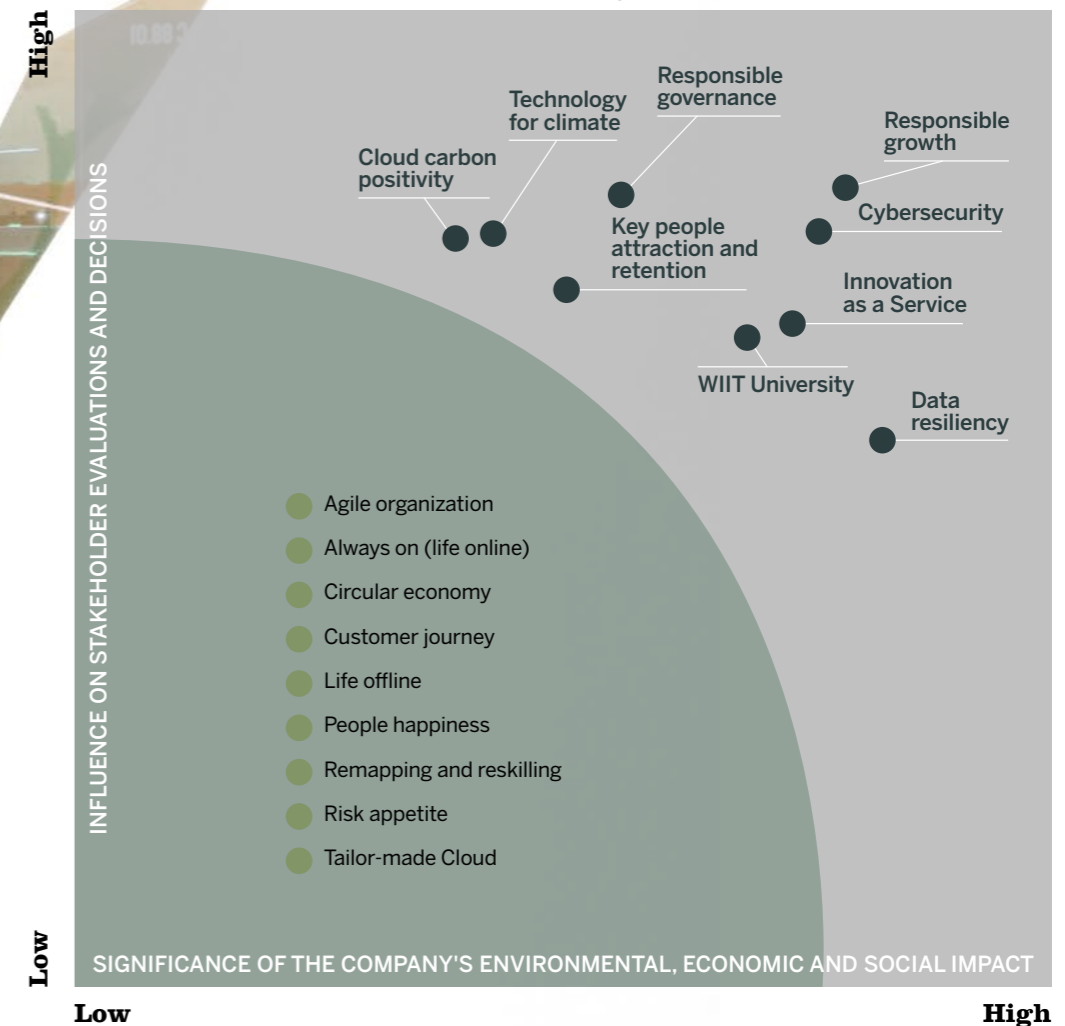
The themes were identified in January 2020 through the involvement of a group of **external stakeholders**, based on an **analysis of the reference sector context**, the relevant international standards and the companies' sustainability communications considered *best practice* at national and international level. Starting from an **initial shortlist of 18 potentially relevant issues**, key issues were focused on according to their significance and the assessment of their impact on the Group's activities and that perceived by its *stakeholders*.

The following GRI Content Index lists and analyses the impacts associated with the material topics covered in this document and their relationship to specific aspects of the GRI Standards.

The collection of information and related data reported in the Sustainability Report 2020 took place in collaboration with all the WIIT departments, each for the activities falling under its competence, constituting an accurate and exhaustive information flow that guaranteed the solidity of the reporting model, under the coordination and supervision of the *Operations* and *Human Resources* departments.

For any further information, you can contact us at the email: **esg@wiit.cloud**.

Our materiality matrix

INFLUENCE ON STAKEHOLDER EVALUATIONS AND DECISIONS (vertical axis, Low to High)

SIGNIFICANCE OF THE COMPANY'S ENVIRONMENTAL, ECONOMIC AND SOCIAL IMPACT (horizontal axis, Low to High)

Plotted points: Cloud carbon positivity, Technology for climate, Responsible governance, Responsible growth, Key people attraction and retention, Cybersecurity, Innovation as a Service, WIIT University, Data resiliency

- Agile organization
- Always on (life online)
- Circular economy
- Customer journey
- Life offline
- People happiness
- Remapping and reskilling
- Risk appetite
- Tailor-made Cloud

WIIT'S 9 MATERIAL THEMES

RESPONSIBLE GROWTH

Growing responsibly as a company means being able to **seize all the opportunities in the market, without forgetting the social and environmental implications of being one of the main players in your industry.** A responsible company sets its **growth strategy** in a **sustainable manner and governs** it in a way that maximises the interest of all stakeholders in the organisation.

CYBERSECURITY

Information security is the set of tools and technologies designed to **protect information systems and data** in the digital ecosystem. Intellectual property, bank accounts, electronic transactions, sensitive personal data and much more are now contained in data centers. To ensure their protection, the regulator requires ICT companies to **adopt tailored procedures and defence systems**, but this is often not enough. Data is the 'new capital' and increasingly sophisticated technological and organisational defences must be deployed to protect it.

RESPONSIBLE GOVERNANCE

A company's governance must be based on a solid system of rules and organisational structures aimed at ensuring **ethical business management** and **protecting the interests** of all stakeholders. It means taking a long-term view, going **beyond compliance** and building transparent and fair relationships with all stakeholders. This is made possible by bringing together and **empowering** all people in the organisation.

INNOVATION AS A SERVICE

This is the ability to **turn innovation into one of the elements that characterise the company** and, therefore, its products and services. In an increasingly international and competitive market, ICT companies must be able to seize technological innovation and make it their own, so as to make it **immediately available** to customers.

This is why identifying the best available solutions for developing **services in line with customers' needs** to support their business is important.

TECHNOLOGY FOR CLIMATE

Technological evolution has had a profound impact on society, enabling people to do things that were unthinkable before, changing lifestyles and consumption patterns. Through technology, people move less (e.g. smart working) and more efficiently (e.g. smart mobility). Moreover, in business operations, as well as in everyday life, intelligent **use of available technologies already enables us to reduce our environmental footprint**, contributing to the fight against climate change.

WIIT ACADEMY

ICT companies struggle to find the people they need, due to a **significant skills mismatch in the labour market.** They must, therefore, encourage the **spread of STEM disciplines** (science, technology, engineering and mathematics), contribute actively to training in the skills required within them and in the market, attract talent and invest in the growth of their own personnel.
The development of technical skills and soft-skills, in a context based on **responsibility and autonomy**, allows everyone to be involved in achieving company objectives.

DATA RESILIENCY

In an increasingly interconnected world, natural disasters, small and large incidents, terrorist attacks and other extraordinary events are becoming more and more frequent and have shown us that they can **jeopardise ICT infrastructures and disrupt business processes.** Infrastructure resilience is measured by the ability to **maintain the processing, transmission and, above all, data storage capacity** for the delivery of many essential services that run on the internet.

CLOUD CARBON POSITIVITY

Since the early 1800s, the earth's temperature has been steadily rising and causing major changes in climate.
The **increasing concentration of CO_2 in the atmosphere** is cited as the main cause of this phenomenon. In order to reduce its carbon footprint and become carbon neutral, or positive, a company can **source its energy from renewable sources** or buy **green certificates**, supporting companies that produce 'green' energy. Reducing emissions is a challenge that requires **awareness** both inside and outside the company.

KEY PEOPLE ATTRACTION AND RETENTION

A central aspect for high-growth companies is the ability to **keep a firm grip on the road.** Thus, ensuring the **continuity of key personnel** in the organisation is important, as they play a strategic role both internally, by motivating and guiding the company, and in relations with stakeholders. To better manage each circumstance, it is important that solid retention mechanisms are implemented and that the company's key people effectively distribute not **only roles and responsibilities** but also **specific know-how.**

GRI TABLE OF CONTENTS
"IN ACCORDANCE - CORE" OPTION

General Standard Disclosures 2016	
Disclosure	*References and Notes*

Organisation profile		
102-1	Name of the organisation	WIIT S.p.A.
102-2	Activities, brands, products and services	§ The Premium Cloud; Protagonists in Cloud Computing; Building global and lasting value
102-3	Location of headquarters	Via dei Mercanti, 12 - 20121 Milan
102-4	Location of operations	**WIIT** Via Muzio Attendolo detto Sforza n. 7 - 20141 Milan 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 **Adelante** Via Sandro Pertini, 7 - 50012 Bagno a Ripoli (FI) **Etaeria** Via XX Settembre, 17 - 10121 Turin (TO) **Matika** Viale Arnaldo Fusinato, 8 - 36100 Vicenza **ICTWatchers** Rr. Brigada VIII no. 16 - Kati 5, Apt. 29 1019 Tirane (Albania) **WIIT Swiss** Bleichewef, 5 – CH-5605 Dottikon (Switzerland)
102-5	Ownership and legal form	S.P.A. Listed (shareholding)
102-6	Markets served	§ The Premium Cloud; Protagonists in Cloud Computing; Building global and lasting value
102-7	Scale of the organisation	Next table

Organisation size [GRI 102-07]

Information	Year 2020
Total number of employees	223
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; Cyber Security; BPO; Digital Process Outsourcing; Digital Transformation; Application Management Services; Software Development.
Net revenue	€ 48,418,964
Total capitalisation divided between debt and share capital	Capitalisation: € 432,286,758 Bank debt: € 76,869,440
Quantity of products or services	• Business Process Outsourcing: *technology Dependent, Collaboration, Labour intensiveness* • Software as a Service: *Multichannel Information Management, Robotic Process Automation, Enterprise Content Management, E-Invoicing Legal Archiving, Business Process Management* • Application Management: *Alfresco, SAP, Salesforce, Magento, Software Custom* • End User Productivity: *SPOC, Service Desk, Workstation & Onsite Management, Smart Working as a Service, Fleet Management* • Platform as a Service: *SOC Cyber Security Management, ERP Management, System & App Management, Database Management, Backup as a Service, Virtual Desktop* • Infrastructure as a Service: *Asset Management, Network Management, Server Management, Monitoring & Performance, Business Continuity, Datacenter Infrastructure, Network, Server Infrastructure, Storage & Backup, Disaster Recovery.*

102-8	Information on employees and other workers	Next table

Employees and other workers [GRI 102-08]
a) Total number of employees by type of contract (permanent or temporary) by gender

Information	2020			2019			2018		
	Men	**Women**	**Total**	**Men**	**Women**	**Total**	**Men**	**Women**	**Total**
Total number of permanent employees	168	51	**219**	138	37	**175**	108	23	**131**
Total number of temporary employees	2	2	**4**	0	0	**0**	1		**1**
Total	170	53	**223**	138	37	**175**	109	23	**132**

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

Information	2020							
	WIIT (It)	**Adelante (It)**	**Matika (It)**	**WIIT Swiss (Ch)**	**ICT Watchers (Alb)**	**Foster (It)**	**Etaeria (It)**	**Totale**
Total number of permanent employees	103	12	34	-	32	-	38	**219**
Total number of temporary employees	3	0	1	-	0	-	0	**4**
Total	106	12	35	-	32	-	38	**223**

Information	2019							
	WIIT (It)	**Adelante (It)**	**Matika (It)**	**WIIT Swiss (Ch)**	**ICT Watchers (Alb)**	**Foster (It)**	**Etaeria (It)**	**Totale**
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)	**Adelante (It)**	**Matika (It)**	**WIIT Swiss (Ch)**	**ICT Watchers (Alb)**	**Foster (It)**	**Etaeria (It)**	**Totale**
Total number of permanent employees	95	14	-	1	20	1	-	**131**
Total number of temporary employees	1	0	-	0	0	0	-	**1**
Total	96	14	-	1	20	1	-	**132**

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

Information	2020			2019			2018		
	Men	**Women**	**Total**	**Men**	**Women**	**Total**	**Men**	**Women**	**Total**
Total number of full-time employees	166	44	**210**	135	29	**156**	108	16	**124**
Total number of part-time employees	4	9	**13**	3	8	**11**	1	7	**8**
Total	170	53	**223**	138	37	**175**	109	23	**132**

d) Percentage of non-employees

Information	2020	2019	2018
Percentage of non-employees	3%	4%	4%

e) Significant change to the figures reported in previous disclosures: the most significant changes are due to the addition of Etaeria to the Group

f) Method of data compilation, including assumptions made: data extracted from Allibo, HR management system. All data is updated through 31/12 of the last four years

102-9	Supply chain	• **Network and connectivity service provider**: WIIT makes use of operators that offer telecommunications services through the use of advanced technologies (fibre optics, xDLS), capable of ensuring high standards of network security and reliability. WIIT collaborates with one particular telecommunications service provider, with which it has entered into a framework agreement. • **Hardware suppliers**: WIIT selects its suppliers among market-leading tcompanies that provide high-quality solutions, in line with the continuous evolution of the market and their commercial proposal. The purchase of new hardware is carried out on an aggregate manner, with 3-4 tenders per year for the purchase, based on the needs and growth prospects of the company. • **Specialist service providers**: WIIT uses specialized suppliers that provide services complementary to the Group's offer in three cases: a) when they support the actual provision of the service to the end customer, b) when they meet the needs of compliance (e.g. review) or functioning (e.g. tax consultants), and c) when they serve to support the continuous improvement of the company (e.g. trainers). The evaluation of the purchase of these services is carried out on the basis of compliance and business needs.
102-10	Significant changes to the organisation and its supply chain	No changes to report.
102-11	Precautionary principle	In the assessment and management of economic, environmental and social risks, WIIT adopts an approach based on the precautionary principle
102-12	External initiatives	• Also in 2020, WIIT renewed its support with a €12,000 donation to the non-profit organization *I Bambini della Fate*, a social enterprise that since 2005 has been involved in ensuring economic support for projects and paths of social inclusion managed by local partners for the benefit of families with autism and other disabilities. For more information on the association's activities, please refer to the website: www.ibambinidellefate.it • In March 2020, WIIT launched the fundraising campaign Un Sacco di Grazie! to support the Luigi Sacco Hospital in Milan, on the occasion of the Covid-19 health emergency, raising €104,000 through a crowdfunding platform (the Group's direct contribution was €100,000). For more information on the campaign, see the Rete del Dono website: Un Sacco di Grazie!
102-13	Membership of associations	None

Strategy		
102-14	Statement from senior decision-maker	§ Foreword

Ethics & integrity		
102-16	Values, principles, standards, and norms of behavior	§ The Premium Cloud; The WIIT cloud; WIIT governance becomes ESG

Governance		
102-18	*Governance* structure	§ The Premium Cloud; The governance of WIIT becomes ESG

Involvement of *stakeholder*		
102-40	List of stakeholder groups	Newt table
102-41	Collective bargaining agreements	100% (National Collective contract for the commercial sector)
102-42	Identifying and selecting stakeholders	§ Methodology; How this document is born Next table
102-43	Approach to stakeholder engagement	§ Methodology; How this document is born Next table
102-44	Key topics and concerns raised	§ Methodology; How this document is born Next table

Stakeholder engagement [GRI 102-40; GRI 102-43; GRI 120-44][25]

Stakeholder Category	Topics of Special Interest	Main dialogue and involvement initiatives
Environment	• Environmental protection • Mitigation of environmental risks • Responsible use of electricity	• Sustainability Report • ESG Policy
Companies in the sector and *Competitors*	• Compliance with the rules • Transparency	• Financial statements • Sustainability Report • ESG Policy • Press releases • Website • Industry conventions • Milan Polytechnic's Cloud Observatory
Business partners	• Business development in Italy • International growth • Compliance with contractual commitments • Relationship consolidation • Local investments	• Sustainability Report • ESG Policy • Financial statements • Press releases • Website • Industry conferences • Milan Polytechnic's Cloud Observatory
Customers	• Customer satisfaction • Transparency and responsible marketing • Privacy & data security • *Data protection and cybersecurity* • *Business continuity*	• Sustainability Report • ESG Policy • Customer service • Website • Advertising campaigns • Milan Polytechnic's Cloud Observatory
Supervisory and regulatory authorities	• Customer satisfaction • *Data protection and cybersecurity*	• Financial statements • Sustainability Report • ESG Policy
Suppliers	• Compliance with contractual commitments • Relationship consolidation	• Financial statements • Sustainability Report • ESG Policy • Industry conferences • Milan Polytechnic's Cloud Observatory
Institutions and Society	• Support for solidarity initiatives • Local relations • Local investment and support for the entrepreneurial fabric • Employment protection	• Financial statements • Sustainability Report • ESG Policy • ESG Risk Rating • Investor relation activities • Donations and social commitment • Press releases
People	• Economic-Financial Sustainability • Enhancement of skills • Protection of employment levels • Internal growth • Health and safety at the workplace • Transparency	• Financial statements • Sustainability Report • ESG Policy • WIIT Academy

Reporting practices

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., Etaeria S.p.A.
102-46	Defining report content and topic Boundaries	§ Methodogy; How this document is born Following table
102-47	List of material topics	§ Methodogy; How this document was born Following table

25 - The table shows the categories of Stakeholders most relevant to the WIIT Group, represented in alphabetical order, the topics of greatest interest to each category of stakeholder and the activities conducted with them in 2019.
The stakeholders to be involved in the initiatives were selected on the basis of their relevance to the company's activities.

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

Material themes	GRI Topic Specific Disclosure 2016	Where the impact is generated	The involvement of the organisation	Where do we discuss it
Cloud carbon positivity	103-1: Explanation of the material topic and its Boundary 103-2: The management approach and its components 103-3: Evaluation of the management approach 302-1: Energy consumption within the organisation 302-3: Energy intensity 302-4: Reduction of energy consumption 307-1: Non-compliance with environmental laws	On the environment and on the value chain	Direct and indirect *The company may choose to use clean energy sources and adopt policies to reduce energy consumption*	§ WIIT 4 Climate; § Methodology
Cybersecurity	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Management approach assessment 418-1: Proven complaints concerning violations of customer privacy and loss of customer data	On customers	Direct and indirect *Security largely depends on internal security processes and management*	§ WIIT 4 Data § Methodology
Data resiliency	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Management approach assessment 418-1: Proven complaints concerning violations of customer privacy and loss of customer data	On customers	Direct and indirect *Service continuity is guaranteed thanks to real-time monitoring of plant operations and the implementation of emergency management plans*	§ WIIT 4 Data § Methodology
Innovation as a Service	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of the management approach 203-2: Significant indirect economic impact	On customers On *Business partners* On companies in the industry and on *competitors*	Direct and indirect *The technologies offered by WIIT allow client companies to develop new products and services, while also innovating the way they work*	§ WIIT 4 Innovation § Methodology
Key people attraction and retention	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of the management approach 401-1: New hires and turnover 404-3: Percentage of employees receiving periodic performance and professional development reviews 405-1: Diversity in governance bodies and among employees	On people	Direct *Through its human resources management policies, WIIT guarantees itself the best talent on the market*	§ WIIT 4 People § Methodology
Responsible governance	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of management methods 205-3: Corruption episodes ascertained and actions taken 206-1: Lawsuits for anti-competitive behaviour, antitrust and monopolistic practices 419-1: Non-compliance with laws and regulations in social and economic matters	On the entire value chain On *Business partners* On customers On people	Direct *Transparent and accountable governance policies help contain corruption and irregularities*	§ The Premium Cloud § Methodology
Responsible growth	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of management methods 201-1: Direct economic value generated and distributed	On the entire value chain On companies in the industry and on *competitors* On *Business partners* On customers On people	Direct and indirect *Through well-managed growth, WIIT guarantees to have a positive impact on the ecosystem in which it operates*	§ The Premium Cloud § Methodology
Technology for climate	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of management methods 203-2: Significant indirect economic impacts 302-5: Reduction of the energy needs of products and services	On the environment On customers	Indirect *Through the use of WIIT cloud services, companies can introduce economies of scale in their energy consumption*	§ WIIT 4 Climate § Methodology
WIIT Academy	103-1: Explanation of the key topic and its scope 103-2: The management approach and its components 103-3: Assessment of management methods 404-1: Average hours of training per year per employee 404-2: Employee skills refresher programs and transition assistance programs	On people	Direct *Throgh the continuous training of its WIIT employees, a qualified workforce with high professional satisfaction is guaranteed*	§ WIIT 4 People § Methodology

102-48	Restatements of information	No significant changes
102-49	Changes in reporting	No significant changes
102-50	Reporting period	§ Methodogy; How this document was born
102-51	Date of the most recent report	May 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For any clarification or further information, please contact us at esg@wiit.cloud
102-54	Claims of reporting in accordance with the GRI Standards	§ Methodology; How this document was created
102-55	GRI content index	§ Methodology; GRI content index
102-56	External assurance	§ Methodogy

Specific Standard Disclosures 2016

Disclosure		References and Notes

Cloud carbon positivity

302-1	Energy consumption within the organization	Next table

Energy consumption within the organisation [GRI 302-1]
Energy consumption in kWh per year

	2020		2019		2018	
	GJ	kWh	GJ	kWh	GJ	kWh
WIIT (It)[26]	9,335	2,593,184	8,227	2,285,231	9,696	2,693,386
Adelante (It)	49	13,572	51	14,032	37	10,366
Matika (It)	288	80,075	152	42,194	n/a	n/a
ICT Watchers (Alb)	31	8,673	36	9,863	15	4,245
Etaeria (It)	109	30,354	n/a	n/a	n/a	n/a
Total	9,813	2,725,858	8,465	2,351,320	9,749	2,707,997

26 - Includes the consumption of Foster, WIIT Swiss and some Etaeria offices.

302-3	Energy intensity	For each Terabyte allocated to WIIT S.p.A.'s servers, an average of 81.4 kWh was consumed per year.
302-4	Reduction of energy consumption	§ WIIT 4 Climate; Leading the Group for Change
307-1	Non-compliance with environmental laws and regulations	No non-conformities to report

Cybersecurity e Data resiliency

418-1	Substantiated complaints concerning breaches of customer *privacy* and losses of customer data	In the four-year period, the organisation has received no substantiated complaints of leaks, theft or loss of data from customers

Innovation as a Service

203-2	Significant indirect economic impacts	§ WIIT 4 Innovation; WIIT's innovative offer; H24 secure e-commerce through WIIT's DevOps services

Attraction and retention of key people

401-1	New employee hires and employee turnover	Next table

New hires and turnover [GRI 401-1]

Information	2020			2019			2018		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Hires	17	19	36	58	6	64	16	0	16
Terminations	21	13	34	7	2	9	2	1	3
Difference	-4	6	2	51	4	55	14	-1	13
Hiring rate (Hires/Total)		16%			38%			12%	
Termination rate (Terminations/Total)		15%			5%			2%	

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

Percentage of employees receiving periodic performance and professional development reviews [GRI 404-3]

Information	2020			2019			2018		
Gender	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees who have had periodic evaluation of performance and professional development	52%	61%	53%	58%	32%	53%	34%	17%	31%

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 have had periodic evaluation of performance and professional development	14%	53%	79%	22%	53%	56%	17%	36%	38%

405-1	Diversity of governance bodies and employees	Following table

Diversity in governance bodies and among employees [GRI 405-1]

a) Percentage of members of the organisation's governance bodies belonging to each of the representative categories of diversity[27]

Information	2020			2019			2018		
Gender	Men	Women	Total	Men	Women	Total	Men	Women	Total
Members of governance bodies	87%	13%	100%	85%	15%	100%	83%	17%	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%	63%	37%	0%	66%	34%	0%	83%	17%

b) Percentage of employees belonging to each of the categories representing diversity

Information	2020				2019				2018			
	< 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
Men	13%	50%	13%	76%	19%	61%	8%	88%	17%	56%	9%	83%
Women	9%	13%	1%	24%	3%	8%	1%	12%	10%	7%	1%	17%
Total	21%	64%	15%	100%	22%	69%	9%	100%	27	63	10	100%

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

Information	2020		2019	
%	Men	Women	Men	Women
Managers	100%	0%	100%	0%
Middle management	85%	15%	93%	7%
Non-management	74%	26%	77%	23%
Total employees	**76%**	**24%**	**79%**	**21%**

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

Information	2020			2019		
%	< 30 years old	30 - 50 years old	> 50 years old	< 30 years old	30 - 50 years old	> 50 years old
Managers	0%	75%	25%	0%	67%	33%
Middle management	0%	90%	10%	0%	80%	20%
Non-management	25%	60%	15%	24%	66%	10%
Total employees	**21%**	**64%**	**15%**	**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	2020	2019	2018
Total number and nature of corruption incidents confirmed	0	0	0
Total number of confirmed corruption incidents in which employees were fired or subject to anti-corruption measures	0	0	0
Total number of confirmed corruption incidents for which contracts with business partners have been terminated or not renewed due to corruption-related violations	0	0	0
Corruption-related public lawsuits against the organisation or its employees during the reporting period and the outcomes of such incidents	0	0	0

27 - The percentage of members of the organisation's governing bodies was calculated taking into account the Boards of Directors of the Group Companies and the Board of Statutory Auditors as at 31.12.2020.

206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal action was taken in the three-year period for non-competitive behaviour, antitrust or monopolistic practices
419-1	Non-compliance with laws and regulations in social and economic area	No non-compliance found

Responsible growth

201-1	Direct economic value generated and distributed	Next table

Direct economic value generated and distributed [201-1]

Information	2020	2019	2018
Economic value generated	**€ 48,538,964**	**€ 33,911,457.50**	**€ 25,237,095.18**
Distributed economic value: operating costs, employee wages and benefits, payments	**€ 40,074,735**	**€ 25,234,487.70**	**€ 18,961,748.43**
Operating costs	€ 23,812,461	€ 15,225,261.84	€ 10,263,621.19
Employee wages and benefits	€ 9,750,397	€ 6,228,704.50	€ 4,677,486.41
Payments to capital providers	€ 5,086,330	€ 2,539,196.61	€ 2,335,830.57
Public Administration Payments by country	€ 809,032	€ 847,331.86	€ 1,375,331.06
Community investment	€ 112,000	€ 12,000.00	€ 14,640.00
Other costs and operating expenses[28]	€ 504,515	€ 381,992.89	€ 294,839.20
Economic value retained	**€ 8,464,229**	**€ 8,676,969.80**	**€ 6,275,346.75**

Technology for climate

203-2	Significant Indirect economic impact	§ WIIT 4 Climate; The Cloud serving green companies and cities
302-5	Reductions in energy requirements of products and services	§ WIIT 4 Climate; The Cloud serving green companies and cities

WIIT Academy

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

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

Information	2020			2019			2018		
Average hours of training provided to employees	**Men**	**Women**	**Total**	**Men**	**Women**	**Total**	**Men**	**Women**	**Total**
Gender	21,4	7,2	**18**	7,8	4,3	**7,0**	2,9	4,5	**3,2**

Average hours of training 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	11,8	21,8	10,8	4,2	6,8	6,0	4,2	2,4	5,2

404-2	Programs for upgrading employee skills and transition assistance programs	§ WIIT 4 People; The WIIT Academy; helping customers in a world where nothing is the same as before; commitment to foster ICT skills development in the country

28 - Includes: miscellaneous office expenses, miscellaneous car expenses, domain maintenance expenses, school and medical expenses reimbursement, contingent liabilities, penalties, bank expenses, commissions on sureties, other taxes and fees.

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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, 2020.

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" 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 Accountan*ts, 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

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"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.

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 Etaeria 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 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, 2020 is not prepared, in all material aspects, in accordance with the GRI Standards as stated in the paragraph "How this document was prepared" of the Sustainability Report.

Other matters

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

DELOITTE & TOUCHE S.p.A.

Signed by
Monica Palumbo
Partner

Milan, Italy
April 27, 2021

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