

2023 Consolidated Non-Financial Statement

(Legislative Decree No. 254 of 30 December 2016)

Gpi



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• Letter to Employees and Stakeholders

The year 2023 recounted in this Report was, once again, a year of striving to improve our sustainability profile, aware that what we are doing is a journey with no end in sight. We know: sustainability is not a definitive state, rather it is an ongoing journey, which is accomplished step by step, always improving a little. We also know that sustainability is no longer a secondary option for companies, but instead has become an imperative. Emerging trends reflect an evolving business world where **responsibility and innovation go hand in hand**.

The disquiet generated by a delicate geopolitical context, economic instability and climate change lead many to close in on their personal beliefs and needs, even to abandon dreams and future plans.

Not us; we do not give in to this temptation, because without planning for the future there is no change. And **changing things requires vision and, above all, faith**.

We are convinced that Gpi can play a very significant role for change. Technological innovation, which is strongly oriented towards improving people's quality of life, is helping to redesign the health system by putting people rather than disease at the centre and is enabling the introduction of new service models that address the issue of health with new paradigms, such as personalised medicine or One-Health. This is how we interpret sustainable change in health: we contribute to making health systems sustainable, so that health services are of quality and accessible to as many people as

possible, everywhere in the world. And, looking at Italy, we will continue to work so that our national system continues to be public and universalistic, protecting the right to health enshrined in the Constitution.

Let us work and invest wholeheartedly in this prospect, with determination and confidence, in ourselves, in what we do and in the people who work daily to change things.

Let us not give up on our vision: let us trust in the present, let us plan a possible horizon and provide ideas and energy to realise a better future.

Fausto Manzana
Chief Executive Officer

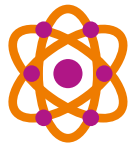


• Values



ETHICS

Our reputation is the foundation on which our development rests. In the context in which we operate, ethics is an essential value.



RESPONSIBILITY

We are aware of the impact our work has on people's well-being.



PERSON-CENTRED CARE

People - employees, customers, patients - are at the centre of our action. We are committed to building a better future for them.



PASSION

The passion we put into everything we do gives us the energy to grow and give our best, day-in, day-out.

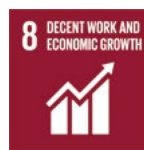
Vision

Protagonists in the path of technological and sustainable transformation of the processes of prevention, healthcare and treatment and personal well-being

Mission

To provide knowledge and skills to improve prevention, care and treatment processes through software, services and technology for the benefit of healthcare professionals and patients

Impact



1 Gpi, Health System Technology Partner

We are the reference partner for healthcare and we propose an innovative vision of models of care, admission, treatment and prevention.

We work alongside professionals in the sector, transforming our skills into technological solutions and services to give adequate answers to the new health and wellness needs of people. Our work concretely supports the sustainability of health systems.

1.1 Corporate profile

Gpi is today the reference partner in Italy for software, technologies and services for Healthcare, Social Services and the Public Administration.

Its mission is to contribute, with our solutions and technologies, to the transformation of the healthcare system, to make it more effective and less costly, and to provide adequate responses to people's new health and well-being needs, improving and innovating the processes and models of care, treatment and prevention.

The Group's offer covers a wide range of services, solutions, software and technologies, developed through the integration of consulting and design capabilities with specialised skills in the field of Information Technology, and is divided into five business areas: Software, Care, Automation, ICT and Payment services.

The role of Gpi is central in the world of Healthcare and its activities have major social impacts and fallout: indeed, about 30 million Italian citizens potentially use Gpi systems and services to access social and health services.

Gpi has continued to grow and develop since its inception 35 years ago. The Group's growth in terms of size, know-how and business capacity has taken place both internally and through the numerous acquisitions made in Italy and abroad. Of particular note is the acquisition of the Evolucare Group, finalised in Q3 2023. The Group, a historic and leading French software provider, specialises in the healthcare sector and offers an integrated portfolio of software solutions to serve the patient journey by providing proprietary solutions to hospitals, public and private clinics, diagnostic and rehabilitation centres and medical-social facilities.

In Italy, the Gpi Group has its headquarters in the historic site of Trento, and a further **more than fifty operating offices** throughout the country. It is also present abroad with operating companies in Austria, France, Germany, Belgium, Malta, Poland, Russia, Spain, Tunisia, the United States, Canada, Mexico, the Dominican Republic, Colombia, Brazil, Chile and China, and today offers technology solutions and high-tech services in more than 70 countries, and employs a total of 7,638¹ people.

Gpi was admitted to listing on the AIM segment of the Italian Stock Exchange in 2016; in 2018 it moved to the main list (formerly MTA) **Euronext Milan**. In June 2023, it joined **Euronext Tech Leaders**, an initiative dedicated to high-growth companies and key players in the technology sector.

¹ The number includes all Evolucare Group Companies and corresponds to the average number/year reported in the Consolidated reports (7,879).

Geographical presence



2023 Highlights

- **January** – Gpi wins the tender for the **implementation of the Electronic Medical Records for the whole of Lombardy**. The total duration of the supply is four years and involves all 19 health authorities in the region. In economic terms, Gpi's share is worth approximately EUR 12.4 million. The development of a single, extended and integrated technology platform will facilitate the adoption of best practices in this area, support standardisation and security levels of hospital processes in Lombardy.
- **May** – Gpi wins the tender for **Front Office services of the Lombardy Regional Contact Centre**. The contract, worth EUR 280 million (70% share for Gpi), has a total term of six years. This new award acknowledges the quality of the proposed solutions. The Group confirms its leadership in the management of Business Processing Outsourcing (BPO) services for multi-channel access to care through the integration of booking and information services delivered with innovative technologies.
- **May** – Il Sole 24 Ore includes **Gpi in its list of 2023 Sustainability Leaders**. The ranking is reserved for companies that are best committed to the ecological, ethical, social and governance transition.
- **June** – Gpi joins **Euronext Tech Leaders**, an initiative dedicated to more than 120 European high-growth companies and leaders in the technology sector, listed on the European stock exchanges of Amsterdam, Brussels, Dublin, Lisbon, Milan, Oslo and Paris. As Euronext Tech Leader, Gpi will benefit from the suite of services developed by Euronext and its partners to support the path of listed companies.
- **June** – An important **memorandum of understanding on preventing and combating cybercrime** is signed between the Postal Police and the Gpi Group. The initiative is part of the broader, well-established 'participatory' security model that aims to further strengthen the prevention network to defend against cyber attacks on sensitive infrastructure.
- **August** – Gpi finalises **the acquisition of the Evolucare Group**, a historic and leading French software provider based near Paris. The transaction is part of the Group's growth project in the field of software for the digital transformation of healthcare, **aimed at consolidating Gpi as a key player in the digital health sector at a European level**. The Evolucare Group offers an integrated portfolio of specialised software solutions for the healthcare sector serving the patient journey. Active in around 20 countries, it provides proprietary solutions to more than 2,700 customers, including hospitals, public and private clinics, diagnostic and rehabilitation centres and medical-social facilities.
- **September** – **Trentino Data Center Srl** is set up as an expression of a public-private partnership (Gpi is part of it). The company's objective is to build a **green data centre** located in the heart of the mountains (Valle di Non, Trentino) that will enable it to manage digital systems necessary to benefit from the latest technologies. The focus is on the innovative and sustainable management of artificial intelligence, high performance computing, edge computing, cybersecurity and quantum cryptography.
- **December** – Gpi achieves **UNI/PdR 125:2022 certification**, recognition of its implementation of an effective system to ensure gender equality. A decisive step, which the company is taking to foster adoption of a cultural model that turns employees' individual needs into an opportunity for growth and development – for people and for the company.
- **December** – After the economic, financial and equity results obtained and the operations conducted, **Cerved Rating Agency** confirms Gpi's A3 1 rating.

Products, systems and solutions



Modular and integrated information systems for management of:

- clinical and administrative-accounting processes within hospital facilities, including the transfusion, diagnostic and Critical Care management department;
- social welfare processes of the regional health facilities, including the prevention department;
- typical processes of Public Administrations, for good management of Institutions and to simplify the relationship between citizens and enterprises.



Services and technologies for the reception, admission, treatment and empowering of patients:

- Business Process Outsourcing (BPO) for the multi-channel management of access to care, such as CUP services (Contact Centre, Counter Services, Digital Solutions);
- telemedicine, telemonitoring and home telecare services;
- integrated health and care services provided through its own Policura outpatient clinics;
- design and manufacture of custom prosthetics with 3D printers.



Efficiency of hardware and software components to ensure operational continuity:

- analysis, consulting and systems for security and cyber defence;
- system support services, data centre administration, networking management and database administration;
- desktop management, assistance, maintenance and support services for user workstations.



Automation of the entire logistic process of drugs for pharmacies and hospitals:

- computerised therapy management, from drug purchase to patient administration, with reduced clinical risk and costs;
- automation for pharmacies through robotic warehouses for drug logistics.



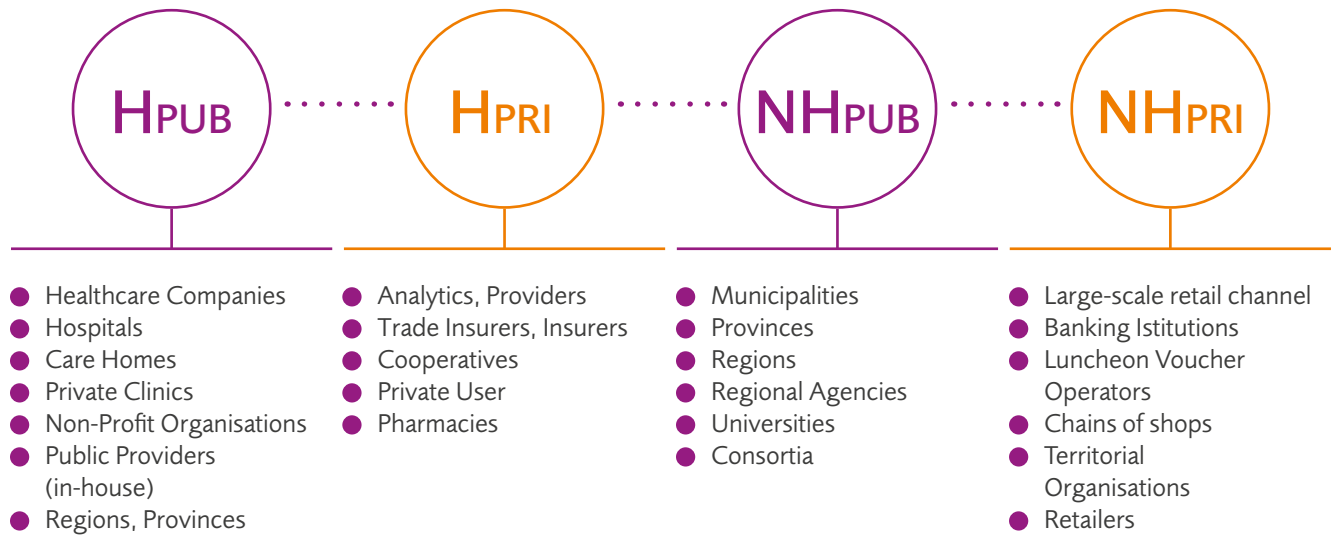
Innovative e-payment technologies and integrated services for retail, health and public administration:

- products and services for the management of electronic payments (at the till, on-line and from mobile devices);
- certified document dematerialisation and electronic storage systems.

Markets and customers

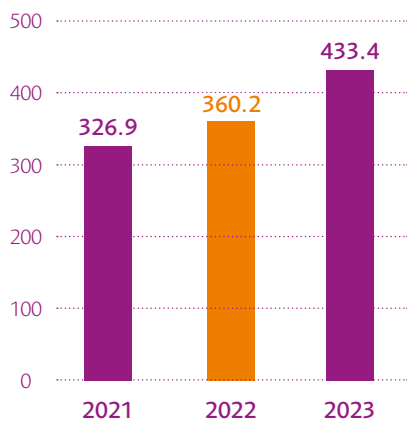
Approximately 9,000 customers worldwide operate through Gpi Group solutions.

Key: H = Health; NH = Non-Health; PUB = Public; PRI = Private.

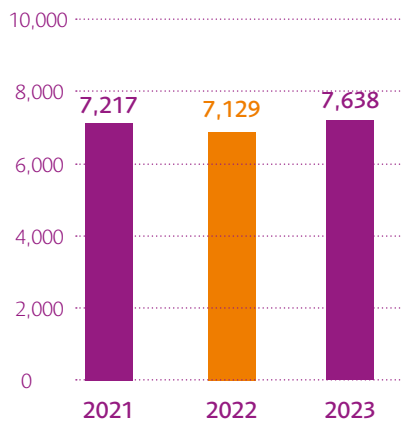


Key numbers²

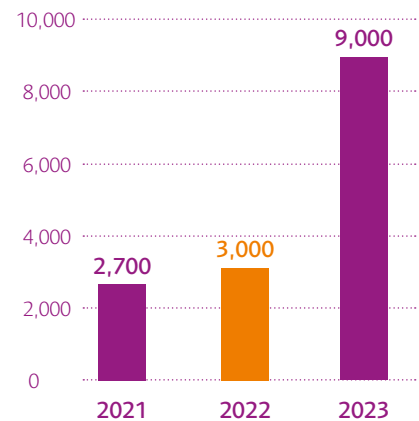
Consolidated revenue
(EUR mln)



Workforce



Customers



² The data shown (Revenues, Workforce, Customers) include all Evolucare Group Companies.

1.2 A business that generates impact

Sustainability and social impact are the inspiring principles and an integral part of the strategic and investment evaluations of the Group, as well as constant references in the transition towards a new corporate identity. Being able to clarify the topics of social impact and sustainability, which are actually intrinsic to the nature and mission of the business, but not easy to interpret, represents a major challenge for our organisation, and one that is first and foremost cultural.

More sustainable healthcare driven by the digital transition

The transformation process of the Italian healthcare system is at a turning point. More than two years after the approval of the National Recovery and Resilience Plan (NRRP), there are now numerous technological and regulatory interventions that are driving the change needed to build the healthcare of the future. In this transformation, digital innovation is playing (and will increasingly play) a crucial role.

The NRRP, with its reforming thrust and the resources it makes available, is supporting the digital transformation of the healthcare system, a change that is essential for moving towards an innovative, customised and sustainable model of care and treatment, one that meets the needs and aspirations of citizens and is capable of supporting the 4Ps (Personalised, Predictive, Preventive and Participatory) and more inclusive medicine.

Yet the evolution that will be possible for the National Health System thanks to digital innovation must go far beyond the important stimulus of the NRRP, and must from the outset be interpreted from a perspective that transcends national borders, placing itself in an increasingly European perspective.

Indeed, the European Union is setting itself up as a crucial player for governance and the definition of shared rules on the most critical aspects of digital innovation in Healthcare, such as the use of data and Artificial Intelligence, in order to accelerate the transformation process and provide clear answers to possible ethical and/or legal dilemmas.

Among the goals to be achieved by 2030, the "Strategic Programme for the Digital Decade" stipulates, in particular, that all European citizens should have access to their health data in digital form. Actions to create a single space for access to health data at European level (European Health Data Space) go precisely in this direction, providing a potentially revolutionary tool for Healthcare governance.

The development model we propose

Gpi has always supported the need to leverage information technology, but is equally aware that this is not enough to put the patient and their needs back at the centre. We believe it is equally important to be familiar with the dynamics and functioning of the healthcare system and to have adequate skills and many years of experience in the field to achieve the aim. We are firmly convinced that these are key ingredients for disseminating new technologies, enhancing their benefits, and indirectly fostering the sharing of our vision.

The true potential impact of the development model pursued by Gpi is therefore not only to achieve technological innovation, but also, intrinsically, to create a culture of innovation, making the system more open to the evolution of systems and processes.

In this respect, our value proposition is consistent and aligned with the model outlined in the NRRP and is based on four key principles:

- territoriality: creation of a model based on places of care spread throughout the territory, which guarantees constant monitoring of patients/citizens;
- digitisation: adoption of new technologies to be understood as an enabling factor to realise and implement health services and solutions;
- personalisation: evolution of care models towards predictive, proactive, precise or individualised models that put the patient and their needs at the centre;
- optimisation: integrated management of the information assets of health facilities at a centralised level and of all stakeholders, as well as the introduction of artificial intelligence tools.

In a logic of continuous innovation and looking ahead to the challenges that healthcare will face in the medium and long term, the Gpi Group intends to intensify its efforts in Research and Development with the aim of providing tools to support the digital transition of healthcare systems. The focal point of this endeavour is the exploitation of data through the use of Artificial Intelligence models, which will make it possible to optimise patient management and the implementation of more targeted and effective interventions.

A distinctive aspect of the Group's action in this context is its support for the adoption of the "One Health" approach, a method that interlinks human health with genetic, environmental, lifestyle and animal health factors. This approach allows an integrated examination of the different variables that affect the so-called human exposome, i.e. the sum of exposures to the environment to which each individual is exposed. AI allows deciphering a significant amount of data and solving high levels of complexity.

The Group's Research and Development team is working in these areas through projects supported by the European Union within the framework of the IPCEI, aimed precisely at stimulating *Important Projects of Common European Interest*.

The One Health orientation will allow us to modulate lifestyles by identifying variations through data acquired from advanced devices. These variations, considered as indicators, may foreshadow changes in health status, promoting beneficial habits and disease prevention, while fully respecting privacy regulations.

From vision to action: the 2022-2024 Strategic Business Plan

In this scenario, Gpi maintains its strategic focus on consolidating and expanding the portfolio of solutions and services offered, orchestrated in a Healthcare Business Capabilities model, capitalising on thirty years of experience and leadership acquired in the market, in public and private healthcare organisations.

The directions of Gpi's action are set out in the Strategic Business Plan (SBP) currently being completed, with a time horizon to 2024. There are four main objectives:

- to consolidate and increase Gpi's presence in the domestic market through the development of an offering that fosters innovation in care models through digital transformation and through a People-centred focus;
- to gain leadership in Virtual Care (telemedicine), enhancing the approach that places the Person at the centre, through a proposition of solutions that enable the secure management of health data, paying particular attention to cybersecurity, in line with the strategic priorities of the NRRP;
- to strengthen Gpi's positioning internationally, particularly on the European and American continents, with primary focus in transfusion and the automation of the drug chain;
- to continue to invest in innovation, with a particular focus on AI to anticipate new product solutions in an ever-changing market, to be distinctive from competitors, leveraging artificial intelligence to make solutions predictive and decision-supportive.

The Plan's guidelines confirm both the line of **organic growth** and care for internal dynamics, with the aim of rationalising and streamlining processes and developing better synergies between the various operational areas, and that of external lines. The latter, in particular, is geared towards opening up new markets abroad, and acquiring cutting-edge technology to present itself as increasingly complete and integrated in order to meet the increasingly complex needs of customers worldwide.

In addition to the organic component, supported by the coordination of commercial actions in Italy and the rest of the world, Gpi is also **growing by external lines**.

The acquisition strategy focuses on companies producing software solutions and is mainly oriented abroad. A trend that continues to be a cornerstone of Gpi's strategy. In 2022, the Company finalised the acquisition of 65% of the TESI Group, a company based in Italy and developing around two-thirds of its sales abroad, mainly in Latin America; in 2023, it acquired 97% of the Evolucare Group, a historic and leading French software provider based in Le Pecq near Paris. The French Group, with an integrated portfolio of specialised software solutions for the healthcare sector serving the patient journey, is active in around 20 countries and provides proprietary solutions to more than 2,700 customers, including hospitals, public and private clinics, diagnostic and rehabilitation centres, and medical-social facilities mainly in France and Germany. Complementary ingredients for the foreign market positioning of the target companies include the quality and innovation of their products and their potential integration with those of Gpi. The acquisition of the TESI Group and the Evolucare Group expands Gpi's offering in the field of diagnostic, clinical imaging, critical care and medical social information systems.

Tools for dialogue and interaction with Stakeholders

Employees	<ul style="list-style-type: none"> • Official communications via e-mail and in workplaces (e.g. signs). • Monthly House Organ Filodiretto-Gpi connects: initiative created late 2019, now having become a fixed appointment at the start of each month. Single issue, in Italian and English. • ESN (Enterprise Social Network): an evolving tool for collaboration and operational cooperation.
Shareholders	<ul style="list-style-type: none"> • Investors Section, website www.gpigroup.com. • Targeted newsletter, edited by the Investor Relations Office, to provide timely updates following the dissemination through official channels of financial communications. • Events dedicated to the financial community: in 2023, Gpi organised three events in remote mode (conference call and video streaming), two on the occasion of the annual and half-year results and one to announce the important acquisition of the Evolucare Group. It also participated in events and road-shows organised by financial intermediaries, online and in-person, at the most important European venues (Milan, London, Paris) or aimed at wider geographical areas (Nordic, Iberian, Canada). The complete calendar is available on the institutional website, in the section Investors/Events and Presentations - Meetings with the Financial Community. • Shareholders' and Bondholders' Meeting.
Suppliers	<ul style="list-style-type: none"> • Ethical Approach Dialogue: starting 2020, new suppliers have been involved in assessing ethical and reputational requirements. The Procurement Department manages the Group's Supplier Register and is responsible for activating a structured qualification process for proposed new suppliers, periodically renewing the qualifications of active suppliers and collecting annual evaluations of suppliers deemed significant. Goal: to transfer our ethical approach to business to this Community and build a transparent alliance.
Customers	<ul style="list-style-type: none"> • In 2023, multiple initiatives were organised to directly engage customers (worldwide trade fairs and congresses) including: Digital Health Summit, Forum Risk Management, Expopharm, ISBT- International Society of Blood Transfusion. The News section of the institutional website contains events dedicated to specific sectors of the company's offer.
Local authorities and institutions	<ul style="list-style-type: none"> • The world of Confindustria: Gpi maintains ongoing relations with the employers' association - Fausto Manzana is the president of Confindustria Trento and in December 2023 he became Chairman of the Nord Est Foundation. Gpi also actively participates in some local associations and is a member of Anitec-Assinform. • The world of training: many projects are underway, both with professional training institutes (see section of the Report dedicated to initiatives for young people) and with universities/research institutes/high education schools (see section of the Report dedicated to innovation). As part of a European project, the company also hosted the fourth step of the Parent Training School. • The world of trade unions: the business in which Gpi operates requires ongoing dialogue with trade unions. • Voluntary sector: the attention the territory is great and the support of social, cultural and educational initiatives is significant and constant over time (see the section of the Report dedicated to Communities).

2 Our material topics

2.1 Reading material topics from an impact perspective

The generation of impact on the external context as a new key to understanding and representing business sustainability is a concept that has also been incorporated in the most recent updates of non-financial reporting standards. Indeed, the GRI Universal Reporting Standards, which apply to non-financial reporting published from 1 January 2023, provide a new approach compared to what has been done before: we are moving from 'topic-based' to 'impact-based' materiality.

These standards, in fact, have shifted from the viewpoint whereby material topics are determined on the basis of the results of evaluations carried out internally (of the company) and externally (of stakeholders) in favour of a unitary process, aimed at identifying the impacts of the company's activities on the economy, the environment and society (inside-out perspective) and assessing their significance according to diversified parameters distinguishing between positive and negative, current or potential impacts. The impacts defined as significant, according to an order of priority determined internally by the company, are subsequently collected and related to material topics.

This is an important and challenging step change that Gpi has already started to undertake and will continue to undertake in the course of future reporting, in order to be increasingly compliant with current and future reporting standards.

We look forward to the entry into force of Directive No. 2464/22/EU (Corporate Sustainability Reporting Directive - CSRD). The new rules will come into force progressively from the 2025 reporting year, with reference to the 2024 financial year, and will entail significant changes: sustainability reporting will in fact have to comply with specific European reporting standards (European Sustainability Reporting Standards - ESRS), which the European Commission is called upon to adopt by means of delegated acts.

2.2 The material topics

The widespread uncertainty regarding the evolution of the regulatory framework and the absence of adequate operational guidelines led the Company to adopt a conservative approach to 2023 non-financial reporting and to plan, for 2024, a project aimed at sharing and defining projects and methodologies to support an efficient transition towards the adoption of the new European Directive.

2023 is a transition year: non-financial reporting is in continuity with 2022.

Material topics CNFS 2023

- Spread of innovation in the healthcare system
 - Cybersecurity
 - Delivery capabilities and service continuity
 - Innovation and relationships with strategic partners
 - Supplier management
 - Respect for ethical values and rules
 - Finding qualified resources and enhancing professionalism
 - Diversity and inclusion
 - Safety, health and well-being of workers
 - Reliability and security of technological solutions
 - Energy efficiency and decarbonisation
 - Focus on communities
-



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Sustainability in the Gpi Group: research for impact metrics

The PhD project aiming to develop indicators measuring Gpi's impacts was concluded in October 2023. This research was divided into three phases with smaller objectives. The final phase aimed to integrate the short-listed indicators into the organisational context of Gpi. However, because of the timeline and complexity of this process, Gpi and the researcher decided to postpone it and dedicate the 3rd phase to the analysis of impact indicators in the academic literature and practice. These indicators were collected from the literature and were further discussed with Gpi's managers during the 2nd phase. As such, 384 indicators from the literature and 22 suggested by Gpi's members were scrutinised with 23 managers from the offices in Trento, France, Tunis and Malta. Thanks to these discussions, interesting insights were revealed about the role of tech companies in healthcare and the difficulties in measuring their impacts.

Current grand challenges, such as population ageing, growing demand for care and increased number of patients with non-communicable chronic diseases, brought tech companies to the forefront of the healthcare sector. As intermediaries, they disseminate technological solutions that continuously monitor the biometrical parameters of the patient, collect and store these data, and facilitate data exchange between care providers.

Because of the growing role of tech companies and rapid healthcare digitalisation, the impact measurement of technological solutions has become a highly discussed topic among academics³ and practitioners⁴.

However, the results of this research indicate a lack of consensus on what and how to measure.

The following reasons contribute to the explanation of this situation:

- **Healthcare fragmentation.** The value chain in healthcare is complex with the presence of many different organisations operating in silos. As a result of this fragmentation, important data on the patient's treatment and resource utilisation belong to multiple organisations. Therefore, in order to collect these data, tech companies, such as Gpi, need to establish partnerships with these organisations, which is a complicated and time-consuming process.
- **Overlapping impacts.** The study reveals that although technological solutions help minimise medicine prescription errors, it is difficult to identify whether errors have occurred due to wrongly prescribed medicine by the medical professional, technology malfunction, or a patient's allergic reaction. Such an overlapping technologies' performance and human behaviour complicates robust impact measurement.
- **Outdated data collection.** Healthcare digitalisation is an unprecedented phenomenon, which requires new sources of data. Therefore, to measure indicators such as the number of prevented heart failures, patients' savings, and users' satisfaction, tech companies need to launch new data collection channels, and some of them may require the administration of surveys to collect users' experiences.
- **Data privacy and ownership.** Since patients give their consent for the use of personal data to the care provider, the latter is the data owner. However, the impact created by tech companies in healthcare concerns the extent to which they succeeded in improving patients' treatment, reducing waiting time, facilitating the data exchange process and preventing medical errors. All this information concerns sensitive patients' data, which does not belong to tech companies and is protected by strict legislation.
- **Acceptability of technology.** Because of different perceptions, some users may refuse even to try technologies in their medical treatment or work routine. This may complicate data collection through the survey since data can capture users' lack of acceptability instead of the negative impacts of technologies.

³ Kidholm, K., Ekeland, A.G., Jensen, L.K., et al. (2012). A model for assessment of telemedicine applications: MAST. *International Journal of Technology Assessment in Health Care*, 28(1), 44–51.

Mackey, T.K. & Cuomo, R.E. (2020). An interdisciplinary review of digital technologies to facilitate anti-corruption, transparency and accountability in medicines procurement. *Global Health Action*, 13:sup1, doi.org/10.1080/16549716.2019.1695241.

⁴ MedTech Europe. (2011). Joint healthcare industry paper: The value of industry involvement in HTA. Available online at: <https://www.medtecheurope.org/wp-content/uploads/2017/07/The-value-of-industry-involvement-in-HTA-2011.pdf>.

Kelley, E., & J. Hurst (2006). Health care quality indicators project: Conceptual framework paper. OECD Health Working Papers, No. 23. European Commission, Directorate-General for Health and Food Safety. (2019). Tools and methodologies to assess the efficiency of health care services in Europe: An overview of current approaches and opportunities for improvement. <https://data.europa.eu/doi/10.2875/346480>.

2.3 Managing material topics and sustainability impacts

L'AtThe Chief Executive Officer, as the head of the company, and collectively the Board of Directors, have the ultimate responsibility for defining sustainability guidelines and indirectly the impacts related to material topics.

In the performance of these tasks, the Board is supported in particular by the Control, Risk and Sustainable Development Committee, composed entirely of independent, non-executive directors, to which the ESG analysis and assessment functions and the oversight of non-financial reporting processes are delegated.

On the other hand, the responsibility for the operational declination of the guidelines, and therefore also the management of impacts, is entrusted to the heads of each corporate function or SBA, to the extent of their competence, following the reporting lines of the organisational model and without specific formal delegations.

A further contribution, especially in terms of coordinating actions, is made by the **ESG Committee**, whose members are the Group General Manager, the Financial Reporting Manager, a non-executive board member and the ESG Manager, who also coordinates the Committee.

2.4 Sustainability Plan



In order to pursue the objectives of the 2022-2024 Strategic Business Plan⁵, while at the same time initiating the integration of related sustainability aspects in an increasingly effective manner, late summer 2022 Gpi started a process aimed at drawing up a **Sustainability Plan**, a valuable tool to foster the emergence and then the systematisation of actions aimed at improving the Group's sustainability profile.

This path was mapped out by the ESG Committee⁶, an internal Gpi Group oversight body established in the first half of 2022. The management and supervision of the process of preparing the Sustainability Plan was entrusted to this Committee, the operational coordination to the ESG Manager.

The **first phase** in the development of the Sustainability Plan was the **listening** phase: the relevant business, central/corporate and control functions of the Group were involved, called upon to identify areas for improvement, as well as to plan the operational projects and actions necessary to achieve the defined objectives.

An initial draft of the Plan was presented to the Control, Risks and Sustainable Development Committee on 1 September 2022. From this point onwards, updates were constant. The launch of the Plan was announced and promoted through *Filodiretto*, the Gpi Group's monthly magazine (September 2022 issue).

The Sustainability Plan is in progress. It is monitored every six months with supplementary updates once a year. These steps are aimed at checking the progress of the work, intercepting any problems and/or difficulties, identifying new actions to be planned, reviewing the timing or effort.

⁵ Presented to the market on 27 June 2022.

⁶ Its members are the Managing Director, the Financial Reporting Manager, a Board Member and the ESG Manager.

Actions	Material Topic	Status	Target
To identify and develop customised impact metrics	Health system sustainability		2024
Qualification of suppliers from an ESG perspective	Supplier management		2025
To implement a green procurement strategy on goods and services	Energy efficiency and decarbonisation		2026
To obtain PDR 125 gender equality certification	Diversity and inclusion		2024
Collection and evaluation of information on employee mobility	Energy efficiency and decarbonisation		2025
To map Gpi's carbon footprint accurately	Energy efficiency and decarbonisation		2025
To conduct a climate analysis among the corporate population	Diversity and inclusion		2025
To identify a Diversity Manager and to implement a Diversity & Inclusion plan	Diversità e inclusione		2024
To conduct an extensive customer satisfaction survey	Delivery capabilities and service continuity		2025
To measure teleworking productivity in CUP/Contact Centre	Delivery capabilities and service continuity		2023
To increase the multi-channel accessibility of services	Delivery capabilities and service continuity		2024
To develop an e-learning platform on demand for all employees	Finding qualified resources and enhancing professionalism		2023
Review of reporting processes of training provided	Finding qualified resources and enhancing professionalism		2023
Purchase, Leasing and Rental of equipment with reduced environmental impact (DNSH)	Energy efficiency and decarbonisation		2026
Purchase, Leasing and Rental of medical equipment with reduced environmental impact (DNSH)	Energy efficiency and decarbonisation		2026
Low environmental impact cloud and hosting services (DNSH)	Energy efficiency and decarbonisation		2025
User satisfaction index ≥ 7 for BPO services - Italy	Delivery capabilities and service continuity		2026
Average hours of professional training per employee/ICT Area > 28	Finding qualified resources and enhancing professionalism		2026
To achieve 20% female executives at Global level	Finding qualified resources and enhancing professionalism		2026
Rate of voluntary withdrawal after returning from mandatory maternity leave $\leq 10\%$	Diversity and inclusion		2026

Key - data at 31/12/2023

 early stage  in progress  final stage  completed

3 Business conduct

The ability to think long term and to make the most of different skills characterises our history and constitutes the solid foundation of our actions. We aim to increase the stability of an increasingly large and widely-distributed Group.

3.1 Business performance and economic value generated and distributed

In 2023, the Gpi Group consolidated its position in the healthcare sector, thanks to a long-term strategic vision aimed at rethinking healthcare in a sustainable, inclusive and systemic way.

The Group grew by 24.9% compared to the previous year, growth of both inorganic origin, linked to the acquisition of external lines (13.5%) and of organic origin (11.4%), in particular due to the launch of additional contracts linked to NRRP resources through Consip framework agreements.

During the year, a particularly significant transaction was carried out, aimed on the one hand at strengthening and expanding business activities, and on the other hand at ensuring the Group's economic-financial solidity to face the future. In August, the acquisition was formalised, through the subsidiary GPI France, of 96.58% of the share capital of Evolucare Investment SAS, the parent company of the French group of the same name, a leading French software provider based in Le Pecq near Paris.

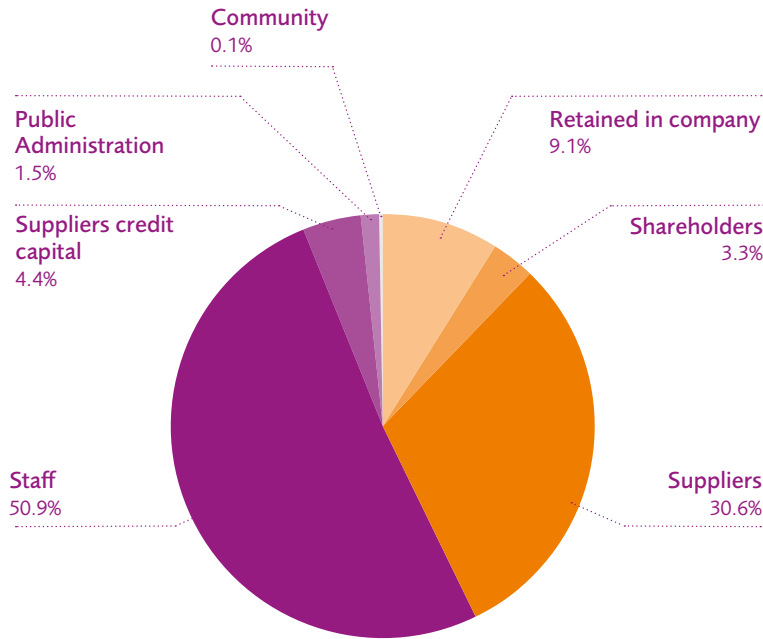
The Evolucare Group, founded in 1988 by the Le Cuilcher family, offers an integrated portfolio of specialised software solutions for the healthcare sector serving the patient journey. Active in around 20 countries, it provides proprietary solutions to more than 2,700 customers, hospitals, public and private clinics, diagnostics and rehabilitation centres and medical-social facilities (e.g. nursing homes and residences for the disabled) mainly in France and Germany. The Evolucare Group has direct or indirect control over 14 other companies in France, Belgium, Germany, Spain, the United States, Canada, the Dominican Republic and China.

The transaction is part of the Gpi Group's growth project in the field of software for the digital transformation of healthcare.

The Gpi Group's growth strategy is developed along two fundamental lines: on the one hand innovation, and on the other the development of synergies with the companies acquired in the last period (TESI Group in 2022, Evolucare Group in 2023). The drafting of new strategic guidelines for the Group's growth will start on this basis and will take the form of a 2025-2027 Strategic Business Plan.

In 2023, the distributed economic value, calculated as the difference between the economic value generated and that retained in the company, amounted to approximately **EUR 394 million**. 50.9% of the value generated went to the company's staff, 30.6% to suppliers. Shareholders⁷ were allocated 3.3%.

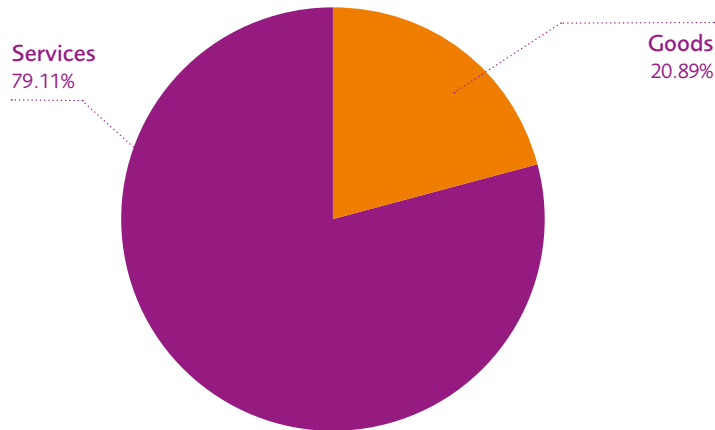
Breakdown of economic value generated



Suppliers

In 2023, Gpi made purchases of goods, services and works for a value of **more than EUR 138 million⁸** (EUR 165 million considering intra-group turnover), of which approximately 96.5% were made in Italy, distributed among **more than 2,115 active suppliers**.

Breakdown of supplies



Over the years the Company has constantly strived to build solid and lasting relationships with its suppliers, especially those of strategic and technological services. In light of the new companies acquired by the Gpi Group and the increasingly complex management of suppliers, the Procurement Department has been managing the Group's Supplier Register since 2022, responsible for activating a structured qualification process for proposed new suppliers, periodically renewing the qualifications of active suppliers and collecting annual evaluations of suppliers deemed significant. These processes are periodically updated and revised to adapt to the regulatory requirements identified for each area and to supply chain risks.

The checks carried out on suppliers collect and examine their ethical-reputational requirements and financial economic capacity in order to protect the Group itself.

Having then structured a supplier evaluation system in recent years has enabled the Procurement Department to collect and examine useful data, mainly related to the quality of service, in order to determine whether the choice of supplier and the continuation of the relationship is profitable for the Group.

⁷ On 28 March 2024, the Board of Directors resolved to propose to the Shareholders' Meeting, convened on 29 April 2024, to set the dividend to be paid to each of the outstanding Shares at EUR 0.50.

⁸ Figures relate to Italian consolidated Group companies only.

3.2 Governance and compliance model

The Gpi Group has adopted a governance system that is functional to the achievement of its strategic objectives, mindful of the interests of the Shareholders and respectful of the legitimate expectations of the Stakeholders, while firmly believing that optimising its management is essential.

The corporate governance system aims to ensure that the company's activities are conducted in accordance with the principles of fairness, loyalty, integrity and transparency.

This is based on the Company's Articles of Association and is structured in accordance with the applicable laws and regulations, the internal procedural structure, and the recommendations of the Corporate Governance Code promoted by the Corporate Governance Committee, to which the Company has adhered as of 1 January 2021⁹.

The Company adopts a governance model based on the presence of a Board of Directors (hereinafter also BoD) and a Board of Statutory Auditors, both appointed by the Shareholders' Meeting.

For further information on the main corporate governance policies applied by Gpi, please refer to the annual "Report on Corporate Governance and Ownership Structures"¹⁰, which details the functioning of the Board of Directors, the Board of Statutory Auditors and the board Committees envisaged by the Corporate Governance Code (Remuneration Committee and Control and Risks and Sustainable Development Committee) to which the functions and responsibilities referred to in the Corporate Governance Code have been assigned.

Shareholders and company control

In December 2022, the corporate structure of Gpi changed following the entry of Cassa Depositi e Prestiti into the shareholding structure, a particularly significant operation that testifies to the sharing by an institutional partner of Gpi's role in the transition towards digital and sustainable healthcare.

The transaction, which was finalised on 14 December 2022, led to a cash injection of EUR 140 million, EUR 70 million of which came from CDP Equity, EUR 35 million from the controlling shareholder FM S.p.A. and the remaining EUR 35 million from a fund-raising effort involving leading Italian and foreign institutional investors, such as Banca Finint, Mediocredito Trentino-Alto Adige and SEAC Fin.

The execution of the capital increase increased the share capital from EUR 8,780,059.60 to EUR 13,890,324.40 - divided into 28,906,881 ordinary shares with no par value and without the benefit of enhanced voting rights. The new Articles of Association (updated and approved by the Extraordinary Shareholders' Meeting on 31 October 2022) also came into force at the same time as the transaction. As a result of this transaction, at that date, the share of the capital held by FM S.p.A. (Manzana family) had decreased to 46.6%, while CDP Equity owned 18.41% of the share capital. As a result of the shares acquired last year, as at the date of preparation of this report, the interest held by FM S.p.A. had increased to 47.192% of the share capital, that of CDP Equity remained unchanged at 18.41% of the share capital, while the remainder of the share capital, except for the 0.33% of treasury shares held by Gpi itself, is held by the Market.

Gpi has adopted a 'Policy for the Management of Dialogue with Shareholders in General'¹¹ which, among the various aspects dealt with, affirms respect for the principle of simultaneous equality of information and entrusts the Board of Directors with the task of promoting the Company's dialogue with shareholders and other relevant stakeholders in the financial community, regulating the procedures and authorised parties.

⁹ On the basis of the provisions of the Code, some specific provisions are not applicable to Gpi, since it is a "concentrated ownership" and "non-large" company.

¹⁰ Published on the institutional website, Investor Section, Financial Statements and Reports.

¹¹ Available on the website, Governance Section, Other Documents.

Board of Directors and Committees

The Board of Directors appointed by the Shareholders' Meeting on 30 April 2021 will remain in office until approval of the financial statements as at 31 December 2023; it is made up of ten members, four of whom are executive directors and four of whom meet the independence requirements set out in Legislative Decree No. 58 of 24 February 1998 and the Corporate Governance Code.

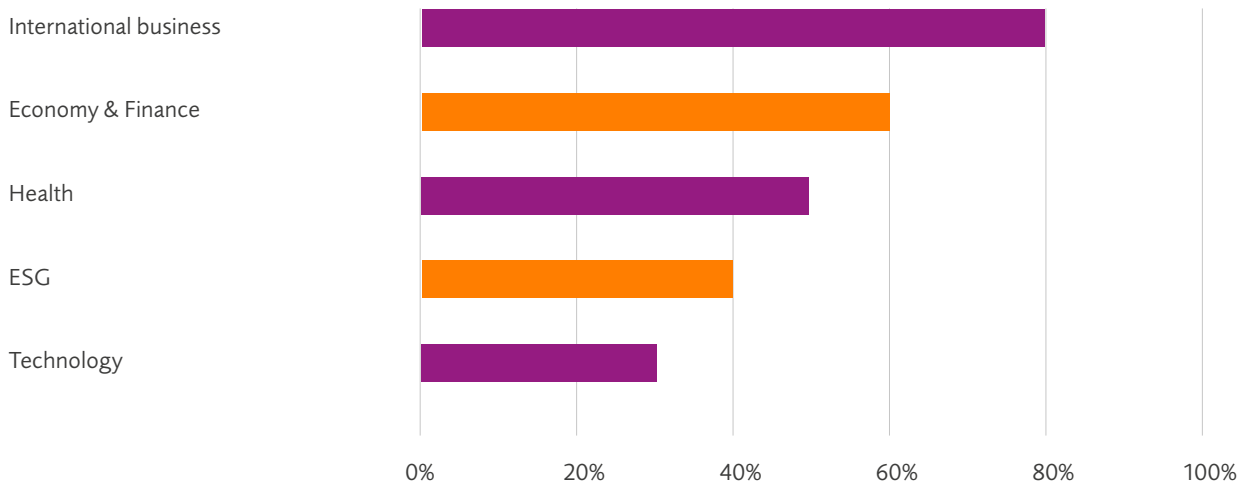
On 14 December 2022, the day of execution of the above-mentioned share capital increase, the Company's Board of Directors took note of the resignation from office submitted by independent directors Edda Delon and Francesco Dalla Sega and co-opted Giuseppina Di Foggia and Francesco Formica in their place, who then remained in office until the Shareholders' Meeting of 28 April 2023. During the same meeting, the Board of Directors, having acknowledged the resignation submitted by Fausto Manzana as Chairman of the Company, appointed Giuseppina Di Foggia to chair the Board of Directors

Following the change in the Board structure, on 15 February 2023, the Board of Directors appointed Giuseppina Di Foggia as a member of both the Remuneration Committee and the Control and Risks and Sustainable Development Committee, replacing Edda Delon, who resigned.

The Shareholders' Meeting, which met on 28 April 2023, then confirmed Giuseppina Di Foggia and Francesco Formica as directors until the expiry of the term of office of the current Board of Directors; the Board of Directors, which met at the end of the Shareholders' Meeting, confirmed Giuseppina Di Foggia as Chair of the Company and as a member of the Remuneration Committee and the Control and Risks and Sustainable Development Committee.

The composition of the BoD respects the expected gender balance required by current regulations and reflects the decision to strengthen the effectiveness of governance action through the diversification of skills and professionalism, in line with the "Diversity Policy for Members of the Board of Directors and Board of Statutory Auditors"¹² which the company adopted in 2020, as well as to create continuity of vision with a view to sustainable success.

Competences of the BoD (% of the number of directors)



¹² The Policy corresponds to the standards already adopted by Gpi in compliance with the applicable regulations, the provisions contained in the Corporate Governance Code and the Articles of Association, and enriches them in order to ensure an adequate balance of diversity and inclusion aspects (age, seniority in office, gender, skills, educational and professional profile, independence).
Published on the website, Governance Section, Other Documents.

The composition and management of the governance bodies also aims to ensure representativeness and the absence of conflicts of interest. In respect of the first aspect, the Company's Articles of Association require that the Board of Directors be appointed on the basis of lists aimed at ensuring that the minority has the minimum number of directors required by law and that the current rules on independence and gender balance are complied with.

On the other hand, with regard to potential conflicts of interest, all directors of Gpi and the Group's Italian subsidiaries have formally signed a declaration of compliance with the Code of Ethics adopted by the Gpi Group. This Code reports, amongst the other commitments, that *"before each transaction, the Addressees of the Model must assess the possibility of actual and/or potential conflicts of interest and ensure that the conflict is prevented in advance"*.

Precisely in order to avoid or manage transactions in which there are situations of conflict of interest or personal interests of the Directors, the Company has also adopted a specific "Related Party Transaction Procedure"¹³ that governs the rules, methods and principles aimed at ensuring the transparency and substantive and procedural correctness of Related Party Transactions carried out by Gpi, directly or through subsidiaries. Responsibility for related party transactions was entrusted to the Control and Risks and Sustainable Development Committee.

Directors' remuneration

The remuneration of Executive Directors, Key Managers and Top Management reflects the indications contained in the current Remuneration Policy, which is effective for the three-year period 2021-2023.

The Policy aims, *inter alia*, to:

- attract, retain and motivate in the Company and, more generally, in the Gpi Group, management with the competence and professionalism required by the role held in the Company and/or in the Group, promoting the sustainable creation of value in the "medium/long" term, establishing a direct relationship between remuneration accrued and performance achieved;
- pursue the sustainable success of the Company,
- promote Gpi's business in compliance with the principles expressed in the Code of Ethics as well as with all the certifications the Company holds, with particular reference to ISO 37001:2016 (Anti-Bribery Management System).

Consistently with its strategy, Gpi considers sustainability to be an essential lever of competitiveness and for this reason the Remuneration Policy expressly provides to adequately link remuneration with results and prudent risk management as a guarantee of its sustainability.

In this regard, the "short-term" variable component (Management by Objectives, "MBO") and the "long-term" variable component (Long-Term Incentive, "LTI") are linked to the achievement of annual and multi-year performance targets, respectively¹⁴, objectively measurable and consistent with the objectives set forth in the Company's strategic plan.

Based on the requirements of the GRI Standard 2021, the Gpi Group measured **Annual Total Compensation** by comparing two numerical quantities determined (ratio of Annual Total Compensation of the highest paid person in the organisation and Median Annual Total Compensation of all employees in the organisation, excluding the highest paid person) and the change from the previous year.

The total annual compensation ratio **for 2023 is 26.04 times** (it was 27.14 in 2022 and 28.15 in 2021).

Compensation ratios can be, as in the case of Gpi, influenced by the size of the organisation, the number of employees and the sector.

¹³ Available on the Company's website, Governance Section, Procedures.

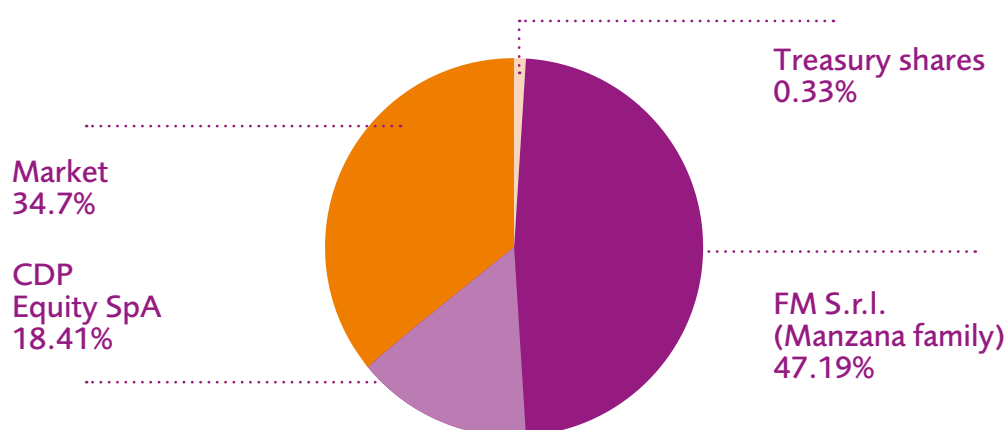
¹⁴ See the "Remuneration Policy Report and fees paid in FY 2023". The policy provides that the MBO variable incentive: *"* shall be linked to the achievement of annual performance targets, objectively measurable and consistent with the objectives set out in the Company's strategic plan and sustainability policy,"*. As of 7 April 2024, the Policy will be available on the storage mechanism managed by Borsa Italiana and on the Company's website, section Investors, Events and Presentations - Shareholders' Meetings.

Corporate Governance Model

Shareholders' Meeting

The following table shows the shareholding structure as of 31 December 2023, based on the information available to Gpi S.p.A., including the significant holdings in the share capital as resulting from the communications made pursuant to Article 120 of Legislative Decree No. 58 of 24 February 1998.

Shareholding structure% investment in Share Capital



Board
of Statutory
Auditors^(*)

Board
of Directors ^(**)

Independent
Auditors

Supervisory
Body

Number of members:	10
Average age:	50.4 years old
Directors aged between 30 and 50 years old:	40%
Directors aged over 50 years old:	60%
Independent directors:	40%
Non-executive directors:	60%
Female members:	20%
Meetings held in 2023:	8
Participation rate ^(***) :	97.50%

Internal
Audit

Control, Risk and
Sustainable Development
Committee

Number of members:	3
Directors aged over 50 years old:	100%
Independent and Non-Executive Directors:	100%
Female members	33,3%
Meetings held as at 31/12/2023:	5
Participation rate as at 31/12/2023 ^(***) :	95,0%

Remuneration
Committee

Number of members:	3
Directors aged over 50 years old:	100%
Independent and Non-Executive Directors:	100%
Female members	33,3%
Meetings held as at 31/12/2023:	5
Participation rate as at 31/12/2023 ^(***) :	86,7%

^(*) Appointed by the Shareholders' Meeting of 29/04/2022, it will remain in office until the approval of the financial statements as at 31/12/2024.

^(**) In office until the approval of the financial statements as at 31/12/2023.

^(***) Calculated as the number of attendances /number of convocations.

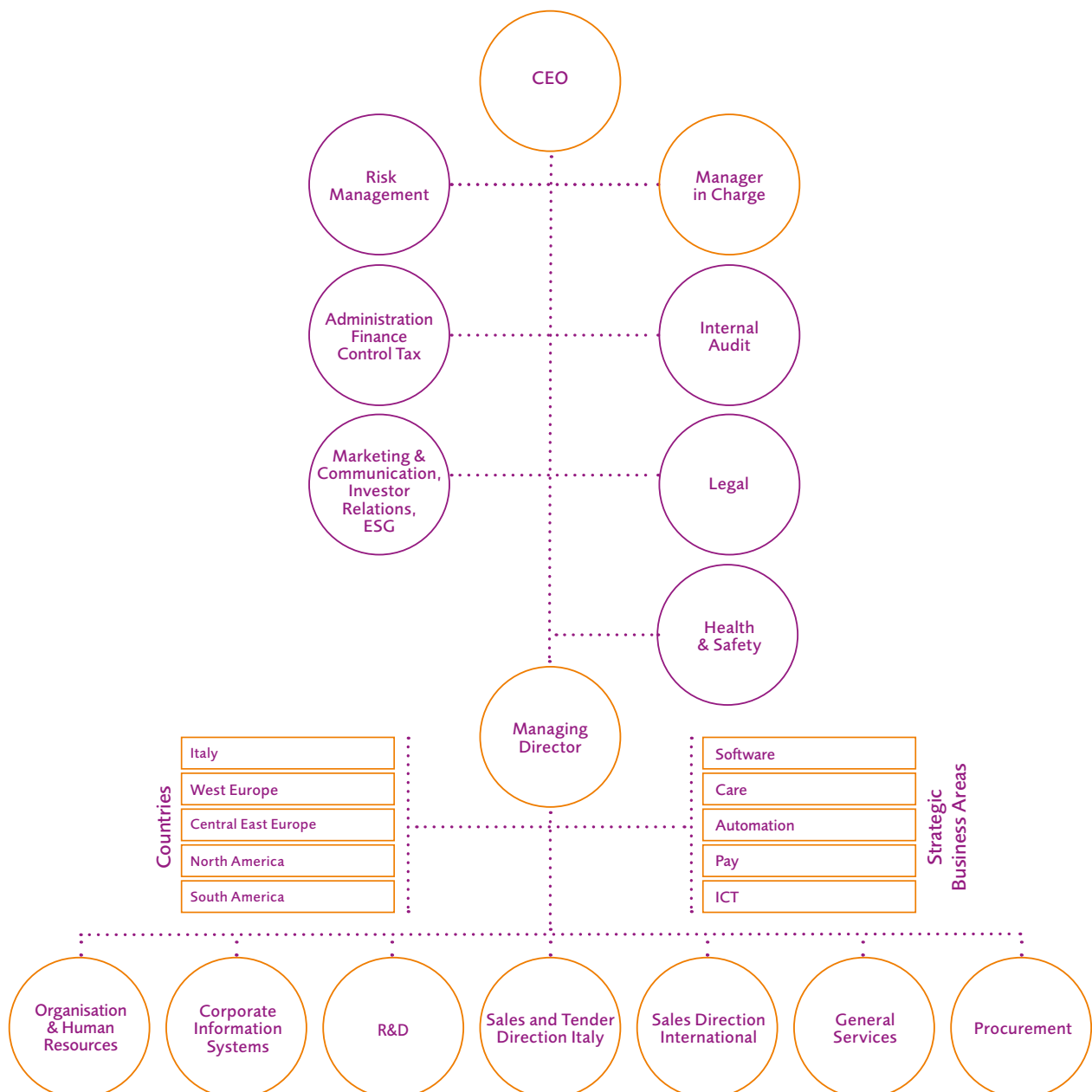
Organisational Model

The Chair Giuseppina di Foggia is vested with the powers provided for by the Articles of Association and the tasks attributed to the Chair of the Board of Directors by the Corporate Governance Code.

Fausto Manzana, Chief Executive Officer, is entrusted, among others, with the tasks of ensuring the application of the Corporate Governance principles approved by the Board of Directors and proposing any changes, as well as taking care of the management policies and corporate development strategies of Gpi S.p.A. and its main direct or indirect subsidiaries. It is the CEO's task to supervise, control and coordinate the activities of Gpi S.p.A. and its main direct or indirect subsidiaries, issuing the appropriate directives to the company organisation.

The parent company is structured into operational functions/structures that come under the direct control, or indirect control through the General Manager, of the Chief Executive Officer, including the business areas, which are coordinated in synergy with the Group's Tender Management and Commercial Management, Italy and Countries.

Staff functions, i.e. Administration-Finance-Control, Risk Manager, Internal Audit, Financial Reporting Manager, Marketing-Communications-Investor Relations and Legal Affairs, report to the Chief Executive Officer. Corporate services, on the other hand, organised into Organisation-Human Resources and Corporate Information Systems, report to the General Manager, on the basis of the responsibilities assigned to each. Each function is supervised by a Director responsible for issuing directives and coordinating the work of its employees in order to implement the identified corporate policies.



3.3 Risk Management and Control System

The Code of Ethics and the Organisational and Control Model of Gpi S.p.A.¹⁵, prepared in accordance with Legislative Decree No. 231/2001 (hereinafter Model 231), are the key documents of the internal regulatory system that defines the principles and rules for conducting activities. The indications described in the Code of Ethics and in the Model 231 must be followed by employees and collaborators, and by all those who work in the interest of the Group or have relations with it, with particular reference to aspects connected with participation in tenders called by public authorities.

In addition to these documents, there are policies, procedures and management systems that are certified according to international standards, which govern certain relevant areas of business operations. In 2023, Gpi SpA equipped itself with new systems, obtaining Uni Pdr 125 certification (Gender Equality) and ISO 30415 certification (Diversity & Inclusion). All of the Gpi Group's existing Management Systems were also subjected to annual audits by the respective certification bodies, which concluded with a positive outcome and consequent maintenance of the existing certifications.

The Italian subsidiaries Contact Care Solutions, formerly Lombardia Contact, Consorzio Stabile Cento Orizzonti (Care SBA), Gbim (Software SBA) and Argentea (Pay SBA) have adopted the Gpi Group's Code of Ethics and have their own Model 231, tailored to their specific needs. Although the other Italian and foreign subsidiaries have not formally adopted the Group's organisational and control models, they operate in accordance with the principles and rules of conduct laid down in the policies and procedures that ensure compliance with the principles of ethics and integrity in the conduct of company business.

In 2023, an important update of the Gpi Management Model related to both regulatory changes and the adoption of new standards was initiated; this was approved by the BoD on 29 September 2023. As far as Argentea Srl. is concerned, the new Management and Control Model was approved on 13 November 2023, while during the first months of 2024, similar models will also be adopted for the other subsidiaries Cento Orizzonti and Contact Care Solutions.

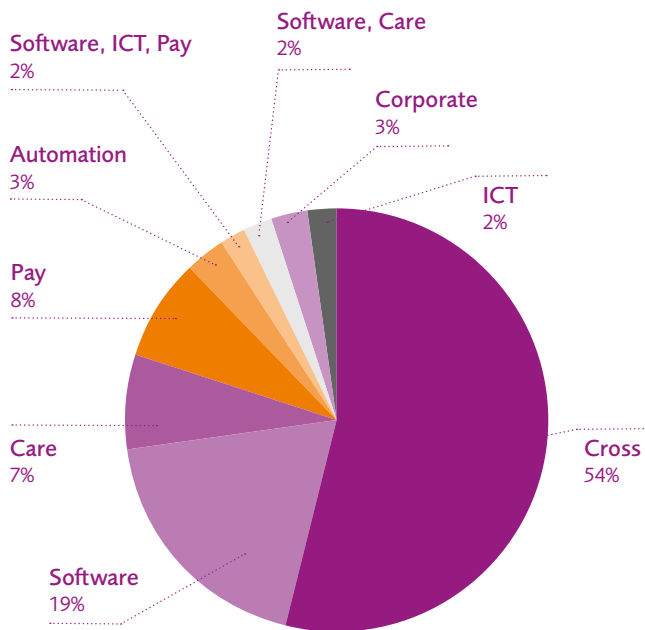
Scope	Certification scheme	Certified companies (date of last certification)
Quality of services	Quality Management System (ISO 9001:2015)	Gpi SpA (2022) Argentea Srl (2022) Cento Orizzonti Scarl (2022) Contact Care Solutions Srl (2022) BIM Italia Srl (2023) Gpi Cyberdefence Srl (2022) IOP Srl (2021) Oslo Srl (2023) Xidera Srl (2023) Tesi Elettronica e Sistemi Informativi SpA (2023) Arko Srl (2021)
	Multichannel technical support service on hardware and software systems (ISO/IEC 20000-1:2011)	Gpi SpA (2021)
	CUP call centre service on behalf of A.P.S.S. - Trentino (ISO 18295:2017)	Gpi SpA (2022)
	Business continuity (ISO 22301:2019)	Gpi SpA (2022)
Product safety	Medical software design (ISO13485:2016)	Gpi SpA (2022) Tesi Elettronica e Sistemi Informativi SpA (2023) Arko Srl (2021)
Environment, health and safety	Environmental Management System (ISO 14001:2015)	Gpi SpA (2022)
	Health and Safety Management System (ISO 45001:2018)	Gpi SpA (2022) Contact Care Solutions Srl (2023)
Anti-corruption	Anti-bribery Management System (ISO 37001:2016)	Gpi SpA (2021) Argentea Srl (2023)
Information security	Information Security Management System (ISO 27001)	Gpi SpA (2022) Argentea Srl (2023) Gpi Cyberdefence Srl (2022) Tesi Elettronica e Sistemi Informativi SpA (2022)
Social responsibility and inclusion	International Standard for Social Responsibility (SA 8000:2014)	Gpi SpA (2022) Contact Care Solutions Srl (2023)
	Gender Equality (Uni Pdr 125)	GPI SpA (2023)
	Diversity & Inclusion (ISO 30415)	GPI SpA (2023)

¹⁵ The Group's Code of Ethics is available on the Company's website, in the section Governance - Compliance. Amendments to the Code of Ethics and Model 231 are also distributed via company circulars to all employees who are required to accept the revised documents.

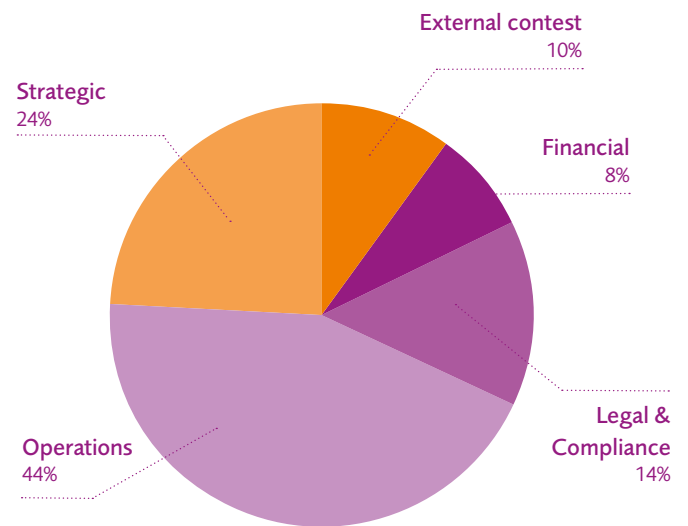
The Chief Executive Officer, amongst other aspects, is responsible for structuring and maintaining an effective system for monitoring the compliance of management with internal and external rules, and for managing risks. The Enterprise Risk Management (ERM) system, which was launched in 2019, was further developed and updated thereafter as well, with two semi-annual monitoring sessions. Following the last review, there are 59 risks currently under management and 48 mitigation plans; there are 8 new risks that emerged through benchmarking the risk management system with companies comparable in terms of turnover to Gpi SpA, and one (1) new risk added during the last assessment. The scope of risks from an ESG perspective remained unchanged.

Below is a breakdown of risks by type and area of activity, followed by a table summarising the main risks associated with the material topics that fall within the scope of the Decree, with an indication of the related mitigation actions being implemented.

Distribution of risks by SBA



Distribution of risks by Category



Main risks related to the areas covered by Legislative Decree 254/2016

Material Topic	Description of the main risks	Mitigation actions
Ethics and compliance	<ul style="list-style-type: none"> Improper behaviour, contravening the provisions of Model 231 and the anti-bribery management system in the scope of relations with Institutions and the Public Administration. 	<ul style="list-style-type: none"> Specific training and information plan for the profiles most at risk.
	<ul style="list-style-type: none"> Selection of suppliers without the necessary ethical/integrity requirements. 	<ul style="list-style-type: none"> Extension of the current evaluation system to include major providers who already qualify. Definition of criteria for completing supplier assessment and defining an effective non-conformity management system.
	<ul style="list-style-type: none"> Lack of compliance with regulations applicable to the Group 	<ul style="list-style-type: none"> Updating the management systems of the parent company and subsidiaries to ensure compliance with applicable laws and regulations and internal rules and procedures. Ongoing training of the resources of the offices concerned and constant monitoring of any innovations in the areas of interest.
	<ul style="list-style-type: none"> Belligerent countries risk 	<ul style="list-style-type: none"> Block of activities in case of conflict and operating mainly through third parties. Investments in more stable countries to compensate for any loss of revenue.
	<ul style="list-style-type: none"> Slowdown in foreign sales expansion due to lack of adequate product certifications. 	<ul style="list-style-type: none"> Group-wide management of information related to devices, certifications, technical contacts.
Service quality and continuity	<ul style="list-style-type: none"> Difficulty in properly and timely managing installations generated by foreign sales. 	<ul style="list-style-type: none"> Creation of additional specific skills abroad.
	<ul style="list-style-type: none"> Mishandling of an IT incident resulting in service/activity interruptions, operational problems and data loss. 	<ul style="list-style-type: none"> Constant evaluation of customer needs. Sharing the CORE offer of Gpi software solutions and the diversification factors compared to external products offered in partnership.
	<ul style="list-style-type: none"> Interruption of core IT services caused by the unavailability of third-party infrastructure. 	<ul style="list-style-type: none"> Monitoring of strategic suppliers. Definition of alternative scenarios and plans.
	<ul style="list-style-type: none"> Inadequate claims and customer satisfaction management and failure to define the main actors involved in the process 	<ul style="list-style-type: none"> Ongoing training of the resources of the offices concerned. Strengthening the operational governance of customer support services. Implementation of contract management functions in the Group's organisational structure in order to mitigate the occurrence of contractual risks.
	<ul style="list-style-type: none"> Obstruction or interruption of customer operations due to malfunctioning of systems supplied or managed by Gpi. 	<ul style="list-style-type: none"> Improvement of the development, testing and delivery process of new application functionality.
	<ul style="list-style-type: none"> Non-compliance with the service levels defined in the tender specifications 	<ul style="list-style-type: none"> Detailed evaluation of the tender requirements during the bidding process.
	<ul style="list-style-type: none"> Significant disruption of customer operations due to malfunctioning of installed/maintained software/hardware 	<ul style="list-style-type: none"> Definition of matrix of solutions/technologies at greatest risk of failure in relation to reputational damage.
Data privacy	<ul style="list-style-type: none"> Unauthorised dissemination of sensitive data resulting from inappropriate conduct by operators. 	<ul style="list-style-type: none"> Implementation of new rules for data "visibility"; Creation of a widespread culture through corporate communication/training systems.
	<ul style="list-style-type: none"> Security due to Internet exposure of solutions and services. 	<ul style="list-style-type: none"> Definition of verification check-lists and a log of published solutions; Evolution of design security assessment.
	<ul style="list-style-type: none"> Cyber-attacks and subsequent theft of sensitive data and/or operational blockage. 	<ul style="list-style-type: none"> Remediation interventions with respect to the main vulnerabilities that emerged; Development of a management plan, continuous monitoring and periodic audits of the IT defence system.
HR management	<ul style="list-style-type: none"> Strengthening of trade union relations relating to CARE SBA contracts. 	<ul style="list-style-type: none"> adoption of an industrial relations policy to harmonise the framework between national and local levels; meet the demands of trade union stakeholders, company trade union representative, unitary trade union representative and trade unions in an increasingly timely manner.
	<ul style="list-style-type: none"> Turnover of qualified human resources. 	<ul style="list-style-type: none"> assessment of the adequate coverage of competences; 2023 Training Plan.
	<ul style="list-style-type: none"> Difficulty attracting resources with the skills necessary for growth. 	<ul style="list-style-type: none"> dissemination of the Gpi Group's Welfare map; collaboration with MKT/communication for structured social presence (improvement of corporate reputation).
M&As and integration	<ul style="list-style-type: none"> Failure to achieve sustainable integration objectives in M&A transactions. 	<ul style="list-style-type: none"> Enhanced due-diligence activity implemented; implementation of a structured post-M&A integration process.
	<ul style="list-style-type: none"> Managing the complexity generated by organic and external growth 	<ul style="list-style-type: none"> Context Assessment Project; Human Resources Management Evolution Project.

Control activities

The assessment of the adequacy and operation of the system is the responsibility of the supervisory bodies: Board of Statutory Auditors¹⁶, Supervisory Body (SB) of Gpi and the Italian subsidiaries with Model 231, and the Internal Audit Department¹⁷. In 2023, verification and control activities took the form of approximately 140 internal audit days, carried out by the Certifications and Compliance Area and external providers, by Internal Audit and external consultants and which required a commitment of 90 days for audits carried out by third parties as required for the issuing and maintenance of management system certifications.

Gpi has also established various channels and tools to collect reports of alleged violations of the principles and rules of conduct¹⁸, and encourages their use, in good faith or based on a reasonable belief, expressed confidentially and without fear of retaliation. Reports may also be sent anonymously, and are managed so that the identity of the reporter and any persons reported are guaranteed to be kept confidential.

In compliance with Legislative Decree 24/2023, during the course of the year, Gpi SpA, and the other companies falling within the scope of application, adopted the new Whistleblowing system, which expands, among other things, the types of whistleblowing and the measures to protect the whistleblower.

In the course of 2023, no reports were received through the above-mentioned channels.

Concerning reporting channels related to SA8000 (Social Accountability), one report was received for Gpi SpA and one for Contact Care Solutions. Both reports were managed and evaluated by the respective Social Accountability Committees (the "Social Performance Teams"). The evaluation was followed by relevant improvement actions.

Similarly, in the three-year period 2021-2023, no significant monetary or non-monetary sanctions were levied against Group companies for violations of socio-economic regulations and no Group companies were involved in legal actions for conduct that contravened free competition and violation of antitrust laws.

At 31 December 2023, the following disputes were outstanding¹⁹:

- a number of appeals pending before the administrative judge regarding calls for tenders;
- 1 dispute concerning alleged breach of contract relating to an extraordinary transaction, albeit of insignificant value;
- 4 active proceedings in the area of debt collection activities;
- 19 employment law disputes.

3.4 Prevention of corruption

The risk of corruption is connected to various areas of business activity, with particular reference to relations with public clients, commercial activities and also with the supply chain. The occurrence of unlawful actions in these areas could result in penalties and possible repercussions on the conduct of business, as well as damage to the image and reputation of the Group²⁰.

Gpi S.p.A. follows a "zero-tolerance" approach, prohibiting corruption in any form or manner in dealings with both public officials and private individuals, both nationally and internationally. It also protects the value of fair competition by refraining from collusion, predatory behaviour and abuse of a dominant position. The ethical commitment is put into practice beginning from the tender evaluation phase, e.g. with renunciation of commercial opportunities that involve compromises that conflict with the Group's moral integrity.

¹⁶ The Board of Statutory Auditors is appointed by the Shareholders' Meeting on the basis of lists, in compliance with the current regulations on gender balance; its members must meet the requirements of eligibility, honourableness, professionalism and comply with the limit on the accumulation of offices provided for by the laws and regulations in force at the time.

¹⁷ The department is currently managed by an external professional, selected on the basis of the criteria of independence, competence and good repute required to perform the task.

¹⁸ The reporting channels available are: e-mail segnalazioni.wb@gpi.it; mail to be sent to the address "GPI S.p.A. - via Ragazzi del '99, 13, 38123 Trento to the attention of the Supervisory Body"; whistleblowing IT channel, accessible from the company website.

¹⁹ Total outstanding disputes as at 31/12/2023 numbered 24 (25 as at 31/12/2022 and 49 at 31/12/2021).

²⁰ By resolution of 26 July 2021, the Board of Directors of Gpi S.p.A. appointed Marco di Domenico as the Compliance Function for the prevention of Corruption.

The guidelines underlying the strategy for preventing and combating corruption are:

- the importance of maintaining a blameless attitude toward corruption;
- the development of sensitivities and skills to recognise and manage risk situations;
- transparency in the conduct of company activities and, more generally, in the conduct of employees and collaborators.

All Group employees are aware, through appropriate disclosures, of the Anti-Corruption Policy, which is published on the Company website, and through other means, such as specific communications made during the year. In the course of 2023, an information sheet was sent to all employees on the specific topic and an article was also published in the company magazine on the subject of combating behaviour that can encourage corruption.

In January 2023, Argentea Srl also obtained ISO 37001 (Anti-Corruption) certification; during the year, an assessment was initiated concerning the anti-corruption measures also adopted by the Italian and foreign subsidiaries not integrated into the Parent Company's processes. The aim of the project is to extend not only the principles but also the controls to the entire Gpi Group.

A clause has been included in all supplier contracts whereby the other party undertakes to comply with the principles set out in the Code of Ethics and the Anti-Corruption Policy. **Ethical and reputational due diligence** was also introduced on new partners participating with Gpi in RTI (economic interest grouping) tenders. For past RTI partners, new due diligence is carried out periodically (every 3 years). Reputational due diligence is also operative for foreign distributors and suppliers with contracts exceeding EUR 10 thousand.

A **periodic audit to confirm the ISO 37001:2016 certification** (Anti-bribery Management System), which Gpi S.p.A. adopted in 2018, was conducted during 2023 and was **successful**. This Audit has allowed a periodic review of the entire system of prevention of corruption of Gpi and has allowed us to obtain very interesting insights especially on the topic of the engagement of corporate counterparts.

The **legality rating**²¹, issued by the Italian Competition and Market Authority (AGCOM), assigns Gpi a rating of **2+ stars** (out of a maximum of 3) is still valid today. The rating renewal is scheduled for May 2025.

During the three-year period 2021-2023, there were no ascertained cases attributable to corruption events, nor were any reports on the matter received through the channels activated for whistleblowing.

3.5 Tax transparency

The Gpi Group makes its choices in the field of taxation in compliance with the laws applicable in all the countries in which it operates, with the aim of correctly determining the tax burden of all companies globally and guaranteeing the punctual fulfilment of the required obligations, and with the awareness that it can make a significant contribution to the tax revenue that, in each country, supports local economic and social development.

The tax risk, understood as the risk of incurring violations of tax regulations or the abuse of the principles and purposes of the tax system, is monitored increasingly closely. Tax supervision is performed through the adoption of processes that necessarily involve the entire internal structure of Gpi and tax consultants outside the organisation.

The person who, within the organisation, is in charge of verifying the operation of existing procedures, assessing processes and implementing any new controls, acts within the scope of their powers, in line with the indications of the Board of Directors and the directives of the parent company.

Transparency in tax matters to regulators in all jurisdictions is also an important consideration. Relations between the Group and the tax authorities are based on the principle of collaboration and transparency. The Company deals with the tax authority through the means provided by the regulations.

²¹ The first issuance of the rating was obtained in 2017.

The Gpi Group's operational choices regarding taxation are guided by business considerations in the interests of all the stakeholders involved, and not by assessments of tax convenience.

Group companies operating in Italy are supervised by the Parent Company in determining and paying the various categories of taxes (direct, indirect and labour). The parent company seeks professional assistance with significant or strategically important material topics. The Group companies which operate in foreign jurisdictions deal autonomously with the determination of the various categories of taxes (direct and indirect taxes, property taxes, employment taxes) and have their own facilities to ensure the timely fulfilment of the obligations required by local regulations, assisted by professional assistance both within and outside the Group.

Below is a list of the companies through which the Group operates, in Italy and abroad, including entities that - due to immateriality - are not subject to NFS reporting.

Companies with which the Group operates in Italy

- Gpi S.p.A. - works in the ICT market, realises IT solutions and integrated information systems for the health and social sector.
- Argentea S.r.l. - offers solutions and services in the field of electronic payments.
- Bim Italia S.r.l. - focuses on the evaluation and measurement of output in the healthcare industry.
- Contact Care Solutions S.r.l. - provides call and contact centre services for booking medical appointments and visits and support services.
- Xidera S.r.l. - develops technology to automate wait management and optimise queuing processes.
- Oslo Italia S.r.l. - deals with business intelligence solutions and services: development of information systems for management control, project management, outsourcing and web-based services, training and consulting.
- Healthech S.r.l. - operating in the production of medical software.
- Do.Mi.No S.r.l. - is involved in call centre services.
- Consorzio Stabile Cento Orizzonti Scarl - operating in the IT/ICT sector.
- Gpi Cyberdefence S.r.l. - operating in the field of computer security.
- Cliniche delle Basilicata S.r.l. - manages nursing homes, laboratories, outpatient clinics, rehabilitation facilities and more generally health and socio-healthcare facilities.
- Esakon Italia S.r.l. - is in charge of designing and managing a cloud platform to provide programmes and services organised in a highly flexible and resilient manner with regard to future IT evolutions.
- IOP S.r.l. - provides telematic solutions.
- Tesi Elettronica e Sistemi Informativi S.p.A. S.B. - works in the ICT market, realises IT solutions and integrated information systems for the health and social sector.
- Arko S.r.l. - offers solutions and services in the field of IT/ICT.
- Omnicom S.r.l. - implements IT solutions and management applications for healthcare facilities, specialising in patient clinical/administrative process management.
- Project Consulting S.r.l. - operates in the field of artificial intelligence.

Jurisdictions in which the Group operates abroad

- Austria - Professional Clinic G.m.b.h - distribution of software solutions for the healthcare sector in Austria, Switzerland and Germany.
- Austria – Gpi Cee G.m.b.h. - newly established company; it will be responsible for the distribution of Automation systems in the Central and Eastern European market.
- France – Gpi France S.a.s.u. - A company that incorporated Guyot-Walser Informatique S.a.s (transfusion sector, in particular software for blood management in French healthcare facilities) and Medinfo International Hemoservice (Transfusion Solutions, a key supplier in France and many other countries), as well as acquiring the Evolucare Group.
- France - Evolucare Investment S.a.s. - Investment company, holds shares in Evolucare Technologies.
- France - Evolucare Technologies S.a.s. - main operating company of the Evolucare Group, controls all operating companies. It manages HIS, social care, critical care & imaging activities.
- France - Corwin - mainly holds the intellectual property rights of the HIS product and mainly manages its maintenance.
- France - Opthai - created in 2019 to take on AI-based ophthalmology solutions.
- France - Adcis - manages computer vision related business (computer vision, Artificial Intelligence field).
- France - Medgic - manages SaaS contracts for the social care business for the elderly.
- Spain - Evolucare Technologies Iberia - manages R&D off-shoring operations in Spain.
- Spain - Him Software Spain - Dedicated centre for part of R&D (Spanish subsidiary of Health Information Management G.m.b.H.).
- Germany - Riedl G.m.b.h. - Design and implementation of automation systems for pharmacies/hospitals. Robotics.
- Spain - Gpi Iberia Health Solutions S.L. - Web-based software solutions designed for transfusion centres, blood banks, organ, tissue and stem cell banks, testing laboratories, and breast milk banks.
- United Kingdom - Gpi Britannia Limited - Dedicated to the marketing of Automation products in the UK.
- Chile - Gpi Latam S.p.A. - Distribution of web-based software solutions designed for transfusion centres.
- Malta - Umana Medical Technologies Ltd - Innovative patient monitoring solutions such as nanomaterial tattoo sensor and general non-invasive monitoring devices for ph collection.
- USA - GPI Usa Inc - Transfusion solutions.

3.6 Protection of human rights and privacy

Gpi is aware of the importance of the protection of human rights in relation to the performance of its activities from all points of view. It acknowledges in particular, the fundamental rights of the individual, labour rights, as per the conventions of the International Labour Organisation (ILO), the right to health, safety and privacy and the right to a healthy environment.

With regard to the protection of individual rights, the main internal reference remains the **Group's Code of Ethics**, which states that requests or threats aimed at inducing people to act against the law and the principles laid down therein, or to behave in a way that is detrimental to the moral and personal beliefs and preferences of each individual, are not tolerated.

In addition, the Group is committed to:

- guaranteeing the working conditions that respect the dignity of the person;
- providing protection from any acts of physical or psychological violence;
- rejecting any attitude or behaviour that discriminates against or harms the person and his or her beliefs;
- confronting any behaviour or speech that may disturb a person's sensibilities;
- not accepting any form of sexual harassment.

In 2023, only one report of discrimination was received, but it was not signed and therefore lacked the possibility of generating any corrective action. The report was nevertheless given prominence in the company magazine (Filodiretto) to give it adequate visibility.

Similarly, Gpi is committed to ensuring the confidentiality of sensitive data and confidential information concerning employees, customers (hospitals and healthcare professionals) and end users (patients). Such data and information are processed only as strictly necessary and relevant for the intended purpose, in full compliance with the established security and protection procedures and always accompanied by a prohibition to use the data for purposes that are not related to the activity. Gpi also refrains from searching for confidential data, except in the case of express and informed authorisation and in compliance with current regulations.

In Information Security:

- the Gpi Group has its own Data Protection Officer who has an internal specialist department, the C.C.P. (Centro Competenza Privacy or Privacy Competence Centre), composed of certified experts in the various areas of the General Data Protection Regulation (GDPR), which also provides its services to customers;
- Gpi SpA, Argentea Srl and Gpi Cyberdefence Srl have certified their Information Security Management Systems according to international standard ISO27001.

During 2023, there were **25 cases of potential data breaches**, mostly theft or loss of smartphones or laptops, up from 15 cases in 2022 and 22 in 2021. All cases were successfully closed and did not result in any consequences for the Group.

4 A business serving citizens and communities

We continue to grow without losing sight of the deepest sense of being a company, aware that the solutions and services we provide to the community affect people's quality of life.

4.1 The impact of technological innovation

The social and health system is a complex system involving a series of delicate balances between different factors influencing both the demand and supply of health. On the one hand, several elements are pushing up the demand for care and assistance, including an ageing population, increasing resistance to antibiotics and the rising incidence of chronic diseases. These factors are just a few examples of the phenomena that characterise the current healthcare landscape. On the other hand, the provision of health services is under considerable pressure due to increasingly difficult resources. This tension between supply and demand can lead to an imbalance in the healthcare system.

Gpi's experience and vision in such a complex context as healthcare have long directed it towards the development of solutions that aim to support a paradigm shift towards proactive, personalised, initiative-based medicine. With this in mind, the design and development of our offer is governed by a number of important pillars:

- 1) **Reducing distances:** Virtual Care certainly offers significant opportunities in care processes, but at the same time it suffers from a number of adoption problems. The question is: can technology beyond mere functional features drive mass adoption? And what role does the User Experience play? Certainly necessary but not sufficient; it is also useful to work on automation, simplification, engagement and other processes.
- 2) **Configurability:** there are no software products in healthcare that can fully summarise the complexity of organisations, and this is all the more true in the field of Virtual Care, a subject that has been talked about for so long but which has never had systemic characteristics. For these reasons, we think of solutions with pronounced plasticity: interpreting the organisation not imposing rigid functional schemes.
- 3) **Rapid development and maintainability:** beyond the fashions of the moment, a monolithic system loses out to a microservice system mainly due to its ability to evolve rapidly and to ensure maintenance over time, safeguarding investments and requiring less and less effort and cost. Instead, the adoption of low and no-code (especially front-end) development techniques builds a virtuous, positive-sum mechanism that is beneficial for the producer, the customer and the users.
- 4) **Domains of knowledge:** if we have a patient with heart failure in our care, it is essential to share a language that represents the specific application domain, the relevant treatment plan, as well as to provide a series of sequenced and conditional follow-up steps; it is necessary to summarise pharmacological or even rehabilitation therapies, behavioural patterns (engagement and empowerment), monitoring devices (tele), review and decision triggers; a patient with rheumatoid arthritis, on the other hand, will have different needs. For these reasons, it is important to adopt a Terminology Server based on ontological domains that can effectively meet the need for specificity while preserving a shared semantic basis.

Building on these pillars, we strengthen our offer to continue to be a reliable partner in the journey towards the transformation of healthcare systems.

Within this vision, we are also oriented towards the development of artificial intelligence, and the contribution it can make in the areas of deep learning, machine learning and neural networks. Our Research and Innovation collaborates successfully with national and international research institutions, universities and industry experts, also leveraging financing opportunities offered by the Autonomous Province of Trento, by the European Regional Development Funds and by the calls to tender by PON/MIUR at the national level and an international level (e.g. the Horizon Europe Framework). These are relationships cultivated over time, which show Gpi's propensity for an open and collaborative relationship model.

Below are some of the solutions we are working on, enriched by a description of the impact they can bring in terms of effectiveness and efficiency of methods of diagnosis, treatment and on the well-being of patients.

Keywords	Gpi Solutions
One – Health	<p>One-health to understand and control risk factors It is now widely accepted, both in the scientific community and amongst the general public, that Human Health is inextricably linked to Environmental Health, Veterinary Health, and more generally to the ecosystem that surrounds us. This is the One Health vision: understanding that our health is exposed to factors that are certainly dependent on our internal characteristics, but also on the external environment in which we find ourselves. It can be general (we talk about pollution, climate, urbanisation, socio-demographic dynamics), or specific (thus related to the individual: his/her lifestyle, what he/she eats, what he/she drinks, how much sport he/she does). Being able to detect and learn about the relationships between these exposure variables and an individual's health status is one of the main ways of opening up new perspectives for the study and prevention of various diseases. This integrated view of health also covers, as mentioned, the area of lifestyles. There are times, for example, when people's lifestyles tend to change, and their occurrence can be captured by the many devices around us. These changes are to be considered real 'markers' and can predict developments and worsening of our health status. More tired? Weight gain? Sleeping less? Perhaps a new illness or the exacerbation of an already diagnosed one is on the way. And thanks to new technological devices, we can provide the person, in a timely manner, with a gentle nudge, to coin the term used in behavioural psychology, that is able to provide a stimulus towards healthy behaviour that can preserve his or her health. Naturally, all data processing must comply with the strictest privacy protection regulations. In a single word: timely compliance.</p>
Prediction	<p>Prediction of A&E admissions as a function of pollution Proper management of A&E departments is necessary to improve healthcare and patient satisfaction. Predicting access and hospitalisation rates through machine learning approaches looks promising, especially when combined with data on air and weather pollution. Our work applies Random Forest and ARIMA approaches to clinical and environmental data to predict daily admissions or hospitalisations for cardiovascular and respiratory diseases. The forecasts adhere fairly well to the actual data for the Random Forest, but less so for ARIMA. However, even if the specific value is not always correctly predicted, the general trend seems to be correctly predicted and the performance metrics are mostly satisfactory. Although further work is needed to improve performance, the results are encouraging and this type of forecasting of geographically localised time series seems feasible. Gpi can develop predictive models relating to the environment according to specific customer requirements.</p>
Virtual-Care	<p>POHEMA: the service system for the healthcare of the future POHEMA is Gpi's solution that includes a set of modular applications, technologies and services for digital care. Starting from a set of micro-services made available, the solution allows to adapt to all types of healthcare facilities, as well as facilitating their continuous updating with new technologies. Indeed, the company works constantly to increase the functionality of the services offered. In 2022, for example, the integration of a new innovative medical device allowing remote examinations and diagnoses was completed. This partnership stems from the collaboration with HigoSens, a European innovator. In January 2023, POHEMA obtained MDR certification thanks to a validation process that demonstrated the solution's great performance capabilities, also projecting it to international markets.</p>
Diagnosis	<p>Reteldea: a consortium for autism patients Gpi has been awarded the tender of Reteldea, a consortium of six clinical institutes (Bambin Gesù, Burlo, Gaslini, Associazione Oasi Maria SS, Eugenio Medea, Fondazione Stella Maris) for clinical research based on Machine Learning. Among other things, the competition involves the study and training of predictive algorithms for patients with autism. This is a project with a strong scientific connotation and that, for the first time, has as its objective both the collection and management of clinical data, and the study and implementation of algorithms.</p>
Proximity	<p>The patient portal Collaboration and continuous relationship with patients are the two principles on which the Patient Portal (PP) is based, the virtual care tool designed to offer support and services to patients. Through videos, educational and awareness materials, Gpi provides patients with additional tools to improve their lifestyles and reduce risk factors. After a major "Over Technologies"²² content processing activities during 2021/22, Valle d'Aosta represents the first implementation opportunity for the entire Population Health Management (PHM) pipeline, from population stratification to patient outreach. 2023 will also see the clinical trial of the Patient Engagement tools made available through the PP, in collaboration with the Maugeri Institute for Hospitalisation and Research and the University of Verona.</p>
Voice	<p>Voice as a biomarker The latest developments in Machine Learning (ML) algorithms, such as Deep Learning (DL), increase the accuracy of systems. Getting accurate feedback in real time is in fact a demand increasingly stressed by healthcare professionals. Voice technology has also grown enormously in recent years and the use of voice as a biomarker is now one of the trend topics in Disease Detection & Assessment research. The Ministry of Enterprise and Made in Italy published the Grant Decree declaring its support for the TALIA project, coordinated by Gpi in partnership with the Turin Polytechnic, the University of Turin, the University of Verona and the University of Marche. The TALIA project focuses on the use of intelligent voice biomarkers for the early diagnosis and monitoring of various diseases. It aims at the development of AI agents integrated in Virtual Care applications to aid early diagnosis and evaluation of various diseases. In particular, the project explores voice as a biomarker in specific cases such as neurodegenerative diseases, cardiovascular diseases and emotional health, with the aim of improving the diagnostic effectiveness and monitoring of patient conditions.</p>

²² Approach that goes beyond technologies: Gpi also offers organisational models (e.g. PHM - Population Health Management) and services.

4.2 Quality and continuity of services in a changing environment

The business in which Gpi operates is characterised by its complexity and delicacy, as well as by the multiple social impacts generated towards the community at large: consequently, the quality and continuity of services represent fundamental values, which condition all strategic and operational decisions.

Gpi's aim is to guarantee an adequate level of quality supplied to and perceived by all users; this is why within the company "quality" is above all conceived as being synonymous with efficiency, understood as the ability to shorten waits from the point of access to facilities until the moment of treatment, thus enhancing the time of its customers and the end user. This can only be done through a model of integrated management of all operational phases, in which the aspects of quality, continuity and innovation of services are made concrete and implemented through the management system that Gpi has implemented and certified according to the international standard ISO 9001.

In 2023 efforts were also made to improve the business processes that have the greatest impact on the ability to respond to customer needs and the continuity of business activities, with particular reference to the world of contact centres. In particular, **internal training** activities were carried out for the Area's Business Managers and Project Managers on the notions of forecast, profit and loss account, and economic sustainability in order to raise awareness and make staff autonomous in making the most correct decisions in the interest of the company, customers and users.

The level of service provided is constantly monitored through various performance indicators: SLA (Service Level Agreement), average wait times on the phone or at counters, and number of missed calls, not reported in the document.



More significant, also in terms of impact assessment, is instead the measurement of the degree of satisfaction perceived by the end user/patient of the services, which is done through the '**Quality of Service**' indicator, one of the three strategic sustainability KPIs identified by the company to date.

Within the framework of the **Sustainability Plan**, a **customer satisfaction survey** is planned, to be **extended to all SBAs providing services**.

PERCEIVED USER/PATIENT SATISFACTION WITH SERVICES

The survey for 2023, carried out by means of telephone interviews with the consent of the Clients/Service Providers, returned an **average score of 7.4** - higher than the **defined target** (greater than or equal to 7).

Target audience and other information:

- Active analysis on 6 clients.
- Total volume of telephone calls (of the 6 clients) handled in 2023 approx. 1,920,503 [compared to the previous year, one client was lost and for 2 others the customer survey was terminated during the year].
- Expected about 36,417 customers (1.90% of calls handled); received feedback from 11,176 customers (30.69% response rate or 0.58% of calls handled).
- Questions related to the work of the Gpi Group were 4; expected score from 1 to 9 (1 worst, 9 best):
 1. how clear the introductory message before talking to an operator was
 2. how acceptable the response waiting time was
 3. how courteous and willing the operator was to help you
 4. how clear and comprehensive the answers provided by the operator were.

2024 objective: to increase the number of customers for existing clients and continue to ask other clients to participate and increase the quality level of the service.

Customer satisfaction is one of the main factors for business development. To achieve a good result, it is important to meet customers' expectations (in terms of service quality, cost and availability) and, if possible, to anticipate their needs. Understanding what their expectations are and how well Gpi succeeds in meeting them is crucial in a continuous perspective.

The reliability and proper functioning of the IT infrastructure are other essential elements to ensure quality and continuity of services, and in this sense particular importance is attributed to the choice of data centre providers. Gpi has three main data centres, some of which are equipped with proprietary computers, others on the cloud, one of which holds a "Tier IV" certificate according to the Uptime Institute LLC classification with **99.995% guaranteed continuity**, i.e., a potential downtime risk of only **0.4 hours/year**. Applications are deployed by evaluating the best adoptable solution on a case-by-case basis.

In 2022, the company certified its ability to provide service continuity even in the face of unforeseen events by adopting the ISO 22301 standard for business continuity.

User safety and product liability

Product liability (i.e., the manufacturer's responsibility for a harmful/defective product) takes on a particular value in the healthcare sector; it suffices to think of the transfusion services supply chain, the management of pharmacological administration and all the solutions for the operational management of hospital wards, where software malfunctions could have a direct impact on people's health. Aware of the importance of these aspects in its activities, Gpi continues to monitor the issue of certifications, acquiring new ones or renewing existing ones.

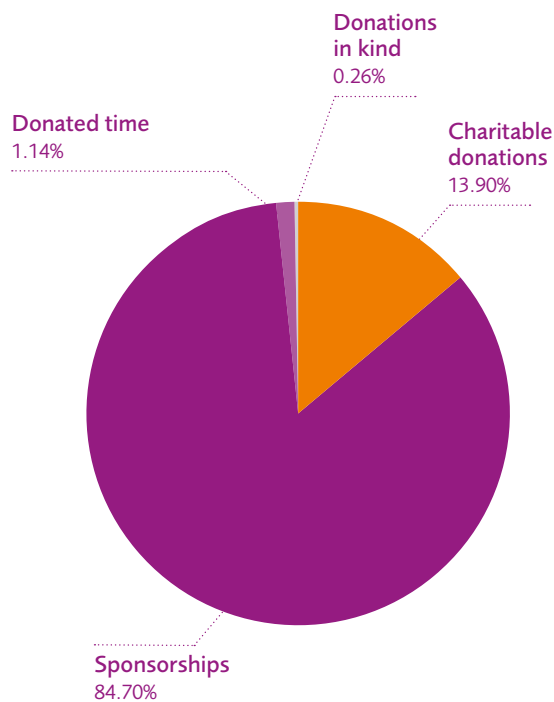
During the three years 2021-2023, no cases of non-compliance with laws and regulations relating to the impact on the health and safety of products or services were recorded; moreover, neither Gpi, nor other Group companies have been involved in the past or are currently involved in any proceedings involving this type of liability.

4.3 Close to our communities

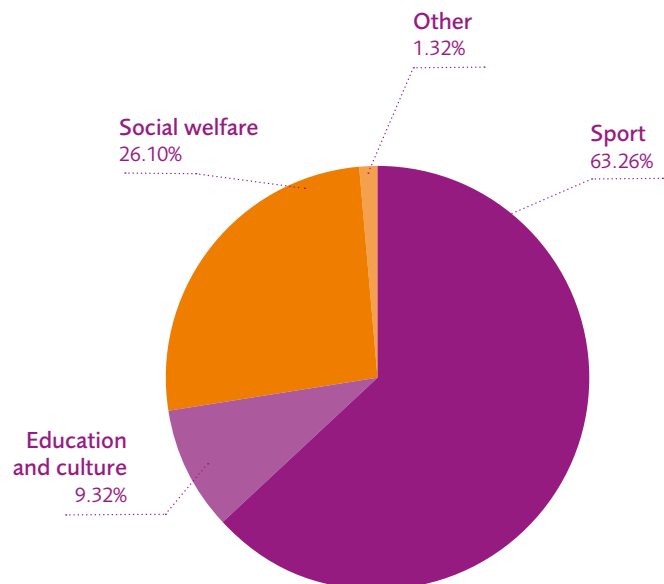
For Gpi, conducting business also means pursuing principles and actions inspired by the concept of 'Corporate Citizenship'. Indeed, the company is a citizen, with rights and duties with respect to the communities and territories in which it operates. It is an agent of change, capable of creating value and redistributing it over the long term. To turn this conviction into reality, Gpi, year after year, develops relationships with the most varied expressions of civil society: from cultural associations, to realities that recognise and include the socially fragile, to sports clubs that promote the culture of physical and psychological well-being.

In terms of numbers, **some EUR 189 thousand** were invested in 2023 in sponsorships and donations - 42% more than in 2022 - divided into three main areas: sport, social welfare, and education and culture. The increase in the weight of social welfare initiatives is significant (+16%). All activities mainly concern Italy (95%).

Investments in communities - by type



Investments in communities - by area



Main initiatives in 2023

Sport, a value as recognised by the Constitution

On 20 September 2023, the Italian Parliament ratified an important update of the Italian Constitution by adding the right to sport to Article 33. Textually it clarified that: "The Republic recognises the educational, social and psychophysical well-being, promoting value of sporting activity in all its forms". Sponsoring entities capable of interpreting sport in its educational and psychophysical well-being component, capable of enhancing youth activities and the presence of athletes of both genders, sensitive to the involvement of people with particular fragilities, substantially realises the Group's vision and aligns it with the values set forth in the Constitution.

Trentino Volley, going beyond victories

Gpi is the Golden Sponsor of Trentino Volley, one of the best known volleyball clubs on the national and international scene, certainly for its victories, but also for a flourishing breeding ground of promising young players that is the club's real pride and joy. 120 boys and girls, divided among 11 leagues, play some 138 matches organised by the federation every year. Trentino Volley's imprint is also recognisable off the court, where it organises projects to combine education and sport. Two examples are the summer campus on Monte Bondone, which in 2023 registered more than a thousand participants between the ages of 11 and 17, and 'BIG School', the initiative that brings the best values of volleyball to schools together with the first team champions.

Social, the centrality of people

Inclusion, recognition and support of fragile individuals are the elements that drive Gpi's social commitment. During 2023, the company chose to express this by financing:

- For the seventh consecutive year, the Telethon project fund raised by actively participating in the 24th 24x1 relay race in Udine.
- The purchase and installation of furniture for the art workshops of the Trentino Autism Foundation.
- The workshop of artistic activities for disabled people organised by Futuro Diffuso. A voluntary organisation committed to designing, implementing and managing social inclusion projects for vulnerable groups.
- The Association Noi: Oratorio Mori, and more specifically the Italian language workshop for migrant women. A project to implement the virtuous integration of these people into Trentino's economic and social fabric.
- Family UNited, an international project created to strengthen the social role of the family through the construction of an educational space where teenagers and parents can dialogue, confront each other and learn to recognise each other.

Culture, education, therefore territory

Gpi also pays special attention to initiatives that promote synergies between culture, education and care for the land. The projects supported this year are:

- The work orientation courses organised by the Trento 'A. Tambosi' Technical Economic Institute that offer students effective tools to make the best decisions for their future.
 - Musica Natura Relazioni (Music Nature Relations), the festival of events that stimulates new sensitivities towards cultural and sustainable tourism in the Monte Baldo Natural Park.
 - The Brentonico Chestnut Festival, the event celebrating one of Trentino's best-known food products.
 - Among those with a strong local focus are the Banda Sociale Mori Brentonico, which animates the Brentonico plateau with concerts and musical training. The Brentonico Alpine Group, which is busy organising various events that weave together sport, social gathering and the promotion of the area.
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5 The centrality of our people

In an industry characterised by proximity to technology and close customer relationships, people are a strategic resource for ensuring high standards of quality and long-term development.



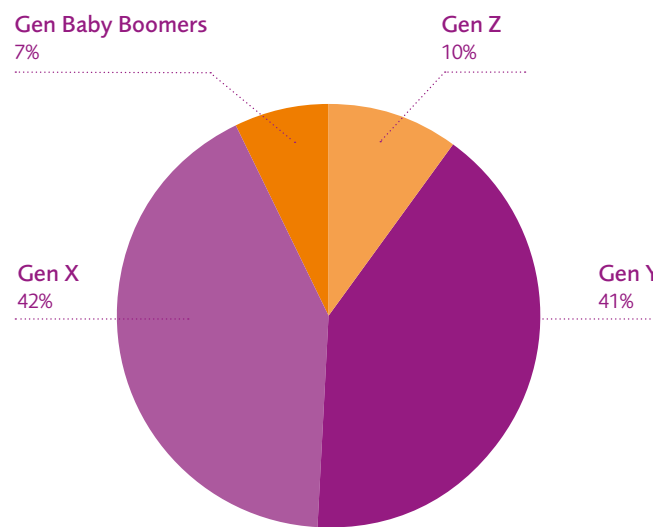
Employment

As at 31 December 2023, the Gpi Group had a total of **7,595 employees**²³, of whom 6937 were employed in Italy (slightly more than 91% of the employed population) and 658 abroad (about 9%), an increase of about 10.44% compared to 2022. In Italy, the **average age is around 42**. This figure, which is below the national average, is slightly higher than in 2022 (1 year, compared to the national rate where the average age increases by 2 years, from 46.4 to 48.4).

Regarding age diversity, in the Gpi Group 14 % are under 30 years old, 63 % are between 30 and 50 years old and 23 % are over 50 years old.

In Italy alone, as of 31/12/2023, **four generations** are employed simultaneously²⁴: 10% belong to Generation Z, 41% to Generation Y, 42% to Generation X and 7% to the Baby Boomers generation.

Age Diversity - Italy



In addition to these employees, there are a further 358 people, mostly interns and temporary staff. The majority of employees in Italy (91%) are employed by Gpi S.p.A. and its Italian subsidiaries.

In Italy, the area with the highest number of employees is the Care Strategic Business Area (around 70% of the total), which provides services mainly by tender (BPO). This area accounts for 84% of Gpi's female corporate population. The two main distinguishing features of this model with respect to work organisation are the prevailing recourse to part-time employment contracts (90% of employees) and the distribution of services, provided both at Gpi's corporate offices and at clients' premises, over almost the entire national territory: the spread of Gpi staff in fact concerns 14 Italian regions and sees the largest number in Lazio and Sicily (66% of the total employed in the BPO area).

The population of the other large strategic business area, the Software SBA, has a different working model: it is made up of highly specialised profiles, mainly a male population on full-time contracts. A significant portion of this population is concentrated in the Trento location.

²³ This number does not include the total perimeter of the Evolucare Group (only four of the 11 Group companies in the reporting perimeter were considered). The total number of employees as at 31/12/2023, including the entire Evolucare Group, was 7638.

²⁴ Generation Z (1996-2010); Generation Y (1981-1995); Generation X (1965-1980); Baby Boomers (1945-1964).

People working in Care/BPO services in Italy

Campania	22 employees	Basilicata	215 employees
Lazio	1,637 employees	Emilia Romagna	41 employees
Piedmont	47 employees	Liguria	94 employees
Sardinia	42 employees	Apulia	47 employees
Lombardy	164 employee	Sicily	1,549 employees
Veneto	495 employees	Trentino Alto Adige	175 employees
Abruzzo	294 employees	Calabria	14 employees

Recruitment

A total of **2,362 new employees were hired** in 2023 (of which 1,830 in Italy alone), growing 15% compared with 2022. Of these entries, about 21% involved employees under 30 years of age, 63% between 30 and 50 years of age and 16% over 50. The incoming rate is around 31% (it was 30% in 2022).

Out of the total number of recruitments, 53% were women, while 51% concerned BPOs (compared to 75% in 2022).

As far as territorial areas are concerned, 625 new entries were in Northern Italy (26%), 306 in Central Italy (13%), 899 in Southern Italy and the islands (38%) and 532 abroad (23%).

In Italy alone, of the total number of incomers (1830), 17% were Generation Z, 44% Generation Y, 37% Generation X and 3% Baby Boomers.

Terminations

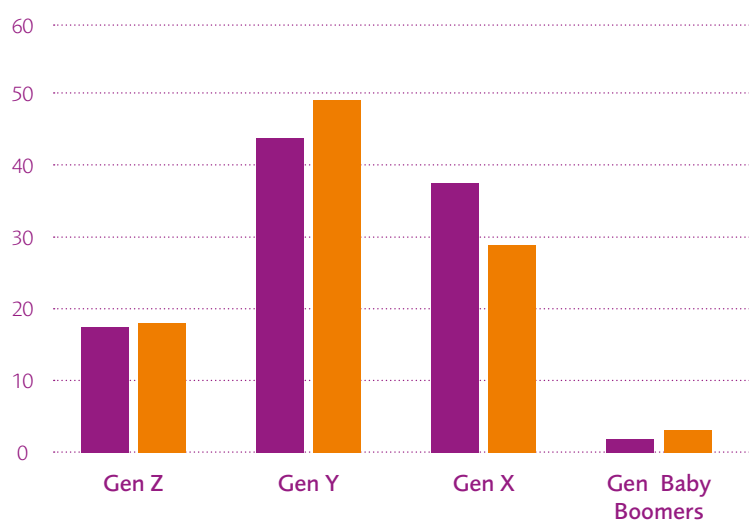
In 2023, **1,644 employees left** (of which 1,512 in Italy alone), a decrease of 31% compared to 2022. Of these terminations, about 24% involved employees under 30 years of age, 63% between 30 and 50 years of age and 13% over 50. The termination rate is around 22% (it was 35% in 2022).

Out of the total number of terminations, 64% were women, while 74% concerned BPOs (compared to 84% in 2022).

As far as territorial areas are concerned, 683 terminations were in Northern Italy (39%), 238 in Central Italy (14%), 591 in Southern Italy and the islands (36%) and 132 abroad (0.8%).

In Italy alone, of the total number of terminations (1512), 18% were Generation Z, 49% Generation Y, 29% Generation X and 4% Baby Boomers.

Age Diversity - Incoming vs Outgoing



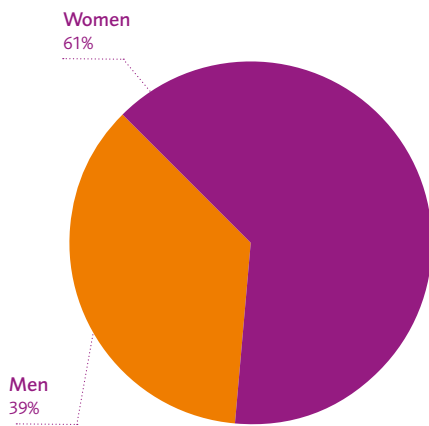
Turnover and attrition rate

The **turnover rate**, which totals around 51% in the Gpi Group is to be considered physiological, since it arose as a consequence of the termination of some contracts within the BPO services and the termination of fixed-term employment contracts activated during the pandemic period to cope with the health emergency. Of the 1,644 terminations, **74% were, in fact, from BPO alone.**

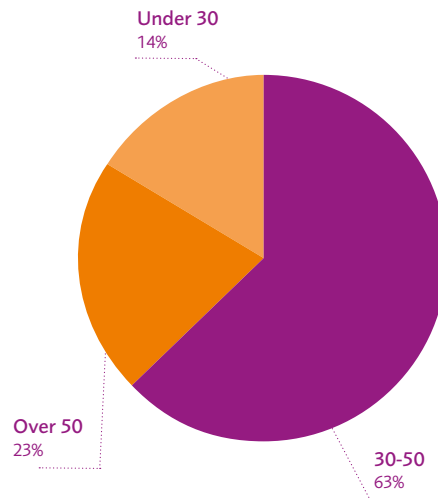
This does not affect the company's productivity, as turnover is a continuous flow that does not negatively impact the company's operations (new contracts keep coming in). The company moves in the market with the necessary margins for flexibility and responsiveness, and the staff work in compliance with the regulations.

The **attrition rate**, which instead calculates the voluntary resignation rate on average permanent workers, stands at 7% for the Italian perimeter (a figure well below the national average of around 11%). This shows that employees stay with the company for a longer period of time, preserving the company's know-how.

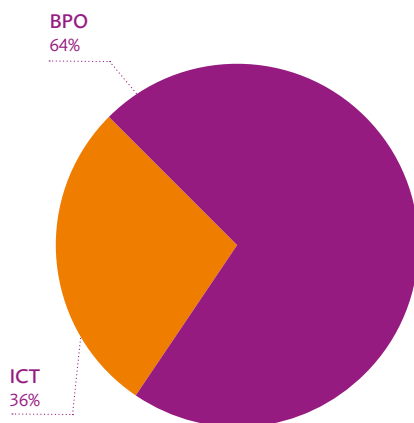
Employees by gender



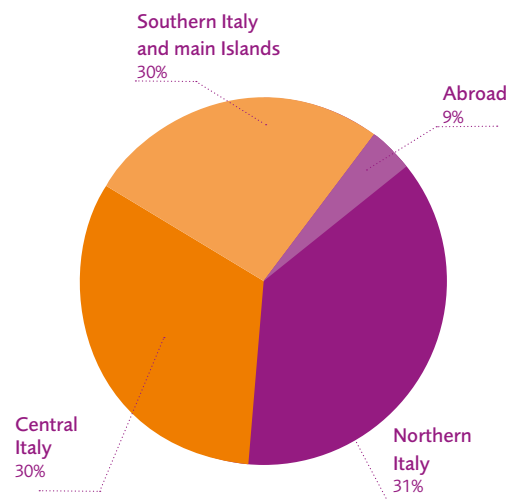
Employees by age group



Employees by business area



Employees by geographic area



All Group staff are **employed** under **regular employment contracts**. In Italy, as a result of takeover and merger operations over the years and as a consequence of the legislation in force in the world of procurement (which does not present a single option from the point of view of the choice of applicable collective agreement), **four national collective bargaining agreements (CCNLs)** apply:

- Multiservice Integrated Services CCNL
- Tertiary CCNL
- Telecommunications CCNL
- Metalworking CCNL

The two main CCNLs (as numbers of employees to which they are applied) are the Metalworking and the Multiservices ones, which together cover 91% of employees.

Workplace - Location diffusion and hybrid work

The Gpi Group believes in the strength of a widespread presence in the territory and therefore offers a highly distributed (there are 51 offices in Italy) and international working model. In addition to this, Gpi adopts a hybrid working model that allows employees to manage their performance in presence and remotely, consistent with the tasks performed. In Italy, 40% of the corporate population has the real and concrete opportunity to be part of an international group without having to give up the proximity to their place of residence, thus reconciling their personal life with the needs of work.

Industrial relations

In the area of industrial relations, the Gpi Group places dialogue and the continuous search for concrete solutions to harmonise the interests of the parties at the heart of its approach to relations. With this in mind, Gpi promotes proactive discussion with **trade union organisations** at all levels, with the aim of ensuring an appropriate level of dialogue. It therefore involves all the Group's production units and enhances representation, supporting the quality of work and employment dynamics.

In seeking to rationalise and organise the management of these processes - also taking into account the complexity of the Group's structure and the number of trade union stakeholders at all levels - the Company has adopted its own guidelines, summarised in a procedure included in the quality management system.

This is the background to the daily activity of dialogue with the workers' trade union representatives and the territorial and national trade union organisations, which covers the entire vast perimeter of employment dynamics.

On the other hand, with regard to institutionalised meetings with the social partners, **94 trade union meetings** were held in 2023 (compared to 92 in 2022), which covered most of the Group's offices located throughout Italy, involving the recognised trade union counterparts at regional and provincial, as well as national level.

A qualifying element of 2023 is the clear resumption of meetings in 'presence' mode, a positive factor in normalising relations as well as socialisation, compared to the period of the Covid-19 pandemic, when trade union interactions - as well as most interactions - had almost entirely shifted to 'remote' mode.

Thanks also to this return to customary practice, it was possible to deepen the issues of the enhancement and qualification of labour relations from a broader perspective than that centred on the perimeter of individual business units, also thanks to the strengthening of national trade union tables, where general issues were addressed and significant agreements were set up on issues such as agile work, gender equality, anti-discrimination policies, industrial relations, and safety at work.

At the same time, the territorial tables dealt with issues related to the individual operational units, such as:

- the organisation of work and specific topics relating to relations with the client;
- the management of changeover procedures, with particular attention to employment implications;
- the classification of duties concerning the verification of the correct assignment under the CCNL applied and the activities carried out;
- the activities and initiatives undertaken by the company in the area of human resources training and development, in synergy with the Gpi Academy;
- continuous updates of the trade union representative and trade unions on the progress of tenders and any renewals, extensions and expiry dates of tenders.

Injury prevention and the promotion of health

The promotion and protection of health and safety in the workplace has always been a key topic for Gpi, with the aim of minimising the risk of accidents related to operations.

The commitment to accident prevention is enshrined in the Health, Safety and Environment Policy, which is an integral part of the Health and Safety at Work Management System (HSWMS), prepared in compliance with standard ISO 45001:2018²⁵. The HSWMS's scope of coverage extends to all workers operating at Gpi's and clients' sites, subject to the awarding of tenders, with coverage in 2023 of around 90% of the Group's employees (Italy).

The use of smart working continues to characterise everyday life, although a more balanced relationship between in-house and remote work has been positioned with greater attendance of company sites seen in 2023. Even within this organisational context, the number of accidents remained substantially unchanged overall. In 2023, there were in fact 67 accidents (including 4 abroad), 3 more than the previous year (there were 64, only in Italy). None of these accidents resulted in a fatality and there were no cases of accidents with serious consequences. Thus, the rate of deaths resulting from work-related accident and the rate of accidents at work with serious consequences are both zero.

In relation to the company's workforce population, the number of accidents remains relatively low, in line with the last two years. In actual fact, the rate of accidents at work (with travel related accidents), referred to Italy, is 7.66 compared to 7.31 in 2022 and 6.67 in 2021. The 2023 value, although up from 2022, is significantly below the average pre-pandemic level. The rate of occupational accidents occurring in the working environment, i.e. without taking into account commuting accidents, stands at 3.47, also below the pre-pandemic average figure.

The greatest risk to which Gpi Group personnel are exposed is travel related accidents, which again in 2023 accounted for more than 50% of the events reported. The risks present at Gpi's locations (not travel related, therefore), however, the risks present are those related to the work environment and normal office activities, which in 2023 accounted for 48% of the total (30 out of 64). 2023 recorded a number of injury events and dangerous situations relating to aggression, mostly verbal. The incidents almost all occur in situations where services are provided to users on behalf of clients and are, moreover, in line with the post-pandemic social context that has seen an increase in the level of aggression in various social contexts. In 2023, there were 6 events related to dangerous situations: 2 verbal assaults and 4 events attributable to incorrect handling of loads which led to dangerous situations. The observatory activated with regard to hazardous situations is of particular interest in order to activate preventive interventions with regard to situations that can lead to accidents for workers. In relation to the phenomenon of aggression, the company has activated a training intervention supplementary to the training pursuant to Legislative Decree no. 81/08 with the aim of providing the worker with useful tools for managing these specific situations.

With regard to non-employees, whose total hours worked amount to more than 136 thousand²⁶ (over 67 thousand for women), there were no cases of accidents at work, accidents with serious consequences or deaths as a result of accidents, so the rate of accidents at work, the rate of accidents with serious consequences (excluding deaths) and the rate of deaths resulting from accidents at work are zero for 2023.

Occupational accidents that give rise to injuries are promptly detected and reported to the Staff Administration Office through Ticket opening, through a computer platform available to all workers. In 2023, Gpi took action with the persons in charge in order to raise awareness not only of accident events but also of dangerous situations. This was done in order to intercept, in advance of the accident event, the phenomena and contexts of danger and to assess the appropriate interventions.

The Prevention and Protection Service (PPS) shall carry out appropriate checks and investigations on the nature, circumstances and causes that have led to the event, proceeding to the classification of the same and the preparation of corrective actions to avoid recurrence, removing the causes that have led to it, if connected to the work environment or processes and work carried out incorrectly.

²⁵ The scope of the HSWMS includes the following activities: design, development and supply of information systems and related services for public administration, health and social services; maintenance of information systems, hardware technical assistance and system support; design, organisation and management of call centre, customer service and consolidated service desk services; design, production, installation and marketing of automated systems for the logistical management of drugs and other products (EA 33, 35, 18).

²⁶ For the calculation of hours worked, only interns and temporary workers were included with reference to Italy.

The Organisation applies constant monitoring in order to ensure effective identification and assessment of all risks present in the workplace, both cross-cutting and related to the various tasks to which all workers are assigned.

The risk assessment process makes use of the support of the Team referents present in each workplace, who in their capacity as Supervisors, carry out, pursuant to the provisions of Article 19 of Legislative Decree No. 81/2008, supervisory activities regarding workers' compliance with legal obligations and company health and safety provisions.

The supervisors, through internal communication channels and with the use of structured check lists, report any problems to the company's Prevention and Protection Service, which takes action, through the tools available to the Organisation, to resolve the critical issues reported, with a view to continuous improvement. In light of the overall context of the organisation, the need for the figure of the supervisor was redefined, in awareness of the centrality of this role in intercepting and managing potential risks. Significant training was provided, both to new supervisors and to those already in the role; an operational guide was developed; and a four-monthly survey process was activated. All this in order to maintain a high level of role awareness.

Workers have direct communication tools at their disposal (contact with their Team Leader, contact with the company Workers' Safety Representatives - WSRs), as well as an e-mail box *sicurezza@gpi.it* to which any urgent reports on health and safety issues can be sent. Protection against possible retaliation is guaranteed by the confidentiality of the verification processes regarding the critical situations reported, implemented by the Prevention and Protection Service.

Workers are provided with adequate education and periodic information, as well as the training necessary to perform their specific tasks. These processes, which are structured and periodically updated, make it possible to consolidate awareness in the health and safety performance of tasks within the organisation, reducing the risk of accidents and the onset of occupational diseases in the long term. Workers have the tools they need to report any non-compliant situations, even confidentially, to the protective figures present.

The Organisation provides, pursuant to Article 37 of Legislative Decree No. 81/2008 and of the State-Regions Agreement 12/2011, to the administration to the workers of the compulsory training in matter of safety and health at work.

The **training delivered** provides for the administration of the following modules in e-learning and classroom mode, for the following figures:

Workers

- General safety course - 4 hours e-learning
- Specific safety course (low risk) - 4 hours e-learning
- Specific safety course (integration for high risk) - 8 hours in synchronous mode in presence or distance learning
- Five-yearly refresher - 6 hours e-learning

Supervisors

- Basic course - 8 hours in synchronous mode in presence or distance learning
- Periodic refresher - 6 hours in synchronous mode in presence or distance learning

Training is provided, by organisations outside the organisation, for First Aid Officers, for Fire Fighters - emergency management, with level 2, i.e. medium risk, and for Defibrillator Operators.

Initial training of 32 hours and annual refresher training of 8 hours is provided to workers nominated/elected as Workers' Safety Representatives.

The following training courses were also given to workers whose jobs require qualification to use equipment or work at high risk:

- lifting platform user
- forklift truck user
- subject to PES PAV risk, electrical works
- use of portable ladders (h < 2m)
- training for work at height with risk of falling from height and PPE 3rd category

A total of **16,716 training hours on health and safety at the workplace** were delivered in **2023** for **Italy alone**.

Workers are subjected to health monitoring with the frequency established by law and in the manner related to the Health Protocol prepared by the company's Appointed Physician, based on the risk assessment process carried out with the Employer.

The Appointed Physician uses additional doctors coordinated by him, in order to guarantee a coverage on the whole national territory, in compliance with the law deadlines.

Regular inspections are also carried out on the workplaces, both at the Organisation's sites and those of its Customers, where the Organisation's workers operate, in order to verify their compliance with the regulations in force.

Fitness judgements are maintained by the Appointed Physician and the HR Office. Worker health records are kept at the office of the Appointed Physician. Data relating to the health status of workers are managed in compliance with privacy regulations and are therefore not made available for the purpose of making assessments that may affect the treatment of workers within the Organisation.

Workers can request to undergo a medical examination through the opening of a Ticket, using the company computer platform and in case of need they can contact the Physician through a dedicated mailbox.

The risk of contracting occupational diseases is instead attributable to the development, over time, of diseases related to the activity at VDT (video display screen), connected to incorrect posture or incorrect use of pointing tools (mouse); problems then related to the musculoskeletal system (cervical or lumbar or upper limbs).

During **2023**, as in the previous two years, **no complaints or recognised cases of occupational disease were filed.**

Workers are involved, in accordance with current legislation, through the participation of the Workers' Safety Representatives, as provided for in Articles 37, 47, 50 of Legislative Decree No. 81/2008.

Periodic meetings are held pursuant to Article 35 of Italian Legislative Decree No. 81/2008, the official moment of sharing and participation in aspects related to Health and Safety.

The process of sharing the objectives and policies of the Organisation, as far as the HSWMS is concerned, also takes place through moments of internal communication (circulars) and two-way listening (newsletter/intranet), through which workers have the opportunity to forward reports and suggestions.

The HSWMS change management process is also made available to workers through the aforementioned platforms, or through periodic dedicated meetings.

Participation in the process of hazard identification and risk assessment also takes place through the direct channels of the Team Leaders, who act as receptors and first assessors of any critical situations detected within the workplace or within the scope of the work inherent in the individual tasks.

The Organisation maintains constant supervision of workers. When operating on Customers' sites under a service contract, there is no direct control over workplaces, therefore, pursuant to the provisions of Article 26 of Italian Legislative Decree No. 81/2008, the process of mitigation of health and safety risks present is carried out through the signing of a DUVRI (consolidated document for the assessment of risks of interference) drawn up by the Customer, as the party that has the legal availability of the work premises. The DUVRI identifies the hazards and assesses the environmental/transversal risks present at the site, in addition to the risks deriving from the Customer's work and any interference introduced by the Organisation's workers.

Since 2014, Gpi has been directly providing specialist healthcare services through its own **Policura** medical centre, present with two offices in Trento and Rovereto. The services offered are varied:

- Allergology	- Dermatology	- Neuropsychiatry	- Ophthalmology
- Obstetrics	- Physiatry	- Physiotherapy	- Speech Therapy
- Vascular surgery and angiology	- Dietology and Diabetology	- Aesthetic medicine	- Sports medicine
- Orthopaedics	- Osteopathy	- Urology	- Neurology
- Psychology and psychotherapy	- Child massage	- Otolaryngology	- Dentistry

During the year, the centre promotes various campaigns to raise the awareness of Gpi employees on particular topics, concluding special agreements to this end. Regardless of the agreements in effect, employees are entitled to preferential rates on all services offered by the centre. Since January 2021 **Filodiretto**, the Group's monthly magazine, has opened a column reserved for Policura services, with the aim of promoting the culture of prevention and health.

As far as **healthcare** is concerned, the Group's employees make use of different providers depending on their employment contract (Metasalute for metalworkers, Asim for multi-service providers, Fondo Est for the tertiary sector, Assicassa for telecommunications).

Since 2019, the Gpi Group, in cooperation with the supplementary health fund **Sanifonds**, has set up a **Major Risks policy** to guarantee its employees compensation in the event of a serious illness. As of July 2022, this protection has also been extended to the family of employees, in the event that illness unfortunately leads to premature death. The plan provides for the payment of a one-off monetary compensation (EUR 12,000) in the event of the onset of serious illness involving the subscriber (or their family members, in the event of their death). The amount paid can be used to cover any kind of incurred expenses, which may be of any type, including those of a non-medical nature. The supplemental plan also includes the option to access the Comparative Diagnosis, aimed at obtaining a Second Opinion.

As at 31/12/2023, **6,228 members** were registered in Italy alone²⁷. The guarantee can be activated through Sanifonds.

A solid basis for realising social responsibility

During the last reporting period, GPI S.p.A. and Contact Care Solutions S.r.l., the two companies representing the majority of the Gpi Group's employees, have decided to achieve the **SA8000 Ethical Certification of Social Responsibility**.

Obtaining this certification is a solid basis on which the Group is constructing a corporate culture that is sensitive and attentive to social responsibility topics.

This standard, based on the UN Declarations on Human Rights and the Rights of the Child and the ILO Conventions - International Labour Organisation, the UN agency for labour rights, puts the employees in the foreground: during inspection visits, the auditor interviews, on a random basis, the colleagues present and collects their cues, observations, any critical reports and assesses the working environment in general.

The analysis covers aspects related to the absence of child labour and forced or compulsory labour, the suitability of the workplace from a health and safety point of view, freedom of trade union association and the right to collective bargaining, the absence of discrimination, the legality of disciplinary practices, working hours and remuneration, and finally the presence of a management system for social responsibility that monitors the implementation of these aspects.

Diversity and inclusion

In 2023, GPI S.p.A. achieved Certification in accordance with **UNI PdR 125** on Equality and obtained **ISO 30415** certification on Diversity and Inclusion - the latter was also obtained in February 2024 by Contact Care Solutions S.r.l and Cento Orizzonti s.c.r.l., which together with the parent company represent the majority of the Gpi Group's employees.

Diversity and inclusion are two very distinct words that are nevertheless closely related to each other today.

When we talk about **diversity**, we refer to all differences between individuals, from age to sexual orientation, religious belief or political orientation. In this regard, it is also very important to take into account all the intersections between the many facets that fall under the umbrella of diversity.

Inclusion refers to the recognition of differences between people, their identities and backgrounds; inclusion means unconditionally accepting and valuing these differences and considering them an asset. In order to constitute a balanced society, in general, and a functioning organisation, in particular, inclusion becomes necessary where there is diversity.

²⁷ As at 31/12/2022, there were 5,618 members. For new hires the activation of the fund takes place at two precise times during the year (01/01 and 01/07).

Supporting diversity means respecting, appreciating and valuing each resource as an individual, regardless of factors such as:

- Age
- Disability
- Gender
- Marriage and civil union
- Pregnancy and maternity
- Ethnicity
- Religion or belief
- Sexual orientation
- Political affiliation
- Skills and educational background

In the contemporary workplace, these concepts are embodied in an effective commitment to ensuring that all people have an equal opportunity to contribute and express their full potential.

A diverse workplace does not necessarily imply that it is also an inclusive workplace: the two are not automatically linked. Sometimes, differences can result in (direct or indirect) discrimination or penalising treatment. Besides borderline cases of overt harassment, discrimination can also take the form of micro aggressions in everyday life.

Fairness in employment is determined by a commitment to ensure that all people are offered equal opportunities, economic recognition and that all diversity is valued. Implementing a Diversity and Inclusion Management System means rejecting all types of discrimination mentioned.

Equal opportunities and well-being at work

Gpi believes that the integration, enhancement and encouragement of people working in the company is especially important and strives to eliminate all obstacles related to gender, religion and personal beliefs and ethnic origin, disability, age, sexual orientation, in the belief that diversity is an element to be valued as a source of cultural and professional enrichment.

The **presence of women** in the company is particularly significant, accounting for **61%** of employees (slightly lower than in 2022). This is also supported by policies aimed at facilitating the reconciliation of work with the private life of people, particularly in relation to the daily management of work, both in terms of time distribution and flexibility, as well as in relation to work location. Gpi also complies with regulatory requirements regarding the employment of staff belonging to **protected categories**, thanks in part to the relationships it has with local partners and social cooperatives, which reinforce its sensitivity to diversity by facilitating their inclusion. At the end of 2023, there are **311** employees belonging to these categories hired by the Group's Italian companies, the majority of whom are employed by the Care SBA.

The gender distribution is not uniform within the different categories, and this should also be taken into account when analysing the gender pay gap (see the paragraph "Gender Pay Gap"):

- in the 'executive' category, the presence of women is 9% in Italy and 29% abroad (Group level 17%)
- in the 'middle management' category, the female presence is 24% in Italy and 26% abroad (Group level 25%)
- in the 'white-collar worker' category, the female presence is 65% in Italy to 33% abroad (Group level 64%)
- in the 'blue-collar worker' category, the female presence is 16% in Italy and 12% abroad (Group level 15%)



Among the fundamental pillars of the human resources management policy, an essential role is played by respect for equal opportunities and non-discrimination in working conditions, which translates into concrete initiatives to ensure professional growth by facilitating the reconciliation of private and working life, confirming special attention to aspects of protection of the right to parenthood.

Equal opportunities

	female executives, all types, global Group	rate of voluntary withdrawal after returning from mandatory maternity leave. Italy
BY 2026	20%	≤ 10%
2023	17%	6% (*)

(*) 7% if only permanent contracts are considered.

Concerning the **Equal Opportunities** indicator, the Gpi Group continues to define a plan for change with the aim of increasing the presence of the female gender in management roles. The plan envisages growth and development paths for female staff that, year after year, will increase the representation of women in top positions until the defined target is reached in 2026.

In 2023, the share of **female representation had risen to 17%** (it was 15% in 2022).

Under the scope of indicators relating to parental leave, the rate of return to work after the period of mandatory parental leave, for the reporting year, shows a **total return to work rate of 100%**, also confirmed for **female representation**. As for the **retention rate after 12 months from the end of the mandatory parental leave period**, the percentage is instead **94%** of employees (men and women), confirming the percentage among those with permanent contracts. In this case, the portion of employees who remain with the company is equal for men and women. Since the termination of some contracts within the BPO services and the termination of fixed-term employment contracts lead to a non-characterising view of the retention rate, contract terminations due to end of contract and natural expiry have been excluded from the calculation, with the focus only on voluntary resignations and consensual terminations.



Also in the light of the Sustainable Development Goals (SDGs) of Agenda 2030, the Gpi Group confirms its commitment to the goals defined in the **Sustainability Plan**. During the last reporting period, the Human Resources and Organisation Department identified additional objectives related to performance and impact topics.

Below are the relevant updates:

- **adopting PDR 125 certification on gender equality (UNI/PDR 125:2022), with the aim of fostering policies that achieve and promote gender equality**

2023 update: the UNI PdR 125 certification on gender equality was adopted in December 2023 by the Parent Company GPI S.p.A., reinforcing the ISO 30415 standard on diversity and inclusion, adopted in May 2023 by the Parent Company and in February 2024 by two other Group companies (Cento Orizzonti s.c.r.l. and Contact Care Solutions s.r.l.).

- **carrying out a climate analysis extended to the entire company population, with the aim of enhancing listening and understanding of colleagues' needs and opinions**

2023 update: the draft Climate Survey to be administered to the entire company population was defined and approved by the company management. Starting March 2024, after an initial Onboarding dedicated to the first line management, the Survey will be administered to the corporate population.

- **introducing the figure of the Diversity Manager, with the aim of defining and implementing a strategy that fosters the building of a culture attentive to diversity and inclusion**

2023 update: the D&I Committee was established on 29 May 2023 with the aim of strengthening the Gpi Group's commitment to diversity and inclusion topics.

The D&I Committee will oversee the following activities:

- development of a clear approach in terms of mission, strategies and practices to stimulate an inclusive work culture, where professional skills, perspectives and personal ideas are fully valued;
- supporting the adoption and implementation of initiatives to support diversity and foster inclusion;
- monitoring initiatives to create a more inclusive working environment.

The members of the Committee, largely representing the business divisions, will be the first ambassadors of the path of change.

In its work, the D&I Committee is supported by the Diversity and Inclusion Manager who is responsible for proposing guidelines for the definition of the Global D&I Programme for the Gpi Group.

The Diversity and Inclusion Manager in turn relies on an internal network, which contributes to the dissemination of the inclusive culture and the achievement of the goals of the Global D&I Programme

In 2024, the D&I Committee will explore ways to broaden participation in the Committee to members of the organisation who are otherwise representative, increasing the inclusiveness of its actions and recommendations.

- **consolidating and developing lifelong learning by introducing innovative paths and tools that foster continuous learning**

2023 update: at the end of 2022, e-learning skills courses were implemented in the company, available on the ILIAS company platform, to promote continuous training and skills updating as provided for in Article 7 of the Metalworking CCNL. In December 2023, with the aim of consolidating and developing continuous training by introducing innovative paths and tools that favour learning, the training offer was extended to all employees of the Gpi Italia Group.

- **evolving the management dashboard dedicated to corporate training to monitor the progress of training activities at Group level**

2023 update: in 2023, the corporate training dashboard evolved. Now it not only allows to monitor and archive the progress of corporate training initiatives, whether Group, Team or individual, but also to manage certification plans in order to enhance empowerment and talent retention.

- **setting up an independent observatory to reinforce the monitoring of retention linked to voluntary termination following parental leave, with the aim of investigating the reasons for leaving the company and strengthening the protection of parental rights.**

2023 update: the objective for the coming years remains, but has not yet been consolidated, to verify to what extent the departure from the company is actually linked to the difficulty of reconciling work and private life, and to what extent to the physiological turnover and which, among the reasons identified, are considered to be hostile conditions that could be removed. The ultimate goal is to create a workplace that is increasingly inclusive and able to meet the needs and requirements of its employees.

Gender pay gap

Since 2019, Gpi has been conducting a gender pay gap analysis on its corporate population. The analysis is aimed at the entire Italian corporate population.



The in-depth study to normalise foreign data has been postponed to 2024. The entry into force of the new European Directive (CSRD) has a significant impact on both methodological and operational levels. The need to know the context in which each of the Group's foreign subsidiaries operates and, consequently, to identify criteria that allow the data to be normalised and made a complete assessment, remains crucial.

The analysis takes into account for all applied collective bargaining agreements (Metalworking industry and executives, Multiservices, Tertiary and Distribution Services, Telecommunications) the total global remuneration, reproporioned to FTE.

As for the gender pay gap of the Italian population:

- in the "**executive**" category, women earn on average a higher salary (about 125% - 85% in 2022) than men for Industry Executive contracts;
- in the "**middle management**" category, women with a multi-service contract receive a higher salary than men (117% - it was 108% in 2022); in the metalworking contract, women's salary is lower (88%) than men's (it was 101% in 2022); in the tertiary contract, there are only female 'middle managers'; in the telecommunications contract, there are no 'middle managers';
- in the "**white-collar worker**" category, women earn slightly less than men, both in the case of the multi-service contract (99%, confirming the 2022 figure) and in the case of the metalworking contract (92%, confirming the 2022 figure). In the tertiary sector, which has always been dedicated to the BPO world, with the entry of the ICT-related Tesi Group at the end of 2022, there was a reversal, bringing the total female percentage down considerably (54% for the total, 85% for the BPO world alone - it was 84% in 2022). On the other hand, with regard to the telecommunications contract, women's pay is slightly lower (98%) than men's.;
- in the "**blue-collar worker**" category, for the multi-service contract alone, women receive almost the same pay as men (99%).

The analysis shows a reversal on the pay gap in Gpi. Whereas in previous reporting periods the differential penalised the female gender more only in the executive category, by 2023 women in the executive category have a higher average salary than their male colleagues.

The Group's objective is to pursue the commitment to completely reduce the gender pay gap.

Work-life balance

The Group pays close attention to striking a good work-life balance, seeking to build a path capable of integrating business needs with the needs of employees.

Within this new reorganisation, the introduction of agile working has certainly had a big impact.

On 24 August 2022, the first 'Company Smart Working Regulation' was drafted, followed by the sending of individual agreements.

This new regulation gave employees official access to smart working as well as testifying to Gpi's focus on work-life balance. Like any tool, agile working is necessarily declined according to work contexts.

In **2023, 2,767 people** had access to the possibility of working **from home** (Italy). The structure of agile working allows greater flexibility and autonomy in the choice of space and time against greater accountability for results. The organisation is evolving towards a new way of conceiving work, seeking a better work-life balance and being aware of the potential benefits for the environment as well, deriving from the reduction of CO₂ emissions due to less travel by employees to and from the workplace. In order to ensure that work is carried out correctly, thus guaranteeing the same quality and safety as in the workplace, Gpi has provided its staff with all the necessary tools (laptops, headsets and enhanced remote technical assistance) in full compliance with applicable regulations.

Again, there are significant differences between the different business areas: in the Care SBA, fewer activities can be performed remotely. Among the characteristics that make the application of remote working mode more difficult, there is the work location, which often does not coincide with that of the Company: the staff carries out its activities at the hospitals in the area concerned, which often do not have adequate technical tools available and, in some situations, are not even authorised to do so.

In light of the Smart Working Regulation, the right to disconnect is again confirmed as fundamental, in order to guarantee workers the respect of their life time, of which rest is an essential part to promote the recovery of psychophysical energies necessary for the worker's well-being.

Reconfirmation of the Family Audit certification

Gpi has been Family Audit certified since 2012 by the Autonomous Province of Trento with the aim of promoting innovative work-life balance actions, triggering a cycle of continuous improvement of the working environment. In 2023, the Family Audit certification was reconfirmed.

The evaluation underlined the renewed motivation insofar as the actions implemented, commending the commitment, including in consideration of the continuous extension of the company's scope.

The Family Audit certification is granted in two-year cycles focused on start-up, maintenance and consolidation. Gpi is now in the first year of the fifth consolidation cycle.

Among the actions for work-life balance, developed in 2023, important were certainly the initiatives aimed at creating a culture of support and self-confidence.

These actions include:



MOMMY & DADDY KIT

Handbook dedicated to new parents aimed introducing the opportunities provided by the State and secondly the actions that the Company offers as support for childbirth and the related procedures necessary to activate them.

LIFEED, PARENTS AND NEW PARENTS PATHWAY

A digital journey that transforms parenthood into a gym of valuable skills essential at home as well as at work. A wellness space, rich in readings, videos, testimonials, reflective insights, practical exercises, and missions to complete in everyday life.

FUTURELY

Futurely is a digital guidance path that leads young people in choosing high schools, universities, and ITS (Higher Technical Institutes), and in shaping their own future, developing self-awareness, curiosity, and courage.

WELLNESS MAP

"Concept map" to present more effectively the various wellness initiatives dedicated to employees and their families. This map allows people to learn about the actions activated by Gpi and to navigate more intuitively.

CORPORATE BENEFITS

Corporate agreements platform aimed at enabling all employees of the Group to benefit from certain time-saving and money-saving services for their family needs and daily life, regardless of their geographical location.

Talent selection and acquisition

The most important resource Gpi has is its personnel, which determines the company's assets and on which the possibility of maintaining a competitive advantage depends. We therefore pursue a commitment to observe high ethical and social responsibility standards in the selection and talent management process, taking care to adapt and innovate our practices to meet emerging employment market challenges.

Gpi adopts a recruiting process marked by inclusiveness, innovation and efficiency. Our guiding principles are:

- **Diversity and inclusion:** we are committed to increasing the diversity of our leadership and employees and to implementing appropriate decision-making processes so that everyone feels included, valued and respected. Our job advertisements are explicitly addressed to both sexes, in accordance with laws 903/77 and 125/91.
- **Continuous development and advanced technology:** we invest in the continuous training of our recruiters, ensuring that they are always up-to-date on industry best practices. Moreover, thanks to the adoption in previous years of Applicant Tracking Software (ATS) specialised in managing the recruiting process, we have progressed in the digitisation of selection activities, significantly improving operational efficiency and reducing selection time without affecting quality.
- **Active and dynamic search:** we take a proactive approach to recruitment, seeking to identify talented professionals before job posting. Our strategy is based on flexibility and adaptability, so that we are ready to change our approach according to the changing needs of the employment market.

Gpi believes in making the most of the professional skills present in the company and therefore prioritises the growth of its resources: vacant positions are sought in the first instance through the internal **job posting** system, which proves to be one of the most effective tools in ensuring internal mobility and the professional development of our people. In 2023, in fact, 34 positions were shared with employees. New job postings are brought to the attention of the entire company population by e-mail and then shared in a dedicated section on our Social Intranet, from which an application can be submitted directly.

In 2023, Gpi also continued to improve its employer branding strategy and strengthen its reputation by using various channels for the external search of new talent:

- **Company website:** our job offers are published in the 'Careers' section of the Gpi website, where users can make targeted applications or alternatively send spontaneous applications. In April 2023, the new Gpi Group website was implemented and the 'Careers' page was among the first to be revamped: the section was entirely reorganised through a clearer and more immediate breakdown of open positions.
- **LinkedIn:** we make use of LinkedIn to support our research activities. Compared to more traditional methods, digital communication proves to be a key tool for recruiting the most suitable professionals for the role sought.
- **Participation in Career Days:** through Gpi's participation in Career Days promoted by major Italian universities, we create an opportunity to make our brand known and to get in touch with young undergraduates and recent graduates eager to start planning their career future.
- **Promotion of traineeships and internships:** we collaborate with leading Italian universities to promote the activation of training and orientation traineeships: extracurricular for graduates and curricular for students who need to complete their academic career. In some cases, students are also offered the opportunity to use the internship experience for the realisation of thesis projects. We also promote the activation of extracurricular traineeships aimed at labour insertion/re-insertion, relying on job centres and employment agencies.
- **Promotion of PCTOs and meetings with schools:** through collaboration with schools, which manifests itself in the promotion of school-to-work alternation courses (PCTOs) and the organisation of meetings with students, we create the opportunity to identify the most promising young talents and to provide them with practical and specific training in their field of interest at an early age. This not only enhances our reputation with local communities but also prepares the future professionals of tomorrow with skills directly applicable to business needs.
- **Organisation of company academies:** working together with specialised providers, we offer candidates for some of our open job positions the opportunity to follow training courses of varying lengths before actually joining the company. This gives talented and motivated young resources the opportunity to approach specific roles within the organisation, while reducing the gap between required and possessed skills.

Gpi's constant commitment to excellence translates into special attention to the way selection interviews are conducted, recognising this phase as a crucial moment for identifying and attracting the most qualified and motivated talent. Our selection process is divided into two stages: an initial cognitive interview by our recruiters, dedicated to the assessment of the candidate's soft skills and motivational aspects, as well as an initial verification of adherence to the role sought; this is followed by a second interview with the contact persons of the area of placement, focused instead on the interviewee's hard skills and his or her actual ability to perform specific tasks associated with the position. The two modes are complementary and provide a 360 degree view of the candidate, giving due importance not only to technical competences but also to the assessment of soft skills.

During selection interviews, in order to create a relationship of trust from the very first meeting, we strive to establish an open and transparent dialogue with candidates, providing a detailed picture of the expectations of the role and listening carefully to the aspirations of interviewees. Our recruiters are selected for their experience and professionalism: their approach is based on objective and specific criteria that allow us to accurately identify the qualities that will be crucial for success in the role and in the company.

At the end of the interview phase, we always try to provide constructive feedback to all candidates, regardless of the outcome of the selection process. This demonstrates our dedication to contributing to the professional development of each individual, enhancing the candidate experience in a way that reflects our values of transparency, respect and commitment to building lasting professional relationships.

Introducing Gpi to young people

Academy Events 2023



Career Day

In 2023, Gpi significantly strengthened its strategy adopted to involve young talent, increasing its participation in events such as Job Fairs, Career Days and Recruiting Days organised by the most important Italian universities and institutes.

The consolidation and promotion of these practices have made it possible to further strengthen the presence of Gpi in both university and high school environments throughout the country. The positive feedback received, both in terms of acquiring young talent and promoting employer branding, is the right incentive to continue to strengthen the path already taken in the future. This testifies to the success of a strategy geared towards building meaningful relationships with the new generations, who thus enrich our corporate population, making it diverse and highly qualified.

Area	City	Career days
North-East	Trieste	University of Trieste - <i>Job@UniTS</i>
North-East	Padua	University of Padua - <i>IES Open University</i>
North-East	Trento	University of Trento - <i>ICT Days</i>
North-East	Trento	University of Trento - <i>Career Fair</i>
North-West	Milan	Polytechnic University of Milan - <i>Career Day</i>
North-West	Turin	Polytechnic University of Turin - <i>Career Day</i>
North-West	Genoa	University of Genoa - <i>Career Week</i>
Centre	Bologna	Alma Mater University of Bologna - <i>Career Day</i>
Centre	Pisa	University of Pisa - <i>Job Fair</i>
Centre	Siena	University of Siena - <i>Career Week</i>
Centre	Rome	Biomedical Campus of the Polyclinic University of Rome - <i>Career Day</i>
Centre	Rome	Roma Tre University - <i>CV At Lunch</i>
South	Naples	"Federico II" University of Naples - <i>Career Day of the Basic Sciences and Polytechnic School</i>
South	Bari	Polytechnic University of Bari - <i>Job Meeting</i>

Employer Branding - University

In 2023, Gpi actively participated in a series of events and meetings at prestigious university institutions in different regions of Italy. These moments of connection with the academic world provided a unique opportunity to interact with students, share the Company's vision and values, and present our career opportunities. Listed below are some of the key events that characterised our presence in different areas of the country, highlighting our commitment to promoting professional growth and diversity within the industry.

Area	City	Event
North-East	Trieste	University of Trieste - Meeting with students of the Clinical Engineering degree course
North-East	Verona	Placement Exchange - Virtual Fair
North-East	Verona	Placement Exchange - Forum
North-West	Milan	Polytechnic University of Milan - Online meeting with students in the context of Gpi's membership of the Associate Program
North-West	Milan	Polytechnic University of Milan - In-presence meeting with students in the context of Gpi's membership of the Associate Program
North-West	Milan	Diversity Day at Bocconi University of Milan - Meeting open to university students and others
North-West	Savona	Savona Campus Event - Meeting with students
South	Bari	LUM University - Meeting with students

Since May 2022, Gpi has further consolidated its commitment to education and the development of technological skills by becoming a member of the FITSTIC Foundation (Fondazione Istituto Tecnico Superiore Tecnologie Industrie Creative). This three-year partnership once again demonstrates our commitment to promoting education and facilitating the transition of students between the world of training and the world of work.

FITSTIC

The FITSTIC Foundation, operating throughout the Emilia-Romagna region, stands out for the design and implementation of two-year vocational post-diploma courses. These courses are specifically designed to acquire fundamental technical skills in the fields of information and communication technology (ICT). In particular, the partnership with Gpi resulted in the hosting of students enrolled in the 8 two-year ICT Higher Education courses during practical training sessions.

Again, the decision to concentrate our efforts in the Emilia region is not accidental but closely linked to business strategies. Collaborating with the FITSTIC Foundation allows us to actively contribute to the development of qualified skills in the ICT sector in Emilia-Romagna: this synergy not only benefits the students through direct practical experience but also contributes to growth and development in the local technology scene. Ultimately, this partnership reflects our mission to invest in human resources and to promote training as a strategic lever for the future, while maintaining a strong link between our initiatives and the territorial context in which we operate.

Continuing on from previous years, Gpi has joined the Project "TU SEI" for school year 2022/2023, an initiative born from the collaboration between Confindustria Trento and the Autonomous Province of Trento with the aim of strengthening the relationship with schools and facilitate the entry of young people into the world of work.

Project TU SEI [You Are]

The project was carried out in partnership with class IV SC of the Technical Economic Institute 'A. Tambosi' in Trento. The boys and girls involved, actively worked on the development of an innovative software dedicated to enterprise risk management, born out of the need to map the risks associated with the various business areas and their degree of acceptability through an easy-to-use programme. Gpi is in fact composed of different functions, each with its own particular risks, such as those related to cybersecurity. The software was developed to respond to the need to census the risks of each company directorate, catalogue the actions that can mitigate them and eventually resolve them.

As part of the 'TU SEI Project', the collaboration started in 2022 between our Pay SBA and class 3AIN of the 'Marie Curie' Institute of Pergine to develop a web application dedicated to electronic payments also continued. Recent years have seen a steady growth in electronic digital payments, facilitated by the spread of innovative technologies such as digital wallets, credit card payments and payment services based on QR code technologies. This trend has prompted companies to adopt increasingly innovative solutions to simplify the payment process and improve their customers' shopping experience. The project to realise a web application that mimics the behaviour of a smart checkout fits into this context, to simulate the payment process and improve the customer experience.

PhD in Corporate Social Impact

Gpi took an active role in supporting and financing a PhD in "Sustainability: Economics, Environment, Management and Society (SUSTEEMS)". This project, aimed at defining and measuring social impact, is particularly significant for the sustainability profile intrinsic to our organisation's mission. The start of the doctorate took place in November 2020 thanks to an international call for applications managed by the University of Trento. The project, completed at the end of 2023, represents an important milestone in the promotion of research and innovation in the context of sustainability.

The collaboration with the University of Trento made it possible to provide resources for the development of innovative approaches and advanced methodologies aimed at social impact assessment in economic, environmental, management and social contexts. This investment testifies to our ongoing commitment to sustainability and social progress, strengthening our profile as a responsible and future-oriented company.

Corporate academies

In 2023, Gpi successfully developed several corporate academies, i.e. training programmes aimed at people outside the company and designed to develop participants' skills for specific roles within the organisation. These initiatives represented a unique opportunity for young talents to acquire new skills in different business roles, thanks to the alternation of teaching between internal colleagues and external teachers who are prominent in the industry.

During the year, five training courses for Software Developers and three courses for Application Specialists were activated. The Academies were successfully concluded with the addition of 35 Software Developers and 33 Application Specialists to our workforce, testifying to the effectiveness of the initiatives.

Training and professional development

A key issue is talent retention, a strategic factor in fostering the development of our employees and discouraging turnover. With this in mind, we seek to engage employees in a long-term perspective in which professional development, training and equal opportunities - democratically extended to the entire company population - play a decisive role in building the employee's career.

By 2022, this commitment had taken the form of an in-depth review of job profiles, aimed at identifying in a clear and detailed manner the skills required for each corporate role. The process, which started with some Group companies, continued in 2023 and is intended to continue in the future until it involves the entire organisation, through continuous discussion with line managers. The ultimate goal is a clearer definition of roles, responsibilities, necessary and desired requirements. The analytical and contextualised description of the profile will help consolidate all personnel management: research and selection, to performance management, the definition of career paths and job rotation.

This approach will help create the basis for a dynamic working environment that values individual skills and offers long-term development prospects, which are crucial for building and maintaining a highly qualified and motivated workforce.

Talent retention was pursued through the consolidation of a more inclusive and people-centred corporate culture. The first step was the introduction of a new Onboarding initiative in September 2020, aimed at conveying key information about the company, its tools and regulations to new recruits.

As of 2021, the business became a fully-fledged part of our processes and has been the subject of continuous improvement in the following years. Each month, in rotation, the Company is described to new arrivals, emphasising its values and recounting its history and development prospects. This activity supports the new hires in the operational management of the first period of insertion in the Company and offers an opportunity to convey to the new collaborators a feeling of closeness and common union, thereby fostering their integration within the company fabric.

This initiative is accompanied by the promotion of continuous training for employees. Fostering the creation of an environment in which learning is a constant process is the cornerstone of our organisational culture, which aims to emphasise the importance of the personal and professional growth of its people. We therefore invest tangibly in developing employees' skills through initial training, refresher and recall programmes involving the entire company population.

This targeted approach not only enhances the knowledge base of each individual, but also results in a concrete response to the changing expectations and ambitions of our employees. We believe that offering diverse learning opportunities not only motivates our people, but also helps to retain the most valuable resources within the company.

In a context where the scarcity of specialised personnel, particularly in the ICT area, exposes the organisation to the risk of skill shortages, our initiative assumes a crucial function. We aim to avert this prospect by investing in continuous training and ensuring that our staff is adequately prepared to meet the challenges of the industry.

Our commitment in this sense is demonstrated first and foremost by the strengthening of the Academy Team, made necessary to cope with the increasingly demanding management of the Company's training needs, which grew in 2023 compared to the previous year: **over 106 thousand training hours were provided in Italy**, and **over 10 thousand hours were provided abroad**, for a **total of over 117 thousand training hours** provided.

Of these, just over 99 thousand (*of which just over 9 thousand abroad*) relate to non-compulsory training on a wide range of subjects: transversal training, linked to company compliance, technical training and internal and external training.

The new employees hired during the year, have made it necessary to assure a constant commitment to training in support of compliance on topics such as safety, which is why in 2023 **the hours dedicated to compulsory training for Italy numbered more than 16 thousand**. We are therefore talking about **15.42 average hours of training per employee in Italy**, in addition to an average of 16.24 hours of training for companies abroad, for an overall total of about **15.49 average hours of training per employee**.

More specifically, the processes underlying training will tend to be increasingly structured and will involve both management and individual business areas in first gathering training needs and then creating an annual training plan.

These efforts took the form of Gpi's commitment to **progressively increase the average hours of professional training for employees**, considered by the company to be the most significant indicator to show the strengthening of professional growth within Gpi, with a view to lifelong employability.

The social objective, defined in the spring of 2022 and constantly monitored until the end of the year, goes in this direction by focusing on training.

Personal training	
average hours of professional training delivered per employee/ICT Area	
BY 2026	> 28
2023	29 ²⁸

Training hours 2023	FTE 2022	Hours per capita 2022
61,943.87	2,120	29.22

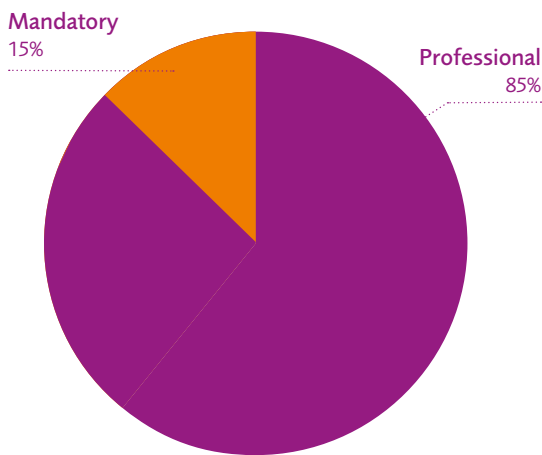


The HR Team has developed, thanks to the company's BI, a dashboard that captures management data on people in the system and collates the information into quantitative KPIs that allow trends to be monitored and people management policies to be addressed.

For 2023, the KPI relating to training records **29.22 average hours of training per employee** (excluding the Care SBA), a **significant increase from the 24.5 average hours/person recorded in 2022**.

For the time being, this KPI is only monitored on Italy, but it will be extended to the entire Gpi Group.

Type of training delivered



2021-2023 professional and mandatory training hours



²⁸ Indicator not referring to GRI Standard.
 • Scope and population: FTEs, consolidated Gpi Italia Group, excluding Care Area.
 • The value also includes the training hours of employees who left the company during the year.
 • Considering professional training only (no mandatory training).
 Key numbers 2023: Training hours 61.943,87/FTEs 2.120/Hours per capita 29.22.

Corporate LMS update

During 2023, Gpi enhanced its Learning Management System (LMS) platform by introducing new online courses. These courses, designed in micro-learning mode to enable autonomous learning, were structured to create targeted courses according to different needs: technical training, management training, agile working and role training, including specific courses for apprentices, team leaders and specialised professionals.

In 2023, a course dedicated to employees hired under the CCNL for the Metalworking Industry was also made available, including numerous courses covering a wide range of topics (soft skills courses, technical training, managerial and role training), which facilitated the company's provision of the 24 hours of training per capita stipulated by collective bargaining. This initiative will be extended to the entire corporate population in 2024 to ensure fair and democratic access to training opportunities for every employee. The continuous evolution of the LMS platform reflects Gpi's commitment to providing advanced learning resources while promoting an inclusive and personalised learning environment.

Professional certifications

As part of its professional development initiatives, Gpi actively promoted training courses aimed at enabling employees to obtain relevant certifications in key areas. The focus was on providing advanced training in computer languages and technologies, with a view to offering new learning opportunities for the acquisition of specialised skills. At the same time, programmes dedicated to project management (PMP, Prince2, ISIPM) and IT service management (ITIL) were introduced, with particular emphasis on the use of agile and Scrum approaches, aimed at facilitating proactive and efficient project management. In addition, the transfer of knowledge regarding international software measurement standards (IFPUG) and protocols for the facilitation of communication and data exchange between health information systems (HL7 - FHIR) was fostered, ensuring that the employees involved are well prepared to achieve the relevant certifications in this field. The acquisition of these certifications is an essential part of our overall strategy, not only to guarantee the quality of our services but also to consolidate our competitiveness in public and private tenders. We are committed to ensuring that our colleagues are adequately trained to manage the entrusted services effectively and compliantly, thus strengthening our position in the industry.

Managerial leadership

During 2023, the management skills development programme was confirmed, focusing on various organisational roles with increasing responsibilities. A significant step forward is the introduction of e-learning courses for middle management on our corporate LMS platform. These courses aim to provide a first approach to management concepts and techniques.

At the end of this phase, blended training was implemented, combining virtual and face-to-face modes. This approach allowed for a deepening of topics and facilitated the sharing of knowledge. Thanks to the coaching of trainers, it was possible to develop an effective management model, adapted to the characteristics and specificities of Gpi.

For top positions, individual business coaching, language training and interventions aimed at supporting the strengthening of leadership skills were implemented. In order to facilitate professional development, both virtual and face-to-face sessions were organised, focusing on the most relevant topics for personal and professional development.

These sessions focus on key topics such as scenario perspective, innovation, leadership skills development, as well as crucial aspects of marketing and communication. The combined approach of virtual and face-to-face training provides a dynamic and comprehensive framework to address emerging challenges and to ensure that professionals in senior positions are adequately prepared to deal with the complex dynamics of their role.

6 Gpi and the environment

We were born in a territory where nature is respected as a matter of course.
We are committed to minimising the impact of our activities wherever we operate.

Management of environmental aspects

The direct environmental impacts generated by Gpi are limited and mainly those produced by office activities. They therefore include energy and methane gas consumption for the utilities of the operating sites and fuel consumption for the corporate fleet, water consumption for sanitary purposes and waste production. Their mitigation is considered a strategic commitment with respect to the more general aims of the entire business activity.

To manage these impacts, according to the guidelines laid down by the Group Health, Safety, Environment and Energy Policy, Gpi S.p.A. has adopted and keeps up-to-date an Environmental Management System certified according to the **international standard ISO 14001:2015**, which guarantees a systemic approach to the continuous improvement of environmental performance, including through the awareness and involvement of employees, collaborators and suppliers. With regard to the evaluation of the data and indicators for 2023, it must be taken into account that during the year there was a gradual return of employees to face-to-face work, and continuing on from 2022, the company provided its employees, where the type of activity allowed it, with the possibility of working from home.

In 2023, data calculation methods were further refined and the further expansion of the consolidated scope, due to the inclusion of the Tesi Group and part of the Evolucare Group, lead to higher values for both electricity and fuel consumption for the car fleet in 2023.



Alongside this consolidated management, the company is also developing a **greater sensitivity and awareness of the indirect environmental impacts linked to the business**, which are manifold and can be traced back to the strategic topics of decarbonisation and the circular economy; these include, for example, the impact of the distribution chain, business travel and the governance of the end of life of the products used. It is on these areas that the Group's future efforts will focus, starting with a more precise analysis of the impact, which will focus on defining a significant perimeter on which to calculate scope 3 CO₂ emissions, which together with scope 1 and 2 emissions will complete the organisation's carbon footprint measurement. For this reason, the GPI Group is searching for a suitable information tool to support the data and indicator management processes.

One area in which the company is working to achieve concrete results is in relation to the travel of people, not so much for business trips to other locations, customers or suppliers, but rather the daily commute of employees between home and work. The CO₂ emissions from these trips have been analysed for the 5 critical locations, in a pilot project that also meets the requirements of the relevant Italian regulations²⁹. Mitigation measures for these locations were identified in 2023. The implementation and monitoring of these measures will be carried out during 2024. As a further development, the company plans to extend this analysis to the whole scope of consolidation, with the aim of implementing the mentioned mitigation measures and raising awareness and directing employees towards more sustainable mobility.

The first steps for scope 3 mapping include the calculation of CO₂ emissions from employee business trips managed by the Group's Travel department. The business travel sector is a significant source of carbon emissions, contributing significantly to the Group's overall environmental impact. For this first analysis, overnight stays and various means of transport were taken into account, such as flights, trains, ferries and buses³⁰. The ultimate goal of this mapping is to identify the most sustainable solutions to reduce CO₂ emissions, by adopting specific mitigation measures such as buying the CO₂ offsets offered by airline companies, making employees aware of the use of more sustainable means of transport such as trains, staying in hotels that pay attention to sustainability topics, etc.

²⁹ Law 77 of 17/07/2020 and Ministerial Decree no. 179 of 12/05/2021.

³⁰ Emissions from passenger cars were not taken into account, as these belong to the company fleet and are already reported within scope 1 of the organisation.

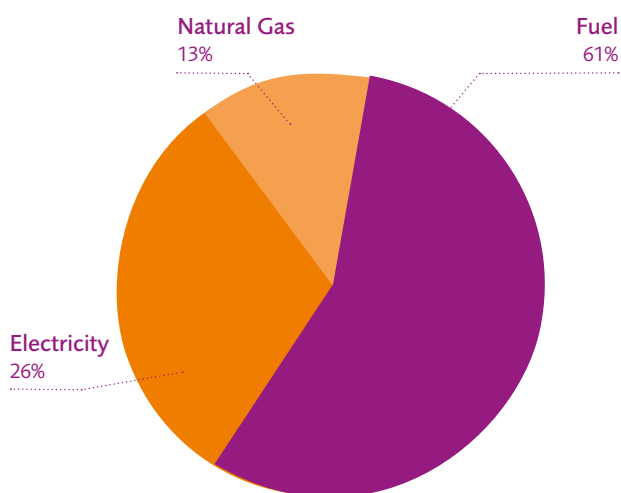
A second ongoing scope 3 mapping project is the **product life cycle** project, specifically the calculation of CO₂ from the end-of-life management of municipal and special waste (recovery and disposal). To date, the Gpi Group is only able to report emissions from this source within the Italian perimeter.

Along the same lines is also the other important project being implemented aimed at **renewing the rental vehicle fleet**, and described in more detail in the section on Mobility on the following pages.

Energy consumption and carbon footprint

In 2023, total energy consumption was 51,385 GJ recording an **overall increase of approximately 36% over 2022**, mainly brought about by the extension of the reported scope. **Energy intensity**, measured as the ratio of total consumption to hours worked, was **5.57 per thousand hours**.

Energy mix



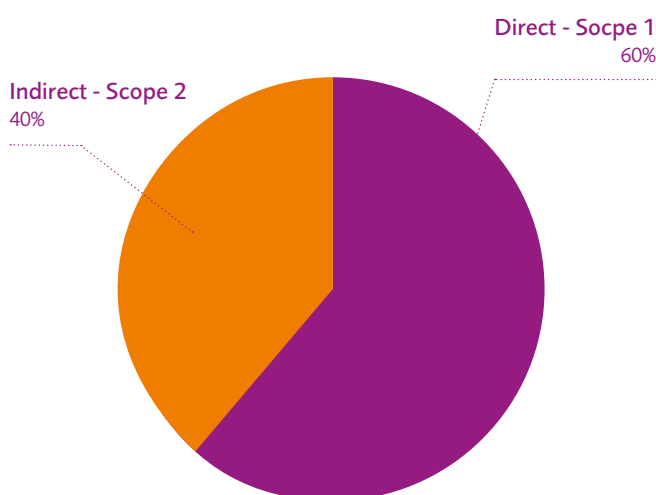
The representation of the energy mix shows that fuel consumption has risen sharply compared to previous years, now accounting for 61% of the total, indicating a gradual return to the pre-pandemic situation.

The **fuel** increase compared to 2022 is 57%

Electricity consumption shows an increase in utilisation compared to 2022 of 19%, which confirms the consumption trend from previous years, with a slight increase mainly due to the extension of the reported scope.

The share of renewables in total consumption by 2023 is 14% and is mostly the result of company choices, where possible, to use sustainable supplies of 100% green electricity.

Breakdown of CO₂ emissions



Gpi also maintains a small amount of self-produced electricity that comes from the photovoltaic plant located at the Trento headquarters, for an estimated total of 87.8 GJ in 2023, which, however, is entirely released to the domestic market.

Greenhouse gas emissions amounted to **2,692 tonnes of CO₂** for **scope 1**, which includes emissions from natural gas combustion (**14%**) and emissions from the company car fleet (**86%**).

The **scope 2** location-based is **1,106 tonnes of CO₂**. **Total emissions** from Scope 1 and 2 for 2023 amount to **3,797 tonnes of CO₂** (+42% compared to 2022). Following the "market based" approach, indirect **scope 2** emissions amount to **735 tonnes of CO₂**, bringing **total emissions to 3,427 tonnes of CO₂**.

During 2023, an energy diagnosis was carried out according to Legislative Decree no. 102/2018, the clustering of which identified three locations and the company car fleet as significant. Thus, indicators relevant to energy saving were identified and possible mitigation actions proposed to the organisation.

Vehicle fleet renewal program

The largest share of CO₂ emissions comes from the combustion of motor fuels. In Italy, the vehicle fleet numbers **526** vehicles, with **106 Hybrid and 2 Plug-in vehicles**.

518 cars are classified as Euro 6 and of these as many as 317 are classified as 6B,6C or 6D.

The fleet mainly consists of rental vehicles with a very small number of owned cars, inherited from company acquisitions and being phased out for replacement.

The majority of vehicles are still fuelled by diesel, but full hybrid petrol engines and, to a small extent, LPG, CNG (compressed natural gas) and electric motors are on the increase with new registrations.

Lease agreements initially last 48 or 60 months: this allows for a more frequent rotation geared towards the procurement of cars with particulate and CO₂ emission technologies that are as low as possible.

In recent years, rental contracts have been extended to 60 months and in some cases even longer; this was to compensate for the supply difficulties in the automotive market, which caused a slowdown in the company's fleet renewal plan.

Given the diversity of the configuration of the territories in which Gpi is present, all-electric cars appear unlikely to be compatible with users' general mileage. In light of this, after an internal evaluation that involved the entire management, also with the aim of raising awareness of environmental topics, the Company has oriented its choices towards the replacement of the company fleet with full-hybrid vehicles. The project started in 2021, with the first car deliveries in 2022, and continued in 2023. At the end of this year, the Group's fleet numbered **106 Hybrid cars**.

An electric managerial car was also introduced in 2023, with the installation of a power column at the Trento headquarters



The project to renew the company's fleet with full-hybrid vehicles, which started in 2021 and bore its first fruit in 2022, was extended in 2023 with the introduction of a further 44 TOYOTA YARIS 1.5 116 hp HYBRID (Bracket 1) and TOYOTA Corolla 1.8 122 hp Hybrid (Bracket 3) cars³¹. The project, which is still active, foresees further deliveries and orders in 2024.

The results of the analysis of consumption and emissions for 2023 shows how the **green policy adopted has benefited the environment**. For every hybrid car in Bracket 1 introduced to the fleet, CO₂ emissions are reduced by 0.12 t per 10,000 km driven and fuel consumption by 158.68 l.

The values are positive for Bracket 3 vehicles too, for which journeys of 10,000 km reduce CO₂ emissions by 0.19 t and fuel consumption by 67.82 litres.

	Bracket	Consumption difference	10,000 km	20,000 km	30,000 km
Delta travel consumption	1	1,6 lt/100km	158,68	317,36	476,04
Delta travel consumption	3	0,7 lt/100km	67,82	135,64	203,47

	Bracket	Unit of measurement	10,000 km	20,000 km	30,000 km
CO ₂ saved on travel	1	[t CO ₂]	0.12	0.24	0.36
CO ₂ saved on travel	3	[t CO ₂]	0.19	0.39	0.58

This analysis shows that hybrid cars had less impact on the environment than conventional cars in terms of CO₂ emitted and litres of fuel consumed.

³¹ The categorisation into Brackets can be traced back to the 'car list' that Gpi staff compose on the basis of the internal procedure governing the allocation of company cars (224.PDU.0159.1.0-PROCEDURA+PER+LA+GESTIONE+DEL+PARCO+AUTO+AZIENDALE).

The 'car list' is subdivided by occupational bracket; for each bracket different types of company cars can be selected.

Waste management

The **special waste**³² produced by the Gpi Group mainly consists of electrical and electronic equipment (16 - WEEE), printing consumables (08 - toner/cartridges), bulky items (20 - Municipal waste) and packaging (15 - Packaging waste).

In 2023, **293 tonnes of waste were produced on a consolidated level**; at the **Italian sites** alone, **274 tonnes of waste** were produced, of which about 2.48% was hazardous. Of the hazardous waste, medical waste, which result from nursing/surgical activities carried out at Gpi medical centres, account for 11.26%. Most hazardous waste concerns hazardous electrical and electronic equipment (36.47%) and company-owned cars (47.49%). Waste management is outsourced to licensed suppliers who specialise in the field.

The figure for waste produced in 2023 is much higher than in previous years (80.26 tonnes in 2022), because not only special waste was included in 2023, but also municipal waste delivered to the Public Service.

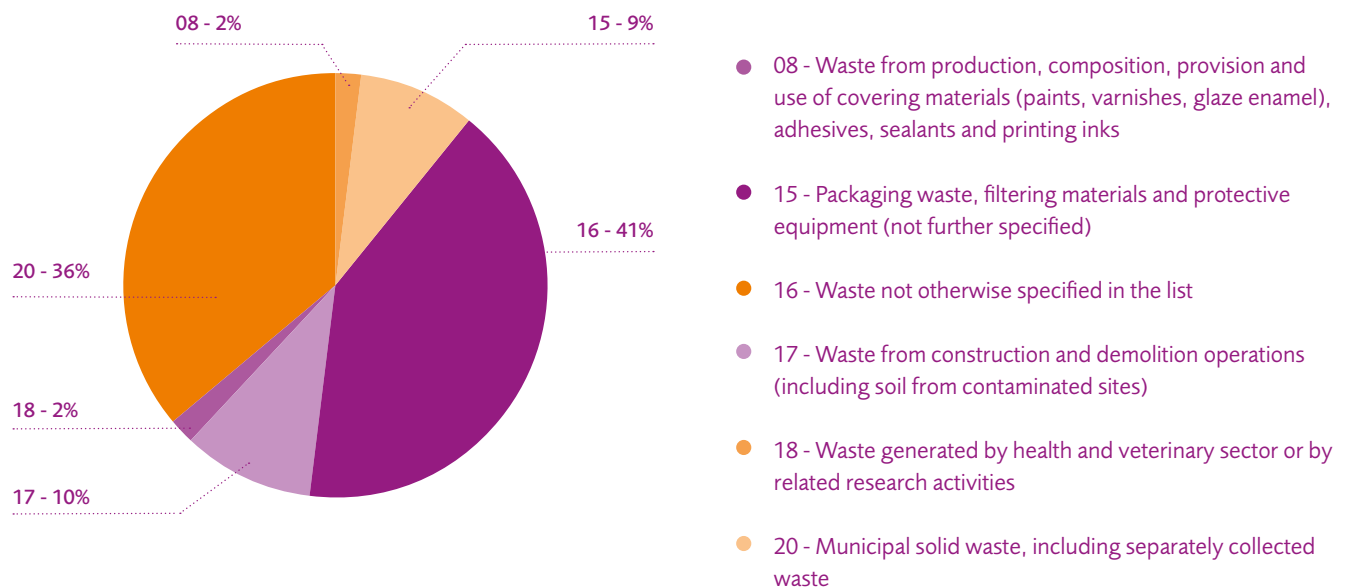
In actual fact, a process has been implemented for calculating the quantities delivered to the urban circuit, which involves reporting the number of bags delivered weekly for each type of waste: paper/cardboard, plastic, organic, glass and undifferentiated.

The figure for special waste alone is **80.04 tonnes**, which is in line with the figure reported in 2022.

For the Italian sites, the fraction of waste produced that is sent for **recovery** is 99% for hazardous waste and 74% for non-hazardous waste. With reference to the entire **consolidated scope**, however, hazardous waste sent for **recovery** is 99%, while for non-hazardous waste it is 72%.

For the Italian companies of the Group, data is reported on the breakdown of special waste by type.

Breakdown by type of waste



³² The data refers to Italy. Foreign data are not material.

7 Appendix

7.1 Methodological note

This document constitutes the Consolidated Non-Financial Statement (hereinafter also referred to as the "Statement" or the "CNFS") of the Gpi Group prepared in accordance with Articles 3 and 4 of Legislative Decree No. 254 of 30 December 2016, and contains the data and information relating to environmental, social, staff-related, human rights, and the fight against active and passive corruption, which are deemed relevant in view of the characteristics of the Group and the activities carried out and to be carried out, according to the principle of materiality.

The Statement, prepared on an annual basis, is prepared in accordance with the provisions of Legislative Decree No. 254 of 30 December 2016 (hereinafter also referred to as the 'Decree') and according to the GRI Standards, the most widespread and internationally recognised standard for sustainability reporting, for the period ending 31 December 2023. In order to make the document easier to read, the information reported is indicated in the GRI Table of Contents, which can be found in section 7.3 of this document and constitutes a separate Report included in the Annual Financial Report even though it is not contained in the Report on Operations.

It is emphasised that the sustainability material topics remained unchanged from those set out in CNFS 2022. This conservative approach was shared with company management and, subsequently, with the Control, Risks and Sustainable Development Committee at its meeting on 15 February 2024.

Each area of the Decree is dealt with in specific sections containing a description of the material topics and risks and the related management methods, the management guidelines that can be derived from the Code of Ethics and the policies defined by the Company, the management activities and, finally, the relevant performance indicators for the measurement and comprehension of the results.

The table below shows the list of material topics indicated for each area and the GRI standards selected to represent the management results.

Material topics, areas of Legislative Decree No. 254/2016 and GRI indicators³³

Ambito del Decreto 254	Tema materiale	Perimetro interno	Perimetro esterno	GRI topic standards
Aspects related to personnel management and the protection of human rights	Finding qualified resources and enhancing professionalism	Gpi Group	Employees	401 - Employment, turnover, parental leave 404 - Training and education
	Diversity and inclusion	Gpi Group	Employees	405 - Diversity and equal opportunities 406 - Non-discrimination
	Safety, health, and well-being of people	Gpi Group	Employees	403 - Occupational health and safety
	Cybersecurity	Gpi Group	Customers Employees	418 - Customer privacy
Aspects related to social impact	spread of innovation in the healthcare system	Gpi Group	Customers	(**)
	Reliability and security of technological solutions ^(*)	Gpi Group	Customers	416 - Customer health and safety
	Delivery capabilities and service continuity	Gpi Group	Shareholders Customers Local authorities and institutions	(**)
	Innovation and relationship with strategic partners	Gpi Group	Customers Suppliers	(**)
	Supplier management ^(*)	Gpi Group	Suppliers	204
	Focus on communities	Gpi Group	Local authorities and institutions	203 - Indirect economic impacts
Anti-corruption	Respect for ethical values and rules	Gpi Group	All stakeholders	205 - Anti-corruption 206 - Anti-competitive behaviour 419 - Socioeconomic compliance
Environmental aspects	Energy efficiency and decarbonisation	Gpi Group	All stakeholders	302 - Energy 305 - Emissions

^(*) other material topics potentially related to human rights.

^(**) material topic not reported with Topic-Specific GRI Standards. The management approach adopted is reported in the document.

Consolidation scope at 31 December 2023

The scope of the qualitative and quantitative information contained in the CNFS coincides with the scope of consolidation of the consolidated financial statements at 31 December 2023 (period 1 January 2023 - 31 December 2023) and therefore includes the parent company Gpi and all the companies consolidated on a line-by-line basis, with the exceptions shown in the table below. Any further limitations to this scope are duly indicated in the document.

Of particular note is the exclusion of certain legal entities of the Evolucare Group from the scope of the consolidated non-financial reporting for the year 2023; such exclusions are due to the difficulty in finding data and information.

The activities aimed at collecting the non-financial data of the Evolucare Group, which started in the autumn of 2023, have in fact returned an incomplete picture. There was simply not enough time to organise a non-financial data collection process: the acquisition dates back to Q3 2023 and the Evolucare Group is new to the logic of non-financial reporting. This is why Gpi deemed it appropriate to exclude from the scope the Evolucare Group Companies that could not report adequately.

With reference to the Evolucare Group, the main impact resulting from the exclusion of certain Group companies from the scope of non-financial reporting is reflected in the difference with respect to the total number of employees as at 31/12/2023. The difference between the total number of employees, Italian and foreign, indicated in the Report on Operations (7,638) and those indicated in the CNFS (7,595) amounts to 43.

³³ In consideration of the territorial, regulatory and business context in which the company operates, the topic relating to the use of water resources, although provided for in the Decree, has not been included among the material ones and is not discussed in the Statement.

Subsidiaries	Justification for exclusion from the scope of the 2023 non-financial reporting
Gpi S.p.A. (parent)	
Argentea S.r.l.	
Bim Italia S.r.l.	
Cliniche della Basilicata S.r.l.	
Consorzio Stabile Cento Orizzonti Scarl	
Contact Care Solutions S.r.l.	
Do.Mi.No. S.r.l.	
Esakon Italia S.r.l.	
Gpi Britannia Limited	Non-financial non-material impacts (established February 2023)
Gpi Cee G.m.b.H.	Non-operational
Gpi Cyberdefence S.r.l.	
Gpi France SASU	
Gpi Iberia Health Solutions S.L.	
Gpi Latam S.p.A.	
Gpi Polska z o.o.	Non-financial non-material impacts
Gpi USA Inc.	
GTT Gruppo per Informatica Technologie Tunisie Suarl	
Healtech S.r.l.	
Informatica Group O.o.o.	Non-operational
IOP S.r.l.	
Oslo Italia S.r.l.	
Professional Clinical Software G.m.b.H.	
Project Consulting S.r.l.	Non-financial non-material impacts (acquired Q3 2023)
Riedl G.m.b.H.	
Umana Medical Technologies Ltd	
Xidera S.r.l.	
Tesi - Elettronica e Sistemi Informativi S.p.A.	
Arko S.r.l.	
Omnicom S.r.l.	
Tesi de Mexico S.A. de C.V.	
Tesi Brasil Ltda	
Informatica Tesi Colombia S.a.s.	Non-financial non-material impacts
Evolucare Investment S.a.s.	
Evolucare Technologies S.a.s.	
Corwin (Evolucare Group)	
Medgic (Evolucare Group)	
ETManagement	Incorporated into Evolucare Technologies S.a.s. (Q4 2023)
Opthai	Data not available - Q3 2023 acquisition (Evolucare Group)
Adcis	Data not available - Q3 2023 acquisition (Evolucare Group)
Adcis Inc.	Data not available - Q3 2023 acquisition (Evolucare Group)
Evolucare RD	Data not available - Q3 2023 acquisition (Evolucare Group)
Evolucare Technologies Shenzhen	Data not available - Q3 2023 acquisition (Evolucare Group)
Evolucare Technologies Iberia	Data not available - Q3 2023 acquisition (Evolucare Group)
Groupe Evolucare Canada Inc.	Data not available - Q3 2023 acquisition (Evolucare Group)
Health Information Management G.m.b.H. (HIM)	Data not available - Q3 2023 acquisition (Evolucare Group)
Critical Care Company NV	Data not available - Q3 2023 acquisition (Evolucare Group)
Him Software Spain	Data not available - Q3 2023 acquisition (Evolucare Group)
Dotnext	Data not available - Q3 2023 acquisition (Evolucare Group)

Reporting process

The preparation of the Statement for FY 2023 was carried out in accordance with the reporting process structured as follows:

- the involvement of the company structures/departments that have contributed to the identification and evaluation of material topics, the updating, verification and validation of all the information reported in the Statement and the data collection, analysis and consolidation phases, each covering its own area of relevance;
- the approval of the Statement by the Board of Directors, convened for 28 March 2024;
- the issuing of a compliance assessment of the Statement by KPMG S.p.A. in the form of a limited audit;
- publication on the website in order to make it available to stakeholders, in accordance with the time frame provided for by law

As a result of new counts resulting from the ongoing refinement of the methodologies for recording and interpreting the reporting standards, this Statement shows new values for the rate of entry and turnover (table of data and indicators on page 62) compared to those previously shown for 2020 and 2021. It should be noted that the change in values is a consequence of the change in the denominator used in the count and that the result is not of such a magnitude as to lead to a different assessment of the underlying impacts. Any other minor changes are expressly within the document.

Reporting principles

The information, data and indicators reported in the document have been reported taking into account the GRI Context Standards of Sustainability and Completeness and in accordance with the principles of relevance and inclusiveness. The principles of balance between positive and negative aspects, comparability, accuracy, timeliness, clarity and reliability were also applied in defining the information quality criteria and the scope of reporting. The value of each indicator reported in the tables "Data and performance indicators" is compared with the value of the two previous years.

The content of the Statement is supplemented, where necessary or appropriate, by other information contained in the Report on Operations, the Report on Corporate Governance and Ownership Structure, and within the Company's website - which can be consulted by following the specific links.

The 2023 Annual Financial Report is available on the Company's website <http://www.gpigroup.com/>, in the Section on Investors/Financial Statements and Reports. The 2023 Non-Financial Statement is available on the website both in the Investors/Financial Statements and Reports Section and in the Sustainability Section.

Disclosure on European Regulation 852/2020

The Regulation of the European Parliament No. 2020/852 of 18 June 2020 introduces the requirement for non-financial companies to report the share of their turnover coming from products and services associated with economic activities considered environmentally sustainable within the meaning of Articles 3 and 9 of the same Regulation, as well as the share of their capital expenditure and the share of their operating expenditure relating to assets or processes associated with economic activities considered environmentally sustainable within the meaning of the aforementioned articles.

In particular, the aforementioned Regulation considers economic activities that can be considered environmentally sustainable as those that are able to pursue the following objectives:

- climate change mitigation;
- climate change adaptation;
- the sustainable use and protection of water and marine resources;
- the transition to a circular economy;
- pollution prevention and control;
- the protection and restoration of biodiversity and ecosystems.

In implementation of the foregoing, Delegated Regulation (EU) 2021/2178 provided that with respect to Sustainability Reporting, published as of 1 January 2023, certain information shall be included with respect to taxonomy-aligned and taxonomy-non-aligned activities, i.e. activities that, in addition to meeting the requirements for taxonomy-aligned activities, also meet specific technical screening criteria set by the European Commission and currently set out in Delegated Regulation (EU) 2021/2139 for the first two environmental objectives, namely:

- climate change mitigation
- climate change adaptation

The economic activities carried out by the Gpi Group can be said to be "eligible and/or aligned" whenever they can be traced back to the activities identified within the Taxonomy and in particular to the activities included in Delegated Regulation 2021/2139 for the first two environmental objectives and in Delegated Regulation 2023/3851 for the next four environmental objectives.

The Group has therefore taken as a reference the applicable regulations specified above, as well as the clarifications issued by the European Commission in the form of Q&As published in December 2021 and thereafter, as interpreted by the Group itself, and has adopted a prudential approach to the assessments underlying the disclosure.

Based on an analysis of economic activities, the denominator for the calculation of the turnover indicator was the consolidated net turnover in accordance with IAS 1. At this stage, however, the choice has been made not to present any indicators on the eligibility and/or alignment of Turnover relative to FY 2023. For the calculation of the Capital Expenditure (CapEx) indicator, the denominator was considered to be the additions to tangible and intangible fixed assets that occurred during the year, before depreciation, amortisation and any revaluations, including those resulting from restatements and reductions in value, for the year in question, and excluding changes in fair value. In the denominator, any acquisitions of tangible fixed assets (IAS 16), intangible fixed assets (IAS 38), real estate assets (IAS 40), and right-of-use assets (IFRS 16) were considered.

With regard to the numerator, increases in fixed assets related to the purchase of outputs from economic activities eligible for the Taxonomy and/or related to measures implemented to reduce atmospheric emissions were considered eligible, including mainly investments incurred for energy efficiency and the reduction of energy consumption in buildings and stores, for the installation of electric vehicle recharging stations, and for the hybrid and/or electric renewal of the company fleet. At this stage, however, the choice has been made not to present any indicators on the eligibility and/or alignment of CapEx incurred in 2023.

In calculating the Operating Expenditure indicator, the denominator took into account all non-capitalised direct costs associated with research and development, building renovation measures, short-term leases and variable rents, maintenance and repairs, and any other direct costs associated with the day-to-day maintenance of property, plant and equipment necessary to ensure the continuous and effective operation of these assets. Expenditure related to the day-to-day operation of property, plant and equipment such as: raw materials, cost of employees using the machine, electricity or fluids needed to operate these assets have not been included.

With regard to the numerator, costs included in the denominator relating to the purchase of outputs from economic activities eligible for the Taxonomy and/or relating to measures implemented to reduce atmospheric emissions were considered eligible: in particular, costs related to energy efficiency and the reduction of energy consumption of buildings and costs for short-term contracts for the company fleet of a hybrid and/or electric nature were included. At this stage, however, the choice has been made not to present any indicators on the eligibility and/or alignment of OpEx incurred in 2023.

7.2 Data and performance indicators

Economic performance

	GRI standard	U.M.	2023	2022	2021***
Added value					
Economic value generated			433,424	360,167	326,902
Revenue			424,615	356,880	323,890
Other income and investments	201-1	EUR thousands	8,809	3,287	3,012
Economic value distributed			(393,633)	(336,418)	(298,352)
To the shareholders *			(14,405)	(14,405)	(9,079)
To suppliers			(132,755)	(115,827)	(97,625)
To staff			(220,622)	(189,900)	(179,209)
To providers of credit capital	201-1	EUR thousands	(19,287)	(9,203)	(6,762)
To the public administration			(6,319)	(6,879)	(5,435)
To the community			(245)	(204)	(242)
Economic value retained			39,791	23,750	28,550
Other items of income (expense) **			(52,016)	(28,234)	(26,371)
Profit for the period not distributed	201-1	EUR thousands	(12,225)	(4,485)	(2,179)

* On 28 March 2024, the Board of Directors resolved to propose to the Shareholders' Meeting, convened on 29 April 2024, to set the dividend to be paid to each of the outstanding Shares at EUR 0.50.

** Other items of income (expense) include the following:

- Depreciation, amortisation and write-downs;
- Other Provisions;
- Share of profit/(loss) of equity-accounted investees.

*** For a better representation of the retained economic value, the other income statement components for 2021 and 2020 have been revised from previous files by including the items "Other Provisions" and "Share of profit/(loss) of equity-accounted investees".

Employment and turnover

		GRI standard	U.M.	2023			2022			2021		
EMPLOYEES				ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Workforce												
Employees at 1/1		no.		6,619	258	6,877	7,011	206	7,217	5,275	158	5,433
- of which BPO ^(*)		no.		4,849	37	4,886	5,312	36	5,348	3,905	19	3,924
- of which ICT ^(*)		no.		1,770	221	1,991	1,699	170	1,869	1,370	139	1,509
Total incoming		no.		1,830	532	2,362	1,948	102	2,050	2,095	89	2,184
- of which BPO		no.		1,195	0	1,195	1,524	7	1,531	1,733	23	1,762
- of which ICT	401-1	no.		635	532	1,167	424	95	519	362	66	428
Total outgoing		no.		1,512	132	1,644	2,340	50	2,390	1,043	41	1,084
- of which BPO		no.		1,208	15	1,223	1,999	6	2,005	783	6	789
- of which ICT		no.		304	117	421	341	44	385	260	35	295
Employees at 31/12		no.		6,937	658	7,595	6,619	258	6,877	7,011	206	7,217
- of which BPO		no.		4,836	22	4,858	4,837	37	4,874	5,318	36	5,354
- of which ICT		no.		2,101	636	2,737	1,782	221	2,003	1,693	170	1,863
Breakdown of employees by gender												
Men		no.		2,492	466	2,958	2,275	164	2,439	2,332	143	2,475
- of which BPO	405-1	no.		1,096	12	1,108	1,076	24	1,100	1,175	24	1,199
Women		no.		4,445	192	4,637	4,344	94	4,438	4,679	63	4,742
- of which BPO		no.		3,740	10	3,750	3,761	13	3,774	4,143	12	4,155
Breakdown of employees by position												
Executives		no.		44	31	75	39	29	68	36	17	53
- of which BPO		no.		4	3	7	4	8	12	3	7	10
Middle managers		no.		134	246	380	95	68	163	63	34	97
- of which BPO	405-1	no.		8	0	8	7	0	7	8	0	8
Office workers		no.		6,728	364	7,092	6,458	142	6,600	6,885	134	7,019
- of which BPO		no.		4,808	16	4,824	4,811	24	4,835	5,291	22	5,313
Blue-collar workers		no.		31	17	48	27	19	46	27	21	48
- of which BPO		no.		16	3	19	15	5	20	16	7	23
Breakdown of employees by age group												
under 30 years old		no.		981	101	1,082	1,076	53	1,129	1,229	65	1,294
- of which BPO		no.		506	3	509	712	17	729	919	25	944
between 30 and 50 years old		no.		4,359	414	4,773	4,158	153	4,311	4,445	108	4,553
- of which BPO	405-1	no.		3,203	17	3,220	3,147	16	3,163	3,453	7	3,460
over 50 years old		no.		1,597	143	1,740	1,385	52	1,437	1,337	33	1,370
- of which BPO		no.		1,127	2	1,129	978	4	982	946	4	950
Breakdown of employees by geographical area												
				TOTAL			TOTAL			TOTAL		
North Italy		no.		2,379			2,534			2,611		
- of which BPO		no.		1,016			1,397			1,563		
Central Italy		no.		2,307			2,144			2,336		
- of which BPO		no.		1,931			1,816			2,030		
South Italy and islands	102-7	no.		2,251			1,941			2,064		
- of which BPO		no.		1,889			1,624			1,725		
Abroad		no.		658			258			206		
- of which BPO		no.		22			37			36		
Other employed workers												
				ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Collaborators, interns, trainees	102-8	n		358	23	381	111	12	123	221	41	262

* The data relating to employees by SBA as at 01/01/2023 differ from the data by SBA as at 31/12/2022 in that a strategic redesign of the Strategic Business Areas has taken place.

Diversity and equal opportunities

GRI standard	U.M.	2023			2022			2021		
		ITALY	ABROAD	TOTAL	ABROAD	TOTAL	TOTAL	ITALY	ABROAD	TOTAL
Employees by classification/gender										
	%	91	71	83	92	76	85	92	76	87
	%	9	29	17	8	24	15	8	24	13
	%	76	74	75	76	51	66	78	62	72
	%	24	26	25	24	49	34	22	38	28
	%	35	67	36	33	62	34	32	69	33
	%	65	33	64	67	38	66	68	31	67
	%	84	88	85	85	84	85	81	81	81
	%	16	12	15	15	16	15	19	19	19
Employees by classification/age groups										
	%	0	0	0	0	7	3	0	18	6
	%	27	61	41	38	55	46	42	59	47
	%	73	39	59	65	38	51	58	24	47
	%	0	7	4	0	22	9	0	35	12
	%	45	65	58	37	56	45	41	41	41
	%	55	28	38	63	22	46	59	24	46
	%	14	23	15	17	23	17	17	33	18
	%	64	62	63	63	62	63	64	56	64
	%	22	15	22	20	15	20	17	11	18
	%	35	6	25	37	5	24	22	29	25
	%	39	59	46	33	74	50	41	43	42
	%	26	35	29	30	21	26	37	29	33

GRI standard	U.M.	2023			
		METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL	TELECOMMUNICATIONS CCNL (**)
PAY GAP BY GENDER AND CLASSIFICATION*					
Pay gap on gross annual salary (RAL)					
Executives	%	101	N/A	N/A	N/A
BPO	%	N/A	N/A	N/A	N/A
ICT	%	100	N/A	N/A	N/A
Middle managers	%	101	100	N/A	N/A
BPO	%	100	100	N/A	N/A
ICT	%	101	N/A	N/A	N/A
Office workers	405-2 %	97	99	87	98
BPO	%	101	100	85	98
ICT	%	99	98	95	100
Blue-collar workers	%	N/A	100	N/A	N/A
BPO	%	N/A	100	N/A	N/A
ICT	%	N/A	N/A	N/A	N/A

* Percentage of women's wages compared to men's wages.

Based on Italy - total number of employees - amounts based on FTE (40 hours) - Calculation basis: Basic annual salary (including contingency and EDR)

** As of 2023, the Telecommunications CCNL will be reintroduced.

GRI standard	U.M.	2023			
		METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL	TELECOMMUNICATIONS CCNL (**)
PAY GAP BY GENDER AND CLASSIFICATION*					
Pay gap on total remuneration					
Executives	%	125	N/A	N/A	N/A
BPO	%	N/A	N/A	N/A	N/A
ICT	%	122	N/A	N/A	N/A
Middle managers	%	88	117	N/A	N/A
BPO	%	111	126	N/A	N/A
ICT	%	89	N/A	N/A	N/A
Office workers	405-2 %	92	99	54	98
BPO	%	92	100	85	98
ICT	%	96	96	76	101
Blue-collar workers	%	N/A	99	N/A	N/A
BPO	%	N/A	99	N/A	N/A
ICT	%	N/A	N/A	N/A	N/A

* Percentage of women's wages compared to men's wages.

Based on Italy - total number of employees - amounts based on FTE (40 hours) - Calculation basis: Annual base salary including increments (frozen and not), ppr, IV element, V element, provincial integration, superminimum (absorbable and not), task allowance, PDR all parametrised FTE and bonuses.

** As of 2023, the Telecommunications CCNL will be reintroduced.

2022			2021		
METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL	METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL
101	N/A	N/A	102	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
100	N/A	N/A	102	N/A	N/A
100	100	N/A	99	100	N/A
100	N/A	N/A	100	N/A	N/A
100	100	N/A	99	100	N/A
96	99	86	96	99	89
99	100	87	98	100	89
99	99	80	99	98	N/A
N/A	100	N/A	N/A	N/A	N/A
N/A	100	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A

2022			2021		
METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL	METALWORKING CCNL	MULTI-SERVICE CCNL	TERTIARY CCNL
85	N/A	N/A	81	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
84	N/A	N/A	79	N/A	N/A
101	108	N/A	97	106	N/A
105	N/A	N/A	98	N/A	N/A
102	108	N/A	100	106	N/A
92	99	84	90	99	89
90	100	86	86	101	89
97	97	69	97	96	N/A
N/A	102	N/A	N/A	N/A	N/A
N/A	102	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A

GRI standard	U.M.	2023			2022			2021		
		ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Application of collective bargaining agreements										
Employees with CCNLs	n	6,937	N/A	6,937	6,619	N/A	6,619	7,011	N/A	7,011
- of which Metalworking contracts	%	26.3	N/A	26.3	24.6	N/A	24.6	21.60	N/A	21.60
- of which Multi-service Integrated	%	63.8	N/A	63.8	74.2	N/A	74.2	76.20	N/A	76.20
- of which Industry executives	%	0.6	N/A	0.6	0.6	N/A	0.6	0.50	N/A	0.50
- of which other contracts	%	9.3	N/A	9.3	0.6	N/A	0.6	1.70	N/A	1.70
CCNL application rate ^(*)	%	100	N/A	100	100	N/A	100	100	N/A	100
Breakdown of fixed-term/permanent contracts by gender										
permanent contracts	n	6,462	637	7,099	5,886	245	6,131	5,735	205	5,940
- of which BPO	n	4,492	20	4,512	4,230	37	4,267	4,160	36	4,197
- of which women	n	4,113	184	4,297	3,855	86	3,941	3,743	62	3,805
Fixed-term contracts	n	475	21	496	733	13	746	1,276	1	1,277
- of which BPO	n	344	2	346	607	0	607	1,157	0	1,157
- of which women	n	332	8	340	489	8	497	936	1	937
Breakdown of fixed-term/permanent contracts by geographic area										
		TOTAL			TOTAL			TOTAL		
Permanent North Italy	n	2,240			2,261			2,200		
Permanent Central Italy	n	2,149			1,937			1,775		
Permanent Southern Italy and islands	n	2,073			1,688			1,718		
Permanent contracts Abroad	n	637			245			205		
Fixed-term North Italy	n	139			273			380		
Fixed-term Central Italy	n	158			207			552		
Fixed-term Southern Italy and islands	n	178			253			344		
Fixed-term Abroad	n	21			13			1		
Breakdown full-time / part-time										
Full time	n	2,409	621	3,030	1,995	226	2,221	1,879	215	2,052
- of which BPO	n	488	18	506	415	33	448	409	30	439
- of which women	n	885	168	1,053	720	75	795	668	42	710
Part time	n	4,528	37	4,565	4,624	32	4,656	5,132	54	5,165
- of which BPO	n	4,348	4	4,352	4,422	4	4,426	4,909	6	4,915
- of which women	n	3,560	24	3,584	3,624	19	3,643	4,011	21	4,032

GRI standard		U.M.	2023			2022			2021		
INCOMING AND OUTGOING STAFF			ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Incoming by age											
		n	389	102	491	645	27	672	731	47	778
Between 30 and 50 years old	401-1	n	1.154	336	1,490	1,012	56	1,068	1,127	29	1,156
Over 50 years old		n	287	94	381	291	19	310	243	13	256
Incoming by gender											
Men		n	710	392	1,102	645	54	699	623	47	670
Women	401-1	n	1,120	140	1,260	1,303	48	1,351	1,478	42	1,520
Incoming by geographical area			TOTAL			TOTAL			TOTAL		
North Italy		n	625			668			860		
Central Italy		n	306			987			769		
South Italy and islands	401-1	n	899			293			472		
Abroad		n	532			102			89		
Outgoing by age											
		n	355	39	394	622	13	635	263	11	274
Between 30 and 50 years old	401-1	n	950	80	1,030	1,283	27	1,310	580	20	600
Over 50 years old		n	207	13	220	435	10	445	200	10	210
Outgoing by gender											
Men		n	493	92	585	702	31	733	375	29	404
Women	401-1	n	1,019	40	1,059	1,638	19	1,657	668	12	680
Outgoing by geographical area			TOTAL			TOTAL			TOTAL		
North Italy		n	683			741			513		
Central Italy		n	238			1,179			298		
South Italy and islands	401-1	n	591			420			232		
Abroad		n	132			50			41		

	GRI standard	U.M.	2023			2022			2021		
			ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
TURNOVER RATE											
Total rates (**)											
Percentage total incoming (*)		%	26	81	31	29	40	30	30	43	52
Percentage total outgoing (*)		%	22	20	22	35	19	35	15	20	15
Turnover rate (***)	401-1	%	47	98	51	76	85	76	51	71	52
Attrition Rate (****)		%	7	N/A	N/A						
Percentage incoming by age											
Under 30 years old		%	40	101	45	60	51	60	59	72	60
Between 30 and 50 years old	401-1	%	26	81	31	24	37	25	25	27	25
Over 50 years old		%	18	66	22	21	37	22	18	39	19
Percentage incoming by gender											
Men	401-1	%	28	84	37	28	33	29	27	33	27
Women		%	25	73	27	30	51	30	32	67	32
Percentage incoming by geographical area			TOTAL			TOTAL			TOTAL		
North Italy		%	26			26			33		
Central Italy		%	13			46			33		
South Italy and islands	401-1	%	40			15			23		
Abroad		%	81			40			43		
Percentage outgoing by age											
Under 30 years old		%	36	39	36	58	25	56	21	17	21
Between 30 and 50 years old	401-1	%	22	19	22	31	18	30	13	19	13
Over 50 years old		%	13	9	13	31	19	31	15	30	15
Percentage outgoing by gender											
Men	401-1	%	20	20	20	31	19	30	16	20	16
Women		%	23	21	23	38	20	37	14	19	14
Percentage outgoing by geographical area			TOTAL			TOTAL			TOTAL		
North Italy		%	29			29			20		
Central Italy		%	10			55			13		
South Italy and islands	401-1	%	26			22			11		
Abroad		%	20			19			20		

(*) Calculated as per the number of employees as at 31/12.

(**) Calculated as (total incoming + total outgoing) / average number of employees.

(***) During the last four-year period (2018-2021), the turnover rate detail per category was parametrised to the total number of employees as per the original standard.

(****) Calculated as voluntary resignations/average number of permanent employees - Italy perimeter only.

With 2022, we wanted to take a more in-depth look at the turnover rate, taking advantage of the change introduced with the Interpretation Statement in 2016, which provided for the freedom to approach the data.

Therefore, a category-specific turnover study is introduced, updating the data of the different exercises in a homogeneous manner.

Wellness at work

ABSENTEEISM	GRI standard	U.M.	2023			2022			2021		
			ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Total hours of absence ^(*)		no.	791,996	43,379	835,374	878,868	20,255	899,123	709,911	17,869	727,780
- of which women		no.	636,385	15,771	652,156	689,760	6,291	696,051	572,488	6,416	578,904
Total working hours		no.	10,686,044	1,282,827	11,968,870	10,100,281	441,842	10,542,123	10,168,530	334,397	10,502,927
- of which women	403-2	no.	6,426,274	369,923	6,796,197	6,265,727	155,526	6,421,253	6,339,468	95,179	6,434,647
Absenteeism rate total		%	7.4%	3.4%	7.0%	8.7%	4.6%	8.5%	7.0	5.3	6.9
Absenteeism rate men		%	3.7%	3.0%	3.5%	4.9%	4.9%	4.9%	3.6	4.8	3.7
Absenteeism rate women		%	9.9%	4.3%	9.6%	11.0%	4.0%	10.8%	9.0	6.7	9.0

^(*) Does not include hours of absence due to holidays, public holidays, study leave, parental leave and leave for bereavement and serious family reasons.

Training and development

	GRI standard	U.M.	2023			2022			2021
Training hours provided to employees			ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	TOTAL
Total hours		no.	106,970	10,687	117,657	94,940	6,623	101,564	48,575
- of which professional training	404-1		90,254	9,528	99,783	81,422	3,325	84,747	29,841
- of which mandatory training ^(*)		no.	16,716	1,159	17,875	13,518	3,298	16,816	18,734
Breakdown of training hours by gender									
Men	404-1	no.	47,334	7,527	54,861	37,994	4,118	42,112	24,736
Women			59,637	3,160	62,796	56,946	2,506	59,452	23,840
Breakdown of training hours by classification									
Executives			990	448	1,438	1,009	182	1,191	1,507
Middle managers	404-1	no.	3,561	3,815	7,376	2,614	1,011	3,625	1,617
Office workers			101,075	6,395	107,470	90,950	5,362	96,312	45,223
Blue-collar workers			1,344	30	1,374	366	68	434	229
Breakdown of training hours by area of operation									
ICT area			65,107	10,437	75,544	45,662	6,241	51,903	30,579
BPO area			41,863	250	42,113	49,279	382	49,661	17,997
Under 30 years old	404-1	no.	28,103	2,397	30,500	26,323	1,549	27,872	7,855
Between 30 and 50 years old			61,915	6,518	68,433	52,627	4,018	56,645	32,682
Over 50 years old			16,953	1,672	18,625	15,990	1,057	17,047	8,039
Average training hours^(**)									
Total average hours			15.42	16.24	15.49	14.34	25.67	14.77	6.70
Average hours men			18.99	16.15	18.55	16.70	25.11	17.27	10.00
Average hours women			13.42	16.46	13.54	13.11	26.66	13.40	5.00
Average hours executives			22.50	14.45	19.17	25.88	6.28	17.52	28.40
Average hours middle managers	404-1	no.	26.57	15.51	19.41	27.52	14.87	22.24	16.70
Average hours white-collar workers			15.02	17.57	15.15	14.08	37.76	14.59	6.40
Average hours blue-collar workers			43.36	1.76	28.63	13.57	3.58	9.44	4.80
Average hours ICT area			30.99	16.41	27.60	25.62	28.24	25.91	16.40
Average hours BPO area			8.66	11.36	8.67	10.19	10.32	10.19	3.40

(*) Includes training courses on: quality and company policies, health and safety, anti-corruption, privacy, model 231.

(**) Calculated as the ratio of training hours provided to employees as at 31/12/2023

Parental leave ^(*)

	GRI	U.M.	2023	2022	2021
Number of employees who were entitled to parental leave, by gender					
Men		no.	81	82	78
<i>of which permanent</i>		no.	76	80	78
Women	401-3	no.	217	189	143
<i>of which permanent</i>		no.	212	179	131
Number of employees who took parental leave, by gender					
Men		no.	81	82	78
<i>of which permanent</i>		no.	76	80	78
Women	401-3	no.	217	181	131
<i>of which permanent</i>		no.	212	179	128
Total number of employees who returned to work after taking parental leave, by gender ^(**)					
Men		no.	82	78	62
<i>of which permanent</i>		no.	80	78	62
Women	401-3	no.	189	130	136
<i>of which permanent</i>		no.	179	128	133
Total number of employees who are still employed after 12 months following return, by gender ^(**)					
Men		no.	78	69	50
<i>of which permanent</i>		no.	77	69	50
Women	401-3	no.	177	110	120
<i>of which permanent</i>		no.	167	110	120
Rate of return to work after leave, by gender					
Total			100	97	95
<i>of which permanent</i>			100	100	99
Men			100	100	100
<i>of which permanent</i>	401-3	%	100	100	100
Women			100	96	92
<i>of which permanent</i>			100	100	98
Retention rate in the company after 12 months, by gender					
Total			94	86	86
<i>of which permanent</i>			94	87	87
Men			95	88	81
<i>of which permanent</i>	401-3	%	96	88	81
Women			94	85	88
<i>of which permanent</i>			93	86	90

^(*) For 2021, parental leave is calculated only for Italy. The number of parental leaves refers only to mandatory maternity and paternity leave.

^(**) As of 2023, only voluntary resignations are taken into account (excluding terminations due to end of contract, natural expiry, and consensual terminations or transfer to another Group company).

Health and Safety

	GRI standard	U.M.	2023			2022			2021		
TOTAL NUMBER OF RECORDABLE OCCUPATIONAL ACCIDENTS ^(*)			ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL	ITALY	ABROAD	TOTAL
Accidents not related to travel		no.	30	2	32	20	0	20	23	1	24
- of which women		no.	18	1	19	14	0	14	14	0	14
Related to travel	403-9	no.	33	2	35	44	0	44	30	0	30
- of which women		no.	26	1	27	33	0	33	24	0	24
Total accidents		no.	63	4	67	64	0	64	53	1	54
- of which women		no.	44	2	46	47	0	47	38	0	38
ACCIDENT INDICES											
Days of absence due to accident											
Due to non-travel related accidents		no.	1,036	35	1,071	512	0	512	519	10	529
- of which women		no.	730	23	753	398	0	398	362	0	362
Due to travel related accidents	403-9	no.	979	43	1,022	1,369	0	1,369	1,086	0	1,086
- of which women		no.	845	3	848	825	0	825	763	0	763
Total days lost		no.	2,015	78	2,093	1,881	0	1,881	1,605	10	1,615
- of which women		no.	1,575	26	1,601	1,223	0	1,223	1,125	0	1,125
Total number of hours worked (millions)											
Men		no.	3,43	0,71	4,14	3,42	0,13	3,54	4,83	0,24	3,36
Women	403-9	no.	4,79	0,30	5,10	5,34	0,07	5,41	3,12	0,10	4,92
Total hours worked		no.	8,22	1,01	9,23	8,76	0,12	8,87	7,95	0,33	8,28
Rates of accidents at work ^(**)											
Rate of accidents at work (with travel related accidents)		no.	7.66	3.97	7.26	7.31	0.00	7.21	6.67	2.99	6.52
- rate for women	403-9	no.	5.35	1.99	4.98	5.37	0.00	5.30	7.87	0.00	7.72
Rate of accidents at work (without travel related accidents)		no.	3.65	1.99	3.47	2.28	0.00	2.25	2.89	2.99	2.90
Accident severity indices ^(***)											
Total severity (with travel related accidents)		no.	0.25	0.08	0.23	0.21	0.00	0.21	0.20	0.03	0.20
- total severity women	403-9	no.	0.19	0.03	0.17	0.14	0.00	0.14	0.23	0.00	0.23
Severity (without travel related accidents)		no.	0.13	0.03	0.12	0.06	0.00	0.06	0.07	0.03	0.06
OCCUPATIONAL DISEASES											
Number of cases of occupational diseases recorded	403-10	no.	0	0	0	0	0	0	0	0	0
Number of deaths resulting from occupational diseases		no.	0	0	0	0	0	0	0	0	0

^(*) With absence from work of more than 1 day.

^(**) Calculated as the number of accidents/million hours worked.

^(***) Calculated as the number of days missed due to accidents/thousand hours worked.

Annual total compensation ^(*)

	Universal Standard	U.M.	2023	2022	2021
Annual total compensation ratio					
Total annual remuneration of the highest paid person in the organisation		€	600,000	600,000	600,000
Median annual total remuneration of all employees in the organisation, excluding the highest paid person	2-21 a	€	23,045.87	22,110.11	21,316.40
Annual total compensation ratio		%	26.04	27.14	28.15
Percentage change in annual total compensation ratio					
Percentage increase in total annual remuneration for the highest paid person in the organisation		%	0	0	
Median percentage increase in total annual remuneration for all employees in the organisation, excluding the highest paid person	2-21 b	%	0.04	0.04	

^(*) Considering GPI S.P.A. alone.

Energy, emissions, waste

	GRI standard	U.M.	2023 (*)	2022	2021 (**)
Energy consumption					
Consumption from non-renewable sources			38,240	26,848	21,149
- of which natural gas - natural gas			6,713	6,785	5,432
- of which LPG - liquefied petroleum gas (LPG)			18	12	13,523
- of which Petrol - petrol			12,205	4,299	2,106
- of which Diesel - diesel			19,287	15,752	1
-of which other - compressed natural gas (CNG)			17	0	0
Self-produced energy from renewable sources	302-1	GJ	87.8	85.7	87.3
Total direct consumption			38,240	26,848	21,149
Electricity supplied (from non-renewable sources)			12,883	5,758	7,895
Thermal energy procured			262	401	367
Electricity procured (from non-renewable sources) (**)			7,089	4,844	3,910
Total indirect consumption			13,145	11,003	12,172
Total energy consumption			51,385	37,851	33,321
Energy intensity (***)	302-3		5.57	5.89	4.19
Greenhouse gas emissions					
Emissions Scope 1	305-1		2,692	1,855	1,459
Scope 2 emissions (location based)		tonnes CO ₂ e	1,106	821	898
Scope 2 emissions (market based)	305-2		735	773	1,023
Total greenhouse gas emissions (location based)		tonnes CO₂e	3,797	2,675	2,357
Total greenhouse gas emissions (market based)			3,427	2,628	2,482
Greenhouse gas emission intensity (location based) (****)		tonnes CO ₂ e	0.41	0.42	0.30
Greenhouse gas emission intensity (market based) (****)	305-4	tonnes CO ₂ e	0.37	0.41	0.31

(*) Data is complete for Italy, while for the foreign scope only actual data is reported.

(**) Starting from 2023 the energy supply for all sites, supplied by Dolomiti Energia, comes from renewable sources and for some sites on the basis of the energy mix specified on the bills.

The consumption of natural gas and electricity was calculated from invoices received or estimated on the basis of consumptions of similar sites in terms of the characteristics of the plants, size and staff present.

The consumption data of the company's fleet were obtained from the data summarised on the portal of the external fuel supplier. To convert all consumption data into GJ and calculate CO₂ - emissions - scope 1 - the national standard parameters published on the website of the Ministry of the Environment and covering the years 2020-2022 were used. For the calculation of CO₂ emissions - scope 2 (location based) - the most recent emission factor of gross electricity production was used (ISPRA source on Terna data). The most recent national "residual mix" factor was used to calculate CO₂ emissions - scope 2 (market based) (source AIB 2022).

Self-produced energy from renewable sources comes from photovoltaic panels at the Trento headquarters. The energy produced is not used by Gpi, but fed into the national market.

(***) The figures for 2021 have been changed from those reported in the 2021 Non-Financial Statement, because the refinement of the calculation methodologies during 2022 revealed errors in the presentation of the figure. For maximum transparency and correct reporting of environmental data, the table has been revised to provide the correct historical data.

(****) Calculated as total energy consumption in GJ/thousands of hours worked.

(*****) Calculated as total greenhouse gas emissions in tonnes / thousands of hours worked.

	GRI standard	U.M.	2023 ^(*)	2022 ^(*)	2021 ^(*)
Waste by type and disposal method					
Production of hazardous waste		ton	6.79	2.86	3.31
- of which recoverable		%	99	72	10
Production of non-hazardous waste	306-2	ton	286.34	77.40	30.03
- of which recoverable		%	72	92	90
Total waste produced		ton	292.93 ^(**)	80.26 ^(**)	33.34 ^(**)

^(*) Data referring to the entire scope.

^(**) Increase in waste primarily related to the resumption of limited waste scrapping activities in 2020.

^(***) Exponential increase in waste related to the reporting of municipal waste, excluded from previous reporting.

	GRI standard	U.M.	2023	2022	2021
Supply Chain					
Suppliers and procurement					
Total active suppliers ^(*)		n	2,115	1,405	1,313
Value of purchased goods and services ^(**)	102-9	thousands €	138,140	112,255	91,794
Supplies by geographical area ^(***)					
Italian suppliers		%	96.45	97.75	97.83
Foreign Suppliers	204-1	%	3.55	2.25	2.17
Procurement by categories					
Goods		%	20.89	15.55	9.87
Services	102-9	%	79.11	84.45	90.13
Works		%	0	0	0

^(*) Suppliers who have received at least one order or contract during the year.

^(**) Value of the purchase.

^(***) Attributed on the basis of the supplier's location.

7.3 GRI standard matching table

Declaration of use	The Gpi Group has reported in accordance with GRI standards for the period 01/01/2022 - 31/12/2022
GRI 1 used	GRI 1: Fundamental principles - Version 2021
Applicability of GRI Sector Standard(s)	N/A

GRI standard other sources	Description of the indicator	Location page	Omissions		No. GRI sector standard
			Omitted requirements	Reason Explanation	
GRI 2: general Disclosures 2021	2-1 Organisational Details	P. 8, 25			
	2-2 Entities included in the organisation's sustainability reporting	P. 67, 68, 69			
	2-3 Reporting period, frequency and contact person	P. 67			
	2-4 Restatement of Information	P. 70			
	2-5 External assurance	P. 70			
	2-6 Activities, value chain and other business relationships	P. 8, 10, 11, 19			
	2-7 Employees	P. 8, 73			
	2-8 Workers who are not employees	P. 40, 73			
	2-9 Governance structure and composition	P. 24			
	2-10 Nomination and selection of the highest governance body	P. 21			
	2-11 Chair of the highest governance body	P. 20			
	2-12 Role of the highest governance body in overseeing the management of impacts	P. 22-23			
	2-13 Delegation of responsibility for managing impacts	P. 21			
	2-14 Role of the highest governance body in sustainability reporting	P. 21			
	2-15 Conflicts of interest	P. 21			
	2-16 Communication of critical concerns	P. 21			
	2-17 Collective knowledge of the highest governance body	P. 20			
	2-18 Evaluation of the performance of the highest governance body	P. 22			
	2-19 Remuneration policies	P. 22			
	2-20 Process to determine remuneration	P. 22			
	2-21 Annual compensation ratio	P. 22			
	2-22 Statement on sustainable development strategy	P. 13			
	2-23 Policy commitments	P. 26, 27, 48			
	2-24 Embedding policy commitments	P. 29, 30, 31			
	2-25 Processes to remediate negative impacts	P. 30			
	2-26 Mechanisms for seeking advice and raising concerns	P. 30			
	2-27 Compliance with laws and regulations	P. 20			
	2-28 Membership of associations	P. 14			
	2-29 Approach to stakeholder engagement	P. 15, 20			
	2-30 Collective bargaining agreements	P. 43, 75			
MATERIAL TOPICS					
GRI 3: Material topics 2021	3-1 Process to determine material topics	P. 15,16,17,18			
	3-2 List of material topics	P. 18			
Economic Performance					
GRI 3: material topics 2021 GRI 201: Economic performance 2016	3-3 Management of material topics	P. 19, 20			
	201-1 Direct economic value generated and distributed	P. 19			

GRI standard other sources	Description of the indicator	Location page	Omissions		No. GRI sector standard
			Omitted requirements	Reason Explanation	
Indirect economic impacts					
GRI 3: material topics 2021	3-3 Management of material topics	P. 36, 37			
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	P. 36, 37			
Procurement practices					
GRI 3: material topics 2021	3-3 Management of material topics	P. 20			
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	P. 20			
Anti-corruption					
	3-3 Management of material topics	P. 29			
GRI 3: material topics 2021	205-2 Communication and training about anti-corruption policies and procedures	P. 30			
	205-3 Confirmed incidents of corruption and actions taken	P. 30			
Anticompetitive conduct					
GRI 3: material topics 2021	3-3 Management of material topics	P. 29			
GRI 206: Anti-competitive behaviour 2016	206- 1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	P. 29			
Rates					
GRI 3: material topics 2021	3-3 Management of material topics	P. 31			
	207-1 Approach to tax	P. 31, 32			
GRI 207: Tax 2019	207-2 Tax governance, control and risk management	P. 31, 32			
Energy					
GRI 3: material topics 2021	3-3 Management of material topics	P. 63			
GRI 302: Energy 2016	302- 1 Energy consumption within the organization	P. 64, 82			
	302-3 Energy Intensity	P. 64, 82			
Emissions					
GRI 3: material topics 2021	3-3 Management of material topics	P. 64			
	305-1 Direct (Scope 1) GHG emissions	P. 64, 82			
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	P. 64, 82			
	305-4 GHG emissions intensity	P. 64, 82			
	305-5 Reduction of GHG emissions	P. 64			
Waste					
GRI 3: material topics 2021	3-3 Management of material topics	P. 66			
	306-1 Waste generation and significant waste-related impacts	P. 66, 83			
	306-2 Management of significant waste-related impacts	P. 66, 83			
GRI 306: Waste 2020	306-3 Waste generated	P. 66, 83			
	306-4 Waste diverted from disposal	P. 66, 83			
	306-5 Waste directed to disposal	P. 66, 83			
Employment					

GRI standard other sources	Description of the indicator	Location page	Omissions		No. GRI sector standard
			Omitted requirements	Reason Explanation	
GRI 3: material topics 2021	3-3 Management of material topics	P. 40			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover 401-3 Parental leave	P. 73 P. 79			
Labour and labour relations management					
GRI 3: material topics 2021	3-3 Management of material topics	P. 43, 44			
GRI 402: Labour/management relations 2016	402-1 Minimum notice periods regarding operational changes	P. 43, 44			
Health and safety at work					
GRI 3: material topics 2021	3-3 Management of material topics	P. 44-47			
	403-1 Occupational health and safety management system	P. 44-47			
	403-2 Hazard identification, risk assessment, and accident investigation	P. 44-47			
	403-3 Occupational health services	P. 44-47			
	403-4 Worker participation, consultation, and communication on occupational health and safety	P. 44-47			
GRI 403: Health and safety at work 2018	403-5 Worker training on occupational health and safety	P. 44-47			
	403-6 Promotion of worker health	P. 44-47			
	403-7 Prevention and mitigation of occupational health and safety impacts within business relationships	P. 44-47			
	403-8 Workers covered by an occupational health and safety management system	P. 44-47			
	403-9 Work-related injuries	P. 44-47, 80			
	403-10 Work-related ill health	P. 44-47, 80			
Training and education					
GRI 3: material topics 2021	3-3 Management of material topics	P. 60, 61			
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	P. 78			
Diversity and equal opportunities					
GRI 3: material topics 2021	3-3 Management of material topics	P. 49			
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity of governance bodies and employees 405-2 Ratio of basic salary and remuneration of women to men	P. 24, 74 P. 49, 74, 75			
Non-discrimination					
GRI 3: material topics 2021	3-3 Management of material topics	P. 32, 33			
GRI 406: Non-discrimination 2016	406- Incidents of discrimination and corrective actions taken	P. 32, 33			
Security practices					
GRI 3: material topics 2021	3-3 Management of material topics	P. 44			
GRI 410: Security practices 2016	410-1 Security personnel trained in human rights policies or procedures				

GRI standard other sources	Description of the indicator	Location page	Omissions		No. GRI sector standard
			Omitted requirements	Reason Explanation	
Local communities					
GRI 3: material topics 2021	3-3 Management of material topics	P. 34, 37			
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	P. 38, 39			
	413-2 Operations with significant actual and potential negative impacts on local communities	P. 38, 39			
Health and safety of customers					
GRI 3: material topics 2021	3-3 Management of material topics	P. 38			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	P. 38			
Customer privacy					
GRI 3: material topics 2021	3-3 Management of material topics	P. 32, 33			
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P. 32, 33			

• Independent auditors' report



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Independent auditors' report on the Consolidated Non-Financial Statement in accordance with Article 3, paragraph 10, of Legislative Decree No. 254 of 30 December 2016 and Article 5 of Consob Regulation adopted by Resolution No. 20267 of 18 January 2018

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

Pursuant to Article 3, paragraph 10 of Legislative Decree No. 254 of 30 December 2016 (hereinafter also the "Decree") and Article 5 paragraph 1 lett. g) of the Consob Regulation adopted by Resolution No. 20267 of 18 January 2018, we have been appointed to carry out the limited assurance engagement of the consolidated non-financial statement of the GPI Group (hereinafter also the "Group") relating to the financial year ended 31 December 2023 prepared pursuant to Article 4 of the Decree and approved by the Board of Directors on 28 March 2024 (hereinafter also the 'NFS').

The limited examination we carried out does not extend to the information contained in the paragraph "Disclosure on European Regulation 852/2020" included in section 7.1 "Methodological note" of the NFS, required by Article 8 of Regulation (EU) No. 852 of 18 June 2020.

Responsibilities of the Directors and the Board of Statutory Auditors of GPI S.p.A. for the NFS

The Directors are responsible for drafting the NFS in accordance with the requirements of Articles 3 and 4 of the Decree and the 'Global Reporting Initiative Sustainability Reporting Standards' defined by the GRI - Global Reporting Initiative ('GRI Standards').

The Directors are also responsible, within the terms of the law, for the part of the internal control they believe necessary to allow for the preparation of an NFS free from significant error caused by fraud or unintentional events or conduct.

The Directors are also responsible for identifying the contents of the NFS under the scope of the topics specified in Article 3, paragraph 1 of the Decree, taking into account the business and characteristics of the Group and to the extent necessary to ensure a proper understanding of the Group's work, its performance, results and the impact it produces.

Finally, the Directors are responsible for defining the corporate management and organisation model for the Group's business and, with reference to the topics identified and reported in the NFS, for the policies applied by the Group and the identification and management of the risks generated or suffered by it. The Board of Statutory Auditors is responsible, within the terms provided by the law, for overseeing the compliance with the requirements of the Decree.



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Auditors' independence and quality control

We are independent in compliance with the principles on ethics and independence of the International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants, based on the fundamental principles of integrity, objectivity, competence and professional diligence, confidentiality and professional conduct. During the financial year of this engagement, our auditors have applied the International Standard on Quality Control 1 (ISQC Italy 1) and, as a result, have maintained a quality control system that includes documented guidelines and procedures on compliance with ethical principles, professional principles and provisions of law and applicable regulations.

Responsibilities of the independent auditors

It is our responsibility to express, on the basis of the procedures carried out, a conclusion about the compliance of the NFS with the requirements of the Decree and the GRI Standards. Our work was carried out in accordance with the provisions of the "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter the "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board for limited assurance engagements. This standard requires the planning and conduct of procedures aimed at acquiring a limited level of assurance that the NFS is free from significant error. Therefore, our examination has entailed a scope of work that is more limited to that required for a complete examination in accordance with ISAE 3000 Revised ("reasonable assurance engagement") and, consequently, does not give us the certainty of having become aware of all significant events and circumstances that may be identified in such an examination.

The procedures performed on the NFS were based on our professional judgement and included interviews, mainly with the GPI S.p.A. staff responsible for preparing the information presented in the NFS, as well as analyses of documents, recalculations and other procedures aimed at obtaining evidence deemed useful.

More specifically, we carried out the following procedures:

- 1 Analysis of the topics relevant in respect of the activities and characteristics of the Group reported in the NFS, so as to assess the reasonableness of the selection process adopted in light of the provisions of Article 3 of the Decree and considering the reporting standard used.
- 2 Analysis and assessment of the criteria used to identify the consolidation scope, so as to report on its conformity with the provisions of the Decree.
- 3 Comparison of the economic-financial data and information included in the NFS and the data and information included in the consolidated financial statements of the Group.
- 4 Understanding of the following aspects:
 - business model for the management and organisation of the Group's activities, with reference to the management of the topics indicated in Article 3 of the Decree;
 - policies adopted by the company related to the matters indicated in Article 3 of the Decree, results achieved and related essential performance indicators;
 - main risks, generated or suffered in connection with the topics indicated in Article 3 of the Decree.

In relation to these aspects, matching was performed against the information contained in the NFS and the checks performed as described under the point, letter a) below.



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- 5 Understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the NFS.

More specifically, we held interviews and discussions with the management of GPI S.p.A., and we have carried out limited document audits, so as to obtain information on the processes and procedures that support the collection, aggregation, processing and transmission of non-financial data and information to the function responsible for preparing the NFS.

Furthermore, for significant information, considering the Group activities and characteristics:

- at parent company level,
 - a) with reference to the qualitative information contained in the NFS, and in particular the business model, policies applied and main risks, we held interviews and acquired supporting documentation so as to verify its consistency with the evidence available;
 - b) with reference to the quantitative information, we have carried out both analytical procedures and limited audits to ascertain, on a sample basis, the correct aggregation of data;
- for the Trento offices, which we selected on the basis of their activity, their contribution to the performance indicators at a consolidated level and their location, we conducted interviews with their respective managers and obtained documentary evidence of the correct application of the procedures and calculation methods used for the indicators.

Conclusions

On the basis of the work performed, nothing has come to our attention that would lead us to believe that the GPI Group's consolidated non-financial statement for the year ended 31 December 2023 has not been prepared, in all material respects, in accordance with the requirements of Articles 3 and 4 of the Decree and the "Global Reporting Initiative Sustainability Reporting Standards" defined by the GRI - Global Reporting Initiative ("GRI Standards").

Our conclusions on the GPI Group's consolidated non-financial statement do not extend to the information contained in the paragraph "*Disclosure on European Regulation 852/2020*" included in section 7.1 "Methodological note", which is required by Article 8 of Regulation (EU) No. 852 of 18 June 2020.

Verona, 05 April 2024

KPMG S.p.A.

[Signature]
Massimo Rossignoli
Partner

GPI S.P.A.

Managed and coordinated
by FM S.P.A.

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Fully paid-up share capital: 13,890,324.40

Tax code: 01944260221

Registered with the TRENTO company registrar

Company registration No. 01944260221

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