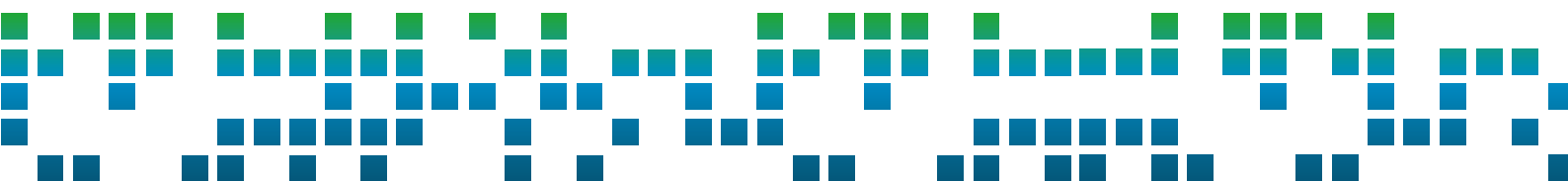


IMPACT REPORT

2023



DIGITAL 360
EMPOWERING INNOVATION



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Letter to stakeholders

DIGITAL360's conversion into a benefit corporate in 2021 has formally sanctioned the vision of the future of DIGITAL360, i.e. digital innovation seen not only as business but also as the main enabler of a sustainable and inclusive economic growth, respectful of the environment and resources, and capable of enhancing even the most fragile and marginalised components of society. In this vision lies our mission to guide companies and public administrations in understanding and implementing digital innovation, thus contributing to a more sustainable and inclusive economy and society.

That is why the aims of common benefit put in the statute are an integral part of our way of conceiving the core business and are pursued, day after day, through the ordinary activities of all our people: while we organise events and write articles on our portals to promote awareness of digital technologies and their impact on competitiveness, sustainability and inclusiveness; while we work alongside our customers (companies and public administrations) to support them in the process of digital transformation; as we collaborate with universities, institutions and associations to spread the digital culture; as we try to improve the engagement of our people, paying special attention to inclusiveness and diversity; as we support non-profit organisations to help them better pursue their social goals through digital.

The Group's Common Benefit Aims

1

The dissemination of digital culture at all levels, with the aim of accelerating the digital innovation process of the economic-productive fabric, public administration and society as a whole, with important beneficial effects on the country's competitiveness, productivity, sustainability and inclusiveness;

2

The coaching of entities or organisations of any nature to help them fully understand the opportunity offered by digital innovation to develop sustainable and inclusive growth paths;

3

The promotion of a more inclusive labour market, in particular by favouring the entry into the digital labour market also of those categories of people displaying various forms of fragility - social, cultural, ethnic, physical, psychological, gender, etc. - in the labour market;

4

The growth of their own people, fostering their well-being in both the professional and personal spheres, seeking to foster diversity and to value the aptitudes and aspirations of each individual, in a working environment characterised by a corporate culture that expresses a positive impact on society and the environment, where remote forms of work are also used to reduce environmental impact.

That is why we present indicators in the report that are strongly connected to our business, such as the number of articles published, events organised or clients supported with our advice.

2023 was a particularly complex year, both for the management of the many acquisitions made in 2022 and during 2023 itself, and for the management of the entry process of the Three Hills Capital Partners fund and the subsequent delisting from the stock exchange. Despite this, we continued on the path we had embarked upon, pursuing the important growth targets we had set ourselves on the KPIs related to the common benefit goals.

In 2024, we intend to better review the set of indicators that help us concretise our path, also in the light of the experience of these first two years of activity and the numerous acquisitions made, in order to align our daily activities even more closely with the aims of common benefit and, above all, to make our people, the true asset and value of this entrepreneurial adventure, more aware of and more involved in it.

Andrea Rangone
Chairman, DIGITAL360

Introduction

1.

1.1 About us

DIGITAL360 S.p.A. is a Benefit Company born from university research - from a group of professors of Politecnico di Milano who are passionate about technology and innovation - which in its growth path has integrated some of the most prominent figures in the world of digital innovation in Italy (entrepreneurs, managers, sector experts).

DIGITAL360's mission is to accompany enterprises and public administrations in understanding and implementing digital innovation, facilitating their encounter with the best technology providers. It pursues this mission through two Business Units:

- the first, called *Demand Generation*, helps digital service and solution providers (tech companies) communicate more effectively and connect with new customers;
- the second, called *Advisory&Coaching*, works alongside companies and public administrations to support them in their digital transformation journey.

Both Business Units share a funda-

mental asset of the Group: the DIGITAL360 Network, which includes all B2B publications and portals dedicated to the topics of digital transformation and business innovation and is the reference point in Italy for managers, professionals, policy makers, politicians, tech companies, start-ups and public administrations.

In addition to being a direct enabler of many of the services of the Demand Generation Business Unit, the Network actually also plays a key role at the go-to-market level of both business lines, allowing new prospects to be identified on an ongoing basis and the business model to be 'scaled up' to the small- and medium-sized enterprise market.

Both business units follow an innovative approach, which is strongly based on proprietary assets (in addition to the DIGITAL360 Network, also strongly engineered know-how and as-a-service technology platforms), and which is reshaping the target markets. In the first half of 2023, a new chapter in the DIGITAL360 story opened, after the successful experience of the listing, which in 6 years, from 2017 to 2023, led to a share growth of

365%, enabling the Group to become an excellent player in Italy and abroad in the field of digital innovation.

On May 19th, 2023, the conclusion of an investment agreement with the private equity fund Three Hills Capital Partners (THCP) was announced to the market, which led to the launch, at the end of September, of a take-over bid (OPA) on the shares of DIGITAL360, with subsequent delisting effective from October 25th, 2023.

The transaction is of great importance in the implementation of the DIGITAL360 Group's future growth strategy, even in a context of uncertainty in the financial markets, because it provides the company with a solid and stable financial partner that puts the company in the best possible position to further accelerate its growth in a market, the digital market, which is

still full of great opportunities in Italy and abroad. DIGITAL360 is today present, with its approximately 1000 collaborators, in 8 countries - Italy, Spain, Portugal, Mexico, Colombia, Chile, Argentina and Uruguay.

In Italy we have 5 offices: Milan, where the headquarters are located, Rome, Ferrara, Potenza and Catania.

1.2 Values, common benefit purposes and stakeholders

In 2023, we updated the Group's core values, which are also reflected in our code of ethics and create a shared cultural background among all stakeholders, both internal (management, employees, collaborators) and external (customers, suppliers, investors, public institutions and the community).

The Group's core values



Today, they are an important driver, together with our 4 common benefit goals, to help us realise actions that we can measure and improve over time.

The Group's Common Benefit Aims

1

The dissemination of digital culture at all levels, with the aim of accelerating the digital innovation process of the economic-productive fabric, public administration and society as a whole, with important beneficial effects on the country's competitiveness, productivity, sustainability and inclusiveness;

2

The coaching of entities or organisations of any nature to help them fully understand the opportunity offered by digital innovation to develop sustainable and inclusive growth paths;

3

The promotion of a more inclusive labour market, in particular by favouring the entry into the digital labour market also of those categories of people displaying various forms of fragility - social, cultural, ethnic, physical, psychological, gender, etc. - in the labour market;

4

The growth of their own people, fostering their well-being in both the professional and personal spheres, seeking to foster diversity and to value the aptitudes and aspirations of each individual, in a working environment characterised by a corporate culture that expresses a positive impact on society and the environment, where remote forms of work are also used to reduce environmental impact.

The impact generated by our activities extends to all the different categories of stakeholders, as shown in the table below.

STAKEHOLDER	Aim 1	Aim 2	Aim 3	Aim 4
Employees and collaborators	■	■	■	■
Financial Stakeholders	■			
Customers	■	■	■	
Society and the local community	■	■	■	■
Schools and universities	■	■		
Public Administration and Suppliers	■	■	■	
Users of our content and events	■			
Environment	■	■		■

Aim 1: Digital culture and skills for the country's innovation

2.

Aim of common benefit

"The dissemination of digital culture at all levels, with the aim of accelerating the digital innovation process of the productive economic fabric, public administration and society as a whole, with important beneficial effects on the country's competitiveness, productivity, sustainability and inclusiveness."

We spread the digital culture through three main channels:

- our **editorial assets** over 100 online portals, web channels and newsletters (the main ones are shown in the graphic below), which are used by an average of 2.45 million users per month;
- our **events**, both in presence and digital, which more than 150,000 managers and professionals registered for in 2023;
- our **e-learning platforms** (360DigitalSkill and FPA Digital School), with which we offer content to all users, to create culture, training and information on digital innovation and technological solutions.

More precisely in 2023 we have:

- produced **19200 articles**, of which about **2000** were dedicated to sustainability;
- organised **750 events**, of which **28** dedicated to sustainability;
- provided training to over **40,000 users**.

In addition to these activities, a number of spontaneous initiatives by our employees aimed at citizens and

schools (e.g. adherence to the cyber month or lessons in schools on computer knowledge).

AI4.BUSINESS	DIGITAL4	EconomyUp
BLOCKCHAIN4.INNOVATION	BIGDATA4.INNOVATION	Big Data & Analytics ZeroUno
CYBERSECURITY360	Cloud Computing ZeroUno	Cybersecurity CORCOM
eCommerce Agenda Digitale	Cultura Digitale Agenda Digitale	Documenti Agenda Digitale
Industry 4.0 Agenda Digitale	Fatturazione Agenda Digitale	Industria 4.0 CORCOM
INTERNET4.THINGS	INDUSTRY4.BUSINESS	Infrastrutture Agenda Digitale
Search DataCenter ZeroUno	The Outlook CYBERSECURITY360	PAGAMENTIdigitali
Smart City Agenda Digitale	Search Security ZeroUno	Sicurezza Agenda Digitale
INNOVATION Politiche e tecnologie per l'industria post	RISK MANAGEMENT 360	ESG360

The main portals of the DIGITAL360 Network

DIGITAL360 IMPACT REPORT



CHALLENGE	INDICATOR	2022 RESULTS	2023 TARGET	2023 RESULTS	2024 TARGET
Spreading digital culture and skills	Total number of articles	19849 articles	Maintaining the growth trend	19200	Maintaining the growth trend
	Total number of events	710 number of events	Maintaining the growth trend	750 number of events	Maintaining the growth trend
	Number of users benefiting training (FPA Digital School, Digital Skills)	20k users	Maintaining the growth trend	40.444 users	Maintaining the growth trend
Spreading sustainability culture and skills and inclusiveness	Number of articles on sustainability	1713 number of articles	Increase the number of articles by 10%	1.938 number of articles	Maintaining the growth trend
	Number of events on sustainability	20 realised events	Increase the number of events by 10%.	28	Maintaining the growth trend

Aim 2: Our customers' digital innovation and support for the third sector

3.

Aim of common benefit

"The support of bodies or organisations of any nature to help them fully understand the opportunity offered by digital innovation to develop sustainable and inclusive growth paths."

During 2023, we supported companies and public administrations with more than **600 advisory projects**, with the aim of supporting them in innovating their way of working and processes through digitisation.

In particular, compared to 2022 the number of projects with a special focus on ESG topics, such as sustainability, smart working, diversity and inclusion, increased from 35 to **66**.

Collaborations between our people and the third sector have also continued over the past year, including: the Digital Innovation Observatories of Politecnico di Milano (which were founded by some of the members of DIGITAL360), Aused (Association of users of information systems and technologies), Clusit (Italian association for information security), University of Brescia, Banco Alimentare Foundation, City Angels, Atacama, Avvocato di Strada Odv, Caritas Ambrosiana, S Carlo Foundation, Chiesa Valdese, WWF. It was not possible to achieve the target related to the measurement of time spent on these activities, as the timesheet tool was not completed, but we are working on it to make it operational in 2024.



CHALLENGE	INDICATOR	2022 RESULTS	2023 TARGET	2023 RESULTS	2024 TARGET
Supporting companies and public administrations in their digital transformation	Number of projects	545 advisory projects	Maintaining the growth trend	605 advisory projects	Maintaining the growth trend
Developing business and public administrations with specific ESG-impact projects	Number of projects of specific advisory	35 advisory projects	more than 40 advisory projects	66 advisory projects	Maintaining the growth trend
Collaborating with associations, schools, universities, organisations nonprofit on digital innovation issues	Number of collaborations	25 collaborations	Maintaining the number of collaborations	25 collaborations	Maintaining the number of collaborations
	Development of the dedicated time measurement system	Start of system design	System Operation	Activities still in progress	System Operation

Aim 3: Digital as a tool for inclusion

4.

Aim of common benefit

"The Promotion of a more inclusive labour market, in particular by favouring the entry into the digital labour market also of those categories of people who show fragilities of various kinds - social, cultural, ethnic, physical, psychological, gender, etc."

In 2023, we involved about **300 companies**, through events and communication campaigns, with the aim of raising awareness about the employability of particularly weak and/or marginalised groups such as NE-ETs (young people not working or studying), prisoners (or ex-prisoners) and homeless people.

During the year, we organised the third edition of 'Al lavoro 4.0 - Costruisci il tuo futuro', in cooperation with Caritas Ambrosiana and Fondazione San Carlo. We also started 19 internships of the 2022 edition, which enabled 11 young people to find a job; we devoted ourselves to the development of a more external training project, which we submitted to the Prospettive del Fondo Repubblica Digitale with some relevant partners (including the Graduate School of Management of the Politecnico di Milano, Fondazione San Carlo and Caritas Ambrosiana). In 2023, we supported **16 third sector organisations** in the pursuit of their social objectives through digital, both with advisory and with communication and fundraising activities. Active initiatives in 2023 include:

- collaboration with **Atacama360**, a social cooperative founded by prisoners that offers audio-visual production services to companies and aims to create jobs for people with a difficult past behind them;
- the communication support of **Aut-lab** and **Fondazione Terra e Luna**,

the first online course to teach more than 7,000 teachers to integrate tools for including autistic students in education;

- the realisation of the guide '**Dove andare per**', published in cooperation with Avvocato di Strada Onlus, Linklaters and City Angels, which offers homeless people useful information on where to get assistance;
- the consultancy offered to the **Fondazione Banco Alimentare** in the process of evolving its information system;

- supporting **City Angels** with digital communication activities, fundraising, providing PCs and smart phones.

It was not possible to achieve the target related to the measurement of time spent on these activities in 2023, as the timesheet instrument was not completed, but we are working on it in order to make it operational in 2024.



CHALLENGE	INDICATOR	2022 RESULTS	2023 TARGET	2023 RESULTS	2024 TARGET
Sensitise companies with communication initiatives and events to include frail persons in the world of work	Number of companies involved	250 companies and organisations	10% more	around 300 companies and organisations	Maintaining growth trends
Bringing 'fragile' people into the digital world of work	Number of traineeships started and number recruited	14 traineeships started 10 recruitments	20 traineeships 15 recruitments	19 traineeships 11 recruitments	20 traineeships started 15 recruitments
Supporting nonprofit organisations in the pursuit of their social objectives through digital	Number of entities	12 supported entities	16 supported entities	16 supported entities	Maintain number 16 of entities supported
	Development of the time measurement system	Start of system design	System operability	Activities still in progress	System operability

Aim 4: Digital360 people

5.

Aim of common benefit

"The growth of its people, fostering their wellbeing in both the professional and personal spheres, seeking to favour diversity and to value the aptitudes and aspirations of each individual, in a working environment characterised by a corporate culture that expresses a positive impact on society and the environment, in which remote forms of work are also used that reduce environmental impact."

The aim of our people is to promote their wellbeing in both the professional and personal spheres, valuing the diversity and aptitudes of each of them. A wide variety of professional figures coexist in our Group and offer opportunities for continuous growth. Compared to the targets on **increasing the satisfaction of our collaborators** in 2022, in 2023 we noted an increase in satisfaction of **10%**.

We have also extended the **welfare platform**, which includes many personal, reconciliation, hospitality, mobility and wellness services, to the other Group companies.

In 2023, the programme of internal sharing and cultural inspiration events to foster **engagement** was extended to other Group companies that we have not yet been able to adequately engage. For this reason, we are experimenting with a new engagement channel in the form of an innovative platform - hi! - realised by a Group company.

The commitment to **increase diversity and inclusion** was realised in 2023 with the start of the monitoring

of the recruitment of people with frailty and allowed us to evaluate some improvement actions that we are finalising for 2024.

We have also worked on increasing the number of female managers to **45** by 2023, and on the gender equality certification (which was obtained by **5 companies**).

Finally, the **involvement in CSR initiatives** has been extended to all Group companies, but, for the reasons already mentioned concerning the time sheet, we are not yet able to monitor the number of people who actually participate. For this reason, we are redefining the target we intend to pursue.



CHALLENGE	INDICATOR	2022 RESULTS	2023 TARGET	2023 RESULTS	2024 TARGET
Increasing employee satisfaction	Employee Satisfaction	4,71/7	Improving the rating	5,18/7	Improving the rating
Increasing Corporate Welfare	platform launch	Design and training	Platform Extension	5 companies	7 companies
Increase the engagement of employees and collaborators	participation webinars/internal events	65% people who participated	Increase the 70% participation	57% people who participated	Return to 65% participation

DIGITAL360 IMPACT REPORT

	% of persons with fragility in the workforce	Development of a monitoring system for recruiting people with fragility	System operation	Target achieved when monitoring started	The 2024 targets are being evaluated
Increasing diversity and inclusiveness	% of female managers out of total managers in the Parent Company	29 female managers vs. 54 male managers	Increasing the % of female managers in the total	59 female managers vs. 47 male managers	Maintaining the balance achieved
	Get certification for gender equality		Gender equality certification on 5 group companies	Target achieved	Equality certification gender on 2 other Group companies
Involving DIGITAL360 people in CSR initiatives	% of persons involved per company population	14% of people involved (out of the total population company)	Extend involvement to all companies in the Italian group	Target achieved	The 2024 targets are being evaluated



Measurement

6.

DIGITAL360, as a benefit corporate, complies with the regulatory requirements for reporting on the impact generated by the company.

For this, it uses the third-party international standard B Impact Assessment (BIA), developed by the non-profit B Lab, which allows a comprehensive assessment of the company's sustainability performance in the areas of governance, employees, community, environment and customers. The standard allows a holistic measurement of the company's sustainability performance in the areas of governance, employee-

es, community, environment and customers. In particular, In particular, they have been emphasised as business models with a positive impact the work carried out for the integration into the world employment of people with barriers to employment and activities related to the training of professional skills in terms of digitalisation and sustainability. The measurement according to the standard returned an overall score of **109.5** Below is the result of the assessment of detail in the different areas of impact.

Governance	Workers	Community	Environment	Customers	Overall score
20,2	54	15,2	3	16.9	109.5

The analysis carried out with the B Impact Assessment tool refers to the year 2023 and includes the following companies: DIGITAL360 SpA (Group Leader), ICT&Strategy Srl, Partners4Innovation, (P4I) Srl, FPA Srl, ServicePro Italy Srl, Meridiana Italia Srl, Gruppo Methodos SpA.

In view of the dynamic growth of DIGITAL360, the company is committed to gradually expanding the perimeter of companies included in the analysis in order to extend targets and activities to more and more companies each year.

Methodological Note

7.

Benefit companies represent an advanced business model that in pursuing its business objectives integrates aims of common benefit. This model is part of a global movement of 'Purpose Driven Businesses', which aims to reorganise society and the biosphere through a more evolved economic paradigm.

In Italy, Benefit companies were introduced as a new legal form of enterprise in 2016. This model allows companies to align and protect their mission, creating shared value in the long term, measuring the impact generated and giving visibility with an annual report to be attached to the financial statements.

The change to the legal form of a Benefit Corporation entails two legal requirements (in accordance with Law No. 208 of 28/12/2015), the appointment of an impact manager, who is responsible for ensuring that the company aims to have a positive impact on people, society and the environment, and the publication of the Impact Report, in which the impact of the company's activities on people, society and the environment are communicated from year to year

progress and objectives for each of the purposes set out in the statute.

Our transition to a Benefit corporate in June 2021 did not result in an initial 'year zero' impact report, with the aim of telling our targets for 2022. The impossibility of assigning clear goals and priorities for 2022 is due to the fact that the company has undergone a re-arrangement of internal roles related to environmental and social impact management, as well as an expansion of the scope of the companies controlled, it would therefore have been inaccurate to set goals for 2022 before a consolidation of roles and scope.

In 2022, we focused our efforts on assigning specific roles and responsibilities for impact management and re-launched our first impact report with the support and review of NATIVA Srl SB to improve the level of reliability and accuracy of reporting, in accordance with the requirements of transparency, accountability and good governance that characterise Benefit Companies.

In our first impact report, the reporting boundary referred to the companies DIGITAL360 SpA (Group Leader),

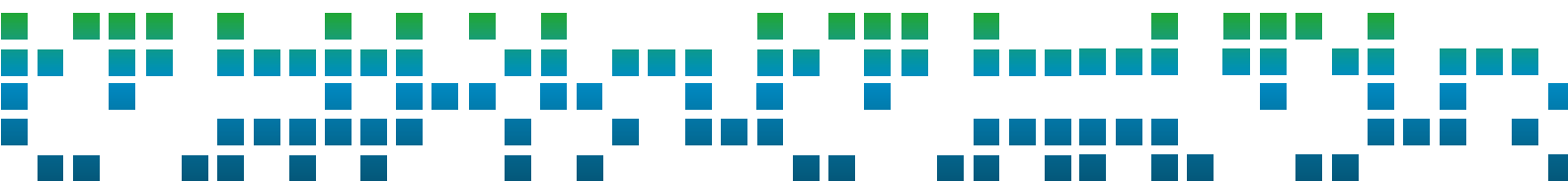
ICT&Strategy Srl, Partners4Innovation, (P4I) Srl, FPA Srl, ServicePro Italy Srl. In 2023, we extended the measurement to Meridiana Italia Srl and the Methodos Group.

The impact report will be a document we will produce every year, valorising

it as an important communication and transparency tool in which we define and plan new activities to ensure an ongoing commitment to sustainability and the creation of conditional value with respect to statutory goals.

Appendix: 2023 projects, collaborations

Each project we decide to contribute to helps us express our mission: to raise awareness of digital innovation as a tool for inclusion. Below we take up some of these collaborations: they are not the only ones, but a summary of those that are more transversal in terms of the number of people involved in the companies included in the reporting scope of this report.



ATACAMA: Changing the world one video at a time



A team of young entrepreneurs who want to change the world one video at a time, a production company in which professionals have a difficult past behind them but want to start again and give others like them a chance (a working prisoner has an 80% lower chance of reoffending).

The group publicises and supports the project so that other companies can benefit from the video services the cooperative offers. In the course of 2023, Atacama got a new board of directors and proposed its services to the market.



Dove andare per ...

There are more than 2,000 homeless people in Milan, the 0.15% of the city's population, of whom 1,000 are on the streets and 1,000 in night shelters. We support the associations that manage emergencies with voluntary work, with the collection of used clothes and devices, but also by distributing the guidebook 'Dove andare per ...', which we helped to draw up in 2023. The initiative was created in collaboration with Avvocato di Strada OdV, Linklaters, City Angels, Chiesa Valdese and with the patronage of the Municipality of Milan. In 2023, 5,000 guides were printed and distributed to associations and street units assisting the homeless and a digital version of the guide was produced, which is more practical for real time updates and consultation by voluntary associations.



A project of



In collaboration with

Linklaters

DIGITAL360



With the support of



Banco Alimentare Foundation

Since the beginning of 2022, we have been assisting the Banco Alimentare Foundation, together with major technology players, in the consolidation and evolution of its information system, from IT infrastructure to management software, supporting ordinary activities and the management of special projects. The nonprofit organisation has then inserted pro bono some high-level professionals who will accompany it in this innovation process. All this will enable Banco Alimentare to facilitate the dialogue with its partners and improve its operational activities also at local level.



Caritas Ambrosiana

The collaboration with Caritas Ambrosiana started in 2021 with the project 'At work 4.0' for NEETs continues. In 2022, we contributed to the organisation of the annual conference with more than 500 participants, designed interactive workshops to stimulate interaction through gamification and digital tools and managed the online live broadcast.



Digital Angels

In 2023 we continued to support the Digital Angels with training and communication activities and contributed to fundraising and the collection of remanufactured devices and second-hand clothes for the homeless.



WWF

In 2023, a partnership was started between WWF Italy and a company in our Group that deals with cultural change to build a network of customers, partners, CHROs, ESG managers and volunteers to help raise awareness and actions of people and companies for the protection of our planet.

Il Villaggio di Lalla

The project 'Il Villaggio di Lalla' was set up in 2022 with the support of the Group to build a children's school in Malawi with a water well, canteen and health centre. The construction of the first buildings is used as a shelter for those who have lost their homes in an emergency situation that is also reported in the European media. Part of the resources of the original programme are used to combat the food emergency (around 1,000 maize and sugar kits). In September 2023, the nursery school, canteen and kitchen were completed, and since October 1st, the Lalla Nursery School has been welcoming 50 children between the ages of 1 and 4, selected from those most in need of help by the village committee.



Autlab

The first workshop in Italy that trains non-specialised teachers to create educational performances for children with autism. It is the brainchild of manager Roberta Salvaderi, mother of Giulia, a 9-year-old girl who, despite her autism, has managed to gain spaces of autonomy and happiness. AutLab is developed together with Fondazione Piatti.

The course, which is recognised by the Italian Ministry of Education, University and Research (MIUR), aims to develop educational, curricular and extracurricular paths so that children with autism can also successfully participate in social interaction at school and learn through an exchange that is clear, motivating and meaningful for them. The professionals of our Group supported the birth of the project by raising the profile of the project with client companies and by seeking speech opportunities for the project developer.

In 2023, thanks to the success of Autlab, Fondazione tra Terra e Luna was established, which helps children and families affected by the autism spectrum with resources and initiatives for training, information, and networking towards specialised facilities.



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