SUSTAINABILITY REPORT '23

NTT DaTa
Trusted Global Innovator

SUSTAINABILITY REP ORT

'23

NTT DATA ITALIA S.p.A.
Registered office: Milan, via Calindri no. 4

Share capital: Eur 40.970.700 fully paid up
Subject to direction and coordination by NTT DATA EMEA Ltd
Tax Code and registration in Companies Register of Milan: 00513990010

Index

Letter to Stakeholders

In the past year, heavily marked by financial-market instability and the tragic consequences of the Russian-Ukrainian conflict, we faced with determination and a sense of responsibility the challenges that emerged in the economic and social context in which we are living.

The way of interpreting work has changed profoundly since the pandemic crisis of 2020, an event that has given rise to phenomena that have changed the world of work. Smart working, more comfortable and flexible offices, but above all phenomena such as Great Resignation, You Only Live Once (YOLO) and Quitting have led to the need to understand the motivations and try to respond to the profound changes we are seeing.

In this sense, we believe that a new leadership is vital to successfully addressing the challenges of the future: businesses and the people behind them, need a new balance based on strong values, a greater responsibility that responds to the need for flexibility and healthy environments to work in and a leadership that encourages people's growth, by inspiring and guiding them with kindness toward the future.

We continue to believe that South Italy is a great factor of growth for the territory, as demonstrated by the recent opening of the offices of Bari and Salerno in 2022 and of the office of Bologna in February 2023, concretely implementing the ambitious plan of expansion and recruitment that we announced last year: 5.000 new resources by 2025, creating opportunities for the new generations and communities of the territories in which we are present, investing in more modern, sustainable offices that can create the best possible conditions to bring out creativity and continuous value for the benefit of all.

We firmly believe in the uniqueness of people and the value that each of us can bring to society, which is why in this fiscal year we adopted the Diversity, Equity and inclusion Policy with which we want to continue to promote respectful work environments to maximize each person's capabilities.

From an environmental point of view, thanks to our ability to be innovative and revolutionary, we are constantly looking for solutions for our customers that reflect the highest quality standards while at the same time moving toward sustainable applications to support people and

to restore our natural environment, Italian heritage of inestimable value, as evidenced by the CO2Sink project in collaboration with the Calabria Region, a solution of Smart Forestry and Agroforestry designed by NTT DATA Italia that in its current implementation allows to measure and monitor the main forest CO_2 absorption's KPIs.

We want to be a vital part of building a sustainable and inclusive future, determined to contribute with our support for innovative products and services and the reduction of the impacts of our operations. For these reasons we are continuing to reach our goals of Manifesto Road to 2023, already keeping in mind the next challenges and objectives to be set to go beyond expectations, as per our tradition.

I would like to take this opportunity to thank all our stakeholders for their collaboration and participation in everyday activities to achieve our objectives.

Good reading

The Chief Executive Officer
Walter Ruffinoni

Methodological Note

This document is the third edition of the Sustainability Report of NTT DATA Italia S.p.A. ("NTT DATA Italia") and describes the results achieved in the field of sustainability to the extent necessary to ensure an understanding of the business activity, its performance, its results and the impacts produced by them.

The definition of the contents took place through a process of a materiality analysis that took into account the best practices of the sector and the expectations of NTT DATA Italia, as described in the paragraph "NTT DATA Italia materiality".

The document shows the performance for the fiscal year 2022, i.e. from 1 April 2022 to 31 March 2023 ("financial year") and the data for the previous fiscal year, for comparative purposes only. The Sustainability Report was prepared in accordance with the guidelines for Sustainability Reporting, GRI Sustainability Reporting Standards, defined by Global Reporting initiatives, according to the "in accordance" option.

The scope of economic, financial, social and environmental data and information corresponds to that of NTT DATA Italia S.p.A. 's financial statement as of 31 March 2023. Any scope limitations are specified in the individual chapters.

It should be noted that during the year there were no significant changes in the size, organizational structure, ownership structure and supply chain of NTT DATA Italia. The restatements of the comparative data previously published are clearly indicated as such.

In order to ensure the reliability of the data, the use of estimates has been limited as far as possible, which, if present, are appropriately reported and based on the best available methodologies.

An integral part of this document is the "Annexes" section, which contains detailed information and tables, to give complete evidence of the coverage of the GRI indicators associated with each topic that has emerged as material.

The Sustainability Report, drawn on an annual basis, is submitted to a limited examination ("limited assurance engagement" according to the criteria indicated by the ISAE 3000 revised principle) by KPMG S.p.A.

For information regarding this document please email:
ESG_NttDataItalia@nttdata.com

1
COM PANY
PRO FILE

Company Profile

NTT DATA Italia operates in the field of computer consultancy in Italy and abroad mainly through the activity of "IT Consulting & Solution", development of IT computer solutions for large and medium-sized enterprises and consultancy on technological and architectural issues, with a focus on high impact platforms such as, for example, Security, Customer relationship Management and Application Management.

NTT DATA Italia belongs to the NTT DATA Group, whose parent company NTT DATA Corporation was founded in Tokyo in 1967 and listed on the Tokyo Stock Exchange in 1995. To date, the NTT DATA Group has more than 150.000 professionals, with offices in more than 50 countries, including Italy.

NTT DATA Italia is a joint stock company with head office in Milan in Via Ernesto Calindri 4, held on 31 March 2023 at 80,81% by NTT DATA EMEA Ltd and at 19,19% by NTT DATA Spain S.L.U. both of which are part of the Japanese group NTT. Management and coordination are conducted by the parent NTT DATA EMEA (hereinafter "EMEA").

As of March 31, 2023, NTT DATA Italia operates in the offices of Milan, Rome, Turin, Treviso, Pisa, Genoa, Naples, Cosenza, Bari, Bologna and at the Salerno office and employs over 4.700 employees.

1.1 NTT DATA Italia's Business Model

NTT DATA Italia is a global enterprise that, through Information Technology, realizes new paradigms and values to contribute to the construction of a more harmonious and prosperous society, supporting its customers in facing the challenges of digital transformation through a complete portfolio of consulting services, applications, infrastructure and business processes, and in-depth knowledge of different markets and innovations applied in digital, cloud, and automation that bring tangible business results. NTT DATA Italia aims to build a new model for the development of a sustainable society, dedicating itself with continuity to the elaboration and improvement of innovative ideas to respond to the needs of change of customers, and collaborating with startups and new enterprises.

During the year NTT DATA Italia continued to develop the **ONE NTT DATA** project focusing on the integration with the owned company everis Italia S.p.A., both at the process level and at the go-to-market model, thus allowing to increase the offer of integrated solutions to better respond to customer needs. The integration between the two companies culminated in the merger by incorporation of everis Italia S.p.A. into NTT DATA Italia signed in March 2023 with effect from 1 April 2023.

NTT DATA Italia's Vision involves using technology as a tool capable of creating new business opportunities, but not only. NTT DATA Italia aims to achieve its own goals and those of its customers – whose needs are always the first place – by putting people at the center, respecting different cultures and encouraging inclusion and respect for diversity at all levels.

On the basis of these objectives, three core values for NTT DATA Italia have been identified:

Clients first

Understanding the needs of customers and resolve any concerns that customers may have to achieve their success.

Foresight

Anticipating challenges on the future of information Technology and adapting to a constantly changing scenario.

Teamwork

Team collaboration and knowledge sharing for better results.

On November 25, 2022, NTT DATA Italia established **NTT DATA Italia Gov & Tech S.r.l.**, 100% controlled, with the aim of providing specialized advice and innovative solutions that can support and accelerate the digitization of our country, support the transformation of public administration and foster technological innovation as a response to specific business needs in different sectors. The company also promotes the development of specialist skills for young people and the inclusion of women in STEM careers, with particular attention to the South. To help the country meet the objectives of the National Recovery and Resilience Plan (PNRR), NTT DATA Italia Gov & Tech supports the realization of innovative full digital & mobile services based on technological evolution and process automation such as the development of cloud native applications, implementing

AI solutions and experimenting with extended reality (XR) and metaverse capabilities. Between five and ten million investments in Italy are planned for the company and the entrance of 200 new employees.

" *NTT DATA Italia Gov & Tech offers high quality services and solutions to the Public Administration, central and local, but aims to foster technological innovation in different sectors as an effective response to specific business needs. Artificial intelligence capable of analyzing citizens' demands, specialized advice in cybersecurity to prevent the violation of sensitive data are just some of the services offered by the new Company. Also thanks to close synergies with the research sector and with the Universities of the Territory, the offer proposed by NTT DATA Gov & Tech is able to renew continuously with the aim of building a network of collective talent covering the whole national territory. Milan, Rome, Naples, Bari and Cosenza are the offices where the new Company is already active.*"

Nadia Governo
NTT DATA Gov & Tech CEO

Since 2019, the Country Leadership Team of NTT DATA Italia, inspired by the vision and corporate values, has realized and signed the Manifesto Road to 2023 ("**Manifesto**"), a document that identifies key elements of the five-year strategic plan and includes a description of the key challenges and goals to be pursued to improve long-term profitability while fostering sustainable growth.

The Manifesto expresses an **employee-centered** and eco-friendly vision, a clear desire to increase the presence of young people and staff in Southern Italy and to increase the percentage of women in decision-making roles.
The following are the main objectives and their progress in the financial year.

The mail objectives of Manifesto Road to 2023

80% of employees made up of women and young people

+24% of employees under 30 and +13% of female staff compared to 2022

Zero emissions

Use of 100% electricity from renewable sources in all locations

20% of employees in Southern Italy

21% of employees in Southern Italy

Free plastic

Distribution of water bottles to all employees in order to discourage the use of plastic

30% of women in decision-making roles

+15% increase in women in senior management compared to 2022

Stakeholder categories	Main initiatives for dialog and involvement
Clienti	• Direct communication channels with customers (website, social media, newsletter) • Client engagement activities and organized meetings • Fairs and events • Customer satisfaction surveys • *Support services* e *help desk*
Employees	• One-to-one structured contacts with the function People & Culture and the managers of each department • Staff training and assesment • *Cyber Academy*: Iremote lessons for junior employees to promote skills development, collaboration and integration and to introduce them to the company culture. • Whistleblowing • Internal communication channels • Activities of comparison with trade unions
Academic and scholastic world	• Collaborations for training, research and development and delivery of high-level training courses • *Talent recruiting, career day* and collaborations for the employment of young people
Suppliers	• Daily report of NTT DATA Italia sales offices • Supplier selection and performance evaluation in terms of quality, sustainability and cost of service
Community and local institutions	• Sponsorship and promotion of contributions to the socio-economic development of the territories in which NTT DATA Italia operates • Conferences • Institutional communications

1.2 NTT DATA Italia Materiality

1.2.1 Stakeholder Engagement

One of the strengths of NTT DATA Italia is its constant interaction with internal and external stakeholders, based on a transparent and constructive relationship; this interaction is carried out through different ways of dialog aimed at acquiring ever greater awareness of the needs of the stakeholders and at improving their overall knowledge.

In the first months of 2023, the Country Leadership Team ("CLT") and the CEO of NTT DATA Italia, during the workshop aimed at defining and updating the materiality analysis, have also updated the mapping of the categories of the main stakeholders with which it dialogs and the carriers of interest considered priority have been identified. Starting from the complex landscape of stakeholders, also reflected in the Global Code of Business Conduct ("**Code of Conduct**"), NTT DATA Italia has identified the priority stakeholder categories represented by Customers, Employees, Academic and scholastic world, Suppliers, Communities and local institutions.

Customers

Employees

Academic and scholastic world

Suppliers

Community and local institution

NTT DATA
Trusted Global Innovator

1.2.2 Materiality Analysis

The materiality analysis of NTT DATA Italia was updated through an evaluation process by the CLT, the CEO and a representative sample of stakeholders of the significant economic, environmental and social impacts that NTT DATA Italia generates in its activities and business relationships. The representative sample, made up of a hundred stakeholders, was selected with reference to NTT DATA Italia's clients, employees, suppliers and partner universities. The process was carried out with the aim of identifying and allowing stakeholders to offer their contribution in the definition of impacts and consequently material themes.

The analysis was carried out through the following methodological approach.

- **Understanding of the contex**t in which NTT DATA Italia operates, with internal review of the previously identified stakeholder categories in order to update the subjects that influence or are most affected by NTT DATA Italia.
- **Identification of impacts**, positive and negative, current and potential, that NTT DATA Italia, through its activity, could generate on the economy, the environment and people.
- **Assessment of the significance of the impacts**, carried out by the Country Leadership Team and the CEO during a dedicated workshop and subsequently voted by a sample of selected stakeholders (employees, customers, suppliers and partner universities) through a questionnaire.

- **Prioritization of impacts** taking into account the votes provided by the Country Leadership Team, the CEO and the stakeholders.
- **Aggregation of impacts in material topics**.

At the end of the impact prioritization process, those impacts resulted as significant, i.e. above the materiality threshold set to 3 in a scale of 1 to 5, were aggregated into material topics. These issues were also identified through an analysis of sector benchmarks, which identified the main trends in the reference market in terms of sustainability and the relevant priority themes. It is also in line with the topics reported in NTT DATA EMEAL's Sustainability Report 2023 and in the Sustainability Report 2022 prepared by the parent company NTT DATA Corporation.

The table below provides the updated list of the 16 material topics of NTT DATA Italia that express the current and potential positive and negative impacts on environmental, social and governance aspects within its activities and business relationships. Compared to the material topics of 2021, the topics "Corporate Governance" and "Supply Chain management" were not material.

Material Topic[1]	Impact[2]	Description of the impact	Nature of the impact[3]	Where it occures[4]	Involvement Of NTT DATA Italia[5]
Future of Work	Employee satisfaction and well-being	Promote employee satisfaction and well-being through the implementation of dedicated well-being and benefits	Positive, current	-	-
	Training and growth of workers	Improvement of workers' skills through training and professional development, also linked to growth objectives and personalized evaluation	Positive, current		
Human Rights, Diversity and ùInclusion	Poor working conditions and remuneration	Non-compliance of working conditions through inadequate remuneration of employees and workers	Negative, potential	Employees of NTT DATA Italia	Generated by NTT DATA Italia
	Discrimination and non-inclusive practices in the workplace	Negative impacts on employee satisfaction and motivation due to discrimination (e.g., gender, age, ethnicity, etc.) or other non-inclusive practices including the exclusion of women in the company's senior roles	Negative, potential		
	Negative social impacts related to suppliers	Violation of human rights along the value chain and within the company (e.g., right to freedom of association and collective bargaining, child labor, forced or compulsory labor)	Negative, potential		
Business Ethics, Anti-Corruption and reputation	Non-ethical conduct of business	Negative impacts on people and economic systems generated by non-ethical business conduct (e.g., corruption)	Negative, potential	NTT DATA Italia	Generated by NTT DATA Italia
	Non-compliance with laws, regulations and standards	Non-compliance with applicable laws, regulations, internal and external standards with indirect economic impacts on employees, customers and suppliers	Negative, potential		

Material Topic[1]	Impact[2]	Description of the impact	Nature of the impact[3]	Where it occures[4]	Involvement Of NTT DATA Italia[5]
	Anti-competitive behavior and monopolistic practices	Anti-competitive behavior and monopolistic practices with negative impacts on the economy and markets	Negative, potential		
Customer relationship and Satisfaction	Customer satisfaction	Full customer satisfaction in terms of the quality of the service provided	Positive, potential		
Cybersecurity and Data Protection	Breach of *privacy* and loss of customer data	*Violations of applicable legislation and failure to apply best practices for data management to the detriment of stakeholder privacy*	Negative, potential	NTT DATA Italia	Generated by NTT DATA Italia
Long-term Value Creation for Business Continuity	Generating and distributing economic value	Generate economic and balanced value Distribution to stakeholders (e.g., employees, suppliers, customers)	Positive, current,	-	-
IT Solutions and Smart Co-creation	Design and development of innovative products and services with positive aspects for the fight against climate change	Support for customers in the design and development of products and services that can contribute positively to the environment (e.g., reduction of CO2 emissions, etc.)	Positive, current,	-	-
	Design and development of products and services for the benefit of the company	Support customers in the design and development of products and services that can contribute positively to society (e.g., medical applications, etc.)	Positive, current,		
	Support for startup development	Management of relations with startups, offering support that helps them accelerate their growth	Positive, current,		
Business Model Innovation and Digital Transformation	Technological innovation of processes and products	Positive impacts on people and economic systems generated by process and product technological innovations linked by Research and development activities	Positive, current,		

NTT DATA

Material Topic[1]	Impact[2]	Description of the impact	Nature of the impact[3]	Where it occures[4]	Involvement Of NTT DATA Italia[5]
Business Model Innovation and Digital Transformation	Support for projects to promote innovation	Driving value creation through co-creation with several business customers to build a smart and innovative company through IT technology		-	-
Green IT	Organization of initiatives for employees to protect the environment	Promoting awareness raising activities under environmental policies through raising awareness, educating employees and temporary staff through social and environmental contribution activities	Positive, current	-	-
Community Engagement	Local development and community relations	Support for local development through contributions and donations to the associations of the territory where the company is most present	Positive, potential	-	-
	Hiring workers from the local community	Recruitment of workers from the local communities in which the company operates, with positive impacts on local economies, including recruitment of young people and a greater presence in Southern Italy through the opening of new offices and recruitment plans in the Mezzogiorno	Positive, potential	-	-
Circular Economy	Promotion of a *circular economy* for customers and society through the development of *green technologies*	Reduce waste and create a company where the value of products and services continues to flow	Positive, potential,	-	-
Product and Service Safety and Quality	Reduction in the quality of the services realized	Reduced capacity to respond appropriately to ensure the quality of services, with consequent risks of negative impacts for customers and users	Negative, potential	NTT DATA Italia	Generated by NTT DATA Italia

Material Topic[1]	Impact[2]	Description of the impact	Nature of the impact[3]	Where it occures[4]	Involvement Of NTT DATA Italia[5]
Climate Change Risks & Management	Energy consumption	Energy consumption, resulting in negative impacts on the environment and reduced energy stocks	Negative, current	NTT DATA Italia, Electricity suppliers	Generated by NTT DATA Italia and related to society through its business relationships
Occupational Health and Safety	Work-related injuries	Accidents or other accidents at the workplace, with adverse consequences for the health of direct workers or external employees	Negative, potential	Employees of NTT DATA Italia	Generated by NTT DATA Italia
Digital Accessibility	Contribution to access to information	Improve people's quality of life by providing services that enable everyone to have equal access to basic needs and to understand the issues and needs for the development of local communities	Positive, potential		
	Support for the development of telecommunications that are vital to connectivity	Creating positive impacts for society through the development of telecommunications that can connect people	Positive, potential,	-	-
Efficient energy consumption and climate change	Direct and indirect GHG emission generations (scope 1 and 2)	Contribution to climate change through direct and indirect GHG energy emissions, linked to the activities carried out	Negative, current,	NTT DATA Italia, Electricity suppliers	Generated by NTT DATA Italy and related to society through its business relationships

[1] Topics that represent the organization's impacts on the economy, the environment and people, including those on their human rights.
[2] The impact that the organization has or might have on the economy, the environment, and people, including their human rights, which in turn can indicate their contribution (negative or positive) to sustainable development.
[3] Current nature of impact: Impact which has already occurred.
[4] Potential nature of impact: Impact that may occur but has occurred yet.
[5] Involvement of the organization: An organization 'causes' an impact if the impact is derived from its own activities or 'contributes to' generating a negative impact if its activities lead, facilitate or encourage another entity to cause the impact.

2
GOVER NANCE AND ETHICS

2. Governance and Ethics

Governance is the set of principles, rules and procedures that underpin the entire decision-making process. NTT DATA Italia has defined and implemented its governance mechanisms with the dual objective of strengthening links with the reference stakeholders, while promoting the dissemination of values such as integrity and ethics in behavior among all its partners and collaborators.

The Corporate Governance model of NTT DATA Italia provides for the presence of the Board of Directors and the Board of Statutory Auditors. The current Board of Directors of NTT DATA Italia is composed of three members: two were appointed following a resolution by the shareholders' meeting on July 22, 2021; the third, on the other hand, was appointed by co-optation under the decision of the shareholders' meeting on 22 July 2022, following the

resignation of a member of the Board, taking advantage of this opportunity to represent the female gender. The current Board of Directors will remain in office until the approval of the financial statements at March 31, 2024 and consists of 2 men from the age group over 50 and one woman under 50. It is specified that Chairman Miyiku Ide does not have a senior executive role in NTT DATA Italia. The appointment process takes place in accordance with the EMEAL guidelines for the structuring and composition of the Board of Directors, while as regards the remuneration of its members, it is established by the shareholders, during the appointment, during the ordinary meeting, as provided for in the statutes and art. 2389 c.c..

Chairman
Miyuki Ide
Executive

Chief executive officier
Walter Ruffinoni
Executive

Councilor
Gerhard Kurt Luebke
Executive

Composition of the Board of Directors at March 31, 2023

The Board of Statutory Auditors of NTT DATA Italia, the body responsible for overseeing the management of the Company within the terms laid down by law, was appointed by the shareholders' meeting on July 22, 2022 and held office until the approval of the financial statements at March 31, 2025.

Chairman
Nicola Pietro Broggi

Statutory auditor
Barbara Ferri

Statutory auditor
Stefano Poretti

Figure: Composition of the Board of Statutory Auditors at March 31 2023

During 2022 the composition of the Country Leadership Team was extended, involving leaders of NTT DATA Italia and meets monthly with the CEO Walter Ruffinoni to address strategic issues such as the development of business activities, the definition of trade priorities and economic performance in the light of the objectives defined in the short and medium to long term.

With regards to the control and management of the impacts which NTT DATA Italia has or may have on the economy, the environment and people, including human rights, as described in paragraph 1.2.2, these are assessed, prioritized and subsequently approved by the Country Leadership Team and the CEO, in the process of materiality analysis. The Board of Directors finally approves the Sustainability Report for the publication and sharing of the document.

Responsibility for the management of impacts is entrusted by the CEO to the Legal and Q&MS function under the supervision of the Vice President, Head of Legal and Q&MS function, reporting, at least annually, to the Board of Directors the results on the management of impacts on the economy, on the environment and people of NTT DATA Italia.

The Legal and Q&MS function also organizes periodic sessions on industry trends and the latest legislative innovations in the field of sustainability, to improve the experience, the collective skills and knowledge of the CEO and Country Leadership Team and is planning appropriate updates to be shared with the Board of Directors regarding the sustainable development strategy. At the date of this document, the Board of Directors is not subject to performance assessment procedures in controlling the

management of impacts on the economy, the environment and people.

2.1 Ethics, Integrity and Transparency

For NTT DATA Italia it is essential to win and maintain the trust of its interlocutors not only by complying with the laws, regulations and agreements signed, but also by respecting international law, acting with integrity and ethically correct, and by conducting its commercial activities in a fair and transparent manner. To this end, NTT DATA Italia has adopted a Code of Conduct, which defines the main ethical values, the standards of behavior that all employees and employees must maintain, as well as a series of commitments relating to the execution of activities addressed to the main stakeholders: customers, shareholders, competitors, suppliers, public administration, employees, society and the environment.

NTT DATA Italia processes customer data in accordance with the agreements and applicable laws and proposes systems and solutions that also contribute to the reduction of the environmental impact.

• The following are the areas of application of the general principles, which are set out in the Code of Conduct:
• Compliance with applicable laws and specific regional policies;
• Zero tolerance against corruption (in any form), including bribery;
• Qualification of suppliers and agents

and adherence to basic principles;
• Prohibition of giving gifts to public officials and audit bodies;
• Contracts and relations with the Government;
• Gifts to customers;
• Hospitality and entertainment;
• Contributions to political organizations, sponsorship, philanthropic donations;
• Gifts to employees;
• Conflicts of interest;
• Use of technologies and privacy, intellectual property rights;
• Misuse and abuse of price-sensitive information;
• Financial statements;
• Internal signaling;
• Compliance team.

In addition to the provisions of the Code of Conduct, NTT DATA Italia, as controlled by the Japanese parent company NTT DATA Corporation, is required to comply with J-SOX (Japan's Financial Instruments and Exchange Law), which requires publicly traded companies in Japan and its subsidiaries to strengthen their internal governance in order to ensure accurate and complete disclosure of financial information. Internal audits are therefore carried out within the NTT DATA Group to verify compliance with the above-mentioned legislation.

NTT DATA Italia adopts a Management, Organization and Control Model ex D.lgs. 231/2001 ("**231 Model**"), approved by the Board of Directors and constantly updated, as better indicated below (the last update dates back to June 2022) and whose maintenance and updating is carried out by the Legal and Q&MS function. The 231 Model is updated in the light of the changes in the regulations and the organization of NTT DATA Italia, in order to ensure its adequacy and completeness over time. The basic principles described in the General part of the 231 Model apply to NTT DATA Italia and must be respected in all business activities carried out both in Italy and abroad in order to build and maintain a structured and organic system of procedures and control activities, aimed at the prevention of the various types of crimes covered by Legislative Decree 231/2001.
The 231 Model is intended for all those who interact in various ways with NTT DATA Italia, in particular: members of social bodies and governance bodies , employees, external consultants, suppliers, customers and in general all third parties with which NTT DATA Italia maintains relations related to its social activities.

During the reporting period, NTT DATA Italia has provided training courses on the 231 Model and related to ISO 37001 certification "Management systems for the prevention of corruption" aimed at all employees, in which more than 95% of them participated.

With regard to the processes concerning the identification of conflicts of interest, it should be noted that, at the date of this document, there are no formalized processes and that NTT DATA EMEAL is finalizing for the financial year 2024 the issue of a policy on conflicts of interest.

In order to ensure respect for the values and culture of the company, NTT DATA Italia has long been equipped with a whistleblowing system that allows all employees to report reports, even in an anonymous form, behavior that is not in line with applicable regulations or internal procedures. A special procedure encourages employees to report misconduct, ensuring that they are confidential about the identity of the reporting agent and thus ensure that they are not subject to any form of retaliation. Reports can be submitted via e-mail or through a portal that guarantees anonymity, managed by an external company.

The legality Rating

In 2021, following the request made by NTT DATA Italia, the Italian Competition and Market Authority (AGCM) renewed the Legality Rating. Subsequently, in October 2021, after the communication by NTT DATA Italia of the adoption of the first Sustainability Report, AGCM decided to increase the score relative to the Legality Rating attributed to NTT DATA Italia, bringing it to **three stars** *on a maximum of three inimitable, with a deadline of July 2023.*

The Legality Rating is a synthetic indicator of compliance with high standards of legality by companies that have applied for it and is recognized by companies operating according to the criteria of legality, transparency and social responsibility, with a term of two years from issue and renewable.

As proof of the great attention to transparency and quality, as well as the continuous improvement of the company performance, NTT DATA Italia is certified **ISO 9001** - Quality Management System. In order to guarantee high quality standards for all business processes, NTT DATA Italia adopts an Integrated Management System, defined as the set of organizational structure, procedures, processes, controls and resources to guide and monitor NTT DATA Italia with regard to the quality and prevention of corruption.

The Integrated Management System of NTT DATA Italia is applied to all the processes and services of the company and is currently implemented according to the ISO 9001 and ISO 37001 standards as well as to the environmental requirements according to the ISO 14001 standard.

For more details of the complete list of certifications held by NTT DATA Italia S.p.A., please refer to the section "Attachments- certifications and Policy".

2.2 Fight Against Corruption

Prevention of inappropriate conduct and action with transparency and ethics are priority issues for NTT DATA Italia.

With particular reference to corruption, in addition to the 231 Model, it is emphasized that the fight against corruption and crime is one of the pillars of the Code of Conduct, expressed in a concise but effective way through the principle "of zero tolerance against corruption (in any form), including payment of bribes".

The fight against corruption has always been the focus of several interventions by the Legal and Q&MS function, which makes the principles and commitments established operational.

NTT DATA Italia has identified the riskier areas of corruption such as, among others, the qualification of suppliers, sponsorship, relations with institutions and liberal donations. Particular attention is given to the various forms of donation that the Company can implement, to this end the headmasters for the management of gifts, hospitality and donations have been strengthened.

The theme of the fight against corruption is the subject of a specific certification: NTT DATA Italia is in fact certified **ISO 37001**; this certification is based on the Integrated Management System, which complies, as already mentioned, with the standards ISO 9001, ISO 14001, ISO 14006 and ISO 37001. NTT DATA Italia therefore works with the objective of maintaining a constant updating of the processes and controls introduced for the management of the Integrated Management System, by providing time monitoring based on the case studies and an annual management review period to which an internal audit plan is linked.

In addition, with a view of maximizing the collaboration and interconnection with EMEAL, NTT DATA Italia adopts formalized policies on anti-corruption and whistleblowing, making them operational at local level with appropriate customizations, where appropriate.

The internal auditing activities are carried out by independent and specially trained personnel who belong to the Internal Audit function of the EMEAL region belonging to NTT DATA Italia. NTT DATA Italia functions (Legal and Q&MS, Business Support & CFO functions) integrate the internal audit control activities of the EMEAL region also through annual interviews and audits, managed locally according to the programs and methodologies indicated by the procedures of the NTT DATA Group.

NTT DATA Italia, in coordination with EMEAL, periodically analyzes opportunities for improvement on environmental, social and governance issues and implements, draws up and makes operational a series of best practices and policies.

Among the most important, NTT DATA Italia has shared and distributed the following policies to all its stakeholders:

- Anti-corruption Policy
- Master Data Protection Policy
- Transfer impact Assessment Policy
- Information Security Policy
- EMEAL Diversity & inclusion Policy
- NTT DATA Italia Policy for Social Responsibility
- NTT DATA Italia Policy on the Environment

Policies are regularly communicated to employees and uploaded to the Company intranet. In addition, suppliers are required to share and respect NTT DATA Italia's values and processes in the fields of ethics, integrity, corruption prevention and data protection (Code of Conduct, 232 Model and Anti-corruption Policy, SA8000) and the main requirements of the **SA8000:2014** standard indicated in the NTT DATA Italia Policy for Social Responsibility, which can be consulted online on the Supplier Portal. For further details, please refer to the section "Attachments-certifications and Policies".

Ecovadis 2023- Silver

NTT DATA Italia has joined the Ecovadis international platform to measure its sustainability performance against industry practices and define areas for improvement.

Ecovadis is one of the most important international eco-sustainability rating platforms and gives a score that allows the visibility of its company toward a potential audience of customers, increasingly interested in the sustainability levels of its supply

chains. Through the compilation of a questionnaire, the platform allows the evaluation of performance in relation to 4 macro-areas: Environment, work and human rights; ethics and sustainable purchases.

In 2023, NTT DATA Italia obtained the **silver medal** *through the completion of the questionnaire.*

2.3 Cybersecurity and Data Protection

Data protection is a fundamental activity for NTT DATA Italia, given the essential reflections in terms of system security, regulatory compliance and reputation (both of the company and of the customers). For this reason NTT DATA Italia commits various resources with the aim of managing and responding adequately to the need for data protection through a balanced set of organizational, logical (implementation of appropriate hardware and software tools) and physical measures, which constitute the Information Security Management System.

NTT DATA Italia has defined and implemented specific organizational and technical measures for data protection.

Reference regulations can be identified in EU Regulation 679/2016 (GDPR) and Legislative Decree 30 June 2003 No. 196, supplemented by the provisions of Legislative Decree of 10 August 2018 n. 101. In accordance with these provisions, NTT DATA Italia has provided itself with an articulated policy, the Master Data Protection Policy, for the treatment of data, which is divided into separate annexes and guidelines relating to various elements necessary for a correct management of the security of information, such as privacy aspects by design and by default, impact assessment, or supplier management. There is also a specific data breach policy by providing an internal process that

involves several functions. In addition, an internal IT dashboard was developed to monitor various aspects of NTT DATA Italia's compliance privacy, the evidence of which is shared with the Country Leadership Team quarterly. In addition, software development guidelines have been created with privacy and data protection by default.

In addition, during 2022, in line with all NTT DATA EMEAL entities, NTT DATA Italia adopted the Transfer Impact Assessment Policy which established the criteria and solutions for the management of personal data in the event of transfer to countries outside the European Economic Area that are not among those for which a adequacy decision has been issued by the European Commission.

With specific reference to the protection of personal data, given the importance and sensitivity of the subject, among others, the provision of data protection services, NTT DATA Italia has structured a team dedicated to supporting the various functions in the activities planned for the compliance with the GDPR, and has appointed a Data Protection Officer (hereinafter also "DPO"), which, since 2022, has been outsourced to accentuate the character of independence. The organization of privacy governance also provides for the designation of process owners, which guarantee the management of privacy issues in the individual business areas of membership.

---

1 *Diversity, equity and inclusion policy - NTT DATA Emeal*

2 *The NTT DATA Italia Social Responsibility Policy is available on the website:* *https://it.nttdata.com/chi-siamo/ conosci-ntt-data-vision-mission*

Finally, the Italian team coordinates and collaborates with the EMEAL Data Protection Office and with the privacy teams and DPO of the other EMEAL countries, sharing initiatives and comparing best practices to be implemented in a coordinated way throughout the EMEAL region. With the aim of ensuring homogeneity at the EMEAL level, from 2022 onwards, KPIs have been introduced which measure, among others, the training and compliance of the treatment records.

Thanks to the services offered by the tools implemented, NTT DATA Italia has automated a series of activities related to security and risk management of third parties. The system measures an organization's maturity in relation to the evolution of the privacy and security regulatory framework, identifying risks and creating a compliance plan based on any gaps that arise.

The annual privacy compliance program foresees the activation of new initiatives with a view to constant improvement and accountability.

As part of the qualification of the suppliers, NTT DATA Italia also has a specific section relating to the fulfillment and management of privacy-related aspects with an automatic scoring system of its suppliers in relation to compliance with GDPR. Depending on the scoring reached, NTT DATA Italia proceeds with the involvement of suppliers in the development of targeted actions aimed at closing any identified gaps. In addition,

annual audit campaigns are activated on samples of selected suppliers based on the scoring obtained, the level of involvement in the processing of personal data or the relevance of the activities carried out in the life cycle of the projects.

Data protection also plays a key role in employee training: in addition to general GDPR compliance training, training on specific topics is provided. Each year, the privacy team delivers training sessions or other initiatives targeted at specific business or professional areas, with the aim of continuously improving the level of awareness of privacy aspects at all levels of the business.

It is a priority of NTT DATA Italia that the circulation of confidential information takes place in compliance with the quality standards on matters of security and reliability, providing for the imposition of prohibitions in the divulging or using for private purposes the information obtained for office reasons. To this end, the correct retention of confidential information is guaranteed by the application of the specific Information Security Policy obtained by the NTT DATA Group (EMEAL Information Security Policy), depending on the classification of the information.

With regard to the Information Security Management System, it should also be noted that it is certified according to the **ISO/IEC 27001** standard "Information Security Management Systems - requirements". The certification, which has evolved over time, concerns the main activities of NTT DATA Italia, with a

particular focus on specific areas such as services, which in 2020 concerned only the outsourcing services of NTT DATA Italia, and since 2021 was extended also to SOC services (Security Operation Center).

As of 1 December 2022, NTT DATA Italia has established the role of Chief Information Security Officer (CISO), which works directly on the report of Chief Operating Officer (COO) Italy and on the functional report to CISO EMEAL

The CISO's primary responsibility is to define the corporate security strategy, design and implement programs for the protection and security of information assets, and ensure process governance and the dissemination of best practices to manage risks related to the adoption of digital technologies.
The CISO monitors participation rates and the success of training events in cybersecurity: during the year, in NTT DATA Italia, there was more than 82% participation in periodic training events on information security for all employees.

Furthermore, the CISO is responsible for carrying out an awareness-raising and training activity in the field of data protection through the sending to all NTT DATA Italia employees of informative and formative e-mails focused on the behaviors to be held to avoid risk of phishing and consequent data leakage.

3

ECON OMIC
RESPON SIBILITY

1. Economic Responsibility

## 3.1 Economic Performance and Value Distribution

NTT DATA Italia has successfully faced the challenges of the last two years linked to the dramatic events of the SARS-Covid 19 pandemic and to the difficult international political and economic scenario that has emerged from the continuing Russian-Ukrainian conflict; in fact, despite these events negatively affected the market performance, the main performance indicators of NTT DATA Italia did not have any significant impact during the last year.

Revenues for the year amounted to € 512.283 thousand, an increase of approximately € 30.800 thousand compared to the previous year.

Operating income net of non-recurring costs incurred under the ONE NTT DATA project amounted to € 37.615 thousand, equal to 7,3% of revenues (7,0% in the previous year) the net result for the year was positive by € 19.964 thousand (€ 27.948 thousand last year).

The reclassification of the income statement shows that in the year NTT DATA Italia generated € 512.538 thousand in economic value. 93,3% of the generated economic value is distributed to the stakeholders, specifically 50,9% is distributed to the employees (€ 261.036 thousand) through the payment of salaries and social charges, 40,3% is represented by the remuneration of the suppliers (€ 206.353 thousand) through spending on raw materials and services, while 2,1% , equal to € 10.975 thousand, represents the remuneration of the financial system, the public administration and the community through liberal donations. The remaining 6,7% of the generated economic value (€ 34.174 thousand) is retained by NTT DATA Italia, consisting mainly of the profit allocated to the capital reserve (€ 19.964 thousand) and depreciation, revaluations and devaluations for the period.

Economic value distributed and retained as of 31 March 2023

50,9% STAFF REMUNERATION

6,7% OTHER

40,3% RECLASSIFIIED OPERATING EXPENSES

2,1% RETAINED ECONOMIC VALUE
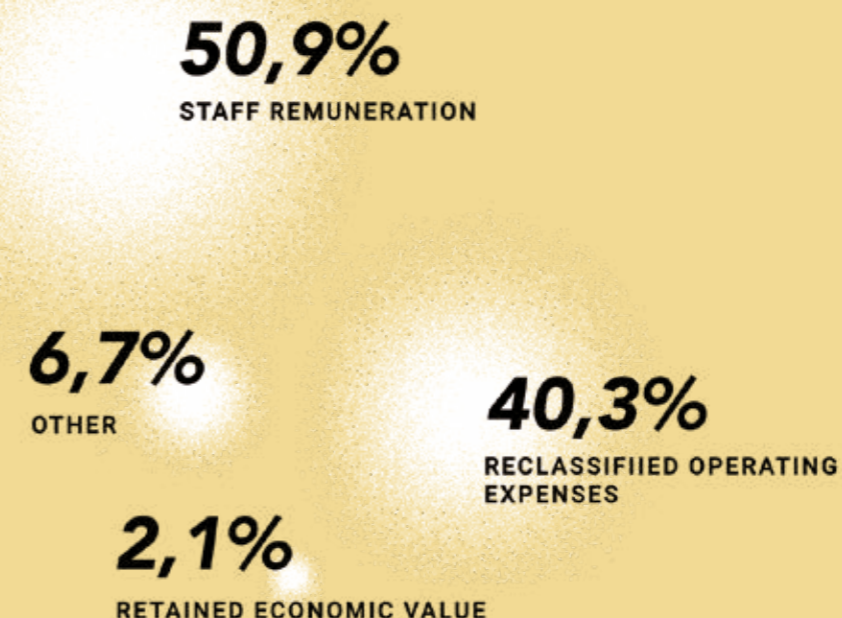
In Euro/thousand	31-mar-23	31-mar-22	Delta % 23-22
Economic value generated	512.538€	481.815€	6,4%
Economic value distributed	478.364€	442.390€	6,4%
Reclassified Operating expenses	206.353€	189.189€	9,1%
Employees Remuneration	261.036€	247.436€	5,5%
Remuneration of the financial system	3.594€	2.652€	35,5%
Remuneration of shareholders	- €	- €	0%
Remuneration of the Public Administration	7.355€	3.084€	138,5%
Remuneration of the Community	26€	29€	-12,1%
Economic value retained	34.174€	39.425€	-13,3%

3.2 Risk Management

In order to preserve the solidity of its business model, as well as the Governance and corporate culture, NTT DATA Italia has always paid great attention to activities linked to the identification and management of risks, both financial and non-financial.

The risk factors that have the greatest impact are closely linked to the territorial and sectoral areas in which the activities are carried out by NTT DATA Italia and its main stakeholders. The impacts are evaluated by stakeholders (see section "NTT DATA Italia materiality"). NTT DATA Italia dedicates great attention and resources in the identification and evaluation of these risks, in order to define and introduce, sufficiently in advance, appropriate mitigation measures to minimize the likelihood that the same risks may occur and impact business objectives.

As reported within the 231 Model and the ISO Management Systems, NTT DATA Italia has defined a Risk Management System, identifying and updating over time the behavior at risk with respect to the Company functions the crimes covered by Legislative Decree 231/2001 and the reference aspects of the ISO standards to which it has decided to adhere.

Risk management is also conducted in accordance with the policies and procedures defined on the subject at a Group level.

Within the Annual Report, NTT DATA Italia provides a description of the risks to which it is more exposed, declined in the following types:

• operational risks;
• financial risks: credit, liquidity, exchange rate and interest rate.

For further details, please refer to the Annual Report 2023 of NTT DATA Italia.

4

SOCIAL RESPONSIBILITY

Social Responsibility

In the constant commitment that for years we have focused on the construction of a new model of Company 5.0, balancing economic progress with solving social problems and placing women and men at the center of every process that governs society by using technology to address global challenges,

NTT DATA Italia believes that in this model of Society, technology represents the lever able to guarantee a new centrality to the individual and that technological transformations, if correctly exploited and cultured, can offer unique potential for the generation of sustainable value.

" *The Sustainability Report is an initiative in which we have firmly believed from the beginning, and we are pleased to see it already in its third edition. We believe it is an important signal of how much business engagement is critical to generating a positive shift in the way we do business, which must no longer have as its priority goal only profit maximization, but the generation of value for society as a whole, from a perspective of sustainable development.* "

Rosy Cinefra
Head of Legal & QMS
of NTT DATA Italia

The CEO of NTT DATA Italia Walter Ruffinoni, in the book "Italia 5.0. Un nuovo umanesimo per rilanciare il paese" (A new humanism to revive the country) tells the technological humanism and

the society of the future, an innovative model of public-private integration that reverses the contemporary pattern, putting technological innovation at the service of the human being.

4.1 Customers and Services

Digital transformation represents a challenge and a great opportunity, which can no longer be postponed, much less neglected by those directly or indirectly involved in it. This applies to any reality, regardless of the industry in which it operates. For this reason, NTT DATA Italia is on the front line to support its customers in the management of the challenges arising from this transformation, guaranteeing a complete portfolio of consulting services, applications, infrastructures and business processes, which are combined with an in-depth knowledge of different markets, and the world's leading innovations in digital, cloud, and automation.

IT sustainability is not just a matter for technology companies; it is a matter for us all.

Recent studies have shown that it is responsible for a significant proportion of greenhouse gas emissions, ranging from 2,1% to 3,9%. These already alarming rates can potentially increase as new technologies like artificial intelligence, IoT, and blockchain are adopted. Therefore, we must recognize the impact of technology on the environment and take steps to reduce our carbon footprint, not just as individuals but as a collective community.

[3] *Lean Ict - Towards Digital Sobriety*

GREEN BUSINESS ONE TEAM

In July 2022 NTT DATA Italia was involved by the parent company to set up the activities of the **Green Business One Team**, which consists of NTT DATA resources from various operating Companies (OpCos) that, at national level are involved in the search for new trends and solutions in the ESG field.

The activities were mainly divided into two streams:
- Strategy Working Group, led by NTT DATA Spain, NTT DATA Italia and Business Solutions;
- Expansion Working Group, led by NTT DATA Italia.

The activities for the Strategy Working Group have as their main object the understanding of what has been done so far and the definition of the capabilities that are already present among the different OpCOS today, in order to be able to define the priority areas for the short and long-term.

The objective of the Expansion working Group is instead to define processes and tools to support the dissemination of NTT DATA Corporation's capabilities and experiences in the field of sustainability within all Opcos.

To this end, NTT DATA Italia, in 2022, aware of the importance of these issues, started the planning of a course on the sustainability of the ITC sector in order to improve understanding and spread knowledge and sensitivity among its people.

NTT DATA INNOVATION CENTER IN MILAN

Innovation Centers are a global NTT DATA initiative that takes shape locally by enabling the transformation of emerging technologies into growth technologies, through interaction and connection between different centers, knowledge sharing, study and research. development and proposal on the tech markets themselves.

They are positioned as accelerators in the phases that allow the transformation of destructive innovation into real implementations useful to the market with a pragmatic innovation approach.

The goal of NTT DATA Corporation Innovation Centers is to generate new businesses through joint research and development initiatives with customers, leading companies, technology partners, universities and startups, focusing on advanced emerging technologies to shape future technology strategies.

Currently the countries in which the Innovation Centers are present are Japan, the United States, Italy, Germany,

China and India with about 100 experts among researchers, consultants and engineers.

In August 2022, the new **Innovation Center in Milan** was presented, led by NTT DATA Italia's Vice President, Head of Advanced Technologies. It is not only a technological center but it is defined as **a place of contamination** where technology, design, creativity and culture coexist. The new Innovation Center in Milan is one of the six world centers of NTT DATA and in Europe it will guide the German center and focus on emerging quantum computing and industrial metaverse technologies.

In addition to the activities of research and development, co-creation with clients, researchers and startups and collaboration with universities and other centers of excellence, the activities of innovation centers include an analysis of the sustainability impact that initiatives may have, with the goal of achieving a model that is tech–sustainable by design.

Among the initiatives already conducted by the Innovation Center in Milan, the creation of the Digital Twin of a Data Center of an important Italian company in the field of television platforms is particularly significant. The initiative has enabled the optimization of the environmental impacts of the Data Center through remote control with Virtual TOC and holograms.

In addition, the Web3 Support projects with the Vatican Library and CO2Sink are particularly significant. For further details

on the two projects, please refer to chapter "4.1.1 Research and Innovation."

The Innovation Center is also home to several Fabrique, factories of ideas. The **Fabrique of Sustainability & Green Tech** is an example of how the passion for a given theme, specifically the study and the search for solutions and tools that can make the many activities that are put in place every day more sustainable, is a great stimulus to collaboration. These assumptions, which feed the

continuous activity of Fabrique, have allowed to create 13 tables, composed of more than 100 professionals coming from 18 different areas of the Company, each of which puts its own vertical skills to common effect, able to undertake projects and activities that cross-embrace sustainability, creating positive and complementary synergies for the development of increasingly sustainable and green services.

*The **Green Tips** newsletters are born thanks to the collaboration and study of the participants at the Fabrique table for the social initiatives and distributed by the Marketing function in the "AllInOne" Newsletter. Green Tips are published monthly to increase employee awareness of the impact of the actions they perform daily. During the year, the first versions were released: In 2024, new GreenTips will be written.*

GREEN TECH & ECOLOGIA DIGITALE

Lo sapevi che...

Ecosia è il motore di ricerca che pianta alberi?

Fai le tue ricerche: le pubblicità visionate durante la ricerca creano introiti per Ecosia, che destina il **100% dei profitti per iniziative a favore del clima** e un **minimo dell' 80% per la riforestazione.**

Utilizza motori di ricerca come Ecosia!
Tieni traccia degli alberi piantati
e osserva il tuo impatto su ecosistemi e comunità!

https://www.ecosia.org/

GREEN TECH & ECOLOGIA DIGITALE

Source: fanpage.it

Lo sapevi che...

spegnere il pc quando non è in uso è una semplice azione che può avere un impatto significativo sull'ambiente?

Quando il computer è acceso, consuma energia elettrica per alimentare la sua attività. Questa energia viene spesso prodotta da fonti non rinnovabili come il carbone, il petrolio o il gas naturale, che emettono **gas serra e inquinano l'aria e l'acqua.**

Ricordarsi di spegnere il computer al termine della giornata lavorativa o prima del weekend **può anche aumentare la durata del dispositivo**, riducendo la necessità di acquistare/sostituire con nuovi dispositivi e il conseguente impatto ambientale derivante dalla produzione e dallo smaltimento di questi ultimi.

GREEN TECH & ECOLOGIA DIGITALE

Source: convertingmagazine.it

Lo sapevi che...

la produzione mondiale di carta sfiora i **500 milioni di tonnellate all'anno?** Il **40%** della pasta di carta proviene dal legno e il **35%** degli alberi abbattuti è usato per la produzione di carta.

Ma quali sono i gesti vincenti, i piccoli passi quotidiani per evitare gli sprechi di carta?

• **Stampa il meno possibile**: salva ciò che occorre su un supporto di memorizzazione esterna, su pc, in un apposito servizio Cloud o su chiavetta.
• **Prediligi la stampa fronte retro**
• **Fai la raccolta differenziata e utilizza carta riciclata**
• **Riutilizza i fogli su entrambi i lati**
• **Fai attenzione a quanta carta utilizzi nel quotidiano** (es. quando ti asciughi le mani, non usare più di due fazzoletti)

GREEN TECH & ECOLOGIA DIGITALE

Source: cosedicasa.com

Lo sapevi che...

limitando l'utilizzo della rete dati dello smartphone puoi ridurre le emissioni di CO2 in atmosfera ed aumentare la produttività del tuo lavoro? Ti presentiamo la **Tecnica del Pomodoro!**

• **Dividi il tempo di lavoro in intervalli di 25 minuti**, detti pomodori, **seguiti da brevi pause di 5 minuti.**
• Dopo 4 intervalli consecutivi **la pausa diventa da 15 minuti.**
• Aumenterai la tua **concentrazione e produttività.**

Ogni italiano immette ogni mezz'ora (25 + 5 minuti) 14 grammi di CO2 nell'aria per l'uso del traffico dati. Se ogni dipendente di NTT DATA Italia (circa 5000) applicasse la tecnica per una volta al giorno, spegnendo il traffico dati per mezz'ora, **si risparmierebbero 73 Kg di CO2 al giorno!**

GREEN IT

In order to promote IT sustainability internally and for its customers, NTT DATA Corporation joined the **Green Software Foundation** (GFS) on September 16, 2021 as a management member.

As a member of the Green Software Foundation, NTT DATA Corporation is bringing its core research and development activities and expertise in information systems development into workgroup discussions to improve the formulation of green specifications for global software standards with a focus on the development of mechanisms for calculating the volumes of CO2 emissions produced by software development.

NTT DATA Corporation considers the role of IT to be essential to contribute to the achievement of the carbon neutral objectives set in NTT DATA's carbon-Neutral Vision 2050.

Addressing this broad theme led NTT DATA Corporation to create a framework that frames all Green IT initiatives in a comprehensive approach that covers all aspects of sustainable IT. This includes the design and development of new IT systems and the work on ongoing operations and systems in operation.

The objective of the framework is to rethink the way technology is designed, developed and applied to reduce energy consumption and introduce a positive change, also with a view to developing Net Zero emission reduction plans for ICT companies (Information and Communications Technology).

An example of what has just been described is the project that NTT DATA Italia has developed for a leading Italian bank in the monitoring, management and reduction of carbon emissions associated with IT operations. In this sense, NTT DATA Italia has developed a tool in line with the Green Software Foundation's standards, as well as adopting sustainable it practices. They enable the customer to monitor their energy-saving results through a dashboard and define an improvement roadmap for reducing carbon emissions from IT operations.

This not only contributed to the bank's commitment to sustainability and responsible business practices, but also saved costs and improved operational efficiency.

[4] *Green Software Foundation | GSF*

The Green Software Foundation

The **Green Software Foundation** is a non-profit organization founded in May 2021 by the Linux Foundation in collaboration with several steering members, including NTT DATA Corporation. This organization has set as its objective " a 45% reduction in greenhouse gas emissions in the ICT industry by 2030", a reference point established through the Paris Agreement. It is working to fulfill its mission to establish the standards and tools for developing best practices to reduce CO2 emissions from software (green software development) and to disseminate these standards and tools across the industry.

4.1.1 Research and Innovation

The goal of NTT DATA Italia is to support its customers in the process of digital transformation, of fundamental importance to guarantee the sustainability of the business, helping them to govern the trends of change, be they social, environmental or business. The Vision, "Trusted Global Innovator", reflects the centrality of the relationship with its customers and the importance of innovation in the reality of NTT DATA Italia.

We try to govern the new scenarios by studying the technology most suitable for our customers' business, adopting an approach to innovation that always complements economic growth the will to pursue a model of sustainable development that places the human being at the center of the design of new technologies. Innovation for us also means open collaboration and sharing knowledge, ideas and resources.

For this reason, NTT DATA Italia works with the academic world and startups in an open innovation logic to translate innovative proposals into concrete solutions, able to respond to the needs of customers. The market push and NTT DATA Italia's passion for sustainability in all its declinations, has led to the implementation of several projects at a high technological level.

" *NTT DATA in recent years has made sustainability a constant commitment, putting in place concrete actions to help respond to the social and environmental challenges that we are facing and that we will continue to face in the near future. We believe that in order to create a more sustainable tomorrow we need to allow everyone to express their potential, and we will therefore continue to invest in the inclusion of women and young people in STEM career paths. In addition, we will continue to work with our customers to use technology to build sustainable solutions, as demonstrated by the success of projects such as Waidy® and CO2Sink.*"

Walter Ruffinoni
CEO of NTT DATA Italia

The following are the main initiatives that have been launched, updated or developed during the reporting year.

CO$_2$SINK

Emissions reduction and balancing obligations are a complex challenge for every type of business in Agenda 2030 and Agenda 2050, and the voluntary carbon credit market is a viable solution. Carbon credit is a financial unit that represents the removal of a ton of CO$_2$ from the atmosphere. It can be achieved through the implementation of projects that avoid, reduce or sequester CO$_2$ and can be purchased by companies to compensate for their emissions.

CO$_2$Sink is the NTT DATA Italia solution able to monitor a forest area and evaluate its CO$_2$ absorption capacity by collecting and processing different data sets: in 2021 the first CO$_2$Sink module was created, able to collect the amount of CO$_2$ absorbed through the installation of an Eddy Covariance station and the collection of satellite images.

To complete the first module, a module was developed in 2022 that is able to calculate the CO$_2$ absorbed by a forest area using data from LiDAR ("Laser Imaging Detection and ranging") scans combined with satellite images. This new module allows to evaluate in different areas compared to Eddy Covariance technology, expanding the opportunities and use-cases enabled by the solution.

Basically, the combination of narrow area scans and the analysis and processing of the forest area total by means of machine learning algorithms allows the CO$_2$ absorption of the scanned area to be associated with a much larger area. By greatly improving the process that leads to the calculation of absorbed CO$_2$ thanks to the total forest area.

Forest biomass plays a significant role in carbon cycle balancing, accounting for 45% of the Earth's carbon pool and 31% of the total carbon sink. In particular, the off-earth biomass ("Aboveground Biomass", hereinafter also "AGB") represents from 70% to 90% of the total forest biomass, thus absorbing about 30% of the earth's carbon. However, AGB is traditionally measured with a destructive collection, which consists of an expensive and long approach, or, alternatively, is deduced through the use of allometric equations that associate more easily measurable parameters.

The aim of the new CO$_2$Sink module is to develop an alternative method for measuring carbon absorption based on estimates of living forest biomass ("Aboveround Live Forest Biomass", hereinafter also "ALFB") using LiDAR technology.

This allows the production of carbon credits of the highest possible quality even when the original Eddy Covariance method is not feasible, mainly due to the characteristics of the terrain.

With this additional functionality, CO$_2$Sink covers every possible type of carbon sequestration forest project, thus extending the scope of the solution.

CO$_2$SINK for the Calabria Project Forest

During 2022, the Company Calabria Verde, which has managed the forest heritage of the Calabria Region, started a collaboration with NTT DATA Italia for the application of a technological solution that would improve the protection and support the requalification of forests. Thanks to the application of the CO$_2$Sink solution, it was possible to start accurately measuring the CO$_2$ exchange between vegetation and atmosphere, by crossing satellite data with those extracted from sensors on the ground. The first installation took place in the forest called Parco Lardone and allows to measure the actual CO$_2$ absorption on a forest surface of about 5.600 hectares.

Calabria is the ideal region for this experimentation because, with its 650,000 hectares of forest it has one of the largest forest heritage in Italy in percentage of territory. The results obtained have been encouraging and make this model replicable not only in other forest areas in Calabria, but in other regions with extensive forest areas.

*The **Calabria Forest project** has won the **President Award at the NTT DATA Awards 2023**, a recognition dedicated to the most valuable projects for the company in terms of business creation, collaboration between the different countries and of social impact.*

" *In NTT DATA we are particularly proud of this project, because we are proud to put innovation and technology at the service of environmental protection. CO$_2$Sink was born from a new way of understanding carbon dioxide: not only the fruit of air pollution, but also the resource and nourishment for vegetation. Thanks to artificial intelligence and machine learning, in NTT DATA we are able to follow this new vision, supporting Calabria Verde in this innovative path.*"

Giorgio Scarpelli
CTO of NTT DATA Italia

WEB3 SUPPORT VATICAN LIBRARY

NTT DATA Italia, in collaboration with the AMLAD (Advanced Metadata Library and Digital Archive for Museums and Libraries) team of NTT DATA Corporation, developed the **Web3 Support project of the Vatican Library**. This initiative uses blockchain technology to connect the library with supporters around the world. Through the project, the library aims to preserve precious pieces of human history by making them more accessible to the public.

The library's collection is large: it includes 1,6 million printed books, 80.000 manuscripts, 300.000 coins and medals, and 150.000 prints and drawings.

The Web3 project offers supporters access to high-resolution images of 15 cultural assets owned by the Vatican Library as a reward for sharing the initiative on social media or for showing their support to the Vatican Library itself. The images also include explanatory texts created specifically for the project.

This project is an excellent example of how blockchain technology can help preserve history and make it more accessible to a global audience. With the Vatican Library's Web3 support project, supporters can contribute to this goal and earn non-fungible Token (NFT) as a reward for their support. The project also demonstrates the potential of NFTs beyond the art and collectible market.

THE ORIG-AMI PROJECT – SMART WATER MANAGEMENT

Orig-AMI is a project in collaboration with the University of Calabria, aimed at the realization of a Smart Water Management System, integrated and multiplatform software system for the modeling, monitoring and control of water networks. Everything started in 2016, as part of an event dedicated to the world of information technology (NTT DATA Italia Hackathon 2016). The idea won the first place of the Idea Hub Platform. A year later, it was included in the Top5 in a call for proposals promoted by the European Union, a result which has allowed the involvement of leading academics in the design and prototyping phases. Within two years, the idea has become a product that is able to attract the interest of the biggest players involved in water management, winning in 2020 the most important call for tender of a leading company in the management and development of networks and services in the water, energy and environmental sector.

In May 2022, Walter Ruffinoni received the **CEOforLIFE Award**, a prestigious award given to the CEO who set new standards of excellence through initiatives aimed at a better and more sustainable future for the Orig-AMI project. The project has been identified as a valid solution for the achievement of the UN Sustainable Development goal n. 6 "Ensure availability and sustainable management of water and sanitation for all."

The main success factors of the Orig-AMI project can be identified in the diffusion of the culture of innovation, as well as in the adoption of the Open Innovation paradigm. On the one hand, it was possible to involve all employees, spreading a sense of sharing results, and on the other, collaboration with valuable partners and the creation of dedicated ecosystems significantly increased the final value of the product.

Waidy Management System (WMS):

*Winner of the **NTT DATA Award 2022**, the **Waidy Management System** is an application platform, integrated with the company's ecosystems, for the management of the entire water cycle aimed at optimizing the use of the water resource, minimizing losses and increasing its quality.*

The platform, developed for the largest Italian multiutility, allows the management of a central theme in Agenda 2030 for sustainable development and in particular of the development objective 6 "ensuring the availability and sustainable management of water and sanitation facilities".

*On March 22, 2023, on the occasion of the World water Day, NTT DATA Italia took part in the event **AQUAE**!, promoted by the University of Rome Foro Italico. The head of the Google Cloud competence Center at NTT DATA Italia, spoke with the presentation of the Waidy Management System, as a solution to optimize the management of water resources in distribution networks.*

DEEPTEK PROJECT

In collaboration with ANMI Diagnostic Center (accredited with the health system of the Calabria Region) and the Indian startup **Deeptek**, NTT DATA Italia in 2021 carried out a project funded by NTT DATA Corporation for the application of artificial intelligence in the recognition of lung diseases (including the Covid-19) from medical images such as radiographs and CT scans.

The trial, which began in September 2021, successfully concluded the pilot phase, where approximately 1.000 x-rays were analyzed in three months, by demonstrating the ability of AI algorithms to learn the practices and knowledge of the radiologist in order to develop a first diagnosis at the lung level, allowing the physician to focus on abnormal cases.

The effectiveness of the solution developed by NTT DATA Italia and DeepTek has been verified by ANMI radiologists who have demonstrated a specificity and sensitivity capacity of more than 90 % of the results obtained by the intelligent engine, which self-learns from its errors during use. In addition, the effectiveness of the developed solution involves:

- a "democratization of skills" in that its use allows reliable diagnosis to be achieved regardless of the experience gained by the doctor;
- performance efficiency in a scenario where early mass screening is essential.

This project allows to obtain high social benefits especially in the territories such as the Calabria region characteri-zed by the presence of a high number of patients to be served and by a limited number of specialized diagnostic centers, sometimes difficult to reach from the internal areas, and has allowed, thanks to the interaction with specialized doctors, the integration of Indian technology into new diseases that were previously not considered, as they were not relevant in the country of origin.

HUMAN ENVIRONMENT HARMONIOUS LIVING: SILAB 3

NTT DATA Italia is one of the promoters of the SILAB 3 consortium, a model of local development based on a new alliance between woods and villages, between agriculture and digital, aimed at addressing the complex problems of the internal areas of Calabria and the whole of Italy. SILAB 3, in fact, is the abbreviation of "**Innovative system for the advanced local exploitation of woods, villages and Bio sustainability**". It aims to support the management of forest assets by digital technologies, in the dual dimension of forests as "lung of the planet", given their capacity to absorb carbon dioxide, and as a pool of wood materials, increasingly required as a valuable raw material for bio-building or for products derived from pharmaceuticals or cosmetics, or as biomass for the production of green energy. Digital forest monitoring technologies enable maintenance planning, increasing both carbon absorption capacity and raw

material quality. This creates a virtuous circle that supports a harmonious and productive local ecosystem in which the use of resources does not mean "exploiting them" but promoting their value and growth.

The project is innovative and involves a group of landowners of the Sila plateau, both public and private, that aims to realize a complex path that from the care of the woods reaches the creation of a system of components for the bio-building certified and oriented to restore the traditional and productive relationship between woods and villages.

TECH4YOU

During the reporting period, NTT DATA Italia contributed to the project funded by the PNRR, **Tech4You**, which aims to strengthen the innovative potential of two of Italy's less developed regions: Basilicata and Calabria, which are currently classified as transition regions.

In particular, through the involvement of numerous Calabrian and Lucanian academic institutions and other public bodies and research centers, Tech4You aims at the enhancement of territorial resources with a view to sustainability in order to address specific problems of the territory (for example, hydrogeological dislocation, the promotion of cultural and social aspects and the enhancement of the coasts).

In this context NTT DATA Italia contributes to the promotion of the safety of urban areas and forests through the creation of digital twin, thanks to which it will be possible to understand the specific dynamics of the territories in relation to the management of the characteristic risks, and to help to choose the most appropriate strategies and solutions, thanks to the digital twin's ability to model and simulate possible future scenarios in a precise and reliable way.

Moreover, in line with the objective of valorization of the territory, during 2023, NTT DATA Italia signed an agreement also with the Puglia Region.

The **Program Contract** provides for an important co-investment of NTT DATA Italia and the regional body for the roots in the Puglia territory of productive supply chains, which will lead to the implementation of assets for the resolution of specific territorial problems, for example, the safety of the workplaces and the city neighborhoods, urban and extra-urban mobility, efficient management of natural resources and respectful use of the territory, optimized energy management, strengthening of the care system, planning of urban areas with particular attention to improving citizens' experience in access to services and social inclusion.

4.1.2 NTT DATA Italia and the World of Startups

In NTT DATA Italia vi è una correlazioIn NTT DATA Italia, there is an essential correlation between innovation and open collaboration and the sharing of knowledge, ideas and resources.

For this reason, in an open innovation logic, the business model of NTT DATA Italia is based on a strong collaboration with the world of startups and new companies with the aim of proposing ideas and realizing innovative solutions that can respond to the needs of change of customers.

DISCOVERY

- NTT DATA Italia has created an innovative platform called **Discovery**, thanks to the financial support of the parent company NTT DATA Corporation, which allows to manage relations with the world of startups, in need of a showcase that helps them accelerate their growth. The platform has been made available to all companies belonging to the Group and currently has about 600 startups registered in total and benefiting from the platform. Discovery creates value for all parties involved: startup, customers and NTT DATA Italia itself; in fact:
- it offers startups the opportunity to present themselves by telling their history and mission also through the insertion of informative material. In this way the startups will be visible to NTT DATA Italia and to its customers, thus increasing their ability to create business;
-
- it offers the possibility to NTT DATA Italia and to the companies to launch specific challenges and to the startups to be automatically alerted, thus being able to send the application of their ideas;
-
- it allows, using artificial intelligence, to identify the best start-ups able to design technological solutions adapted to the specific needs of the customers.

During the reporting period, a new version of Discovery was also released, which became the EMEAL reference platform for interaction with startups.

Within the new version of the platform, the eAwards, an international award for the most capable start-ups on sustainability and the Open Innovation Contest, a challenge to identify start-ups that give effective responses to the challenges of NTT DATA Italia customers, have also been established.

EAWARDS

The **eAwards**, or Entrepreneurship Award, is an international competition inherited from the merger with everis. It rewards the most innovative and sustainable technology entrepreneurship solutions

that can contribute to life improvement or promote solutions to environmental problems through digital business models or the use of technology.

The NTT DATA Italia eAwards have today become a reference point for the Italian startup ecosystem, and more and more companies adhere to the challenge. The medical field, as well as energy and environmental protection, increasingly need innovative ideas to overcome the challenges we are experiencing.

During the eighth Italian edition, the startup MgShell was awarded, which is developing an ophthalmic solution consisting of an intraocular device containing various doses of drug and able to drastically reduce injections for patients with senile macular degeneration (DMS), a chronic degenerative disease of the central retina. DMS is the main cause of vision loss among people over the age of 50 in developed countries. MgShell's goal is to revolutionize the treatment of this disease, and, by reducing hospital access and the number of injections, to cut health-care costs and minimize the impact on patients and caregivers. The main features and advantages of the proposed technology are linked to its biodegradability, biocompatibility and autonomous operation with preset release of the drug. In fact, magnesium, the biomaterial of which the device is made, has the unique characteristic of being degraded by biological fluids, with corrosion products accepted by the human body.

> " *NTT DATA eAwards have today become a reference point for the Italian ecosystem of startups, and we are proud to see more and more companies join our challenge. The medical field, as well as energy and environmental protection, increasingly need innovative ideas to overcome the challenges we are experiencing.*"
>
> *Nicola Grillo*
> **Italian contact person for NTT DATA Foundation**

OPEN INNOVATION CONTEST: CHALLENGE BETWEEN INNOVATIVE STARTUP

In May 2022, the twelfth edition of the **Open Innovation Contest** was held, a competition between startups involving customers and partners in the evaluation and selection phase of the most innovative proposals.

The contest represents NTT DATA Italia's collaboration model inspired by Open Innovation. In fact, the challenge allows startups to gain easy access to the market and customers to explore innovative solutions in line with their business.

In the twelfth edition of the contest, the startup participants had the opportunity to test themselves on various themes: from metaverse to health monitoring, from mobility connected to computer security applied to communication.

Moreover, the novelty of this year has been to involve the partner companies since the early stages of the challenge, in a real perspective of collaboration and co-creation with the participating startups. The Open Innovation Contest of 2023 therefore saw the participation of the companies in the definition of the twelve challenges proposed to start-ups in competition, based on real business needs and aimed at the creation of a technological solution together with the company sponsor of the single challenge.

4.1.3 Client First

The continuous evolution, technological and beyond, that characterizes the world today inevitably generates uncertainty and complexity, with significant impacts on the way we work and, above all, on our lives. Companies are therefore called upon to be able to transform, quickly, in order to respond to the priorities of their stakeholders. For this reason customers' needs come first, working to understand their business and resolve any concerns about their satisfaction. NTT DATA Italia feels the responsibility for the success of its customers and works to ensure that this commitment outlines its own direction of work and guides its actions.

As already mentioned, as a testimony to the attention toward the satisfaction of its customers, NTT DATA Italia is certified **ISO 9001 - Quality Management System** and has developed initiatives dedicated to the understanding of the needs of customers, in view of ever-greater customer satisfaction.

TANGITY: WE HUMANIZE COMPLEXITY

Tangity, part of NTT DATA Italia Design Network, is the set of studies created in 2020 with the aim of solving complex business challenges through design, helping customers to seize new opportunities, benefiting from a global vision united to the local one of each country, making the most of the technology available. With Tangity, complexity becomes a tangible value for people. Tangity was created to promote effective and efficient collaboration between the various analysis of the network and the partner companies, creating innovative services and products - even physical - capable of improving people's lives.

All this, making available to customers the global expertise of the entire NTT DATA Group.

In 2022, a leading electrical operator launched a public challenge for "A new sustainable design for Smart Meter", a new electricity meter to be installed at user sites.

Tangity, applying design thinking methodologies and ISO 14006 eco design guidelines, ranked second with **Brick - modularity that counts**, a counter designed to meet 5 of the UN Sustainable Development Goals (SDG 8, 9 11, 12, 13).

The project innovates the paradigm of the classical metrological unit, presenting a modular system (physically separate modules) that employs a smaller number of components and plastic (recycled and recyclable), with a significantly reduced consumption of electrical energy for its operation.

Modularity, therefore, improves the sustainability of the entire life cycle not only because it reduces the number of raw materials involved compared to today's devices, but also because it introduces greater flexibility for technology upgrades and maintenance.

At the base of the esthetic study of the product was the will to explore a new language that gave more the idea of technology and the redefinition of its architecture, to give new functional opportunities. The result is not just a meter but a product system that is open to the world in terms of flexibility, architecture and the ability to integrate innovative services.

Tangity — part of NTT DATA Design Network

"We are a global network of design studios, enabling change through tangible and intuitive solutions"

ECODESIGN

Every product or service has an impact on the environment during all phases of its life cycle, from raw materials extraction to end-of-life treatment.

The aim of **ecodesign** is to integrate environmental aspects into the design and development phases of products and services, in order to reduce their negative environmental impact and to improve environmental performance throughout their life cycle. This results in cleaner products and services and a greener planet.

Internationally, ISO has published a 14000 guideline to help organizations reduce the adverse environmental effects of their products and services. **ISO 14006** covers "Environmental Management Systems – Guidelines for the Integration of ecodesign" and therefore provides support to help organizations establish, document, implement, maintain and continuously improve the management of ecodesign as part of the environmental management system.

NTT DATA Italia has therefore decided to integrate its requirements into its ISO 14001 environmental system, applying the ISO 14006 guidelines in a timely manner to the projects and customers in which are realized services peculiar to the engineering, design and development of electrical and electronic equipment, this improves the approaches to the quantitative assessment of environmental aspects in the design and development of engineering products (or part of them), carried out, from a sustainability perspective, throughout the product lifecycle (from concept assessment to disposal). NTT DATA Italia has also chosen to submit this practice to the verification of a third-party certification body which, together with the ISO 14001 certificate, has issued the appropriate declaration of conformity to ISO 14006.

THE INNOVATIVE SILENTE SEAT

The new chair by Luxy, international brand specialized in the production of design seats, is called **Silente** and is developed in collaboration with Tangity. Presented at the Milan Furniture Fair 2022, Silente is an innovative new design station with integrated sound management system, capable of creating an acoustic comfort zone for people. A refined combination of technological innovation and esthetic research, Silente offers a concrete response to the new requirements of efficiency and comfort that emerged with the pandemic from Covid-19 and with the spread of smart working. Silente allows to work easily even in open office spaces, preventing sound from leaking into the environment.

Thanks to NTT Sonority's innovative Personal Sound ZoneTM (PSZ) technology, Silente creates a personal sound zone where people can listen privately to an audio source, without the need to wear headphones, reducing noise pollution for themselves and others.
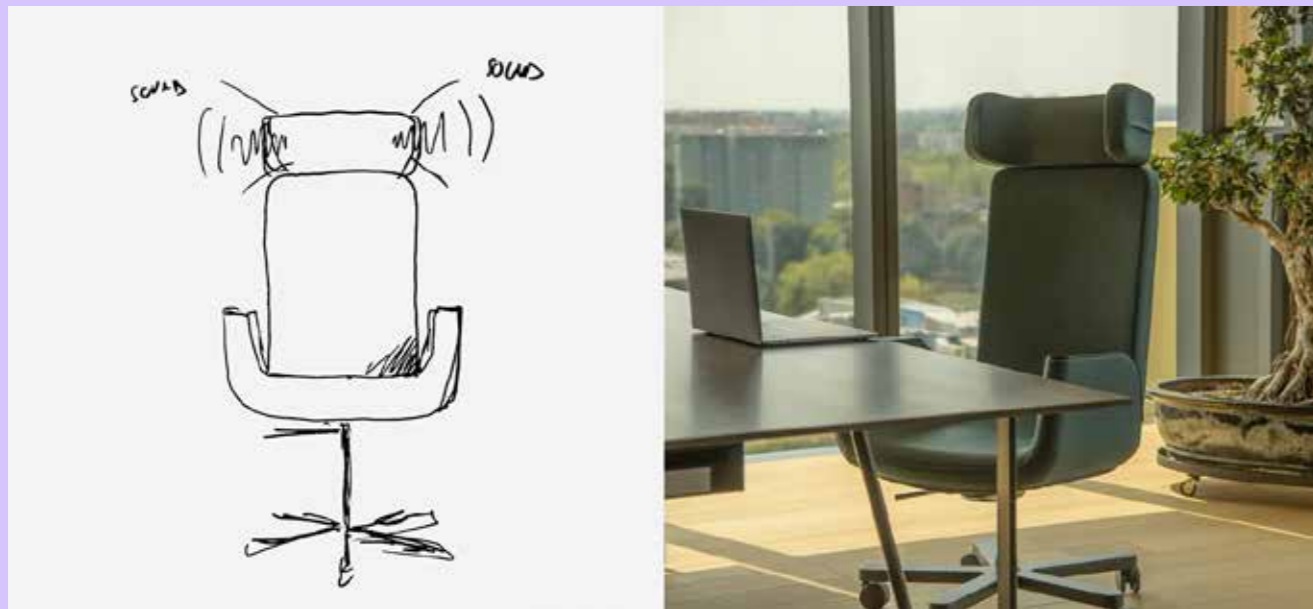
CUSTOMER SATISFACTION

In order identify its strengths and the business and product aspects that need to be improved, NTT DATA Italia has designed a **system for measuring the degree of customer satisfaction** through specific processes. Customer perceptions of the services provided are collected through an annual questionnaire, divided into thematic areas. The process is managed with the support of an in-house web tool . The process of identifying survey recipients involves the creation of the reference sample, based on appropriate requirements.

 The sample to which the questionnaire is sent is determined from the data and information on the projects in its computer system; the duration of the survey campaign and the time to reply is approximately one month and the average response rate is around 25%. Customer ratings have also been very positive in the past year, with an average overall satisfaction score of 4,80, with most responses being above 4, given the rating scale of 1 to 6.

Once the results of the questionnaires have been collected, a report is produced that is shared with the Country Leadership Team, the CEO and client managers of the relevant industry, also for the definition of any corrective actions and new improvement actions.

4.2 Our People

People are an essential asset for the Company: the collaboration of competent, motivated staff who have achieved its business objectives is a fundamental and indispensable factor for the growth of NTT DATA Italia, which promotes active participation and seeks to strengthen competitiveness by creating work environments where employees feel comfortable to fully demonstrate their skills.

The centrality of the person is the basis of NTT DATA Italia's personnel management policies, not only in terms of training and professional development, but also in terms of the particular attention to work-life balance. It all goes through caring for people, and they are the main capital on which to invest and focus.

In addition, as defined in the Code of Conduct, NTT DATA Italia toward employees undertakes to:

- respect the individuality and personality of all;
- respect human rights and not discriminate against persons on the basis of sex, nationality, belief or religion;
- avoid harassment in any form; always treat employees fairly and correctly and offer professional opportunities based on meritocratic criteria, in a safe, healthy, non-violent work environment, where drugs do not circulate or child labor is used.

With the aim of responding to the epochal changes affecting the organization of work in recent years, NTT DATA Italia and the RSUs have defined the agreement **Smart working Program**, in the working mode in smart working up to 4 working days during the week, they may be cumulated within the month, until 30 September 2023. This is not a compromise between old and new, but a way of synthesizing the best of the two experiences by responding to changing needs to create an increasingly competitive organization. We have reviewed our strategy of managing and organizing work, we aim for a cultural approach based on work for goals and on everyone's sense of responsibility. The new Smart working Policy, which is based on the principles of trust and the sense of responsibility of each, is a part of the smile working philosophy.

The aim is to promote a more flexible way of working, favoring the right balance between smart working and smile living, understood as sharing physical spaces in which to continue to fuel the sense of community, constructive and creative exchange.

TOP EMPLOYER 2023 CERTIFICATION

Again this year, for the second consecutive time, NTT DATA Italia has received the **Top Employers 2023 Certification**, *which represents the official recognition of NTT DATA Italia's commitment to caring for its people.*

NTT DATA Italia is thus one of the best companies to work for thanks to the implementation of work policies designed to meet the needs of each person, commitment to diversity and inclusion, models to attract and retain talent, support for new hires, the alignment of the people strategy with the business strategy.

The excellent score has been achieved thanks to the numerous initiatives of empoyer branding, talent acquisition and management, investments in training and development, policies focused on professional and personal growth and the well-being of employees and the Diversity & Inclusion policies.

" *In NTT DATA Italia we work to guarantee a work environment tailored to our people, in which collaboration and professional growth are promoted to enhance the uniqueness of all. The renewed Top Employer recognition rewards our 'Smile working' culture, which is based on trust and a sense of responsibility, to build a flexible, sustainable and inclusive working model.* "

Anna Amodio
**Head of Human Resources NTT DATA Italia**

+ 1.071 Recruits in FY22

On 31 March 2023, NTT DATA Italia counts 4.718 employees, increased of 10% compared to the previous year. This demonstrates a trend of great development in recent years. In fact, considering the reporting period of this document, 1.071 people were recruited with an incoming turnover rate of 23%, while the outgoing turnover rate was 13%.

Almost all[5] employees are employed on an indefinite or apprenticeship contract, and 98% of employees have a full-time contract. In addition to employees, NTT DATA Italia has 143 internship collaborations as of March 31, 2023, up 5% compared to the previous year.

Employees by age group

- ● <30 years   ● 30-50 years   ● >50 years
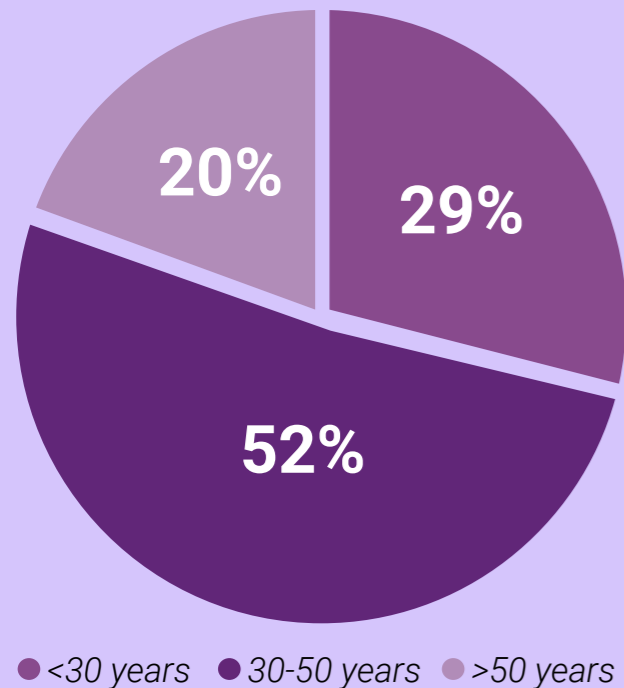
Employees by gender

- ● Male   ● Female
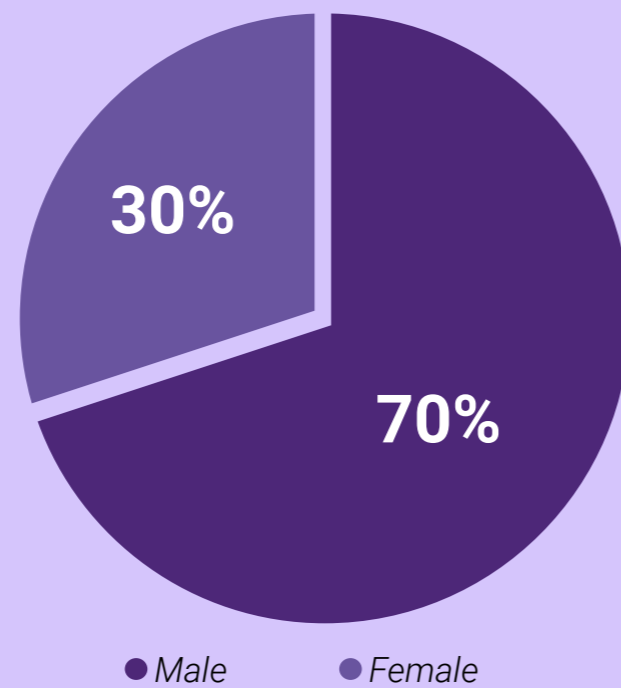
[5] *Only 0,3% of employees have a fixed-term contract*

NTT DATA Italia has announced the launch of an ambitious recruitment plan in Italy, over 7.000 by 2025. In April 2022, NTT DATA Italia announced the opening of the offices of Bari and Salerno. NTT DATA Italia's trust in the wealth of the Mezzogiorno is consolidated and the Company continues its commitment to the South, witnessed also by the significant growth of the Cosenza offices – a pole of excellence in emerging technologies such as artificial intelligence and IOT – and Naples – a research center on cybersecurity and software development - both rooted in the territory and deeply connected to the research and training centers of the regions of Calabria and Campania.

" For us investing in the South means so many things: It means hiring, creating opportunities for work in the territory and above all supporting the protagonists of the socio-economic and formative fabric, in the first place the Universities, in their training activities. Only by investing in the local human capital can it be possible to enhance the talents and the many virtuous realities that exist in the South by activating those synergic spirals between opportunities, work and growth that allow to strengthen the development of the territory and support the transformation of our country. "

Luca Isetta
Head of Solution Services
NTT DATA Italia

Moreover, in February 2023, NTT DATA Italia announced the opening of new offices in Bologna and the objective of achieving, by 2025, 400 employees at its new headquarters. The new pole, which stands close to some of NTT DATA Italia's main industrial partners, will have a focus on Data, Digital and Innovation, with a focus on the markets of Manufacturing, Financial Services, Industrial Automation and Agrifood.

4.2.1 Corporate Welfare

In the provision of benefits to employees, equal opportunities are provided for all types of contract: there is no distinction between part-time and full-time personnel or fixed-indeterminate time.

In addition to the provisions of the National Collective Labor Agreement, NTT DATA Italia provides additional guarantees and benefits in order to cover the following areas:

Life insurance*

Health coverage employees and household

Insurance coverage in the event of disability and disability arising from accidents

Parental leave

Pension contribution

Meal Ticket

* Planned for the management and employees of NTT DATA Italia S.p.A.

The employees also have access to a fringe benefit portal where they can buy products and services, such as vouchers and vouchers or adhere to the various corporate agreements signed by NTT DATA Italia with their partners (customers and suppliers).

In addition, NTT DATA Italia cares about the well-being and happiness of all employees. The main objective is to create a company in which it is pleasant to work, promoting the participation and well-being of all. For NTT DATA Italia, the concept of Smile working is not only a slogan, but represents the way of working, conceived to face future challenges. Work Life balance is an objective that we are trying to achieve together.

For this reason, during the reporting period, NTT DATA Italia introduced a practical, flexible and economical service that allows employees to take care of their well-being. It offers not only access to the largest network of sports facilities in the world (over 53.000), but also a wide range of digital solutions that can be easily used at home: fitness, mindfulness, nutrition, personalized workouts and much more.

NTT DATA Italia employees have access to dedicated subscription plans that include:
- interactive group lessons
- personalized and individual training sessions
- wellness apps and fitness content on demand
-access to thousands of gyms and sports facilities in Italy (over 2.200).

Joining this service is simple and requires only a few steps to join the program and to get a check in at the gym. In addition, each employee has the option of inviting up to three members of the family who will benefit from the same advantageous conditions.

4.2.2 Diversity and inclusion

The commitment to greater inclusion and diversity is one of the distinguishing features of NTT DATA Italia, in the awareness that these aspects represent not only ethical values, but also a formidable engine to enhance the Company's performance, as they are closely related to engagement and satisfaction of people. The inclusion and enhancement of the peculiarities of the individual are a source of wealth for the whole organization, and we are convinced that awareness and involvement are the way to go for a profound cultural change.

We work every day to ensure equal opportunities within the Company and to ensure that people feel included and respected, regardless of their gender, sexual orientation, religion, culture, nationality, disability, age or other personal and social characteristics.

This commitment has been translated into a concrete plan in the Manifesto: to have 80% of women and young people in the staff and 30% of the managerial roles covered by women.

In this context, NTT DATA Italia is committed to achieving the following objectives:

- greater involvement of our people (women and men)
- a greater understanding of the psychological, cultural and organizational obstacles that need to be removed in order to promote our Gender Equality Plan,
- a mapping of macro-trends and signals of the future on the theme of female empowerment (e.g. *Hybrid work*) to promote dissemination and create opportunities,
- a definition of the impact scenarios that we want to generate to overcome behavioral bias, north/south divides and promote the growth of STEM profiles (Science, Technology, Engineering and Mathematics).

In order to reinforce the commitment to diversity and inclusion, from the fiscal year, within the function People & Culture, a person responsible for the Diversity & inclusion area has been established, with the objective of monitoring certain performance indicators, such as the pay gap, the percentage of women in the Company, the percentage of women in management positions, parental leave, support for parenting and is committed to defining improvement actions in these areas.

With great enthusiasm, in December 2022, the EMEAL Diversity & inclusion (DEI) Policy was launched, which sets out guidelines for ensuring diversity, equity and inclusion within all NTT DATA EMEAL companies.

Uniqueness   NTT DATA

Diversity, Equity, and Inclusion Policy

NTT DATA EMEAL

The goal of DEI Policy is to align the organization with the United Nations Sustainable Development Goals, generating a positive impact on the lives of our professionals and on society as a whole.

Pursuing this objective, in close collaboration with Parole Ostili, an association that works with schools, universities, businesses, national and territorial institutions to disseminate the virtuous practices of network communication, we organized the Diversity & inclusion weeks during which a series of talks were proposed to raise awareness and involve the entire Company population on priority issues (*Gender, generations and abilities*). While online, the dynamic format has managed to involve

and entertain about 2.000 colleagues. A journey that has enabled us to put our spotlight on the many nuances of the DEI: the importance of inclusive language, the *gender gap* and generational stereotypes, and how diversity and sustainability are interconnected issues.

Gender balance is the basis of the construction of a meritocratic organization and is recognized as functional in achieving business results

The *gender gap* is generally associated with the gender gap in diverse areas, including education, gender pay gap, and access to economic activity.

In this respect, as regards the pay gap between men and women, in 2022, NTT DATA Italia achieved the objectives previously set by the variable remuneration system: zero in the management sector and a reduction in the gap in the management sector.

A *ZERO PAY* GAP COMPANY

In the occasion of **Equal Pay Day**, *established by the European Union to promote awareness of gender pay inequality, NTT DATA Italia confirms once again its commitment to achieving full equal pay.*

The objectives that have always guided NTT DATA Italia's work are the will to foster social inclusion and promote gender equality.

Even today, according to European Union data, one hour of a woman's work is worth an average of 14,1% less than that of a man. In Italy, this gap is at 5%, but if we look at the overall pay gap, which takes into account not only hourly gains, but also paid hours and employment rates, the value rises to 44%.

Several actions have also been introduced to ensure that women are effectively equal in terms of equal opportunities and professional growth. Gender difference is a resource on which to build a more solid labor world and a fairer society.

The new normality requires us to change continuously. And, speaking of an increasingly complex scenario,

the much-discussed issue of female empowerment in organizations becomes even more relevant.

WOMEN INSPIRE NTT DATA

We are convinced that the leadership of the future will have increasingly feminine characteristics, such as greater listening, pragmatism and persuasiveness, which contribute to the enhancement of new ideas and perspectives and to better business outcomes. We participate in various initiatives on these issues, in order to underline the importance of enhancing women in the Company, combating prejudice and spreading female role models that young people can inspire.

Six years ago, NTT DATA Italia started the process of valorization of women by launching the NTT Donna initiative, which then came into the international program **WIN - Women inspire NTT DATA**, to increase and structure in an increasingly efficient way the constant commitment to the promotion of female leadership and to the reduction of the gender gap in the Company.

Women inspire NTT DATA is an initiative designed to highlight the value of female leadership and combat gender bias and prejudice through the organization of periodic role modeling meetings. The idea is to tell stories about women everyday so that they can inspire other women and young girls to embark on a stem journey.

NTT DATA WOMEN RELOADED

In March 2023, **NTT DATA WOMEN RELOADED** was launched, a plan that, in addition to the increase in women in positions of responsibility, adds the further objective of expanding the number of women in the Company.

The project has several moments:

- *Woman Fast Forward* - focus group with 50 colleagues/s to identify some initiatives both outside (especially schools) and inside the Company, which lead to a greater female presence, acting on motivation and on which to involve the Ambassadors.
- *Women's Development* – Women's coaching.
- *Inspiring Model* – mentoring project in the process of finalizing.

VALORE D

Since 2019 NTT DATA Italia has been a supporter of **Valore D**, the first association of companies in Italy - to date over 330 - that since 2009 is a pioneer in addressing the theme of gender balance and the spread of an inclusion culture in support of innovation, of the progress and growth of the organizations and of our country. Valore D supports associated companies by providing effective know-how and tools for diversity, equity and inclusion strategy. Valore D also offers the opportunity for an intercompany comparison, thanks to the exchange of good practices and a continuous dialog between the associate

and is a reference interlocutor for the institutions. Together with Valore D, NTT DATA Italia participates in meetings and have been involved in mentoring various areas of the Company, from Consulting to Cybersecurity to Technology Solutions. From the analysis at 31 March 2023, it appears that NTT DATA Italia's headcount consists of 29% of women, with an increase compared to the previous year in the category of managers (15%), executives (10%) and employees (13%).

In the course of the fiscal year, the partnership with **Young Women Network** continued, which foresaw the involvement of young and senior professionals in networking, mentoring and empowerment meetings to support their personal growth path and to foster the creation of a network to exchange ideas, experiences, design common paths.
In addition to gender diversity, NTT DATA Italia strongly believes in including the

most fragile categories. An example of this commitment is the collaboration with **Gruppo Impronta**, a group of four non-profit organizations that are committed to the insertion of people with disabilities into the world of work. Thanks to this agreement, NTT DATA Italia builds ad hoc projects to employ people with serious disabilities who find it difficult to access the world of work. These diversity, equity and inclusion commitments are supported by the fact that no reports of potential discriminatory activities have been recorded with regard to the reporting period examined.

THE MANIFESTO "HOSTILE WORDS"

NTT DATA Italia has signed the **Manifesto of Hostile Words** , which consists of 10 simple rules for establishing a transparent environment and a sincere dialog between companies, customers and stakeholders. It is a social project aimed at raising awareness of the violence of words"
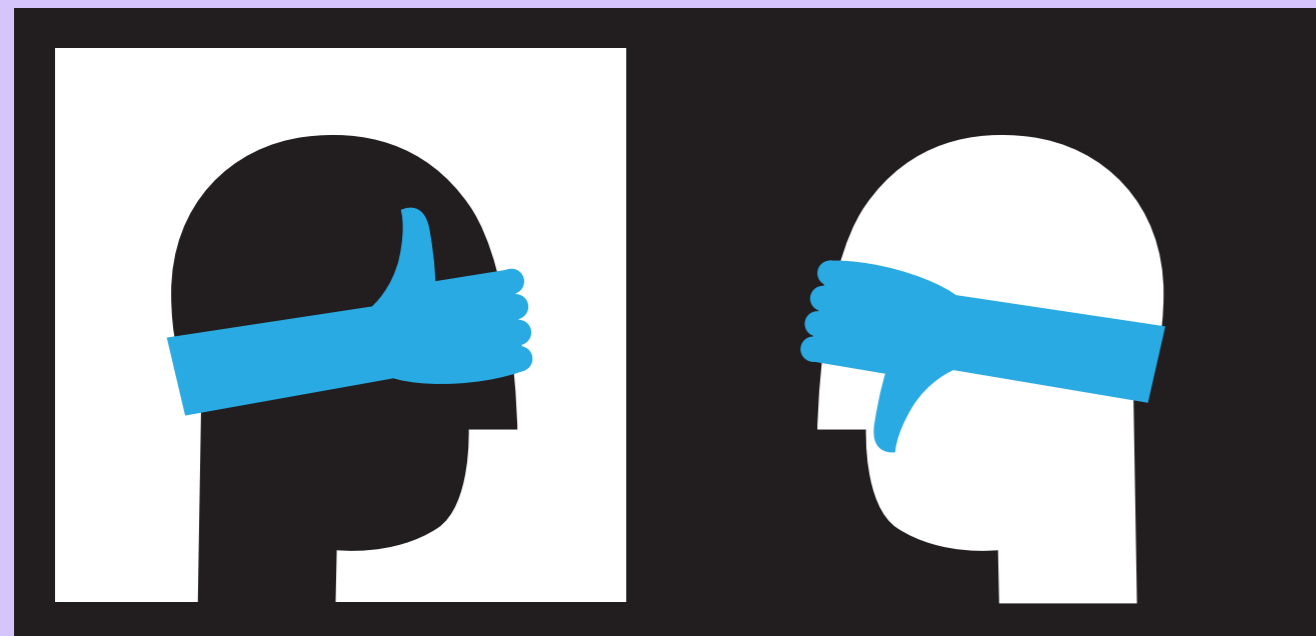
GENTLE – GENDER NEUTRALITY TOOL FOR LANGUAGE EVALUATION

NTT DATA Italia, in collaboration with the Politecnico di Milano and the University of Pavia, has developed an advanced instrument capable of reading and interpreting texts, identifying the characteristics of gender neutrality and offering a score with the objective of combating gender disparities in companies. The main features of this instrument concern:
- *Decision Support System (DSS) – a decision support system based on an analytical scoring model that evaluates*

business documents (business communications, internal notes, or job postings) to assess a company's gender equality footprint;
- *Recommendation engine – useful for providing suggestions on how to correct potential distortions such as proposals for text improvement or removal of specific parts of the text;*
- *Analytical Dashboard – a set of reporting areas that show the values of gender discrimination KPIs, such as androcentrism and stereotypes.*

4.2.3 Talent Training and Development

Training is a strategic element for the growth and maintenance of competitiveness. For some time now, in NTT DATA Italia training is not intended as training, but as learning. In fact, while the term training implies the passivity of the person to whom training is aimed, learning implies an active involvement in learning.

The Company attributes primary value to training and dedicates adequate resources and tools to the achievement of the defined objectives, providing

employees with more than 159 thousand training hours as of March 31, 2023, for a total of 34 hours of per capita training provided to employees. Training hours decreased by 13% compared to the previous reporting period, which recorded 43 hours of training per capita.

NTT DATA Italia is committed to training its employees, ensuring continuous professional growth with the aim of expanding its skills in line with the evolutions of the Company's business. Training requirements for employees and managers are evaluated annually through a schedule of mandatory courses to which optional courses are added. The following are also considered:

- the demand generated through the performance management system;
- possible industrial needs (such as, for example, in the case of new partnerships);
- voluntary training initiatives.

NTT DATA Italia boasts its own training structure, the **Human Academy**, managed by a committee of people in part of the function People & Culture and in part of the business structures: managers of service lines, functions and experts. For over 10 years, it has been the hub of expertise and experience in the world of human skills, Information Technology and Digital Transformation.

The Human Academy was founded to pursue three main objectives:

- enable the growth of internal staff;
- to contribute to the dissemination of know-how and best practices toward its customers through the provision of training from certified and experienced personnel;
- share expertise and experience through social projects aimed at schools of all grades and universities. Examples of projects include coding in primary schools and training projects related to cybersecurity issues for secondary schools.

The Human Academy provides in-house training and training for the entry of new people into the Company (see Excellence School below), through more than 500 learning-by-doing labs and more than 5.000 online courses accessible through any device.

The type of courses provided is constantly expanding and mainly concerns technical courses, methodological courses, human skills (soft skills), courses of deepening managerial skills, language courses, coaching. For example, during the reporting period, a course was conducted on the recruitment process and was dedicated to the Company's senior technical interviewers. The course, aimed at improving the candidate experience phase of new talent, has led 70 technical interviewers from different business areas to discuss topics related to communication and inclusive language, and to know and recognize the most recurring bias that can impact during the selection process.

In addition, NTT DATA Italia employees are directed and assisted in the technical and methodological certification paths. In fact, thanks to the Human Academy, in the last 3 years, 2.670 certifications have been obtained, for reaching a total of 1.049 certified employees in the reporting period.

During the reporting period, in order to promote the personal and professional growth of its employees and to guarantee greater international experience for its own people, the Human Academy has committed itself particularly to the delivery of foreign language courses through the **MOVE FORWARD** program, which concluded in February 2023 and included the possibility for all staff to increase the language competence of English, and the **All You Can Speak** program, launched in June 2022, which

offers the possibility to study up to 14 foreign languages with maximum flexibility.

Moreover, at the request of several colleagues and service line managers working with NTT DATA Corporation, in collaboration with the Japanese Culture Center in Milan, the Human Academy has renewed the delivery of a basic course of Japanese language and culture during the reporting year. The course, which began in November 2021, was attended by 15 employees who are continuing to study the language with excellent results. The course aims to provide technical linguistic skills, but also to learn cultural aspects related to business.

In order to overcome the problem of the lack of technical skills on the market, especially in STEM, during the years, talent camps and training schools have been organized.

In 2021 the **Excellence School** was created, in order to give the opportunity to graduates and graduates in STEM subjects with the exception of computer science, to access a professional training path, consisting of technical, methodological skills and human skills courses, and two months of training on the job, with the aim of joining the world of work. Since 2021 the Excellence School has allowed about 200 people, who did not have ICT studies, to join NTT DATA Italia.

ALL YOU CAN SPEAK

In order to respond to the ever increasing professional and personal needs of expanding the panorama of foreign languages to be known, NTT DATA Italia in June 2022 launched a new language study program: **All You Can Speak.** *Through an innovative self-learning platform, the program allows to study up to 14 languages, all available through study units, games, challenges accessible also from smartphones. Two important new features of the program:*
- the international community of users, with over thirty thousand students from all over the world interacting, giving and receiving corrections and

suggestions to other students from other countries, thus encouraging the logic of sharing knowledge and mutual exchange;
- the individual lessons, available in 6 different languages (including Italian), which allow foreign NTT DATA employees or staff engaged in international projects to speed up language learning with a more focused and personalized approach.

All you can speak is a voluntary program and during the reporting period it has seen the participation of more than one thousand NTT DATA Italia people, with a delivery of 32.000 hours of training.

NTT DATA EXCELLENCE SCHOOL

Training and valorizing young people in STEM (Science, Technology, Engineering and Mathematics) subjects, ensuring that they enter the world of work, is the objective of the **Excellence School.** *Born in the context of NTT DATA Italia's Human Academy, it proposes to offer a training path that creates professionalism to be inserted in technological sectors with great development prospects (programming, data intelligence, cloud architectures, cybersecurity). For each edition, about 20 talents are selected, for which NTT DATA supports the coverage of internship expenses, the entire training path, software licenses and the assignment of a PC for business use and vouchers to take the certification exam.*

The program, through a unique learning experience of a total duration of five months, provides three months of classroom training, including basic programming courses, human skills learning and NTT DATA culture education, and two months of professional training to support the most experienced employees in the business areas that are most closely involved in the journey.

Additionally, at the end of the journey, participants can earn some of the most popular professional certifications in the market.

During the reporting period, 8 editions of Excellence School were activated, the most recent of which were dedicated to Java and Data Intelligence issues. At the end of the journey more than 80% of the participants are recruited in NTT DATA Italia.

In addition, among the external training initiatives, NTT DATA Italia:
- is sponsor of the Master at the Polytechnic of Milan on the completion of a course on cybersecurity, the Master at the University Luigi Bocconi of Milan, with particular focus on the theme of Security Governance and the Master in Law, the Digital Innovation and Sustainable Program at the University of LUISS (Free International University of Social Studies Guido Carli), focused on current digital and ecological transitions in society and economy;
- • has active conventions with all Italian universities for project work and thesis;
- •has partnerships with the Politecnico di Milano, the Politecnico di Bari, the University of Salento, the MIP, Talent Garden, as well as numerous smaller partnerships;
- • is partner with SIAM (Society of encouragement of Arts and Crafts) of if the IFTS (Internet of Robotic things);

- provides scholarships for ICT training to the ELIS Consortium;
- is a partner of the InTEC cooperative, a social enterprise operating in information technology with the aim of integrating disabled and fragile people into it work contexts.

Elis Smart Alliance: A project to find the third way between work from home and office

In 2021 the experimentation of the **ELIS Smart Alliance** project continued with great success, with the involvement of more than 100 CEO of large Italian companies working to jointly trace the path for the rebirth of the country starting from school, enterprise and work, sharing spaces and creating zero-kilometer offices designed to help build relationships that transcend generational and industry boundaries. The ELIS Consortium - born to formalize the relationship between ELIS activities and a group of highly qualified companies privileged users of training and consulting initiatives - in 2021 saw the involvement of 32 companies, including NTT DATA Italia, through the creation of 7 relational gyms and 300 people as "pioneers" of the new way of working. The experiment has investigated the following indicators, and was completed on 30 April 2022, and the analysis of the results of the indicators is being carried out: well-being, productivity, creativity, of all the people involved.

Well-being
Harmonious state of a person in terms of phisical and mental health

Productivity
Relationship between resources employed and results obtained in the perspective of a given time horizon

Creativity
Ability to absorb and/or generate unexpected elements in both positive and negative declination in its cognitive and action space

The people of NTT DATA Italia involved in the experimentation, 15 pioneers and consequently 15 people in the control sample, attended the following relational gyms: Trapani (coworking), the headquarters of Elis in Rome, the headquarters of Enel and EFM in Milan.

What emerged from a first assessment is the positive feedback from the pioneers, regarding the possibility of having the workplace closest to home and the possibility of meeting people from other companies and other trades, a network that goes beyond the craft and leads

to work in an open context of sharing. Absolutely fundamental for the success of the initiative are the training courses carried out inside each relational gym.

Moreover, starting from January 2023, the Rome headquarters of NTT DATA Italia has become a relational gym, therefore, includes a space dedicated also to people from other companies.

Teaching Revolution

Teaching Revolution is an Elis program created to seize the opportunities of an ever more growing present through school, which plays a decisive role in designing the new horizons of education. The Teaching Revolution project has enabled some volunteer teachers to realize this shared mission that links teachers, students, families and businesses.

The main activity consists in analyzing field education through a group of teachers who are personally involved in raising awareness of what is happening in their work context and in introducing radical changes in their teaching.

The last edition of the project saw the participation of some great realities like NTT DATA Italia in the training activities of teachers with the aim of building together the school of the future with a medium-long term project. Large companies also feel the need to

engage actively in dialog with the world of school and to build shared paths to train today's young people into the world of work. Programs that need to be implemented in a concrete way, in order to provide children with the specific and cross-cutting skills needed to face the challenges of tomorrow.

4.2.4 Communication and Comparison Initiatives

In NTT DATA Italia, the work spaces are real exchange places, conceived with the aim to maximize the expressive freedom of the employees. An example of this commitment is the **NTT DATA library,** located in Milan, a place where it is possible to consult books and magazines or borrow them.

During the reporting period, NTT DATA Italia is committed to facilitating the return to office of its own people after the discontinuity in the presence due to the pandemic from Covid-19, but at the same time, guaranteeing the work-life balance for all employees. Moreover, NTT DATA Italia has implemented programs and initiatives to promote the return of people to the office.

NTT DATA Smilers Ambassador

*The **Ambassador** project was realized by a pilot group consisting of 35 people, with different seniority, based on different sites and cities, starting from the idea of giving internal and external voice to NTT DATA Italia in a more widespread way on the territory. It is a means of communication with the aim of moving content outwards, but also a means of sharing within society the positive and negative ideas that circulate. The name NTT DATA Smilers was born in accordance with the principles of equity, meritocracy and inclusiveness of the Smile working Company.*

*The aim of the initiative is to point out that NTT DATA is the smile that represents the employees: we want show, through the voices of our Smilers, the enthusiasm that distinguishes us, outside and inside the company. The **engagement** of employees culminated in the drafting by the 35 **Brand Ambassadors** of the Manifesto that will accompany the Company in this new path, identifying the characteristics associated with the values that represent it most, the objectives that it sets itself, and the actions needed to realize the company of the future.*

NTT DATA & Friends creates moments of dialog that favor the comparison, and that culturally enrich our people by stimulating the debate on the most varied themes, listening to the stories of many guests that can be of inspiration.

With **Link&Drinks**, aperitifs at the end of the working day, the staff of NTT DATA Italia meet to spend time together with good music and some fun, stimulating the integration and the sense of belonging to a corporate culture consistent with the objective of a Company 5.0.

Moreover, there have also been remote meetings, such as the **Webinars #beconscious, #begreen, #wellbe**, organized to spread knowledge and awareness in different areas.

In the first series of webinars, #wellbe, held from September to December 2022 in collaboration with CarbonSink, the theme of Green Tech & Digital Sustainability was presented, highlighting the environmental impact of digital technology, which is expected to account for 9% of GHG emissions in 2025, equal to the overall impact of light vehicles[6].

On 17 February 2023, the second round of webinars, #begreen, was held, which focused on green tech and digital ecology.

The webinar #beconscious, held on March 28, 2023, addressed the topic of social and technological sustainability in collaboration with Zero CO2. In addition, the partnership with Zero CO2 was presented, resulting from the sharing of common objectives for reducing and managing carbon emissions and creating carbon credits. As well as the projects of NTT DATA CO2Sink - smart forestry - and Floow - universal platform for a sustainable lifestyle.

With the aim of stimulating the people of NTT DATA Italia, the **NTT DATA Voices** app has also been developed, which offers the possibility to listen to podcasts concerning interviews, insights, curiosity and ideas to inspire one's approach to the world of work and to stay up to date on Company news.

NTT DATA Voices is born from the need to diversify channels and improve internal communication methods in order to favor a greater involvement using one of the communication channels more familiar and closer to the needs of employees.

The first edition of the NTT DATA voices project went live in February 2023 with 4 podcast series (2 internal 2 external).
- MASTERMIND: podcast for internal use aimed at the research and sharing of good practices and habits in private and working life for our well-being.
- ALL in one: podcast for internal use dedicated to the account of all the projects, events and weekly news of NTT DATA Italia. Compared to the current newsletter, an audio on one

of the selected projects will also be shared each week.
- IKIGAU: external podcast that represents the strong link between Japan and NTT DATA and allows you to find new stimuli to generate a new way to face everyday life.
- NICE TO TECH YOU: podcast for external use dedicated to the themes of technology and innovation explained by the experience of those who make digital transformation their job. This podcast is dedicated to those who want to know all the latest news that helps businesses and people face future challenges in a sustainable and inclusive way.

SUSTAINABLE INNOVATION AND ECONOMIC DEVELOPMENT:

*In the second episode of THE NICE TO TECH YOU series, entitled "**Sustainable Innovation and Economic Development: a possible future from companies**" the importance of setting medium- and long-term business goals to create a positive impact on the environment and change business models that include sustainable, future-proof products has been emphasized.*

It is important to raise awareness of the impact of each one on emissions, and above all to highlight that pollution is not only about tangible goods, but also about technology.

For example, one-hour streaming of platforms can emit between 150 and 1000 grams of CO2.

---

[6] *Lean Ict - Towards Digital Sobriety*

4.2.5 Health and Safety at Work

Safety within the working environment has always been of great importance to NTT DATA Italia, even more so with the health emergency in progress Environmental Health & Safety oversees the activities of work safety preparing specific policies and the related documentation and training.

To this end, a Health and Safety Management System has been defined with the aim of minimizing the potential risks associated with the activities carried out at all NTT DATA Italia offices.

The risk assessment procedure is carried out through a series of linked phases, aimed at highlighting the main risk factors present in the activity carried out by NTT DATA Italia, taking into account all its operating units (headquarters). The workplaces were first examined, and a survey was made of the way in which the activities were carried out.

In addition, checks were carried out on:
- the existence and correctness of the compulsory documentation in accordance with the rules in force;
- the content of the accident register, in order to obtain any information useful for the prevention and protection that can be implemented, on the basis of the business work activities that are the subject of the risk assessment.

Each NTT DATA Italia employee is required to report any dangerous situations to the Company's Prevention and Protection Service (SPP) and in case of serious, immediate and non-avoidable danger, must interrupt the work and leave the workplace and the hazardous area. Following the examination of workplaces, equipment and jobs, relevant considerations and observations are collected, on the basis of which appropriate prevention and protection measures are identified, any individual protective equipment to be adopted and the program to ensure the improvement of safety levels is defined. In addition, during the previous reporting period, an ad hoc procedure was

introduced in the new Milan Calindri headquarters to ensure optimum access and management of disabled employees, especially in relation to the layout of parking spaces, and to the actions to be taken in case of emergencies or accidents.

In the field of occupational health services, a health protocol was established for NTT DATA Italia personnel, drawn up and managed by the competent doctor, this ensures that the health records of all workers subject to health surveillance are kept in compliance with the rules in force concerning the protection of personal data. In addition to the management of the medical examinations for the granting of the qualification to the task, the protocol provides, at least annually, for the visit/inspection of the working environments by the competent doctor, together with the person in charge of the Prevention and Protection Service (ASPP) and representatives of the safety workers (RLS) of the premises.

In January 2023, NTT DATA Italia strengthened the health surveillance of workers, with at least one competent doctor in each location.

The involvement of workers in health and safety at work is mainly through their respective RLS, which have been formally identified in accordance with current legislation.

During the reporting period, NTT DATA Italia continued the activity of managing the criticalities related to the pandemic

from Covid-19, while maintaining precautions against the spread of the virus, such as, for example, the sanitization of workplaces and the adoption of space management solutions to avoid office building.

NTT DATA Italia operates in accordance with the provisions of Art. 37 "Training of workers and their representatives" of Legislative Decree 81/2008 "Single text on occupational health and safety".

In particular, with reference to the reporting year examined, the Company has provided courses managed by a certified external body, also using the e-learning method. The courses regarded:

- General training of workers;
- Specific training (low risk) for workers;
- Training and/or updating of workers' representatives for safety (RLS);
- Update for the Head of the Prevention and Security Service (RSPP);
- Training and/or updating for the employees of the local Prevention and Protection Service (ASPP);
- Training and/or updating for the persons in charge;
- Training and/or updating for emergency officers (fire and first aid).

As of January 2023, NTT DATA Italia has renewed the health insurance, whose specific information is available on the company intranet and whose coverage is foreseen for all employees, having a level equal to "White collars" or "Middle managers" and for the respective households.
- In order to avoid and/or mitigate negative impacts on health and safety

at work in its commercial relations and related to the activities carried out, NTT DATA Italia operates in accordance with the provisions of art. 26 of Legislative Decree 81/2008 "Single text on occupational health and safety". In particular:

- verifies the professional technical suitability of the companies to which it entrusts activities in contract (art. 26, paragraph 1);
- provides them with detailed information on the specific risks existing in the environment in which they are intended to operate and, on the prevention, and emergency measures taken in relation to their activities (article 26, paragraph 2);
- participates, together with the contracting companies and the supplying companies, in cooperation and coordination activities aimed at eliminating or, where this is not possible, reducing to a minimum the risks due to the interference between the works of the different companies involved in the execution of the overall work (art. 26, paragraph 3).

Finally, for the year ending 31 March 2023, only one non-serious accident occurred among NTT DATA Italia employees.

4.3 Supply Chain

The materiality analysis reported in paragraph 1.1 of this document confirms NTT'S commitment to responsible management of supply processes and dialog with its suppliers, which have a significant influence on the communities in which they operate and on the surrounding environment.

In the last year, NTT DATA Italia turned to 1.047 suppliers for a total expenditure of 160.888 thousand euros, 92% of which was used toward suppliers in the same geographical area as NTT[7] DATA Italia, therefore classifiable as local. The prevailing type of suppliers is linked to professional services, in this category NTT DATA Italia has selected a group of suppliers defined in "GOLD LIST" with which an annual volume discount agreement is signed. The list of "Gold Partners" is re-evaluated annually on the basis of the rating acquired by the supplier, that is, an assessment that takes into account not only the economic aspects, but also the assessments expressed by the users and by the Procurement function during the procurement process.

The procurement process is carried out through a dedicated portal that allows the qualification, evaluation and subsequent management of the supplier. This flow begins with the preparation of a purchase request (RDA or PR) that is approved

according to specific workflows enabled automatically by the system according to the type of purchase, the value, as well as according to the organization of the work. The entire process is managed through enterprise resource planning (ERP). The purchase order is processed by the Procurement function which verifies the received requests, negotiates the prices and issues the orders. Both formal and internal orders are placed in the ERP. The latter are not expected to issue a document to the supplier but are inserted in the system in order to carry out the accounting record of the costs and subject the purchase to the process of approving the expenditure.

At the time of the engagement, the Supplier undertakes to share and respect the values and processes of NTT DATA Italia in matters of ethics, integrity, anti-corruption and data protection (Code of Conduct, 231 Model and Anti-corruption Policy).

Moreover, since the first quarter of 2022, a clause on the SA8000 legislation has been inserted in which the supplier is required to join the same. More specifically, noting that NTT DATA is certified for social responsibility SA8000:2014, the supplier guarantees that child labor and forced labor are not supported, that it adheres to the principle of non-discrimination and that it promotes a safe and healthy workplace, respecting the right of workers to join trade unions and collective bargaining.

In addition, it is expected that the supplier will be available to agree with NTT DATA review moments on what is being implemented with respect to the commitments made and, in the event of non-compliance, to analyze the causes and to implement the necessary corrective or preventive actions.

NTT DATA Italia, in the choice of its suppliers, rewards those who are active in acquiring certifications in environmental and social matters, by informing about the progress of the certifications ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 37001, SA8000. NTT DATA Italia uses digital and automatic signing in the management of agreements with its suppliers.

Of the total number of active suppliers, there are over fifty ISO 14001 certifications (Environmental Management Systems), over two hundred and seventy ISO 9001 certifications (Quality Management Systems) and over one hundred ISO 27001 certifications (Computer Safety).

[7] Other types of supply (mainly related to services for internal use) are managed through contracts (e.g. photocopier rental, rental, company car rental, HR services, cleaning costs, tax and legal advice, etc.) and are not included in the indicated calculation.
With reference to NTT DATA Italia S.p.A., "local" suppliers are considered to be those having their registered office in Italy.

4.4 Relationship with the Local Community

The goal of NTT DATA Italia is to build a more sustainable Company together with its customers, based on the Company 5.0 model. It is an intelligent society, which places human well-being at the center and integrates growth with not only environmental but also social sustainability. A society with less inequality, in which access to resources is guaranteed and inclusion is promoted. To train future generations, to contribute to society, to protect the environment NTT DATA Italia works with the communities in which it is present to realize together a better tomorrow.

NTT DATA Italia recognizes the importance of training young people, both to provide them with the tools needed for a career in the world of technology, and to use technological tools with greater awareness. In the world of tomorrow, digital and technical-scientific skills will be increasingly important. Training and valorizing young talents is an objective of NTT DATA Italia. In fact, it is essential that children and girls approach technology, aware of potential and risks, and free from gender stereotypes, which today still distance girls from scientific careers. Helping children to become familiar with technology from the early years of school is also necessary to build a more inclusive tomorrow together. It is for this reason that NTT DATA Italia adheres to, or proposes personally,

numerous initiatives for the formation of the younger minds, as reported below. The main projects in support of the communities in which NTT DATA Italia is involved are summarized below. It should be noted that NTT DATA Italia does not generate negative impacts, current or potential, on the communities in which it is present.

Sodalitas: Connect to Grow

During the fiscal year, NTT DATA Italia, as partner of Fondazione Sodalitas, the first organization in Italy to promote corporate social responsibility and sustainability, participated in **Connect to grow** initiative.

The aim of the project is to eliminate the digital divide between students, which is still a problem in Italy: according to ISTAT, one in three students does not have adequate digital instruments. NTT DATA Italia has joined the initiative by donating its computers that are no longer in use. Subsequently, through refurbishment work, more than 100 have been recovered for now, which will be destined for the neediest families.

Coding in Schools

The **Coding in Schools** project brings video game programming and robotics laboratories to schools, helping young people to develop logical skills and problem-solving skills in a creative and efficient way. Playing together with NTT's teachers DATA Italy to program video games, apps and robots, children learn how the technologies we use every day and imagine their future uses.

The project involved more than 21.000 subjects among teachers and students of a hundred schools in 14 cities of Italy and 123 employees of NTT DATA Italia with over 2.600 hours of lessons.

In addition to the schools, workshops were held in summer centers and residences for children in cancer therapy (Casa UGI in Turin and Centro Maria Letizia Verga in Monza).

Coding lessons are open to kids available also on YouTube, with live virtual laboratories.

International Technology Olympics

The initiative, now in its second edition and conceived by the NTT DATA Foundation, offers to more than 2500 children aged between 7 and 16 years and coming from the countries of NTT DATA EMEAL, the opportunity to learn the logic of computational thinking, problem solving and coding in a fun and engaging way. The course, lasting six months, is developed through an online platform that includes recorded video lessons and sessions of meeting with the teachers NTT DATA Italia. The initiative aims to contribute to reducing the digital divide and developing children's digital skills by transforming them, from simple consumers, even into creators of technology.

NTT DATA Italia participates with 16 volunteer teachers and 278 Italian students are participating in the initiative.

Security Ninja

The **Security Ninja** project brings cybersecurity and data protection to the fourth and fifth grade classes. The initiative arises from the need to raise awareness among the smallest of the main risks that can be exposed to in the use of the network, social media, chat and online games.

The health emergency COVID 19, in fact, has produced a considerable acceleration of the use of digital instruments by primary school children.
The interventions – started since 2020 – have been included in this context and, taking advantage of the previous experiences that NTT DATA Italia has gained at high schools with initiatives to raise awareness on cybersecurity issues, ad hoc tools have been designed for children aged 9 to 11, providing them with basic but essential knowledge of the correct behaviors to adopt. It is essential that everyone, regardless of age, study, or employment, be familiar with technology in order to be able to use its potential in personal and professional life with awareness.

During the reporting period, for the 2022/23 school year, the project was given 67 lessons, extending the involvement to more than 1300 children, in 10 cities and 10 primary schools.

ITS

NTT DATA Italia's strong investment **ITS** confirms its commitment to training and work-oriented activities, through the consolidation of partnerships between the school and business worlds. The goal is to bridge the skills gap that the IT consulting industry is suffering so much, helping our country's talent develop the skills needed for their future.

NTT DATA Italia participates as a founding partner in its "Maria Gaetana Agnesi" in Lazio and its "Academy leading Generation" in Lombardy and as a partner in its "Apulia Digital Maker" and IFTS "Leader" in Puglia.

In addition, it is continuing to forge partnerships with other ITS and IFTS in the Italian territory, both contributing to teaching and offering internship opportunities for recruitment. These include its ICT Piemonte, ITS Angelo Rizzoli, Tech Talent Factory, EMIT Feltrinelli, ITS Cadmo Cosenza and others in the evaluation phase.

ITS ACADEMY LEADING GENERATION

NTT DATA, together with other companies, schools and universities in Lombardy, has become a founding partner of **ITS Academy leading Generation Foundation**, with the aim of offering training to graduates and putting them, at the end of the course, in the world of work.

ITS Foundations develop post-diploma courses that offer highly qualified technical training to facilitate the employment of young people and meet the emerging needs of the labor market. In this context, NTT DATA deals with a digital developer training program for 20 graduates with a total duration of 2 years. The course, which includes attendance in Milan, is structured in 2000 hours, 1000 per year, of which 600 hours of classroom training and 400 hours of work training, directly in NTT DATA.

At the end of the path that will allow you to acquire skills in the development of software applications, programming languages, Big Data, Cloud and all the world of digital developers, there will be the opportunity to be hired in NTT DATA.

ITS MARIA GAETANA AGNESI

NTT DATA Italia, together with other companies, schools and universities of Lazio, has also become a founding partner of **ITS Maria Gaetana Agnesi - Tech & Innovation Academy**.

The ITS Agnesi Foundation is the result of collaboration between universities, schools, businesses and local authorities in the Roman territory.

IFTS "TECHNICAL FOR THE DESIGN AND DEVELOPMENT OF COMPUTER APPLICATIONS"

In collaboration with the University of Bari and the Puglia Region, NTT DATA Italia has established a free course of higher technical education and training "**technical for the design and development of computer applications**". The course, with a total duration of 800 hours, will be held in Bari and is aimed at 15 young people with the aim of training professional figures able to realize and manage the development of software in very different environments answering to the demand of companies of professionals in the ICT sector.

Students who will conclude the training course with a positive outcome will be evaluated for inclusion in NTT DATA Italia.

TRED HIGH SCHOOL

In April 2022, NTT DATA Italia joined the initiative promoted by the ELIS Consortium, which saw the birth of the **TRED High School , an ecological and digital transition** , in which 27 institutes, 4 universities and 500 students took part from the school year 2022-2023.

The TRED Experimental High School proposes a course of formation in four years, combining the humanistic-scientific tradition of the Italian High School with didactic programs focused on stem subjects. The objective is in fact to give girls and boys technical-scientific skills on which the professions of the future will depend more and more, together with non-cognitive skills, such as emotional maturity, relational capacity, verbal and non-verbal communication. This will enable young people to acquire the new tools needed to drive digital transformation and ecological transition.

Companies, such as NTT DATA Italia, that have joined the project, are of support to schools in identifying the learning themes that are the most requested from the future labor market. Moreover, they offer students the opportunity to test their knowledge in real-world situations, by providing their facilities around the world to foster experiences abroad and stimulate students' ability to act in global contexts.

EDUCATION FOR DIGITALISATION OF ENERGY – EDDIE

EDDIE is a four-year collaborative project funded by the EU Erasmus+ that creates a sector Skill Alliance (SSA) to develop a plan for the digitization of the European energy sector through the cooperation of important stakeholders in the Energy & Utility sector on a Community basis. The aim of the program is to create an international observatory on trends that will guide the energy transition and digitization of the sector. The Universidad Pontificia Comillas plays the role of Project Coordinator, managing the projects defined by a consortium composed of 16 companies operating within the European Union, including NTT DATA Italia. Taking part in EDDIE is for NTT DATA Italia an opportunity to create networking with the reference players in the Energy & Utility sector, enriching their skills on the digitization of the sector's value chains. In particular, NTT DATA Italia has developed the site where it is possible to register and become part of THE EDDIE ecosystem and has studied and designed the possible business models that identify the opportunities of evolution of the site implemented. The development of a new module on the site, dedicated to training paths, is now underway.

INGEGNO AL FEMMINILE

In 2023, together with the National Council of Engineers (CNI), NTT DATA Italia participated as ambassador to the third edition of the **Ingegno al Femminile prize**, an initiative, conducted in collaboration with Cesop HR Consulting Company, to combat the gender gap in stem disciplines.

The aim of the Prize is to promote objective 5 of "gender equality" in UN Agenda 2030 through the award of the most brilliant thesis in engineering.

In this context, we intend to support recent graduates in order to give them the opportunity to join the world of work with the same opportunities and economic pay as their male colleagues.

PUGLIA WOMEN CODE

From 21 to 23 April 2023, the **Puglia Women Code** event was held in Bari, a bootcamp in which women of all ages have the opportunity to gain experience the basics of programming and to engage in web development, supported by experts.

The event was organized by the Puglia Women Lead Association, founded in February 2022 to promote empowerment, female entrepreneurship and the development of digital skills for Apulian women.

NTT DATA Italia is the main sponsor of the event: Its professionals, in the field of Tech Industry and not, have intervened to inspire the participants to undertake a professional career in the it and technological sector, remaining in the South.

The goal of Puglia Women Code was to bridge the gender gap in employment by teaching the basics of web programming languages through an intensive training program. The uniforms, registered in groups, have been followed by a professional programmer, to try to develop a web application, and they have the opportunity to participate in moments of networking and inspirational talk, entering into contact with companies in search of female talents.

At the end of the journey, each group presented the work carried out and the three best projects were rewarded by giving away scholarships to continue the computer studies.

NTT DATA FOR UKRAINE

NTT DATA Italia continues to stand alongside the Ukrainian people and to support the hashtag **#HelpUkraine** campaign of AVSI Foundation, an association engaged in Ukraine, Poland and Romania to help refugees fleeing the bombing. In particular, during the reporting period, NTT DATA Italia raised more than 13.000 € to support the populations affected by the war.

Operational in Ukraine since the start of the Donbas crisis, AVSI has been working immediately since February 2022 to help Ukrainians fleeing the bombings: In Ukraine, Poland and Romania.

- Through our partnerships with local partners, AVSI will be able to:
- to support the first reception of refugees in the host communities;
- to support and rebuild the psychological well-being of the victims of the Ukrainian conflict, in particular of vulnerable sections of the population (women, children, people with special needs);
- support and facilitate the integration and integration (temporary and medium-term) of refugees into the host communities.

In Italy, through its partnership with local organizations in the cities that host the most extensive Ukrainian communities such as Milan, Bologna, Rome and Naples, AVSI has been working to:
- coordinate first-time activities for refugees;
- to support the first reception of refugees in the host communities;
- to encourage the reception with cash transfer activities;
- provide vocational training and job integration courses with special attention to language training;
- support the first reception of refugees in the host communities.

5

ENVIRON MENTAL RESPON SIBILITY

Environmental Responsibility

In line with the provisions of the Code of Conduct, NTT DATA Italia with regard to the environment undertakes to:

- propose IT systems and solutions that help reduce the environmental impact;
- seek to reduce the environmental impact generated by its commercial activities;
- strengthen awareness of biodiversity and undertake activities to protect;
- the natural environment;
- comply with environmental laws and regulations.

Increasing attention to environmental issues is one of the strategic objectives contained in the Manifesto published by NTT DATA Italia with the aim of using increasingly sustainable, plastic-free and zero-emission workplaces.

" NTT DATA confirms its commitment to a more sustainable society, by reducing the environmental impact of locations, powered by renewable energy sources, together with a focus on sustainable alternatives for people's mobility, these include the adoption of a fleet of hybrid vehicles and through the promotion of the use of smart mobility services."

Paolo Marinelli
CFO of NTT DATA Italia

5.1 Initiatives for the Environment

NTT DATA Italia has long been committed to promoting individual behavior, not limited to its employees, that can bring a concrete benefit to the environment around us.

For this reason, in recent years NTT DATA Italia has promoted a series of initiatives designed and implemented alongside strategic partners. From the provision of alternative and sustainable means of transport for employees, through the push toward the use of renewable energies, NTT DATA Italia's will is to spread virtuous behavior toward the environment.

In this context, the agreement concluded with ENEL and CVA to supply all NTT DATA Italia's offices with energy produced from renewable sources is part of the agreement. Today, **the offices are already 100% powered by energy from renewable** sources hydraulic-ocean, solar, wind, biomass gas from agricultural activities and energy crops. A commitment in which the Company firmly believes and which it carries on despite having higher costs: this energy is now certified by the system of "guarantees of origin" of the energy service provider, according to EC Directive 2009/28/ EC.

NTT DATA Italia's commitment is extended to all Italian offices, where neon lights/halogen lamps have been replaced with low consumption led lights, while waste recycling is managed through "ecological islands" with baskets for differentiated collection, in addition to the replacement of plastic cups from all vending machines with paper cups and wooden spoon and the elimination of plastic bottles with the introduction of water dispensers.

The Car Policy has also been revised, disincentives for high fuel consumption vehicles and favoring hybrid and electric cars. In particular, during the year, the number of hybrid or electric vehicles increased from 55 to 102.

CYCL-E AROUND: NTT DATA Italy to the side of Pirelli for transport that respects the environment

NTT DATA Italia has joined the Pirelli **CYCL-e around** project for companies, a service that from April 2022, makes available to employees a fleet of **e-bike** also in leisure time. There are several ways of renting that allow employees to use e-bike for the home-work journey (home2work), for the whole week (smart e-week) or for the weekend (weekend break).

By joining the CYCL-E around service, NTT DATA Italia concretely contributes to the improvement of urban mobility, reducing the environmental impact and ensuring at the same time the smoothest and most sustainable journeys for the benefit of its employees. The service was initially made active at the Milan office, with the forecast of extension at the other offices.

UP2YOU

Up2You is an innovative green-tech startup that enables companies to reduce their carbon footprint and neutralize CO_2 emissions by involving their customers and employees in the fight against climate change with over 270 customers and 25 active projects.

NTT DATA Italia has come into contact with Up2You thanks to the daily *scouting* activity of innovative startups that takes place in the Company. The *startup* won, in 2021, the National Up Soccer NTT DATA Italia Award with a value of 20.000 euros in services and the Go Project Award of 5.000 euros in cash.

Cooperation with the *partner* continued with the aim of neutralizing the CO_2 emissions produced by NTT DATA Italia Innovation events.

The Up2You model calculates the *carbon footprint*, in line with GRI international standards, collecting information on events realized by NTT DATA Italia with questions about the number of participants, the size of the spaces, the expected movements and the temperatures of the rooms.

Once the size of the CO_2 emissions of the events has been identified, Up2You shares with NTT DATA Italia the projects that NTT will have to finance in order to neutralize the environmental impact produced.

In particular, the projects NTT DATA Italia is financing are:

- **Guanaré Forest Plantation Project** (in Uruguay): converts degraded grasslands into forests that improve soil quality, including teachers, students and community members, to introduce the environment and native biodiversity.
- **Maísa REDD+** (in Brazil): promotes forest preservation.
- **Boyabat Hydroelectric Power Plant** (Turkey): generates 1.370.000 MWh of renewable energy annually, reducing 580.882 tons of CO_2 emissions.

All of the initiatives financed have allowed to capture 10,000kg of CO2 as certified by Up2You on their website.

Thanks to the collaboration with Up2You, the final event of the Open Innovation Contest 2022 (refer to the chapter "4.1.2 NTT DATA Italia and the world of startups"), despite having seen the participation of 150 people, was carbon neutral. In fact, Up2You, with the aim of compensating for the 5.000 kg of CO2 produced by the event, has helped NTT DATA Italia to activate projects of forest reforestation, forest preservation and renewable energies.

During the event, through a personal code, all the guests were able to participate actively in this initiative, choosing which of the 3 projects to supports.

Up2You is authorized to manage certified carbon credits and Gold Standards and is the first reality in Europe to do so using *blockchain* technology. The projects they support follow a rigorous evaluation

process to be certified and cover a wide range of sectors, including renewable energy, forestry and many others. Moreover, during the reporting period, NTT DATA Italia participated in the **Green Planet Cup** initiative of Up2You with a team of 10 members: a challenge among 9 companies involved, with more than 109 participants, lasting 5 weeks starting from October 24, 2022.

During this initiative, the participants of NTT DATA Italia completed 171 missions: educational and valuable green actions, which are verified by the platform and *community managers* of Up2You.
By completing the various missions, points are accumulated (the PlaNetPoints), useful to climb the rankings and to obtain rewards, and the ECOINs, which serve to redeem sustainable products in the *ECOshop*, such as physical green products or CO_2 capture projects.

In particular, the NTT DATA Italia team has compensated for the emission of 18.4kg of CO2 by participating in these missions. These are fun and engaging challenges, but with concrete results, which help to strengthen the sense of team and belonging to a cohesive community, building together a business path toward environmental sustainability and reducing the carbon footprint of the participating companies.

5.2 Energy Consumption and Emissions

At present NTT DATA Italia uses different energy carriers to perform its activities:

- electric energy (representing 76% of consumption and purchased at 100% from renewable sources) used for the operation of air-conditioning systems, lighting and office equipment. Since the previous year, NTT DATA Italia has installed at its Milan headquarters **two photovoltaic plants** that have generated about 63.500 kWh of electricity;
- the natural gas used for the heating of some sites is in a strong decrease (-71%) compared to last year thanks to the transfer of the Milan and Rome offices that are no longer supplied with natural gas;
- fuel and petrol used as main fuels for fleet fuel for business or promiscuous use.

The attached table shows energy consumption and emissions by type for the two-year period 2022-2023. The reported data show a slight increase in energy consumption compared to the previous period (+4%) mainly due to the organizational needs connected with the transfer of the offices in Rome and Turin. This increase also reflected an increase in the emissions generated by NTT DATA Italia.

5.3 Waste Management

Aware that inadequate waste management can contribute to serious direct impacts on the territory and cause indirect damage to the environment, NTT DATA Italia has equipped itself with an integrated management system for identifying the modalities and responsibilities for proper waste management in line with current legislation.

Operational waste management is part of the Facility Management function, which is responsible for identifying and communicating to external companies the storage areas and containers needed to collect the waste produced on-site. Waste recycling is managed through "ecological islands" with baskets for separate collection. In order to reduce the amount of plastic waste, all the vending machines of NTT DATA Italia sites were equipped with paper glasses and wooden spoons water dispensers were introduced.

Moreover, it is the Facility Management function that, on the basis of the waste produced, activates the process for the identification of the company for the transport and recovery/disposal service of the waste. It should be noted that for the waste transport service it is necessary that the company be registered with the environmental managers register, while for the recovery/disposal service the company must be in possession of the authorization for the storage and/or treatment of the waste. On arrival of the transporter, checks shall be carried out to ensure that loading operations are carried out in an environmentally and safe manner.

The Facility Management function monitors the waste produced by recording this amount on the load and unload log..

In the year, NTT DATA Italia produced 138 tons of waste, of which 99,5% are non-hazardous waste. As far as hazardous waste is concerned, the main types deriving from NTT DATA Italia's activities are components of electrical or equipment that are out of use and lead batteries, while as far as non-hazardous waste is concerned, the main types are packaging.

The following are the values relating to waste generated by NTT DATA Italia in the reporting period divided by categories (dangerous and non-dangerous).

Composition of waste produced by NTT DATA Italia (tons)	31-mar-23	31-mar-22
Total hazardous waste	1	6
Total non-hazardous waste	138	384
Total waste generated	**139**	**390**

Annexes

CERTIFICATIONS

Certification	Description	Year of first release	Certified locations
ISO 9001:2015	Quality management system	18/08/2003	Milan Rome
ISO 37001:2016	Anti-corruption management system	16/12/2019	Milan / Rome / Turin / Treviso Genoa / Pisa / Naples / Cosenza / Bari
ISO/IEC 27001:2017	Management system for computer security	10/12/2010	Milan Rome (for SOC services only) Naples (for SOC services only)
ISO/IEC 27017:2015 (guidelines)	Security Control Management System for Cloud Services	10/12/2010	Milan
ISO/IEC 27018:2019 (guidelines)	Information security management systems	10/12/2010	Milan
ISO/IEC 27001:2013 (2017)	Information security management systems	16/07/2021	Milan Rome Naples
ISO 45001:2018	Health and Safety Management Systems	11/11/2021	Milan Rome Naples
SA8000:2014	Management system for social responsibility	30/09/2021	Milan/ Rome / Naples Pisa / Turin
ISO 14001:2015	Environmental management system	11/10/2021	Milan
ISO 14006:2020 (declaration)	Environmental management systems - Guidelines for the integration of ecodesign	11/10/2021	Milan
FSC	System for sustainable forestry and traceability of forest products	03/05/2019	Milan
ISO/IEC 20000-1:2018	Management system for the quality of it service delivery	31/05/2022	Milan Rome Naples

Certification	Description	Year of first release	Certified locations
ISO 14064-1:2018 (declaration)	Management system for the quantification and reporting of greenhouse gas emissions and their removal	05/07/2022	Milan
Capability Maturity Model Integration Development V2.0 (CMMI-DEV) without SAM - Maturity Level 3	Model applied to make process improvements and develop behaviors that reduce risk in developing services, products, and software	29/04/2022	Naples Cosenza
ISO 30415:2021	Management system for defining guidelines for a Diversity and inclusion *framework*.	22/03/2023	Milan Rome

MODELS AND POLICIES

Models and policies	Scope	Objectives and content	Application
231 Model	⚖️	Management, Organization and Control Model ex Legislative Decree 231/2001	Social bodies Employees External consultants Suppliers Customers
Code of Conduct	⚖️ 👥	It defines the key ethical values, the standards of behavior that all employees and employees must maintain, as well as a series of commitments regarding the execution of activities addressed to the main stakeholders: Customers, shareholders, competitors, suppliers, governments, employees and collaborators, company, environment.	Employees Collaborators Suppliers
Anti-corruption Policy	⚖️ 👥	The policy defines EMEAL's commitment to prohibit and prevent it Corruption, to ensure compliance with Anti-Corruption laws, and identifies principles to identify and prevent corruption.	Suppliers
Master Data Protection Policy	⚖️ 👥	Defines how data is processed for proper information security management, such as privacy by design and by default, impact assessment, or supplier management.	Collaborators
Transfer Impact Assessment Policy	👥	Defines the impact of an EMEAL Group entity in the event of personal data transfer.	Collaborators
Information Security Policy	👥	Defines how confidential information is properly retained. In fact, the policy ensures that their circulation takes place in compliance with the quality standards on matters of safety and reliability, by providing for the imposition of prohibitions in the divulging or using for private purposes the information obtained for reasons of office.	Collaborators
EMEAL Diversity & Inclusion Policy	⚖️ 👥	Guidelines to ensure diversity, equity and inclusion (OF) within all societies Which are part of NTT DATA EMEAL.	Social bodies Employees
Social responsibility policy SA8000:2014 by NTT DATA Italia	👥	Social responsibility Management System (SGD) certifiable by bodies External and impartial and in compliance with the international standard SA8000.	Social bodies Employees Suppliers
NTT DATA Italia Integrated Quality, Anti-Corruption and Environment Policy	⚖️ 👥 🌱	Integrated Management System Quality, Prevention of Corruption and Environment in line with NTT DATA Italia's strong environmental sensitivity and constant commitment to ensure actions and behavior based on transparency, fairness and moral integrity criteria that prevent any attempt to corrupt.	Employees Suppliers

LEGEND : 🌱 *Environment*   👥 *Human Resources*   ⚖️ *Governance*

HUMAN RESOURCES

GRI 2-7 Employees and GRI 2-8 Workers who are not employees

Type	To March 31, 2023			To March 31, 2023			To March 31, 2021		
	Men	Women	Total	Men	Women	Tota	Men	Women	Total
Total employees	3.308	1.410	4.718	3.021	1.252	4.273	2.851	1.208	4.059
Of which for an indefinite period	2.793	1.222	4.015	2.605	1.117	3.722	2.409	1.039	3.529
Of which For a given time	10	6	16	7	5	12	4	-	4
Of which at hours not guaranteed	0	0	0	0	0	0	0	0	0
Of which apprenticeship	505	182	687	409	130	539	357	167	526
Of which Full-time	3.297	1.308	4.605	3.008	1.141	4.149	2.837	1.090	3.927
Of which part-time	11	102	113	13	111	124	14	118	132
Of which directors	193	39	232	179	34	213	175	31	206
Of which managers	515	205	720	496	187	683	482	170	652
Of which employees	2.600	1.166	3.766	2.346	1.031	3.377	2.194	1.007	3.201
Total personnel	3.412	1.449	4.861	3.142	1.306	4.448	2.937	1.236	4.173
Of which are administered or other types of contract	0	0	0	33	6	39	14	5	19
Of which interns	104	39	143	88	48	136	72	23	95

Type	To March 31, 2023			
	North	Center	South and Islands	Total
Total employees	**2.139**	**1.590**	**989**	**4.718**
Of which for an indefinite period	2.132	1.588	989	**4.702**
Of which For a given time	7	2	7	**16**
Of which at hours not guaranteed	0	0	0	**0**
Of which Full-time	2.075	1.550	980	**4.605**
Of which part-time	64	40	9	**113**

GRI 2-30 Collective bargaining agreements

Type	To March 31, 2023	To March 31, 2022	To March 31, 2021
Percentage of total employees covered by collective bargaining agreements.	**100%**	**100%**	**100%**

GRI 401-1 New employee hires and employee turnover

Type	Category	To March 31, 2023				To March 31, 2022				To March 31, 2021			
		<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
New hires	Men	526	228	15	**769**	381	229	14	**624**	312	198	10	**520**
	Women	191	107	4	**302**	136	79	4	**219**	115	58	4	**177**
	Total	**717**	**335**	**19**	**1.071**	517	308	18	**843**	427	256	14	**697**
Incoming turnover rate	Men	16%	7%	0%	**23%**	13%	8%	0,4%	**21%**	11%	7%	0,3%	**18%**
	Women	14%	8%	0%	**21%**	11%	6%	0,3%	**17%**	10%	5%	0,3%	**15%**
	Total	**15%**	**7%**	**0%**	**23%**	**12%**	**7%**	**0,42%**	**20%**	**11%**	**6%**	**0,3%**	**17%**
Outputs	Men	189	265	28	**482**	145	285	24	**454**	95	112	32	**239**
	Women	51	86	7	**144**	67	104	4	**175**	34	25	12	**71**
	Total	**240**	**351**	**35**	**626**	212	389	28	**629**	129	137	44	**310**
Outgoing turnover rate	Men	6%	8%	1%	**15%**	5%	9%	1%	**15%**	3%	4%	1%	**8%**
	Women	4%	6%	0%	**10%**	5%	8%	0,3%	**14%**	3%	2%	1%	**6%**
	Total	**5%**	**7%**	**1%**	**13%**	**5%**	**9%**	**1%**	**15%**	**3%**	**3%**	**1%**	**7%**

GRI 403-9 Work-related injuries[8]

Accidents at the work of employees	To March 31, 2023	To March 31, 2022	To March 31, 2021
Number of accidents at work that can be recorded	1	1	0
of which, the number of deaths caused by accidents at work	0	0	0
of which, accidents at work with serious consequences (excluding deaths)	0	0	0
Hours worked	7.865.409	7.322.839	6.855.058
Multiplier	1.000.000	1.000.000	1.000.000
Rate of accidents at work adjustable	0,13	0,13	0
Death rate due to accidents at work	0	0	0
Rate of serious accidents at work	0	0	0

[8]*The following GRI refers only to employees.*

GRI 404-1 Average hours of training per year per employee

Categories	To March 31, 2023					
	Hours men	Average hours men	Hours Women	Average hours Women	Hours Total	Average Total
Directors	3.084	16	895	23	**3.979**	**17**
Managers	15.081	29	5.691	28	**20.772**	**29**
Employees	90.383	35	43.911	38	**134.294**	**36**
Total	**108.548**	**33**	**50.497**	**36**	**159.045**	**34**

Categories	To March 31, 2022					
	Hours men	Average hours men	Hours Women	Average hours Women	Hours Total	Average Total
Managers	2.333	13	378	11	**2.711**	**13**
Pictures	18.923	38	8.086	43	**27.009**	**40**
Employees	104.725	45	48.513	47	**153.238**	**45**
Total	**125.981**	**42**	**56.977**	**46**	**182.958**	**43**

Categories	To March 31, 2021					
	Hours men	Average hours men	Hours Women	Average hours Women	Hours Total	Average Total
Managers	3.144	18	741	24	**3.885**	**19**
Pictures	16.991	35	6.618	39	**23.609**	**36**
Employees	67.361	31	32.264	32	**99.625**	**31**
Total	**87.496**	**31**	**39.623**	**33**	**127.118**	**31**

GRI 405-1 Diversity of governance bodies and employees

Members of Board of Directors	To March 31, 2023				To March 31, 2022				To March 31, 2021			
	Age groups				Age groups				Age groups			
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
Women	0%	33%	0%	**33%**	0%	0%	0%	**0,0%**	0%	0%	0%	**0,0%**
Men	0%	0%	67%	**67%**	0%	0%	100%	**100%**	0%	0%	100%	**100%**
Total	**0%**	**33%**	**67%**	**100%**	**0%**	**0%**	**100%**	**100%**	**0%**	**0%**	**100%**	**100%**

Categories	To March 31, 2023									
	Gender			Age groups				Other diversity indicators		
	Men	Women	Total	<30 years	30-50 years	50 years	Total	Protected categories	Disability	Total
Managers (%)	83%	17%	**5%**	0%	36%	64%	**5%**	33%	67%	**2%**
Paintings (%)	72%	28%	**15%**	0%	53%	47%	**15%**	11%	89%	**11%**
Employees (%)	69%	31%	**80%**	36%	53%	12%	**80%**	4%	96%	**87%**
Total (%)	**70%**	**30%**	**100%**	**29%**	**52%**	**20%**	**100%**	**5%**	**95%**	**100%**

Categories	To March 31, 2022									
	Gender			Age groups				Other diversity indicators		
	Men	Women	Total	<30 years	30-50 years	>50y >ears	Total	Protected categories	Disability	Total
Managers (%)	84%	16%	**5%**	0%	38%	62%	**5%**	33%	67%	**2%**
Paintings (%)	73%	27%	**16%**	0%	56%	44%	**16%**	8%	92%	**8%**
Employees (%)	69 %	31%	**79%**	32%	56%	11%	**79%**	5%	95%	**90%**
Total (%)	**71%**	**29%**	**100%**	**26%**	**55%**	**19%**	**100%**	**6%**	**94%**	**100%**

Categories	To March 31, 2021									
	Gender			Age groups				Other diversity indicators		
	Men	Women	Total	<30 years	30-50 years	50 years	Total	Protected categories	Disability	Total
Managers (%)	85%	15%	**5%**	0%	50%	50%	**5%**	100%	0%	**1%**
Paintings (%)	74%	26%	**16%**	0,3%	65%	34%	**16%**	8%	92%	**9%**
Employees (%)	69%	31%	**79%**	30%	62%	7,84%	**79%**	6%	94%	**90%**
Total (%)	**70%**	**30%**	**100%**	**24%**	**62%**	**14%**	**100%**	**7%**	**93%**	**100%**

ENVIRONMENT

GRI 302-1 Energy consumption within the organization

Energy consumption by source (gj) [9]	To March 31, 2023	To March 31, 2023	To March 31, 2021
Total non-renewable fuel consumption	**6.349**	**7.272**	**3.765**
Natural gas	807	2.823	922
Diesel fuel	4.243	3.645	2.774
Petrol	1.299	803	69
Total electricity	**19.898**	**18.050**	**6.075**
Electricity purchased	19.486	18.013	6075
-of which from renewable sources	19.486	18.013	0
Self-produced electricity from renewable sources	228	37	0
Total energy for district heating	**183**	**0**	**0**
Total energy consumption	**26.247**	**25.321**	**9.840**
-of which from renewable sources	19.898	37	0

GRI 302-3 Energy intensity

Energy intensity	To March 31, 2023	To March 31, 2022	To March 31, 2021
Parameter (No. employees)	4.718	4.273	4.059
Energy consumed	26.247	25.321	9.840
Intensity	**5,56**	**5,93**	**2,42**

GRI 305-1 Direct (Scope 1) GHG emissions

Direct emissions (scope 1) [10]	To March 31, 2023	To March 31, 2022	To March 31, 2021
Natural gas	45	159	52
Diesel fuel	313	268	204
Petrol	95	59	5
Total emissions scope 1 t CO2eq	**453**	**486**	**261**

GRI 305-2 Indirect (Scope 2) GHG emissions

Indirect emissions (scope 2) [11]	To March 31, 2023	To March 31, 2022	To March 31, 2021
Purchased Power – Location based (tCO2eq)	1.406	1.300	468
Electricity purchased – Market based (tCO2eq) [12]	0	0	786

Total emissions	To March 31, 2023	To March 31, 2022	To March 31, 2021
TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Location based) (tCO2eq)	1.872	1.786	729
TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Market based) (tCO2eq)	453	486	1.047

[9] *The following conversion factors were used to calculate energy consumption in GJ:*
- Natural gas: For 2021 it is 35,281 and in 2022 it is 35,337 GJ/1000*Sm3 (source: Min. Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and 2021);
- Diesel fuel: For the years 2021 and 2022 it is equal to 42,785 GJ/t (source: ISPRA 2020 and 2022);
- Petrol: For 2021 it is 42,817 GJ/t, 43,128 for 2022 (source: Min. Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and 2021);
- Electric energy: Constant of 0,0036 GJ/kWh.

[10] *The emission factors used for calculating scope 1 emissions are:*
- Natural gas: 1,984 tCO2/1000*Sm3 for 2021 and 1,983 tCO2/1000*Sm3 for 2022 (Source: Min. Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and 2021);
- Diesel fuel: 3,151 tCO2/t for 2021 and 2022 (Source: Min. Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and 2021);
- Petrol: 3,140 tCO2/t for 2021 and 3,152 tCO2/t for 2022 (Source: Min. Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and 2021).

[11] *Both calculation methodologies were used to calculate scope 2 emissions, in line with GRI Sustainability Reporting Standards. The Market-based is based on CO2 emissions from the energy suppliers from which the organization buys electricity through a contract and can be calculated by considering: Certificates of guarantee of origin of energy and direct contracts with the suppliers, emission factors specific to the supplier, Emission factors related to the "residual mix", i.e. energy and emissions not monitored or not claimed (methodology used, with emission factors Italy 2021 and 2022 equal to 459 g CO2/kWh and 457 g CO2/kWh respectively, source: AIB - European residual mixes 2021 and 2022 respectively). The Location-based method is based on average emission factors related to the generation of energy for well defined geographical boundaries, including local, subnational or national boundaries (methodology used, with emission factor Italy 2021 and 2022 respectively equal to 259 g CO2/kWh and 260 g CO2/kWh, source: ISPRA atmospheric emission factors of greenhouse gases in the national electricity sector and in the main European countries 2021 and 2022 respectively). Scope 1 and scope 2 emissions are expressed in tons of CO2, as the source used does not report emission factors for other gases other than CO2. In addition, scope 2 emissions are expressed in tons of CO2; however, the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO2equivalents) as indicated in the ISPRA report "atmospheric emissions factors of CO2 and other greenhouse gases in the electricity sector".*

[12] *It should be noted that, following a process of improvement of the reporting system, the data relating to the indirect emissions of scope 2 calculated with market-based methodology has been re-explained.*

GRI CONTENT INDEX

Declaration of use	**NTT DATA Italia S.p.A. has submitted a report in accordance with the GRI Standards for the period from 1 April 2022 to 31 March 2023**
Used GRI 1	GRI 1 - Foundation - Version 2021
Relevant GRI industry standards	N/A

General disclosures					
GRI standard	**Informative**	**Location**	**Omission**		
			Requirements omitted	**Reason**	**Explanation**
GRI 2: General Information 2021	2-1 Organizational details	pag. 14			
	2-2 Entities included in the organization's sustainability reporting	pag. 10			
	2-3 Reporting period, frequency and contact point	pag. 10			
	2-4 Restatement of information	pag. 10, 117			
	2-5 External Assurance	pag. 126			
	2-6 Activities, value chain and other business relationships	pag. 90--91			
	2-7 Employees	pag. 111			
	2-8 Workers who are not employees	pag. 111			
	2-9 Governance structure and composition	pag. 28-29			
	2-10 Nomination and selection of the highest governance body	pag. 28			
	2-11 Chair of the highest governance body	pag. 28			
	2-12 Role of the highest governance body in overseeing the management of impacts	pag. 29			
	2-13 Delegation of responsibility for managing impacts	pag. 29			
	2-14 Role of the highest governance body in sustainability reporting	pag. 29			

General disclosures					
GRI standard	**Informative**	**Location**	**Omission**		
			Requirements omitted	**Reason**	**Explanation**
GRI 2: General Information 2021	2-15 Conflicts of interest	pag. 31			
	2-16 Communication of critical concerns	pag. 31			
	2-17 Collective knowledge of the highest governance body	pag. 29			
	2-18 Evaluation of the performance of the highest governance body	pag. 30			
	2-19 Remuneration policies	pag. 28			
	2-20 Process to determine remuneration	pag. 31			
	2-21 Annual total compensation report		2-21.a 2-21.b 2-21.c	Confidentiality constraints	The indicator in question could not be reported for reasons of confidentiality of the information requested by it.
	2-22 Statement on sustainable development strategy	pag. 8-9			
	2-23 Policy commitments	pag. 34, 110			
	2-24 Embedding policy commitments	pag. 34, 110			
	2-25 Processes to remediate negative impacts	pag. 110			
	2-26 Mechanisms for seeking advice and raising concerns	pag. 31			
	2-27 Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation
GRI 2: Informativa Generale 2021	2-28 Membership associations	D-value, Elis, Assoconsultant, Assolombarda, Confindustria			
	2-29 Approach to stakeholder engagement	pag. 18-19			
	2-30 Collective bargaining agreements	pag. 112			
GRI 3: Material topics 2021	3-1 Process to determine material topics	pag. 21			
	3-2 List of material topics	pag. 22-25			
Future of work					
GRI 3: Material topics 2021	3-3 Management of material topics	pag.68-72, 79-84			
GRI 401: Employment	401-1 New employee hires and employee turnover	pag. 112			
GRI 401: Employment	401-2 Benefits provided to full-time employees that are not provided to temporary part-time employees	pag. 72			
GRI 404: Training and education	GRI 404-1 Average hours of training per year per employee	Pag. 79, 113			
Human Rights, Diversity and Inclusion					
GRI 3: Material topics 2021	3-3 Management of material topics	pag.73-78			
GRI 405: Diversity and equal opportunities	GRI 405-1 Diversity of governance bodies and employees	pag. 114			
GRI 406: Non-discrimination	GRI 405-1 Diversità e pari opportunità	No incidents of discrimination occurred during the reporting period.			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation
GRI 414: Supplier social assessment	GRI 414-1 - New suppliers that were screened using social criteria	In the reporting period, 100% of the new suppliers of NTT DATA Italia S.p.A. were evaluated using social criteria.			
Business Ethics, Anti-Corruption and Reputation					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 30-34			
GRI 205: Anticorruzione 2016	205-3 Confirmed incidents of corruption and actions taken	There were no known corruption incidents during the reporting period.			
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	There were no legal actions for anti-competitive behavior during the reporting period. antitrust and monopoly practices			
Customer Relationship and Satisfaction					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 64-67			
Cybersecurity and Data Protection					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 35-37			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of costumer privacy and losses of customer data	During the reporting period, there were no significant financial penalties and non-mone-tary penalties for non-com-pliance with laws and/or regulations regarding client privacy violations and data loss.			

Long-term Value Creation for Business Continuity

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 40-41			
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	pag. 40-41			
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	pag. 90			

IT Solutions and Smart Co-creation

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 52-63			

Business Model Innovation and Digital Transformation

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 47-50			

Green IT

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 51-52			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation

Community Engagement

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 92-48			
GRI 413: Local Communities	413-2 activities with significant negative, potential and current impacts on local communities	pag. 92-48			

Circular Economy

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 107			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	pag. 107			
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	pag. 107			
GRI 306: Waste 2020	306-3 Waste generated	pag. 107			

Product and Service Safety and Quality

Standard GRI	Informative	Location	Omission		
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 64			
GRI 416: Customer health and safety	GRI 416-2 Incidents of non-compliance concerning the health and safety of products and services	Please note that there were no instances of non-com-pliance with the regulations and/or self-regula-tory codes during the reporting period concerning the health and safety impacts of products and services.			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation
Climate Change Risks & Management					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 106			
GRI 302: Energy	302-1 Energy consumption within the organization	pag. 106, 115			
GRI 302: Energy 2016	302-3 Energy intensity	pag. 115			
Occupational Health and Safety					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 88-90			
GRI 403: Health and safety at work 2018	403-1 Occupational health system and safety management system	pag. 88			
GRI 403: Health and safety at work 2018	403-2 Hazard identification, risk assessment and incident investigation	pag. 88			
GRI 403: Occupational health and safety 2018	403-3 Occupational health services	pag. 89			
GRI 403: Health and safety at work 2018	403-4 Worker's participation, consultation, and communication on occupational health and safety	pag. 89			
GRI 403: Health and safety at work 2018	403-5 Worker training on occupational health and safety	pag. 89			
GRI 403: Health and safety at work 2018	403-6 Promotion of worker health	pag. 89-90			

General disclosures

Standard GRI	Informative	Location	Omission		
			Requirements omitted	Reason	Explanation
GRI 403: Health and safety at work 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pag. 90			
GRI 403: Health and safety at work 2018	403-9 Work-related injuries	pag. 112			
Digital Accessibility					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 47-50			
Efficient Energy Consumption and Climate Change Mitigation					
GRI 3: Material topics 2021	3-3 Management of material topics	pag. 106			
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	pag. 116			
GRI 305: Emissions	305-2 Indirect (Scope 2) GHG emissions	pag. 117			

Relazione della Società di Revisione

KPMG

KPMG S.p.A.
Revisione e organizzazione contabile
Via Vittor Pisani, 25
20124 MILANO MI
Telefono +39 02 6763.1
Email it-fmauditaly@kpmg.it
PEC kpmgspa@pec.kpmg.it

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

Independent auditors' report on the sustainability report

To the board of directors of
NTT DATA Italia S.p.A.

We have been engaged to perform a limited assurance engagement on the 2023 Sustainability report (the "sustainability report") of NTT DATA Italia S.p.A. (the "company").

Directors' responsibility for the sustainability report

The company's directors are responsible for the preparation of a sustainability report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards"), as described in the "Methodological note" section of the sustainability report.

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

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

Auditors' independence and quality control

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

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

KPMG

NTT DATA Italia S.p.A.
Independent auditors' report
31 March 2023

Auditors' responsibility

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

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

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

Specifically, we performed the following procedures:

1 analysing the reporting of material aspects process, specifically how the reference environment is analysed and understood, how the actual and potential impacts are identified, assessed and prioritised and how the process outcome is validated internally;

2 comparing the financial disclosures presented in the "Economic performance and value distribution" section of the sustainability report with those included in the company's financial statements;

3 understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the sustainability report.

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

Furthermore, with respect to significant information, considering the company's business and characteristics, we performed the following procedures:

• at company level:

a) we held interviews and obtained supporting documentation to check the qualitative information presented in the sustainability report;

b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;

• we visited the Milan offices, which we have selected on the basis of their business, contribution to the key performance indicators and location, to meet management and obtain documentary evidence, on a sample basis, supporting the correct application of the procedures and methods used to calculate the indicators.

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2023 Sustainability report of NTT DATA Italia S.p.A. has not been prepared, in all material respects, in accordance with the requirements of the GRI Standards, as described in the "Methodological note" section of the sustainability report.

Other matters

The sustainability report presents the corresponding figures included in the 2022 Sustainability report for comparative purposes, on which other auditors performed a limited assurance engagement and expressed their unqualified conclusion on 27 July 2022.

Milan, 12 July 2023

KPMG S.p.A.

(signed on the original)

Andrea Balestri
Director of Audit