

# SUSTAINABILITY STATEMENT 2023



**MAPS GROUP**  
SHARING KNOWLEDGE

# TABLE OF CONTENT

## Letter to Stakeholders

## Highlights

### 1. GROUP PROFILE

- 1.1 OUR VALUES
- 1.2 MAPS GROUP
- 1.3 MAPS GROUP'S BUSINESS UNITS
- 1.4 THE HISTORY OF ACQUISITIONS

### 3. CORPORATE GOVERNANCE

- 3.1 THE BOARD OF DIRECTORS
- 3.2 BOARD OF STATUTORY AUDITORS
- 3.3 AUDITING FIRM
- 3.4 SUPERVISORY BODY
- 3.5 SHAREHOLDERS
- 3.6 COMPLIANCE
- 3.7 DATA SECURITY

### 5. VALUE CHAIN

- 5.1 SUPPLY CHAIN
- 5.2 PARTNERSHIPS
- 5.3 MAPS GROUP'S CUSTOMERS
- 5.4 RESEARCH & SOLUTIONS AND TECHNOLOGICAL INNOVATION
- 5.5 PROJECTS FINANCED BY THIRD PARTIES

### 7. ENVIROMENTAL RESPONSABILITY

- 7.1 INTRODUCTION
- 7.2 ENERGY CONSUMPTION
- 7.3 MAPS HABITAT PROJECT
- 7.4 CARBON FOOTPRINT
- 7.5 TOTAL ENERGY CONSUMPTION REPORT
- 7.6 WASTE

### 2. MATERIALITY ANALYSIS

- 2.1 MAPS GROUP'S MATERIALITY ASSESSMENT
- 2.2 PRINCIPAL ADVERSE IMPACT INDICATORS (PAIs)

### 4. SOCIAL RESPONSIBILITY

- 4.1 MAPS GROUP'S RESOURCES
- 4.2 PROFESSIONAL DEVELOPMENT
- 4.3 EMPLOYEES' WELL-BEING
- 4.4 SAFETY AT WORK
- 4.5 RELATIONS WITH LOCAL COMMUNITIES

### 6. ECONOMIC RESPONSIBILITY

- 6.1 ECONOMIC PERFORMANCE
- 6.2 DISTRIBUTION OF THE ECONOMIC VALUE GENERATED
- 6.3 FISCAL POLICY
- 6.4 EUROPEAN TAXONOMY
- 6.5 ELIGIBLE ACTIVITIES PER OBJECTIVE

## Methodology

## Summary of Reported GRI Disclosures



# Letter to Stakeholders



GRI

2-22

Dear Stakeholders,

We are proud to present the third edition of the Maps Group Sustainability Report. This document continues to reflect our commitment to cultivating a corporate culture that prioritizes sustainability, with a strong emphasis on environmental stewardship and consideration of the social and economic contexts in which the Group operates.

This year, we initiated preparatory activities to align with the requirements of the Corporate Sustainability Reporting Directive (“CSRD”), which will mandate sustainability reporting for all companies like ours. Consistent with our spirit and commitment, we have proactively begun the necessary actions for the collection, processing, and interpretation of the new elements, already integrating some of these, such as the “PAI” table related to our Principal Adverse Impacts. These are indicators used by European sustainable investors to assess and mitigate the impacts that business activities have on the environment and society.

Another new development is the integration of the European Taxonomy, a classification system aimed at identifying which economic activities are sustainable. We have identified the amount of “Eligible” revenue, operating expenses, and capital expenditures that contribute substantially to the objectives defined by the European Taxonomy, such as climate change mitigation or the transition to a circular economy. Through the Taxonomy, we provide you, our Stakeholders, with a common, transparent, and objective language that allows for the comparison of our Group's performance with other companies.

Based on the materiality analysis conducted last year, this year we have more precisely identified the most significant impacts for the Group and its stakeholders, integrating the financial perspective to identify risks and opportunities linked to ESG factors.

These actions have enabled us to clearly delineate our strategic direction, laying a solid foundation for our Strategic Sustainability Plan, which we are carefully preparing and intend to publish in the next Maps Group sustainability report.

Our commitment to the well-being of our people remains a top priority. We have intensified efforts to enhance our human resources, ensuring a stable and dynamic work environment; this commitment has resulted in increased hiring while maintaining low turnover

We have also updated and implemented several of our best Governance practices, extending these to the Group's most recently acquired entities, and we have further enhanced our Legality Rating.

Despite the Group's growth, we have successfully maintained stable energy consumption levels while improving efficiency. Furthermore, we have entered into energy supply agreements that rely exclusively on renewable sources, thereby reducing emissions associated with our own energy use.

These initiatives position us to face the future with confidence, as we continue to place sustainable growth at the core of our operations. The challenges ahead are numerous and varied, but with a transparent and well-documented approach, we are well-equipped to address and report on them effectively.

We trust that you will find this report both informative and insightful.

**Marco Ciscato**  
Executive Chairman





### MATERIALITY ANALYSIS

INTRODUCTION OF PAI PRINCIPAL ADVERSE IMPACTS



IMPACT MATERIALITY

FINANCIAL MATERIALITY

### SOCIAL RESPONSIBILITY

**+4%**  
TOTAL EMPLOYEES

**+4%**  
EMPLOYEES UNDER 30

**+30%**  
SPENDING ON FLEXIBLE BENEFITS

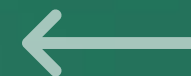
**+17%**  
SPENDING ON TRAINING

**99%**  
EMPLOYEES WITH PERMANENT CONTRACTS

EMPLOYEE ATTRITION  
**8,1%** ← **11,1%**  
2023 2022

### TOTAL ENERGY CONSUMPTION

**2023**  
**2.200 GJ**  
**7,1 GJ**  
PER EMPLOYEE



**2022**  
**2.208 GJ**  
**7,4 GJ**  
PER EMPLOYEE



### WATER CONSUMPTION REPORTING 2022/2023

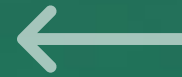


### MAPS HABITAT PROGRESS

**2023**  
**1,35 TON CO<sub>2</sub>**  
TOTAL REDUCTION



**2022**  
**1,13 TON CO<sub>2</sub>**  
TOTAL REDUCTION



**11.131 KM**  
REDUCTION  
PER EMPLOYEE



**9.740 KM**  
REDUCTION  
PER EMPLOYEE

### GOVERNANCE



ASSIGNMENT OF ESG DELEGATION TO THE EXECUTIVE CHAIRMAN

NOMINATION OF CISO - CHIEF INFORMATION SECURITY OFFICER



IMPROVEMENT LEGALITY RATING DA ★-+ → A ★★★

### VALUE CHAIN



CUSTOMER RETENTION  
**2023** ← **2022**  
**91%** ← **86%**



LITIGATION  
**2023** ← **2022**  
**0%** ← **0,04%**

### TOTAL VALUE GENERATED

**30,4 Mln** ← **27,6 Mln**  
2023 2022

### VALUE DISTRIBUTED

**85%** ← **80%**  
2023 2022

### EUROPEAN TAXONOMY

#### Percentage Eligibility per objective

	Turnover	OpEx	CapEx
Climate Change Mitigation (CCM)	3,49%	2,15%	15,77%
Climate Change Adaptation (CCA)	1,53%	1,13%	-
Sustainable Use and Protection of Water and Marine Resources (WTR)	-	-	-
Transition to Circular Economy (CE)	22,75%	12,66%	-
Pollution Prevention and Control (PPC)	-	-	-
Protection and Restoration of Biodiversity and Ecosystems (BIO)	-	-	-

### CARBON FOOTPRINT

SCOPE 1  
**188 TON CO<sub>2</sub>**

SCOPE 2  
**168 TON CO<sub>2</sub>**  
(Location Based)

SCOPE 3  
**158 TON CO<sub>2</sub>**

### TRANSITION TO RENEWABLE ENERGY SUPPLIER

**2023**  
**146 GJ**  
USE OF RENEWABLE ENERGY

**2022**  
**89 GJ**  
USE OF RENEWABLE ENERGY

### GROUP PROFILE

**+2**  
COMPANIES ACQUIRED AT 100%





# 1 GROUP PROFILE

**+2**  
COMPANIES ACQUIRED AT 100%



**COMPLETION OF  
MERGER OPERATIONS**



IN THIS CHAPTER:

1.1 OUR VALUES

1.2 MAPS GROUP

1.3 MAPS GROUP'S BUSINESS UNITS

1.4 THE HISTORY OF ACQUISITIONS



GO TO THE INDEX



GO TO THE INDEX

### 1.1 OUR VALUES

Maps S.p.A. is the holding company of a group of enterprises with its headquarters in Parma and 12 locations across the country. Operating in the field of Digital Transformation it stands out for its commitment to the core values that guide every aspect of its business. Among its fundamental values are **integrity, transparency, and continuous**

**innovation.** Maps Group is dedicated to upholding the highest standards of ethical conduct, **promoting an inclusive and respectful work environment** where diversity is regarded as a valuable asset. Listed below are the fundamental principles on which are based all Group's activities.

LINK →



LEGALITY



CENTRALITY, DEVELOPMENT, AND ENHANCEMENT OF HUMAN RESOURCES



DATA SECURITY AND CONFIDENTIALITY



COMMITMENT TO NON-DISCRIMINATION AND DIVERSITY PROTECTION



TRANSPARENCY AND BUSINESS ETHICS



INNOVATION



SUSTAINABLE GROWTH



### 1.2 MAPS GROUP

GRI 2-1 2-2 2-6 3-3

Maps, a company founded in 2002, has become an Innovative SME. Today, Maps Group manages the following companies: Artexe, Energenius, I-Tel, Iasi, and SCS Computers. Since 2019, it has been listed on *Euronext Growth Milan of Borsa Italiana*.

Headquartered in Parma, we operate throughout Italy in three markets: **Healthcare, Energy, and ESG**, designing and delivering proprietary solutions

We develop and distribute software for Big Data analysis to assist our clients' digital transformation.

We also provide consulting services for specific projects initiated by large enterprises.

Through the insights gained from data analysis, we support our clients, companies in public and private sectors, in making strategic decisions that enhance their competitiveness in constantly evolving markets.



Situation as of 31/07/2024



GO TO THE INDEX

GRI

3-3



GO TO THE INDEX

### 1.3 MAPS GROUP'S BUSINESS UNITS

We develop technological solutions that transform data into information and enable public and private companies to understand the present and better plan for the future.

We at Maps Group provide our customers with experience and professionalism to create products and find solutions that can:

- ▶ **Generate value, through sustainable business models.**
- ▶ **Provide strategic tools to support decision-making.**
- ▶ **Assist companies in digital transformation.**

The Group operates on the market through four Business Units, and has two internal Business Units to support the organization and the structure of the research and development, governance and corporate finance functions:



Through **Maps Healthcare** the Group oversees the innovative trends of Patient Experience, Telemedicine and Data Driven Governance, while providing Diagnostic and Hospital Information Systems to public and private customers



Through **Maps Energy** the Group supports the ongoing energy transition, with a primary focus on flexibility, energy communities, and energy efficiency.



Through **Maps ESG** the Group offers solutions that measure the achievement of corporate and personnel objectives, manage risks, and communicate non-financial performance



Through **MapsLab**, the Group operates in a context of Open Innovation, to respond to the specific needs of large companies through tailor-made products or solutions.



The Group is also strongly committed to Research and Development activities. **Maps Research & Solutions** is responsible for identifying market needs and the evolution of Maps Group's products.



Finally, **Maps Admin & Support** includes the functions of Management Control, Accounting, Legal, Compliance, Strategy, Investor Relations and Human Resources.

#### 1.3.1. PROPRIETARY SOLUTIONS

In developing its solutions, Maps Group follows a model based on products that are configured to effectively address customer requests, ensuring they meet both customer and market needs. In addition, the peculiarities of the products, Moreover, the unique features of our products, along with their areas of application, enable us to deliver **direct or indirect ESG benefits** to our customers and the broader market.

Depending on the markets covered by Maps Group, the products offer specific advantages:

- ▶ **Social for the health market**
- ▶ **Environmental for the energy sector**
- ▶ **Creation/measurement of sustainable value for public bodies.**

The following are **some of the most relevant products of Maps Group**, broken down by *Business Unit*:



Leading phygital platform in Italy for the management of reception and waiting times in the healthcare sector. The result of over 20 years of experience, it is characterized by being scalable and modular with multitouch points (with multifunction kiosks, information monitors and applications).



Portal that allows users to book access to reception services in the desired health facility selecting the time slots that guarantee the reduction of waiting periods for the provision of health services.



Healthcare Analytics Platform specifically designed for the healthcare world, which integrates with management platforms and acts as a data aggregator. It is designed to extract data from different information silos, even through the semantic interpretation of documentation written in natural language



It is the cloud solution provided in SaaS mode, designed to reduce the risk of non-compliance for the company operating on large construction orders, tracking and making each document step more efficient. An accurate control of the master data, accompanied by the operational management of each phase of the process, allows the management of every aspect of the Legality Protocols. Ease of use, online accessibility from any device, flexibility, security and a high level of configuration of master data and use make L&T a reliable platform that can be integrated with any other company system.



Cloud solution for predictive maintenance of large photovoltaic systems and electricity grids. It processes IoT data in real time and through Machine Learning and Artificial Intelligence models predicts anomalies, supports business decisions and reduces plant downtime.



Software that simulates and manages the local production of renewable energy, promoting sharing between individuals, businesses and local authorities. Through an intelligent energy management module and a mobile app, the system suggests virtuous behaviors to the participants involved in real time, optimizing the use of shared energy resources.



Software for the intelligent and real-time control and management of energy that offers innovative features and specialized services to support it, allowing for the reduction of the energy consumption and allow for a new, virtual, energy sharing aggregations and Energy Communities.



An open-source strategic planning tool designed to guide public administrations in creating sustainable value, aimed at generating a virtuous cycle of social, environmental, and economic benefits for the community



The proprietary HR Value People solution dedicated to managing the employee's working life, and thanks to the multi-channel approach (App, Voicebot and Chatbot), it improves interaction with the company. In the public sector, in particular, this solution plays a strategic role in the development of human capital.



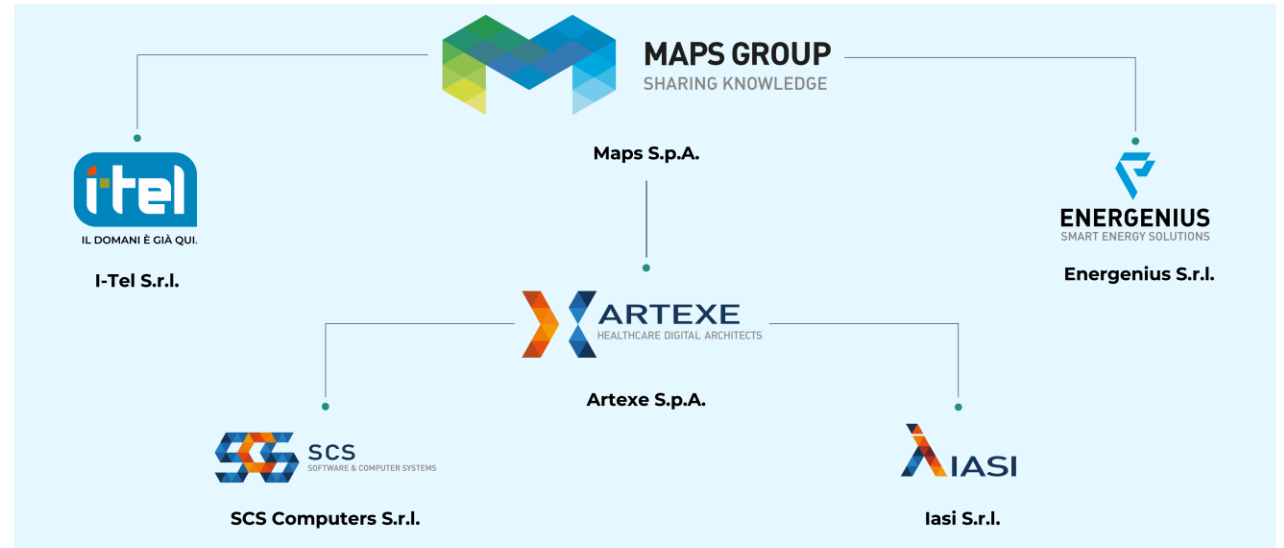
↑ GO TO THE INDEX

↑ GO TO THE INDEX

### 1.4 THE HISTORY OF ACQUISITIONS

The Group's organic growth has always been accompanied by important M&A activity. Over time, the Group has acquired: IG Consulting S.r.l. (2011), Artexe S.p.A. (2018), Royalty S.r.l. (2019), SCS Computers S.r.l. (2020) and IASI S.r.l. (2021), to which are added I-TEL S.r.l., Optimist and Energenius S.r.l. during 2022. In 2023, the acquisitions of 100% of the share capital of Energenius and I-Tel were also completed. The mergers by incorporation of Micuro into Artexe and Optimist into I-Tel were also completed.

Following the numerous acquisition activities, over the years, the Group has also finalized several mergers by incorporation of some subsidiaries aimed at streamlining the overall structure and organization of the Group, while containing the operating management costs of the various companies. During 2024, further operations will be implemented aimed at optimizing the Group.







# 2 MATERIALITY ANALYSIS

## STAKEHOLDERS



EMPLOYEES



CUSTOMERS AND STRATEGIC PARTNERS



INVESTORS



SUPPLIERS



UNIVERSITIES AND RESEARCH CENTRES



COMMUNITY

COMMUNICATION OF THE PAI PRINCIPAL ADVERSE IMPACTS



LINK BETWEEN MATERIAL ISSUES AND THE SDGs "Sustainable Development Goals"

## DOUBLE MATERIALITY

2022



MATERIAL TOPICS



IMPACTS

2023



MATERIAL TOPICS



IMPACT MATERIALITY

FINANCIAL MATERIALITY

IN THIS CHAPTER:

2.1 MAPS GROUP'S MATERIALITY ASSESSMENT

2.2 PRINCIPAL ADVERSE IMPACT INDICATORS (PAIs)

↑ GO TO THE INDEX

GRI

- 2-29
- 3-1
- 3-2
- 3-3

↑ GO TO THE INDEX

The materiality analysis focuses on assessing the importance of the issues to be reported in the sustainability report, based on the degree of significance perceived by both the company and stakeholders. An issue is considered to be of material importance when it is linked to significant impacts of the organisation on the economy, the environment, society and human rights (so-called 'material topics' or 'material impacts'). This implies that the organization has a significant impact on the economy, the environment, and/or on people and human rights.

The identification of material topics is used to determine which data and information should be included in this document, focusing on the most critical aspects to progress towards a more sustainable and socially responsible business model, thus developing a monitoring and management strategy aimed at reducing the risks related to the identified material issues.

In 2023, continuing the efforts of previous years, Maps Group conducted an analysis to identify material topics, in line with international and national standards, as well as stakeholders' requirements.

Maps Group has continued the virtuous path, started last year, by implementing preparatory activities to align the materiality process (and more) with the European Directive 2022/2464 ("CSRD" – Corporate Sustainability Reporting Directive), and therefore with the European Sustainability Reporting Standards (ESRS) which have been established as mandatory reporting standards and will apply to Maps Group starting from the 2025 financial year.

In the 2023 Sustainability Report, Maps Group has therefore decided to maximize its efforts by focusing on the development and progress of the materiality analysis, in continuity with the improvements made the previous year. Maps Group's materiality process is currently accompanied by an additional assessment in full compliance with the principle of "double materiality" referred to both by the GRI, by the CSRD and, therefore, by the ESRS.

In particular, by introducing the concept of double materiality, the assessment must be carried out from two perspectives: **impact materiality** and **financial materiality**.

**IMPACT MATERIALITY**

**Impact materiality analysis** means an analysis of the **impacts generated by the company**, deriving from the Group's business on the economy, environment, people and human rights.

**FINANCIAL MATERIALITY**

**Financial materiality**, on the other hand, examines the **risks and opportunities** of the company, deriving from external factors such as the environment (i.e. climate), human resources (i.e. employee turnover), etc., that affect or could affect the company's financial position, economic result and cash flows.

Comprehensive financial and impact materiality analysis is key to understanding the value of sustainability and redefining companies' strategies and business models.

Financial materiality pertains to the risks and opportunities faced by the company, including those related to climate change. This "**outside-in**" perspective examines how external risks and opportunities can impact the business, including their financial implications, and influence strategic governance decisions.

On the other hand, impact materiality is about how the organization's activities affect the external environment, the economy, and people. This perspective, called "**inside-out**", considers the impacts that the organization has externally, including the impacts related to its operations, the Value Chain, products and services and business relationships.

The combination of these two types of materiality provides a complete picture of the implications of sustainability for an organization. It allows companies to assess both the impacts of their activities on the environment and society, and how these impacts may in turn affect their financial stability and their ability to achieve their goals. In this way, companies can develop more effective and sustainable strategies.

**2.1 THE MAPS GROUP MATERIALITY ASSESSMENT PROCESS**



In this Report, the materiality analysis was carried out based on the stakeholder mapping reported in the 2022 Report, which took into account all the entities and individuals with whom the company interacts, influences and relates.

Consequently, it was not considered essential to update the identification and prioritisation of the material themes defined the previous year, which were still considered relevant and consistent.

These findings were also supported by an internal analysis by managers and staff of various company

areas and functions.

The material issues identified, in addition to being in line with the sustainability strategy outlined during the year, are also linked to the Sustainable Development Goals set by the 2030 Agenda (the "SDGs") as strategic targets.

This approach forms the basis of the Group's ESG performance reporting.

List of material topics	Ranking	SDGs
Employee well-being	1	3 HEALTHY LIVES, 8 DECENT WORK AND ECONOMIC GROWTH
Training and skills development	2	4 QUALITY EDUCATION
Talent acquisition & retention	3	8 DECENT WORK AND ECONOMIC GROWTH
Sustainability Governance	4	8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR DEVELOPMENT
Ethics and integrity	5	8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR DEVELOPMENT
Data protection	6	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Reduction of environmental impacts	7	7 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION
Customer satisfaction	8	8 DECENT WORK AND ECONOMIC GROWTH
Technological innovation	9	7 AFFORDABLE AND CLEAN ENERGY, 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Diversity & inclusion	10	5 GENDER EQUALITY, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Economic performance	11	8 DECENT WORK AND ECONOMIC GROWTH
Support for local communities	12	4 QUALITY EDUCATION
Integration of acquired companies	13	

The exercise carried out last year to identify material issues, as outlined in the 2022 Report, served as the foundation for the development of Financial Materiality. According to Paragraph 49 of ESRS 1, an issue can be deemed material from a financial perspective if it causes or has the potential to cause significant financial effects on the business. Maps Group performed a double materiality analysis, taking into account both the potential risks and opportunities arising from the identified material topics, as well as their substantial financial impact on the organization

Below is a summary table detailing the identified material and financial impacts, including descriptions, links with our activities, and the nature of the impacts themselves.



Area	Material theme	Description	Nature of impact	Type of impact	Impact definition
Governance	Governance	Implementation across the Group of a robust governance structure with dedicated senior management teams and committees (eg. CSR or Audit committee) and risk management procedures and their constant alignment with the relevant legislation.	Impact materiality	Positive	Efficient management and long-term, sustainable growth thanks to robust and diversified governance structure.
				Negative	Negative impacts on MAPS and MAPS' Value Chain in case of materialisation of reputation risks (eg. non-ethical behavior or monopolistic actions of MAPS employees) due to lack or weak risk management system and procedures.
			Financial materiality	Risk	Efficient management and long-term, sustainable growth thanks to robust and diversified governance structure.
				Opportunity	Additional business and revenues thanks to good reputation among employees, investors and clients thanks to robust and diversified governance structure.
	Integration of acquired companies	Definition of a process of integration of processes, systems and people in order to optimize the synergies deriving from the acquisition	Impact materiality	Positive	Employees' welfare and skills development thanks to efficient integration of new businesses. The prosperity of the existing and future clients thanks to enlarged product offering.
				Negative	Potential negative impacts on existing and incoming employees' well-being and customers' prosperity in case of difficulties in integration of new businesses and activities.
			Financial materiality	Risk	Additional costs linked to the integration of new entity. Loss of productivity linked to new employees' turnover and lengthy integration.
				Opportunity	Increased revenues thanks to synergies deriving from the integration of new activities.
	Data protection	Implementation of systems to ensure the protection of sensitive data and personal information of customers, employees, suppliers and others, including through awareness-raising and training activities.	Impact materiality	Positive	Employees and customers' well-being and prosperity linked to the security of their personal data.
				Negative	Financial and privacy risks of customers, own employees, and employees across the value chain.
			Financial materiality	Risk	Potential reduction of activities due to potential existing or perceived cybersecurity risks. Potential fees linked to data security breach.
				Opportunity	Increase of revenues linked to new business opportunities linked to reputation risks.
Ethics and integrity	Ethics and integrity in business activities, which includes the adoption of policies and procedures to support compliance with current regulations and any regulations. Adherence to national and international principles and guidelines	Impact materiality	Positive	Promotion of equal and fair business environment for MAPS ecosystem thanks to its ethics and integrity in business activities.	
			Negative	Potential negative impacts on business ecosystem and MAPS clients in case of potential non-respect from MAPS employees of high ethical standards and legislation?	
		Financial materiality	Risk	Reputation and regulatory fines' risks linked to potential failure to adopt and respect business ethics, local and international regulatory requirements and guidelines.	
			Opportunity	Increased revenues opportunities thanks to good reputation.	



↑ GO TO THE INDEX

↑ GO TO THE INDEX

Area	Material theme	Description	Nature of impact	Type of impact	Impact definition
Economic performance	Economic performance	The Group's economic and financial performance, financial stability, protection of profitability, economic value generated including the redistribution of value to stakeholders. Creation of value in the short, medium and long term also thanks to the efficient management of tangible and intangible assets (e.g. patents, production technologies, specific know-how).	Impact materiality	Positive	Positive impacts on employees' well-being thanks to long-term employment prospects and attractive remuneration and growth prospects.
				Negative	Employment stability risks for employees. Revenues stability risks for MAPS suppliers. Supply risks for clients.
			Financial materiality	Risk	Decrease in stock value deriving from potential divestment due to non-sufficient economic performance.
				Opportunity	Increased interest from Investors and the opportunity to grow thanks to capitals.
	Client satisfaction	Assisting the customer in identifying needs. Policies and actions for growth and monitoring of customer satisfaction through a quality management system and related protocols suitable for the nature of the activities, products and services.	Impact materiality	Positive	Clients' well-being and prosperity due to adapted product/services offering.
				Negative	Potential negative impacts on clients' prosperity due to non-adaptation of products and services to client needs.
			Financial materiality	Risk	Increased costs due to additional tasks, product/services development efforts or increased customer churn rate.
				Opportunity	Increased customers' loyalty and MAPS market share due to increased range of products and services.
	Technological innovation (digitalization and R&D)	Research and development activities aimed at the design of innovative products and the maintenance of existing state-of-the-art technological solutions. Development of solutions and services to generate positive impacts across the dimensions of sustainability.	Impact materiality	Positive	Positive ESG related impacts for MAPS clients (eg. energy efficiency, improved reparability or efficiency of products).
				Negative	Waste generated by prototyping activities and additional energy consumption.
			Financial materiality	Risk	Potential risks of non-adaptation of products to clients needs, obsolescence risks in case of non-sufficient investments in innovation.
				Opportunity	Increased customers' loyalty and MAPS market share due to innovative products/services. Efficient response to the demands of new markets and sectors thanks to continuous research and development of innovative services.
Environment	Reduction of negative environmental impacts	Efficient energy management through actions, programs and management systems that promote the reduction of energy consumption and consequent CO2 emissions deriving from the use of energy resources to carry out activities. Energy efficiency policies and the use of electricity from renewable sources that contribute to the mitigation of climate change impacts.	Impact materiality	Positive	Reduction of GHG emissions and decarbonization of MAPS' activities.
				Negative	Increased effects of climate change caused by the generation of direct/indirect greenhouse gas emissions.
			Financial materiality	Risk	Additional costs linked to calculation and monitoring of GHG emissions and their reduction action plans.
				Opportunity	Reduction of energy costs, lower exposure to energy prices increase.



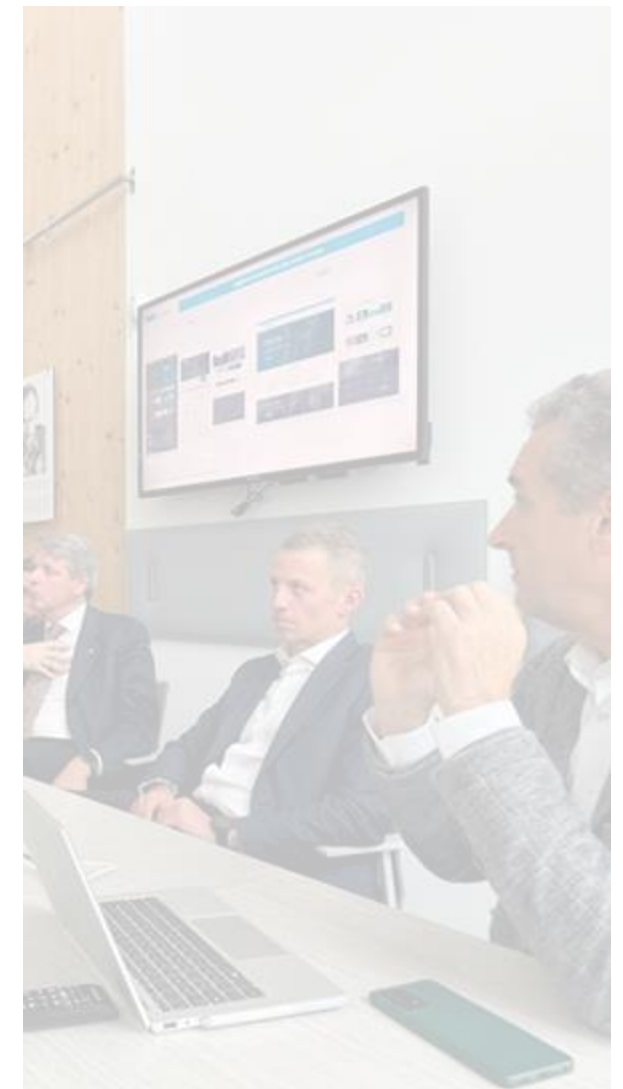
GO TO THE INDEX



GO TO THE INDEX

Area	Material theme	Description	Nature of impact	Type of impact	Impact definition
Social	Training & Skills Development	Professional growth, training and talent retention paths aimed at enhancing the technical, managerial and organizational skills of employees and consolidating the professionalism required by the role covered.	Impact materiality	Positive	Employees' well-being due to the development of their personal and professional skills. Client's well-being and prosperity thanks to expert services.
				Negative	Potential negative impacts on employees' welfare (employability) or well-being due to insufficient or unadapted training programs.
			Financial materiality	Risk	Increase in hiring or employees' upskilling costs in case of insufficient or unadapted training programs.
				Opportunity	Employees retention, lower recruitment costs, increased employees' productivity. Upskilling workers through training activities.
	Talent acquisition & Retention	Performance evaluation systems and incentive policies linked to the achievement of objectives. Employer branding initiatives with the aim of attracting new talent and keeping it within the company	Impact materiality	Positive	Positive impacts on clients thanks to professional services Positive impacts on employees' well-being through benefits and competitive remuneration.
				Negative	Potential negative impacts on clients' prosperity or satisfaction in case of insufficient employees' skills.
			Financial materiality	Risk	Potential increase in hiring costs in case of difficulties to attract or retain talents.
				Opportunity	Employees retention, lower recruitment and training costs, better employees' productivity.
	Diversity & Inclusion	Development of policies of inclusion, enhancement of diversity for minorities (e.g. disability, gender, age, ethnicity, sex, religion) and promotion of equal opportunities, including equal pay for equal roles.	Impact materiality	Positive	employment possibilities and protection against harassment of underrepresented groups (gender, ethnic, social or religious groups).
				Negative	Potential negative impacts on employees' well-being in case of insufficient measures protecting against discrimination.
			Financial materiality	Risk	Potential legal costs or difficulties to access talent pool due to potentially insufficient protection of employees against discrimination.
				Opportunity	Lower recruitment costs, increased loyalty and productivity of minority groups Long-term prosperity thanks to more balanced strategic direction thanks to diversity of opinions and backgrounds across the organisation and among the senior management.
	Employees well-being	Policies, practices and programs that promote the protection of health and safety in the workplace that include periodic monitoring of the main indices. Promotion of specific training on the health and safety of employees. Corporate welfare programs and flexibility of the resources covering aspects such as health and welfare.	Impact materiality	Positive	Positive impacts on employees' well-being.
				Negative	Negative impacts on employees' health and well-being due to accidents and professional risks.
			Financial materiality	Risk	Potential legal costs or difficulties to access talent pool due to reputation risks, linked to potentially insufficient protection of employees' health.
				Opportunity	Lower costs and better employees' productivity due to reduced employees' absenteeism.
Development of local communities	Initiatives towards the local community (social investments and donations) and collaborations with local, national and international organizations.	Impact materiality	Positive	Contribution to the prosperity of the local communities thanks to collaboration with local, national or international organisations.	
			Negative	Lack of support for local communities in case of disengagement of local economic actors.	
		Financial materiality	Risk	Additional costs of initiatives, reputation risks linked to the choice of a wrong initiative.	
			Opportunity	Lower recruitment costs thanks to creation of local talent pools and increased revenues thanks to brand loyalty.	

This process confirms Maps Group's ambition to align with the requirements of the Corporate Sustainability Reporting Directive (CSRD), ahead of the implementation timeline mandated by the legislator (FY 2025). By doing so, the Group has embarked on a journey that will, year after year, enhance the qualitative and quantitative information reported, as well as increasingly structure our stakeholders' engagement process.





GO TO THE INDEX



GO TO THE INDEX

## 2.2 PRINCIPAL NEGATIVE IMPACTS INDICATORS (PAI)

The introduction, in the Maps Group Sustainability Report, of PAI (Principal Adverse Impact) indicators, which are developed to assess and mitigate the negative impacts of business activities on the environment and society is a key milestone. These indicators, part of the SFDR Regulation, cover various aspects such as greenhouse gas emissions, biodiversity, and human rights.

### Maps Group's Commitment

The Group integrates PAI indicators to ensure that its operations comply with regulations and contribute to the well-being of the planet and communities. This commitment underscores the Group's dedication to a sustainable and responsible future, solidifying its position as a leader in sustainability.

### What are PAI and what are they used for?

PAI indicators are metrics used to monitor and reduce the negative impacts of business activities on the environment, society, and governance. They enable:

- 1. Transparency:** by providing a clear view of impacts.
- 2. Responsibility:** by promoting ethical business practices.
- 3. Risks mitigation:** by reducing financial and reputational risks.
- 4. Competitiveness:** by Improving reputation and attracting responsible investment.

PRINCIPLE NEGATIVE IMPACTS INDICATORS (PAI)	2023
GHG emissions (Greenhouse gas) in t CO2e	- Scope 1: 188 tons - Scope 2-Location Based: 168 tons - Scope 2-Market Based: 226 tons - Scope 3: 158 tons
Carbon footprint in t CO2e	- Location Based: 514 tons - Market Based: 572 tons
GHG intensity (tons CO <sub>2</sub> /Revenue Mln)	19 tons CO <sub>2</sub> / Mln Revenue
Exposure to companies active in the fossil fuel sector	Maps Group is not active in the fossil fuel industry
Share of non-renewable energy consumption and production	92%
Energy consumption intensity per high impact climate sector	Based on our NACE code, we are not a "high climate impact sector"
Activities negatively affecting biodiversity-sensitive areas	None
Emissions to water (m3)	None
Hazardous waste in tons	0,1
Violations of UN Global Compact (UNGC) principles and OECD Guidelines for Multinational Enterprises	None
Lack of processes and compliance mechanisms to monitor compliance with UNGC principles and OECD Guidelines for Multinational Enterprises	No
Unadjusted gender pay gap	The company is currently calculating the unadjusted gender pay gap. This data will be available in 2024
Board gender diversity	- 20% Female - 80% Male
Exposure to controversial weapons	Maps Group is not involved in the manufacture or sale of weapons of any kind.



# 3

## CORPORATE GOVERNANCE



### CDA

**40%**  
INDEPENDENT DIRECTORS

**100%**  
BOARD MEETINGS' ATTENDANCE RATE

**DELEGATION OF ESG AUTHORITY TO THE EXECUTIVE CHAIRMAN**

**WHISTLEBLOWING PROCEDURE**

**LAUNCH OF THE DEFINITION OF THE GROUP STRATEGIC PLAN**

**IMPROVEMENT OF THE LEGALITY RATING**  
DA ★-+ → A ★★★

**ADOPTION OF MODEL 231 AT SUBSIDIARY I-TEL AND THE APPOINTMENT OF SUPERVISORY BODY**

**APPOINTMENT OF THE CISO CHIEF INFORMATION SECURITY OFFICER**

### IN THIS CHAPTER:

- 3.1 THE BOARD OF DIRECTORS
- 3.2 BOARD OF STATUTORY AUDITORS
- 3.3 AUDITING FIRM
- 3.4 SUPERVISORY BODY
- 3.5 SHAREHOLDERS
- 3.6 COMPLIANCE
- 3.7 DATA SECURITY



GO TO THE INDEX

GO TO THE INDEX

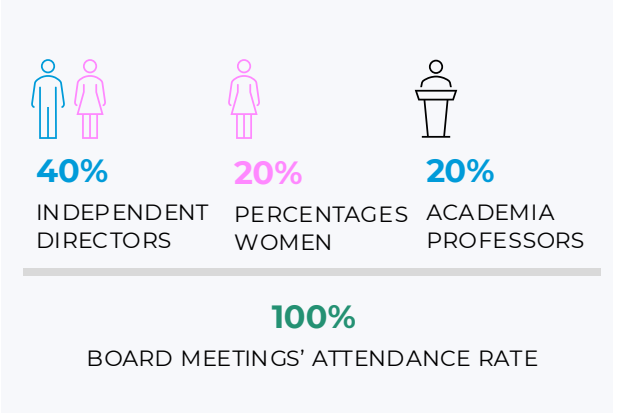
### CORPORATE GOVERNANCE

Corporate governance is a critical issue for Maps Group, which has implemented a robust governance system at both the parent company and its subsidiaries, guided by best practices. The primary objectives of this system are to ensure transparency, adherence to procedures, professionalism among appointed individuals, and the engagement of key managers from the Group within the executive bodies of the subsidiaries.

The Parent Company, Maps S.p.A., has a traditional governance system, with the presence of a Board of Directors with administrative functions and the Board of Statutory Auditors which carries out accounting and legal supervision activities. These Bodies, appointed at the Shareholders' Meeting, are represented by individuals with important professional skills and seniority, appointed in line with the values of Maps Group and in compliance with the **Articles of Association** and the **Corporate Governance Code**, as well as the **Legislative Decree 148, Article 3 of the Consolidated Law on Finance (TUF)** and the **Issuers' Regulation**. The statutory audit of the accounts is entrusted to an **audit firm**.



**Responsible Governance is a material issue for Maps Group with potential material and financial impacts**



Marco Ciscato, Maurizio Pontremoli, Rosa Grimaldi, Gian Luca Cattani, Paolo Pietrogrande

### 3.1 THE BOARD OF DIRECTORS

2-9	2-10	2-11	2-17
2-18	2-19	2-20	2-25
4-05-1(A)			

Name and Surname	Gender	Age group	Education	Date of appointment	End of tenure	Role	Other Boards' appointments
Marco Ciscato	M	>50	Bachelor of Science in Computer Engineering	28/04/2022	Approval of the 2024 Financial Statements	Chairman and CEO of Maps S.p.A.	<ul style="list-style-type: none"> <li>Executive Chairman of Artex S.p.A.</li> <li>Sole Director of SCS Computer S.r.l.</li> <li>Executive Chairman of I-Tel S.r.l.</li> <li>Executive Chairman of Energenius S.r.l.</li> </ul>
Maurizio Pontremoli	M	>50	Master's Degree in Physics	28/04/2022	Approval of the 2024 Financial Statements	Chief Executive Officer	<ul style="list-style-type: none"> <li>Executive Chairman of IASI S.r.l.</li> <li>Chief Executive Officer of I-Tel S.r.l.</li> <li>Chief Executive Officer of Energenius S.r.l.</li> </ul>
Gian Luca Cattani	M	>50	Bachelor's Degree in Mathematics	28/04/2022	Approval of the 2024 Financial Statements	Board Member	
Paolo Pietrogrande	M	>50	Bachelor of Science in Chemical Engineering	28/04/2022	Approval of the 2024 Financial Statements	Independent Director	<ul style="list-style-type: none"> <li>Board Member of Società Gasdotti Italia S.p.A.</li> <li>Executive Chairman of EGEE Energia e Ambiente</li> <li>Board Member of Rubicon S.r.l.</li> <li>Chairman of Edera Impresa Sociale S.r.l.</li> </ul>
Rosa Grimaldi	F	>50	Bachelor's Degree in Management Engineering	28/04/2022	Approval of the 2024 Financial Statements	Independent Director	<ul style="list-style-type: none"> <li>Amministratore indipendente Bologna Fiere S.p.A.</li> </ul>

GRI

GRI 2-10

The Board of Directors is the executive body responsible for the ordinary and extraordinary management of the Company. It defines the strategic guidelines and organisation of the Group. The mechanisms for appointing and replacing the Board of Directors are contained in the Articles of Association.

The Board of Directors of Maps is composed of five members, two of whom are independent directors, appointed for a period not exceeding three financial years and may be re-elected. All directors must meet the requirements of eligibility, professionalism and integrity provided for by art. 147-quinquies TUF. The Board is chaired by the Executive Chairman with powers in the areas of administration, finance and control, HR, compliance and legal affairs; delegation on the subject of purchases relating to the company's operating activities, as well as in the context of relations with investors.

In 2024, **specific powers have been attributed to the Chairman on sustainability, including the power to appoint the Head of Sustainability**. Director Maurizio Pontremoli was assigned the delegated responsibility for the sales of solutions and services, external communication, marketing, and research and development ("R&D") related to the products and services outlined in the corporate purpose. Director Gian Luca Cattani, with delegation, oversees and coordinates activities in the area of Delivery.

The executive directors have the power of sub-delegation, which they utilize by granting specific responsibilities to the heads of *Business Units*.

During the 2023 financial year, the Board of Directors met 10 times and the participation of the Directors in the meetings was 100%.

Within the Board of Directors, the **Related Parties Committee** is also formed, composed of Independent Directors. The Committee is convened on an ad hoc basis when necessary to evaluate and issue opinions on Related Party Transactions proposed by the Company's directors. In the course of 2023, the Committee met only once.

The Board of Directors of MAPS does not currently undergo a formal annual self-assessment process conducted by external consultants. Each year, the Board reviews the directors' compliance with independence requirements and any changes that could lead to potential conflicts of interest among its members. The company plans to implement such a procedure in the medium term.

### 3.1.1. BOARD MEMBERS' NOMINATION POLICY

In the nomination process, the Articles of Association provide for the selection of **at least one independent director** in the case of a five-member Board (the number increases with the expansion of the executive body). Issues of **diversity and gender balance** are duly considered during the nomination process, as recommended by the Corporate Governance Code

The Board of Directors is appointed by the Shareholders' Meeting based on lists submitted by shareholders. Shareholders holding ordinary shares who, at the time of submission, individually or jointly hold at least 2.5% of the total number of ordinary shares issued at the time of list submission, are entitled to submit a list for the nomination of directors. The lists, accompanied by the documentation required by the Articles of Association, must be filed at the company's registered office no later than 1:00 PM on the 7th (seventh) day before the date of the first, or sole, meeting convened to deliberate on the appointment of directors. Detailed instructions regarding the nomination process are contained in the Company's Articles of Association

LINK →





GO TO THE INDEX

GRI

2-19 2-20

### 3.1.2 REMUNERATION OF THE BOARD OF DIRECTORS

When appointing the highest governing body, the Shareholders' Meeting also determined a gross annual remuneration for the entire Board, which will be distributed according to the decisions of the executive body. The executive directors are entitled to the payment of a **fixed and variable remuneration** to be attributed on the basis of the achievement of quantitative and measurable objectives defined within the Board. Variable compensation policy. It includes *short-term incentive* and *long-term incentive*; Stock options and stock grants are part of the latter category. The Chief Executive Officer is also granted sums for the entire duration of their term of office as well as health insurance and as end-of-term benefits.

In July 2022, the Ordinary Shareholders' Meeting, after consulting the independent directors, approved the **Remuneration and incentive policy 2022-2024** containing the guidelines and criteria of the remuneration and incentive system that the Company intends to adopt for the members of the Board of Directors and Top Management.



GRI

GRI

2-12 2-13 2-14

2-17

### 3.1.3 SUSTAINABILITY GOVERNANCE

The impacts relating to material issues are managed independently within the scope of the powers attributed to each Director in cooperation with the heads of the corporate functions in charge.

The Chairman periodically informs the Board of Directors of decisions that have a significant impact on the sustainability of the business and on the progress of the most significant projects, even when these do not fall within the collective competence of the administrative body. On the other hand, the Board actively contributes through proposals, suggestions for the implementation of sustainability projects. Finally, the executive body examines and approves the annual sustainability report, providing any recommendations for improving the Report.

The Board also includes members with specific expertise in sustainability. In particular, these include extensive experience in renewable energy and the university degree in Finance for Sustainability and membership in the Editorial Board of *the Journal of Management and Governance and Sustainability*.

In 2023, Maps Group achieved the objectives it had set itself regarding the appointment of a **Sustainability Director, the allocation of specific responsibilities in the ESG field, the consolidation of the Sustainability Report project team** and the launch of a process of defining and approving of a **Group Strategic Sustainability Plan**.

**For the 2024 financial year**, The Group aims to identify and appoint the members of a **ESG Committee** to support the existing team not only in the implementation of the Strategic Plan but also in structuring ad hoc procedures for the annual reporting project as part of the approach towards compliance with the **CSRD Directive**. Since the previous fiscal year, the team has also been responsible for addressing all requests from the Group's stakeholders, providing timely clarifications through a dedicated email, [sostenibilita@mapsgroup.it](mailto:sostenibilita@mapsgroup.it). Lastly, Maps Group aims to initiate a process of revising the Group's Code of Ethics, with the broad involvement of its internal stakeholders, updating the Group's value charter as it has faced numerous challenges in recent years, not only those dictated by the market but also those arising from the integration of acquired companies.



GO TO THE INDEX

### 3.2 BOARD OF STATUTORY AUDITORS

The Board of Statutory Auditors is the corporate body that supervises proper administration, in particular compliance with the law and the Articles of Association. The Board of Statutory Auditors is composed of three Standing Auditors and two Alternate Auditors who meet the requirements of integrity and professionalism provided for by law.

The Body must meet at least every ninety days and is obliged to file the report referred to in art. 2429 of the Italian Civil Code.



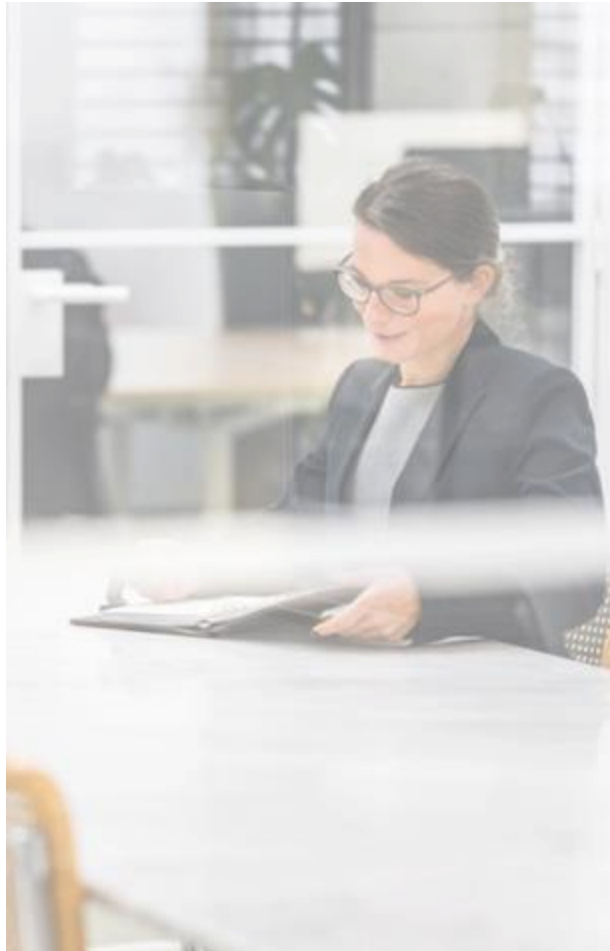
Name and Surname	Gender	Age group	Degree	Date of appointment	Termination date	Role
Federico Albini	M	40-59	Bachelor's degree in Economics and Commerce	28/04/2022	Approval of the 2024 Financial Statements	Chairman of the Board of Statutory Auditors
Roberto Barontini	M	40-59	Bachelor's degree in Economics and Commerce	28/04/2022	Approval of the 2024 Financial Statements	Auditor
Pierluigi Pipolo	M	40-59	Bachelor of Science in International Trade Economics	28/04/2022	Approval of the 2024 Financial Statements	Auditor
Mirco Diotalevi	M	40-59	Bachelor's degree in Economics and Commerce	28/04/2022	Approval of the 2024 Financial Statements	Alternate Auditor
Giuseppe Salamini	M	60-75	Commercial Technical Institute	28/04/2022	Approval of the 2024 Financial Statements	Alternate Auditor

The Table shows the members of the Board of Statutory Auditors in office since 2022



↑ GO TO THE INDEX

↑ GO TO THE INDEX



### 3.4 SUPERVISORY BODY

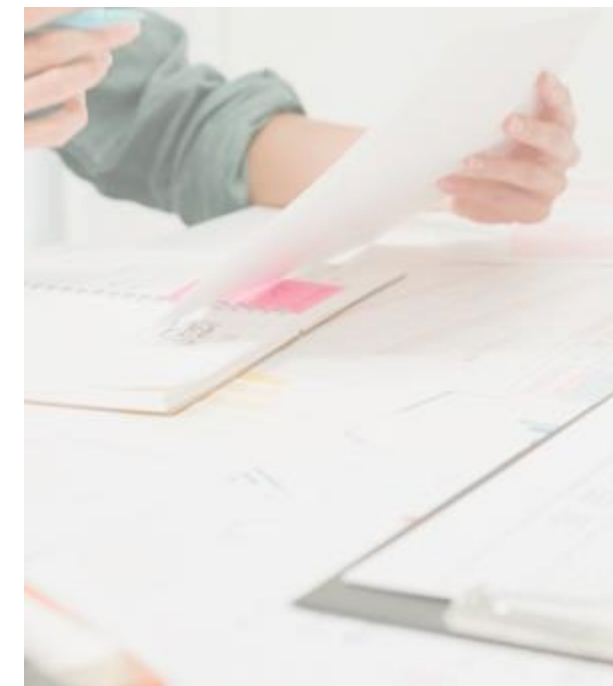
GRI 2-16

The Supervisory Body has the task of supervising the operation and compliance with Model 231, the procedures related to it and the Code of Ethics.

In particular, the Supervisory Body is responsible for the following tasks:

- ▶ communicate to the Board of Directors, in order to take appropriate measures, the reports received regarding violations of Model 231 and the Code of Ethics, at the end of any investigations;
- ▶ express opinions on the revision of the most relevant policies and procedures, in order to ensure consistency with the Code of Ethics;
- ▶ promote the periodic review of the Code of Ethics. To this end, the Supervisory Body formulates the appropriate proposals to the Board of Directors, which assesses them and, if necessary, approves and formalises them;
- ▶ verification and check of the appropriateness and updating of the 231 Model implementation at the Group entities, suggesting, if necessary, the need for changes or adjustments.

The Supervisory Body of Maps is a collegial body with the requirements of autonomy and independence, which was appointed on 15 April 2024 for a term of three years. The previous Body, which took office on 7 December 2021 for a period of two years, exercised its



functions until its new appointment after a period of extension.

The Body is made up of **the President Giovanni Catellani, Avv. Federico Sartore and by the internal member Dr. Marco Marocci, who is part of the Group compliance function.**

The members of the SB were appointed, after a careful selection process, which took into account the professionalism of the figures and the in-depth experience in the field of Legislative Decree 231/2001. In addition, the profiles identified have specific skills with regard to the risk areas of interest to the Group, ensuring serious and continuous control of operating activities.

During 2023, no significant critical issues were reported to the Board of Directors.

GRI 2-1 B)

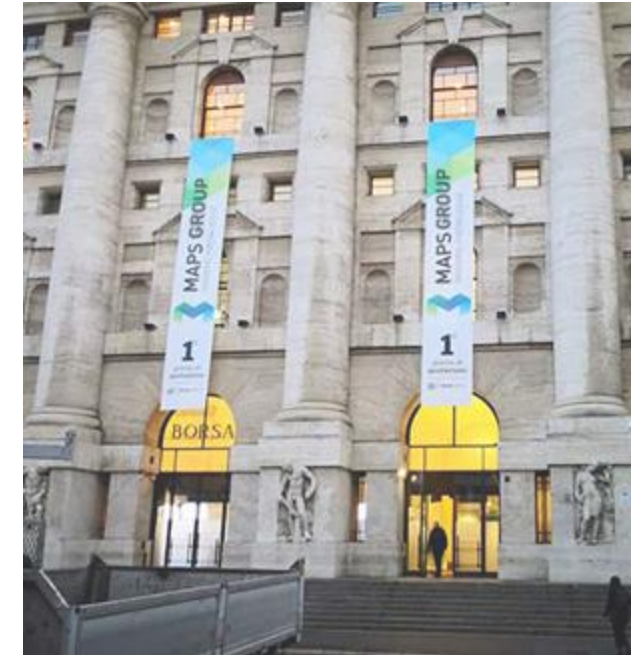
### 3.5 SHAREHOLDERS

As of December 31, 2023, the share capital of Maps, fully subscribed and paid-in, is equal to Euro 1,447,227.48 and consists of 12,385,549 ordinary shares, with no par value.

With regard to the shareholder structure, **the Issuer shall provide appropriate and timely information with respect to the exceeding of the thresholds and shall communicate without delay and make available to the public any Substantial Change communicated by the Significant Shareholders regarding the ownership structure.**

According to the Euronext Growth Milan Issuers' Regulation, anyone holding at least 5% of a category of financial instruments of MAPS S.p.A. is considered a Significant Shareholder. A person who has contributed their shares to a shareholders' agreement that, in aggregate, holds a participation exceeding the thresholds indicated by the Transparency Regulations is also considered a Significant Shareholder.

[LINK](#)



The table of shareholders as at 31 December 2023 is shown below, in accordance with the above regulations:

Name and Surname	Number of shares	%
Marco Ciscato	1.924.122	15,54%
Maurizio Pontremoli	1.592.596	12,86%
Domenico Miglietta	1.183.001	9,55%
Paolo Ciscato	815.966	6,59%
Gian Luca Cattani	718.903	5,80%
Giorgio Ciscato	189.000	1,53%
Fabrizio Biotti	96.610	0,78%
Andrea Gherardi	27.350	0,22%
Cristiano Colaluca	36.330	0,29%
Luigi Ambrosini	40.459	0,33%
Maurizio Bonatti	40.459	0,33%
Maps S.p.A.	171.700	1,39%
Eiffel Investment Group	1.565.201	12,64%
Mercato	3.983.852	32,17%
<b>Total</b>	<b>12.385.549</b>	<b>100%</b>

The Company has made available to investors and shareholders, as stakeholders of the Company, a dedicated e-mail channel [ir@mapsgroup.it](mailto:ir@mapsgroup.it) for requests and clarifications. In addition, it has implemented a monthly financial newsletter to inform investors of business performance and news relating to Maps Group and the markets in which it operates.

### 3.3 AUDITING FIRM

The statutory audit of the company's accounts is carried out by an Audit Firm registered in the specific register established by Legislative Decree No. 39/10, appointed by the Shareholders' Meeting in accordance with applicable regulations.

The Shareholders' Meeting held on April 29, 2024, upon the motivated proposal of the Board of Statutory Auditors, awarded the statutory audit engagement for the 2024-2026 three-year period to Deloitte & Touche S.p.A., until the approval of the financial statements as of December 31, 2026. The Shareholders' Meeting entrusted the firm with the statutory audit of the annual financial statements, consolidated financial statements, and the half-yearly report, for which a limited assurance is conducted.

The Audit Firm's Reports are available on the Financial Statements and Reports page in the Investors section of the Maps Group website.



### 3.6 COMPLIANCE

2-24 2-25 2-26 2-27

GRI

Maps Group considers transparency as one of the core principles of its actions and, consequently, its sustainable growth strategy. As outlined in the 2022 Report, the Group has established **an autonomous and competent COMPLIANCE function**, reporting directly to the Group General Counsel. This recently integrated function within the Group, is responsible, *among other things*, for **certifications**, ensuring that the company meets the necessary standards to obtain and maintain the required certifications in its sector. This involves managing compliance processes, preparing the necessary documentation, and collaborating with certifying bodies and clients for the required **audits**. Another key responsibility of this function is the identification, in collaboration with the relevant company functions and managers, of business risks, the development and implementation of policies and procedures to mitigate these risks, and the training of employees on ethical and compliance practices



#### 3.6.1 LABELS AND CERTIFICATIONS

Maps Group has identified continuous improvement and the achievement of internationally recognized standards as key objectives; in recent years, it has embarked on a certification journey that has led to the proven attainment of ISO 9001 and 27001 standards. Maps S.p.A., along with its subsidiaries Artexe, SCS, and I-Tel, have obtained these certifications, **specifically focused on the control of information stored on cloud services and privacy-related information**. For 2024, the Group aims to achieve ISO 27001 certification for Iasi as well, while simultaneously completing the process of extending ISO 27017 and 27018 certifications

**In 2023** Maps S.p.A. has also improved its Legality Rating **AGCM** obtaining a score **★★+**.

For 2024, the company aims to adopt **gender equality certification** as an integral part of its commitment to inclusion and equity in the workplace. The long-term goal is to complete the process of **unifying the ISO 9001 and ISO 27001 management systems**, a process already initiated for some of the Group's companies through corporate certification, so that these systems are interconnected and managed in a coordinated manner.



Maps S.p.A.  
Artexe S.p.A.  
Iasi S.r.l.  
I-Tel S.r.l.  
SCS Computers S.r.l.



Maps S.p.A.  
Artexe S.p.A.  
I-Tel S.r.l.  
SCS Computers S.r.l.



I-Tel S.r.l.  
Certificata KIWA



The other companies with DNV and Iasi S.r.l. are certified with Rina.

#### 3.6.2 MODEL 231

GRI 2-16

Maps Group views the Organization, Management, and Control Model 231 not merely as a set of policies, procedures, and codes, but also as a valuable tool for risk analysis and management, the implementation of safety measures, and the **creation of awareness**. To ensure the detection of unlawful conduct, the Group provides all stakeholders with a dedicated channel for reporting violations of the Code of Ethics and Model 231 that they may become aware of. This channel safeguards the confidentiality of the whistleblower's identity, ensuring that they are not subjected to any form of retaliation, while enabling the Supervisory Body to verify the validity of the report and implement strategies to minimize risk

Starting in 2023, Maps Group has implemented **a new 'Whistleblowing' channel** available to all stakeholders, in accordance with the guidelines proposed by recent regulatory developments in this area. Additionally, the Group has appointed a dedicated role, the **Head of Alerts Management, to handle the reports**.

[LINK](#)

During 2023, Maps Group also strengthened its internal control system by having **its subsidiary I-Tel adopt the Model 231 and by appointing a single-member Supervisory Body**. All Group companies, including those without a dedicated Supervisory Body, operate in concert with the procedures codified by the Issuer.

Also, during the year, **the Model 231** of the companies that have adopted it **was updated** to include new categories of offenses, as per Articles 25 Octies.1, 25-Septiesdecies, and 25 Duodevices.

#### 3.6.2.1 RISK ASSESSMENT

In 2023, there were **no significant cases of non-compliance with laws and regulations** that led to penalties or penalties.

Additionally, periodic risk assessments are conducted, and *'Risk Assessments'* and *'Gap Analyses'* are prepared, taking into account the economic, social, environmental, and organizational context of the Group, as well as the set objectives. Maps Group is committed to evaluating the effectiveness of the implemented, risk mitigation measures by thoroughly analyzing the changes within the Organization, thereby identifying areas for continuous improvement.

The Group aims to use the **proprietary GZOOM VALUE GOVERNANCE software** for risk assessment management from 2024.

#### 3.6.3 MANAGEMENT OF CONFLICT OF INTEREST

GRI 2-15 2-23

The Company has also adopted certain procedures in order to manage and avoid any situations **of conflict of interest**:

- ▶ **The Procedure for Related Party Transactions** is aimed at regulating the process of identifying, approving, and managing related party transactions conducted by Maps, in light of the listing of the Company's financial instruments on Euronext Growth Italia, a multilateral trading facility organized and managed by Borsa Italiana S.p.A.

[LINK](#)

- ▶ **The Code of Conduct on Internal Dealing**, adopted in compliance with European and national regulations regarding the obligations of public disclosure, as well as reporting to the authorities and the Company concerning Relevant Transactions involving the Company's financial instruments carried out by Relevant Persons, Closely Associated Persons, and Significant Shareholders. The Code was revised in 2023.

[LINK](#)

- ▶ **The Procedure for the Handling of Inside Information and the Establishment and Maintenance of the Insider Register** are designed to ensure compliance with the applicable legal and regulatory provisions and to guarantee the utmost confidentiality and discretion of Inside Information. This is to prevent the selective disclosure of documents and information regarding the Company and the Group, as well as to avoid untimely, incomplete, or inadequate disclosure.

[LINK](#)

Strict enforcement of the law concerning conflicts of interest, as outlined in Articles 2391 and following of the Civil Code, as referenced by the Conflict of Interest Procedure, is meticulously applied during each meeting of the Board of Directors.



GO TO THE INDEX



GO TO THE INDEX

### 3.6.4 CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR

GRI 206-1 205

For Maps Group, corruption represents a significant risk, as highlighted in the Group's risk analysis and materiality assessment. This illegal conduct is strictly prohibited by the Group's Code of Conduct and is thoroughly detailed in the Special Section of Model 231. The Group has implemented measures, procedures, and behavioral principles to prevent, detect, and mitigate the risk of crimes related to corruption, as outlined in Articles 318 and following of the Penal Code. Additionally, an internal reporting system, known as Whistleblowing, is available for reporting any incidents of corruption in the workplace. Company personnel receive continuous training and updates on anti-corruption practices.

Thanks to these measures, the risk of committing corruption-related crimes is considered low. During 2023, as in 2022, no incidents of corruption or anti-competitive behavior were detected or reported.

Maps Group places great importance on fair and honest competition in the market. All Group companies are committed to competing fairly, avoiding anti-competitive behavior and violations of antitrust laws



### 3.7 DATA SECURITY

GRI 2-25

"Data protection" is a crucial issue that can bear both material and financial impacts. The Company addresses data security risks by implementing the measures described in the "Privacy" and "Cybersecurity" sections.

#### 3.7.1 PRIVACY

GRI 418-1

Maps Group handles sensitive customer data on a daily basis, ensuring the highest level of protection. The internal team, made up of employees and supported by external consultants, works in collaboration with an external Data Protection Officer (DPO), as required by GDPR 679/2016. Through weekly sessions, the DPO assists the Privacy Team in identifying and addressing any deficiencies in data processing.



Maps Group uses GZOOM VALUE GOVERNANCE, proprietary software developed in-house and distributed to numerous clients, to manage the Processing Register.

For new staff and delivery consultants, a training program is provided that includes an initial session focused on the fundamental principles of GDPR, followed by a second part that delves into the technical aspects of privacy. The training is periodically updated, and ad hoc sessions are organized to explore specific topics based on work areas and roles, taking into account regulatory changes and their impact on the products and services offered.

Since 2021, the Privacy Team has introduced a periodic internal audit with the heads of the Business Units to:

- ▶ Monitor the maintenance and updating of the Processing Register;
- ▶ Promptly appoint System Administrators;
- ▶ Analyze new solutions and services offered by the Group to assess and mitigate product risks, also through the use of the proprietary solution GZOOM VALUE GOVERNANCE, which was updated in 2023 to enhance risk analysis;
- ▶ Identify staff in need of specific training.

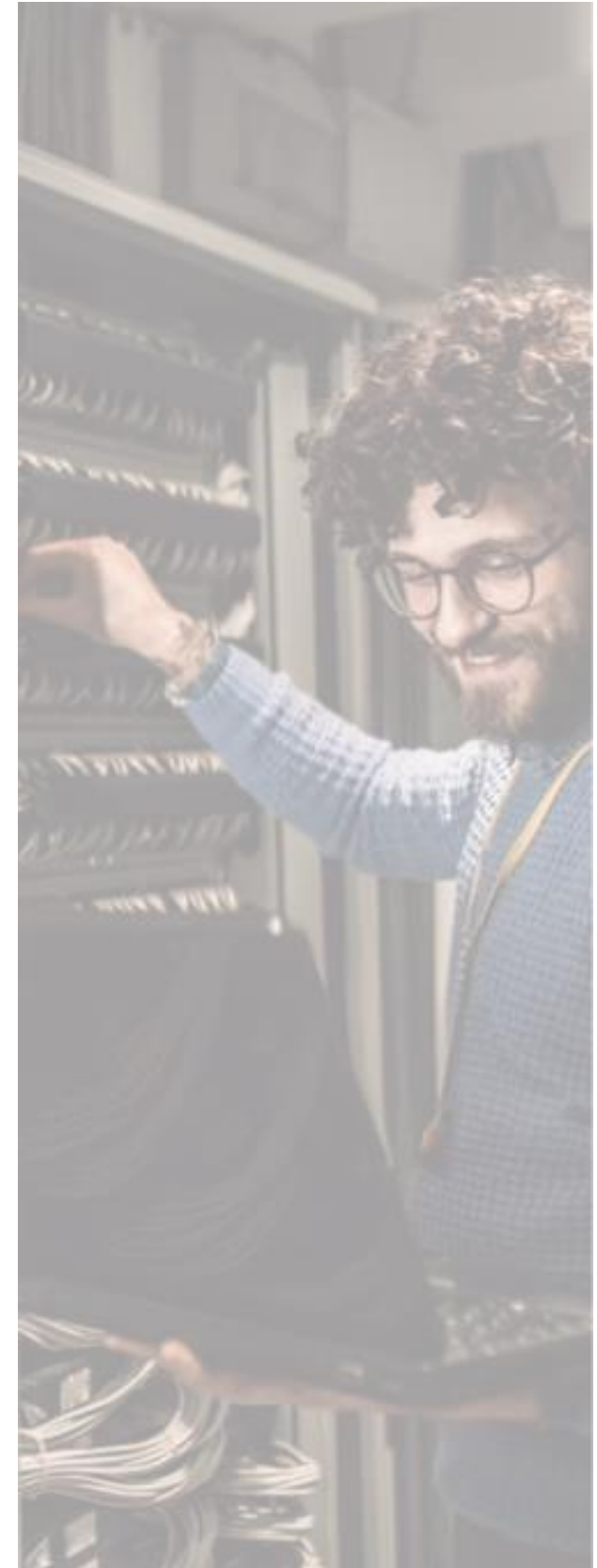
In 2023, the Group approved an internal data retention procedure aimed at defining the timelines for the storage of personal data.

Also in 2023, no reports of privacy violations were made, but five incidents were detected across Maps Group. The incidents were assessed and resolved without any penalties imposed by the Data Protection Authority.



#### 3.7.2 CYBERSECURITY

Maps Group annually monitors data related to cybersecurity, adopting appropriate measures to prevent the increasing number of illegal activities in the IT sector. In 2023, Maps Group initiated a process to enhance its cybersecurity levels, starting with the appointment of an external CISO (Chief Information Security Officer) to mitigate risks in this area. The Group has begun processes, primarily taking place in 2024, to develop a Business Continuity plan for its products and to update its internal security levels in accordance with ACN requirements. This includes qualifying its products as 'ACN' compliant, thereby demonstrating adherence to the new National Cybersecurity Agency's standards for providing cloud services to the Public Administration. This qualification will ensure the highest levels of security for cloud platforms. Concurrently, a training plan for certain employees will be implemented, aiming to foster a culture of risk prevention related to cybersecurity.





# 4 SOCIAL RESPONSIBILITY



**+4%**  
TOTAL EMPLOYEES

**+4%**  
EMPLOYEES UNDER 30

**TURNOVER RATE**

**8,1%** ← **11,1%**  
2023 2022

**+1**  
SUBSIDIARY OF THE GROUP JOIN THE **MAPS HABITAT** PROJECT (ADOPTED BY ALL COMPANIES)

**MAPSHABITAT**  
TEAMWORK FROM REMOTE

**3 CONSECUTIVE WEEKS PER YEAR OF HOMEWORKING WITHIN MAPS HABITAT PROJECT**

**+30%**  
EXPENSES FOR FLEXIBLE BENEFITS

**+17%**  
TRAINING EXPENSES

**99%**  
PERMANENT EMPLOYEES

**itel**  
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IMPACT REPORT OF THE BENEFIT CORPORATION I-TEL WITH SOCIAL INITIATIVES

IN THIS CHAPTER:

- 4.1 MAPS GROUP'S RESOURCES
- 4.2 PROFESSIONAL DEVELOPMENT
- 4.3 EMPLOYEES' WELL-BEING
- 4.4 SAFETY AT WORK
- 4.5 RELATIONS WITH LOCAL COMMUNITIES



GO TO THE INDEX

GO TO THE INDEX

### 4.1 MAPS GROUP'S RESOURCES

GRI 2-7 2-30

Maps Group recognizes and promotes the value of its people and is committed to enhancing it, believing that they represent **the key to success and growth**. In this context, the Human Resources function is crucial in fostering development and value creation through: (i) **careful personnel selection**; (ii) the establishment of a common **training plan** and personalized pathways agreed upon with the relevant Managers as well as with the employee; (iii) the promotion of **continuous dialogue with employees** and the implementation of **regular performance evaluation processes**.

All employees of Maps Group are hired and protected in accordance with the applicable National Collective Labor Agreements (CCNL), which are applied across all the Group's companies. These include the CCNL for Commerce and Services, Communication SMEs, and Metalworking Industry..

Maps Group stands out for our **commitment to ensuring stable and secure working conditions**, avoiding the exploitation of precarious labor. As of December 31, 2023, 99% of our workforce, totaling 310 employees, are employed **under permanent contracts**, marking a **4.4% increase** compared to 2022. This reflects our belief that job security and continuity are fundamental to building a calm and productive work environment. We believe that investing in people also means providing them with **the stability needed to grow** professionally and contribute to the company's success with dedication and motivation. This company policy **not only protects workers' rights** but also **fosters a positive corporate climate** characterized by trust and mutual collaboration.

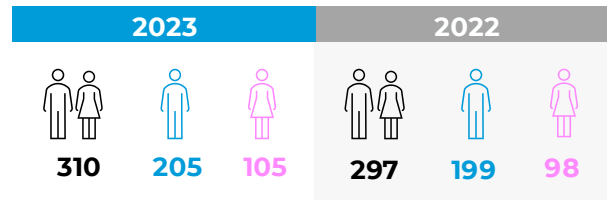
The increase in employees reflects the **Group's positive economic performance** and its strong inclination not only towards growth through external lines but especially towards organic growth. Aware of the importance of employee well-being, Maps Group is committed to continuing the process of integrating human resources from acquired companies, promoting the integration of new employees into the corporate culture of Maps Group.

The geographical distribution of employees remains primarily concentrated in Northern Italy, with a significant **presence in Emilia-Romagna and Lombardy**, where the Group's Headquarters and main offices are located. Despite employees being spread across various locations, Maps Group **aims to strengthen the sense of identity and belonging** through various engagement initiatives, such as Group corporate events, teambuilding activities, virtual company meetings, the 'Sharing News by Maps Group' newsletter, the use of common technological tools, extracurricular activities (paintball, mindfulness, yoga, evening cinema), the standardization of work policies and procedures, and the adoption of HR policies

applicable to all companies. In the long term, through intra-group mergers of subsidiaries, the Group also intends to align all companies under a unified National Collective Labor Agreement (CCNL).

The promotion of a positive work environment, where employees can fully express their abilities and contribute to long-term value creation, is also achieved through the offering of benefits and initiatives aimed at **balancing employees' personal and professional lives (the 'Work-Life Balance')**, thereby promoting well-being not only at work but also within their families.

The following tables provide updated data as of December 31, 2023, referring to the entire Group:



2023	Fixed-term contract			Permanent contract		
	Male	Female	Total	Male	Female	Total
	Icon	Icon	Icon	Icon	Icon	Icon
<b>Total</b>	2	-	2	308	203	105
PARMA	1	-	1	99	63	36
MODENA	-	-	-	37	21	16
MILANO	-	-	-	71	46	25
MONTESILVANO	-	-	-	24	21	3
SULMONA	1	-	1	15	11	4
RICCIONE	-	-	-	17	10	7
FERMO	-	-	-	21	12	9
GENOVA	-	-	-	4	4	0
PRATO	-	-	-	2	2	0
ROVERETO	-	-	-	15	12	3
ROMA	-	-	-	3	1	2

2022	Fixed-term contract			Permanent contract		
	Male	Female	Total	Male	Female	Total
	Icon	Icon	Icon	Icon	Icon	Icon
<b>Total</b>	2	2	4	198	95	293
PARMA	-	-	-	67	31	98
MODENA	-	-	-	20	17	37
MILANO	-	-	-	44	21	65
MONTESILVANO	1	-	1	16	2	18
SULMONA	2	1	3	10	3	13
RICCIONE	-	-	-	13	7	20
FERMO	-	-	-	12	9	21
GENOVA	-	-	-	4	-	4
PRATO	-	-	-	2	-	2
ROVERETO	1	1	2	9	2	11
ROMA	-	-	-	1	3	4

2023	Part-time			Full-time		
	Male	Female	Total	Male	Female	Total
	Icon	Icon	Icon	Icon	Icon	Icon
<b>Total</b>	6	26	32	199	79	278
PARMA	3	6	9	61	30	91
MODENA	1	3	4	20	13	33
MILANO	1	4	5	45	21	66
MONTESILVANO	-	-	-	21	3	24
SULMONA	-	2	2	12	2	14
RICCIONE	-	5	5	10	2	12
FERMO	-	3	3	12	6	18
GENOVA	-	-	-	4	0	4
PRATO	-	-	-	2	0	2
ROVERETO	1	2	3	11	1	12
ROMA	-	1	1	1	1	2

2022	Part-time			Full-time		
	Male	Female	Total	Male	Female	Total
	Icon	Icon	Icon	Icon	Icon	Icon
<b>Total</b>	6	26	32	194	71	265
PARMA	3	6	9	64	25	89
MODENA	-	2	2	20	15	35
MILANO	1	4	5	43	17	60
MONTESILVANO	-	1	1	17	1	18
SULMONA	-	1	1	11	3	14
RICCIONE	1	5	6	12	2	14
FERMO	-	3	3	12	6	18
GENOVA	-	-	-	4	-	4
PRATO	-	-	-	2	-	2
ROVERETO	1	2	3	8	1	9
ROMA	-	2	2	1	1	2



↑ GO TO THE INDEX

↑ GO TO THE INDEX

**4.1.1 DIVERSITY**

GRI  
2-4 405-1

Maps Group is committed to promoting gender equality, even in a sector like technology, which has historically been male-dominated. In recent years, however, we have seen **significant improvements in numbers**, with a **growing increase in the presence of women** in our teams, though there is still a need for change in managerial positions. Recognizing the **importance of diversity and inclusion**, the Group is considering adopting **gender equality certification** in the coming years as an important incentive for a **thorough internal analysis**. This certification would not only be a formal achievement but also a fundamental tool for **raising awareness** among our employees and the company itself about the importance of creating a **fair and inclusive work environment**. **We believe that recognizing and supporting talent, regardless of gender, is essential for the company's long-term innovation and success.**

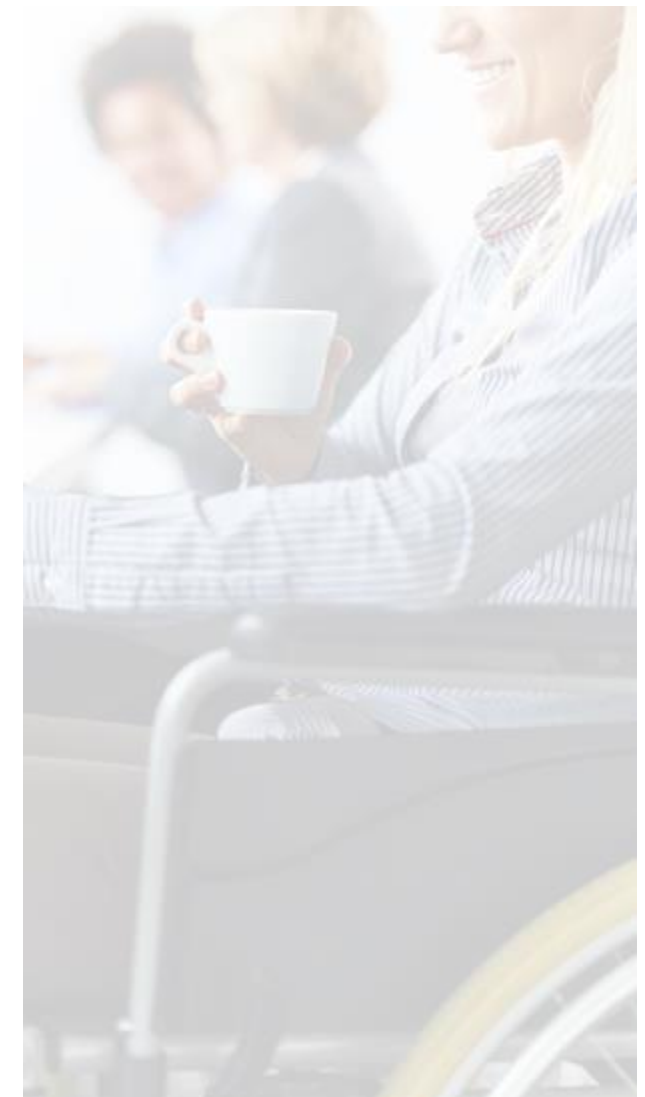
In this context, **for 2024**, the Group aims to implement **specific employee training** on this fundamental issue so that each member can actively contribute to an equitable and equal environment. Among our existing strengths, we can boast a **structured recruitment process** that ensures equal opportunities for all candidates, regardless of gender. Additionally, we have a **detailed job description** system that guarantees clarity and transparency in roles and responsibilities. We have also initiated a **project focused on career plans** for both genders, establishing the principle of equality and promoting opportunities for professional growth and personal development for everyone. These initiatives underscore our commitment to creating a work environment where **gender equality is not only acknowledged but actively practiced.**

	2023			2022		
	Totale	Male	Female	Totale	Male	Female
	100%	66,1%	33,9%	100,0%	67,0%	33,0%
EXECUTIVES	1,6%	1,6%	0,0%	1,7%	1,7%	0,0%
MANAGEMENT	8,1%	6,5%	1,6%	6,4%	5,4%	1,0%
OFFICE WORKERS	89,0%	57,4%	31,6%	90,2%	59,3%	31,0%
WORKERS	1,3%	0,6%	0,6%	1,7%	0,7%	1,0%

	2023			2022		
	<30	30-50	>50	<30	30-50	>50
	17,7%	55,8%	26,5%	17,8%	54,9%	27,3%
EXECUTIVES	0,0%	0,0%	1,6%	0,0%	0,0%	1,7%
MANAGEMENT	0,0%	3,5%	4,5%	0,0%	2,4%	4,0%
OFFICE WORKERS	17,7%	51,6%	19,7%	17,8%	51,5%	20,9%
WORKERS	0,0%	0,6%	0,6%	0,0%	1,0%	0,7%

	2023			2022		
	PROTECTED GROUPS	WITH DISABILITY	OTHER	PROTECTED GROUPS	WITH DISABILITY	OTHER
	0	13	0	0	9	0
EXECUTIVES	0	0	0	0	0	0
MANAGEMENT	0	0	0	0	0	0
OFFICE WORKERS	0	12	0	0	8	0
WORKERS	0	1	0	0	1	0

The number of employees belonging to protected categories and disabilities in 2022 has been restated following an improvement in the reporting process, to ensure comparability of information. For previously published data, please refer to the 2022 Sustainability Report published in the Sustainability section of the [mapsgroup.it](https://www.mapsgroup.it) website



**4.1.2 PROTECTED GROUPS**

Maps Group is committed to protecting the right to work and promoting a healthy and safe work environment for all employees, increasingly incorporating young people and individuals from protected categories (including persons with disabilities) into the company organization, partly as a result of the expansion of the company's scope. We recognize the value and **unique contribution** that each individual can offer and are dedicated to creating **inclusive spaces** where every **employee feels valued and supported in reaching their potential**, regardless of their personal circumstances



GO TO THE INDEX

GO TO THE INDEX

Maps Group also collaborates with local cooperatives such as Cigno Verde, Biricc@, and Aliante, which are dedicated to the employment of disadvantaged individuals in sectors such as agriculture, cleaning, laundry, and tailoring. For further details on these and other associations and cooperatives, please refer to the section dedicated to Community Relations.

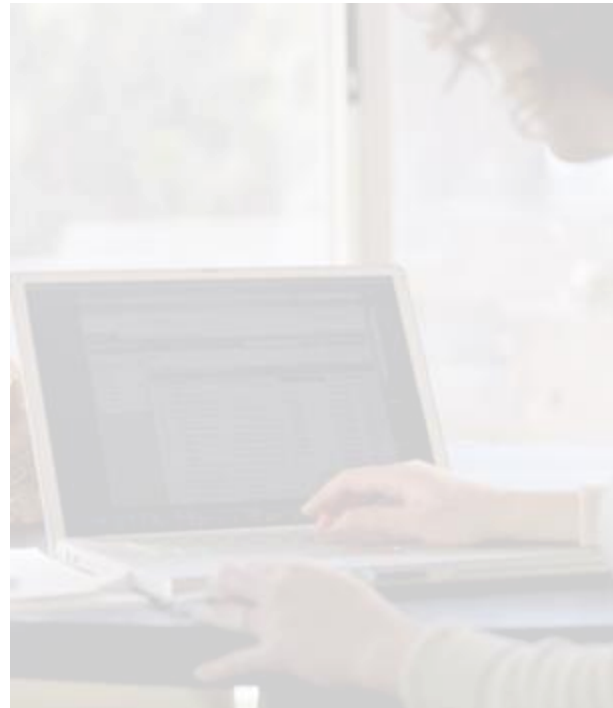
\* The reported data includes only those directly employed by Maps Group companies, excluding the aforementioned cooperatives

GRI 2-8

4.1.3 NON-EMPLOYEES

As mentioned previously, Maps Group makes only marginal use of non-employee workers and only in exceptional cases, relying on consultancy agreements and minimizing precarious arrangements such as on-call contracts and co.co.co/co.co.pro. Moreover, the Group promotes a philosophy of nurturing talent within the company, facilitating and encouraging both curricular and extracurricular internships.

The table below highlights the entirely exceptional nature of non-subordinate employment relationships



	2023			2022		
	Totale	Male	Female	Totale	Male	Female
CONSULENTI*	11	10	1	10	8	2
CO.CO.CO	2	1	1	2	1	1
STAGISTI	26	14	12	20	17	3

The consultants employed by Maps Group fall into the following professional categories:

- ▶ General Consultant
- ▶ Functional Analyst
- ▶ Product Consultant
- ▶ Specialized Consultant
- ▶ Solutions Provider
- ▶ Developer

\*The 2022 data for consultants, as individuals, do not include the figures related to Energenius and I-Tel, which were acquired during the year.

4.1.3.1 COLLABORATION WITH UNIVERSITIES

Maps Group is deeply committed to promoting education and training through strong academic collaborations with universities. Through sponsorships, we support educational projects that contribute to academic and scientific advancement. Additionally, some of our professionals have actively participated in teaching, delivering lectures and seminars that blend theory with practical experience, enriching students' curricula with real-world knowledge. They have also collaborated on research projects through our Research and Development Business Unit (for more details, please refer to the chapter 'The Value Chain').

LINK

Internship agreements represent another cornerstone of our collaboration. These initiatives not only strengthen the ties between the academic and business worlds but also prepare a new generation of professionals who are competent and ready to contribute to sector innovation. Some companies within the Group have also hired employees who have embarked on, or later pursued, a doctoral path. Doctoral candidates, bringing advanced skills and specialization in specific areas, enhance innovation through research. Additionally, their academic connections can facilitate strategic collaborations. This type of recruitment demonstrates the Group's commitment to innovation and continuous growth.

Finally, in some cases, we offer our proprietary solutions as educational tools, such as the GZOOM VALUE GOVERNANCE software used in the Master's program on local government performance at the University of Ferrara's Faculty of Economics.

Universities with Internship agreements:



Maps Group firmly believes that internships represent a fundamental opportunity for both the growth of young students and the development of the company itself.

Internship opportunities are open to students pursuing bachelor's and master's degrees, in all areas covered by the company.

Curricular internships, including those for thesis implementation, are conducted using the 'training on the job' approach, where students work alongside an experienced professional in the relevant field of study. They are involved in specific projects and given the opportunity to engage with a real working team. Through internships, students can acquire practical skills and direct knowledge of the company's industry, integrating their theoretical education with concrete work experiences. During both curricular and extracurricular internships, Maps Group involves interns in courses that are part of its training plan, allowing them to gain experience that prepares them for entry into the workforce. Throughout these periods, interns are encouraged to engage with the working world and are given the chance to immerse themselves in the corporate culture, learning values and skills that are

crucial for their future careers. At the same time, the company benefits from new ideas and perspectives brought by enthusiastic and motivated young talents. This synergy not only enriches our team but also helps build a solid foundation for the future by investing in a generation of well-prepared and innovative professionals. We believe that long-term success is also built through the commitment to nurturing and supporting potential future leaders.

Extracurricular internships are not only periods of training for young people but also an opportunity to identify and cultivate new talent. Many of our current employees began their careers through extracurricular internships, which often led to permanent employment opportunities.

The table below provides a breakdown of the numbers of curricular and extracurricular interns, including data from the 2022 fiscal year, highlighting a significant increase in the number of female interns involved in internships offered by some of the companies within Maps Group. This suggests that the proportion of female employees, in a sector traditionally dominated by men, could increase in the coming years

	2023			2022		
	Totale	Male	Female	Totale	Male	Female
INTERNS	26	14	12	21	18	3
-of which CURRICULAR	21	11	10	13	11	2
-of which EXTRACURRICULAR	5	3	2	8	7	1







↑ GO TO THE INDEX

**4.1.4 TURNOVER**

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Maps Group has identified Talent Acquisition and Retention as a **material topics**. For this reason, the Group is committed to offering a positive, flexible, and stimulating work environment that values employees both as workers and as individuals. This, along with welfare initiatives and the Maps Habitat Project, has **enabled the company to achieve its goal of maintaining a low employee turnover rate and significantly reducing it compared to the 2022** fiscal year. This result demonstrates that the Group's strategy of caring for and valuing its resources is well-received and appreciated.

Below, the data clearly reflect the Group's achievements in this regard.



**NEW HIRES 31/12/2023**

2023					2022				
	<30	30-50	>50	TURNOVER		<30	30-50	>50	TURNOVER
<b>TURNOVER</b>	<b>30,6%</b>	<b>11,6%</b>	<b>-</b>		<b>TURNOVER</b>	<b>58,5%</b>	<b>18,4%</b>	<b>3,7%</b>	
<b>Total</b>	20	20	-	12,9%	<b>Total</b>	31	30	3	21,5%
<b>Male</b>	12	17	-	14,1%	<b>Male</b>	22	20	1	21,6%
<b>Female</b>	8	3	-	10,5%	<b>Female</b>	9	10	2	21,4%

**DEPARTURES 31/12/2023**

2023					2022				
	<30	30-50	>50	TURNOVER		<30	30-50	>50	TURNOVER
<b>TURNOVER</b>	<b>18,2%</b>	<b>8,1%</b>	<b>1,2%</b>		<b>TURNOVER</b>	<b>20,8%</b>	<b>11,0%</b>	<b>4,9%</b>	
<b>Total</b>	10	14	1	<b>8,1%</b>	<b>Total</b>	11	18	4	<b>11,1%</b>
<b>Male</b>	9	10	1	<b>9,8%</b>	<b>Male</b>	8	15	2	<b>12,6%</b>
<b>Female</b>	1	4	-	<b>4,8%</b>	<b>Female</b>	3	3	2	<b>8,2%</b>

↑ GO TO THE INDEX

**4.1.5 PARENTAL LEAVE**

GRI 401-3

The Group guarantees and protects the right of all employees to take parental leave, supporting both mothers and fathers in balancing work and family responsibilities. We comply with legal provisions on parental leave and are committed to adopting **inclusive and flexible policies** that address the personal needs of each employee, thereby promoting **family well-being and gender equality**. Specifically, we refer to the Maps Habitat Project, which aims, among other things, to ensure *Work-Life Balance*. Additionally, the Maps Group Welfare Plan includes a fund dedicated to covering education and care expenses for employees' children. The Group is also committed to facilitating the work of pregnant employees. For example, in offices with reserved company parking, a designated parking space is allocated to expectant mothers to make access to the workplace easier.



	2023		2022		2022 vs. 31-12-2023		Retention rate
<b>Total</b>	12		14		14		<b>93%</b>
<b>Male</b>	6	50%	4	29%	10	29%	<b>100%</b>
<b>Female</b>	6	50%	10	71%	4	71%	<b>90%</b>
	Parental leave		Parental leave		Parental leave		
<b>Total</b>	3		3		-		
<b>Male</b>	-	0%	-	0%	-	0%	
<b>Female</b>	3	50%	3	30%	-	0%	
	Returns		Returns		Returns		
<b>Total</b>	9		10		13		
<b>Male</b>	6	100%	4	100%	9	100%	
<b>Female</b>	3	50%	6	60%	4	90%	
	Resignations		Resignations		Resignations		
<b>Total</b>	-		1		1		
<b>Male</b>	-	0%	-	0%	-	0%	
<b>Female</b>	-	0%	1	10%	1	10%	



GO TO THE INDEX

GO TO THE INDEX

## 4.2 PROFESSIONAL DEVELOPMENT

### 4.2.1 EVALUATION OF INDIVIDUAL PERFORMANCE

Maps Group is committed to developing a structured process for defining and evolving career paths, and for enhancing and increasing the skills of its human resources. Among the initiatives aimed at ensuring professional growth, all Group employees are involved in an evaluation process that focuses on technical skills specific to their profile, soft skills, achievements in previously shared areas of improvement, and the attainment of assigned objectives. The evaluation session then becomes an opportunity for dialogue, mutual feedback, verification, and the definition of goals and areas for improvement for the upcoming period.

The objective-based evaluation process is extended to the entire Group's workforce, regardless of whether or not their compensation includes a variable component tied to the achievement of assigned objectives. In 2023, 38.4% of employees received a variable compensation ("MBO") based on the achievement of annual goals, compared to 36.7% in 2022. The data clearly demonstrates the commitment to restoring the proportion of employees involved in variable compensation to the 2021 level, before the latest acquisitions (which, as explained in the previous Report, had a relatively high proportion of employees without MBO).

GRI 401-2

### 4.2.2 REUNERATION POLICY 2022-2024

In 2022, the Shareholders' Meeting of Maps Group approved a new version of the Remuneration Policy, which extends to all strategic managers of Maps Group and is structured to reflect the role, responsibilities, and professional specialization of the individual to whom it is applied. The purpose of the Policy is to align the interests of the Group's managers with the goal of pursuing sustainable success, that is, creating value in the medium to long term for all stakeholders. Additionally, the Policy aims to attract and retain qualified individuals who possess the skills and expertise required to achieve the Group's strategic objective.

The Remuneration Policy aims to:

- ▶ Properly integrate the various components of remuneration, balancing the fixed component, the variable component, and non-monetary benefits, to align compensation with individual and Group performance.

- ▶ Acknowledge and value individuals, rewarding commitment and individual contributions to the Group's success.
- ▶ Monitor market practices and trends to define a policy that can attract and retain talent, following principles of fairness and transparency.
- ▶ Achieve compliance with best practices and the directives of Borsa Italiana and the Corporate Governance Code.

The incentive function is carried out specifically through the variable monetary component, which is further divided into Short Term Incentive (STI) and Long Term Incentive (LTI).

STIs are based on short-term goals, specifically on annual performance objectives. The general criteria for assigning the various components of compensation are the result of research based on academic studies and benchmarks, utilizing international databases.

LTIs are structured around medium- to long-term objectives, anchoring compensation to the creation of sustainable value for all shareholders, with appropriate attention to strategic factors. Among the LTIs are Stock Option and Stock Grant Plans ("Pian").

The 2022-2024 Stock Option and Stock Grant Plans, currently in effect, were approved by the Shareholders' Meeting on July 28, 2022. The beneficiaries of the Plans and the maximum number of Options and Shares that can be granted to them were determined, taking into account, among other things, the functions performed by each beneficiary, their contribution to the Group's business development, and the implications in the event of the beneficiary's departure from the Group.

For all details regarding the Stock Option and Stock Grant Plan, please refer to the 2022 Sustainability Report.

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### 4.2.3 PROFESSIONAL TRAINING

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Training activities are planned annually and outlined in an Annual Training Plan. After the planning of training activities, takes place the selection of instructors. Instructors can be chosen from among the Group's employees who possess specific expertise (who in turn receive appropriate training) or from external companies that can deliver the courses.

From the very first moment of onboarding, employees are informed about the mandatory training courses in which they must actively participate. These courses include workplace safety, privacy, data security (ISO 27001), and Model 231. Additionally, Maps Group promotes and encourages technical and professional development courses. Tailored training activities are also offered based on the employee's role and skills.

Regarding soft skills, the Group places particular emphasis on this area, offering corporate courses in managerial and leadership skills conducted by professionals, targeted at employees with established and high-potential profiles. All employees are also offered team-building activities through accredited professionals or activities organized by the Group.

The enhancement of cultural and knowledge assets is supported not only through internal courses or by funding external training events but also, with prior agreement from the company, through the option to take an annual number of study leave hours.



	2023			2022		
	Totale	Male	Female	Totale	Male	Female
TRAINING HOURS	60,9	60,2	62,8	95,17	96,07	94,15
EXECUTIVES	3,2	3,2	0,0	3,2	3,2	0,0
MANAGEMENT	20,3	17,2	32,9	34,0	34,0	33,0
OFFICE WORKERS	64,4	63,8	65,2	103,0	104,0	102,0
WORKERS	0,0	0,0	0,0	0,0	0,0	0,0

The number of training hours for the year 2022 has been restated following an improvement in the reporting process to ensure the comparability of information. For previously published data, please refer to the 2022 Sustainability Report available in the Sustainability section of the mapsgroup.it website

In 2023, the total training hours for the Group recorded a decrease compared to the previous year, primarily due to the significant training commitment in 2022, when many hours were dedicated to updating the technical skills of the ESG Business Unit and the team dedicated to the GZOOM solution. This extraordinary training peak naturally influenced the year-over-year comparison. However, if we consider the long-term trend and

compare the 2023 data with those of 2021, we can observe that the level of training is consistent and still growing. This trend demonstrates our ongoing commitment to investing in our staff's skills, ensuring that our employees are always up-to-date and prepared to face industry challenges. Even outside of exceptional training projects, we continue to support a robust professional development program.



↑ GO TO THE INDEX

↑ GO TO THE INDEX

### 4.3 EMPLOYEES' WELL-BEING

Over the years, the Group has consistently worked to ensure a comfortable work environment, placing employee well-being at the center of its initiatives. The goal is to create a habitat where people always feel at ease, both during work activities and in moments of rest and relaxation. This approach aims to enhance integration, develop corporate identity, and strengthen positioning, image, credibility, and talent attraction.

**The registered office of the parent company Maps S.p.A. in Parma**, consisting of two buildings totaling 1,140 square meters, is located in a newly constructed condominium that combines aesthetics with energy efficiency. The office offers numerous meeting rooms, open spaces to facilitate teamwork, and areas for refreshment and socializing. The condominium also features extensive green spaces, outdoor common areas, internal and external parking nearby, and is conveniently located near services such as supermarkets, shops, restaurants, as well as major roads, bike paths, and public transportation services.

Moreover, the Group intends, in the future, to align its other offices with these standards, also opting for more **sustainable and eco-friendly solutions**. The objective is to create work environments that respect the environment and promote employee well-being, with flexible spaces, natural lighting, and welcoming common areas that meet efficiency criteria from both logistical and managerial perspectives.

Since the Maps Habitat project has now become a stable part of Maps Group's organization, it is essential that the company's offices and premises progressively adapt to the new needs of employees, who are spending more time teleworking. This necessitates rethinking and optimizing office spaces to ensure a **flexible and functional work environment**.

For this reason, **in 2024, Maps Group plans to evaluate relocating its Milan office to a more central location**, closer to services, and aligned with the needs described above, offering greater efficiency and flexibility in terms of space, environmental sustainability, and economic viability.

In response to a more rational use of resources, the Rome office was closed in 2023, with the local unit being relocated to a coworking space. The Bari office, which was not used by Group employees, was also permanently closed.



#### 4.3.1 MAPS HABITAT






In September 2020, Maps Group introduced a new hybrid work organization model, strongly centered around teleworking, called Maps Habitat. The Maps Habitat project aims to address the well-being and needs of its people, allowing for better time management through various work plans, thereby improving the balance between work and private life. Maps Habitat seeks to create a professional environment that fosters talent, their growth, and their autonomy, through a work organization based on **objectives and trust**.

Maps Habitat offers employees the opportunity for **economic savings** by reducing commuting expenses between home and work. The reduction in commuting also provides undeniable **environmental benefits** by lowering emissions from the use of transportation to physically travel to the office. The ideal Habitat that can enable this growth is built on trust, reliability, quality of life, connections, and relationships.

Key pillars of Maps Habitat:

##### Homeworking and flexible working hours

The new work model allows all employees to choose from **9 weekly plans ('Habitat') (two more than in 2022)** that enable them to alternate between office days and teleworking days, according to their needs. This system offers flexible hours, promoting a better work-life balance. The Group provides a **daily allowance of €2** for connection expenses related to teleworking. Additionally, each employee can choose to receive one of the following pieces of equipment on a free loan basis:

-  **Ergonomic chair with armrests**
-  **Monitor**
-  **Correct posture kit: keyboard, mouse, PC booster and footrest**

These provisions are in addition to the laptop and other communication and remote collaboration devices already provided by Maps Group to all staff.



##### Teamwork

Maps Habitat ensures the continuity of teamwork both remotely and on-site, promoting the exchange of ideas and collaboration. The initiative includes a requirement for each program to incorporate a few hours of weekly in-person collaboration among team members and one full day in the office for group meetings.

To further strengthen team cohesion, the **Group offered employees a monthly lunch throughout 2023 at partnered local restaurants and cafes**. Maps is always available to support those who wish to organize additional social events, such as Christmas toasts or after-work gatherings.

In addition, technological tools for **online collaboration** were introduced, and the company's spaces were reorganized as meeting places, with more meeting rooms and rotating shared desks, as the offices are designed to be spaces for collaboration rather than individual work.

Furthermore, starting in the 2023 fiscal year, Maps Group has offered all employees the opportunity to balance work and vacations by allowing them to **telework for up to three consecutive weeks per year** from a location of their choice.

In line with the established objectives and HR policies defined by the Group, in 2023, Maps Habitat was extended to all companies acquired in previous years, such as Energenius and I-Tel.

The results of the project are illustrated in the chapter dedicated to Environmental Responsibility.



GO TO THE INDEX



GO TO THE INDEX

### 4.3.2 WELFARE PLAN

GRI

401-2

MEAL VOUCHERS

FLEXIBLE BENEFITS

EDUCATION EXPENSES FOR CHILDREN

SUPPLEMENTARY HEALTH INSURANCE

NEGOTIATED DEALS

Maps Group's welfare plan includes a range of non-monetary benefits aimed at improving the economic and social well-being of employees and their families. Numerous initiatives support work-life balance, such as the option to work remotely, flexible hours, and study leave.

Additionally, at Maps Group offices, employees can receive mail and packages, use laundry and tailoring services at the Parma office, and purchase organic products from a local social agricultural cooperative with which Maps has a partnership. All welfare plan initiatives are detailed on the internal website Sharing News, where events and programs are posted monthly to stimulate personal interests, promote a sense of community, and share information, with the goal of creating sustainable value for everyone. Maps also provides corporate spaces for extracurricular activities and initiatives organized among colleagues, encouraging the sharing of passions and experiences.

The company offers flexible benefits to both permanent and temporary employees, accessible through an external welfare platform, to expand the range of offerings and make the selection process quicker and easier. To support employees with children, Maps reimburses up to 300 euros per year for education or babysitting expenses or other forms of childcare. Eligible expenses include the purchase of school books, summer camps, cafeteria services, school transportation, school and university fees, study vacations, extracurricular training courses, and sports activities



SHARING NEWS

#### FLEXIBLE BENEFITS

2023	2022
Maps Group has provided: <b>95.355,02€ +30%</b> of flexible benefits	Maps Group has provided: <b>73.381,68€</b> of flexible benefits

#### EDUCATION EXPENDITURE

2023	2022
Maps Group financed <b>30.488,66€ +17%</b> of education related spending	Maps Group financed: <b>26.100 €</b> of education related spending

#### TOTAL GROUP AMOUNT OF MEAL VOUCHERS

2023	2022
Maps Group has provided: <b>234.210€ +30%</b> Of meal vouchers	Maps Group has provided: <b>166.929€</b> of meal vouchers

In accordance with the objectives established and the HR policies defined by the Group, the Maps Group Welfare Plan has been adopted by all the companies acquired in previous years.

#### NEGOTIATED DEALS

The welfare plan includes numerous agreements that Maps Group has established for its employees. Among these active agreements, benefiting our employees, are partnerships with travel agencies, gyms, retail establishments such as cafes and restaurants, laundries, and cooperatives offering organic food products.

#### Meal vouchers

In 2023, Maps Group distributed meal vouchers totalling €234,210 to all employees through Ticket Restaurant, marking a 40% increase compared to the €166,929 distributed in 2022.\*This amount also includes the €2 smart voucher for remote workdays, introduced in September 2020 with the implementation of the Maps Habitat Project.

*\*The count also includes the smart voucher of 2 euros for days worked remotely, allocated from September 2020 with the implementation of the Maps Habitat Project.*

#### Supplementary health insurance

Maps Group considers it essential to supplement public healthcare services with additional health coverage, available to all Group employees.



Fondo Assistenza Sanitaria Dirigenti Aziende Commerciali



CASSA ASSISTENZA SANITARIA QUADRI



Fondo di Previdenza Mario Negri



Fondo Est assistenza sanitaria integrativa commercio turismo servizi e settori affini



Associazione Antonio Pastore



FONDO SANITARIO LAVORATORI METALMECCANICI





GO TO THE INDEX



GO TO THE INDEX



#### 4.4 OCCUPATIONAL SAFETY

GRI			
2-25	403-1	403-2	403-3
403-4	403-5	403-6	403-7
	403-8	403-9	403-10

Workplace safety is a crucial issue for Maps Group, directly impacting the well-being of its employees. For this reason, the Group not only complies with the regulations set forth in Legislative Decree 81/2008 but also adopts best practices to ensure both the physical and psychological safety of its workers. Maps Group promotes a **culture of safety** from the very beginning of the onboarding process, with **mandatory health and safety training courses** designed to raise awareness of risks and reinforce preventive and responsible behavior. In addition, specific refresher courses are offered to safety officers and personnel.

Maps Group's commitment to health and safety in the workplace is reflected in its **careful risk management**, through continuous analysis of critical issues and a **preventive approach**. This includes not only adhering to legal measures but also providing employee training, selecting compliant and accessible facilities suitable for workers with disabilities, and offering internal policies and procedures that promote best practices in health and safety. Additionally, employees are provided with tools to create suitable home workstations.

Employees can proactively report potential health and safety violations through the **Whistleblowing channel** available on the Maps Group website.

Furthermore, Maps Group:

- ▶ **Has a dedicated resource for health and safety** who reports directly to the Facility Manager and oversees regulatory compliance for all Group companies, including emergency management. This individual undergoes continuous training to refine their technical skills..
- ▶ **Has appointed a Head of the Prevention and Protection Service (RSPP), a Workers' Safety Representative (RLS), and an occupational physician** for each Group company, in addition to the personnel required for emergency management at each location.
- ▶ **Conducts regular medical examinations** for all occupational categories through a competent physician.

##### **From 2023:**

Creation of a Team *Facility management*;

- ▶ an accident register has been implemented, organized into sections for accidents and near misses, as well as Events.
- ▶ **A dedicated Teams channel** has been established for sharing internal procedures and Health and Safety documentation. This channel includes the uploaded Risk Assessment Documents (DVR) of the companies and the Health and Safety organizational

charts for the individual company sites.

- ▶ To maintain infrastructure in good condition and to archive documentation related to periodic inspections, the company is using the **proprietary software SmartNebula**. Incidents are recorded, assessed, and the necessary corrective actions are implemented by the Facility Management team through the Events Register.

##### **Risk analysis**

The activities carried out by the Group do not present significant workplace safety issues. **The primary risk, which is considered low**, is associated with the use of visual display units (VDUs). **Other minor risks** include office lighting, microclimate, work-related stress, musculoskeletal disorders, electrical risk, exposure to magnetic fields, as well as the risks of fire and earthquakes. To prevent any type of risk, Maps Group continuously drafts and updates the Risk Assessment Document (DVR) according to regulatory standards and verifies the personnel appointed for emergencies. In line with the increasing focus on workplace environments, a **minimum number of site inspections** have been agreed upon, involving dedicated company personnel and the RSPP. All Group properties are kept in a state of safety, with mandatory maintenance of equipment, systems, and other assets being verified through a schedule.

In addition to the training required by workplace health and safety regulations, the company disseminates documentation on **best practices for remote work** and the risks associated with it on the company's Sharing News website

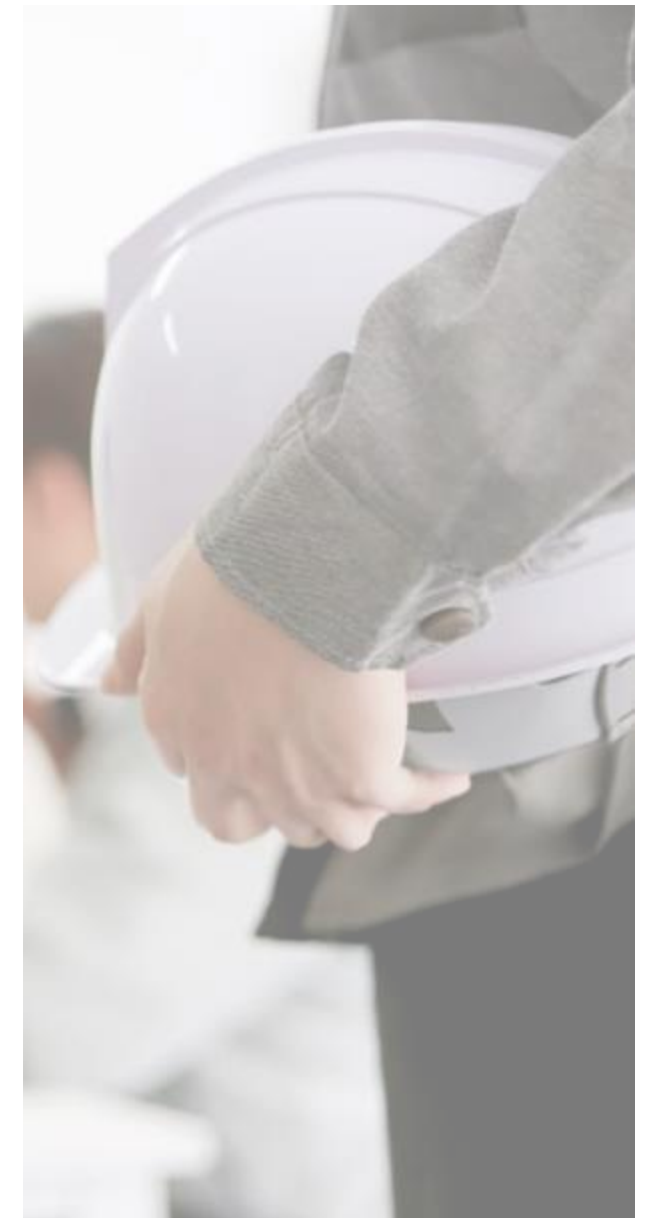
In any case, risks and incidents are mitigated by corrective actions and the supervision of competent personnel, the performance of audits, and the use of an events register to limit residual risk.

In cases where hardware installation is performed by our subcontractors, the direct participation of suppliers is required for coordinating the installation of equipment and/or training at the client's site. Where necessary, and when **interference risks** demand it, preliminary coordination meetings are held with the client's appointed health and safety representative, and the DUVRI (Single Document for the Assessment of Interference Risks) is prepared and distributed

Furthermore, the company has **implemented a verification system through the SmartNebula software, which ensures the control and validity of the mandatory documentation required by Legislative Decree 81/2008 to verify technical-professional suitability and compliance with safety regulations of our subcontractors.**

Thanks to a thorough risk analysis and the implementation of numerous safeguards, there were no cases of occupational diseases or serious injuries in 2023.

The Group currently **does not have a Health and Safety Management System**, but it has set the objective of adopting a Health and Safety Policy and Model in 2024, along with the initiation of a program of periodic audits at each location.





GO TO THE INDEX

GRI

### 4.5 LOCAL COMMUNITIES' SUPPORT

2-28 413-1

Maps Group believes that the sustainable growth of the Group is intrinsically linked to the promotion and development of the community in which it operates. For this reason, the Group is committed to building strong and beneficial relationships with relevant professional associations and actively supports, in some cases, associations and entities that operate with social and charitable purposes.

Among the initiatives carried out in 2023, the projects undertaken by the Group through its subsidiary I-Tel, a benefit corporation, are noteworthy.

[LINK](#)

In addition, Maps Group continued the projects initiated in 2021 with reference to



**Association Betania for the WebEdu project:** Through TEDx, relationships were established with S.O.L.E. Italia for **WebEdu - Connections in the Educating Community**, a project that brings together various companies, institutions, and associations in dialogue with local schools. The aim is to identify vulnerable individuals, help them develop life skills, and support their families in a shared journey of growth. Maps has decided to support WebEdu both financially and through publicity and awareness activities, recognizing that the business community rooted in the area can become, alongside institutions, schools, and families, a fundamental component of the social network dedicated to supporting the most vulnerable.



**Nativa Project by Cigno Verde:** For years, the cooperative has been working to increase employment opportunities for disadvantaged individuals or those at risk of social exclusion through activities related to Social Agriculture. Maps, through the signing of the agreement under Article 22, contributed to the inclusion of one person in a work program within the Cooperative. For over five years, Maps has been purchasing organic products, seasonal fruits, and cleaning supplies, which are distributed to the Group's main offices.



**Biricc@ Social Cooperative Onlus:** For over 9 years, Maps has supported this type B social cooperative, which is dedicated to the inclusion of disadvantaged individuals, both physically and mentally, through reintegration projects into the workforce and the local community. The cooperative's workers are responsible for the cleaning service at the Parma headquarters, and since 2019, they have also provided the Salvatempo laundry and tailoring service within the company.



**Aliante Social Cooperative of Modena:** For years, the cooperative has been working to integrate disadvantaged individuals into the workforce, as well as providing educational and recreational activities for children, green space maintenance, and other socially impactful activities. The cooperative has also renewed its AGCM Legality Rating with the highest score and obtained ISO 45001 certification. Since 2018, Maps Group has signed an agreement under Article 22, through which cleaning services are provided at the Modena office and the tailoring workshop, 'La stoffa delle Idee'.

The parent company, Maps S.p.A., is a member of Confindustria, specifically the Unione Parmense degli Industriali (UPI). Belonging to this network of representative companies in Parma offers the opportunity to engage in dialogue with local businesses, institutions, public administrations, and other economic and trade union organizations. This dialogue facilitates the promotion of projects and initiatives that have a positive impact on the region, including in terms of sustainability.

As a company listed on the Euronext Growth Milan segment, Maps has been a member of Assonext, the Italian association of listed SMEs, since 2022.

In the Healthcare sector, the Group participates in numerous other associations, including through its subsidiaries operating in the sector. This involvement allows for a better understanding of market trends, customer needs, and emerging technologies.



In the Energy sector, where the Group has directed significant investments, we have also joined numerous trade associations. This allows us to effectively promote the new technologies developed specifically for the sector, as well as to better understand market trends and current regulations. Below are the associations of which Maps Group is a member:



GO TO THE INDEX



# 5

## VALUE CHAIN



**2023**

**91%**

CUSTOMER RETENTION



**2022**

**86%**

CUSTOMER RETENTION



**2023**

**0%**

PENALTIES



**2022**

**0,04%**

LITIGATION

**9 progetti**

financed in whole or in part by public bodies



**406.653 €**

Public contributions for funded projects pertaining to 2023



**of which 2 launched in 2023**

IN THIS CHAPTER:

5.1 SUPPLY CHAIN

5.2 PARTNERSHIPS

5.3 MAPS GROUP'S CUSTOMERS

5.4 RESEARCH & SOLUTIONS AND TECHNOLOGICAL INNOVATION

5.5 PROJECTS FINANCED BY THIRD PARTIES



↑ GO TO THE INDEX

↑ GO TO THE INDEX

## 5.1 SUPPLY CHAIN

GRI  
2-6 204-1

The achievement of Maps Group's strategic objectives and the ability to maintain a high standard of service quality is undoubtedly also due to the company's **ability to build a supply and consulting network capable of creating long-term value**. To this end, the Group has established strong commercial and personal relationships with suppliers, based on **mutual trust**. Relationships with suppliers are also managed in accordance with the principle of fairness, in compliance with internal procedures and the principles of the Group's Code of Ethics and Code of Conduct.

The Group's suppliers are primarily **located in Italy**, specifically near the Parma and Milan offices.

The local presence of suppliers, particularly those related to the Delivery category, has always enabled efficient collaboration and interaction, allowing for a better response to the needs of final customers.

### 5.1.1 PURCHASING

Below is a detailed breakdown of the purchases made by the Group, categorized by type of supply.

TYPES OF PURCHASES	2023	2022
	% of the total	% of the total
Utility costs	2,60%	1,09%
Office management	3,05%	5,63%
Software licence/hosting	9,75%	7,45%
Raw materials	33,08%	31,83%
Administrative services and consultancy	7,31%	8,14%
Professional Services	17,01%	20,32%
Commercial expenses	7,62%	6,67%
Costs of upskilling, education and training	1,60%	1,54%
Travel expenses	1,97%	1,35%
Expenditure on the use of third-party property	14,71%	13,43%
R&D	1,30%	2,56%
<b>TOTAL</b>	<b>100%</b>	<b>100,01%</b>

\*Group expense amounts, with the exception of companies acquired in 2022

### 5.1.2 LITIGATION

As in the previous year, in 2023, there were no **disputes** with the Group's suppliers; This confirms the commitment and desire to establish **relationships of trust** and the effectiveness of the careful procedure of preventive evaluation of the suppliers themselves.

## 5.1.3 SUPPLIER SELECTION PROCESS

The selection of suppliers is carried out through a **careful qualification and evaluation process**, conducted in accordance with the quality management system and the procurement procedure

**.In 2024, this process will be enhanced and implemented through a more structured and comprehensive system for systematically monitoring suppliers**. The new process, based on ISO 9001, will include targeted questionnaires for suppliers and the planning of supplier audits, allowing for the collection of more detailed information and the conduct of periodic evaluations of supplier performance.

A specific internal report is planned, based on a preliminary assessment of the following elements:

- ▶ professional qualifications;
- ▶ economic feasibility study;
- ▶ verification of potential incompatibilities and/or conflicts of interest.

- ▶ Commitment to comply with regulations on health and safety (Legislative Decree 81/2008), Model 231 (Legislative Decree 231/2001), Environmental Protection, and Privacy (GDPR 679/2016).
- ▶ ISO certifications, depending on the type of supply.
- ▶ Acceptance of the code of ethics.

In 2023, the Group initiated a process aimed at increasing its focus on **promoting and protecting human rights** and overall sustainability in both the selection and evaluation phases of its suppliers

## 5.2 PARTNERHIPS

To strengthen its national footprint and enhance its proprietary solutions, Maps Group follows a strategic approach centered on forming **partnerships**. These partnerships are primarily aimed at:

- ▶ enhancing the performance of its proprietary solutions through integration with software provided by partners;
- ▶ expanding the consulting network that Maps Group relies on for its projects;
- ▶ increasing its presence across the national territory by leveraging the partner's local experience and knowledge;
- ▶ expanding the sales channels for the solutions developed by Maps Group.

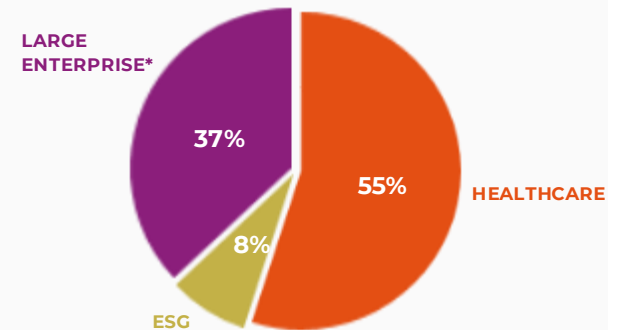
## 5.3 MAPS GROUP'S CUSTOMERS

GRI  
2-4 2-25

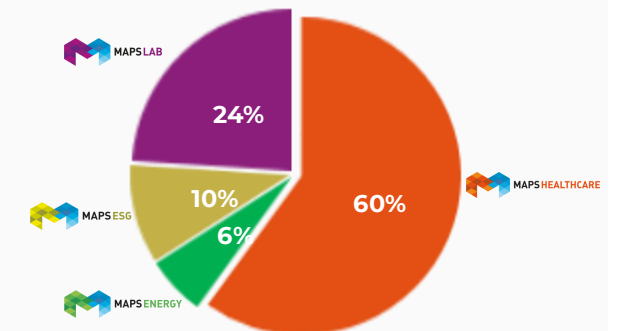
The Group boasts a diverse customer base, which has progressively grown in recent years as the company's scope has expanded. The chart on the right-hand side depicts the number of end customers served, categorized by customer type and highlighting the markets in which the Group operates.

The chart also illustrates the breakdown of Maps Group's revenues by the markets served through its various Business Units.

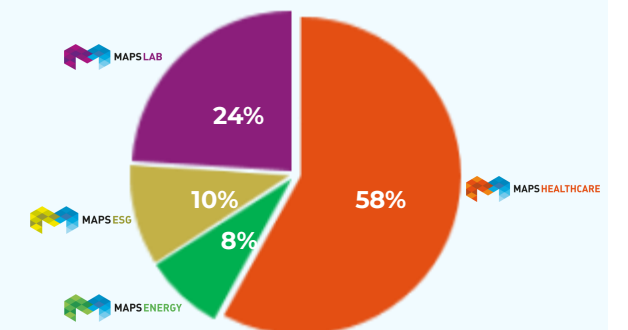
### REVENUE GENERATION 2021



### REVENUE GENERATION 2022



### REVENUE GENERATION 2023



From the chart, it is evident that the Healthcare market continues to represent the largest share of the Group's revenue. The other Business Units show stable figures, while the Energy BU has increased its revenues, partly due to the contribution from the acquisition of Energenius S.r.l., completed in October 2022.

\*The BU Large Enterprise corresponds to the BU Maps Lab, excluding the BU Energy, which was spun off and gained full organizational and managerial autonomy in 2022.





↑ GO TO THE INDEX

The tables also provide full insight into the evolution and development of each BU within Maps Group, showing the number of end customers served, categorized by customer type.

Mercato	Number	
	2023	2022
Retail	29	25
Manufacturing	55	11
Other	118	50
PA	77	60
Public Health	143	134
Private Health	187	156
Utility	28	12
<b>Grand total</b>	<b>636</b>	<b>448</b>

\*The 2022 figures do not include the customers of the companies acquired during 2022.

GRI

3-3

### 5.3.1 CUSTOMER SATISFACTION

In order to monitor the level of customer satisfaction, several representative KPIs were recalculated during the year, providing an objective assessment of customer satisfaction.

#### Penalties

By comparing the total penalties with the overall revenue generated by the Group, we obtain an objective and representative indicator of our customers' satisfaction level. The elimination of penalties, therefore, indicates that customer satisfaction has improved compared to the previous year



#### Retention

Customer loyalty represents an important KPI that can assess the willingness of our clients to continue choosing our solutions and services.

Specifically, we have decided to evaluate customer loyalty by monitoring the percentage of clients who, over the course of the year, have chosen to continue using our products.

As can be observed, customer loyalty aligns with the findings of the previous KPI, indicating an overall improvement in customer satisfaction.



### 5.4 RESEARCH & SOLUTIONS AND TECHNOLOGICAL INNOVATION

Maps Group possesses an organizational unit specifically dedicated to identifying market challenges and opportunities, assessing the feasibility of potential solutions, and developing those selected to address identified market needs. The proprietary solutions developed by Maps Group through the R&D BU are then handed over to the market-oriented Business Units for commercial go-to-market and delivery.

This BU plays a crucial role in corporate innovation, managing technological innovation projects by leveraging public funding and resources from the PNRR (National Recovery and Resilience Plan) to maximize the available resources. It works closely with the academic world, contributing to student education by offering opportunities to prepare their thesis within the company, participating in seminars, and providing support to Ph.D. students. Through these interactions, the company can identify market needs and develop innovative software solutions, ensuring continuous growth and a competitive advantage. The partnership with academia, therefore, enriches both the company and educational institutions, creating an environment conducive to the development of new ideas and talent.

In 2023 alone, 9.7% of total revenues were invested in research and development activities, a slight decrease compared to 2022. Although the amount invested remains stable year-over-year in absolute terms, it has decreased as a percentage due to the Group's improved revenue. This confirms Maps' ongoing commitment to identifying customer needs and seeking the most appropriate and sustainable long-term solutions for them.

- THE DEGREE PROGRAM FOR ADVISORY COMMITTEE MEMBERS  
COMPUTER ENGINEERING COURSE  
UNIMORE
- SEMINARIO ON NLP IN THE CLINICAL DOMAIN  
COMPUTER ENGINEERING COURSE  
UNIMORE
- COLLABORATION ON PROJECT FOR CLIENT IN THE FIELD OF "SYSTEMATIC LITERATURE REVIEW" WITH UNIPR AND UNIMORE
- SEMINAR WITHIN THE ENERGY ENGINEERING DEGREE PROGRAM  
UNIVERSITÀ DI PADOVA

↑ GO TO THE INDEX


[GO TO THE INDEX](#)

GRI

201-4

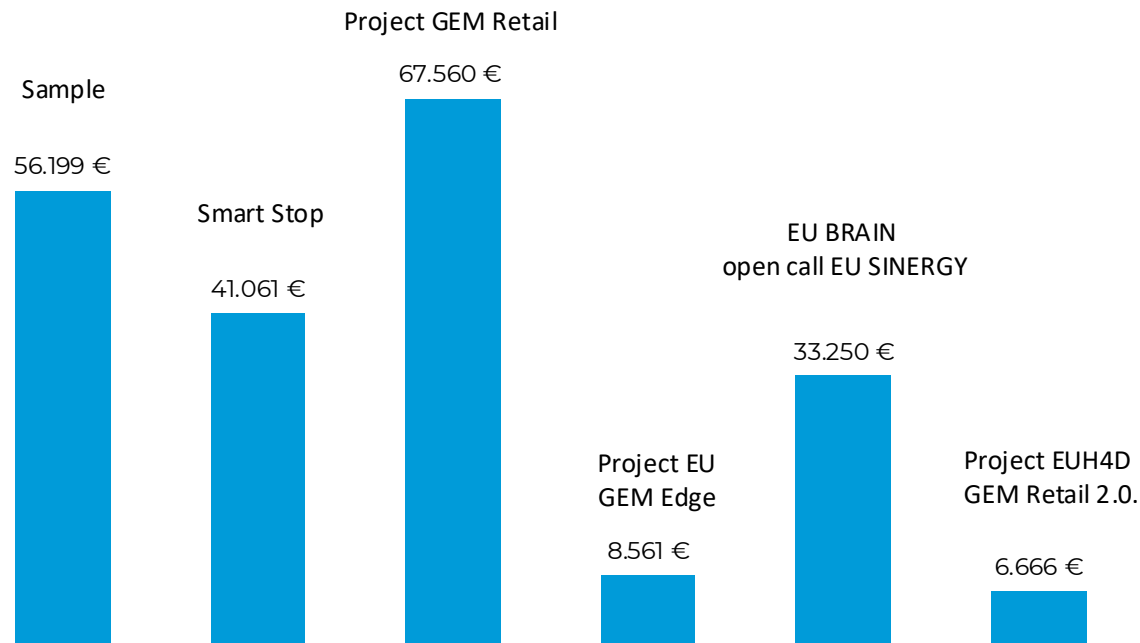
## 5.5 PROJECTS FINANCED BY THIRD PARTIES

During the fiscal year, **Maps Group** collaborated with major national and European research centers on various initiatives, receiving **funding** from third-party entities, including the **European Union**. The objective of these projects is to further develop and implement our technological solutions.

The table on the right presents that lists of all new initiatives in which Maps Group has participated and

the funding received for the current year, specifying the Group beneficiary entity..

Maps Group also continued its commitment to projects initiated in previous years, with details provided on the dates and respective contributions received during the fiscal year ending December 31, 2023.:



For further information on the projects illustrated above, please refer to the 2022 Sustainability Report.


  
[GO TO THE INDEX](#)

Project	Agency	Description	Amount	Beneficiary
<b>USES 4 HEATS HORIZON-CLS-2023-D3-01-14</b>	European Climate, Infrastructure and Environment Executive Agency (CINEA), European Commission.	<p>USES4HEAT is a project involving Maps S.p.A. and a consortium (KTH), focusing on large-scale seasonal energy storage for underground heating. The aim is to provide a reliable and decarbonized energy supply. Currently, the heating sector is not meeting the Net-Zero targets set by the IEA. District heating networks are considered a key solution for decarbonizing the heating sector. USES4HEAT aims to demonstrate innovative large-scale thermal storage solutions, featuring two underground TES (Thermal Energy Storage) units designed to maximize the reliability and resilience of heat supply, while reducing energy losses and environmental impact.</p> <p>The project also demonstrates six key enabling components/technologies and their integration with seasonal storage: advanced drilling equipment, high-temperature layered drilling pipes, efficient heat pumps integrated with underground water tanks, hybrid solar panels, and AI-based energy management tools. USES4HEAT aims to demonstrate the effectiveness and technical-economic-social feasibility of these large-scale energy storage systems, ensuring reduced environmental impact and a reliable, decarbonized heat supply.</p>	50,148 €	Energenius S.r.l.
This project has received funding from the European Union's Horizon 2020 research and innovation programme				
<b>PARMENIDES - HORIZON-CLS-2022-D3-01</b>	European Climate, Infrastructure and Environment Executive Agency (CINEA), European Commission	<p>PARMENIDES is a project in which Maps S.p.A. participates alongside a consortium (AIT), focusing on Plug&amp;Play energy management for hybrid energy storage systems. The goal is to ensure interoperability between different platforms and compatibility across domains. The ontology developed, by extending existing ones, will provide a knowledge base for the electricity and heating sectors, with a focus on the use of Hybrid Energy Storage Systems (HESS). This ontology will include information on energy community customers, their behaviors, and related components, creating a standardized vocabulary for the energy community domain.</p> <p>The innovative Energy Management Systems (EMS) developed will use the ontology as a knowledge base, ensuring flexible software design and solution scalability. PARMENIDES will define an information and communication architecture for the integration of EMS, enabling interoperable, reliable, and secure data and instruction exchange. Pilots in Austria and Sweden will demonstrate the effectiveness of the EMS in different situations: the first in optimizing energy communities with various storage technologies; the second in providing flexibility over very short timescales through innovative control of heat pumps, electric and thermal batteries, and seasonal storage via geothermal heat exchangers.</p>	143,208 €	Maps S.p.A.
This project has received funding from the European Union's Horizon 2020 research and innovation programme				



# 6 ECONOMIC RESPONSIBILITY



## TOTAL VALUE GENERATED



**30,4 Mln**  
2023

**27,6 Mln**  
2022

## DISTRIBUTED



**85%**  
2023

**80%**  
2022

## EUROPEAN TAXONOMY

	Eligibility by Objective		
	Turnover	OpEx	CapEx
Climate Change Mitigation (CCM)	3,49%	2,15%	15,77%
Climate Change Adaptation (CCA)	1,53%	1,13%	%
Sustainable Use and Protection of Water and Marine Resources (WTR)	%	%	%
Transition to Circular Economy (CE)	22,75%	12,66%	%
Pollution Prevention and Control (PPC)	%	%	%
Protection and Restoration of Biodiversity and Ecosystems (BIO)	%	%	%

**+4,29%** SHARE CAPITAL MAPS S.P.A.

**+5,04%** OUTSTANDING ORDINARY SHARES WITH NO PAR VALUE

**49.200** BUY BACK (N° SHARES PURCHASED)

**+4,67%**

Net Worth Maps S.p.A.



### IN THIS CHAPTER:

6.1 ECONOMIC PERFORMANCE

6.2 DISTRIBUTION OF THE ECONOMIC VALUE GENERATED

6.3 FISCAL POLICY

6.4 EUROPEAN TAXONOMY

6.5 ELIGIBLE ACTIVITIES PER OBJECTIVE



↑ GO TO THE INDEX

GRI

↑ GO TO THE INDEX

## 6.1 ECONOMIC PERFORMANCE

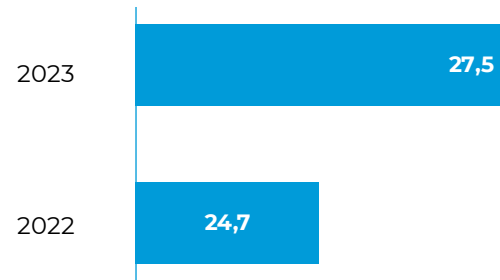
201-1

In 2023, in line with our corporate strategy, we continued to **invest in the expansion and growth of our products**. This ongoing commitment over the years has led to tangible results, shaping our business model in a way that distinctly sets us apart from the models generally employed by other companies in the software industry.

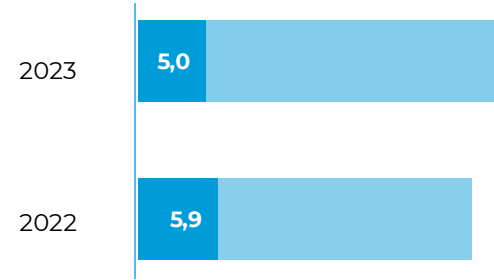
While many companies primarily rely on projects and the sale of individual expertise, the Economic Value Generated by our products has become **the core of our activities**. Our **Business Model stands out for its high scalability, profitability, and the recurring component** derived from maintenance and usage fees for our products.

<sup>1</sup> Calculated as the sum of Revenue, Other Income, and Changes in Work in Progress, as per the consolidated financial statements.

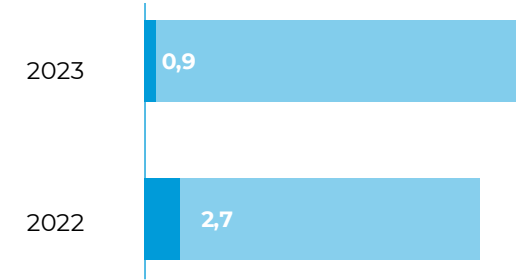
### VALUE OF PRODUCTION



### EBITDA



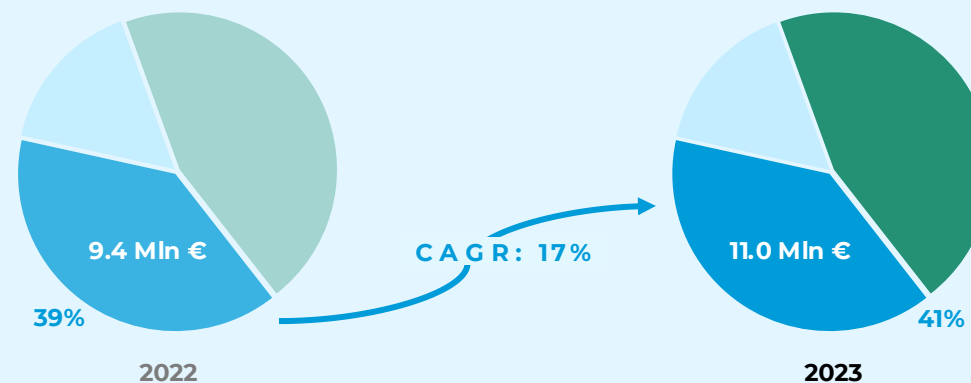
### NET PROFIT



### PRODUCT REVENUE

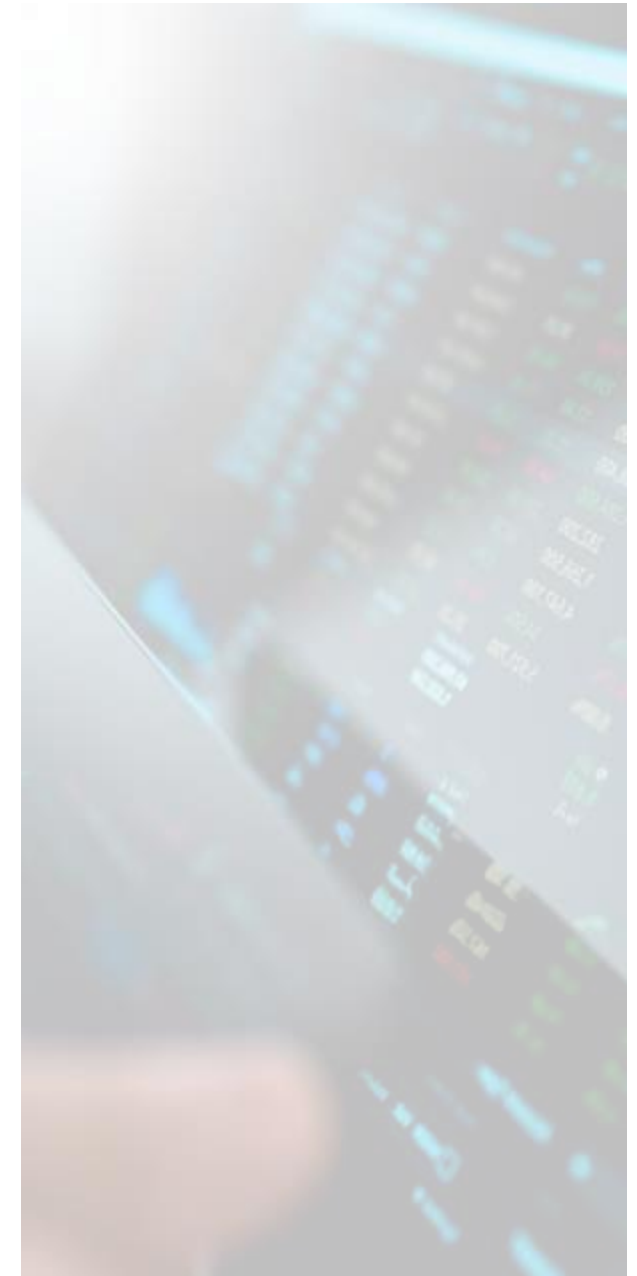


### REVENUE GENERATED BY RECURRING FEES



In 2023, **the share capital** of Maps S.p.A. **increased** from €1,387,747.48 to €1,447,227.48. This increase was primarily driven by the exercise of warrants during the eighth and ninth conversion windows. As a result, the **number of outstanding ordinary shares** rose from 11,790,749 to 12,385,549 (+5.04%).

The Group's equity, calculated in accordance with IFRS principles, increased from €21,000,048 to €22,322,802 (+6.3%). The equity attributable to MAPS shareholders rose from €16,240,576 to €16,999,397 (+4.67%), despite the purchase of treasury shares, which resulted in a reduction of approximately €577,859 (49,200 shares were purchased during 2023).





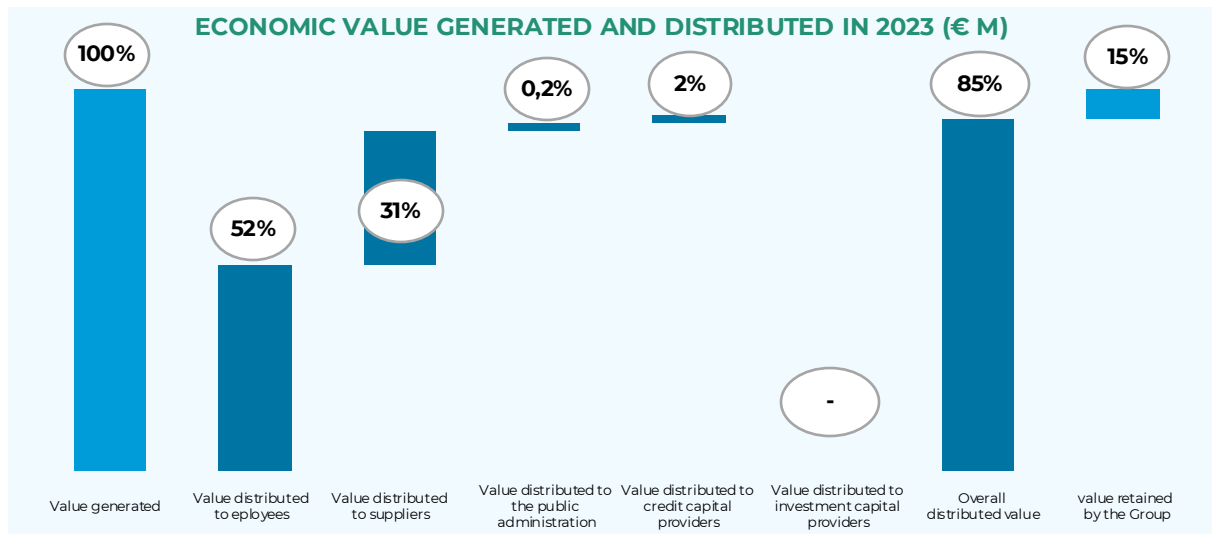
↑ GO TO THE INDEX

↑ GO TO THE INDEX

## 6.2 DISTRIBUTION OF THE ECONOMIC VALUE GENERATED

GRI 201-1

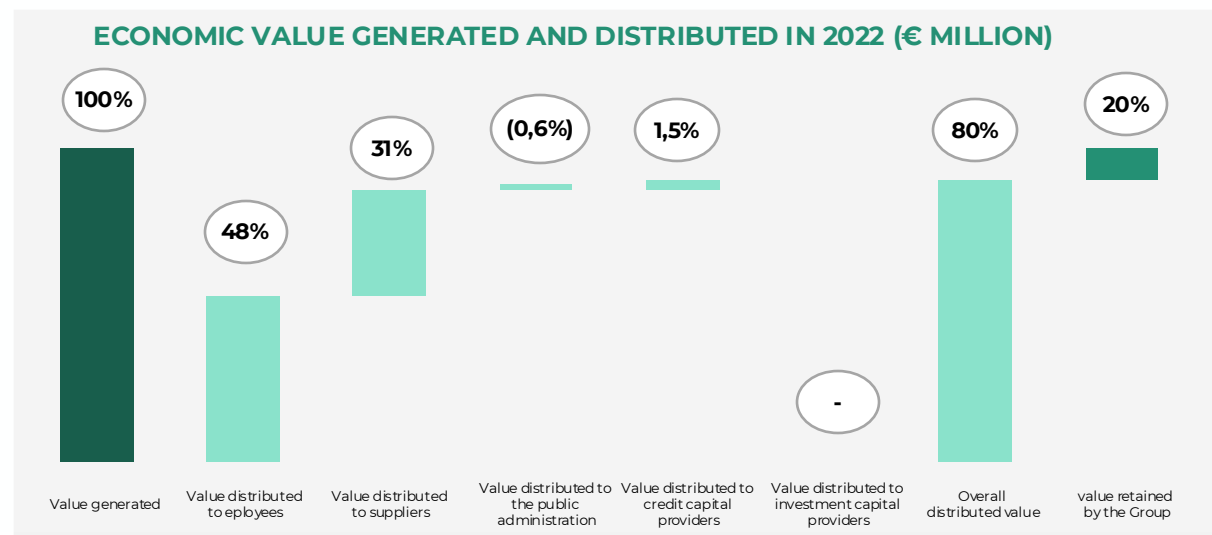
The distribution of the Economic Value Generated by category of stakeholders:



As highlighted in the chart, the value generated during the fiscal year was primarily used to compensate the Group's employees and suppliers, with a total distribution share of approximately 83%. The high percentage allocated to employees (52%) underscores the importance placed on the Group's staff, as previously highlighted in this document.

The value distributed to the Public Administration through taxes represents about 0.2%, while the value distributed to credit capital providers accounts for 2%, distributed through financial charges<sup>2</sup>.

As in the previous year, the Group chose not to distribute economic value to shareholders, preferring to retain resources within the company to finance its growth. Overall, more than 85% of the value generated was redistributed among the Group's stakeholders who contributed to generating it, while the remaining 15% was retained within the company to fund strategic investments.



<sup>2</sup> Excluding the application of the principle FRS 16

Value Generated and Distributed	31.12.2023	31.12.2022
<b>Economic value generated by the Group</b>	<b>30.401.460</b>	<b>27.589.023</b>
Revenue from sales and services	27.793.407	22.849.086
Other revenues	810.859	839.301
Variation in work in progress on contracts	-1.057.975	1.060.300
Financial income	192.501	45.444
Increase of internally generated assets	2.662.668	2.794.892
<b>Economic value distributed by the Group</b>	<b>25.960.959</b>	<b>22.102.452</b>
<b>Value distributed to suppliers</b>	<b>9.383.554</b>	<b>8.607.060</b>
Cost of goods sold	-1.913.150	-1.540.066
Service fees	-6.387.629	-6.477.016
Fixed operating costs	-989.456	-375.065
Non-recurring costs	-93.319	-214.913
<b>Value distributed to employees</b>	<b>15.941.499</b>	<b>13.264.420</b>
Personnel costs	-15.941.499	-13.264.420
<b>Value distributed to credit capital providers</b>	<b>583.949</b>	<b>396.284</b>
Financial charges	-583.949	-396.284
<b>Value distributed to investment capital providers</b>	<b>-</b>	<b>-</b>
Distribution of profits for the year	-	-
<b>Value distributed to the public administration</b>	<b>51.957</b>	<b>-165.312</b>
Operating taxes	-51.957	165.312
<b>Value distributed to the community</b>	<b>-</b>	<b>-</b>
<b>Economic value retained by the Group</b>	<b>4.440.503</b>	<b>5.486.572</b>
Net profit for the year	924.580	2.694.677
Amortisation/ Depreciation	3.515.923	2.791.895

GRI 201-1

## 6.3 FISCAL POLICY

Maps Group has adopted the tax consolidation regime to determine the emergence of a single tax liability for the various companies within the Group. This approach also enhances transparency in the declaration of taxable income and serves as an effective measure to prevent potential fraud through the transfer of profits between companies within the same group.

During 2023, the Group benefited from tax reliefs and tax credits totalling 250,864 euros.





GO TO THE INDEX

GRI

201-1

### 6.4 EUROPEAN TAXONOMY

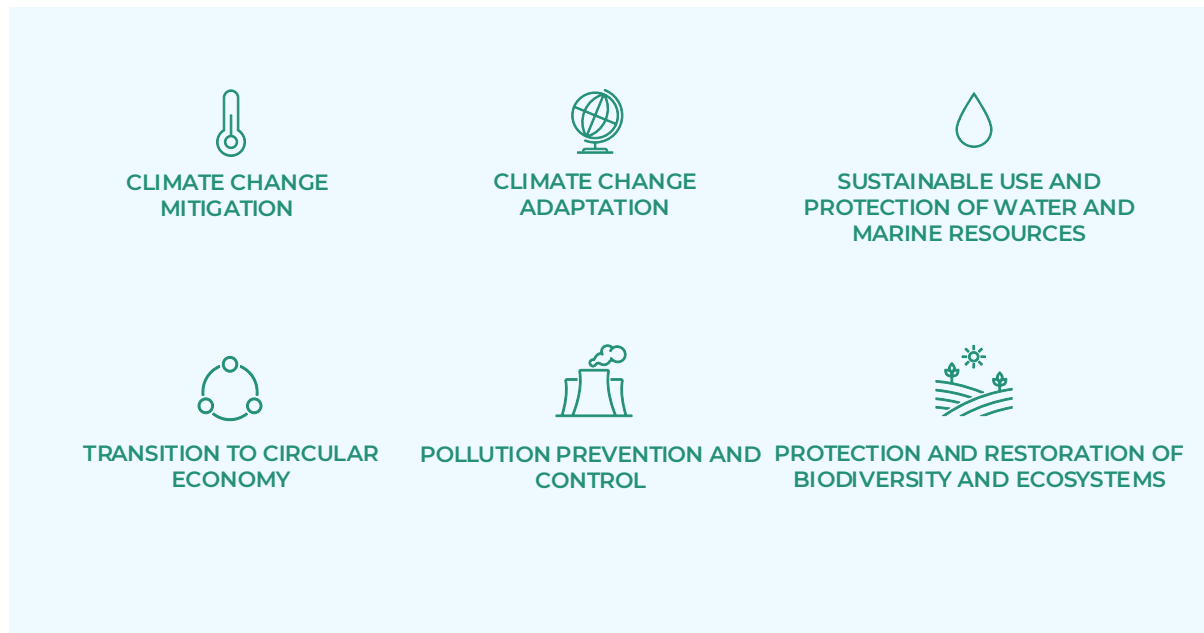
The European Taxonomy is a classification system designed to identify economic activities that are also environmentally sustainable. An independent group of experts was tasked with establishing rigorous scientific criteria capable of assessing the environmental performance of various economic activities. Based on these criteria, in June 2020, the European Parliament and Member States drafted and adopted the Taxonomy Regulation.

The 'Climate Delegated Act' was published on December 9, 2021, and became applicable on January 1, 2022. This act covers activities that contribute substantially to the objectives of climate change mitigation and adaptation under the EU Taxonomy.

Additionally, the 'Environmental Delegated Act' was published on November 21, 2023, and became applicable on January 1, 2024. This act includes activities that contribute substantially to the

environmental objectives of sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control, and the protection and restoration of biodiversity and ecosystems.

Economic activities that fall within the scope of the Taxonomy Regulation, defined as 'eligible' activities, are evaluated for their environmental impacts based on specific criteria outlined in the Delegated Acts of the Taxonomy. To be considered environmentally sustainable under the European Taxonomy, an activity must contribute substantially to at least one of the six identified environmental objectives without significantly harming the other five.



At the same time, the company must comply with the 'Minimum Social Safeguards,' which include social and ethical standards, such as those demonstrated through its commitment to the United Nations Global Compact initiative.

The Taxonomy Regulation represents a crucial step towards the EU's goal of achieving climate neutrality by 2050. Through the Taxonomy, legislators have introduced a tool that promotes transparency and comparability of environmentally sustainable

investments, providing a common language for all investors.

This same Taxonomy is also used by investors to comply with Regulation (EU) 2019/2088, known as the Sustainable Finance Disclosure Regulation (SFDR). This regulation requires European investors to disclose the sustainability level of their funds and financial products, which can be classified as

GO TO THE INDEX

#### Article 6 - Financial products that integrate ESG risks or explain why sustainability risks are not relevant

These funds integrate environmental, social, and governance risk considerations into the investment decision-making process or explain why sustainability risks are not relevant. They do not explicitly promote environmental or social characteristics, nor do they have a sustainable investment objective.

#### Article 8 (known as "Light Green") - Financial products that promote environmental or social characteristics

These funds promote environmental or social characteristics, provided that the companies in which investments are made follow good governance practices. While they may not have sustainable investment as their primary objective, they do include ESG criteria in their investment process, influencing investment decisions and portfolio composition.

#### Article 9 (known as "Dark Green") - Financial products with a sustainable investment objective

These funds have an explicit sustainable investment objective, such as reducing carbon emissions or promoting social initiatives. They aim to achieve a significant positive impact while generating financial returns. These funds are subject to rigorous selection processes to ensure that investments align with specific sustainability objectives, making them highly focused on contributing to sustainable development.

In line with the developments introduced in the 2022 Sustainability Report and to meet the informational needs arising from the introduction of the aforementioned Regulations, Maps Group has

decided to renew its commitment to sustainability by embarking on a path to enhance the information provided through the implementation of the European Taxonomy. This process began this year with the identification of economic activities eligible for the six Environmental objectives, as outlined in the table below:

EU Taxonomy objective	Activity description	Code
Climate change mitigation	Data processing, hosting and related activities	MCC 8.1
Climate change adaptation	Programming, IT consulting and related activities	ACC 8.2
Transition to circular economy	Delivering data-driven IT/OT solutions	TEC 4.1
	Sale of spare parts	TEC 5.2

Code	Objective	Activity
4.1	CE	Delivering data-driven IT/OT (information technology/operational technology) solutions
5.2	CE	Sale of spare parts
7.4	CCM	Installation, maintenance and repair of electric vehicle charging stations in buildings (and parking spaces attached to buildings)
8.1	CCM	Data processing, hosting and related activities
8.2	CCA	Computer programming, consulting and related activities

For each of these activities, the levels of Revenue, Operating Expenses (OPEX), and Capital Expenditures (CAPEX) that are actually eligible have been identified based on their alignment with the objectives themselves.

In the near future, the Company's goal is to maintain a continuous improvement process by further enriching the information provided in the Sustainability Report with the addition of the alignment calculation.



↑ GO TO THE INDEX

↑ GO TO THE INDEX

### 6.5 ELIGIBLE ACTIVITIES PER OBJECTIVE

The methodology for calculating the economic and financial KPIs that determine the proportion of activities eligible under the Taxonomy is based on data from the Consolidated Financial Statements and internal accounting.

To determine which activities are eligible, the process involved several key stages: first, we assessed whether Maps Group's activities were aligned with one of the six environmental objectives outlined by the EU Taxonomy: climate change mitigation, climate change adaptation, sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control, and protection and restoration of biodiversity and ecosystems. This was followed by mapping Maps Group's activities against the relevant sectors delineated for each EU Taxonomy objective. This process involved a thorough review of the company's operations, projects, and expenditures to ensure alignment with the EU Taxonomy objectives

The analysis was conducted for all of Maps Group's activities in terms of the company's revenue, operating expenses, and capital expenditures, resulting in the identification of eligible sectors for the following EU Taxonomy objectives: climate change mitigation, climate change adaptation, and transition to a circular economy.

Below, we present the qualitative information required by the Regulation for constructing the economic and financial KPIs necessary for the Taxonomy. In particular, we will illustrate the methods for calculating the percentages related to revenue (Turnover), operating expenses (OpEx), and investments (CapEx) derived from products or services associated with environmentally sustainable

activities:

#### TURNOVER

To determine the percentage of eligible activities relative to Maps Group's revenue, we identified the revenues generated from Maps Group's activities connected to the relevant sectors and their respective EU Taxonomy objectives. Based on this analysis, we identified activities eligible for the following EU Taxonomy objectives and relevant sectors

EU Taxonomy objective	Activity description	Code
Climate change mitigation	Data processing, hosting and related activities	MCC 8.1
Climate change adaptation	Programming, IT consulting and related activities	ACC 8.2
Transition to circular economy	Delivering data-driven IT/OT solutions	TEC 4.1
	Sale of spare parts	TEC 5.2

The proportion of eligible revenue is calculated by dividing the revenue generated from these eligible activities by the company's total revenue, and then expressing this ratio as a percentage.

*Numerator:* For the Healthcare Business Unit, revenues from maintenance-assistance fees and hardware-related tickets were included. For the Energy Business Unit, revenues related to energy monitoring and efficiency fees, energy community subscriptions, and consultancy services for the following activities: Law 10 compliance, Energy Performance Certificates (APE), superbonus incentives, and ENEA declarations.

*Denominator:* All consolidated revenues of the Group, including all income derived from the sale of goods or the provision of services. These revenues are measured at "fair value," representing the amount actually received or receivable.

#### CLIMATE CHANGE MITIGATION

Eligible activities for climate change mitigation include those that significantly contribute to the reduction of greenhouse gas emissions, such as renewable energy production, energy efficiency improvements, and low-carbon transportation.

Indeed, some of the core services offered by Maps Group contribute to climate change mitigation through data processing and hosting. This is achieved by configuring and installing the software provided by the Energy Business Unit. These solutions enhance the energy efficiency of clients' facilities by monitoring and intelligently managing the renewable energy produced by their plants.

#### CLIMATE CHANGE ADAPTATION

Activities that adapt operations to the impacts of climate change, such as the development of infrastructure to withstand extreme weather conditions, are eligible.

Maps Group, through its subsidiary Energenius, has contributed by providing specific consultancy services: Superbonus 100%; Energy Report (formerly known as Law 10 of 1991); Energy Performance Certificates (APE); ENEA declarations. Additionally, through the Energy Business Unit, it has generated revenue from the maintenance and support of installed software, as well as from subscriptions to the proprietary ROSE Energy Community solution, which plays a key role in the comprehensive management of Renewable Energy Communities and Collective Self-Consumption Groups.

#### TRANSITION TO CIRCULAR ECONOMY

Whenever possible, Maps Group sells or replaces damaged hardware components with decommissioned or refurbished parts. This approach extends the life of products already sold and reduces waste, giving new life to items that are no longer in operation.

In addition, through many of the solutions developed by the Healthcare Business Unit, Maps Group offers technologies that integrate corporate information systems with operational systems. This approach enables improved efficiency and resource management in both private and public healthcare facilities

#### OPEX

To determine the percentage of eligible activities related to the OpEx of Maps Group, we first evaluated the eligibility of relevant sectors according to the definitions set forth in the EU Taxonomy Regulation for each applicable EU Taxonomy objective (climate change mitigation, climate change adaptation, and transition to a circular economy) and in alignment with the scope of Maps Group's operations. After identifying the relevant sectors and associating them with Maps Group's activities, we proceeded to identify all operating costs linked to the eligible activities. The following EU Taxonomy objectives and relevant sectors were identified

EU Taxonomy objective	Activity description	Code
Climate change mitigation	Data processing, hosting and related activities	MCC 8.1
Climate change adaptation	Programming, IT consulting and related activities	ACC 8.2
Transition to circular economy	Delivering data-driven IT/OT solutions	TEC 4.1
	Sale of spare parts	TEC 5.2

The proportion of eligible OpEx is calculated by dividing these costs by the total operating expenses, and then converting the ratio into a percentage

*Numerator:* for the Healthcare Business Unit, the costs included are those related to maintenance/support fees and hardware-related costs. For the Energy Business Unit, the costs include those associated with energy monitoring and efficiency fees, energy community subscriptions, and consultancy services for the following activities: Law 10 compliance, Energy Performance Certificates (APE), superbonus incentives, and ENEA declarations.

*Denominator:* the total operating expenses considered include operating costs, service expenses, and raw material consumption, encompassing all expenditures necessary for the daily operations of the Group..





↑ GO TO THE INDEX

### CLIMATE CHANGE MITIGATION

Eligible operating expenses include costs for the maintenance and operation of systems that reduce emissions, such as renewable energy plants or energy-efficient machinery.

The expenses incurred by Maps Group relate to the configuration and installation of software from the Energy BU portfolio, which enables clients to optimize energy production, as well as to monitor and intelligently manage consumption

### CLIMATE CHANGE ADAPTATION

This category includes expenses for activities such as the maintenance of buildings resilient to climate change or the adaptation of supply chains to climate risks.

The OpEx incurred by the Group related to CCA 8.2 derive from costs associated with energy-related consultancy; expenses related to direct and indirect maintenance costs of installed software, and the management costs of software for Renewable Energy Communities and Collective Self-Consumption Groups.

### TRANSITION TO CIRCULAR ECONOMY

With reference to OpEx related to the provision of data-driven IT/OT solutions (CE 4.1) and the sale of spare parts (CE 5.2), Maps Group considered eligible the maintenance costs of products from the Healthcare BU, as well as, to a lesser extent, those related to the SaaS solutions of the Energy Business Unit



### CAPEX

To determine the percentage of eligible activities related to the CapEx of Maps Group, we assessed the eligibility of relevant sectors based on their definitions as outlined in the EU Taxonomy Regulation for the applicable EU Taxonomy objectives, specifically climate change mitigation. Additionally, we identified investments and expenses in activities and projects that are eligible under the EU Taxonomy, based on the previously identified relevant sectors.

Maps Group's eligible investments and expenses under the EU Taxonomy for the following EU Taxonomy objectives and relevant sectors are:

EU Taxonomy objective	Activity description	Code
Climate change mitigation	Data processing, hosting and related activities	MCC 8.1
	Installation, maintenance and repair of charging stations for electric vehicles in buildings (and in parking spaces belonging to buildings)	MCC 7.4

The proportion of eligible CapEx is calculated by dividing the amount spent on eligible activities by the total capital expenditure, expressed as a percentage.

*Numerator:* The costs related to research and development associated with projects concerning energy communities and energy monitoring/efficiency.

*Denominator:* The total value of capital expenditures, which includes increases in tangible and intangible assets before depreciation, amortization, and remeasurement during 2023

The mentioned indicators are calculated based on the guidelines of Annex 1 to Regulation (EU) 2021/2178 and are based on currently available data, as well as the current interpretation of the regulations. However, it is important to note that they may be subject to future changes.

### CLIMATE CHANGE MITIGATION

Eligible capital expenditures include investments in activities that reduce emissions, such as the purchase of electric vehicles or the construction of green buildings.

Under sector code CCM 7.4, the Group has included expenses incurred at the Milan and Parma offices for the installation of charging stations for the electric vehicles of the company fleet and employees.

Regarding CCM 8.1, research and development costs have been considered: for Energenius, R&D related to the development of products for energy monitoring and efficiency; and for Maps Group, R&D for the implementation of solutions for Energy Communities.



↑ GO TO THE INDEX



**PROPORTION OF TURNOVER FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES — DISCLOSURE FOR THE YEAR 2023**

Economic activities	Codes	Absolute turnover	Proportion of turnover	Substantial contribution criteria						Do not significantly harm (DNSH) criteria						Minimum safeguards	Taxonomy aligned proportion of turnover year 2023	Taxonomy aligned proportion of turnover year 2022	Category (enabling activity)	Category (transitional activity)	
				Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems						
<b>A. TAXONOMY ELIGIBLE ACTIVITIES</b>																					
<b>A.1. Environmentally sustainable activities (Taxonomy aligned)</b>																					
Units		EUR	%	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
NO ACTIVITIES HAVE BEEN TESTED IN 2024	N/A	0	0%	0%	0%	0%	0%	0%	0%	0%								0%	0%		
<b>Turnover of environmentally sustainable activities (Taxonomy aligned) A.1.</b>		<b>0</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>		
<b>of which enabling</b>			<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>	<b>E</b>	
<b>of which transitional</b>			<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>		<b>T</b>
<b>A.2 Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities)</b>																					
Units		EUR	%	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T	T
Data processing, hosting and related activities	CCM 8.1	961.640,40	3,49%	EL	N/EL	N/EL	N/EL	N/EL	N/EL	N/EL											
Computer programming, consultancy and related activities	CCA 8.2	421937,00	1,53%	N/EL	EL	N/EL	N/EL	N/EL	N/EL	N/EL											
Provision of IT/OT data-driven solutions	CE 4.1	5924607,89	21,51%	N/EL	N/EL	N/EL	EL	N/EL	N/EL	N/EL											
Sale of spare parts	CE 5.2	342681	1,24%	N/EL	N/EL	N/EL	EL	N/EL	N/EL	N/EL											
<b>Turnover of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities) A.2.</b>		<b>7.650.866,29</b>	<b>28%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL								<b>28%</b>	<b>0%</b>		
<b>A. Turnover of Taxonomy eligible activities (Total A.1 + A.2)</b>		<b>7.650.866,29</b>	<b>28%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL								<b>28%</b>	<b>0%</b>		
<b>B. TAXONOMY NON-ELIGIBLE ACTIVITIES</b>																					
<b>Turnover of Taxonomy non-eligible activities (B)</b>		<b>19.895.423,71</b>	<b>72%</b>																		
<b>Total (A + B)</b>		<b>27.546.290,00</b>	<b>100%</b>																		

	Proportion of turnover / total turnover	
	Taxonomy aligned per objective	Taxonomy eligible per objective
CCM	%	<b>3,49%</b>
CCA	%	<b>1,53%</b>
WTR	%	<b>%</b>
CE	%	<b>22,75%</b>
PPC	%	<b>%</b>
BIO	%	<b>%</b>

**PROPORTION OF OPEX FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES — DISCLOSURE FOR THE YEAR 2023**

Economic activities	Codes	Absolute OpEx	Proportion of OpEx	Substantial contribution criteria						Do not significantly harm (DNSH) criteria						Minimum safeguards	Taxonomy aligned proportion of OpEx year 2023	Taxonomy aligned proportion of OpEx year 2022	Category (enabling activity)	Category (transitional activity)	
				Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems						
<b>A. TAXONOMY ELIGIBLE ACTIVITIES</b>																					
<b>A.1. Environmentally sustainable activities (Taxonomy aligned)</b>																					
Units		EUR	%	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
NO ACTIVITIES HAVE BEEN TESTED IN 2024	N/A	0	0%	0%	0%	0%	0%	0%	0%	0%								0%	0%		
<b>OpEx of environmentally sustainable activities (Taxonomy aligned) A.1.</b>		<b>0</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>		
<b>of which enabling</b>			<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>	<b>E</b>	
<b>of which transitional</b>			<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								<b>0%</b>	<b>0%</b>		<b>T</b>
<b>A.2 Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities)</b>																					
Units		EUR	%	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T	T
Data processing, hosting and related activities	CCM 8.1	4 47.610,00	2,15%	EL	N/EL	N/EL	N/EL	N/EL	N/EL	N/EL											
Computer programming, consultancy and related activities	CCA 8.2	236.170,00	1,13%	N/EL	EL	N/EL	N/EL	N/EL	N/EL	N/EL											
Provision of IT/OT data-driven solutions	CE 4.1	2.396.239,00	11,50%	N/EL	N/EL	N/EL	EL	N/EL	N/EL	N/EL											
Sale of spare parts	CE 5.2	242.521,00	1,16%	N/EL	N/EL	N/EL	EL	N/EL	N/EL	N/EL											
<b>OpEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities) A.2.</b>		<b>3 322.540,00</b>	<b>15,94%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL								<b>15,94%</b>	<b>0%</b>		
<b>A. OpEx of Taxonomy eligible activities (Total A.1 + A.2)</b>		<b>3 322.540,00</b>	<b>15,94%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL								<b>15,94%</b>	<b>0%</b>		
<b>B. TAXONOMY NON-ELIGIBLE ACTIVITIES</b>																					
<b>OpEx of Taxonomy non-eligible activities (B)</b>		<b>17.522.408,00</b>	<b>84,06%</b>																		
<b>Total (A + B)</b>		<b>20.844.948,00</b>	<b>100,00%</b>																		

	Proportion of OpEx / total OpEx	
	Taxonomy aligned per objective	Taxonomy eligible per objective
CCM	%	<b>2,15%</b>
CCA	%	<b>1,13%</b>
WTR	%	%
CE	%	<b>12,66%</b>
PPC	%	%
BIO	%	%

**PROPORTION OF CAPEX FROM PRODUCTS OR SERVICES ASSOCIATED WITH TAXONOMY-ALIGNED ECONOMIC ACTIVITIES — DISCLOSURE FOR THE YEAR 2023**

Economic activities	Codes	Absolute CapEx	Proportion of CapEx	Substantial contribution criteria						Do not significantly harm (DNSH) criteria						Minimum safeguards	Taxonomy aligned proportion of CapEx year 2023	Taxonomy aligned proportion of CapEx year 2022	Category (enabling activity)	Category (transitional activity)
				Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems					

**A. TAXONOMY ELIGIBLE ACTIVITIES**

**A.1. Environmentally sustainable activities (Taxonomy aligned)**

Units	EUR	%	%	%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
NO ACTIVITIES HAVE BEEN TESTED IN 2024	0	0%	0%	0%	0%	0%	0%	0%	0%									0%	0%		
<b>CapEx of environmentally sustainable activities (Taxonomy aligned) A.1.</b>	<b>0</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>									<b>0%</b>	<b>0%</b>		
<b>of which enabling</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>									<b>0%</b>	<b>0%</b>	<b>E</b>	
<b>of which transitional</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>									<b>0%</b>	<b>0%</b>		<b>T</b>

**A.2 Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities)**

Units	EUR	%	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T	T
Data processing, hosting and related activities	683.292,00	15,42%	EL	N/EL	N/EL	N/EL	N/EL	N/EL	N/EL												
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	15.342,00	0,35%	N/EL	EL	N/EL	N/EL	N/EL	N/EL	N/EL												
<b>CapEx of Taxonomy eligible but not environmentally sustainable activities (not Taxonomy aligned activities) A.2.</b>	<b>698.634,00</b>	<b>15,77%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL									<b>28%</b>	<b>0%</b>		
<b>A. CapEx of Taxonomy eligible activities (Total A.1 + A.2)</b>	<b>698.634,00</b>	<b>15,77%</b>	EL	EL	N/EL	EL	N/EL	N/EL	N/EL									<b>28%</b>	<b>0%</b>		

**B. TAXONOMY NON-ELIGIBLE ACTIVITIES**

<b>CapEx of Taxonomy non-eligible activities (B)</b>	<b>3731436</b>	<b>84,23%</b>																			
<b>Total (A + B)</b>	<b>4430070</b>	<b>100,00%</b>																			

	Proportion of CapEx / total CapEx	
	Taxonomy aligned per objective	Taxonomy eligible per objective
CCM	%	<b>15,77%</b>
CCA	%	%
WTR	%	%
CE	%	%
PPC	%	%
BIO	%	%



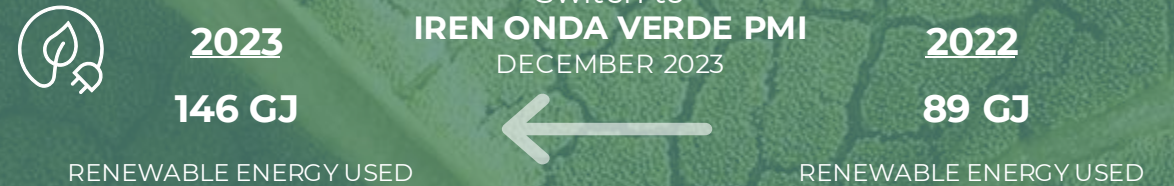
# 7 ENVIRONMENTAL RESPONSIBILITY



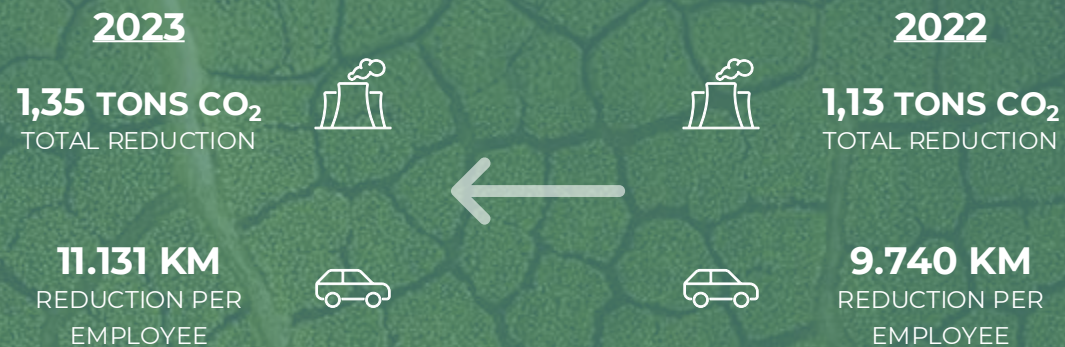
## TOTAL ENERGY CONSUMPTION



## INITIATIVE

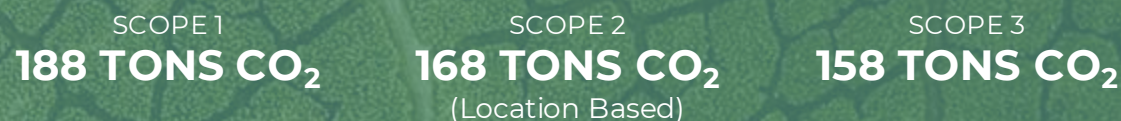


## MAPS HABITAT PROJECT



## REPORTING OF WATER CONSUMPTION 2022/2023

## CARBON FOOTPRINT



### IN THIS CHAPTER:

- 7.1 INTRODUCTION
- 7.2 ENERGY CONSUMPTION
- 7.3 MAPS HABITAT PROJECT
- 7.4 CARBON FOOTPRINT
- 7.5 TOTAL ENERGY CONSUMPTION REPORT
- 7.6 WASTE



↑ GO TO THE INDEX

↑ GO TO THE INDEX

### 7.1 INTRODUCTION

In 2023, Maps Group further strengthened its commitment to sustainability, continuing the virtuous path initiated in 2020. Over these years, **numerous initiatives have been implemented, and various projects launched, aimed at making a substantial contribution, both directly and indirectly, to mitigating the environmental impacts generated.** Additionally, aware of the global environmental challenges and the ongoing regulatory changes to address them, the Group has enhanced and improved its consumption reporting activities, ensuring greater transparency and acknowledging its responsibility towards stakeholders.

Outlined in the initial sections of this chapter, electricity consumption has represented, and will continue to represent, the predominant portion of the Group's energy usage. To mitigate the environmental effects associated with the use of electricity generated from non-renewable sources, **in December, the Group, in spite of the existence, within the Group, of condominium arrangement decided, where possible, to enter into energy supply contracts exclusively for electricity produced from renewable sources, accompanied by the relevant certificates of origin.**

Also, due to the positive effects derived from the implementation of the Maps Habitat project, an **activity of rationalization and evaluation was initiated for relocating certain company offices to more sustainable buildings, capable of efficiently meeting the needs of the companies and their employees.** The results of this activity and the consequent effects will be visible in the first half of 2024, but we are confident that they will also bring benefits in terms of sustainable impacts.



### 7.2 ENERGY CONSUMPTION

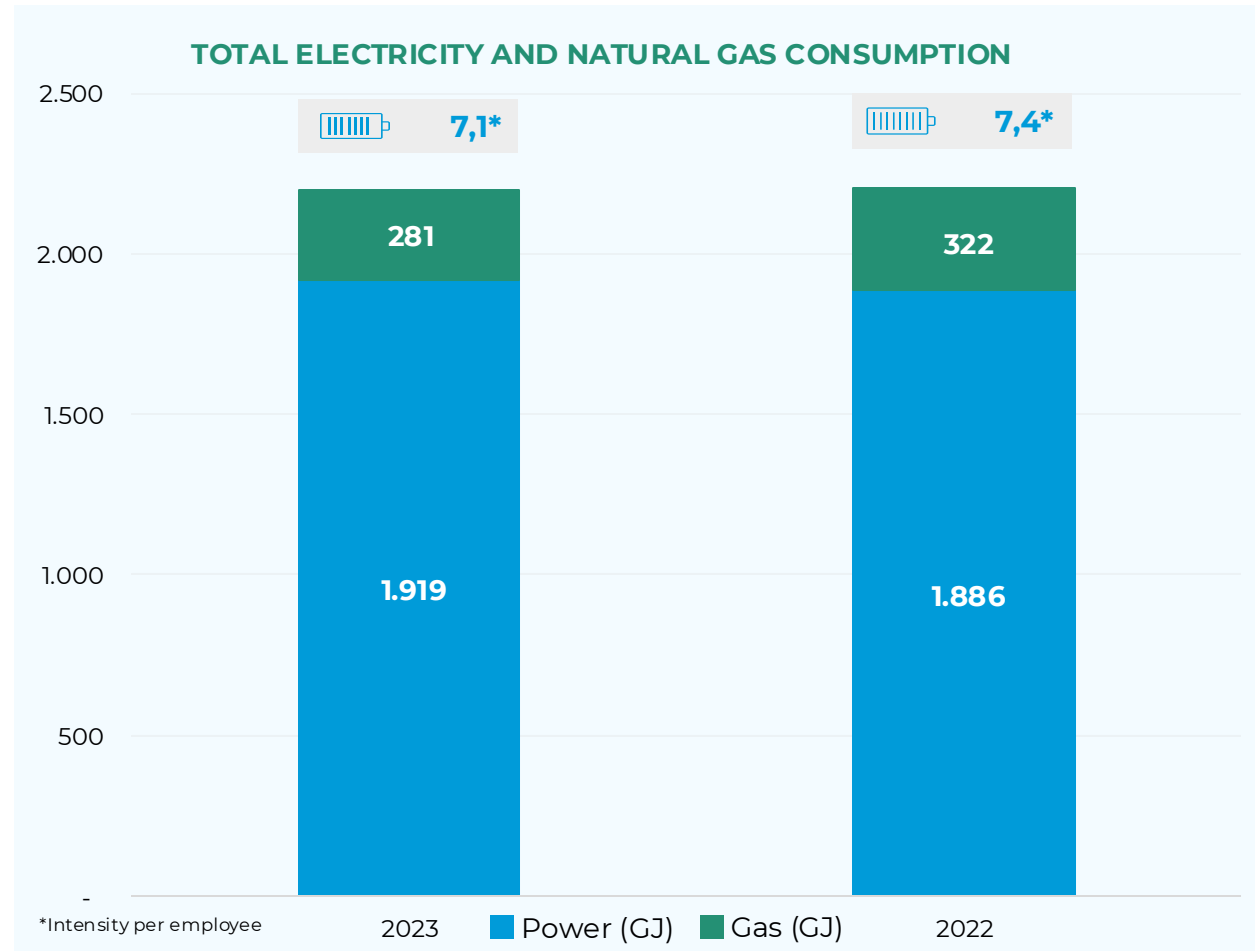
GRI

302-1

Although it is a driving force of technological progress, energy is a critical element in the analysis and management of a company's environmental impact, requiring constant monitoring and efficiency improvements.

Given the unique nature of its business model, Maps Group is fortunate **not to generate significant waste or require extensive use of natural resources such as water or other raw materials.** For this reason, it is clear that focusing on energy consumption is a crucial area in the Group's fight against climate change.

Below are the total energy consumption figures, broken down by energy source (electricity vs. gas), as well as the energy intensity per employee, which is the total consumption value, expressed in GJ, divided by the total number of employees in the Group:



\*Intensity per employee

The reporting scope does not include the consumption of the Genoa and Rovereto offices as the lease contracts and the characteristics of the premises do not allow the timely collection of consumption data which would remain insignificant compared with the overall consolidated values.

Further confirming the positive aspect of the stability in total consumption, it is noteworthy that **energy intensity per employee has improved for the second consecutive year, reaching 7.1 GJ per employee compared to 7.7 GJ per employee last year.**

As can be observed, **total energy consumption has remained almost unchanged compared to last year (2,200 GJ versus 2,208 GJ).** This stability, when analyzed in the context of the business's economic growth, should be considered an improvement and can be attributed to two main factors:

The positive effects of the Maps Habitat project and the Smart Friday initiative.

Reduced energy use for heating work premises, due to the exceptionally high average temperatures recorded compared to previous years



**Maps Habitat Project** It allows each employee to flexibly choose how to alternate remote work with on-site work, while maintaining team meetings as a fixed weekly appointment. On average, the application of the project allowed each resource to spend an average of 3 days of teleworking per week.

**Smart-Friday initiative** provides for the shut down of all Group offices on Fridays. This allows the switching off of the air conditioning systems and electronic devices of the offices, with the sole exception of the management and administrative offices of the Parma headquarters of the Parent Company.



GO TO THE INDEX

GO TO THE INDEX

7.2.1. ELECTRICITY CONSUMPTION

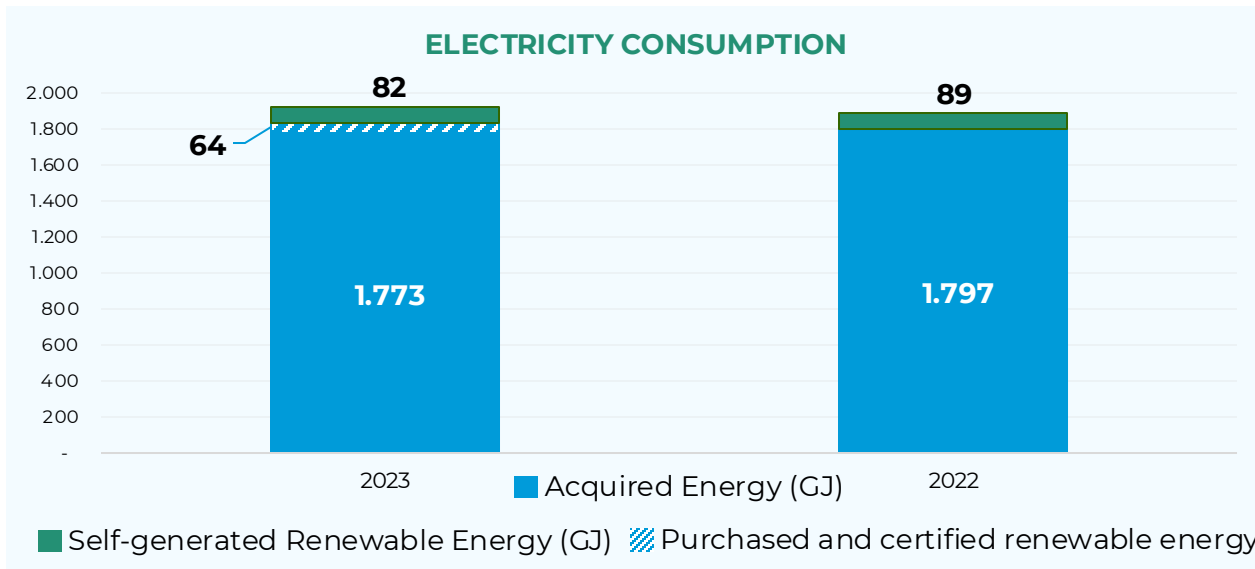
302-1

As highlighted by the values in the chart below, electricity consumption continues to account for the majority of energy used, representing over 85% of total consumption.

For this reason, in the last months of the year, the Group decided, where possible, to modify its supply contracts, opting only for suppliers capable of providing electricity produced exclusively from renewable sources, with

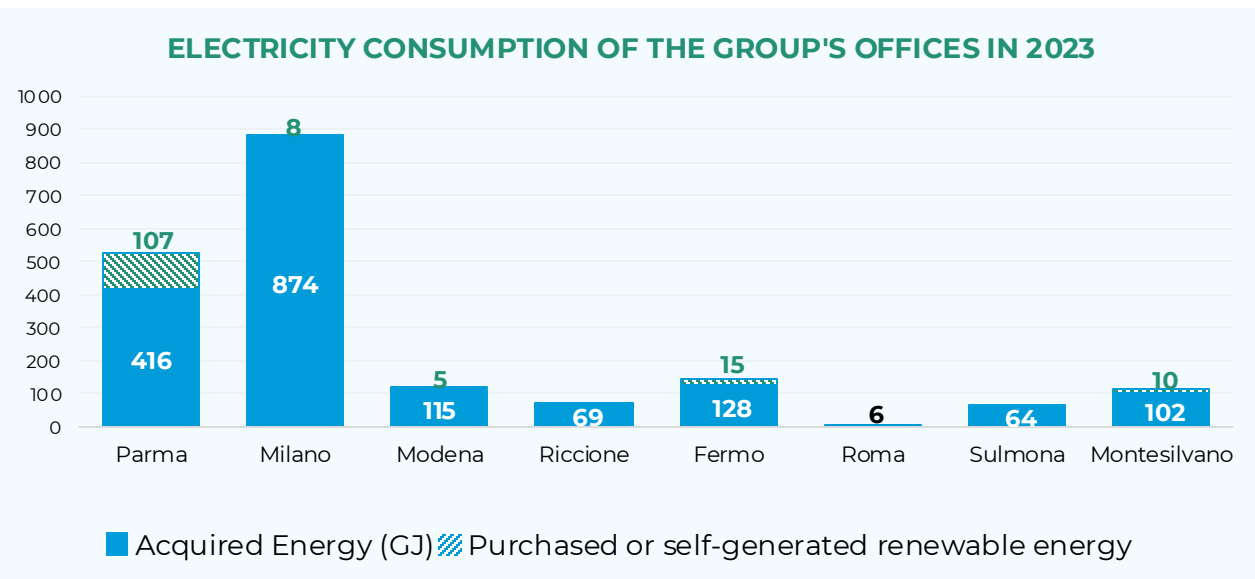
the corresponding energy origin certificates.

Although overall electricity consumption increased by only 2%, it is significant to note that the different composition of the electricity used allowed for a reduction in the consumption of energy produced from non-renewable sources



Furthermore, with the aim of improving its environmental impact, the Group initiated activities during the year to identify and evaluate the relocation of offices to more economically and sustainably impactful

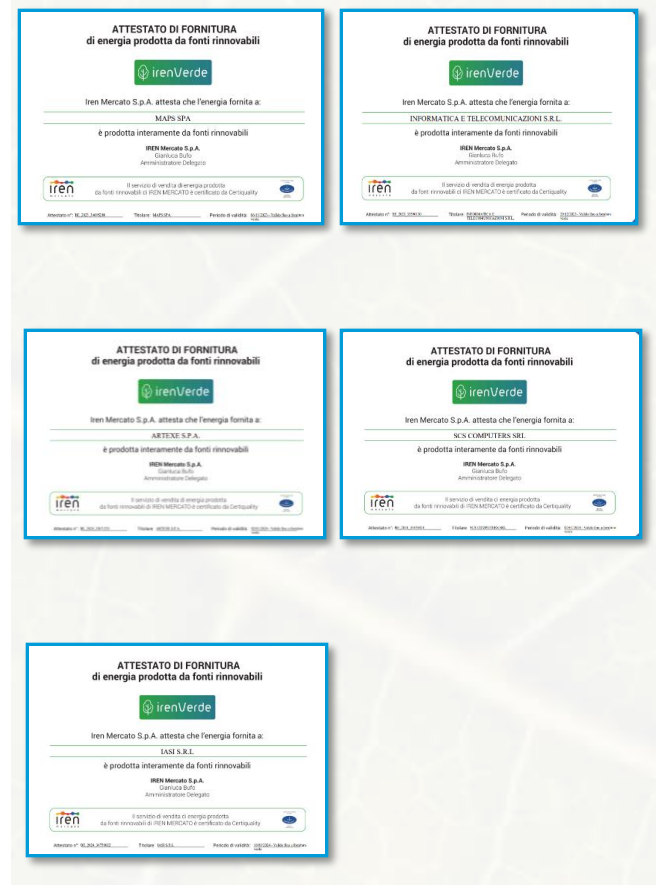
locations. Below, the energy consumption data is provided, broken down by location:



As highlighted in the chart, the most impactful office in terms of consumption, for the second consecutive year, has been the Milan location. Therefore, partly for this reason, the identification and evaluation activities led, at the beginning of 2024, to the relocation from the old Milan office to a next-generation coworking space within the Spaces network, which will, among other things, enable an improvement of the associated environmental impacts.

Spaces Farini is, in fact, a workplace where environmental awareness is continuously emphasized, as is employee well-being, with offices designed with a modern aesthetic and flexible spaces.

The offices have been dedicated to Oscar Ragazzoni, a tragically deceased employee, and four women in computing who have made significant contributions to the history of innovation: Mary Kenneth Keller, Anita Borg, Karen Spärck Jones, Hedy Lamarr.





↑ GO TO THE INDEX

↑ GO TO THE INDEX

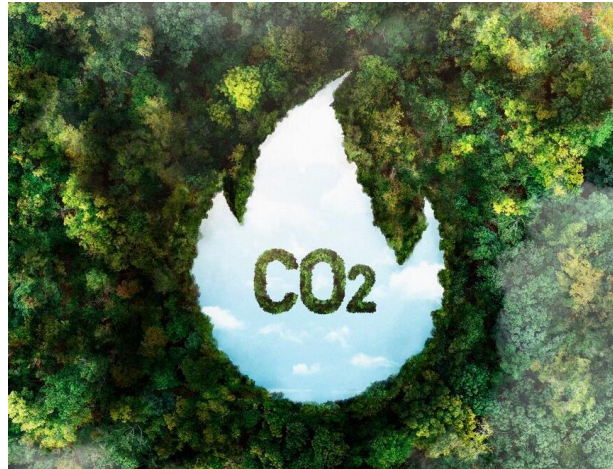
### 7.2.3 NATURAL GAS CONSUMPTION

GRI 302-1

Although electricity consumption is predominant, the use of natural gas for heating work premises still accounts for 13% of total energy consumption.

The number of locations using natural gas remained unchanged from the previous year; however, all locations showed a decrease in consumption values. Notably, the Riccione office recorded a significant reduction in consumption, exceeding 20%, followed by the Modena office with a 19% decrease and the Sulmona office with a 3% reduction.

Overall, natural gas consumption decreased by more than 10%



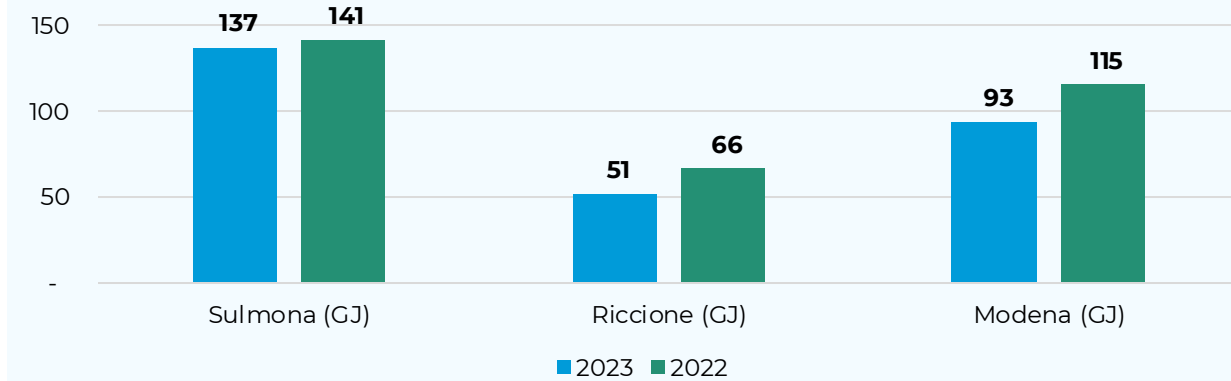
The increase in water consumption is primarily attributable to the growth in the Group's personnel.

As illustrated in the graph, water consumption increased by approximately 14% between 2023 and 2022, a rise mainly due to the increase in the Group's staff.

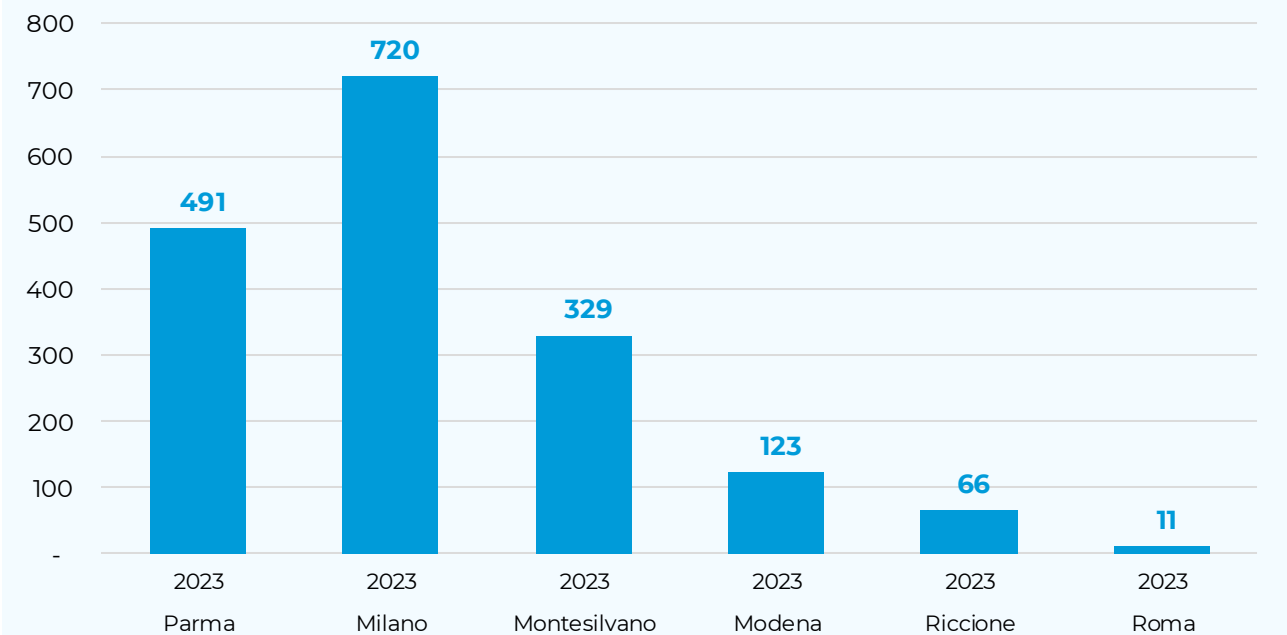
For completeness, the specific consumption for each of the Group's locations is provided below:



#### NATURAL GAS CONSUMPTION



#### WATER CONSUMPTION BY OFFICE LOCATION (m3)



### 7.2.4 WATER CONSUMPTION

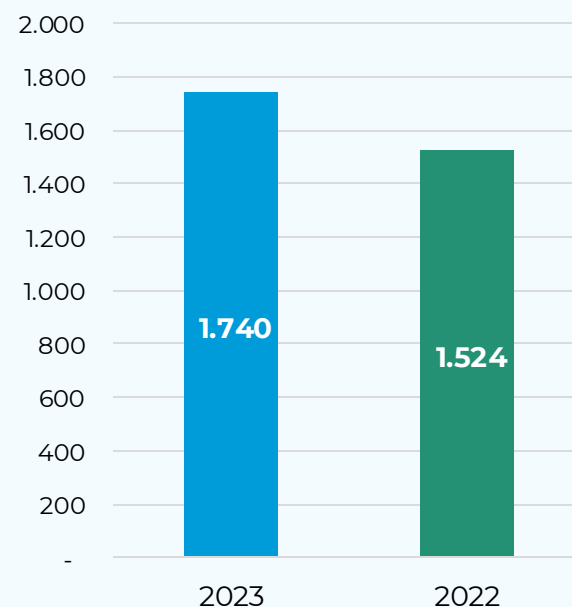
GRI 303-5

To enhance the completeness of its reporting and address the lack of certain data, the Group has decided to begin accurately monitoring and reporting the water consumption of its locations.

This initiative stems from a commitment to ensuring complete transparency towards stakeholders and adhering to the best environmental sustainability practices.

The collected data exclusively concern the consumption of water used for sanitary services and irrigation, as these are the only reasons for consumption, given that the industrial process does not require its use. This reporting will enable more accurate monitoring of water resource usage while also promoting the adoption of potential optimization and conservation measure.

#### WATER CONSUMPTION (M3)





GO TO THE INDEX

GO TO THE INDEX

### 7.3 PROGRESS OF MAPS HABITAT PROJECT

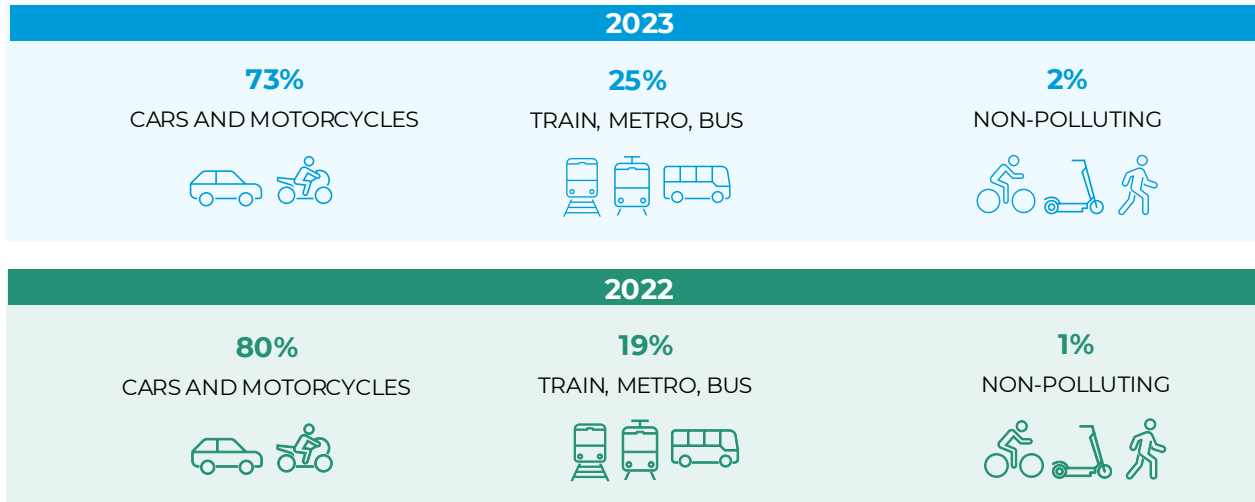
GRI 305-3 305-5



Through the implementation of Maps Habitat, in addition to promoting a better work-life balance, the Group is actively striving to reduce emissions generated by employees' daily commutes between home and work. Accordingly, this year, the Group is once again reporting the key findings from the application of this project.

As highlighted in the chart, polluting modes of transportation, such as cars, motorcycles, and buses, remain the primary means of transport used by our employees

#### MEANS OF TRANSPORT USED FOR EMPLOYEE COMMUTE



The table highlights that in 2023, there was a substantial increase in the percentage of employees who opted to use public transportation instead of polluting private vehicles. Additionally, the kilometres travelled using non-polluting modes of transport, such as bicycles or electric scooters, more than doubled, although the absolute values still represent only about 2% of the total kilometres travelled.

Nevertheless, kilometres covered by private vehicles, such as cars and motorcycles, remain the most significant, indicating that the majority of employees still commute using polluting means of transportation.

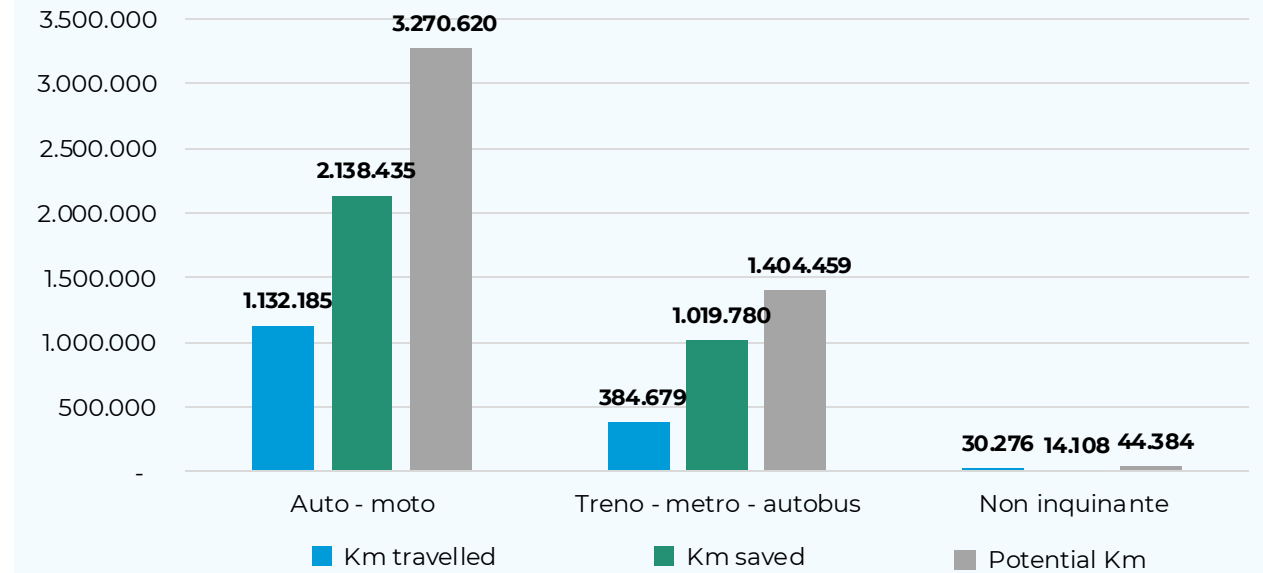
However, the Maps Habitat project has led to a significant reduction in the actual kilometres travelled compared to what would have been potentially necessary. On average, Group employees spend approximately three days a week teleworking. This results in a considerable decrease in emissions, as employees working remotely do not need to commute, thereby eliminating the use of transportation.

The previous chart clearly illustrates how the implementation of a structured teleworking project has allowed employees to travel only 33% of the kilometres they would have otherwise covered, saving over 3 million kilometres. This translates into a direct reduction in the tons of CO2 emissions from the transportation

methods not utilized.

To accurately calculate the CO2 emissions saved, it is necessary to break down the kilometres travelled by different means of transport.

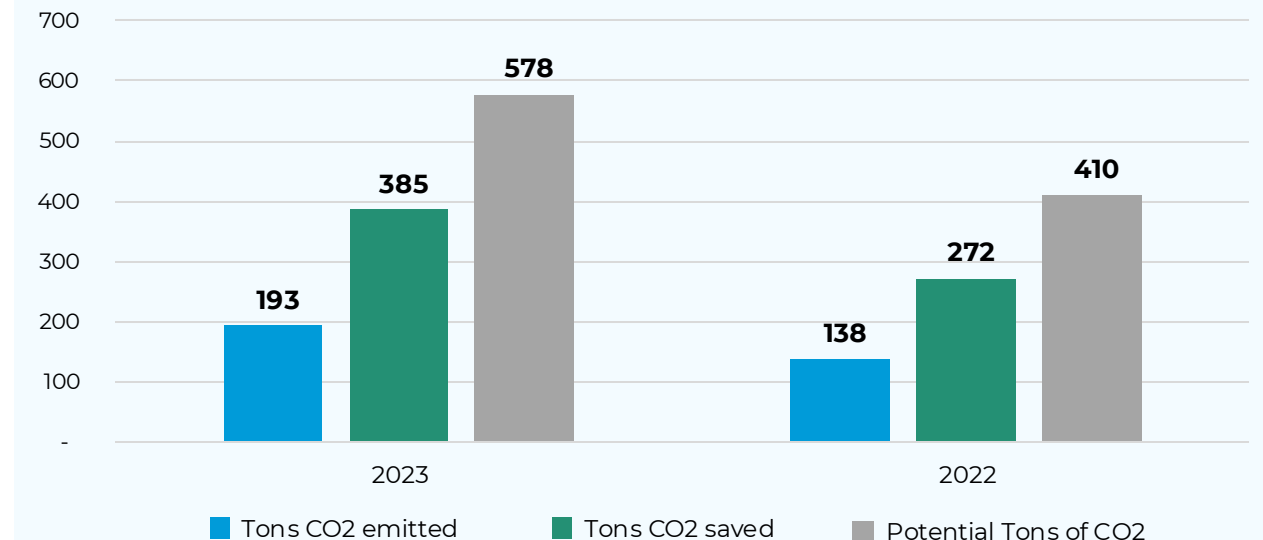
#### KM TRAVELLED PER DIFFERENT TYPES OF TRANSPORTATION



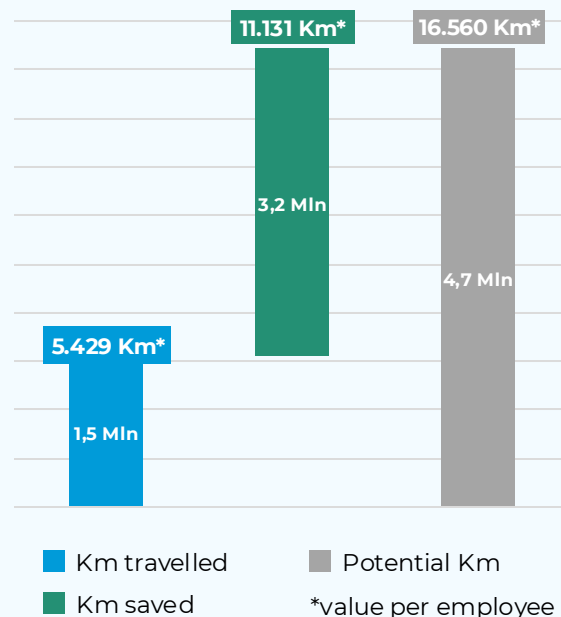
Based on the values reported in the previous chart, the associated consumption was calculated, thereby determining the potential CO2 emissions, those actually

emitted, and the amount saved, as shown in the chart below.

#### REDUCTION IN TONS OF CO<sub>2</sub>



#### EVOLUTION IN NB OF KM







GO TO THE INDEX

GO TO THE INDEX

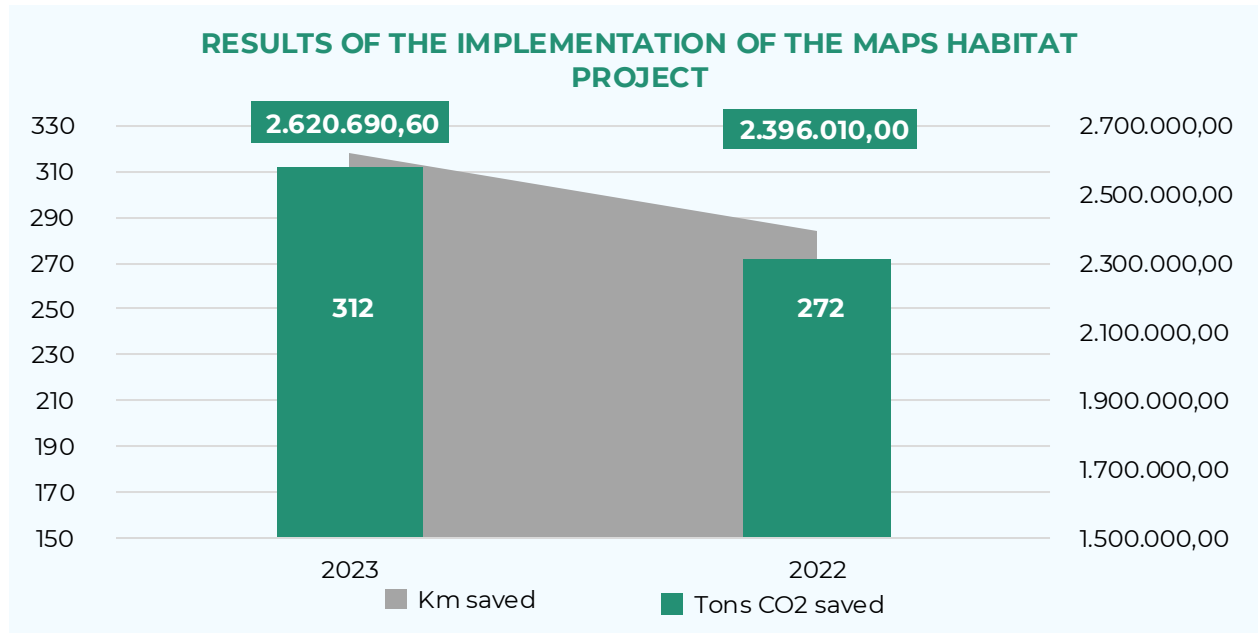
GRI

305-1 305-2

### 7.4 CARBON FOOTPRINT

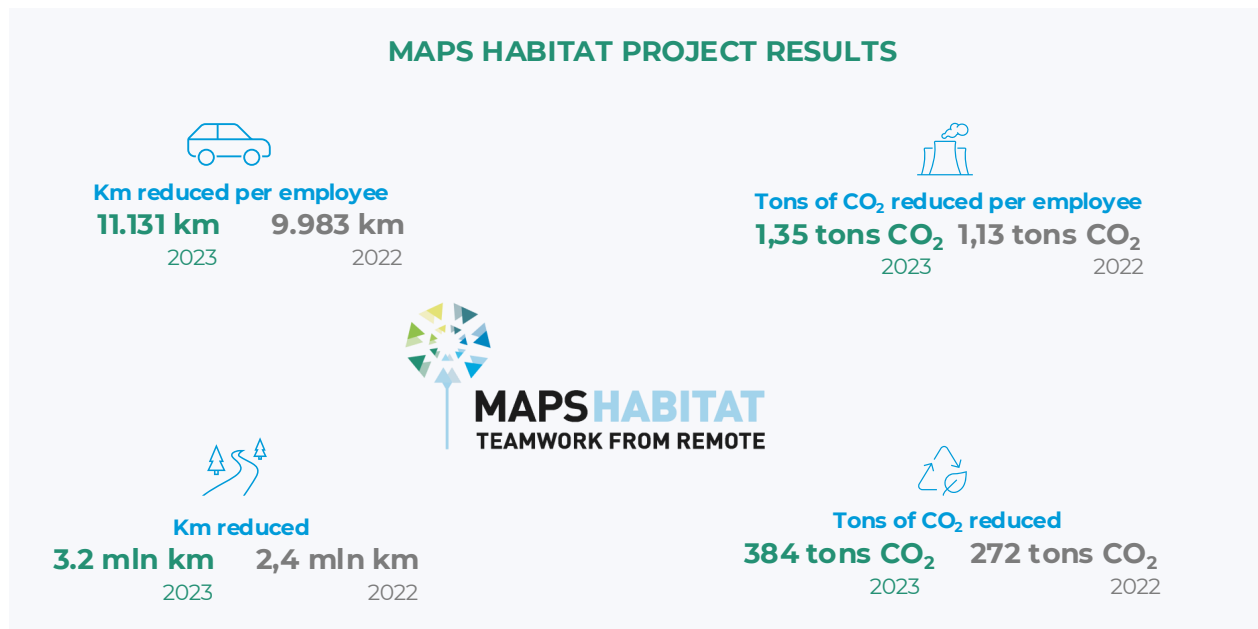
In 2023, the Maps Habitat project allowed us to save a considerable amount of CO2 emissions that would have otherwise been generated by commuting to the office. It is also positive to note that the current results are better than those achieved last year. This significant

increase in savings is mainly attributable to the expansion in the number of companies and the growing number of employees participating in the project.



The results of the Maps Habitat project clearly demonstrate the effectiveness of the initiative. Thanks to the adoption of structured homeworking contracts, there has been a drastic reduction in the kilometres travelled by employees, bringing significant

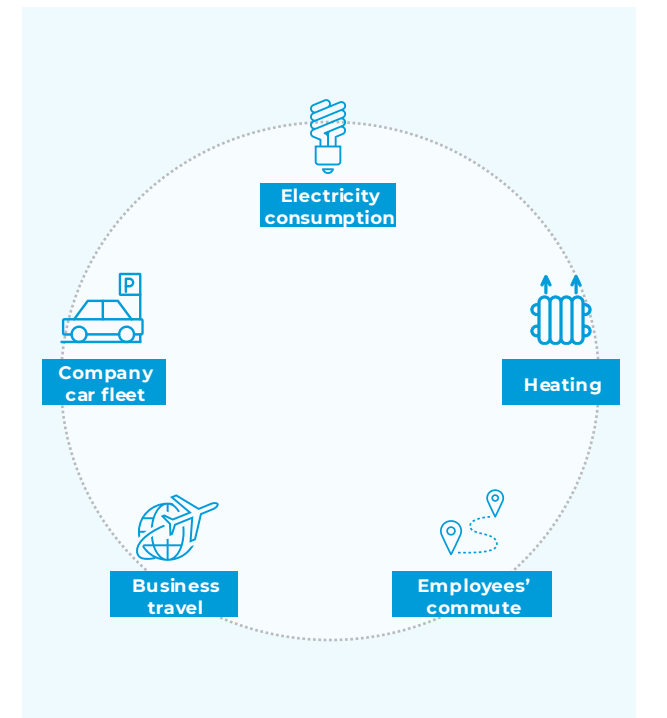
environmental benefits. This success highlights how teleworking can effectively contribute to mitigating air pollution and reducing the environmental impact associated with daily commutes to the office.



Since 2021, we have been systematically assessing our carbon footprint, diligently monitoring both direct and indirect emissions generated by our Group. The corporate carbon footprint is quantified through an analysis of emissions across three scopes, commonly referred to as Scope 1, Scope 2, and Scope 3, each of which is explained in detail below:

- ▶ **Scope 1 emissions:** These encompass direct emissions from activities under the direct control of the company. Examples include emissions from the corporate vehicle fleet, which has been progressively updated to consist exclusively of hybrid or electric vehicles, and the direct consumption of thermal energy.
- ▶ **Scope 2 emissions:** This category includes indirect emissions resulting from the purchase of electricity, steam, or heat from external suppliers, which may be located in areas distinct from where the company utilizes the energy.
- ▶ **Scope 3 emissions:** This scope is broader in nature and accounts for indirect emissions across the entire corporate value chain. However, as Maps Group primarily operates as a digital services provider, the calculation of Scope 3 emissions is primarily concentrated on indirect emissions arising from business travel and employee commuting.

Elements contributing to the carbon footprint of Maps Group:



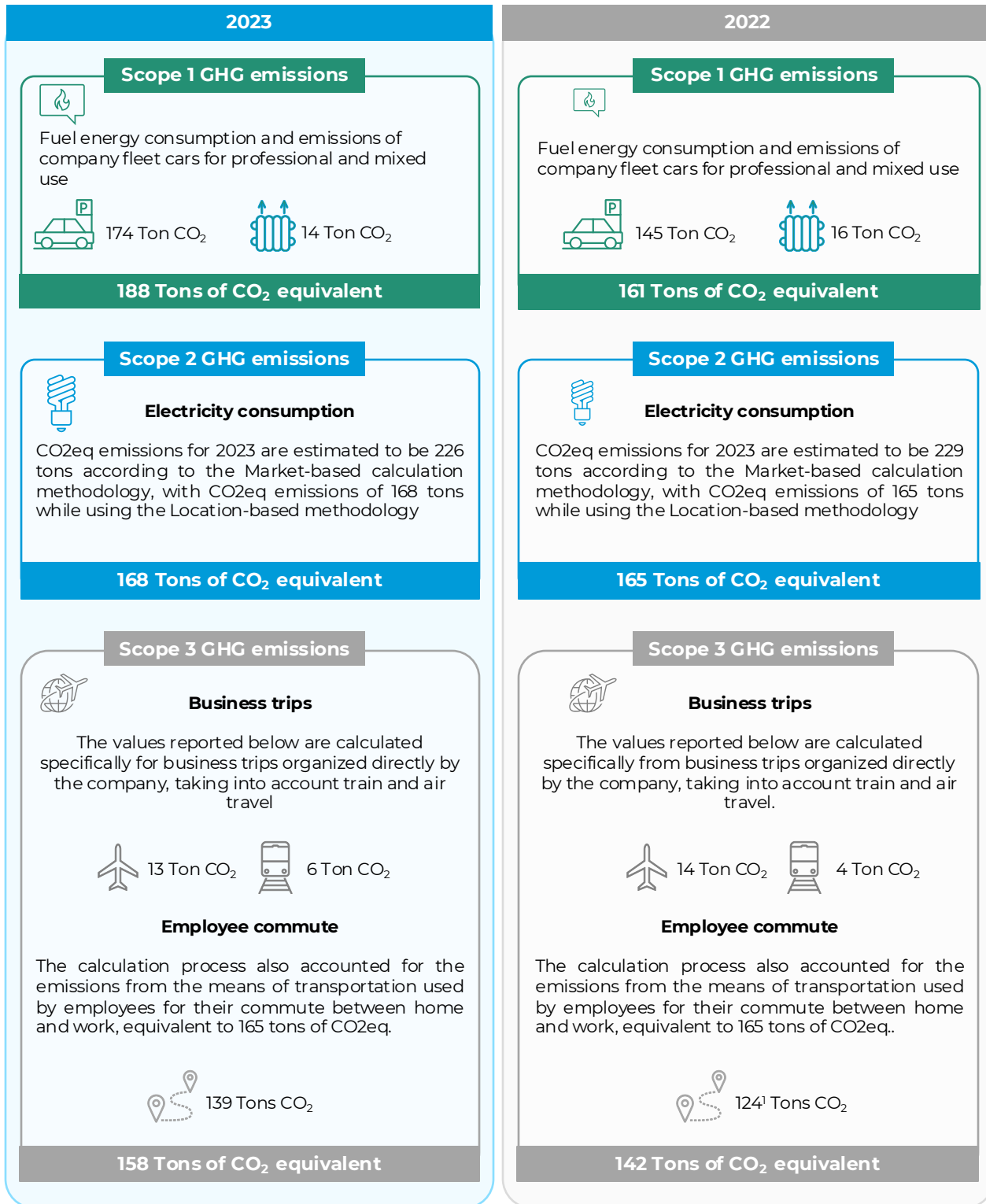


↑ GO TO THE INDEX

↑ GO TO THE INDEX

GRI

2-4



<sup>1</sup> The CO<sub>2</sub> value related to employees' commute between home and work has been restated from the 165 tons declared last year, following the reconsideration of some company cars provided to clients for mixed use. This caused a double counting of the emissions associated with them, which have now been reallocated to Scope 1.

**7.5 TOTAL ENERGY CONSUMPTION REPORT**

	2023	2022
<b>Total energy consumption (GJ)</b>	<b>5.433</b>	<b>4.962</b>
of which from renewable sources (GJ)	82	89
of which from non-renewable sources (GJ)	5.351	4.873
<b>- of which electricity (GJ)*</b>	<b>1.919</b>	<b>1.885</b>
<small>*The values carried over to 2021 do not take into account the electricity consumption of the companies Out of scope of the 2021 Maps Group sustainability report.</small>		
purchased (GJ)	1.773	1.796
self-produced solar energy (GJ)	82	89
purchased green energy (GJ)	64	-
<b>- fossil-fuel (GJ)</b>	<b>3.578</b>	<b>3.077</b>
natural gas (GJ)	281	322
diesel for car fleet (GJ)	1209	971
petrol for car fleet (GJ)	2088	1.754
LPG for car fleet	-	30
<b>Energy Intensity per employee</b>	<b>18</b>	<b>17</b>



GO TO THE INDEX

GRI

**7.6 WASTE**

306-1 306-2 306-3

Maps Group develops proprietary software solutions for companies and Public Administrations. This particular type of business has the advantage of not requiring the extensive use of raw materials, resulting in low waste production. In fact, the primary raw materials purchased by the Group that result in waste are paper and printer toner



**Kg of purchased paper**



**Kg of paper purchased per employee**



**Kg of purchased toner**



**Kg of toner purchased per employee**



The data presented in the table refer to purchases made by all Group companies, representing the associated consumption. The significant decrease in paper and toner usage is due to the use of paper stock purchased during 2022, which led to a reduction in paper purchases in 2023.

SCS Computers were scrapped, resulting in the disposal of approximately 2 tons of hazardous waste.

Finally, the Group disposed of approximately 568 kg of old, non-hazardous equipment, producing 60 kg of hazardous components from the same, and 120 kg of bulky waste.

Additionally, in 2023, in line with the company's policy of renewing the corporate fleet towards full-electric or hybrid vehicles, two cars owned by the Group company

2023		2022	
HAZARDOUS WASTE	KG	NON-HAZARDOUS WASTE	KG
<b>160213* - Discarded equipment containing hazardous components</b>	60 Kg	<b>160214 - discarded equipment, non-hazardous electronic waste</b>	568 Kg
<b>160104*- End-of-life vehicles</b>	2.150 Kg	<b>200307 - Bulky Waste</b>	120 Kg
-		<b>080318 - Toner</b>	6 Kg
-		<b>150101 - Paper and cardboard packaging</b>	137,5 Kg
<b>Totale</b>	<b>2.210 Kg</b>	<b>Totale</b>	<b>831,5 Kg</b>

**7.6.1. CIRCULARITY OF COMPUTER EQUIPMENT**

GRI

"Over the years, Maps Group has implemented an effective system to reduce environmental impact by decreasing the production of electronic waste resulting from the replacement of personal computers.

Thanks to this recovery project, **the disposal of laptop computers has been almost eliminated.** In fact, for about five years now, in line with the principles of the circular economy, the company has been recovering and refurbishing obsolete PCs that are no longer suitable for work activities, selling them at a symbolic price to employees who request them or lending them for use in the Maps Habitat project.



GO TO THE INDEX



GO TO THE INDEX



GO TO THE INDEX

# METHODOLOGY

GRI

2-3 2-5

This document represents the Sustainability Report of Maps Group, prepared on a voluntary basis. The document aims to report and communicate the economic, environmental, and social sustainability performance, as well as the ESG results achieved by the Group in 2023 (from January 1 to December 31)

For the preparation of the Sustainability Report, the reporting content was selected based on the results of the materiality analysis, which identified the relevant areas – ‘material topics’ - for Maps Group and its stakeholders. For details, please refer to the 'Materiality Analysis' section of this document.

The 2023 Sustainability Report has been prepared in accordance with the 'Global Sustainability Reporting Standards' defined by the GRI, under the 'In accordance' option

The scope of reporting for economic and financial data and information corresponds to that of the Consolidated Financial Statements of Maps Group as of December 31, 2023

All restatements of previously published comparative data are clearly indicated as such in the text.

To ensure data reliability, the use of estimates has been minimized as much as possible; where estimates are present, they are appropriately indicated and based on the best available methodologies. To allow for comparability of data over time, comparisons with data from 2022 are provided where available.

During the reporting year, Energenius S.r.l. and I-Tel S.r.l. were fully acquired.

The contents of this Report are not subject to external assurance and will be published on the Maps Group website [www.mapsgroup.it](http://www.mapsgroup.it).

For further information regarding this report, you may write to: [sostenibilita@mapsgroup.it](mailto:sostenibilita@mapsgroup.it)





GRI STANDARDS	DISCLOSURE	PAGE REFERENCE	CHAPTER	OMISSIONS			REF. No. GRI SECTOR STANDARD
				REQUIREMENTS OMITTED	REASON	EXPLANATION	
<b>GENERAL DISCLOSURES</b>							
<b>GRI 2 – GENERAL DISCLOSURES 2021</b>	2-1 Organizational details	6; 16; 18	1.2 MAPS GROUP ; 3.1 BOARD OF DIRECTORS ; 3.5 SHAREHOLDING				
	2-2 Entities included in the organization's sustainability reporting	6; 10-13	1.2 MAPS GROUP ; 2.1 MATERIALITY ANALYSIS ;				
	2-3 Reporting period, frequency and contact point	52	METHODOLOGICAL NOTE				
	2-4 Restatements of information	23	4.1.2 PROTECTED GROUPS				
	2-5 External assurance	52	METHODOLOGICAL NOTE				
	2-6 Activities, value chain and other business relationships	6; 32; 32	1.2 MAPS GROUP; 6.1 THE SUPPLY CHAIN; 5.3 MAPS GROUP'S CLIENTS				
	2-7 Employees	22; 23	4.1 MAPS GROUP RESOURCES; 4.1.1 DIVERSITY				
	2-8 Workers who are not employees	24	4.1.3 NON-EMPLOYEES				
	2-9 Governance structure and composition	17	3.1 BOARD OF DIRECTORS				
	2-10 Nomination and selection of the highest governance body	17;17	3.1 BOARD OF DIRECTORS ; 3.1.1 BOARD MEMBERS NOMINATION PROCEDURE				
	2-11 Chair of the highest governance body	17	3.1 BOARD OF DIRECTORS				
	2-12 Role of the highest governance body in overseeing the management of impacts	17	3.1 BOARD OF DIRECTORS; 3.1.3 SUSTAINABILITY GOVERNANCE				
	2-13 Delegation of responsibility for managing impacts	17	3.1.3 SUSTAINABILITY GOVERNANCE				
	2-14 Role of the highest governance body in sustainability reporting	17	3.1.3 SUSTAINABILITY GOVERNANCE				
	2-15 Conflicts of interest	19	3.6.3 MANAGEMENT OF CONFLICT OF INTEREST				
	2-16 Communication of critical concerns	17;18; 19	3.1.3 SUSTAINABILITY GOVERNANCE; 3.4 SUPERVISORY BODY/ETHICS COMMITTEE; 3.6.2 MODEL 231				
	2-17 Collective knowledge of the highest governance body	16; 17	3.1 BOARD OF DIRECTORS; 3.1.3 SUSTAINABILITY GOVERNANCE				
	2-18 Evaluation of the performance of the highest governance body	16	3.1 BOARD OF DIRECTORS				
	2-19 Remuneration policies	16; 17	3.1 BOARD OF DIRECTORS; 3.1.2 REMUNERATION OF THE BOARD OF DIRECTORS				
	2-20 Process to determine remuneration	16; 17	3.1 BOARD OF DIRECTORS; 3.1.2 REMUNERATION OF THE BOARD OF DIRECTORS				
	2-21 Annual total compensation ratio				REASONS OF CONFIDENTIALITY		
	2-22 Statement on sustainable development strategy	3	LETTER TO STAKEHOLDERS				
	2-23 Policy commitments	19	3.6.3 MANAGEMENT OF CONFLICT OF INTEREST				
	2-24 Embedding policy commitments	19	3.6 COMPLIANCE				
	2-25 Processes to remediate negative impacts	17;19; 20; 30; 32	3.1 BOARD OF DIRECTORS; 3.6 COMPLIANCE ; 3.7 DATA SECURITY; 4.4 SAFETY AT WORK; 5.3 MAPS GROUP'S CLIENTS				
	2-26 Mechanisms for seeking advice and raising concerns	19	3.6 COMPLIANCE				
	2-27 Compliance with laws and regulations	19	3.6 COMPLIANCE				
	2-28 Membership associations	30	4.5 RELATIONS WITH THE COMMUNITY				
	2-29 Approach to stakeholder engagement	10-13	2.1 MATERIALITY ANALYSIS				
	2-30 Collective bargaining agreements	22	4.1 MAPS GROUP RESOURCES				



MATERIAL TOPICS							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-2 List of material topics	10-13	2.1 MATERIALITY ANALYSIS				
	3-2 List of material topics	10-13	2.1 MATERIALITY ANALYSIS				
	3-3 Management of material topics	10-13	2.1 MATERIALITY ANALYSIS				
<b>CORPORATE GOVERNANCE</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	20	3.6.4 CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR				
<b>GRI 205: ANTI-CORRUPTION 2016</b>	205-3 incidents of corruption and actions taken	20	3.6.4 CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR				
<b>INTEGRATION OF ACQUIRED COMPANIES</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	6	1.2 MAPS GROUP				
<b>DATA PROTECTION</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	20	3.7.1 PRIVACY				
<b>GRI 418: CUSTOMER PRIVACY 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	20	3.7.1 PRIVACY				
<b>ECONOMIC PERFORMANCE</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	36	6.1 ECONOMIC PERFORMANCE				
<b>GRI 201: ECONOMIC PERFORMANCE 2016</b>	201-1 Direct economic value generated and distributed	36; 36; 37	6.1 ECONOMIC PERFORMANCE; 6.2 DISTRIBUTION OF THE ECONOMIC VALUE GENERATED; 6.3 TAX REGIME				
	201-4 Financial assistance received from government	34	5.5 PROJECTS FUNDED BY THIRD PARTIES				
<b>CUSTOMER SATISFACTION</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	32	5.3 MAPS GROUP'S CLIENTS				
<b>TECHNOLOGICAL INNOVATION (DIGITALIZATION AND R&amp;D)</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	7	1.3 MAPS GROUP'S BUSINESS UNIT				
<b>REDUCTION OF ENVIRONMENTAL IMPACTS</b>							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics	45	7.1 INTRODUCTION:				
<b>GRI 302: ENERGY 2016</b>	302-1 Energy consumption within the organization	45; 46; 47	7.2 ENERGY CONSUMPTION; 7.2.1 ELECTRICITY CONSUMPTION;; 7.2.3 NATURAL GAS CONSUMPTION				
<b>GRI 305: EMISSIONS 2016</b>	305-1 Emissioni di gas a effetto serra (GHG) dirette (Scope 1)	50	7.4 CARBON FOOTPRINT				
	305-2 Energy indirect (Scope 2) GHG emissions	50	7.4 CARBON FOOTPRINT				
	305-3 Other indirect (Scope 3) GHG emissions	48	7.3 PROGRESS OF MAPS HABITAT PROJECT				
	305-5 Reduction of GHG emissions	48	7.3 PROGRESS OF MAPS HABITAT PROJECT				
<b>GRI 306: RIFIUTI 2020</b>	306-1 Waste generation and significant waste-related impacts	51	7.6 WASTE				
	306-2 Management of significant waste-related impacts	51	7.6 WASTE				
	306-3 Waste generated	51	7.6 WASTE				



TRAINING AND SKILLS DEVELOPMENT							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		26	4.2.3. PROFESSIONAL TRAINING			
<b>GRI 404: TRAINING AND EDUCATION 2016</b>	404-1 Average hours of training per year per employee		26	4.2.3. PROFESSIONAL TRAINING			
TALENT ACQUISITION & RETENTION							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		22	4.1 MAPS GROUP'S RESOURCES			
<b>GRI 401: EMPLOYMENT 2016</b>	401-1 New employee hires and employee turnover		25	4.1.4 EMPLOYEES' TURNOVER			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		26, 28	4.2.2 REMUNERATION POLICY 2022-2024; 4.3.2 WELFARE PLAN			
	401-3: Parental leave		25	4.1.5 PARENTAL LEAVE			
DIVERSITY & INCLUSION							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		23	4.1.1 DIVERSITY			
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</b>	405-1 Diversity of governance bodies and employees		16; 23	3.1 BOARD OF DIRECTORS; 4.1.1 DIVERSITY			
EMPLOYEE well-being							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		29	4.4 OCCUPATIONAL SAFETY			
<b>GRI 403: SALUTE E SICUREZZA SUL LAVORO 2018</b>	403-1 Occupational health and safety management system		29	4.4 OCCUPATIONAL SAFETY			
	403-2 Hazard identification, risk assessment, and incident investigation		29	4.4 OCCUPATIONAL SAFETY			
	403-3 Occupational health services		29	4.4 OCCUPATIONAL SAFETY			
	403-4 Worker participation, consultation, and communication on occupational health and safety		29	4.4 OCCUPATIONAL SAFETY			
	403-5 Worker training on occupational health and safety		29	4.4 OCCUPATIONAL SAFETY			
	403-6 Promotion of worker health		29	4.4 OCCUPATIONAL SAFETY			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		29	4.4 OCCUPATIONAL SAFETY			
	403-8 Workers covered by an occupational health and safety management system		29	4.4 OCCUPATIONAL SAFETY			
	403-9 Work-related injuries		29	4.4 OCCUPATIONAL SAFETY			
	403-10 Work-related ill health		29	4.4 OCCUPATIONAL SAFETY			
ETHICS AND INTEGRITY							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		20	3.6.4 CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR			
<b>GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		20	3.6.4 CORRUPTION AND ANTI-COMPETITIVE BEHAVIOR			
SUPPORT FOR LOCAL COMMUNITIES							
<b>GRI 3 – MATERIAL TOPICS 2021</b>	3-3 Management of material topics		30	4.5 RELATIONS WITH THE COMMUNITY			
<b>GRI 413: LOCAL COMMUNITIES 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs		30	4.5 RELATIONS WITH THE COMMUNITY			
NON-MATERIAL TOPICS							
SUPPLY CHAIN MANAGEMENT							
<b>GRI 204: PROCUREMENT PRACTICES 2016</b>	204-1 Proportion of spending on local suppliers		32	3.1 SUPPLY CHAIN			
WATER MANAGEMENT							
<b>GRI 303: WATER AND EFFLUENTS 2018</b>	303-5 Water consumption		47	7.2.4. WATER CONSUMPTION			