

Impact
Report 2024

Shape a better future through digital

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As for the future,
your task is not to foresee it,
but to enable it.

Antoine de Saint-Exupery

Letter to the people and communities who form part of our world

Making the future happen.

Let's not wait for it to take us by surprise, but rather help to create it today, building a better tomorrow. We like to think of our work as a journey towards this goal. A commitment we have translated into six words: "Shape a better future through digital".

It is our Purpose, our ultimate goal, the reason we were created and we exist, the mission we want to achieve for everyone's future.

We do this every day through what we do best: bringing digital into every organisation to help them become key players in a transition inspired by the values of ethics and sustainability.

We believe in digital as a powerful transformative force that can help us generate a positive impact to improve the lives of people and the planet.

A revolution that shapes a new business model. A company that opens up to the world to become a responsible and active part of a vast global community, even beyond its traditional economic and productive role.

This year, we've taken another step towards this goal, to become an increasingly sustainable company.

It is a firm commitment, an absolute priority and a crucial choice for our business plan, the foundation for all our strategic and operational decisions.

It is a cultural evolution and a vocation that we want to share with everyone who forms part of our world, joining in a responsibility that comes from the awareness of being "citizens" of one planet: a planet we must protect, together.

We apply this awareness every day by reducing the impact of our activities on the environment, generating shared value for communities, developing innovation, and fostering inclusion as the ability to embrace the precious value of diversity, which enriches our lives and our work.

We continue to push forward with our Digital for Good project, providing organisations with digital ecosystems that help us answer the most important question: how can we build together the future we want for ourselves?

We aim not simply to be up to the challenges it may present, but, more importantly, to be the drivers of this change.

Enjoy reading!

Federico Leproux

TeamSystem CEO

“

Impact is the way
in which business
transcends.

Francesco Mondora
Impact & ESG Officer

What “impact” means to us

When we use this term,
we are referring to actions that respect:



The principles of sustainability with regard
to the environment and people



The generation of a positive impact
on communities and/or the environment



The act of gaining awareness
of our negative impact



Compliance with ESG criteria that enable
us to report on our actions and align with
international regulatory criteria

”Shape a better future through digital”

We believe that a better future is possible.

We want to help build it jointly with the organisations and people who form part of our world.

Together, we are key players in a digital revolution that is changing our way of being, the way we create value, and the way we experience relationships, passions, aspirations and emotions.

We see this evolutionary transition as an opportunity to generate a positive impact, using our products as a means of transformation.

We are well aware that the road ahead is long and we are relying on our long-standing values to show us the way forward.

“

The future is a gift given to us by the next generations; digital is the tool for returning it enriched, but we must be mindful of this.

Tommaso Cohen
Chief Operating Officer

Our values

Entrepreneurship

We act for the common good. We strive for excellence, to achieve results and to grow the company, setting aside any personal interests.

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

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

We bear witness to and act as “ambassadors” of the company's values throughout the world and in our communities, with a particular focus on sustainability issues.

Innovation

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

We are curious and value the insights of everyone, being open to contributions from others, and searching for the best ideas from inside and outside the company.

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

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

Inclusion

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

We are aware that our values and common goals stem from a wide variety of viewpoints and motivations.

We appreciate perspectives that differ from our own and see them as opportunities for growth.

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

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



Digital for good **Digital for a better future**

Digital for Good is the project we have developed to put into practice the purpose and raison d'être of our company: to shape a better future through digital.

Through the Digital for Good model we are committed to:

- **building digital platforms that help companies and organisations become increasingly sustainable**, measuring, evaluating, improving and communicating their ESG strategies
- **guaranteeing the highest levels of data privacy and security**
- **fostering inclusion and sharing**
 - by constantly improving accessibility to information and to our digital platforms, applying the new European accessibility regulations to our software and websites
 - by incorporating gender equality parameters into our human resource management software

Services to support the sustainable transition

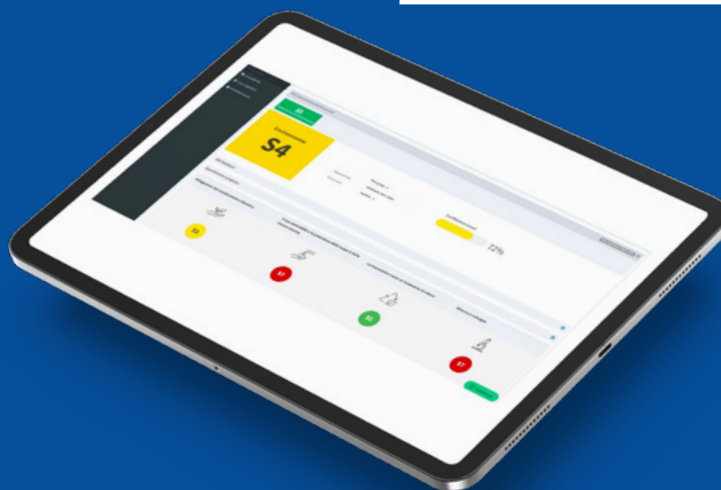
We develop *Impact-First* services, such as solutions for responsible supply chain management, waste management and regulatory compliance, designed to support client companies on their path to a sustainable transition.

TeamSystem Business Check Up: ESG platform

Introduced in 2022, this platform measures the evolution of long-term sustainability indicators and the future social and environmental impact of a business.

It uses a proprietary system to conduct integrated ESG assessments, based on cutting-edge Artificial Intelligence technologies and on the aggregation of standardised ESG data sources. This not only facilitates positive social and environmental outcomes, but also offers financial benefits. It is a tool designed to assist companies in making sound and sustainable decisions over time.

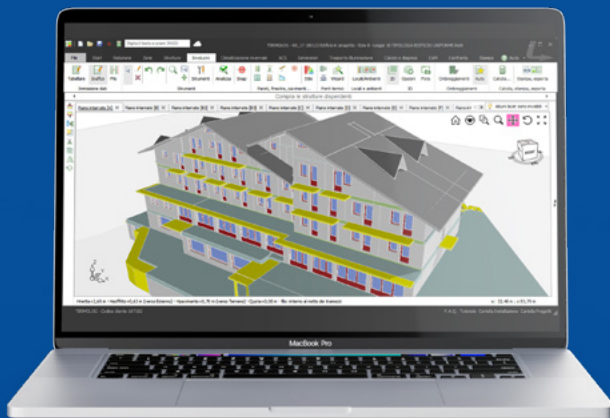
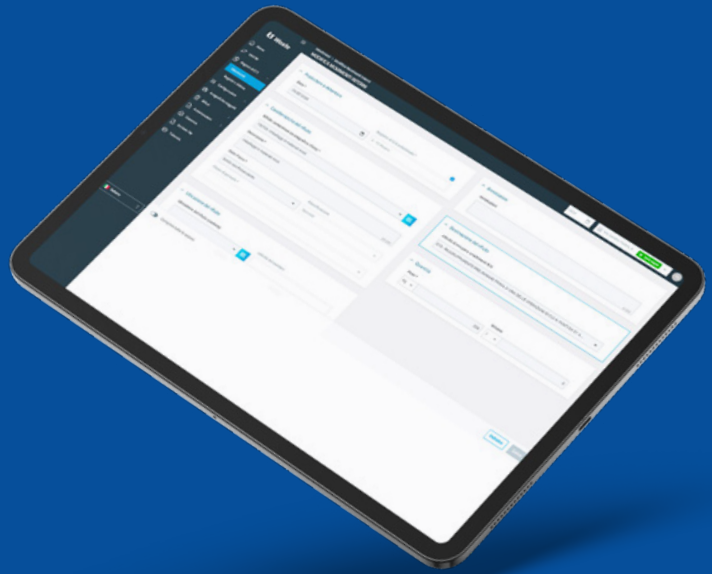
[FIND OUT ABOUT THE PLATFORM](#)



Termolog: designing sustainable architecture

TERMOLOG is the BIM energy software for energy certification, design, nZEB, zero-emission and sustainable buildings, diagnosis, and upgrading with the Conto Termico subsidy and tax bonuses.

[FIND OUT ABOUT THIS SOFTWARE](#)



Waste: waste management software

The single platform for the Utilities market is able to manage all environmental legislative requirements and processes for the production, collection, transportation, brokerage, disposal and recovery of municipal and industrial waste.

[FIND OUT ABOUT THIS SOFTWARE](#)

Habble: monitoring and reducing energy consumption

This application allows businesses to measure and reduce their energy footprint thanks a widespread network monitoring sensor system that facilitates energy-saving and the reduction of waste, as well as planning the transition towards using energy from renewable sources.

[FIND OUT ABOUT THE APPLICATION](#)

BUSINESS MANAGEMENT

Sustainability: the value on which
our company was founded



Impact & ESG Office

An evolving commitment

The Impact & ESG Office:

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

Structure of the Impact & ESG Office

ESG Committee

Composed of the Group CEO and some operational members of the Board of Directors and top management

Responsible for supervising

the activities of the Impact & ESG Office

Impact & ESG Officer

Responsible for operational activities and strategies

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

Impact operating system

An extended group that implements the ESG strategy and the corporate purpose

Plans for 2025: New Group ESG Policy

In 2024, we started to develop the Group's new ESG Policy, which strengthens the bodies and departments in charge of supervising environmental, social and governance issues. It defines the financial significance of the impact strategies.



The path to sustainability in harmony with the European Union

TeamSystem has begun analysis and assessment activities preparatory to producing the reporting required by the Corporate Sustainability Reporting Directive (CSRD), the European directive that has already introduced a harmonised and mandatory sustainability reporting system. Although the formal requirement for TeamSystem to adhere to the new regulations is set for 2028, we decided to start preparing our CSRD reporting in advance during 2024 so that we will be ready to comply with the new regulatory requirements. This is a strategic decision to build on our vocation for sustainability that is a founding value of our business model, fully in line with the spirit of the European standard which requires environmental and social issues to be integrated into the overall business dynamics.

In particular, we carried out the double materiality analysis required by the CSRD to measure more adequately, accurately and comprehensively the different impact levels and material topics, i.e. the sustainability issues most relevant to the company and its stakeholders.

The double materiality principle is split into two different levels of analysis:

- **Impact materiality**, assessing the effects – positive or negative – generated by business activities on the environment, society and external stakeholders.
- **Financial materiality**, analysing how ESG factors may affect the company's financial and economic performance, identifying risks and opportunities related to the material topics that emerged from the impact analysis.



Based upon the European Sustainability Reporting Standards (ESRS) defined by the CSRD, we conducted our first double materiality analysis in 2024, which identified the most significant IROs (Impacts, Risks and Opportunities) related to TeamSystem's entire value chain:

Climate and energy

- emissions throughout the value chain (Scope 3)
- software development for energy management and risks related to extreme weather events that impact the technology infrastructure

Product sustainability

- inclusion of ESG criteria in digital products
- software development for customer ESG management
- focus on digital accessibility

Governance and corporate culture

- promotion of a culture of sustainability
- integration of sustainability into the disposal and acquisition transactions of Group companies
- strengthening of the transparency and management of ESG risks

Support to local communities

- generation of a positive impact in the communities where it operates, promotion of local social and environmental initiatives

Working conditions and employee satisfaction

- inclusive work environments
- organisational wellbeing
- active engagement of employees

Communication

- transparency in communication, both internal and to external stakeholders, to build trust and accountability

Ethics

Passion, integrity, responsibility

We are inspired by a passion for our work and guided by a governance model based on sound values of integrity, transparency, accountability, fairness and honesty.

These values are put into practice every day in how we conduct ourselves and in our relationships with everyone who forms part of our world: customers, providers, competitors and communities. This ethical approach is a fundamental premise for the development of our ESG policies and for the recognition of our “good reputation” and authority in the digital world.

We also strive to develop practical “virtuous” behaviours through tools that go even further than the regulatory obligations:

- **The Code of Ethics**, drafted in 2017, was updated concerning ESG issues in 2023 and will continue to be updated in future years. The Code indicates the values and behaviours that must be adopted:
 - by TeamSystem, also in its official role as the Group’s parent company
 - by the companies that belong to the Group
 - by employees and co-workers, in the professional sphere or more generally as “ambassadors” of the company’s values
 - by providers and external partners who we ask to share our ethical approaches, to guarantee the utmost coherence in every phase of the business process.
- **The Anti-Corruption Code**, adopted in 2017 to guarantee the utmost transparency in business relations, and to take practical steps to combat corruption.
- **The 231 Organisation Model**, adopted in 2017 pursuant to Italian Legislative Decree 231/2001 by the Parent Company and by the Group companies. The Models are updated annually to incorporate any regulatory and organisational changes. This regulatory and organisational tool enables us to monitor, prevent and limit the risk of committing crimes in the areas of corruption, environment, tax and occupational safety, among others.

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

All people who work with us must comply with the Code of Ethics and participate in training initiatives on the 231 Model topics.

Monitoring and implementation

Conformity with and implementation of the 231 Model are the responsibilities of the group-wide Compliance department, which promotes the implementation of the Model in each branch and coordinates the activities of the various Supervisory Bodies (SBs).

Corruption and misconduct risks are monitored and reviewed by a Risks Committee established at the level of the Board of Directors.

The Committee provides a proactive advisory role to:

- identify and map the risks posed to the group;
- promote risk mitigation initiatives and policies;
- supervise and ensure compliance with anti-corruption policies;
- promote and direct internal audits.



Independent Supervisory Body

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

Sharing the commitment to sustainability

Our alliance with customers and providers

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

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

Certifications. Our commitment to our stakeholders

We measure our ESG performance by obtaining assessments that are recognised internationally for their reliability and independence. This ensures we have an up-to-date snapshot of our achievements, can identify areas for improvement, and can communicate authoritatively and transparently with our stakeholders: customers, providers and communities.

We have launched a structured ESG performance assessment of our providers. An initial group underwent an assessment process developed by Modefinance (TeamSystem Group), which assigns an ESG rating on a seven-level scale. This approach is gradually being extended to all strategic partners, with the aim of identifying agreed areas for improvement and commencing a proactive dialogue for the sustainable evolution of the supply chain.



ecovadis

Synesgy

novata

The spread of ESG culture
within the company

A commitment to be shared

In 2024, we continued to promote the spread of ESG culture within the organisation, laying the foundations for a deeper transformation of the way we plan, manage and communicate our work.

One of the year's milestones was the launch of the company's new corporate purpose – “Shape a better future through digital” – which prompted a collective reflection on the transformative role of technological innovation and the Group's commitment to generating positive impacts for society and the environment.

We have also strengthened our ESG culture through internal awareness-raising activities, cross-departmental projects on environmental sustainability and digital efficiency topics, and the gradual alignment of operational strategies with the future CSRD reporting requirements.

We are building a corporate identity that is increasingly focused on shared value, where sustainability is an integral part of the strategic vision and of everyday organisational life.

In the coming year, our approach to training is set to evolve: in addition to sessions specifically dedicated to ESG topics, ESG content will be integrated into an increasing number of core training courses.





PEOPLE

The focus of our world



Shaping the future

We share ideas, skills, experiences, knowledge and passions to achieve our long-standing mission: to bring digital into every business in order to build a better future, together.

We believe in diversity as an opportunity to value different and complementary visions that contribute to the success of a common project.

We are “naturally digital”, collaborative, inclusive, enthusiastic and dynamic, aiming to support our customers every day and to assist them in their digital transition journey.

Social sustainability topics most relevant to TeamSystem

The double materiality analysis identified the most important topics and risks on which to develop our policies and initiatives to support people and communities:

Support to local communities

Generating a positive impact in the communities of which we are part by promoting local social and environmental initiatives.

Working conditions and employee satisfaction

Workforce empowerment through the fostering of inclusive work environments, organisational wellbeing and active employee engagement.



“

The manifestation of our purpose is testimony to the cultural change that is taking place within the company

Donatella Isaia

Group Chief People & Culture Officer

TeamSystem Next

Ambassadors of the future

TeamSystem Next is our shared project to be “ambassadors of the future”, creating solid relationships with our customers and the communities of which we are part, through our work which makes us the drivers of and a reference point for digital culture.

Our way of being “next”

The principles and values on which we build our commitment to the company and the world:

Flexibility and wellbeing

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

Responsibility and trust

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

Engagement and growth

Feeling the passion of an exciting job in a context inspired by values of cooperation, sociality and inclusion. Continuing to learn and grow together every day. Sharing the company’s commitment to sustainability, helping to contribute to the wellbeing of communities and the planet.

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Spaces

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Welfare and wellbeing

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Diversity and inclusion

5

Communication
and engagement

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Training and development

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Sharing of values

What about in 2025?

We want to go further through the implementation of our Purpose with Beyond the Next.

Beyond the Next

From mission to purpose: all our efforts evolve. We will move forward in all our initiatives that lead us to be even more “naturally digital” by going beyond the goals of TeamSystem Next and actively working to concretely achieve our purpose to Shape a Better Future Through Digital.

New ways of working

Freedom, wellbeing, responsibility

We create working practices and workplaces that foster sharing, wellbeing, creativity and freedom, in a context of mutual responsibility and trust, while respecting a sustainable work-life balance.

We know that when people are satisfied, they work better, achieve ambitious goals and grow together.

We continue to encourage the conscious and proactive use of work time by promoting remote work and short-time working initiatives to enable everyone to build their own way of “being TeamSystem”.

TeamSystem People – the digital environment that simplifies company life

An innovative digital environment designed to simplify and speed up the daily routines of TeamSystem workers, providing quick and centralised access to the company's data and information system for more streamlined, efficient and transparent work.

Remote working

We continue to allow remote working, providing all the necessary tools and dynamic flexibility, with the ability to choose a sustainable balance between home and office work (40/60% or 60/40%). However, flexibility is not only about time, but also about space: we will learn to organise our activities independently and responsibly, because our company is based on trust in people, their work and their abilities.

**Light Friday**

We have introduced an initiative to reduce working hours on Fridays (9am-1pm), as we believe that more free time is a valuable opportunity for personal growth and quality of life. A better work-life balance leads to improved wellbeing, energy and motivation to take on new challenges.

3021 people hired at TeamSystem SPA

77% engaged in smart working in the TS group,
88.2% at SPA alone

62% taking part in Light Friday in the TS group,
78% at SPA alone

94.9% permanent hires (SPA data)

0.4% apprentices/interns (SPA data)

Our spaces

Relationships, gatherings, socialising

We know that remote work cannot completely replace the value of direct, personal interactions. We have therefore designed flexible spaces that meet different needs, encouraging dialogue, collaboration, sharing and socialising. At our offices, we provide open spaces, multiple workstations, round table meeting rooms and break areas, creating versatile environments that foster both individual and team interactions.



in 2024

We renovated the Pesaro office and opened it in September. This office is the operational heart of the group, being home to numerous company departments and contributing to the development of innovative solutions for the digitisation of business activities.

2025 goal

To build the new offices in Milan, covering 10 floors, one of which entirely dedicated to our events.

Welfare and wellbeing

Satisfaction, wellbeing, confidence

We know that the health and wellbeing of the people who work with us and their families are essential to their enjoyment of everyday life, general satisfaction and confidence in the future. We therefore implement initiatives to safeguard health and supplement household income.

The Jointly platform

This is the Corporate Wellbeing platform that enables people to take advantage of a wide range of personal and family services free of charge, with no cash advance or with the reimbursement of expenses:

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



over
100,000

services are available, in addition to the possibility of taking advantage of discounts and subsidies, which will be further expanded in 2025 with new partnership agreements.

Jointly Balance

We make an online psychological counselling service available to all employees, offering professional support based on listening, discussion and guidance from qualified experts.

Goals:

- Cope with daily challenges
- Emotional support and dialogue
- Personal growth

139 total sessions held

89% of employees have taken part in sessions with the psychological service and counselling courses

Credit available on the Jointly platform actually used

92% average credit used in 2024 from the dedicated total. This is compared to **66%** in 2023

Plans for the future

To expand the service to an even larger segment of the corporate population

Welfare and wellbeing

A new initiative: “Parenting Profession”

This initiative, “Parenting Profession”, offers tools and opportunities for discussion to encourage a positive work-life balance, including through the provision of concrete support for developing positive relationships with children, helping them on their path to growth.

The programme focuses on four “key” stages of growth:

- **Genitori Digitali** (Digital Parents) - to educate children on the proper use of digital technologies, aimed at parents of children aged from 5 to 15
- **SOS Genitori** (SOS Parents) - to develop useful skills for parenting at various stages of child-rearing, aimed at parents of children and young people aged from 0 to 18
- **Push to Open Diplomandi** - to support students graduating from high school in their future decisions and to help parents assist them at this important time
- **Push to Open Junior** - a course focused on the choice of high school, with special attention to the psychological aspects of adolescence.

Enrolments in Professione Genitori

183 Genitori Digitali

22 Push to Open Diplomandi

74 Push to Open Junior



Diversity and inclusion

We give a voice to differences

We believe in the value of diversity and continue to foster increasingly inclusive, open and dynamic workplaces where everyone can express themselves to the fullest. We know that the best and most innovative solutions spring from diverse knowledge, experiences, sensitivities and aspirations.

- **Initiatives aimed at gender equality and inclusion:** we recognise the value of a variety of perspectives and ideas, which result in opportunities for people to grow and create a competitive advantage for the company; we see inclusion as being open to listening and actively pursuing diversity, adopting inclusive behaviours in every situation.
- **Valuing the inclusion of new people within our Group,** integrating different individuals and cultures to enrich our environment and foster an evolution open to participation, countering all forms of discrimination.



Diversity and inclusion

Teaminclusion. A voluntary community

Since 2023, a group of people has been working voluntarily to spread the culture of inclusion, putting into practice one of our three core values.

This community of volunteers has been instrumental in our journey towards inclusion, devoting time and thought to important issues such as gender equality, disability, accessibility and internationality, and implementing projects to create an increasingly inclusive work environment.

Teaminclusion is committed not only to enhancing cultural diversity, but also to promoting sharing, inclusion and accessibility in every area of our activities.

The community is split into three subgroups, which work independently on the following issues: **Disability and accessibility, Gender equality, Internationality.**

110

people participating
in the Teaminclusion
community

Our project for 2025 - Inclusion

In 2024, we launched a strategic plan to put this value into practice to an even greater extent by setting clear goals and targeted actions. The work we have done has enabled us to chart out an agreed and sustainable direction.

Looking ahead to 2025, we are ready to go a step further: we will launch a series of awareness-raising and training campaigns dedicated to inclusion. It will be an opportunity to reflect, learn and actively contribute to building a culture in which everyone can feel welcomed, valued and an integral part of the organisation.

Our partnerships

Valore D

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

[FIND OUT MORE](#)

Women&Tech

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

[FIND OUT MORE](#)

Internal communication and team building

Knowing in order to participate

We are committed to communicating clearly, openly and transparently with all people and companies in the Group, using informal tones to make the dialogue more inclusive and engaging.

We provide constantly updated information and explore each topic in depth, with direct input from our leadership team.

We strive to give a voice to those who work with us, as we believe that the contribution of every individual is crucial to continually improving and innovating, as well as to offering our customers the value of a solid and united team.

Our internal communication tools

Our touchpoints for constant updating:

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

Officevibe

A platform that enables us to provide everyone with a direct listening channel that is always open, gathering weekly opinion flows anonymously, which are then measured and assessed in relation to ten different engagement metrics:

- relationship with colleagues
- ambassadorship
- feedback
- happiness
- recognition
- relationship with managers
- wellbeing
- alignment
- satisfaction
- personal growth

53%

participation level
in 2024

Engagement

7.4 in line with 2023

ENPS

(Employee Net Promoter Score)

25.4**For 2025**

In 2025, to replace Officevibe, we will use **My Voice@Peakon:** this will be our new Employee Engagement tool, integrated with TeamSystem People, which will enable us to share our opinions and positions in an ongoing, anonymous and aggregated way.

Events: Meeting, sharing, belonging

TeamSystem events are not just appointments in the calendar, but key moments that help to build our team spirit. They are at the heart of our annual communication, precious opportunities to bring the Group together and strengthen the sense of belonging, creating real bonds. In addition to keeping us up to date on strategy and business, each event is an opportunity to connect, share ideas and network.

2024 was an exceptional year for events at TeamSystem. After the usual “Kick Offs” at the start of the year allowing the Business Units to share their goals, we enjoyed a really special moment: the Today Tomorrow Together event, which brought together all TeamSystem employees in one location (Rimini) for the first time.

These three days also seemed the perfect time to host another key event, the Tech Conference. This major technology event is designed to strengthen our R&D community and involves developers, architects, SREs and DevOps, Product Owners, analysts, testers, Scrum Masters, teams of UX-UI Designers and Engineering Managers from across the TeamSystem Group.

More than **3,000**
participants at Today
Tomorrow Together

Transnational event in Madrid, strengthening the sense of cohesion between international teams from Spain and Italy

Hosted in the symbolic location of the Atlético Madrid stadium, the event was attended by 350 people.

The main aim was to promote the building of a shared culture and transnational team spirit, contributing to developing the “one team” concept.

100%

of people working with us
participated in at least two events

In addition to these two outstanding events, we continue to promote cohesion and dialogue through

- **Kick Offs** at the start of the year, allowing the Business Units to share their goals
- **Mid Year Meetings**, with team building activities and team updates
- **digital events**
- **Christmas parties**, at the offices and virtually
- **End of Year Talks**

What about in 2025?

In 2025, there are no plans for a new major corporate event such as Today Tomorrow Together. However, we will continue to cultivate our relationships through the usual events in the diary, which will take place throughout the year. These will be valuable opportunities to get together, compare notes and strengthen our connection as a team.

Training

At the speed of digital

In an ever-changing landscape, training is an essential element of our daily efforts. Increasing skills, deepening knowledge, exploring the new frontiers of digital culture, and providing real growth and career opportunities for our people are the strategies that enable us to maintain our competitiveness and leading role in the industry.

Our training offer is divided into three main areas:

Essential

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

Core

Training courses for the development of personal skills and soft skills across the entire business organisation.

Technical

Specific technical training covering various areas of work.



Digital Matters 2024

2024 also saw the continuation of Digital Matters: an innovative training programme designed to strengthen the skills required to drive the digital transformation. The course is split into masterclasses focusing on key topics such as digital, sustainability, communication and strategy, flanked by specialist courses for different areas, including R&D, IT, Management and Sales.

Our blueprint for Digital Matters 2025

Our dream is ambitious: to make Digital Matters a concrete tool with which to achieve our purpose. For 2025, the programme will be rich and international, with a focus on trends and innovations that directly affect our business: AI, Cybersecurity, Sustainability, Leadership, Inclusion and Accessibility, Linguistics... For us, digitisation is a concrete strategy, closely linked to our business and oriented toward achieving sustainable results. Every day, we work to optimise processes and generate real change, contributing to a more efficient and responsible future.



Community engagement

Sharing value

We believe that a better future is possible. We understand that every business is an active part of a vast social fabric and we want to help create wellbeing for the communities of which we feel part, even beyond our traditional role as a business.

Our community outreach initiatives:

- **Collaboration with the Vigevano prison**

We have launched a project that represents a significant milestone for our company: the employment, thanks to the collaboration with the Bee.4 social cooperative, of two colleagues from the Vigevano prison. This initiative stems from a clear goal: to create real opportunities where they are scarce and to promote a work culture that is synonymous with dignity, growth and reintegration.

In the future, we would like digital to become a vehicle for inclusion. We are working to strengthen our collaboration with prisons and designing digital training actions to promote the re-employment and social integration of prisoners.

- **Rise Against Hunger. Together for Zimbabwe**

Zimbabwe is facing a severe food crisis caused by persistent drought since 2019, putting more than 6 million people at risk, including 95,000 severely malnourished children.

In September 2024, we carried out a corporate volunteer initiative in collaboration with Rise Against Hunger, helping to prepare 278 large food parcels containing more than 60,000 meals for the Zimbabwean population.



Our commitment to customers and users

Digital for inclusion

We are committed to developing digital services that are increasingly inclusive, accessible and socially conscious.

Accessibility of software and information

Software accessibility is a concrete goal: we are working to make our platforms usable by all people, regardless of their abilities, in accordance with the Web Content Accessibility Guidelines (WCAG) standards.

To date, we have identified **24 products** on which work is underway to draft the respective accessibility statements, which is the first step towards achieving greater transparency and accountability.

To strengthen our approach to accessibility structurally and sustainably, we intend to invest in continuing education for people in R&D. The goal is to create a **centre of expertise on accessibility within the product teams**. This will enable us to design and develop accessible software early on in the product lifecycle, and not merely as an after-the-fact response to alerts or corrective actions.



Personal data privacy

A right that should be protected

“

We realise that online activities do not always provide adequate levels of control and management of personal data privacy. This is why we are committed to developing the strictest data protection processes in our operations, and we support our customers by creating software that helps them provide the maximum protection for their businesses and for their service users.

“For us, cybersecurity and data protection are not just regulatory obligations, but a way of protecting human rights.”

Vincenzo Ferrari

Chief Legal and
Corporate Affairs Officer

Our companies take measures and precautions to develop data processing procedures that guarantee compliance with all the appropriate protection principles:

- principle of lawfulness
- fairness and transparency of processing
- restriction of the processing purpose and data minimisation
- accuracy and update of the data
- restriction of storage periods
- data integrity, confidentiality and security
- measures to ensure compliance with regulations and adherence to the principle of responsibility

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

- the rights of the data subjects
- providers processing data on behalf of the Group companies
- data transfers outside the European Union
- data breaches and incidents
- system administrators
- the conduct of risk analyses and privacy impact assessments
- the storage and erasure of personal data

Our software: designed for data protection

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

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

The organisation model

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

80 privacy representatives and a network of local Data Protection Officers tasked with monitoring data protection processes at the level of the individual organisational units.

A detailed training plan involving different courses, both in the classroom and through e-learning, depending on roles, risk profiles and specific duties.

In 2024, we obtained or renewed the following security and data protection certifications:

ISO/IEC 27001:2022

for the following activities:
Design, development, delivery of and support with Cloud services (SaaS), in the Public Administration and Private sector, in the area of: Public Digital Identity Service (SPID); Qualified Trust Services (QTSP); legal; e-Procurement and Supply Chain; strong authentication (in cloud and on premises); electronic food vouchers (in cloud); public and private procurement management, from design to conduct (including on premises); HR processes. Design and development of and support with application software for managing signature processes, certified email boxes and authentication via SPID access (in cloud and on premises). Design and management of ICT infrastructure, internal application management and Cloud infrastructure management (IaaS) for the Group.

ISO/IEC 27017:2015

for the following activities:
Design, development, delivery

of and support with Cloud services (SaaS), in the Public Administration and Private sector, in the area of: Public Digital Identity Service (SPID); legal; e-Procurement and Supply Chain; strong authentication (In cloud and on premises); electronic food vouchers (in cloud); public and private procurement management, from design to conduct (including on premises); HR processes. Design and management of ICT infrastructure, internal application management and Cloud infrastructure management (IaaS) for the Group.

ISO/IEC 27018:2019

for the following activities:
Design, development, delivery of and support with Cloud services (SaaS), in the Public Administration and Private sector, in the area of: Public Digital Identity Service (SPID); Qualified Trust Services (QTSP); legal; e-Procurement and Supply Chain; strong authentication (in cloud and on premises);

electronic food vouchers (in cloud); public and private procurement management, from design to conduct (including on premises); ICT infrastructure design and management, internal application management and Cloud infrastructure management (IaaS) for the Group.

ISDP 10003: 2020

Data protection certification - according to EN ISO/IEC17065:2012 year 2024: Governance processes of personal data processing, performed as data processor, for the provision of services delivered via the digital platform "TSDigitalVers.2.91.0" for firms and companies: electronic invoicing, tax compliance, GDPR compliance, electronic signature, Loge HR App tracking and related support. The scope for this certification scheme is: Digital Invoice service, Signature service, Digital Fiscal Link service, Privacy in the Cloud service, TeamSystem App HR, GDPR LOG.

Cybersecurity

Guaranteeing the security of a strategic asset

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

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

In our capacity as a leader in the digital transition area, we feel responsible for viewing system security as a top priority.

Organisational and governance structure	Training & awareness	Tech
The Board and the Risks Committee meet regularly with the cybersecurity departments to discuss the status and update of cyber risk analysis, to assess any incidents that have occurred, and to identify the relevant actions to neutralise any adverse effects. Strategy for cybersecurity - IT Risk & Compliance is also managed with certification of information security management systems related to business solutions, audits conducted by third parties, compliance with different regulatory perimeters, and secure application design and development.	We regularly carry out simulations of phishing attacks on the entire corporate population so that we can continue to monitor the attention levels of our employees. A dedicated cybersecurity learning platform is available to all, along with specific meetings tailored to different groups of people.	We employ a wide range of tools and applications to monitor systems, protect corporate devices, and ensure service continuity and data integrity. We organise dedicated cybersecurity groups that focus on continuous improvement, secure product development, and containment and mitigation of cyber risks related to product delivery.



ENVIRONMENT

Creating a future for the planet



We understand that a commitment to environmental protection is a priority that must be shared to ensure a future for the planet and the wellbeing of people and communities everywhere.

The consequences of climate change, with the increase in emissions generated by anthropogenic activities, the intensification of extreme weather events, the ever-increasing area of drought-prone lands, and the loss of biodiversity are very serious phenomena that require concrete and urgent responses.

In line with new European Union regulations, we want to do our bit to help solve these problems by reducing the impact of our activities on the environment and helping customers and suppliers join in this commitment.

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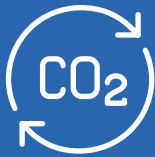
I consider nature to be one of our most precious assets

Pietro Maranzana
Chief Financial Officer



Environmental sustainability issues most relevant to TeamSystem

The double materiality analysis identified the most important topics and risks on which to develop our environmental protection policies and initiatives



Reduction of emissions generated along the value chain (Scope 3)

The impact of emissions generated upstream and downstream of our operations, particularly those related to cloud services and external data centres operated by our providers



Implementation of energy efficiency software

By developing solutions that help our customers monitor and reduce energy consumption and CO₂ emissions



Physical climatic risks

Climate change risks such as extreme weather events that could disrupt the business continuity of data centres and digital services, with resulting damage, including financial



Energy transition and decarbonisation

Both as a response to risks of regulatory transgression and compromising of the corporate reputation, and as an opportunity to access sustainable capital through the adoption of international certificates and by integrating sustainability into the products and services offered

Emissions

Estimate and reduction

We are aware of the strategic value represented by the constant monitoring of emissions generated throughout the value chain of our activities. An initiative that enables us to monitor the evolution of impacts to make an accurate assessment of the results of our commitment to a low-carbon digital economy.

Today we estimate the emissions generated directly by our activities (Scope 1) and those generated by our energy suppliers (Scope 2).

Building on this data, we are committed to developing initiatives to contribute:

- to the decarbonisation of the digital supply chain
- to the development of energy-efficient software

Two key levers of our ESG strategies to share with our customers the goal of reducing our climate impact by enabling the transition to increasingly low-emission digitisation processes.

Estimated emissions produced in 2024 by TeamSystem SpA

4,175 tonnes

GHG emissions in Scope 1 (emissions generated directly by the company's operations) calculated through ISPRA and Quattroruote emission coefficients for the part concerning cars

457 tonnes

GHG emissions in Scope 2 (emissions generated by third-party producers of energy purchased by the company) calculated using ISPRA emission coefficients



Software and infrastructure: the commitment to reduce emissions

We are constantly working with our providers to reduce the impact of the cloud services we use. In terms of Data Centre management, some of our key providers (by way of example but without limitation) have set important goals for their sustainability strategy, committing to achieve carbon neutrality by 2030 and 2040.

While we do not have direct control over emissions generated by our providers, we are committed to demanding compliance with their sustainability policies, including through direct dialogue with sustainability representatives, in order to align our ESG strategies.

In addition to sharing these goals:

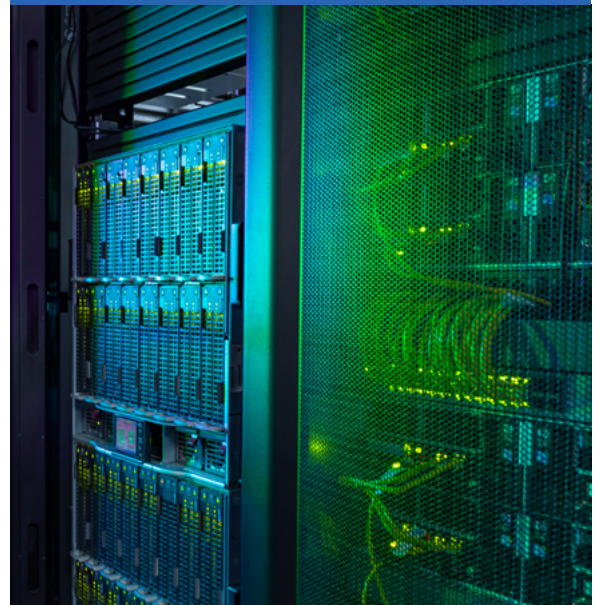
- we are committed to making our software more efficient through best practices in software infrastructure design and management to reduce energy consumption and resulting emissions
- our dedicated in-house FinOps team continues to work on optimising cloud infrastructure costs, while also enabling a reduction in environmental impact
- in 2024 we began to study how to monitor and reduce the environmental impact of the software
- we have analysed the Web Sustainability Guidelines, evaluating the most appropriate guidelines to be applied to our products to ensure they comply with digital sustainability principles

Web Sustainability Guidelines (WSG)

These are a set of best practices published by the W3C, the World Wide Web Consortium

[GO TO THE W3C WEBSITE](#)

This document formalises the existing best practices in the field. The guidelines are designed to help creators of digital products and services make their products more sustainable, prioritising people and the planet.



Energy

Increasingly renewable

We are committed to reducing emissions generated by energy consumption in our offices and for our vehicle fleet, encouraging remote work and increasing the use of energy from renewable sources.

Energy consumption

We are increasing the use of energy from renewable sources for our offices.

We have a 100% renewable energy provider, and in 2024 we made the transition to this provider for all locations where the supply is directly controlled by TS.

approximately

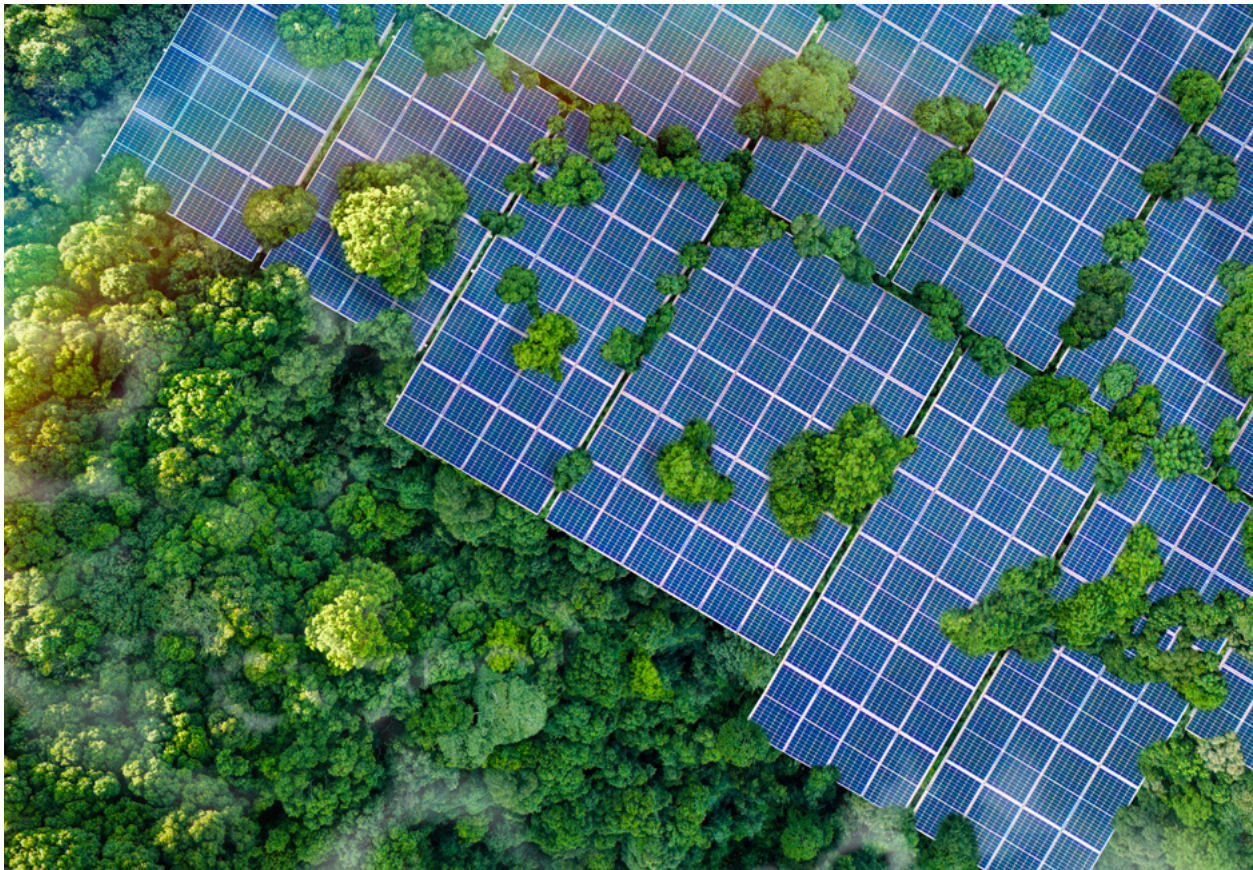
65%

of TeamSystem offices use energy from renewable sources

Electricity

1,612,891 kWh (TS SPA)

consumed in the form of electricity



Mobility

More hybrid and electric

Since 2019, we have been transitioning from heat-powered cars to new electric-based technologies. Our strategy is to move to a more hybrid or electric fleet over the next few years.

Vehicle fleet composition

Motorisation	31/12/2023	%	30/06/2024	%	31/05/2025	%
BEV - electric	11	0.90%	11	0.90%	17	1.30%
HEV - hybrid	160	13.10%	158	12.40%	207	15.40%
MHEV - mild hybrid	115	9.40%	156	12.30%	239	17.80%
PHEV - plug-in hybrid	66	5.40%	71	5.60%	108	8.00%
Thermal	868	71.10%	874	68.80%	774	57.50%
Grand total	1220	100%	1270	100%	1345	



To facilitate the transition to an increasingly electric and hybrid car fleet, we continue to install charging stations at our locations.



12
car charging stations
installed or present in 2024
**the plan is to double
this number by 2025**

To encourage colleagues to choose low-emission cars, we are including information on the environmental impact of the different models in the car catalogue.

Circular economy

Recycle and reuse

We understand that the reduction of material consumption, as well as the proper recycling and reuse of raw materials and products, are key to helping reduce the emissions generated by new production and the pollution caused by the dispersion of waste into the environment.

Recovery of hardware devices

We are committed to enhancing the value of discarded hardware materials through our collaboration with Chibo, a project that promotes a circular economy through the collection, regeneration and redistribution of hardware equipment, as well as the proper disposal of materials that can no longer be recovered.

Paper reduction**45**

electric hand dryers in the main TeamSystem offices to eliminate the use of paper towels. The initiative will be extended to all offices

An environmental and social project

CHIBO also combines this environmental commitment with an important social purpose: the recovered devices are given to third-sector organisations and charitable initiatives, helping to bridge the digital divide and to foster social inclusion. Reconditioning activities are also carried out by people on pathways to re-employment, generating a further positive impact.

In particular, in conjunction with the Parma Prison Institutions, Chibo is taking part in a solidarity project to promote prison labour through the involvement of inmates in the recovery of waste electrical and electronic equipment (WEEE). In fact, some of the equipment from the collection services is taken to the prisons in Parma where an authorised laboratory has been set up for the disassembly and reconditioning of computer equipment.

17,700 kg

Materials recovered by Chibo
in 2023 and 2024

WWW.CHIBO.IT



Regenerative agriculture and Bosco TeamSystem

Protecting ecosystems and biodiversity

In addition to reducing the impact of our activities, we also want to contribute to environmental protection by developing initiatives in areas that go beyond our corporate role and mission.

We believe that taking care of the planet and the communities that inhabit it is also a priority for companies that feel a responsibility to participate in building a better future.

We directly promote and manage forestation projects and regenerative agricultural activities to offset the emissions generated by our activities, as well as promoting dialogue and collaboration with communities on topics of ecosystem protection and biodiversity.

Our commitment to regenerative agriculture
Organic and biodynamic

We directly manage cultivation activities on a seven-hectare area of farmland and forest in Valtellina, tended by three full-time farmers.

The project aims to share with all people who work with us products grown in accordance with the strictest standards of organic and biodynamic agriculture, certified with the European Community organic label in respect of all unprocessed and some processed products.

In 2024, we began making the products available on the Jointly corporate welfare platform, as well as having distributed them at two corporate events.

Products distributed during corporate events



550
bottles of wine



20
boxes of mixed products



50
packets of crisps



50
packets of crackers

7

hectares cultivated
by our agricultural
department

3

farmers employed
full-time



Product donation

We donated manufactured products to several associations in the Valtellina area engaged in supporting people in economic hardship.



360
jars of pumpkin soup



520 kg
of fresh pumpkins





Carbon Insetting Project
Bosco TeamSystem

In collaboration with the Monte Rosa Forests Association, we are leading a long-term project for the enhancement and sustainable management of Italian forest areas.

In this context, Bosco TeamSystem is the Carbon Insetting initiative to offset, through actions implemented directly by the company, the emissions generated by the business activities.

In the beautiful setting of Valsesia, the Bosco TeamSystem project manages 495 hectares of forest, mainly chestnut, distributed between Borgosesia, Postua and Valduggia, also within the Monte Fenera Natural Park.

Through a collaboration with Monte Rosa Forests, we are taking practical action to improve the health of a forest heritage frequently subject to degradation, soil erosion and fire risk due to lack of management. It is a multi-pronged effort developed in accordance with PEFC-certified Sustainable Forest Management criteria, which aims to:

- reduce CO₂ emissions and increase oxygen production;
- promote biodiversity and ecosystem services;
- enhance local wood supply chains and the circular economy;
- trial new applications of chestnut wood in sustainable construction.

It is a vision not only of protection of the environment but also of society and the economy, to contribute to the productive continuity of the forest, promoting a regenerative approach capable of creating positive repercussions for local communities and strengthening the link between humans and nature.

On these topics, in 2024 we promoted meetings with local associations, territorial authorities and implementing parties to explore different project opportunities and to build a shared vision.

What is Carbon Insetting?

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



WWW.PEFC.ORG



WWW.MONTEROSAFORESTE.IT

ESG Certifications and Assessments

We are committed to adopting rigorous certifications related to environmental protection in addition to defining the processes for evaluating our ESG initiatives according to the most authoritative international standards, with particular reference to the new ESRS.

We understand that sustainability is vital for building a better future, and we want to demonstrate our long-term commitment to environmental protection and social responsibility, ensuring our sustainability policies foster value and maximum transparency towards all our stakeholders, whether they are customers, providers, employees or investors.



ISO 14000

ISO 14001:2015 is a voluntary international standard that defines the criteria for an Environmental Management System (EMS). It is part of the ISO 14000 family and aims to help organisations improve their environmental performance through more efficient use of resources and reduction of waste. TeamSystem S.p.A. has obtained the environmental certification, and in 2025 it underwent a successful audit as required by the standard.



EcoVadis

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



Novata

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

FOR 2024, we are evaluating Openes, a system initiative to involve all enterprises in a common path of improving their sustainability performance, with a focus on the topic of growth and cooperation among companies.



Shaping the future

The Impact Report is the annual opportunity to describe in a simple, clear and transparent way our concrete commitment to becoming an increasingly sustainable company, in line with ESG principles and our Purpose to “Shape a better future through digital”.

It is a way of evaluating our achievements and setting ourselves new goals but above all it is a tool for active dialogue with all companies and individuals – internal and external – who participate in the life and activities of our company and share with us a commitment to communities and environmental protection.

It is a valuable report that has enabled us to give a voice to the key players in our world to share in assessing our actions, defining the most important sustainability topics and determining our future priorities.

We are aware that a path towards sustainability must be a journey taken together and we ask all our people and those with whom we liaise to help us improve our contribution to the creation of sustainable and shared value by participating directly in a common project, sending us contributions, observations and suggestions.

We believe that the key figures in a sustainable enterprise are:



Ambassadors

rather than employees



Supporters

rather than customers



Partners

rather than providers



Administrators (managers)

rather than investors



Community

co-creators



Generators of change in society

TeamSystem S.p.A.
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