

# SUSTAINABILITY REPORT 2022





# CONTENTS

<b>LETTER TO THE STAKEHOLDERS</b>	4
<b>2022 HIGHLIGHTS</b>	7

## 1

<b>FASTWEB'S GOVERNANCE. A STEP TOWARDS THE FUTURE</b>	<b>11</b>
--	-----------

1.1 About Fastweb	12
1.1.1 Purpose, Vision and Values: the guiding principles	13
1.2 Governance to safeguard business value	15
1.3 Ethics and compliance: acting responsibly for ourselves and others	22
1.3.1 Tax approach	30

## 2

<b>SUSTAINABILITY FOR FASTWEB: TECHNOLOGY AND INNOVATION FOR SUSTAINABLE DEVELOPMENT</b>	<b>31</b>
--	-----------

2.1 The digital revolution's contribution to achieving the SDGs	32
2.2 Fastweb's contribution to building the future with confidence	38
2.3 Commitments for the future	42

## 3

<b>A MORE CONNECTED FUTURE</b>	<b>45</b>
--------------------------------	-----------

3.1 Fastweb's impacts on the country's socio-economic development	46
3.2 The infrastructured OTT strategy	50
3.2.1 Infrastructure development and next generation networks	51

3.2.2 Development of products and services to simplify customers' digital lives	55
3.2.3 The cloud and cybersecurity: a strategic duo in the service of customers	57
3.3 Privacy and cybersecurity	59
3.3.1 Cybersecurity	59
3.3.2 Privacy protection	62
3.4 Open Innovation: a successful paradigm to design the future together	64

## 4

<b>A MORE INCLUSIVE FUTURE</b>	<b>65</b>
--------------------------------	-----------

4.1 Improving the country's and its people's digital skills	66
4.1.1 Fastweb Digital Academy: digital skills for everyone	67
4.1.2 STEP FuturAbility District	75
4.2 Transparency, trust, simplicity and listening in relationships with our customers	77
4.2.1 Listening to and caring for Consumer customers	78
4.2.2 Listening to and caring for Enterprise customers	79
4.2.3 Teaming up with consumers to rewrite the rules of the game	81
4.2.4 The conciliation process	82
4.3 Working Smart(er): putting people first	83
4.3.1 Working smart(er): beyond work from home	84
4.3.2 Listening, engagement and dialogue inside and outside the company	85
4.3.3 An innovative well-being system based on listening to employees	87
4.3.4 Protecting health to protect human capital	93
4.3.5 Being an attractive employer	95
4.3.6 A corporate culture of Diversity, Equity & Inclusion	100
4.3.7 Development and training at Fastweb	104
4.4 Our commitment to support the community	109

## 5

<b>A MORE ECO-SUSTAINABLE FUTURE</b>	<b>112</b>
--------------------------------------	------------

5.1 A tangible commitment in the fight against climate change	113
5.2 Energy consumption and energy efficiency initiatives	120
5.3 Our contribution to a circular economy	124
5.4 Environmental impact management and monitoring	126

## 6

<b>SUPPLEMENTARY INFORMATION</b>	<b>127</b>
----------------------------------	------------

6.1 Methodological note	128
6.2 Assurance statement	134
6.3 GRI Content Index	135
6.4 Glossary	147
6.5 Technical Appendix	149



# Letter to the stakeholders

## FASTWEB, YOU ARE FUTURE

In 2022, despite the uncertain market context, Fastweb continued to play a leading role in the digital transformation of households, businesses and the public administration, with steady growth in customers, revenues and margins.

During the year, the company continued to drive its strategic vision **YOU ARE FUTURE**, based on the pursuit of the highest standards of social responsibility and environmental sustainability and a steadfast commitment to developing the country's infrastructure.

Our strategy combines business and sustainability and is based on three pillars: **a more connected future, a more inclusive future and a more eco-sustainable future**. Fastweb has worked tirelessly to advance technological innovation and the digitalization of the country, offer a range of training tools that enable everyone to participate in the digital revolution and benefit from its opportunities, create a dynamic and inclusive workplace and fight climate change.

As the next natural step in the process of integrating sustainability in the business and combining profit targets with the goal of having a positive impact on society and the environment, Fastweb has changed its by-laws to become a **Benefit Company**. This means that since 1st January 2022, Fastweb is officially a company that adheres to a sustainable development model for all stakeholders and shares the value it

generates and its growth in the surrounding community. During the year, we achieved all the targets that we had set, as reported in our first **Impact Report**, which was drafted in accordance with the applicable legislation (Italian Law no. 208 of 28th December 2015).

### A MORE CONNECTED FUTURE

Fastweb remains committed to accelerating the country's digital development. By the end of 2022, we had connected 8.3 million homes and businesses with **FTTx** technology for connection speeds of up to 2.5 Gigabits per second.

And we brought broadband connections to small cities as well, thanks to our **Ultra FWA** network, reaching 4.5 million homes and businesses with speeds of up to 1 Gigabit per second.

The roll-out of the **5G** mobile network continues in partnership with Wind Tre. This network now covers more than 67% of the population, with the aim of reaching 90% by 2026.

These outstanding results demonstrate our commitment to delivering **new connection speeds** throughout Italy, even in areas with less infrastructure.

In addition to expanding our network, we plan to further strengthen our **cloud and cyber security** solutions, as they are essential for the digital transformation of companies and the public administration.



To strengthen cloud services, in 2022, we opened a **new data centre** at the Aruba campus in Ponte San Pietro, near Bergamo, which joins the Tier IV Data Centre in Rome and the technological hub in Milan. As for cybersecurity, we launched a new security operation centre service named **SOC Diamond**, which has further shortened response and resolution times, while the SOC services previously implemented in partnership with **7Layers**, the cybersecurity specialist that joined the Fastweb group in 2020, continue to ensure active monitoring of cyberattacks.

### **A MORE INCLUSIVE FUTURE**

In 2022, **Fastweb Digital Academy** became an increasingly important part of Fastweb's strategy, confirming its reputation as an excellent training ground for the digital professions. The Academy provides free courses for young people, teachers, professionals and companies, teaching the digital skills needed to develop the new professional expertise that the labour market demands. Fastweb Digital Academy saw unprecedented growth this year in both the number of participants per course and the course catalogue, as it added "**live streaming**" and "**on demand**" courses that trainees can take at any time. Its catchment area thus expanded to all of Italy and over 52,000 people were trained in 2022. Furthermore, the Digital Academy courses have become an integral part of Fastweb's connectivity offer, giving customers fast-track access to classroom courses and all digital content.

Another key step in our path to a more inclusive future was the opening of the **STEP FuturAbility District** at the Fastweb NeXXt site in Milan. STEP is a space dedicated to spreading technology knowledge through an experiential path that brings visitors closer to the new emerging technologies and the future ahead. Visitors are led towards an understanding of how the digital transition is impacting society, jobs and each of our lives. Along with Fastweb Digital Academy, STEP is now one of the drivers of the "YOU ARE FUTURE" strategy.

To implement our **support for the Community** and the local area, we launched **La Settimana del Futuro** this year, directly engaging all our people. Every Fastweb employee can devote up to five days per year to doing community work, volunteering in social settings, teaching digital culture, empowering people or doing environmental work for a total of 9,000 days. We have taught in prisons, played padel with disabled kids, collected nearly 10 tonnes of waste, distributed food packages and mentored young women on STEM skills.

A more inclusive future also means ensuring that our people enjoy a better level of **mental and physical well-being**. In 2022, we worked on **Diversity & Inclusion** to create a safe and inclusive workplace where people can express their uniqueness. The company signed a new work-from-home agreement and expanded the **Fast4me** well-being services available to employees, with new insurance and healthcare measures, including free telemedicine and mental health counselling. The company also renewed its SA8000 certification, yet another demonstration of Fastweb's deep commitment to protecting its employees and their professional lives.

### **A MORE ECO-SUSTAINABLE FUTURE**

We had already joined the international **Science-Based Targets initiative** in 2020, setting our emission reduction targets in line with those of the Paris Climate Accords. In addition to buying 100% of our electricity from renewable sources and constantly working to improve the efficiency of our infrastructure, Fastweb offsets all residual direct and indirect emissions relating to the provisioning of services. In addition, in September 2022, we began offsetting indirect emissions arising from the use of our services by customers as well. This brings us another step closer to our goal of becoming **carbon neutral by 2025**, 25 years ahead of the European Union's target.



Our commitment to protecting the planet took tangible shape in the **reduction of energy consumption** through a range of actions, such as continuous monitoring, on-site production of renewable energy, energy efficiency, optimising operations, decommissioning old networks and phasing out old technologies. An important step in 2022 was the signing of an off-site power purchase agreement (PPA) for the supply of electricity produced from renewable sources. The agreement has a 12-year term and provides for the development of a new photovoltaic plant in the Lazio region, in the province of Latina, which will meet part of the company's energy needs with renewable energy.

Moreover, since 2022 we have supported three different projects to protect our planet, specifically to safeguard and regenerate the seas and their biomass and to forest urban and suburban areas. In particular, the Seaty project, in partnership with the non-profit organization Worldrise, was aimed at cleaning up ecologically important coastline through a strategy entailing exploration, education, awareness-raising and scientific research. 2022 also saw the continuation of the "Mosaico Verde" campaign launched by AzzeroCO<sub>2</sub> in partnership with Legambiente for the forestation of urban and suburban areas around Milan, Rome, Bari and Catania. And last but not least, Fastweb sponsors an international research project by the Centre for Climate Repair at Cambridge University for the regeneration of marine biomass with the objective of addressing the problem of CO<sub>2</sub> and greenhouse gas removal.

**Christoph Aeschlimann**  
Chairman of the Board of Directors



**Alberto Calcagno**  
Chief Executive Officer



CHRISTOPH AESCHLIMANN



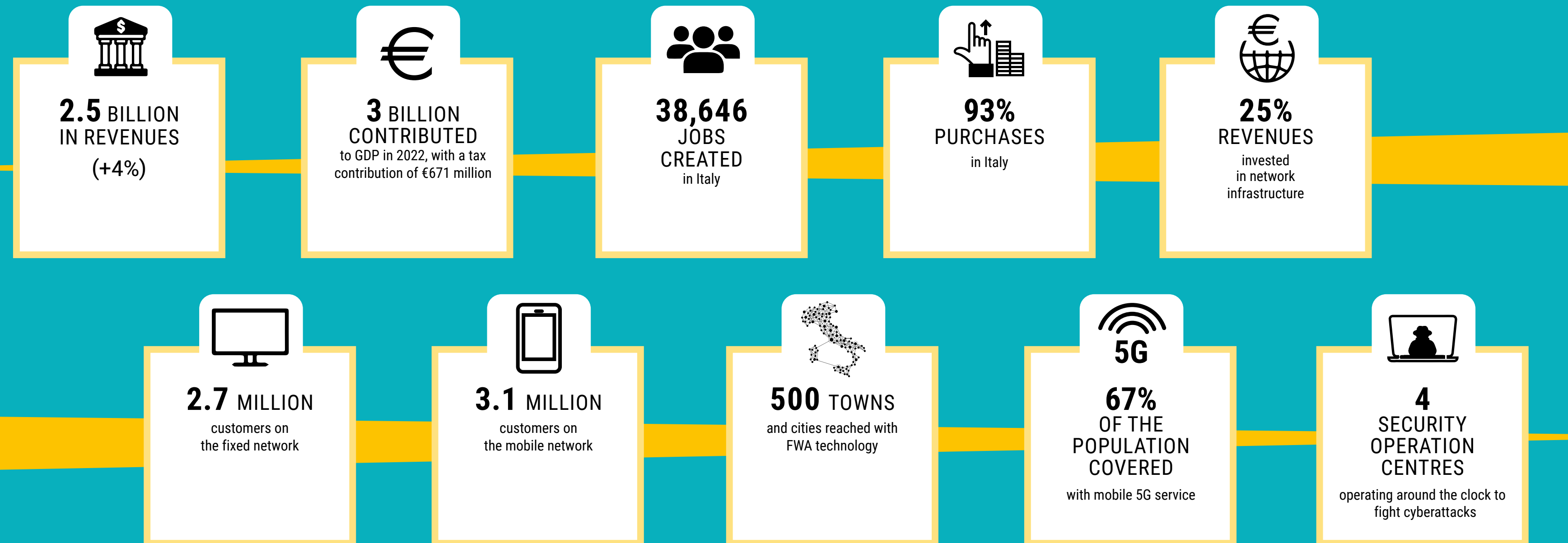
ALBERTO CALCAGNO



# 2022 Highlights

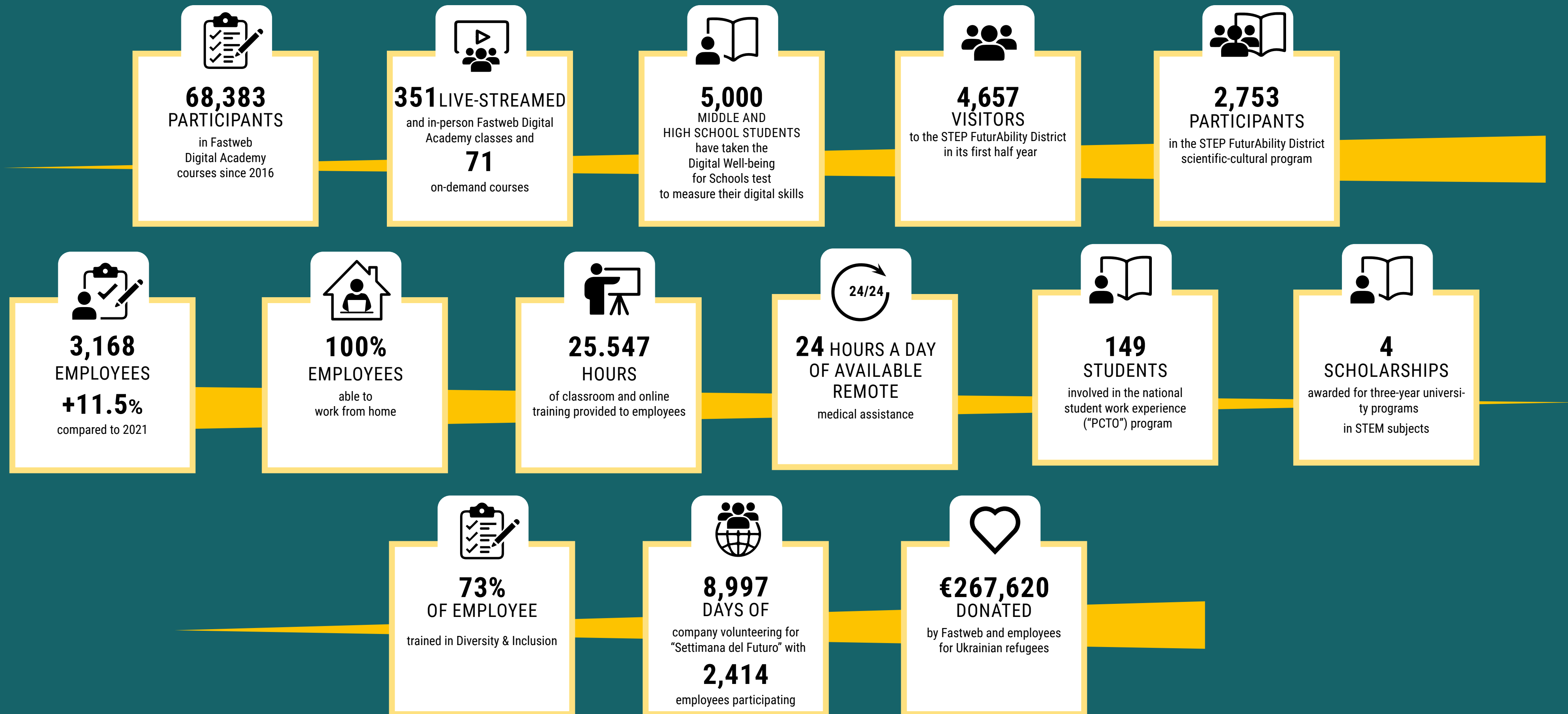


# A MORE CONNECTED FUTURE

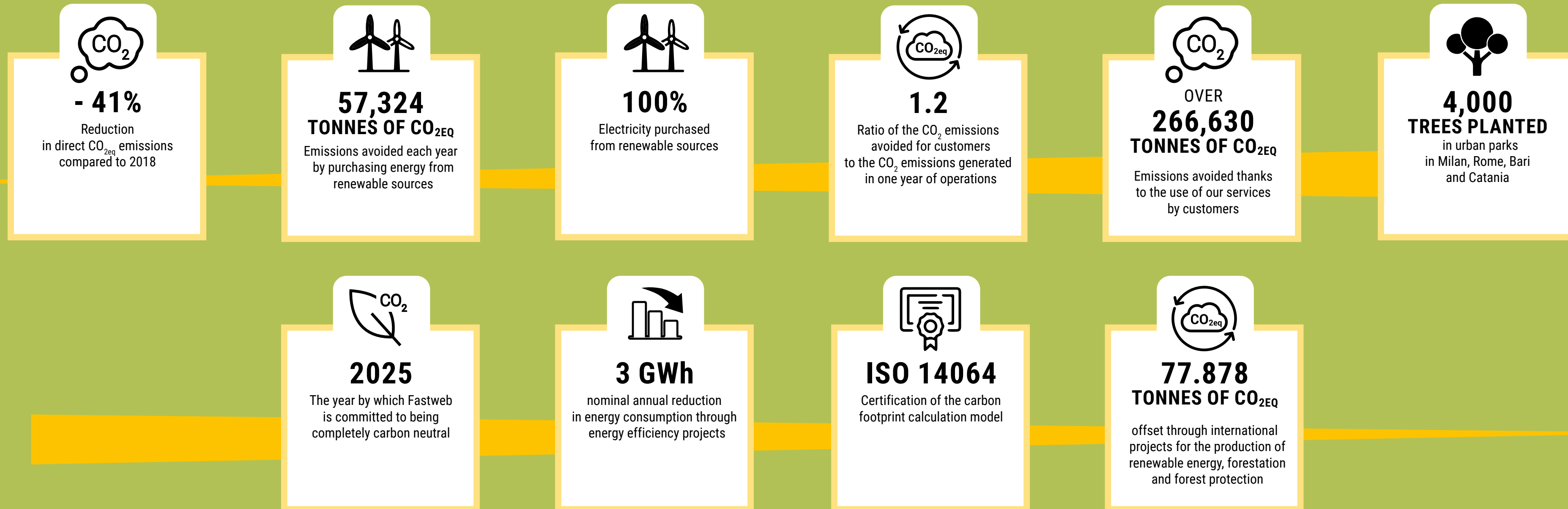




# A MORE INCLUSIVE FUTURE



# A MORE ECO-SUSTAINABLE FUTURE





**Fastweb's governance.  
A step towards the future**

# 1.1

## ABOUT FASTWEB

With 2.7 million fixed network customers and 3.1 million mobile network customers, Fastweb is a leading telecommunications operator in Italy, present throughout the country with sites, offices, equipment facilities and a network of over 1,000 stores, including owned single-brand stores, franchise stores and authorized dealers. In detail, Fastweb has 19 office locations, 18 of which are located in Italy, with one in Brussels.

Fastweb promotes the digital transformation of society to build an increasingly connected, inclusive and eco-sustainable future. Since it was founded in 1999, the company has focused on innovation and network infrastructure to ensure top quality ultrabroadband services and encourage digitalization among people and throughout the country.

To help everyone build their future with confidence, the company invests continuously in high-performance Gigabit-speed networks and innovative services, encourages the broadest possible development of digital skills among the population, promotes an inclusive culture by nurturing talent and helps in the fight against climate change. Since 2015, the company has sourced 100% of its energy from renewable sources and, in 2020, it set ambitious emission reduction targets approved by the Science-Based Targets initiative. Having already achieved carbon neutrality for direct emissions and emissions deriving from the services it provides to its

customers, Fastweb has set the ambitious goal of becoming completely carbon neutral by 2025. These efforts have put Fastweb back on the list of Europe's Climate Leaders published by the Financial Times, and the company became a Benefit Company in January 2022.

Since September 2007, Fastweb S.p.A. has been part of the Swisscom Group and owned by a sole shareholder, Swisscom AG, which manages and coordinates it through the subsidiary Swisscom Italia S.r.l.

In turn, Fastweb S.p.A. wholly owns Fastweb Air S.r.l., which was set up on 7 August 2018, and owns 70% of the company 7Layers S.r.l. In November 2022, a 50% stake was acquired in FF FW Limited, a joint venture vehicle registered in the United Kingdom and owned 50:50 with Founders Factory, a global leader in the development of innovative startups.

Additionally, Fastweb holds minority investments in the following companies: FiberCop S.p.A. (4.5%), Open Hub Med (12.3%), Consorzio Topix (9.6%), Cefriel (5.8%), Mix S.r.l. (1.1%), Consorzio Ge-Dix (n/a).

Fastweb's revenues totalled €2,482 million in 2022, up 4% on 2021, with total EBITDA of €854 million, up 3% on 2021.



# 1.1.1

## PURPOSE, VISION AND VALUES: THE GUIDING PRINCIPLES

In 2021, Fastweb had already defined and launched its new corporate purpose. It consolidated this purpose in 2022 so that it would permeate every aspect of the company's organization. Indeed, with YOU ARE FUTURE, Fastweb has rewritten its identity with a new strategic vision. This vision puts people first so everyone can take part in the future reshaped by the ongoing digital transformation. YOU ARE FUTURE reflects a renewed commitment that extends from the development of key infrastructure for the country's digitalization to the pursuit of the highest standards of social responsibility and environmental sustainability, with the aim of **helping everyone build their Future, with confidence.**

### A MORE CONNECTED, MORE INCLUSIVE, MORE ECO-SUSTAINABLE FUTURE.

What Fastweb envisions and is committed to achieving through digital technology is a more connected, inclusive and eco-sustainable future, which it intends to build day after day by offering high-performance Gigabit-speed networks and innovative services, encouraging the broader development of digital skills, developing an inclusive culture that celebrates the unique qualities of every individual and cultivates talent and adopting the best international standards to do its part in the fight

against climate change.

Fastweb's objective is to **guarantee everyone has access to the opportunities offered by digital technologies**, a mission that it pursues by taking action on several fronts. At the foundation of Fastweb's commitment to narrowing the digital divide lies its plans to develop a widespread network infrastructure that reaches areas currently not covered by networks with Gigabit-speed connectivity, in addition to focusing on equipping users with the digital skills they need to make the best use of current and future services and digital solutions. The company's commitment to digital readiness goes hand-in-hand with its sensitivity to inclusion, sustainability and connectivity. For example, through **Fastweb Digital Academy**, which is open to everyone at no cost, the company trains young people for the digital professions and bridges the country's cultural gap in the use of digital tools. In addition, **STEP FuturAbility District** opened in 2022 in Milan. Created as a space to connect with the future, it gives everyone the chance to measure their aptitude for the ongoing digital transformation and learn how to more knowledgeably build their tomorrow. Fastweb's strategic objectives will be achieved with the utmost respect for and protection of the environment and a renewed commitment to fighting climate change.

### A MORE CONNECTED FUTURE

WE ARE CONTRIBUTING TO THE COUNTRY'S DIGITALIZATION WITH ULTRABROADBAND NETWORKS AND DIGITAL SOLUTIONS TO IMPROVE QUALITY OF LIFE. WE GUARANTEE DATA PROTECTION AND A FULLY TRANSPARENT OFFER.

### A MORE INCLUSIVE FUTURE

WE OFFER ALL THE MOST APPROPRIATE TRAINING TOOLS TO HELP PEOPLE TAKE PART IN THE DIGITAL REVOLUTION AND MAKE THE MOST OF ITS OPPORTUNITIES. OUR WORKPLACE IS DYNAMIC AND INCLUSIVE.

### A MORE ECO-SUSTAINABLE FUTURE

WE ARE WORKING TO BECOME A CARBON NEUTRAL COMPANY BY 2025, THROUGH ENERGY EFFICIENCY AND THE CAREFUL USE OF RESOURCES AND BY OFFERING OUR CUSTOMERS SUSTAINABLE DIGITAL SOLUTIONS.



## VISION AND VALUES

Fastweb's goal for the future is also based on the shared vision and values that inspire the company and its employees. They are the expression of a company that is constantly evolving in order to remain a key player in the country's digital transformation.

## Our Vision:

We connect the future together, simply.

### OUR VALUES:

#### CARE

WE MAKE DECISIONS WITH OUR CUSTOMERS' INTERESTS IN MIND  
WE TAKE CARE OF OUR WORKERS  
WE TAKE CARE OF OURSELVES

#### COURAGE

WE ARE DIGITAL  
WE ARE LEADERS  
WE ARE ENTREPRENEURS

#### SUSTANABILITY

WE CREATE VALUE FOR THE COMPANY  
WE INVEST IN PEOPLE AND THE COMMUNITY  
WE MAKE SUSTAINABLE CHOICES FOR THE ENVIRONMENT





# 1.2

## GOVERNANCE TO SAFEGUARD BUSINESS VALUE

The governance system of:

- 1** Fastweb S.p.A. consists of the following bodies: General Meeting, Board of Directors and Board of Statutory Auditors. The Board of Directors is also assisted by the Independent Control Committee and the Management Board;
- 2** Fastweb Air S.r.l. consists of the following bodies: General Meeting, Board of Directors and Board of Statutory Auditors;
- 3** 7Layers S.r.l. consists of the following bodies: General Meeting, Board of Directors and Sole Statutory Auditor, who is also responsible for the audit of the financial statements required by law.

**FASTWEB**

**FASTWEB AIR**

**7 LAYERS**





## BOARD OF DIRECTORS OF FASTWEB S.P.A.

<b>Christoph Aeschlimann</b>	Chairman	Legal representation before third parties and in court
<b>Alberto Calcagno</b>	Chief Executive Officer and General Manager	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company
<b>Eugen Stermetz</b>	Deputy Chairman	
<b>Peter Burkhalter</b>	Director	
<b>Laura Donnini</b>	Independent Director	
<b>Maria Antonietta Gervasio</b>	Secretary	

The Board of Directors was appointed by the General Meeting on 29 March 2022 and will remain in office until the General Meeting called to approve the financial statements at 31 December 2024.

## INDEPENDENT CONTROL COMMITTEE OF FASTWEB S.P.A.

<b>Laura Donnini</b>	Chairman
<b>Klaus Rapp</b>	
<b>Eugen Stermetz</b>	
<b>Peter Burkhalter</b>	

Fastweb S.p.A.'s Independent Control Committee is appointed at the same time as the Board of Directors. The current committee will remain in office until the General Meeting called to approve the financial statements at 31 December 2024.

## BOARD OF STATUTORY AUDITORS OF FASTWEB S.P.A.

<b>Michele Siri</b>	Chairman
<b>Roberto Spada</b>	Standing Auditor
<b>Francesco Turati</b>	Standing Auditor
<b>Fabio Vittori</b>	Alternate Auditor
<b>Cristiano Proserpio</b>	Alternate Auditor

The Board of Statutory Auditors was appointed by the General Meeting on 25 March 2020 and will remain in office until the General Meeting called to approve the financial statements on 31 December 2022.







## BOARD OF DIRECTORS OF FASTWEB AIR S.R.L.

<b>Matteo Melchiorri</b>	Chairman	Legal representation before third parties and in court
<b>Pietro Mauro Casagrande</b>	Chief Executive Officer	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company
<b>Maria Antonietta Gervasio</b>	Director	
<b>Laura Foresti</b>	Director	

Fastweb Air S.r.l.'s Board of Directors was appointed on 3 December 2018 and will remain in office until revocation or resignation.

## BOARD OF STATUTORY AUDITORS OF FASTWEB AIR S.R.L.

<b>Michele Siri</b>	Chairman and Standing Auditor
<b>Gilberto Comi</b>	Standing Auditor
<b>Francesco Turati</b>	Standing Auditor
<b>Paolo Baruffi</b>	Alternate Auditor
<b>Fabio Fusco</b>	Alternate Auditor

Fastweb Air S.r.l.'s Board of Statutory Auditors was appointed on 29 March 2021 and will remain in office until the General Meeting called to approve the financial statements on 31 December 2023.



## BOARD OF DIRECTORS OF 7LAYERS S.R.L.

<b>Augusto Di Genova</b>	Chairman	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company
<b>Riccardo Baldanzi</b>	Chief Executive Officer	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company and Employer.
<b>Fabrizio Rosina</b>	Chief Executive Officer	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company.
<b>Marco Pennarola</b>	Director	
<b>Peter Grueter</b>	Director	
<b>Andrea Romano</b>	Director and CFO	Legal representation before third parties and in court and powers for the ordinary and extraordinary management of the Company

7Layers' Board of Directors was appointed on 30 September 2020 and will remain in office until the approval of the financial statements on 31 December 2024

## BOARD OF STATUTORY AUDITORS – 7LAYERS S.R.L.

<b>Roberto Spada</b>	Sole auditor
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7Layers' Sole Statutory Auditor was appointed on 30 September 2020 and will remain in office until the approval of the financial statements on 31 December 2024



## FASTWEB S.P.A. IS A BENEFIT COMPANY

During the General Meeting held on 18 November 2021, a resolution was passed to transform Fastweb S.p.A. into a **Benefit Company**, with effect from 1 January 2022. (<https://www.fastweb.it/corporate/azienda-e-sostenibilita/fastweb-societa-benefit/?lng=EN>).

Under Law No. 208 of 28 December 2015 (paragraphs 376-384), a Benefit Company is a company that in the performance of its economic activity, in addition to the pursuit of profit, also pursues one or more common benefit objectives and operates in a responsible, sustainable and transparent manner with people, communities, territories and the environment, cultural and social assets and activities, bodies and associations and other stakeholders. A company becomes a Benefit Company by amending its by-laws and this transformation entails analysing and reporting the company's impacts in an annual impact report, which Fastweb published for the first time for 2022 at the same time as the annual financial statements. The impact report includes:

- ▶ a description of the specific objectives, methods and actions implemented by the directors in the pursuit of common benefit objectives;
- ▶ an assessment of the impacts generated according to specific external assessment standards, for which Fastweb chose the GRI, the same used for the Sustainability Report;
- ▶ a section that describes the new objectives that the company intends to pursue in the subsequent year.

Furthermore, pursuant to article 24 of the by-laws, with the resolution passed on 28 January 2022, the BoD appointed an Impact Committee

that periodically reports to the BoD and coordinates the establishment and monitoring of common benefit objectives and relationships with stakeholders. The members of the Impact Committee are: *Senior Manager of Sustainability, Technology Officer, Chief External Relations & Sustainability Officer, Chief Financial Officer, Chief Human Capital Officer*. The Committee is chaired by the Senior Manager of Sustainability, who serves as Impact Manager, and remains in office until revocation/resignation.

## SUSTAINABILITY GOVERNANCE

The Sustainability unit assists the Impact Committee described above in establishing strategies and overseeing, coordinating and supervising Fastweb's main sustainability projects and initiatives in line with strategic objectives. Under the External Relations & Sustainability Officer's responsibility, this unit reports directly to the CEO.

In addition, certain people have been formally assigned environmental and safety responsibilities with spending powers, and they have assumed civil and criminal liability. The Corporate Affairs team ensures that the structure of powers adequately reflects changes in the organization and generally manages all powers with respect to management's roles and levels of responsibility.

## THE BOARD OF DIRECTORS

**The Group companies** are governed by their respective Boards of Directors (BoD) with a three-year term. The members may be re-appointed. The BoDs are vested with the fullest powers for the ordinary and extraordinary management of the companies and have the right to do whatever is necessary to achieve the corporate purpose.

The procedure for the appointment of the Boards of Directors entails the appointment of the directors at the General Meeting on the proposal of the sole shareholder, guaranteeing independence. These appointments end at the date of the General Meeting called to approve the financial statements for the last year of office of the directors, with the exception of Fastweb Air, as indicated earlier.

The Boards of Directors must be promptly notified if a director has any conflicts of interest. The director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other directors and the statutory auditors to assess whether there is a conflict and, more generally, whether the transaction is in the financial interests of the Company in question.

The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

On 29 July 2020, Fastweb S.p.A.'s Board of Directors adopted the related party transactions procedure to ensure that transactions with related parties are carried out in a manner that is completely transparent and substantially and procedurally correct.

The procedure was approved pursuant to Art. 2391-bis of the Italian Civil Code and Art. 2427, paragraph 1, point 22-bis of the Italian Civil Code, whereby unlisted companies are required to disclose in the notes to the financial statements any related party transactions that are both material and carried out at non-market conditions, and pursuant to IAS 24 on the disclosure of related party transactions.



Fastweb S.p.A.'s Board of Directors meets at least once each quarter, as needed, and is vested with the fullest powers with the exception of those reserved for the General Meeting by law. Fastweb S.p.A.'s Board of Directors met 15 times in 2022. Fastweb Air's Board of Directors met 3 times in 2022.

The directors' remuneration policies are decided in agreement with the Shareholder, whereas the Board of Directors is responsible for decisions relating to the fees for special duties and the remuneration of Fastweb S.p.A.'s Management Board.

The relationship between Fastweb S.p.A. and Fastweb Air S.r.l. is governed by specific intercompany agreements governing the provision of technical and staff services to the subsidiary in accordance with each company's peculiarities and management autonomy.

**7Layers** is governed by a Board of Directors (BoD) whose term of office will expire with the approval of the financial statements on 31 December 2024. The Board of Directors is vested with the fullest powers for the ordinary and extraordinary management of the company and has the right to do whatever is necessary to achieve the corporate purpose.

The procedure for the appointment of the Board of Directors provides for the appointment of the directors at the General Meeting on the proposal of the shareholders. Their term of office expires on the date of the General Meeting called to approve the financial statements for the last year of their term of office.

The Boards of Directors must be promptly notified if a director has any

conflicts of interest. The director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other directors and the statutory auditors to assess whether there is a conflict and, more generally, whether the transaction is in the financial interests of the company.

The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

At the first meeting of the year, the Board of Directors approves the budget for the year and the draft financial statements. 7Layers S.r.l.'s Board of Directors met 3 times in 2022.

The directors' remuneration policies are decided in agreement with the majority Shareholder and in compliance with group procedures.

### **INDEPENDENT CONTROL COMMITTEE**

After the Company was delisted, Fastweb S.p.A.'s Board of Directors held a meeting on 27 April 2011 and established the Independent Control Committee responsible for internal control. Its composition and duties are simplified as compared with those required for listed companies with respect to, inter alia, the accounting policies for the preparation of the financial statements, the audit and the identification of risks.

The Committee's duties also include setting the guidelines for the internal control system for Fastweb S.p.A. and its subsidiaries and the annual assessment of the internal control system. To further guarantee the Committee's independence, in addition to the independent Chairman, Laura Donnini, the following people have a standing invitation to attend

its meetings: the external member of Fastweb S.p.A.'s Supervisory Body, set up pursuant to Legislative Decree 231/2001, the members of Fastweb S.p.A.'s Board of Statutory Auditors, Fastweb S.p.A.'s Chief Audit Executive and the Head of Internal Audit. Any other person whom the Committee seers fit with respect to the matter to be discussed may also participate in the Committee's meetings.

### **THE BOARD OF STATUTORY AUDITORS**

The Boards of Statutory Auditors, as detailed above, monitor compliance with the law and the by-laws, compliance with the principles of correct administration and the adequacy of the organizational, administrative and accounting structure and that it effectively functions, as well as the independence of the independent auditors.

### **GENERAL MANAGER**

Fastweb S.p.A.'s Board of Directors may appoint one or more general managers, deciding on their powers, including their powers of representation, as well as their remuneration. On 8 November 2010, Fastweb S.p.A.'s Board of Directors approved the appointment of Alberto Calcagno as General Manager, vesting him with full powers to manage the company. The General Manager reports to the Board and is responsible for all the company's Divisions and Departments.

### **MANAGEMENT BOARD**

Fastweb S.p.A.'s Board of Directors has formally established a Management Board composed of managers who are not on the BoD, with the exception of the CEO, who chairs the Management Board.

The Committee functionally coordinates the activities of Fastweb S.p.A.'s



operational departments. This includes a preliminary examination of issues of strategic importance to the company's future development and transactions with a significant impact on results, equity and the financial position. The Management Board also acts as an advisory body for issues and transactions that the Board of Directors sees fit to specify.

The members of the Management Board are currently: the Chief Executive Officer, the Chief Financial Officer, the Chief Product Officer, the Chief Human Capital Officer, the Chief External Relations & Sustainability Officer, the Chief Consumer & Small Business Officer, the Chief Enterprise Officer, the Chief Wholesale Officer and the Technology Officer.

In specific areas, members of the Management Board serve on Steering Committees focused on certain issues, with periodic meetings to receive the management's reports and discuss the achievement of targets, progress, critical issues and the areas for improvement.

### **GENERAL MEETING**

The by-laws establish the procedures for calling the General Meeting and the shareholders' right to participate and be represented at the General Meeting, which is chaired by the Chairman of the BoD with the assistance of a secretary appointed by the General Meeting.

### **PROCEDURES FOR TRANSACTIONS INVOLVING A CONFLICT OF INTERESTS OR CONFLICTING WITH THE INTERESTS OF OTHER DIRECTORS OR EMPLOYEES**

In 2014, Fastweb S.p.A. implemented a procedure establishing the principles and operational rules that directors and employees of Fastweb S.p.A. and Fastweb Air S.r.l. must follow to ensure the transparency and

substantial and procedural correctness of transactions that may involve interests of other directors and employees, or that present a conflict between the personal interests of directors or employees and those of Fastweb.

In accordance with the provisions of article 2391 of the Italian Civil Code, these measures supplement the internal control system based on the Group Code of Ethics and the Organizational, Management and Control Model. The procedure also applies to the members of the Board of Statutory Auditors.

In 2022, as required by the procedure for transactions presenting a conflict of interest or transactions with other directors or employees, a panel made up of the Supervisory Body, the Anti-Corruption Officer and the Human Resources team examined three reports of potential conflicts of interest submitted by managers and employees appointed to positions outside the company. The investigations carried out did not reveal any situations in which the positions held outside the company conflicted with the duties at Fastweb S.p.A.



# 1.3

## ETHICS AND COMPLIANCE: ACTING RESPONSIBLY FOR OURSELVES AND OTHERS

### THE INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM

The internal control and risk management system consists of a set of rules, procedures and organizational structures to identify, measure, manage and monitor the main business risks and guarantee compliance with laws and regulations. The governance structure is an integral part of this system and consists of: the independent auditors, the Supervisory Bodies, the members of the Management Board, the DPO of each company, Fastweb S.p.A.'s Internal Audit, Compliance and Risk Management unit, which performs its duties for all the group companies, and all employees.

To create additional synergy between risk governance and the consequent economic impact on the business strategy, since 1 December 2022, Fastweb S.p.A.'s Risk Management unit is part of the Administration, Finance and Control - Strategy Team. The internal control system also relies on Fastweb S.p.A.'s Independent

Control Committee, which advises and makes proposals to the company's Board of Directors, Supervisory Body (see the paragraph on "The Role of the Supervisory Body") and Internal Audit unit, which is responsible for verifying that the internal control and risk management systems are functioning and adequate.

At Fastweb S.p.A., the Internal Audit unit performs **independent** and objective **assurance** and **advisory** activities to assist the organization in the pursuit of its objectives, identifying risks that could compromise, in whole or in part, the achievement of objectives and providing assessments of the effectiveness of internal controls and recommendations on the Internal Control System (ICS). This work on the ICS entails the definition of the annual audit plan (Integrated Strategic Audit Plan) and the performance of planned audits whose scope includes the subsidiaries Fastweb Air and 7Layers. The Internal Audit unit reports the results of its activities on a quarterly basis to the **Independent Audit Committee** (ICC) of Fastweb S.p.A. and Swisscom.

Fastweb S.p.A. has also adopted an Enterprise Risk Management (ERM) Policy and a periodic risk assessment process to identify and analyse management strategies for the main strategic corporate risks. Fastweb S.p.A.'s Risk Management unit, which is part of the Strategy Division and reports functionally to Administration, Finance & Control, supports the Chief Risk Officer with risk assessment and communications to the various stakeholders (Swisscom, ICC, Board of Directors and senior management) by preparing a report each quarter in collaboration with the various business units. Responsibility for the management and reporting of identified strategic risks are assigned according to the risk acceptance level approved by Fastweb S.p.A.'s Board of Directors. Under the ERM procedure, the Chief Financial Officer acts as the Chief Risk Officer, periodically reporting the results of risk assessment activities to the Management Board.

As in 2021, a bottom-up risk assessment process continued to be implemented at the company in 2022 to identify, analyse and assess the





financial, reputational and legal impacts of operational risks and track any countermeasures to reduce these risks.

Moreover, in 2022, assessments were also conducted on processes at risk of bribery, which led to a revision of the guidelines as part of the continuous improvement approach.

In November 2022, Fastweb S.p.A. and Fastweb Air earned ISO 37001 certification attesting to the adequacy of their bribery prevention systems in accordance with the ISO international standards.

This certification is yet another confirmation of Fastweb's commitment to preventing bribery and its desire to promote an ethical culture based on transparency, fairness and lawfulness through the principles expressed in its Anti-Corruption Guidelines, Code of Ethics and Model 231.

### **MODEL 231**

In compliance with Legislative Decree 231/01, Fastweb S.p.A. has adopted an organizational model - of which the **Code of Ethics** is an integral part - establishing the main rules of conduct for all company employees and defining "sensitive" processes, areas and activities (i.e. those at risk of the crimes under Legislative Decree 231) and the associated controls.

**Model 231** is updated periodically on the basis of regulatory and organizational changes. In the second half of 2022, to update its Model, Fastweb conducted a risk assessment which entailed assessing the applicability of the new offences covered by Legislative Decree 231/01 (offences against cultural assets and relating to cultural asset

and landscape, changes made with respect to money laundering and receiving stolen goods, offences against the Public Administration and market abuse, offences involving non-cash payment instruments) and identified a control system that can adequately prevent such crimes. The BoD will approve the updated Model in the first quarter of 2023. As for the Group's subsidiaries, Fastweb Air has its own Model 231, which it adopted in July 2021 following the introduction of new offences, while 7Layers' Model was defined and approved by the Board of Directors in December 2021 following an analysis and assessment of all sensitive processes and risks. The Model's governance was established at the same time, providing for periodic updating on the basis of regulatory and organizational changes. The next update is scheduled for 2023. Every update to the Model is promptly reported to all employees, who also receive periodic e-training on the principles and rules of conduct set out in Model 231.

Model 231 is also shared with and applied to people operating on Fastweb's behalf in a capacity other than as employees. Under specific contractual clauses in the scope of their relationships with the company, these people undertake to comply with the applicable regulations in force and to act in a way that prevents the committing of the offences punishable under Legislative Decree 231/2001.



## THE CODE OF ETHICS

Fastweb S.p.A. and Fastweb Air S.r.l. have adopted the same Code of Ethics to give everyone working for them (employees, suppliers, consultants and business partners) simple, direct principles that they must follow in their everyday actions. The Code of Ethics contains explanatory sections like “**what does this mean for me**” and “**ethical questions**” that offer quick tips for deciding on how best to act and finding the right policy to apply in the various areas.

In line with Fastweb's deepening commitment to sustainable development, the consolidation of its compliance system and the introduction of new policies, in recent years, the scope of the Code of Ethics has broadened to include the following areas:

▶ **DIVERSITY AND INCLUSION:** a new paragraph has been added entirely dedicated to Diversity and Inclusion in order to reinforce a culture of coming together and promoting the richness of diversity.

▶ **ACCURATE COMMUNICATION:** a new chapter “Our commitment to communication” has been added with guidelines to be observed when communicating on social media in order to ensure that the dissemination of company information is correct and effective.

▶ **INTEGRITY AND TRANSPARENCY:** key rules to follow to ensure transparent and fair accounting entries have been added, confirming the company's commitment to integrity and transparency.

▶ **SUSTAINABILITY AND ENVIRONMENTAL PROTECTION:** the chapter on the environment has been expanded with an outline of the conduct that should guide everyone's actions in making their contribution and spreading a culture that reduces environmental impacts.

▶ **PROPER MANAGEMENT OF PERSONAL DATA:** a new chapter has been added, “Commitment to customers' data”, setting out the fundamental principles for the proper management of personal data and translating them into operational rules to be followed to ensure data protection in every business process.

In May 2022, the Compliance team held a video-course for all Fastweb employees to explain how the Code of Ethics should be applied.

Furthermore, with the most recent update approved by Fastweb S.p.A.'s BoD on 2 February 2023, the company shared its policy and principles for the ethical use of artificial intelligence, inspired by the OECD guidelines and the

proposed European Regulation (AI Act), and requiring everyone's commitment to ensure an effective internal control system and the achievement of the company's purpose: “Help everyone build their future with confidence,” YOU ARE FUTURE.

7Layers drafted its own Code of Ethics and updated it in 2022 to include information on the whistleblowing channel established by Fastweb's Whistleblowing Policy, which the company adopted in December 2022.

## THE DONATIONS COMMITTEE

Changes were made to the appointments and policy of the Committee responsible for Fastweb S.p.A.'s donations, with the policy updated to describe in greater detail the procedure that the Committee must follow when approving donations. In addition, the policy now includes new donations relating to the Public Administration which were not provided for in the previous version. The cash payment process was also revised with new administration procedures.





## THE ROLE OF THE SUPERVISORY BODY SUPERVISORY BODY - FASTWEB S.P.A.

<b>LAURA DONNINI</b>	INDEPENDENT DIRECTOR AND CHAIRWOMAN OF THE INDEPENDENT CONTROL COMMITTEE
<b>UGO LECIS</b>	EXTERNAL MEMBER, EXPERT IN CRIMINAL LAW
<b>CARLO SCARPA</b>	CHIEF AUDIT EXECUTIVE OF FASTWEB S.P.A.

The Supervisory Body (SB) of Fastweb S.p.A. and Fastweb Air S.r.l. is composed of one external member and Fastweb S.p.A.'s Head of Internal Audit. Its term of office is the same as that of the BoD that appoints it. 7Layers' Supervisory Body is composed of the Chief Audit Executive of Fastweb S.p.A. and a lawyer specialized in criminal law serving as its external member. It remains in office until revocation and/or resignation.

The Supervisory Bodies, which are autonomous and independent, verify the correct and effective application of Model 231 through specific supervisory activities and analyse the risk area control system according to best practices and the Confindustria Guidelines. The supervisory activities are included in the "Integrated Strategic Audit Plan" presented annually to Fastweb S.p.A.'s Independent Control Committee and mainly focus on ensuring that the Model is effectively applied in the areas most at risk of offences being committed. As required by Art. 6, paragraph 2, letter d) of Legislative Decree 231/01, continuous information flows to the SB are provided for. The SBs

discuss the type and frequency of the information with the respective Internal Heads of sensitive processes, in line with the agreed methods and timing.

The Supervisory Bodies can rely on Fastweb S.p.A.'s Compliance unit to carry out supervisory activities on the effective and efficient application of the Models and to periodically report to the Board of Directors on any critical findings.

The SBs also periodically report to the Board of Directors, the Independent Control Committee and the Board of Statutory Auditors by preparing reports on their activities or whenever they deem it appropriate to inform the corporate bodies.

Reports may be sent to the Supervisory Body using the report tool available online (<https://www.bkms-system.ch/bkwebanon/report/clientInfo?cin=B5AmGS&c=-1&language=eng>).

### FASTWEB AND RESPECT FOR THE RULES: A PROACTIVE COMMITMENT AND A CONSTANTLY EVOLVING SYSTEM

**Fastweb constantly and methodically seeks to ensure that all employees, suppliers and partners comply with currently applicable regulations, including through the adoption of internal procedures and rules.**

In line with this crucial objective, each year the company voluntarily strengthens its internal compliance system through targeted initiatives. Fastweb has **Anti-Corruption Guidelines** applicable to all

Group companies. The guidelines were developed based on a risk assessment and further reinforce the internal controls in terms of monitoring and managing the risks of all Fastweb operations. In 2022, the Anti-Corruption Guidelines were updated to introduce the new bribery risk areas in light of the updated risk assessment and the rules to follow in the management of advisory engagements and M&As. Furthermore, the risks relating to relationships with trade associations and the supervisory and regulatory authorities were also specified.

The update of the guidelines made them easier to use by more clearly specifying employees' and managers' roles and responsibilities within the bribery prevention program. Fastweb has also included examples of alerts, i.e., anomaly indices for the various processes to watch and report to the Anti-Corruption Officer, making these duties easier for employees assigned to sensitive activities.

The processes covered by the risk map for this area are: management of relationships with the public administration, management of the sale of products and services, management of financial resources, management of human resources and management of commercial relationships for the purchase of goods/services (i.e., "procurement"). The risks are mapped in the Anti-Corruption Guidelines by identifying Sensitive Areas subject to specific monitoring to ensure compliance with the ban on bribery in the management of relationships with the public administration, conflicts of interest, contributions to political parties, lobbying, donations and sponsorships, gifts, gratuities and hospitality, relationships with external stakeholders like customers and suppliers and the management of human resources.



The BoDs of Fastweb S.p.A. and Fastweb Air S.r.l. have appointed an internal contact person, the Anti-Corruption Officer, responsible for promoting the company rules in cooperation with the SB. The Anti-Corruption Officer periodically reports to the BoD, the Independent Control Committee and the Board of Statutory Auditors, preparing reports on the activities performed, and sees that the anti-bribery management system is functioning in accordance with the requirements of ISO 37001. The guidelines have been disseminated internally to all personnel via Agorà, the company intranet, and through specific training activities for all employees, as well as externally on the Fastweb website.

In 2019, Fastweb S.p.A. also adopted an antitrust compliance program, appointed an Antitrust Officer and wrote its own **guidelines** for fair competition and to protect consumers, which Fastweb S.p.A.'s BoD has approved. It also adopted a **Code of Conduct for all employees** of Fastweb S.p.A.

These guidelines are a unified, consistent set of principles of integrity and transparency that establish:

- ▶ Roles and responsibilities for the prevention of antitrust offences and violations of consumer protection regulations
- ▶ The areas most at risk of antitrust violations
- ▶ How to act (Code of Conduct) in situations presenting antitrust risk.

In February 2023, the fair competition and consumer protection guidelines were updated, broadening the scope of application of the consumer protection compliance program to include new risk

scenarios. At the same time, the related rules of conduct were added to the Code of Conduct, along with the section "**Let's learn from experience**" which gives practical examples and indicates the activities at risk.

As part of its compliance programs, Fastweb undertakes to continuously monitor the effectiveness of controls considering regulatory updates.

Fastweb S.p.A. also has a Whistleblowing Policy that governs the reporting of any unlawful conduct by employees in the performance of their duties. The Whistleblowing Policy provides for a dedicated channel for anonymous reports and ensures that each report is assessed objectively, independently and in the strictest confidence. In 2022, the policy, which Fastweb Air already applied, was extended to 7Layers as well, and the company's commitment to and focus on protecting whistleblowers was stressed by the inclusion of whistleblowing in anti-bribery training and the publication of news articles on Agorà to raise awareness.

In 2022, like the previous year, Fastweb S.p.A. and Fastweb Air maintained and monitored the whistleblowing channel for violations of the Code of Ethics and company policies at the email address [ethics@fastweb.it](mailto:ethics@fastweb.it). Fastweb S.p.A. ensures that reports are examined with the utmost discretion by the Compliance unit. In particular, reports relating to discrimination, human rights violations, labour law, health and safety and workplace issues are handled by the Social Performance Team, i.e., the newly set up interdepartmental team that guarantees the application of social responsibility principles in accordance with the SA8000

certification. Only one report was received in 2022 relating to social responsibility. It was managed immediately.

Demonstrating how important lawfulness is for the company, again this year Fastweb took part in the **Business Integrity Forum (BIF)**, an initiative run by the NGO Transparency International that brings together the largest Italian companies active in integrity and transparency issues. This initiative reflects the commitment of companies to adopt specific tools and spread a culture of lawfulness by preventing and countering corruption in business practices. During the events organized for the 2022 edition, particular emphasis was placed on eco-sustainability and ethical governance, through the analysis of other companies' experiences. This partnership with the BIF enabled Fastweb to use videos produced by the BIF to raise awareness within the company about the social impacts of fighting corruption.



## INTEGRATED TRAINING: THE PILLAR OF CORPORATE COMPLIANCE

The various types of compliance require adequate and effective training in terms of both form and laws and regulations. Fastweb sees training as a driver for change and improvement and has made it an essential component of the various organizational models, with awareness and training constituting the foundation of corporate compliance with Legislative decree 231 and anti-corruption, data protection and antitrust regulations.

This is why Fastweb has kicked off an integrated training project with training provided every two years on a scheduled basis and training sessions for employees and managers. The purpose of the training is to define the various compliance risks and give everyone a complete view in line with company dynamics, so they can recognize risks and minimize them by following specific instructions.

Sixteen different training courses were held in 2022 with a total duration of 77 hours. Some of the mandatory training courses were for the entire population of Fastweb S.p.A., Fastweb Air and 7Layers, including members of the Management Board, while others were designed and delivered to meet the specific needs of certain Fastweb teams. Anti-bribery training was made a priority, with 3,012 employees, equal to 98% of Fastweb's and Fastweb Air's combined workforce and all members of the Management Board receiving it. The BoDs of Fastweb S.p.A. and Fastweb Air

received a specific update on the new management system for ISO 37001 certification and on the updates to the Anti-Corruption Guidelines.

## VOLUNTARY STANDARDS: POLICIES AND CERTIFICATION

In addition to the internal safeguards mentioned above, Fastweb has established a series of **clear policies to be applied that reflect its commitment** to aspects ranging from anti-corruption to the environment, security and data protection. Employees are informed of all the policies, which are always available on Agorà, the company Intranet.



## FASTWEB'S MAIN GUIDING POLICIES<sup>1</sup>

▶ **ANTI-CORRUPTION GUIDELINES:** these are another tool to summarize and optimize the existing anti-corruption policy framework with the aim of building an organic and efficient system to better promote anti-corruption principles, integrity and transparency within the company. (These guidelines also apply to 7Layers).

▶ **ANTI-CORRUPTION DIRECTIVE FOR EVENTS AND INVITATIONS:** this directive outlines the operational procedure to minimize the risk of committing bribery when extending invitations to sporting, cultural and informational events to public and private customers.

▶ **ANTITRUST GUIDELINES AND CODE OF CONDUCT:** these demonstrate the explicit, informed commitment of Fastweb S.p.A. and its directors to respect the principles protecting the free market and fair competition and to promote these fundamental values among all Fastweb's employees and freelancers as a pillar of the company's culture and policy.

▶ **DIVERSITY AND INCLUSION POLICY:** this policy ensures a safe and inclusive workplace where people can express their uniqueness with the aim of making these principles an essential requirement in the conduct of company business. The policy now applies to all Group companies.

▶ **SOCIAL ACCOUNTABILITY POLICY:** based on the SA8000 international standard, it enshrines the company's commitment to ethical values, respect for human rights and the continuous improvement of the working conditions of employees and freelancers.

▶ **GIFTS POLICY:** it describes the conditions for accepting or giving gifts in dealings with third parties such as suppliers, customers and public officials.

▶ **CUSTOMER PRIVACY AND DATA PROTECTION POLICY:** it defines the methods through which Fastweb S.p.A. informs all customers on how personal data is processed in accordance with the user's rights expressed in the "Privacy Code".

▶ **ENVIRONMENTAL POLICY:** based on the ISO 14001 international standard, this policy sets out the framework for establishing and adapting environmental protection objectives.

▶ **ENERGY POLICY:** based on the ISO 50001 international standard, this is the framework for establishing and updating energy efficiency objectives.

▶ **SAFETY POLICY:** based on the international ISO 45001 standard, this policy implements the company's commitment to health and safety and establishes the framework of rules and best practices to be applied at all organizational levels.

▶ **WHISTLEBLOWING POLICY:** this policy governs the management of reports of unlawful conduct, specifying the communication channels and how they are managed by the company. Reports can be made by telephone, by traditional post or anonymously using the public internet link containing the whistleblowing form, which is also available on the company intranet. All reports are analysed and managed, where applicable, by taking the most appropriate actions with the utmost confidentiality. (This policy also applies to 7Layers).

▶ **DONATION POLICY:** this policy defines the process, operating rules and controls for corporate donations in the form of goods, services or money. The purpose of the policy is to ensure that donations are made in accordance with the principles of transparency and fairness and in compliance with the Code of Ethics and Model 231.

▶ **SPONSORSHIP POLICY:** this policy establishes the conditions for providing sponsorships, which must comply with that established in Model 231 and the Anti-Corruption Directive, improve Fastweb's market position, promote its products and services, encourage customer loyalty and customer relationships and engage employees, increasing their satisfaction.

<sup>1</sup> Unless specified otherwise, the documents in the list apply to Fastweb S.p.A. and Fastweb Air.



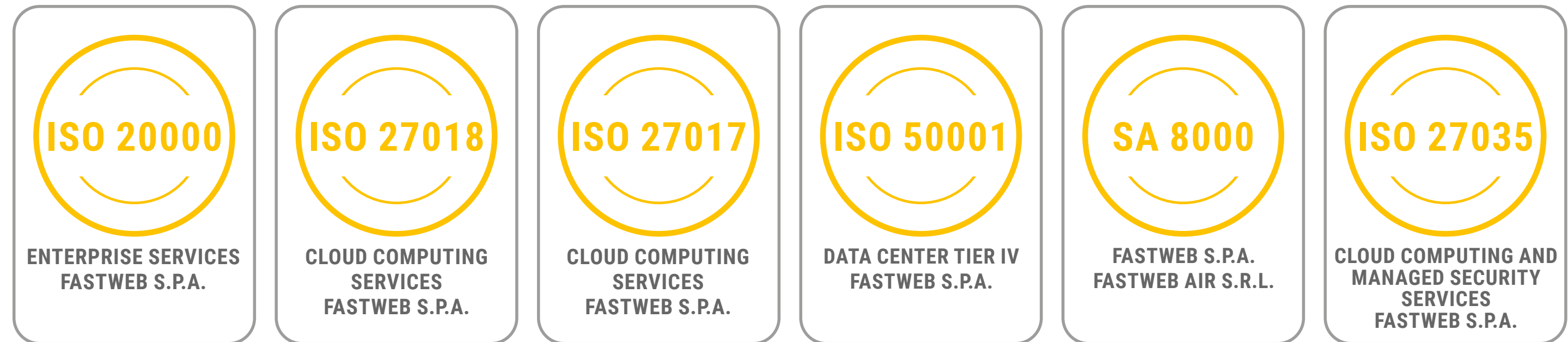
Many of the internal policies are related to the adoption of certified management systems according to specific voluntary standards.

In 2022, Fastweb obtained three new certifications: ISO 37001 to prevent bribery, ISO 14064-1 on the calculation of the company's carbon footprint and the CSA STAR (Level 2) on the security of the cloud services offered to customers.

The implemented systems have been integrated to create **a single management system that guides internal operations and ensures the correct application of company rules in the various operating areas.**

This system includes: process quality (ISO 9001), information and data security (ISO 27001), information and data security for cloud computing services (ISO 27017), privacy management for public cloud services (ISO 27018), personal data management and protection (ISO 27701), information security incident management (ISO 27035), environment (ISO 14001), occupational health and safety (ISO 45001), management of ICT services (ISO 20000), business continuity (ISO 22301), design, development, management, reporting and verification of GHG inventory (ISO 14064-1), energy (ISO 50001), social responsibility (SA 8000), cloud service security and reliability (CSA STAR – 2 Level) and bribery prevention (ISO 37001).

Fastweb ensures that all personnel performing duties for the implementation and maintenance of the management systems have gained the necessary skills through the appropriate information and training. To this end, Fastweb identifies the training needs and plans and delivers specific training courses based on the identified needs.



# 1.3.1

## TAX APPROACH

Fastweb operates according to principles based on honesty, integrity and compliance with tax regulations. In its relationships with the tax authorities, the Company is committed to prior dialogue and to maintaining relationships based on transparency, dialogue and cooperation. Fastweb believes that absolute transparency with the tax authorities and full compliance with tax regulations and obligations are its essential duties as a taxpayer and part of its social responsibility with institutions and the country.

It does not directly or indirectly own companies located in countries or territories with privileged tax regimes and does not apply transfer pricing policies meant to erode its tax base. In this regard, Fastweb carefully evaluates developments in both domestic and international tax regulations that counter tax erosion and profit splitting, with a constant commitment to upholding these principles. Tax items and charges are reported regularly in the annual financial statements submitted for third-party assurance review.

In terms of risk management, Fastweb has processes and procedures in place to ensure the proper assignment of roles, responsibilities and powers to each person involved in processes with tax implications, so as to ensure proper tax risk management and minimize the possibility of disputes. At

the same time, all necessary measures are taken for the full and ongoing involvement of the tax department in business decisions. If the processes that Fastweb has implemented do not already provide for the involvement of the tax department, the business unit involves the tax department in advance in order to ensure an adequate assessment of tax effects and risks.

In 2021, Fastweb also launched a project to implement an effective tax risk management and control system and consequently adopt a Tax Control Framework ("TCF").

The types of tax risks that may arise in the context of business processes have been divided into tax compliance risks and interpretation risks regarding routine and non-routine transactions.

Fastweb ensures that tax risk management processes guarantee adequate protection for internal and external stakeholders, both in terms of risk mitigation (also considering possible reputational impacts) and in more general terms of safeguarding shareholder's value, i.e., stakeholders' interest in preserving the Company's value.

Fastweb S.p.A. and its subsidiaries Fastweb Air S.r.l. and 7Layers S.r.l. reside in Italy for tax purposes. Fastweb S.p.A. and Fastweb Air S.r.l. participate in tax consolidation with the holding company Swisscom Italia S.r.l., which makes IRES (corporate income tax) payments in Italy on Italian consolidated taxable income.



The image features a vibrant green leaf positioned centrally over a blue-toned circuit board. A yellow line graph with five circular nodes trends upwards from the bottom left towards the top right. The nodes contain icons: a document, a Wi-Fi signal, a lightbulb, and a group of people. The circuit board background is detailed with intricate copper traces and small blue light effects.

**Sustainability for Fastweb:  
technology and innovation  
for sustainable development**

# 2.1

## THE DIGITAL REVOLUTION'S CONTRIBUTION TO ACHIEVING THE SDGS

Digitalization and sustainable development are closely interrelated. The technologies of the fourth industrial revolution, such as artificial intelligence, robotics, the Internet of Things (IoT) and more generally the entire ICT industry, can significantly contribute to achieving the international sustainable development goals.

With the aim of harnessing the technologies offered by the fourth industrial revolution for sustainable development, the World Economic Forum has launched the 2030Vision<sup>2</sup> initiative, which brings together some of the world's leading companies to develop the technological solutions needed to support the achievement of the UN's 2030 Agenda goals. According to a recent World Economic Forum study<sup>3</sup>, by harnessing these technologies, we can speed up the achievement of 70% of the 169 targets in the 17 Sustainable Development Goals to achieve the 2030 Agenda.

The belief that the tech industry is crucial for sustainable development has been confirmed by, among other things, the European

Commission's decisions for the Next Generation EU, whereby each country must allocate one-fifth of all its resources in its Recovery and Resilience Plan to the ICT sector, strengthening infrastructure and designing new technologies. Investments in digitalization will therefore be the second largest expenditure item in the post-Covid recovery strategy across the entire European Union.

This is due to the understanding that not only is the industry valuable strategically but it is important for the achievement of the Sustainable Development Goals as well, as explained in the Commission's document "Synergies between the Sustainable Development Goals and the National Recovery and Resilience Plans – Best Practices from Local and Regional Authorities"<sup>4</sup>. This commitment will drive social and economic development processes for the entire Digital Decade, a project aimed at building a future in which the digital society puts people first, is sustainable and creates value for people and businesses.

### TECHNOLOGIES FOR GLOBAL SUSTAINABLE DEVELOPMENT



In 2022, after two years of the pandemic, the SDGs indicators showed, for the second year in a row, a slowdown in global growth. There is no doubt that one of the factors with the largest impact has been the food crisis triggered by both the war in Ukraine and the effects of global warming in various regions of the world, particularly South Asia.

<sup>2</sup> Vision2030, <https://www.2030vision.com/>

<sup>3</sup> World Economic Forum, 2020, *Unlocking technology for the Global Goals*

<sup>4</sup> EU Commission, 2022, "Synergies between the Sustainable Development Goals and the National Recovery and Resilience Plans – Best Practices from Local and Regional Authorities"





In the United Nations Sustainable Development Goals Report 2022, the issue of digitalization is cited as one of the main obstacles to the development of a resilient and modern economy with positive impacts on society and the environment.

Today, the impact of artificial intelligence and other new technologies is rocking all key economic sectors, including farming, mining, manufacturing, retail, finance, the media, health and education, not to mention research and the public administration. Digital technologies create value, reduce costs and emissions, support the circular economy, make it possible to implement clean energy systems and better protect ecosystems and play a crucial role in the pursuit of the SDGs.

While it remains very difficult to pinpoint one direction in which to concentrate our digitalization efforts and strategies due to regional differences and the great challenges that arise each year on the international stage, the values and principles of the SDGs are now the key to a sustainable, inclusive and fair recovery plan. Digital solutions play a vital role in this context, as they offer new possibilities and opportunities not only for business but for communities and the environment as well.

As part of the 2030Vision initiative, the World Economic Forum has developed a framework to facilitate the digital acceleration of countries using a tool that can be applied to any organization. This framework consists of six pillars on which organizations need to focus to ensure that technological advancements are enablers and contribute to progress towards the Sustainable Development Goals.





DEFINITION

### FUNDING COMMERCE

Create the conditions for the successful development, market launch and expansion and commercialisation of cutting-edge technologies that can contribute to achieving the Sustainable Development Goals.

APPLICATION

- ▶ Support tech trends, including through the adoption of responsible technology protocols with sustainability objectives.
- ▶ Develop a plan to support digital and physical infrastructure in the pursuit of strategic priorities.

### PEOPLE AND SKILLS

Understand how technology will transform the job market and take the necessary steps to support employees in gaining digital skills and a firm grasp of cutting-edge technology so that everyone can help achieve the targets of the Sustainable Development Goals by adopting new technologies.

- ▶ Take steps to reskill and upskill the workforce on aspects relating to the Fourth Industrial Revolution.
- ▶ Implement training programs that include the development of the workforce's skills on aspects relating to the Fourth Industrial Revolution.
- ▶ Establish reskilling programs for employees.
- ▶ Plan initiatives with academic institutions to spread and improve digital and technological skills.

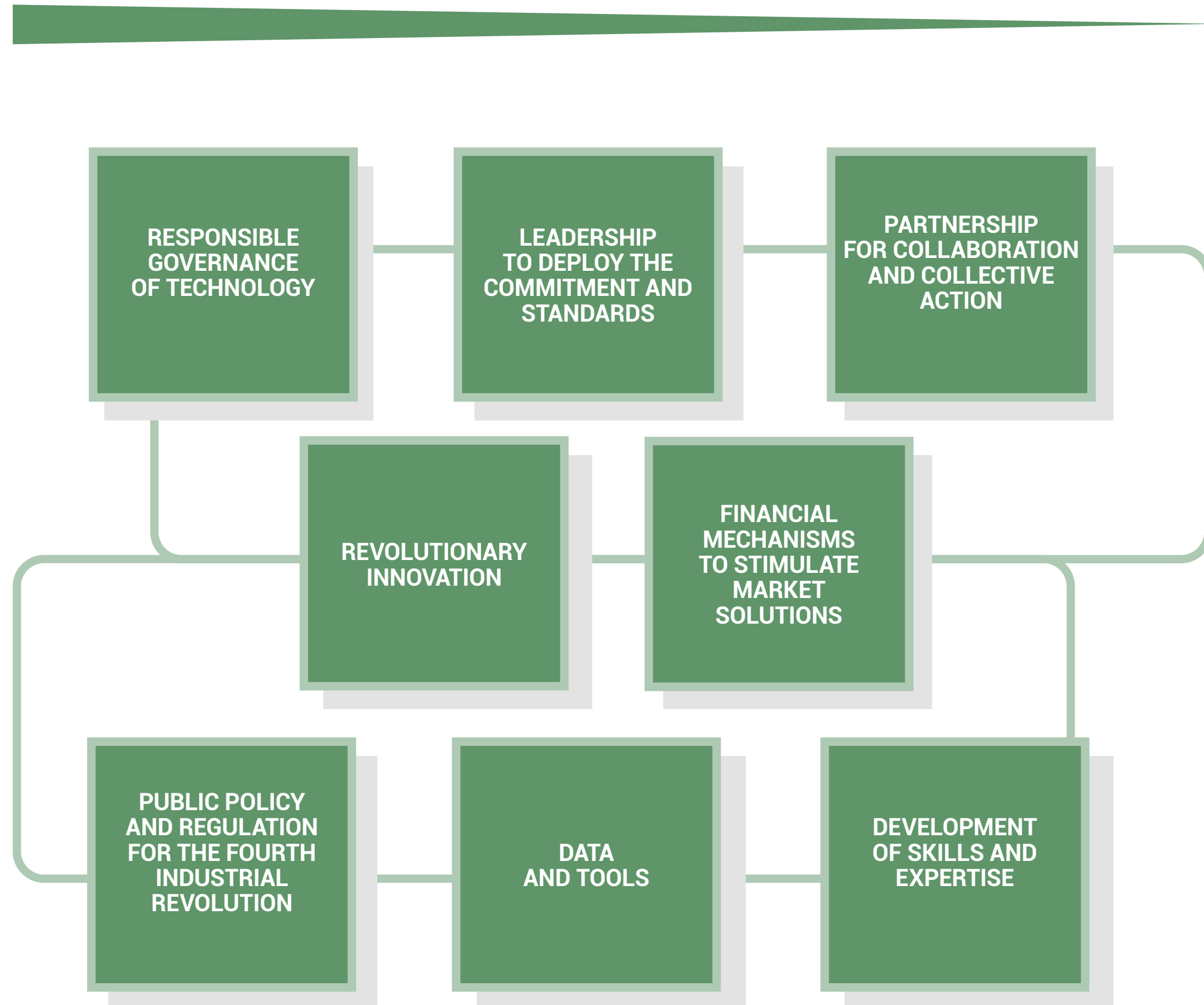
### COLLECTIVE ACTION AND COLLABORATION

Promote collective and collaborative actions to implement initiatives to achieve the Sustainable Development Goals through participation in multi-stakeholder partnerships and alliances to carry out joint activities and exchange resources.






- ▶ Carefully consider the main internal and external stakeholders and establish a purpose and procedure for their engagement.
- ▶ Report cutting-edge technological solutions to stakeholders in line with the vision and strategy of the Sustainable Development Goals.
- ▶ Be actively involved in multi-stakeholder partnerships and alliances to develop actions and exchange resources.



THE WORLD ECONOMIC FORUM ALSO POINTS TO EIGHT ENABLERS THAT HELP OVERCOME THE BARRIERS TO ACHIEVING THE SUSTAINABLE DEVELOPMENT GOALS<sup>5</sup>:

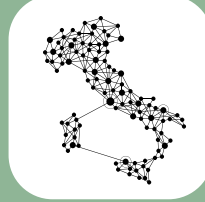





OPPORTUNITIES AND ECONOMIC CHALLENGES

 <p><b>€40.32</b> BILLION</p>	<p>is the amount that the Italian National Recovery and Resilience Plan (NRRP) has allocated for Mission 1, <i>Digitalization, Innovation, Competitiveness, Culture and Tourism</i>. 24% of this funding is earmarked for digitalization, innovation and security projects with the public administration, while 60% will go to digitalizing the manufacturing system and the remaining 16% to tourism and culture 4.0. <i>Source: Italian government website</i></p>
 <p><b>€2,018</b> BILLION</p>	<p>is the amount of investments planned for the next seven years (2021-2027) according to the European Union's earmarks for the NextGenerationEU program in response to the crisis caused by the pandemic, in order to relieve economic and social hardship and steer the transition towards a sustainable and resilient Europe. <i>Source: European Commission, 2021, "The EU's 2021-2027 long-term budget and NextGenerationEU"</i></p>
 <p><b>USD 600</b> BILLION</p>	<p>is the estimated contribution that 5G will make to the world economy, with effects on all economic sectors and enabling new classes of services in a wide range of areas. <i>Source: Digital Innovation Observatories of the School of Management at the Politecnico of Milan – Report on the telecommunications chain in Italy, 2021</i></p>
 <p><b>72%</b></p>	<p>is the percentage of Italian organizations struggling to recruit adequate talents to meet their staffing needs. In particular, IT and Data skills are the most difficult to find (27%). <i>Source: Clusit 2022</i></p>
 <p><b>8.4%</b></p>	<p>is the percentage increase in serious cyber attacks between 2021 and 2022 in Italy. <i>Source: Clusit 2022</i></p>






<sup>5</sup>Harnessing Technology for the Global Goals: A framework for government action", World Economic Forum, 2021 (EY reworking)

## OPPORTUNITIES AND SOCIAL CHALLENGES

 <b>18<sup>TH</sup> PLACE</b>	is Italy's ranking in 2022 out of 27 European countries in the DESI index measuring the progress of the various EU member states in terms of their economic and social digitalization. Italy also ranked 25th for Human Capital <sup>6</sup> in 2022. <i>Source: Desi Report 2022, Italy</i>
 <b>60.5%</b>	is the percentage of newly hired professionals that Italian companies required have digital skills. <i>Source: Analysis of demand for digital skills in enterprises, 2020, Excelsior Information System of Unioncamere and Anpal, 2021</i>
 <b>MORE THAN 875,000</b>	Between 875,000 and 959,000 is the number of professionals with basic digital skills that Italian businesses will need between 2022 and 2026. <i>Source: Forecast medium-term employment needs in Italy, Excelsior Information System of Unioncamere and Anpal, 2022</i>
 <b>55%</b>	is the percentage of European companies that reported having difficulties in recruiting ICT specialists in 2019. <i>Source: Human Capital and Digital Skills in the Digital Economy and Society Index   Shaping Europe's digital future (europa.eu)</i>

<sup>6</sup> DESI's Human Capital dimension has two sub-dimensions: "Internet user skills" and "advanced skills and development". The first is based on the European Commission's indicator of the country's digital competence, calculated on the basis of the number and complexity of activities involving the use of digital devices and the Internet. The second is a basket of indicators on ICT specialists, ICT graduates and enterprises providing dedicated ICT training.

## OPPORTUNITIES AND ENVIRONMENTAL CHALLENGES

 <b>16%</b>	is the estimated reduction in global CO <sub>2</sub> for every 5% increase in the population's access to and the availability of digital technologies. <i>Source: ETNO, 2021, "The State of Digital Communications 2021"</i>
 <b>15%</b>	is the percentage of global greenhouse gas emissions that the digital sector could help reduce by 2030 through direct action; 35% is the further reduction that could be achieved indirectly through digital technologies, by influencing consumer and business decisions and through system-wide transformations. <i>Source: Exponential Roadmap - Scaling 36 solutions to halve emissions by 2030, ver. 1.5, 2020</i>
 <b>1.97%</b>	The ICT industry's estimated carbon footprint will be 1.97% in 2030, an improvement on the 2.3% recorded in 2020. <i>Source: 36 (gesi.org)</i>
 <b>2 MILLION TONNES</b>	is the estimated increase in the amount of e-waste produced globally each year. <i>Source: The Global E-waste Monitor 2020, UNU, ITU and ISWA</i>
 <b>11,000</b>	companies across Europe are required, from 2022, to publish the share of their turnover, opex and capex related to activities that contribute to mitigating and adapting to climate change, as defined by the European Taxonomy. This number is destined to rise to 49,000 under the 'Corporate Sustainability Reporting Directive' currently under discussion. <i>Source: European Commission</i>



# 2.2

## FASTWEB'S CONTRIBUTION TO BUILDING THE FUTURE WITH CONFIDENCE

**Fastweb helps people build their future with confidence: a more connected, more inclusive and more eco-sustainable future.**

Fastweb is committed to the pursuit of its "YOU ARE FUTURE" strategy consisting of three separate areas that constitute the pillars of the company's mission: A more connected, more inclusive and more eco-sustainable future in which business objectives and common benefit objectives are equally important.

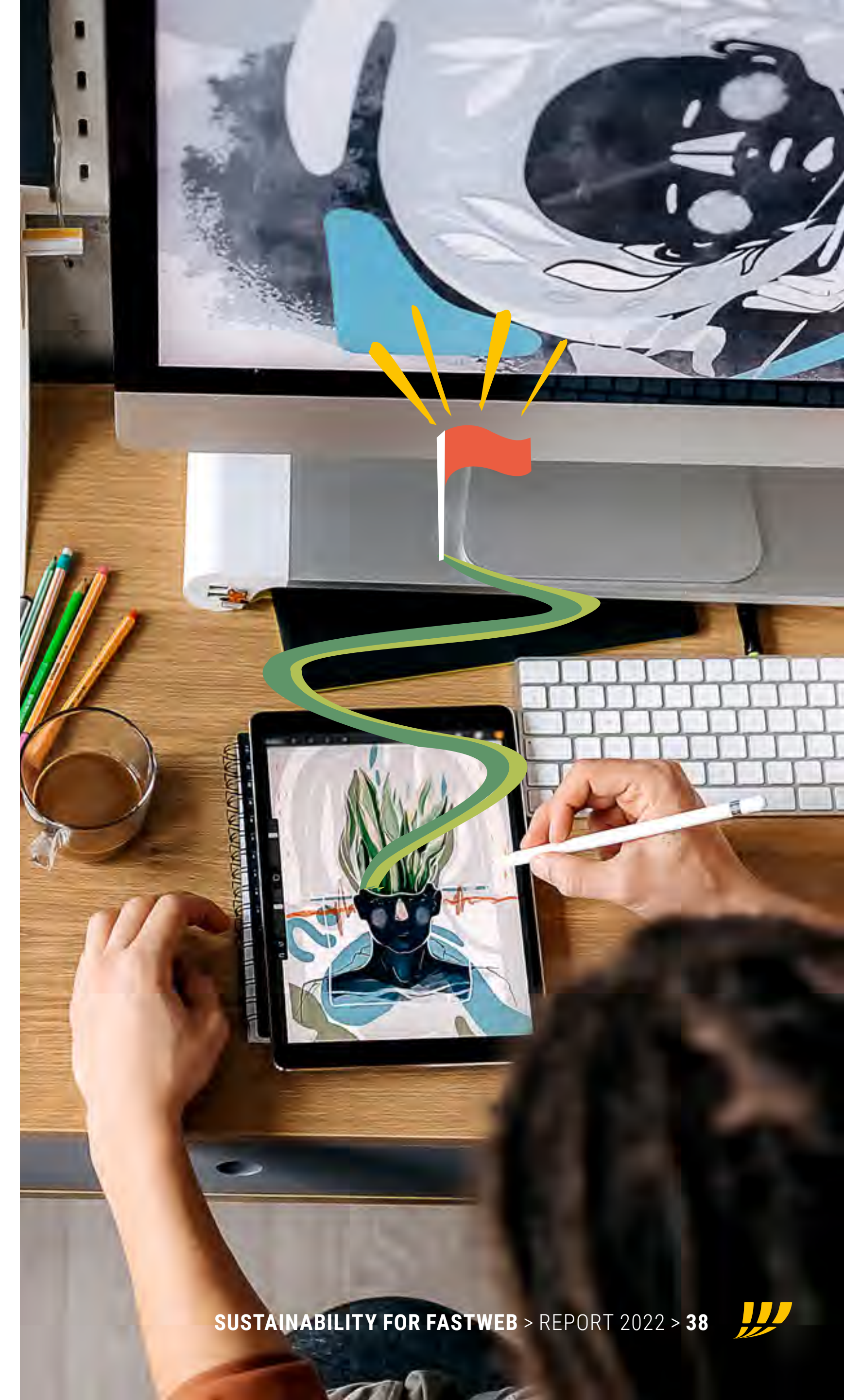
Fastweb became a Benefit Company on 1 January 2022, and this has strongly orientated its operational and strategic decisions towards the creation of positive value for the community.

Now that it is a Benefit Company, Fastweb adopts a stakeholder company model in which the business objectives typical of a company go hand-in-hand with the objectives of an institution operating sustainably for the community, the country and the environment.

'A more connected future' reflects Fastweb's goal of ensuring a more connected future and being a leader in the **acceleration of the country's digitalization**. With the expansion of its network infrastructure, Fastweb is committed to providing stable and high-performance connectivity even in areas without ultra-broadband networks.

Fastweb has continued to develop and improve FTTx, FWA and 5G Mobile technologies, bringing ultra high-performance connections to more and more cities. Substantial investments in technological innovation and open innovation have enabled Fastweb to offer better connections in grey and white areas as well.

The range of innovative services that drive digitalization and the development of new businesses and solutions are another factor in the country's growth: Fastweb has embarked on a continuous path towards becoming an **Infrastructured OTT** player in order to provide customers with an excellent experience and innovative services geared towards simplicity and transparency.



In response to the exponential use of digital technologies, **cybersecurity** and protecting customers' data and information are increasingly vital. This is why Fastweb has continued to invest in infrastructure, resources and expertise to ensure the highest levels of security for its network and to provide its customers with maximum protection from possible cyberattacks.

'**A more inclusive future**' represents the desire to guarantee a more inclusive future both inside and outside the company, to work towards **spreading digital skills for all** and to **focus on the needs of its employees, customers and the local communities**.

With **Fastweb Digital Academy**, Fastweb continues to meet the challenge of spreading digital skills through actions to narrow the Italian culture gap in the use of digital technologies, with the aim of transforming the technological transition into tangible opportunities for people and businesses. The Academy's user base expanded exponentially in the year with over 52,000 people trained. As part of the "YOU ARE FUTURE" strategy, the Digital Academy is a genuine digital training hub, an integral part of Fastweb's connectivity offer. In 2022, residential and SME customers that use our services had fast-track access to classroom courses and a preview of all continuously updated digital content.

The **STEP FuturAbility District** project kicked off in 2022. Evidence of the increasingly greater importance given to the human and experiential component and with the reinforcement of Fastweb's role as an educator, this space embodies the strategy of spreading digital skills, where visitors may participate in interactive experiences and reflections on not only the future of technology and the digital world but also our

future as human beings.

For its employees, **Working Smart(er)** is Fastweb's approach to a new way of working, in which protecting the health and well-being of its people is a top priority. Based on a modern management style and the principles of employee independence and flexibility and placing trust in employees, Working Smart(er) enables everyone to adopt a hybrid work model. Demonstrating its commitment to social responsibility and respect for the fundamental principles of its employees' human rights, Fastweb maintained SA8000 certification in 2022. As in 2021, when the **Diversity & Inclusion** policy was introduced, in 2022, Fastweb continued promoting the importance and spread of an inclusive culture and began the UNI PDR 125 certification process. In addition, Fastweb organized a number of different targeted events and initiatives inside and outside the company.

The company's attention to people also took shape with a **focus on the well-being of local communities**. In 2022, Fastweb began work to support communities through environmental reclamation initiatives and care for the land, along with social initiatives to support various non-profit organizations, some with the involvement of customers and employees, such as **Settimana del Futuro**. The Fastweb employees participating in Settimana del Futuro may spend up to five days a year volunteering for social, environmental or technology knowledge initiatives.

'**A more eco-sustainable future**' is the third action area in the new corporate strategy, to contribute to sustainable development, including for the environment. **Fastweb is committed to fighting climate change both by setting ambitious reduction targets and by defining a path for improvement that will take it to carbon neutrality in 2025.**

In 2020, Fastweb had already joined the Science-Based Targets initiative, setting a clear target to reduce its greenhouse gas emissions by 2030. This target is science-based and in line with the targets in the Paris Climate Accords of 2015.

In 2022, the company confirmed and consolidated its commitment, outlining a progressive path for the **offsetting of emissions** that cannot be eliminated and setting the ambitious target of becoming completely carbon neutral by 2025. Not only did it achieve carbon neutrality for all direct residual emissions and emissions related to the provision of services to customers in 2021, but Fastweb also offsets emissions from its customers' use of its services since September 2022 as well. The company took additional steps forward in 2022 with energy efficiency and consumption projects that helped bring the direct emissions caused by the company down further compared to 2021.

To shrink its carbon footprint more quickly, in 2022, Fastweb began a targeted internal review to engage and assess its suppliers according to ESG, in order to map their impacts on sustainability topics. Procurement at Fastweb is a fundamental and significant part of the company's carbon footprint, so it was clearly important to assess suppliers' ESG performance to then divide them into different risk categories.

Fastweb also conducted a **life cycle assessment (LCA)** of its NeXXT smart internet boxes in 2022 to assess the possibility of reducing their carbon footprint.

Fastweb has further demonstrated its commitment to the environment by supporting three forestation, marine conservation and ocean repopulation projects, which are explained in detail in section 5.1 "A concrete commitment to fighting climate change".



Fastweb devotes significant attention to developing innovative solutions to help customers better manage resources and environmental aspects in order to prevent waste and better protect the environment as a whole.

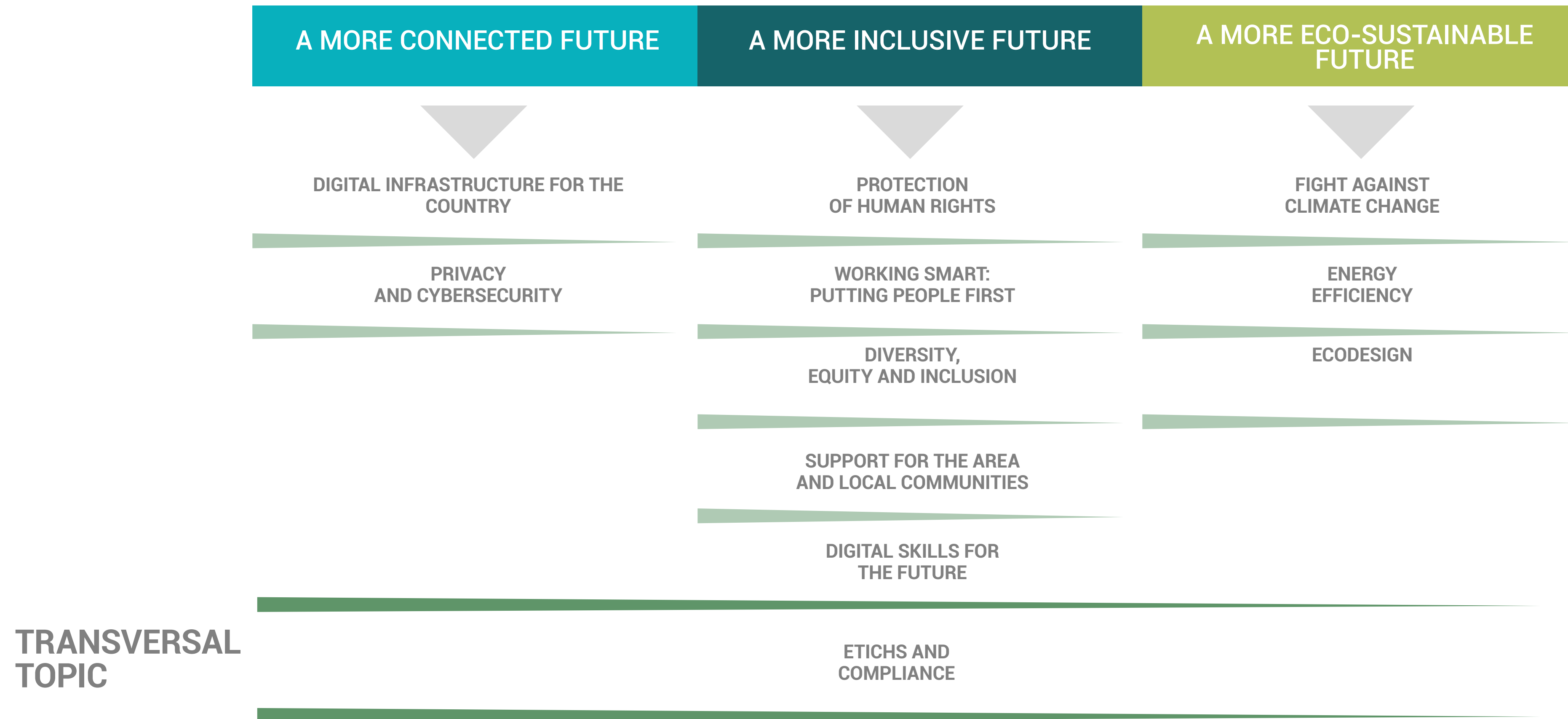
The Financial Times and Statista recognized Fastweb as a **Climate Leader** again in 2022 in their annual list of Europe's best companies committed to reducing their impact on climate change. In this list, Fastweb was one of the 20 most virtuous companies for the reduction of emissions.

Confirming Fastweb's commitment to fully integrating sustainability into its strategy, in 2022, **Standard Ethics**, an independent rating agency active in the international ESG world, confirmed Fastweb's **rating of "EE" (Strong)** for its ability to develop sustainability governance based on the guidelines of the UN, OECD and the European Union, with particular regard to environmental challenges, pursuing climate neutrality objectives that are in line with international climate accords and verified according to high standards. The agency also raised the Company's long-term expected rating to "EE+".





Fastweb's strategy remains in line with the issues identified in the materiality analysis.  
The chart below shows the issues associated with each strategic area.






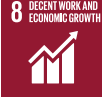







For additional details on the materiality analysis and the material topics identified, please refer to the Methodological Note.

# 2.3

## COMMITMENTS FOR THE FUTURE

Fastweb has updated the framework of commitments and objectives defined in 2022 considering its performance in 2021. The following table illustrates the achievement of Fastweb's commitments/objectives in relation to the Sustainable Development Goals (SDGs).

A MORE CONNECTED FUTURE			
COMMITMENTS FOR 2022	2022 PERFORMANCE	SDG	COMMITMENTS FOR THE FUTURE
Guarantee <b>connection speeds of up to 1 Gigabit to 21 million households and businesses in Italy</b> by 2025	10.6 million households and businesses reached with connection speeds of at least 1 Gigabit per second	 	Guarantee connection speeds of up to 1 Gigabit for 21 million households and businesses in Italy by 2026
<b>Bring FTTH coverage to 76%</b> of real estate units in grey and black areas, corresponding to roughly 14.5 million units in over 2,500 cities by 2026	<b>FTTH coverage brought to 47%</b> of real estate units in grey and black areas, corresponding to roughly 9 million units		Reach at least 1,220,000 homes in 2023 with connection speeds of at least 1 Gigabit or faster
Reach 8 million households and businesses in grey areas and 4 million in white areas (45% of the population) with Ultra FWA technology by 2024	500 municipalities reached with Ultra FWA technology, representing 4.5 million households and businesses		Bring FTTH coverage to <b>76% of real estate units in grey and black areas</b> , corresponding to roughly 14.5 million units in over 2,500 cities, by 2026
Cover <b>90% of the population with mobile 5G service</b> by 2026	67% of the population covered with mobile 5G service		Reach <b>8 million households and businesses in grey areas and 4 million in white areas</b> (45% of the population) with FWA technology by 2024
Strengthen the supply chain monitoring model with additional sustainability-related parameters	Activities began to develop an ESG assessment system for suppliers		Cover <b>90% of the population with mobile 5G service</b> by 2026
Double the Security Operation Centres (SOC) to further strengthen cybersecurity protection for Enterprise customers	SOCs doubled thanks to the development and upgrading of the Bari site		Creation of <b>40 edge nodes</b> for a more extensive cloud that is closer to customers by 2025
Implementation of <b>40 edge nodes</b> for a more ubiquitous cloud close to the customer	Started activities of design and development		  






## A MORE INCLUSIVE FUTURE

COMMITMENTS FOR 2022	2022 PERFORMANCE	SDG	COMMITMENTS FOR THE FUTURE
Help improve people's digital skills through the activities of the Digital Academy Reach 500,000 participants by 2025	68,383 participants in Digital Academy courses, including 52,076 in 2022		Contribute to citizens' digital growth through <b>Fastweb Digital Academy</b> courses. Issue 500,000 certificates by 2025.
Publicize the Digital Well-being for Schools platform with as many middle and high schools and other stakeholders as possible for projects to improve the digital skills and abilities of young people living in disadvantaged situations	Implementation of the Digital Well-being for Schools portal. 2,400 teachers did the training and around 400 classes took the test, for a total of roughly 5,000 students at the end of 2022.		Share the Digital Wellbeing Schools platform with as many middle and high schools and other stakeholders as possible for projects to improve the digital skills and abilities of young people living in disadvantaged situations.
Define a new hybrid work model that continues to foster work-life balance	Introduction of a one-year experimental agreement in October 2022 allowing employees to work remotely for up to 70% of their work days		Define a hybrid work model that continues to foster work-life balance.
Develop the company's skills in response to the digitalization and business challenges under way	Over 25,000 hours of training provided		Develop the company's skills in response to the digitalization and business challenges under way.
Continue spreading a culture of feedback in all company areas	The Feedback web app continued to be used. Active participants accounted for 88% of the company population		Continue spreading a culture of feedback by promoting the use of the Feedback 360 tool.
Maintain high levels of employee engagement and create a sense of belonging, even with the new "extended" remote work model.	Levels of excellence achieved in the Great Place to Work internal reputation survey which rates the quality of the work environment		Further strengthen Diversity & Inclusion training and awareness initiatives, reaching at least 50% of the company population in 2023.
Recruit women in order to increase the number of female employees and create an increasingly inclusive workplace	Hire at least 50% more women than in 2021		Continue to recruit women in order to increase the number of female employees and create an increasingly inclusive workplace.
Training and awareness raising throughout the entire company population on Diversity & Inclusion	73% of employees trained in Diversity & Inclusion		Attract young talent to support talent acquisition and meet recruitment needs
Welfare program rebranding and greater awareness of the benefits package offered by the company	Rebranding of the welfare program into Well-being and updating of the Fast4me portal		Continuation of <b>Settimana del Futuro</b> , in which all Fastweb employees dedicate five days a year to achieving social responsibility, digital skills and environmental sustainability objectives.
Introduction of <b>Settimana del Futuro</b> , in which all Fastweb employees dedicate five days a year to achieving social responsibility, digital skills and eco-sustainability objectives.	2,414 workers participated in Settimana del Futuro for a total of 8,997 days		Strengthen the <b>STEP</b> scientific-cultural program to reach 2,600 participants in 2023.



## A MORE ECO-SUSTAINABLE FUTURE

COMMITMENTS FOR 2022	2022 PERFORMANCE	SDG	COMMITMENTS FOR THE FUTURE
<p><b>Become carbon neutral by 2025</b></p>	<ul style="list-style-type: none"> <li>▶ Scope 1 emissions reduced by 41%</li> <li>▶ All energy purchased from renewable sources throughout 2022</li> <li>▶ 77,878 tonnes of CO<sub>2eq</sub> were offset</li> </ul>		<p>Become carbon neutral by 2025</p> <p>Set even more ambitious targets for reducing the company's carbon footprint</p>
<p><b>Plant another 6,000 trees in Milan, Rome and Bari (in 2 years)</b></p>	<p>4,000 trees planted in Milan, Rome, Bari and Catania in 2022</p>		<p>Plant 8,000 trees in Milan, Rome, Bari, Turin, Genoa, Pescara, Naples and Cagliari by 2023</p>
<p><b>Make the network infrastructure more energy efficient</b> Carry out additional infrastructure upgrades by 2022 with the overall potential to reduce electricity consumption by approximately 250,000 kWh per year</p>	<p>Consumption reduction of 2,957,048 kWh per year thanks to energy efficiency projects including the development of another photovoltaic plant, the retrofitting of air conditioning systems at the PoPs and the decommissioning of obsolete telecommunications equipment</p>		<p>Improve the energy efficiency of the network infrastructure with overall potential electrical energy consumption reductions of roughly 5 GWh for year</p>
<p>Continue the partnership with Legambiente on the Sustainability Label in 2022</p>	<p>Partnership with Legambiente confirmed for 2022</p>		<p>Continue the partnership with Legambiente on the Sustainability Label in 2023</p>
<p>Conduct a life cycle assessment on the NeXXT internet boxes in 2022<sup>7</sup></p>	<p>Life cycle assessment of the NeXXt Internet box from cradle to grave, with identification of the life stage that has the greatest impact in terms of emissions, i.e., use</p>		<p>Develop a structured ESG assessment system for suppliers</p>

<sup>7</sup> Since this objective was introduced in 2022, it was not included in the Commitments for the Future of the 2021 Sustainability Report.





**A more connected future**

# 3.1

## FASTWEB'S IMPACTS ON THE COUNTRY'S SOCIO-ECONOMIC DEVELOPMENT

In keeping with previous years, Fastweb has, with the assistance of the consulting firm EY, updated its assessment of the company's economic and social contribution to the country in terms of its impacts on employment, GDP and tax revenue, using an economic-statistical model based on input-output tables and procurement data.

The analysis meets the company's need to provide a broader and more complete account of the impacts of its work. In addition to considering the **direct impact** of its operations, the analysis also covers the creation of value along the supply chain through the purchase of goods and services necessary for the company's business activities (**indirect impact**) and the impact of the wealth injected into the economy by direct and indirect workers through their consumption (**induced impact**).

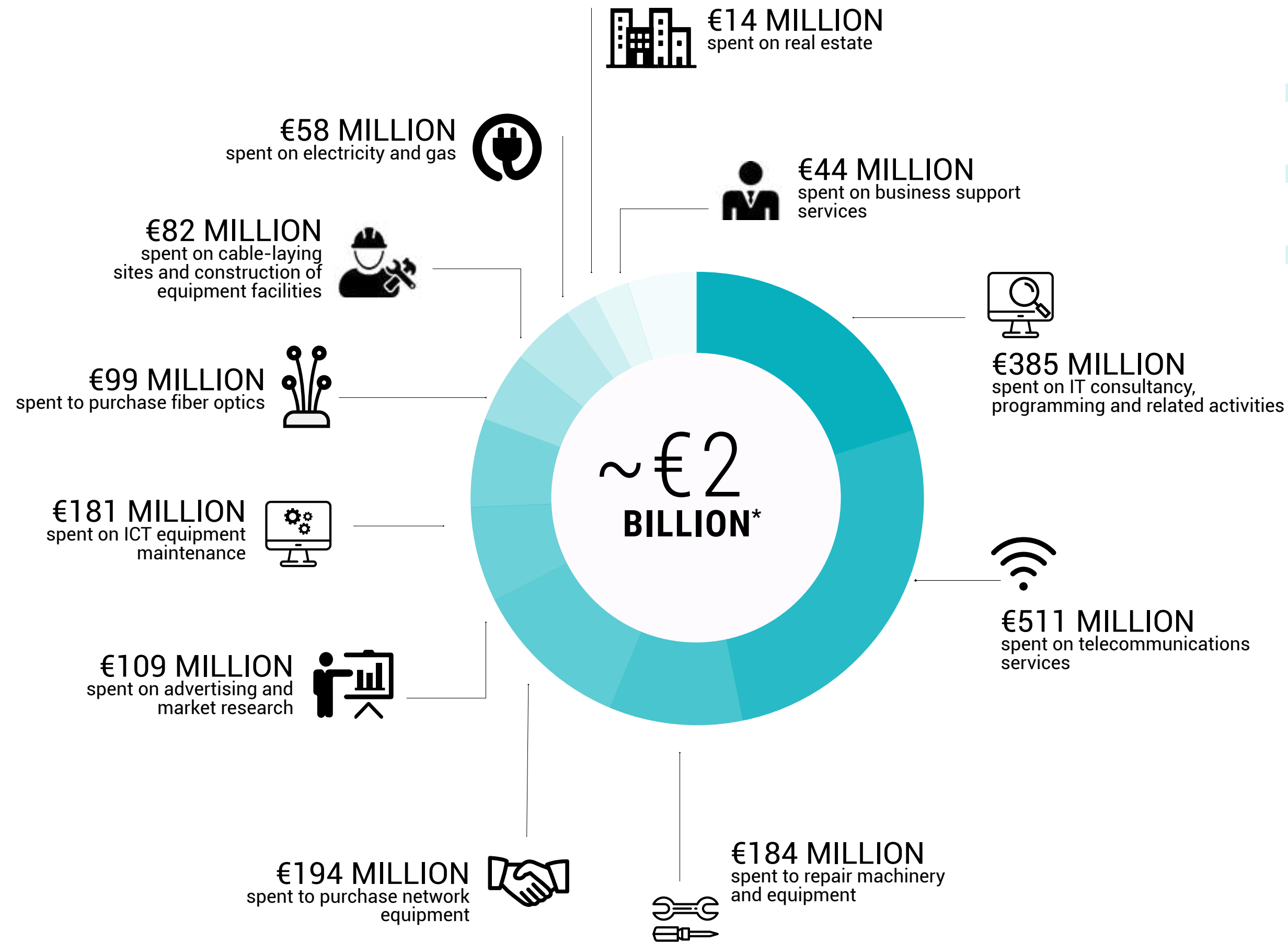
Most expense items in Italy are concentrated in telecommunications services (26% of procurement), IT consultancy, programming and

related activities (20%), the purchase of network equipment (10%), the repair of machinery and equipment (9%), ICT equipment maintenance (9%), advertising and market research (6%), the purchase of fiber optics (5%), cable-laying sites and construction of equipment facilities (4%), the supply of electricity and gas (3%), business support services (2%) and real estate (1%).

Fastweb also outsources some of the processes necessary to provide services to large companies, entering into framework partnership agreements that guarantee adequate service levels and reliability and include social and environmental clauses.



## MAIN EXPENSES IN ITALY



\* The chart shows the main expenses to purchase goods and services and investments by Fastweb S.p.A., Fastweb Air S.r.l. and 7Layers S.r.l. in Italy (94% of total spending in Italy).

## FASTWEB'S IMPACTS\*

	Jobs	Value Added	Taxes Paid
<b>TOTAL IMPACTS</b>	<b>38,646</b> jobs created	<b>€3 billion</b> in value added	<b>€671 million</b> in value added
<b>DIRECT IMPACTS</b>	<b>3,168</b> jobs (people)	<b>€1,075 million</b> in value added	<b>€134 million</b> in taxes paid
<b>INDIRECT IMPACTS</b>	<b>24,926</b> jobs (FTEs)	<b>€1,684 million</b> in value added	<b>€381 million</b> in taxes paid
<b>INDUCED IMPACTS</b>	<b>10,552</b> jobs (FTEs)	<b>€535 million</b> in value added	<b>€156 million</b> in taxes paid

\*Including Fastweb S.p.A., Fastweb Air S.r.l. and 7Layers S.r.l.

## WHAT THIS MEANS

<b>13</b> jobs indirectly created for every €1 million spent by Fastweb	value added of <b>€0.87</b> million generated indirectly for every €1 million spent by Fastweb	<b>€0,2</b> million in taxes paid indirectly for every €1 million spent by Fastweb
<b>18</b> jobs created for every €1 million spent by consumers with activated connections directly and indirect	value added of <b>€0.92</b> million generated for every €1 million spent by consumers with activated connections directly and indirectly	<b>€0,27</b> million in taxes paid for every €1 million spent by consumers with activated connections directly and indirectly
<b>11</b> jobs created for every Fastweb employee	value added of <b>€2.1</b> million generated for every €1 million of Fastweb's value added	





## SUPPLY CHAIN MANAGEMENT

The **supplier qualification** process is an integral part of the procurement model and is essential for suppliers to be included in the Supplier Register and for contracts to be signed and orders to be issued. The qualification process applies to suppliers, based on their product sector, with a risk higher than zero and therefore does not apply to certain types of companies or for certain types of products and services, such as leasing premises, subscriptions to newspapers or magazines and hotel facilities. Moreover, the process does not apply to certain strategic suppliers of irreplaceable products or services, the procurement of which is necessary. In such cases, the supplier qualification process takes into account contractual obligations in force. The purpose of supplier qualification is to ensure that any business risk relating to procurement is monitored and tracked and, where necessary, mitigated. Suppliers are subject to a qualification process in which they are assigned a high, medium or low risk level, based on their product sector, and in relation to labour law, safety, social and environmental factors, as well as their core business.

The qualification process is based on the fundamental principles of **transparency, economic efficiency and compliance** with current regulations. In order to successfully complete the accreditation process, all suppliers must sign specific clauses relating to **environmental and social responsibility issues**, which stipulate their commitment to comply with all applicable legislation and in particular with





Model 231, labour law, health and safety and environmental regulations and social responsibility principles relating to the respect of human rights. All suppliers are also required to act in accordance with the principles set out in the company's Code of Ethics. Suppliers must provide appropriate documentary evidence in support of their claims. The Procurement unit checks all the documents submitted by suppliers before authorising their inclusion in the supplier register and constantly monitors that the documents are valid. The qualification process is repeated in its entirety each year. Subsequently, when the supply begins, compliance with the individual requirements (in the areas of labour law, health and safety and the environment) is carefully checked, depending on the specific nature of the purchased good or service. For suppliers carrying out operational activities in the field (e.g. cable-laying or network maintenance sites) there are also on-site safety and environmental compliance checks. In 2022, Fastweb continued on its path to ensuring increasingly greater transparency along the supply chain and involving suppliers in sustainability to a greater extent, with the integration of **ESG risk parameters** in the assessment of the different product categories in the supplier register. The next steps will entail the development of a structured supplier assessment system based on ESG criteria that adds value to the business and progressively expands the culture of sustainability across the chain. In particular, there are two main areas that the Group plans to monitor in an increasingly structured manner. The first relates to greenhouse gas emissions: Fastweb's supply chain is a key component of the

Group's total direct and indirect emissions, so each supplier's contribution to the Group's carbon footprint is one of the parameters of the supplier risk assessment. The second area that the Group has started including in the supplier assessment process relates to the social aspects covered by the SA8000 standard, according to which it was certified in 2021. These aspects relate specifically to human rights along the supply chain. The IT supply chain is considered the most critical area when it comes to human rights, child labour, forced labour and workers' rights, although there have been no reports of such abuse to date. In order to develop a responsible and sustainable supply chain, Fastweb is also committed to informing all its suppliers of its values, principles and responsibilities, which should guide its partners' conduct as well. It does this by sharing the Code of Ethics and by informing all suppliers that it has adopted a social responsibility management system in accordance with the SA8000 standard. Fastweb manages supplier qualification and handles all administrative requirements in connection with the issue of orders and the definitive accounting of the services provided using a specific **digital platform** that it implemented in 2019. '7Layers' supply chain is based on lean management and a streamlined structure, in which the company procures the technology it needs for the provision of its services directly from suppliers. Given the relatively small size of the target market, the choice of suppliers is mostly driven by the technical specifications required.

Fastweb S.p.A. and Fastweb Air worked with around 1,400 suppliers in 2022 (including 253 newly registered suppliers during the year). 110 of these suppliers, i.e., 43% of all new suppliers, were assessed according to social and environmental criteria. In addition, 93% of supplies (by value) were purchased from Italian suppliers. In 2022, 7Layers worked with roughly 325 suppliers, including 45 new suppliers acquired in 2022 and considered material. However, it did not assess any of the new suppliers according to social and environmental criteria. Fastweb's largest procurement items are services, modems and equipment for the commissioning of systems. In addition, a large amount of hardware components was purchased to support operations relating the network infrastructure.



# 3.2

## THE INFRASTRUCTURED OTT STRATEGY

In 2022, Fastweb continued to implement its strategy of becoming an **“Infrastructure OTT (Over The Top)”** player, flanking infrastructure development with a commitment to ensure easy, user-friendly use of the digital solutions provided to customers. Its goal is to deliver the best connectivity performance anywhere, anytime, combined with a simple and straightforward customer experience, maximum cyber security and data protection.

To this end, it has outlined three main business lines, which are strongly interlinked:

- ▶ the development of new generation network infrastructure;
- ▶ the development of products and services to make customers' digital lives easier;
- ▶ the enhancement of cloud and security services.



# 3.2.1

## INFRASTRUCTURE DEVELOPMENT AND NEXT GENERATION NETWORKS

In terms of infrastructure, Fastweb contributes to the development of technological innovation, fixed-mobile convergence and the continuous improvement of connection quality. Today, around 38% of the Italian population in about 330 towns and cities can browse the web at a speed of 1 Gbps. In small and medium-sized towns, network access is still at significantly slower speeds, while connectivity needs grow steadily.

**Fastweb's goal is to close the gap in connection speeds and service quality between large cities and small towns and providing all households and businesses with fiber-like connectivity by 2026.**

To achieve this important goal, Fastweb continues to pursue the program launched in 2020: **NeXXt Generation 2025**, a plan to connect millions of households across the country with the future. It is based on three pillars: technological leadership, transparency and social responsibility.

In the pursuit of technological leadership, Fastweb further strengthened its plan for Ultra FWA network coverage across Italy in 2022. In late 2020, the company was the first in Italy and one of the

first in Europe to launch its own **Ultra FWA network**. This technology combines the power of fiber and 5G frequencies to deliver next-generation fixed connectivity at speeds of up to 1 Gbps, with no limits on traffic or the number of connected devices. The Ultra FWA network is available primarily in cities situated in grey and white areas, so as to give small and medium-sized cities, which are currently cut off from 1Gbps connectivity, the same opportunities that have only been available in big cities until now. Fastweb is currently on track to meet its target of reaching 4.5 million homes with connection speeds of up to 1 Gbps.

Thanks to this service, the network expanded to 500 towns and cities in 2022, with the goal of reaching 2,000 towns by 2024. Fastweb will reduce service activation times and costs by connecting the last mile not by fiber but by mobile 5G frequencies.

### ULTRA FWA TECHNOLOGY

The Ultra FWA technology is based on a hybrid consisting of the fixed network and 5G frequencies, particularly the 26 GHz band spectrum that Fastweb was awarded as part of the Ministry of Economic Development's call to tender in 2018, to cover the last 250-500 metres via mobile technologies, and thereby delivering to homes, through small outdoor devices placed on roofs or balconies, ultra-performance connections that are the complete equivalent of fiber connections.

This solution allows Fastweb to connect homes and businesses in considerably less time and at far lower costs than traditional fiber networks, while still offering

the excellent performance for which the FTTH network is known and achieving connection speeds of up to one Gigabit per second.

Further investments have also been made to expand the fixed network infrastructure in order to reach an ever-larger segment of the population via **FTTH**. In the pursuit of this objective, Fastweb has consolidated the partnerships established in recent years to create synergies that optimise resources and investments. Through **Flash Fiber S.r.l.**, the joint venture founded in 2016 with TIM, and thanks to an agreement signed in 2019 with **Open Fiber**, Fastweb has further expanded its service coverage in areas where it does not have proprietary infrastructure.

**FiberCop**, the company into which TIM's secondary copper network and the fiber network developed by FlashFiber were contributed, has been fully operational since 2021. FiberCop is 58% owned by TIM, 4.5% by Fastweb and 37.5% by the infrastructure fund KKR and its Board of Directors consists of nine directors, five of whom are appointed by TIM, three by KKR<sup>8</sup> and one by Fastweb. This newco, which already has a network offering ultra-broadband (UBB) connections to over 90% of the population through FTTC and FTTH technologies, will complete the fiber coverage plan with connection speeds of 1 Gbps in the country's black and grey areas and accelerate the adoption of UBB services through an open co-investment model. Its goal is to reach 76% of the housing units in grey and black areas

<sup>8</sup> Pursuant to the agreement, Fastweb will contribute 20% of its stake in FlashFiber, in exchange for which it will hold 4.5% of the new entity.



by 2026, corresponding to coverage of 56% of the country's technical housing units in more than 2,500 cities. FiberCop will only operate in the wholesale market and will immediately offer passive access services to the secondary copper and fiber network to all market players.

Overall, thanks to the new FWA technology and FiberCop's activities, the number of households and businesses covered by UBB will grow from the current 11 million, with FTTH and FTTN technology, to roughly **23 million** in 2026.

Fastweb has invested substantially to accelerate the increase in the capacity of the fixed network infrastructure in response to the exponential growth in customers' use of connectivity services, guaranteeing service continuity for all customers in all sectors.

In line with the first and second pillars of NeXXt Generation 2025, i.e. technological leadership and utmost transparency, since 2021, Fastweb has been implementing an innovative technological upgrade of its proprietary network for existing FTTH connections, which has brought connection speeds from 1 Gbps to 2.5 Gbps in **30 large cities**, for total coverage of around 4 million homes. This improvement in performance was made available indiscriminately to both new and existing customers, who may request connection upgrades at no extra cost: these new performance levels confirm the extent to which end-to-end control of the network and ownership of the infrastructure are key innovation enablers.

Moreover, as part of the NeXXt Generation 2025 revolution for **mobile** service, under the agreement with WindTre, Fastweb has

continued implementing the 5G mobile network. The first and only player to make 5G technology available to its customers without time limits or any additional costs, Fastweb has continued gradually extending its 5G to more towns and cities, following the roll-out of the mobile network, to stay on track with its target of covering **90% of the population by 2025<sup>9</sup>** and remain one of the premier providers of 5G network voice services. In 2022, Fastweb reached 67% of the population with 5G. The 5G network enables customers covered by the service to enjoy connection speeds of up to 1 Gbps, even when they are on the move. Furthermore, in 2022, Fastweb began working to deliver 5G network connections to its enterprise customers in addition to its residential customers.

In September 2022, with the Italian Minister of Innovation in attendance, Fastweb signed contracts to begin the work for the **Connected Schools and Connected Healthcare** public tenders, with the CEO of Infratel Italia and representatives of the companies that won contracts, including Fastweb. The new plan, to which the government allocated a total of around €480 million, will provide ultra-fast internet connections to roughly 10,000 schools and 12,000 public healthcare facilities in the country by 2026, with the aim of connecting all of Italy with extremely high-speed fixed and mobile networks within four years.

The project consists of work to connect schools with symmetrical speeds of at least 1 Gbps and to connect the identified healthcare facilities in eight geographical areas throughout Italy with symmetrical speeds between 1 Gbps and 10 Gbps, based on the connectivity needs determined in collaboration with representatives of the regions.

In addition to providing the connectivity services, Fastweb, together with the other contract awardees, will handle the supply and laying of the access network, operating services, technical support and maintenance. Having been awarded four out of the eight lots available for the healthcare system and three out of the eight lots available for schools, Fastweb will contribute significantly to eliminating the digital divide with extremely positive impacts on the lives of all Italians in terms of opportunities, equality and social inclusion.

Fastweb is therefore positioned on the market with undisputed technological leadership, complete transparency and simplicity to provide its customers with maximum connection power. At the same time, it treats its long-standing customers exactly the same as new ones, giving everyone the opportunity to sign up for the best available offer at any time, with no minimum time requirements and guaranteeing customers total freedom to cancel the service at any time.

<sup>9</sup> Fastweb is developing its 5G mobile network under the 10-year agreement signed in 2019 with Wind Tre, which provides for the joint development of the 5G mobile network and the gradual provision of roaming services by Wind Tre on its network (4G and earlier technologies), enabling Fastweb to maintain nationwide mobile service coverage. At the same time, Fastweb will provide Wind Tre with wholesale access to its proprietary FTTH and FTTN network, improving Wind Tre's ability to offer ultrabroadband connections to its fixed network customers..



## 5G AND IOT: AREAS OF APPLICATION

**With its speed, latency and capacity in terms of the number of connections enabled, 5G is revolutionizing the way we live and work, ushering in the age of the Internet of Things and radically transforming cities and many industries.**

5G's extremely high performance is an enabler of the evolution of services and products with the ultimate goal of increasing communication and connection capacity and improving people's quality of life across a wide array of areas like healthcare, mobility, tourism and city life. It will also improve the performance of many production sectors, from agriculture to Industry 4.0.

5G networks are the natural evolution of fixed networks into FTTH. They are convergent and versatile networks, blurring the traditional difference between fixed and mobile networks and ensuring high performance connectivity both at home and on the move.

### SMART HEALTH

Healthcare is becoming an increasingly strategic sector and is expected to entail ever greater expenditure in the future.

Telemedicine is a way of delivering health care services through the use of innovative technologies in situations where the medical professional and the patient (or two professionals) are

not in the same location. Telemedicine services do not replace traditional healthcare services because of the personal doctor-patient relationship, but complement them and potentially improve their effectiveness, efficiency and appropriateness.

In collaboration with SaluberMD, an international company focused on the development of innovative telemedicine services, Fastweb launched FASTHealth in December 2022. A new telemedicine service, FASTHealth enables residential customers to use digital services for prevention, diagnosis and care all on one simple and secure app. This service is detailed in paragraph 4.1.1.

With this service, patients may contact general practitioners remotely any time of day or night and schedule telemedicine appointments with physician specialists, an advantage for patients in need of medical assistance when home or away from home, such as travellers, the elderly, weak people or those with chronic disease. Access to telemedicine services decreases the number of in-person visits and saves precious time, limiting travel to and from the doctor and the related costs and reducing traffic and CO<sub>2</sub> emissions.

### SMART SECURITY

In today's society, where the use of digital devices is increasingly widespread, there is a growing need for rapid and advanced security management. **Smart Security** is Fastweb's

advanced video surveillance and integrated security service for public and private companies. Based on an advanced video-analysis platform that includes artificial intelligence tools that genuinely support security personnel, it automatically identifies threats in real time, highlighting them among the many ordinary events that occur, without false alarms and without violating the privacy and the personal rights enshrined in current regulations. It also automates people counting.

### SMART INFRASTRUCTURE

It has become a top priority to improve the safety of infrastructure, such as bridges, motorways and public buildings like schools, to protect citizens. Public bodies and operators of public infrastructure now have the opportunity to overcome the limits of current maintenance controls and radically change their approach, thanks to ever faster internet connections, the Internet of Things and innovative, automated monitoring technologies that make it possible to detect the status of any infrastructure easily, accurately and in the blink of an eye.

**Fastweb's IoT Smart Infrastructure** solution fully meets this need: it constitutes an excellent opportunity to ensure the rapid implementation of a complete, turnkey monitoring system that provides an accurate, real-time assessment of the status and safety level of any civil infrastructure and facilitate the planning and financing of the necessary restoration and maintenance work, based on the priority level.



## SMART PARKING

Fastweb has developed a Smart Parking solution for the municipality of Turin and is developing one for the municipality of Padua. With the installation of sensors to monitor available parking spaces in the city, this type of solution reduces traffic and emissions and optimizes the search for a parking space. In real time, Big Data on available parking spaces and mobility, collected using the Smart Parking solution, feed an analytics platform that supports the Administration's governance decisions about vehicle mobility.

## SMART CITIES

In partnership with Fastweb and Abinsula and with the scientific support of the University of Cagliari, the municipality of Cagliari has developed a project named "Cagliari smart city: integrating urban governance with the mitigation of urban heat islands."

This smart digital platform will gather all the data and image flows from the area. Using poles equipped with sensors that are currently being installed throughout the urban area, the system will collect a series of data useful for sustainable mobility, the development of a safe, interconnected city, the provision of proximity services, the tracking of tourist flows, the measurement of air quality and pollutants and micro-climate monitoring.

These sensors will make it possible to study phenomena like heat islands, i.e., areas in cities where the temperature is higher than in the surrounding rural area. Heat islands can have a dramatic impact on people's health. The platform that Fastweb implements will connect, in one single centralized system in the cloud, all access points for public Wi-Fi, the surveillance cameras and the IoT sensors to monitor the urban micro-climate.



# 3.2.2

## DEVELOPMENT OF PRODUCTS AND SERVICES TO SIMPLIFY CUSTOMERS' DIGITAL LIVES

As it moves forward in its transformation into an **Infrastructured OTT**, Fastweb is investing in **Digital Transformation** systems to combine the power of state-of-the-art technologies with offers and solutions that are simple and straightforward, delivering top performance to everyone, from people to companies and the public administration.

In line with this objective, in 2021, Fastweb launched **NeXXt**, the first last-generation Internet box to be integrated with Alexa, the Amazon voice assistance, putting a wide range of voice-activated features at customers' fingertips in an avant-garde device that simplifies connectivity in every corner of the home.

In 2021, to expand its portfolio of services for enterprises, Fastweb launched **Fastweb Mobile Enterprise**, an efficient solution for workers on the road with the best network and connection performance thanks to 5G network connectivity, which is included free of charge and automatically activated in every offer. In 2022, this service was developed further, offering enterprise customers an increasingly flexible, scalable and modular offer for extensive freedom in how the solution is set up and in the choice of additional services tailored to the customer's needs, thus adapting to all types of business, from

small and medium-sized enterprises to large corporations.

Fastweb also remains committed to offering increasingly high-performance **ICT** and **Cloud Computing** services, as it maintains its position as a provider of cloud services in the enterprise market and its leadership in integrated IoT platform and AI services.

Fastweb remained a **SAP Certified Partner** again in 2022, positioned among the most reliable and secure market players in the management of application solutions used by companies to digitalize their processes.

To assist customers in the digital transformation, in 2021, Fastweb launched **NeXXt Communication**, a unified communication and collaboration cloud service designed to deliver last-generation tools that help customers best manage their business, whether they are in the office or on the road, making communication, teamwork and the sharing of documents increasingly simple and efficient, to the benefit of remote work models.

Fastweb also provides the Digital Communication Platform in the wholesale market as well. This portal enables service provider customers to autonomously manage the entire life cycle of services, from order entry to service delivery. As a partner with a steadily growing number of players, Fastweb forges strategic synergies that enable it to extend network coverage throughout the country and implement digital platforms.

The infrastructured OTT strategy can also be seen in the ways in which products and services are designed and developed: by taking a *product-orientated* approach, Fastweb drastically cuts the amount of time it needs to develop initiatives while progressively improving the quality of the services it offers the market. It applies the principles of design thinking, agile management, continuous integration & continuous delivery and devOps to develop the most innovative projects.

The development of initiatives according to this approach, as opposed to the traditional way, means projects reach completion and are implemented more quickly and the quality of the end result is just as high. This is also thanks to the way in which all the necessary know-how is deeply integrated from start to finish, from when the product is designed to when it is delivered.

Another fundamental factor for the improvement of services is the structured application of **Artificial Intelligence**. In 2020, Fastweb embarked on the gradual in-sourcing of skills, with a view to establishing an in-house centre of excellence (COE) in this area as well.

This new competence hub will make it possible to innovate products and services for customers and improve internal processes, improving the efficiency and strength of customer operations and optimizing network resources no longer in use. In particular, the COE team has worked intensely on



the development and implementation of use cases in order to describe how artificial intelligence actually functions and explain how it is a useful means of gaining competitive edge, improving customer relationships and building a better future. In 2022, the COE released many new use cases to improve our services and optimize the technical and human resources needed to deliver them.

Artificial intelligence is also a key lever at Fastweb for the development of training and awareness, not only for the people at the company, but for the community as well. In 2022, STEP was the venue for workshops and labs on digital technologies and AI, to increasingly equip the community with knowledge of technology and how it is applied.

The adoption of artificial intelligence techniques and solutions and the use of algorithms to analyse data mean that it is necessary to gain the trust of citizens and ensure, always and in any case, the protection of rights and the prevention of harmful phenomena, such as discrimination or the use of data for unlawful purposes.

This is why Fastweb has for some time been implementing international guidelines on the development and use of artificial intelligence, specifically the Artificial Intelligence Act (COM/2021/206 final) and the Coordinated Plan On Artificial Intelligence 2021 of the European Community and the Recommendation of The Council on Artificial Intelligence

(2019) of the OECD.

Indeed, no discussion of artificial intelligence can overlook ethical aspects. Accordingly, whenever an AI use case is considered for deployment, it is screened according to the international guidelines to ensure that the principles of fairness and accountability are always upheld, in line with the company's values. This year, Fastweb decided it was fitting to include these ethical principles in its Code of Ethics.





# 3.2.3

## THE CLOUD AND CYBERSECURITY: A STRATEGIC DUO IN THE SERVICE OF CUSTOMERS

Simplifying the digital life of customers means providing cloud-based services with maximum security in terms of the protection of data and information.

With the agreement signed in 2021 with **Amazon Web Services (AWS)**, the most complete and widely used cloud service platform in the world, Fastweb S.p.A. offers a highly advanced and integrated solution, helping to accelerate the digital transformation of the public administration and SMEs. In connection with this service, in 2022, Fastweb S.p.A. continued offering its employees the specialized training that it had launched in 2021, with an initial training session that involved some 520 participants, including sales people and technicians.

In 2022, the entire pre-sales and technician team (about 300 people) and the whole sales group (about 200 people) were involved in the AWS Cloud Practitioner certification process. This will enable the company to be a partner for companies in their digital transformation processes and in the end-to-end management of AWS migration, development and application management solutions, as well as performance monitoring, backup and recovery, in order to accelerate innovation cycles, reduce risks and increase the efficiency of corporate customers. Fastweb was also

named AWS Rising Star Partner of the Year, an award given to the Italian partners that best apply AWS cloud solutions. Fastweb received this award in recognition of its excellent results in the use of AWS products, helping to increase the technological development of businesses and the Public Administration with increasingly innovative digital solutions.

To further enhance its cloud-based service offer and strengthen its position in the business and public administration digital transformation segment, in 2022, Fastweb also opened a new **Data Centre in Ponte San Pietro**, near **Bergamo**, which joins the **Tier IV Data Centre in Rome** and the technological hub in **Milan**. In this way, the company has confirmed its strategy of investing in "proximity" infrastructures to offer cutting-edge technology services and focusing on data security for businesses and the public administration. The new data centre is hosted at the **Aruba** campus and was designed to exploit all possible solutions to minimize its environmental impact without compromising the highest guaranteed standards of reliability and performance. It is powered by hydroelectric and photovoltaic plants owned by Aruba and 100% renewable energy.

Fastweb's commitment to preventing cybercrime has also entailed **assisting customers** in the progressive reinforcement of their defence systems with cutting-edge solutions and offers that are tailored to meet business customers' different needs.

Fastweb strives to best meet customer needs and expectations and this has made it a unique provider with an integrated package of connectivity and network and data protection services. Fastweb's **Managed Security Service Provider (MSSP)** model includes the provision of technology platforms and Next generation firewall, anti-DDoS for anti-malware,

cloud security and mail security services.

Fastweb has also set up a **Competence Centre** specialized in analysing customer needs and the implementation of ad hoc solutions. It has also set up a **Security Operation Centre (SOC)** dedicated to Enterprise customers for the proactive monitoring and mitigation of cyber attacks. Operating around the clock, the SOC records and collects data on events in real time from all points of the network, processing about 800 million signals every day and promptly identifying malfunctions and potential attacks. Thanks to this tool, Fastweb collaborates with Clusit, the Italian security association, providing key information and participating in annual updates and events.

In particular, in 2022, while Fastweb's threat intelligence systems detected a number of compromised devices that was more or less the same in absolute terms, it showed a downwards trend in the wake of the explosion experienced during the first few years of the pandemic, when these incidents spiked 180%.

To implement the strategy of reinforcing the cybersecurity services available to their customers, Fastweb S.p.A. and **7Layers** strengthened their partnership in 2022, enabling the development of the subsidiary, which could benefit from Fastweb's business and commercial know-how, expanding its market coverage, especially with the public administration.

The integration of 7Layers' solutions into Fastweb's offer will mean that Enterprise customers can now benefit from additional services that cover all their cyber threat protection and security needs. Fastweb's already solid offer of network infrastructure protection services through



constant monitoring by the SOC was further enhanced with 7Layers' SOC, active around the clock. Furthermore, 7Layers' SOC has an actual first-response team to repel cyberattacks. 7Layers' offer consists of advanced threat management and threat intelligence solutions, the most innovative and fastest growing field of security, a field in which 7Layers excels. Its solutions significantly increase the level of a company's cyber protection by taking a preventative approach and make it possible to manage and mitigate even the most sophisticated attacks (Managed Detection and Response).

The integration of services and collaboration with 7Layers' highly specialised professionals give Fastweb direct end-to-end control over the entire lifecycle of the services provided the capability to respond even more rapidly to the needs of the business world.

In the Enterprise segment, due to the strong trend in this business area, Fastweb is moving forward with its strategic plan for the growth of IT and security services. In particular, the second **organizational unit of Fastweb's Enterprise SOC** began operating in 2022, with an increase in the personnel dedicated to protecting customers. The second organizational unit based in Bari, together with its sister unit based in Milan, provides 24-hour assistance to the Enterprise market and the Public Administration, monitoring, analysing vulnerabilities, preventing and defending against cyber threats.

2022 saw the implementation of additional security services with two new major developments. The first was **SOC Diamond**, a new service level for incident management, system migration management and general assistance so customers receive across-the-board support from

Fastweb's Security Operation Centre. This entails an improvement in the service level agreements, as less time is needed to respond and resolve reports.

Furthermore, because the service is always operating, even requests sent by customers at night and weekends receive efficient responses. The second new development is **multifactor authentication**, which makes the selling process simpler thanks to costs and prices that are already defined in advance.

The geographically extensive organizational model uses Fastweb's existing offices throughout the country, meeting the need for business continuity services, thanks to, among other things, shared tools, live communications between the two hubs and processes certified according to ISO standards, which make service delivery transparent.



# 3.3

## PRIVACY AND CYBERSECURITY

### 3.3.1

#### CYBERSECURITY

The topic of cybersecurity has risen to the fore in recent years, both in Italy and throughout Europe. In particular, the Covid-19 pandemic has triggered an acceleration in the digital and technological advancement of businesses, ushering in the need for increased data protection and cybersecurity.

In addition to this, the progressive roll-out of 5G technology, which, because it, among other things, enables the extensive interconnection between devices (IoT), will increasingly expand the “attack surface” both in terms of data and information transmission volumes and number of connected devices.

Directive (EU) 2016/1148, known as the NIS Directive, transposed into Italian law with Legislative Decree 65/2018,

is the first general measure at European level to address cybersecurity, and was then followed by several decrees reflecting the increase in concern for these issues. For example, these decrees include: the decree of the Ministry of Economic Development of 12 December 2018 (known as the Telco Decree), implementing Articles 16-bis and 16-ter of Legislative Decree 259/2003 (i.e., the electronic communications code), which established a detailed regulation for the security and integrity of telecommunications networks, and Decree Law 22 of 15 March 2019 relating to the “Golden Power”, the set of legal instruments in place in Italy to safeguard companies operating in strategic areas, areas of national interest or high tech sectors, such as 5G technology. In the same year, Decree Law 105/2019 (known as the

Cybersecurity Decree), converted into Law 133/2019, established the national cyber security perimeter, with the aim of securing networks, computer systems and electronic services pertaining to entities that fall inside this perimeter, establishing an assessment procedure to be carried out by the National Assessment and Certification Centre on the contracts for the supply of ICT goods, systems and services to be used on the networks.

The Decree also determines that the sanctions provided for in Legislative Decree 231/2001 shall apply to the communication of untrue information to the competent bodies provided for by the legislation and to the obstruction of supervisory activities. To this end, Fastweb S.p.A.'s Model 231 was updated in 2021 to include this type of offence and identify the risk areas and the company rules established to manage the requirements of the Decree.

On 5 November 2020, Prime Ministerial Decree 131/2020 came into force, establishing the procedures and criteria for identifying the entities included in the “National Cyber Security Perimeter”, identifying the economic sectors in which the entities included in the perimeter operate and defining the parameters for the creation of the lists of networks, information systems and IT services.



Furthermore, on 13 July 2021, the European Commission approved the National Recovery and Resilience Plan, establishing cybersecurity as one of the planned interventions. Cybersecurity is therefore one of the seven areas to be funded for the digitalization of the Italian public administration in order to develop and strengthen the infrastructure for the country's cyber protection.

In this context, Decree Law 82 of 14 June 2021 was converted, with amendments into Law 109 of 4 August 2021 containing "emergency provisions on cyber security, a definition of the national cyber security architecture and the establishment of the National Cyber Security Agency" and promoting a culture of cybersecurity as well as raising awareness in both the public and private sectors.

In addition, the Clusit Report<sup>10</sup> of the Italian Association for Cybersecurity was released in 2021 following the exponential rise in cyberattacks, both in quantity and quality (the latter relating to the seriousness of their impact). The report provides a bird's eye view of the state of cybercrime and cybersecurity in Italy to promote and spread a culture and awareness of cybersecurity throughout the country.

<sup>10</sup> CLUSIT is the Italian Association for Cybersecurity founded in 2000 to promote issues related to cybersecurity through training and awareness raising initiatives, seminars, the publication of documents, etc

<sup>11</sup> Also extended to Fastweb Air.

In order to steadily reinforce its defences in a context where the risks of attack are on the rise, a few years ago Fastweb S.p.A. established a specific **internal organization**<sup>11</sup> to prevent and repel attacks. A dedicated unit defines the technical security standards and the procedures to be followed in all phases of the network's life: from design (applying the principle of "security by design") to procurement (in which rigorous controls have been adopted to guarantee the quality and safety of the products and services purchased from the partners), to network development and operation.

The organizational model provides for three lines of defence, which interact and cooperate to best fight cybercrime. The first line of defence involves all key corporate teams, ensuring that customer projects, products and services are managed according to corporate security guidelines. The Security Team is part of the second line of defence and oversees cybersecurity from different perspectives (technical aspects, process aspects, attack countermeasures, fraud and awareness) to business continuity and physical security aspects. Internal Audit is the third line of defence with an independent audit and control function. The three lines of defence work closely together in an integrated process to achieve the highest level of safety.

In 2022, the Security Team was actively involved in supporting the following three new business teams:

► **INFORMATION SECURITY TEAM:** a unit devoted to data security, which coordinates multi-disciplinary projects and performs many different activities, from drafting policies to coordinating various multi-disciplinary projects, monitoring and reporting.

► **INCIDENT MANAGEMENT TEAM:** the unit that coordinates the horizontal management of cybersecurity incidents. In particular, the Incident Management unit identifies business impacts and involves the necessary units for incident remediation through management and coordination. Its function is complementary to that performed by the Cybersecurity Team, which handles these events vertically, through detailed technological analyses.

► **RISK MANAGEMENT TEAM:** this unit was created in July 2022 to analyse and identify operational risks relating to all company security aspects, not just cybersecurity. With a cross-section of skills and expertise, this team supports the different business units in identifying the proper way to manage identified risks.



In 2022, Fastweb continued to invest in this area, both with human capital and financial resources. Through engagement and the development of valuable expertise, Fastweb has redefined its cybersecurity strategy with a three-year plan that hinges on two key approaches: strategy and technology.

In terms of technology, Fastweb has continued and strengthened its risk-based approach with the adoption of the NIST Cybersecurity Framework, i.e. the guidelines provided by the US government agency on how to manage and reduce IT infrastructure security risks, identifying the company's main risks and directing planned technological interventions.

The strategic approach focuses on the Board's top-down engagement and consequently trickles down through the company to spread a pervasive culture of cybersecurity. This strategy has entailed adopting a simple, supportive and collaborative approach to business-enabling security.

In terms of training, specialized courses were held again in 2022, specifically the "Information Security Crash Course" for about 120 participants, in line with 2021.

In 2022, Fastweb continued and further expanded its cybersecurity and physical security awareness actions for all its people. In particular, the awareness campaign included a continuous and periodic offer of new training modules on the latest IT security updates, allowing Fastweb S.p.A.'s and Fastweb Air's people to always stay up to date on topics ranging from mobile device security, ransomware, phishing, mobile apps, social engineering to secure Internet navigation, with specific focus on data and access protection in 2022. These projects generated excellent results in terms of engagement, a sign of the maturity and level of awareness

reached at Fastweb. All Fastweb S.p.A. and Fastweb Air employees received an e-mail invitation in 2022 to use the training modules on an e-learning platform, and this led to an average voluntary participation rate of 81% of the population. In addition, at the end of the training modules, participants were asked to complete learning questionnaires. The participants' average score was higher than 90% in 2022.

Fastweb therefore remains one of the most reliable and secure market players in the management of companies' and the public administration's data and in its offer of cloud solutions to further drive the company's role in the digital transformation of Italy and in the creation of an increasingly connected future.

Fastweb is also the first Italian cloud service provider (CSP) to earn CSA STAR Level 2 certification (par. 1.3), one of the requirements for qualification as a provider of cloud services to the public administration in Italy as part of the national cloud strategy. This internationally recognized certification promoted by the Cloud Security Alliance (CSA) shows that the company has effectively implemented adequate processes and technological elements to correctly identify cybersecurity risks and to take the appropriate countermeasures, ensuring maximum data protection and service performance at all times. In the certification process, Fastweb was rated Gold, the highest level of conformity that can be achieved for CSA STAR.



# 3.3.2

## PRIVACY PROTECTION

Protecting personal data is a cornerstone of Fastweb's approach to relationships with its customers. Relationships that are based on transparency, communication and trust.

To ensure that personal data are managed properly, Fastweb proactively adopts a data protection model developed in accordance with the principles of Regulation (EU) No. 2016/679 (the "GDPR"). This model has developed over time to be more streamlined and efficient and to guarantee the effectiveness of data protection processes for both residential and enterprise customers.

In accordance with the provisions of the GDPR, Fastweb S.p.A. has appointed a **Data Protection Officer (DPO)** to independently supervise the methods and GDPR compliance of the Company's decisions with respect to managing and protecting personal data. The DPO was appointed for the first time in 2018, then in 2020 the area of responsibility was extended to Fastweb Air S.r.l. and 7Layers.

The DPO's contact information is published both in the privacy policy and on the relevant web channels. In terms of accountability, the Data Protection Model that was adopted provides for a decentralized accountability system that, from the operating units to the C-suite, holds everyone participating in the determination of personal data processing accountable for meeting the requirements of the GDPR.

Very specific roles have been identified for this purpose at Fastweb: the **Data Manager**, the heads of each unit responsible for implementing the requirements of the GDPR in the business; the **Competence Centres**, the operational units supporting the **Data Managers** that were set up in the various company departments to carry out the activities effectively necessary to ensure compliance with the GDPR, starting with privacy by design; the **System Administrators**; and **authorized processors**.

A **Data Protection Compliance** unit responsible for level-2 controls and advisory and regulatory support has been set up to support Fastweb S.p.A.'s CEO, the **Data Managers** and the **Competence Centres**. 7Layers has adopted its own data protection model in accordance with the requirements of the GDPR.

Specific attention has also been devoted to the adequate internal processes to ensure the application of privacy by design and by default, so that every company initiative entailing the processing of personal data is developed from the initial design stage in accordance with the due security measures.

Aware of the complex approach needed to handle data protection, Fastweb has also strengthened other units that provide an essential contribution to data protection through their work.

This work has entailed, among other things, strengthening the

Information Security Team, reorganizing the Incident Management unit and establishing the Brand Protection Team.

Confirming the attention paid to the processing of data for sales purposes, several years ago, the company set up an in-house **Privacy Committee** which is independent of the sales network. It is responsible for assessing any non-compliance by the sales channels with contractual provisions concerning data protection, in which case sanctions and other measures are applied.

2022 saw another improvement in the **sales network** control system. This included, for example, the launch of an app to monitor and improve the control of sales by agents, facilitating their activities. Furthermore, the automation and digitalization of controls were encouraged with an automatic control dashboard that can provide immediate information on any irregular calls and other anomalous parameters.

Data protection for Fastweb also means ensuring that the telemarketing agencies engaged by the company manage personal data properly. In particular, Fastweb has introduced an advance check of the contact lists used by agencies to guarantee quality and compliance. Only after this check has been completed may telemarketing agencies use the lists, and they may not add any contacts that they find on their own or that Fastweb has not authorized in advance.

Fastweb ensures a **timely and transparent response** to reports regarding the processing of personal data by offering several different channels for data subjects to send such reports, including a dedicated email address ([privacy@fastweb.it](mailto:privacy@fastweb.it)) and a certified email address ([privacy@pec.fastweb.it](mailto:privacy@pec.fastweb.it)).



In 2022, 5,019 requests were received, including seven from the “**Garante della Privacy**” - the national data protection authority<sup>12</sup>. Approximately 43% of the requests received concerned the right to object and 37% the right to erase, while the remaining 20% were for other reasons. Fastweb promptly responded to each of them.

The reports received in the data protection inbox were monitored according to a structured procedure using a dedicated system, which makes it possible accurately track requests and ensure they receive an adequate and timely response.

DESCRIPTION	2020	2021	2022
<b>Total requests received</b>	2,383	3,458	5,019
<b>Of which received from the Data Protection Authority</b>	48	8	7
<b>Data Protection Authority sanctions</b>	0	1	1

<sup>12</sup> For additional information, visit <http://www.garanteprivacy.it/>

In particular, the reports received may concern the ordinary right to object to unsolicited calls. Unlawful calls made by agencies engaged by Fastweb are sanctioned using an internal control mechanism, while calls from unrecognised numbers are reported to the authorities.

In addition, in 2022, the company improved its management of reports of the **fraudulent use of the “Fastweb” name**. Specifically, a unit was created to carefully assess these reports and immediately contact the website administrator or social network involved to have the irregularity resolved. In 2022, Fastweb reported 10 breaches of customers’ personal data, and the Data Protection Authority ordered the dismissal of nine of these.



# 3.4

## OPEN INNOVATION: A SUCCESSFUL PARADIGM TO DESIGN THE FUTURE TOGETHER

Given the nature of its business and true to its history, Fastweb's approach is strongly orientated towards developing new technologies and services and reinterprets the near future with a concept of innovation that is open, widespread and transversal to continue leading the country's digitalization.

**Open Innovation** is a concept that Fastweb applies with the engagement of all company departments, promoting an exchange with the outside world and partnering with institutions, university hubs and startups to drive a culture of open innovation, create a virtuous ecosystem that can **nourish and spread a culture of open innovation**, accelerate the transformation of innovative ideas into tangible projects and respond rapidly and effectively to the challenges of the market.

In 2019 and 2020, the company issued two calls for ideas. The 2019 **"#CallFoRevolution"** resulted in the industrialization of the cloud storage solution for business customers based on blockchain to certify processes and save files and company documents electronically in

accordance with legal requirements. Counterfeit-proof, this solution simplifies administrative work through digitalization with an added positive environmental impact by reducing the consumption of paper and consequently reducing the associated CO<sub>2</sub> emissions. The 2020 **#Open2TheFuture** resulted in the industrialization of the **"Churn Redemption"** solution for the implementation of next-generation customer care integrated with AI algorithms and automation mechanisms.

In 2022, to advance the Open Innovation project, Fastweb became a corporate partner of **WeSportUp**, a three-year accelerator for innovative sports and wellness startups. The program promoted by CDP Venture Capital, Sport e Salute, Startupbootcamp, Wylab and other corporate partners is aimed at closing the gap in national investments in sports and wellness. As a corporate partner, Fastweb is a key player in WeSportUp and, with the support of the stakeholders in all company departments in order to identify innovative businesses with which to form partnerships or develop innovative products for Fastweb customers (consumers, businesses or wholesale customers), it helps identify the

accelerator's business needs, select the startups and provide mentoring in the acceleration process, which ends with the demo day, the final stage of the annual acceleration program in which the startups that garnered the most interest from partners and investors are invited. The program kicked off in April 2022 with the initial selection of 240 startups responding to the program's focus areas, and Fastweb began potential collaborations with five of them during the year.

To support the development of blockchain solutions, Fastweb is the technological partner of Confindustria Chieti Pescara for the **"Abruzzo Blockchain"** project, sponsored by the Chamber of Commerce and Confindustria of Chieti Pescara, in order to provide a blockchain platform for SMEs in the Chieti Pescara province to certify their production processes. Fastweb contributes to this platform by boosting the skills of companies through training sessions on the use of the tool and the know-how needed to integrate it into company production and communication processes.

Fastweb is also a partner of the **"Fintech District"**, a financial and tech hub that contributes to the innovation of the European financial ecosystem. Fastweb actively support the growth of the fintech ecosystem in Italy, so as to enable connections between the traditional financial industry and the innovative fintech community and support the digital transformation of Italian finance.







# A more inclusive Future



# 4.1

## IMPROVING THE COUNTRY'S AND ITS PEOPLE'S DIGITAL SKILLS

Fastweb has always been committed to **reducing Italy's cultural gap in terms of technology knowledge**, to transform the ongoing technological transition into concrete benefits for businesses and everyone.

In 2022, Fastweb Digital Academy and STEP FuturAbility District became the key pillars of Fastweb's YOU ARE FUTURE strategy, with the objective of increasing the digital skills of all Italians so that everyone can benefit from the digital revolution in progress with the right tools to build their own future. Fastweb has also continued its partnership with the Digital Well-being Project for Schools, alongside Bicocca University of Milan and a pool of schools, to develop the digital skills of teachers and middle and high school students.



# 4.1.1

## FASTWEB DIGITAL ACADEMY: DIGITAL SKILLS FOR EVERYONE

**Fastweb Digital Academy (FDA)** is the school developed by Fastweb to prepare people for the digital professions. FDA can accelerate the process by which young people and the job market come together through specialized training programs in digital skills and by training workers whose jobs are poised to undergo digital transformation.

The Covid emergency revealed how digital technologies and the internet are the pillar that kept the country running and connected people. But if we look at the Digital Economy and Society Index of the European Union, in 2022, Italy still ranked 25th in the European Union for human capital. Only 46% of people aged 16 to 74 has at least basic digital skills (compared to 54% in the EU) and only 23% has more than basic digital skills (26% in the EU).

Founded in 2016 through Fastweb's partnership with the Cariplo Foundation as part of Cariplo Factory, the FDA's mission is:

- **Learning Digital:** disseminating the digital thinking and skills to create new products and services;
- **Working Digital:** contributing to the development of new digital

skills, for the professional growth of people and the competitiveness of organizations;

- **Acting Digital:** encouraging attitudes and behaviours that drive the development of a culture of innovation in Italy.

Fastweb Digital Academy saw unprecedented growth in 2022, both in the number of course participants and in the course catalogue. Fastweb Digital Academy continued its activities remotely, adding **live-streamed** content to its course catalogue and enhancing the **on-demand** section, where users can find courses that have been recorded specifically so they can be watched at any time. Offering on-demand courses has enabled Fastweb Digital Academy to expand its user base to all of Italy, making it possible for anyone to enrol in the courses and do the training directly from their own home.

The training activities provided by Fastweb Digital Academy are open to everyone for free. The instructors are specialists and trainees receive certification of the skills they have acquired (open badges). Since 2017, Fastweb employees have been able to enrol in FDA courses, including the educational courses that make up their own training plan established by the company.

The courses target not only young people and professionals, but **small and medium-sized businesses** as well, to support them in the digital transformation.

The wide range of FDA courses is organized into five training areas that are continuously improved:

- The *Digital Creativity* area consists of courses that teach new graphics, design, visual, sound and fashion design digital skills.
- The *Digital Development & Security* area includes courses that teach cybersecurity techniques and programming languages that are essential in many fields of business.
- The *Digital Marketing & Social* area comprises courses to develop digital skills in marketing, communications and trade in all professional and personal contexts.
- The *Digital Soft Skills & Office* area includes courses that teach new cross-sectional skills that strengthen one's digital skills, as well as Office tools.
- The *Sustainability and Inclusion* area consists of courses that teach digital skills useful for sustainability and inclusion.

In 2022, the catalogue has also been enhanced with new courses on **Cybersecurity**, currently a hot topic. In addition to introductory courses on cybersecurity for people and SMEs, Fastweb Digital Academy has started offering two specialized courses to train **Cyber Security Analysts**. These specialized courses were designed with the assistance of university instructors and 7Layers, and each individual course entailed **the online delivery of 170 hours** of free training as part of a six-week program with integrated educational activities, guided exercises and individual study.

At the end of the training program, the students received participation certificates, and in 2022, 7Layers hired two students, while another student began an internship at Fastweb S.p.A.

Cybersecurity training will be further expanded in the coming years.





To develop the digital skills of SMEs and to bridge the gap that limits their competitiveness, FDA has created a course to develop social media, e-commerce, digital marketing and cybersecurity.

In addition, in 2022, FDA's course catalogue includes the **Future Toolkit**, a section of on-demand content for teachers and high school students throughout Italy. The aim of this offer is to provide information on new technologies that are profoundly transforming society and the job market and to develop the skills needed to use these technologies, so trainees are equipped with effective tools to seize the opportunities offered by the digital world.

### FASTWEB DIGITAL ACADEMY AND ARCI SERVIZIO CIVILE: TOGETHER FOR THE COUNTRY'S DIGITAL EDUCATION

Fastweb Digital Academy and Arci Servizio Civile (ASC Aps), Italy's largest special-purpose association dedicated exclusively to civil service, began working together in 2022 to launch a course to improve the digital skills of the volunteers who will join the "Digital Civil Service" projects and guide Italians in the country's digital transformation.

This initiative is part of the "Digital Bridges for Social Networks" program, a framework program for testing the Digital Civil Service to help overcome the country's current digital skills gap and make a beneficial impact on communities. The project is in line with the National Recovery and Resilience Plan and the National Strategy for Digital Skills, which see the development



and strengthening of “digital facilitation” services throughout the country as crucial.

On one hand, ASC Aps has contributed to this project by involving 27 host organizations in 11 regions of Italy to reach groups of the population who have difficulties in using digital tools. On the other hand, FDA has provided the selected volunteers with educational courses to provide the skills they will need in the ongoing digital transformation. In addition to providing technical tools and information on cybersecurity, the training sessions also focus on raising awareness about the opportunities that digital technologies can offer, such as personal branding courses, classes on how to make videos to promote oneself or a project and how to create effective slides.

**“With Fastweb Digital Academy we aim to give young volunteers the fundamental skills that will help them accompany even the most vulnerable groups move forward towards digital transformation. We want to help people build their own future.”**

*Anna Lo Iacono, Sustainability Senior Manager*

FDA saw extremely positive results in 2022: the number of enrolments was much higher than in previous years, with a multiplier effect due to the increase in the number of classes and the possibility of taking courses online and on demand, for maximum flexibility.

A total of 351 **live-streamed** and in-person classes were organized during the year and 71 **on-demand** courses were published.

## FASTWEB DIGITAL ACADEMY, BACKGROUND AND NUMBERS

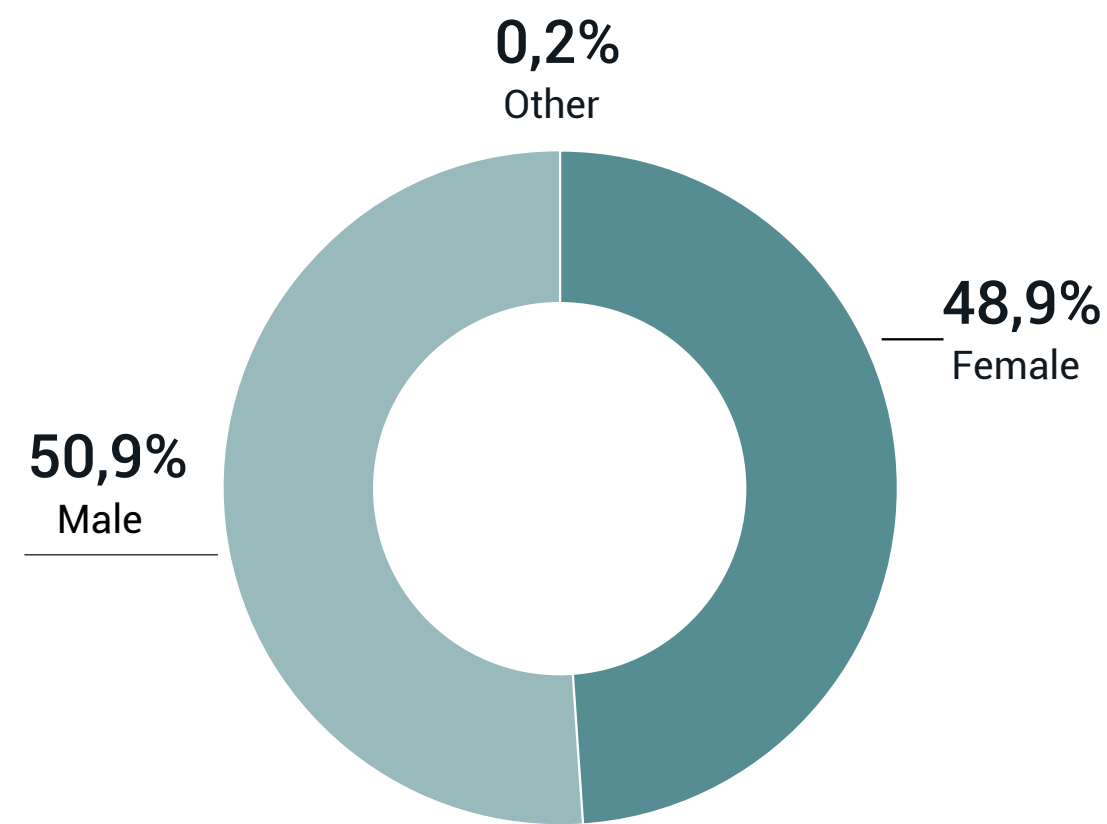
FASTWEB DIGITAL ACADEMY'S CONTRIBUTION FROM 2016 TO DATE <sup>13</sup>	IN 2022	BETWEEN 2016 AND 31 DECEMBER 2022
Number of participants	52,076	68,383
Trained LIVE	15,644	30,055
Trained in on-demand courses	36,432	38,328
Number of LIVE classes <sup>14</sup>	351	877
Number of on-demand courses	71	76

<sup>13</sup> Not including data on the use of the Future Toolkit.

<sup>14</sup> Includes STEP and Digital Communication students from May 2022.

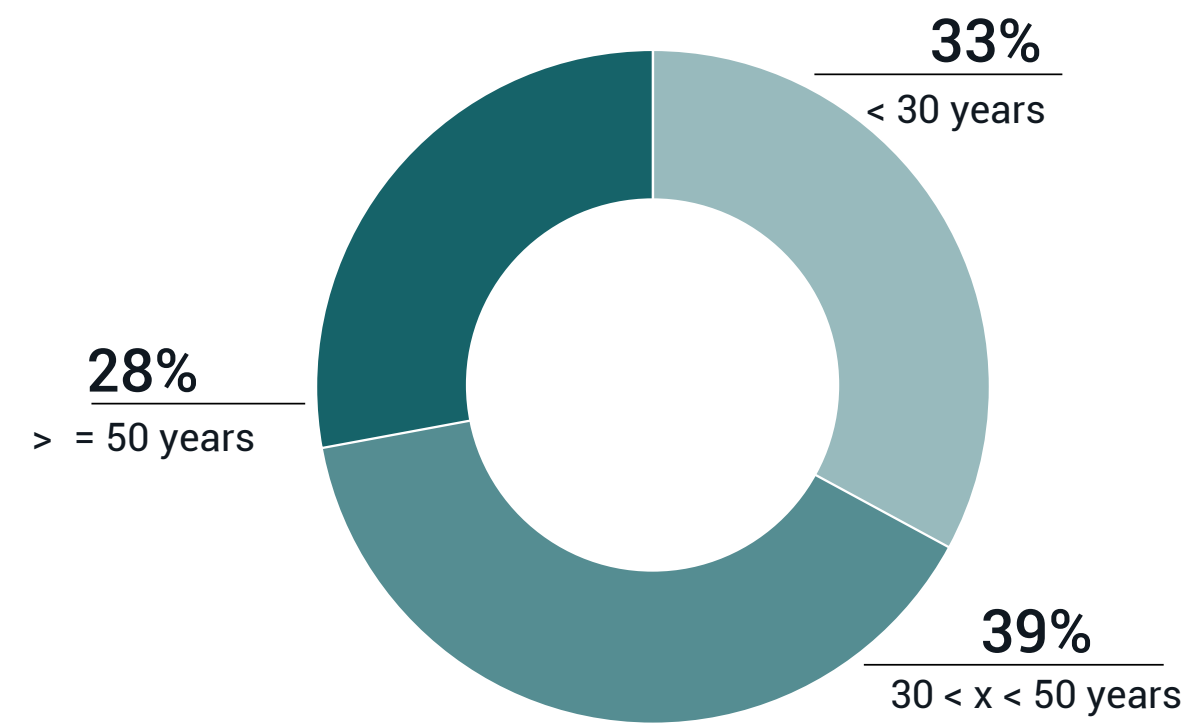


## GENDER\*



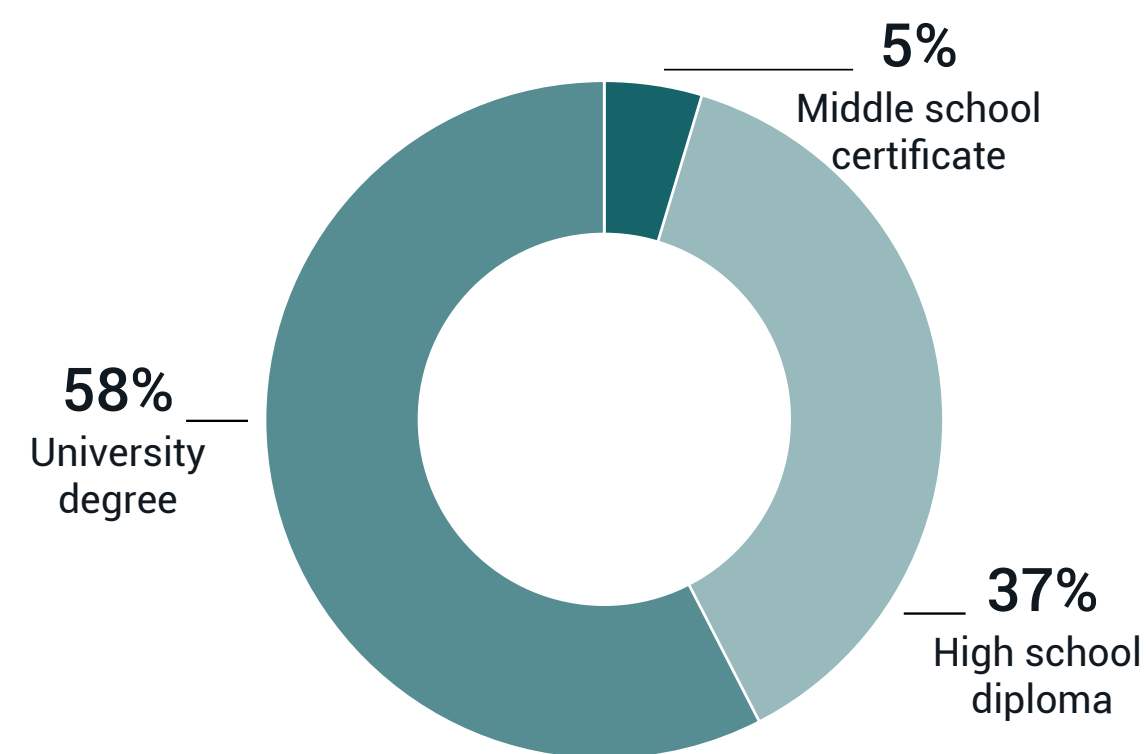
\* Calculated considering the people who provided data on their gender (73%)

## AGE\*



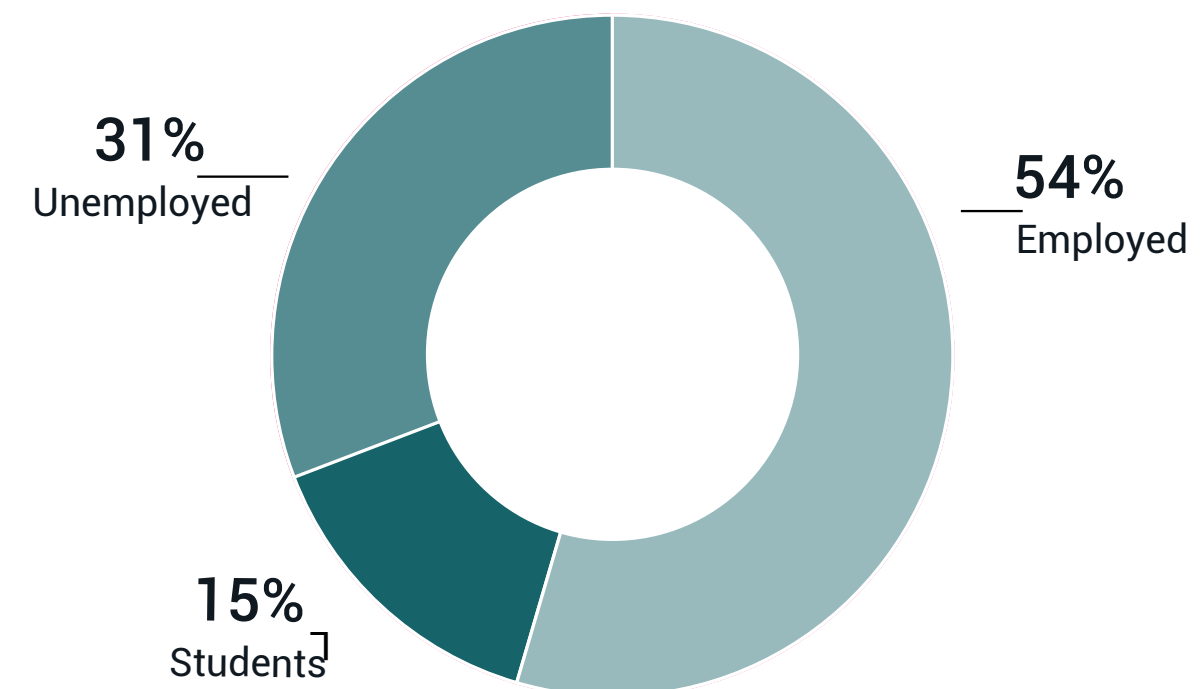
\* Calculated considering the people who provided data on their age (86%)

## EDUCATION\*



\* Calculated considering the people who provided data on their education (84%)

## EMPLOYMENT STATUS\*



\* Calculated considering the people who provided data on their employment status (84%)



## EVENTS AND ACTIVITIES IN WHICH FDA PARTICIPATED

As in previous years, FDA organized several events, activities and special projects again in 2022.

### 2016

- New initiatives:**
- ▶ The compass of the future

### 2017

- New initiatives:**
- ▶ Contentware Summit
  - ▶ Elle Active
  - ▶ Milan Film Festival

### 2018

- Initiatives continuing from the previous year:**
- ▶ Elle Active
  - ▶ Milan Film Festival

- New initiatives:**
- ▶ Milan Digital Week
  - ▶ Stem in the City
  - ▶ Digital work experience
  - ▶ Digital Meet (PD)

### 2019

- Initiatives continuing from the previous year:**
- ▶ Milan Digital Week
  - ▶ Stem in the City
  - ▶ Elle Active
  - ▶ Digital work experience

- New initiatives:**
- ▶ Millennials and Women Professionals
  - ▶ Lucania Future Lab
  - ▶ 99&Lode

### 2020

- Initiatives continuing from the previous year:**
- ▶ 99&Lode
  - ▶ Milan Digital Week
  - ▶ Stem in the City
  - ▶ Elle Active

- New initiatives:**
- ▶ Digital Meet
  - ▶ Restart Talent Meet
  - ▶ VR and art
  - ▶ L'Italia che fa
  - ▶ SI Factory Contest

### 2021

- Initiatives continuing from the previous year:**
- ▶ 99&Lode
  - ▶ Milan Digital Week
  - ▶ Stem in the City
  - ▶ Elle Active
  - ▶ Digital Meet

- New initiatives:**
- ▶ Partnership with the Municipality of Taranto
  - ▶ Cybersecurity round table
  - ▶ TEDx "Time 2.0"
  - ▶ Scuola COVA

### 2022

- Initiatives continuing from the previous year:**
- ▶ 99&Lode
  - ▶ Milan Digital Week
  - ▶ Elle Active
  - ▶ Scuola COVA
  - ▶ Participation in Digital Meet in Padua

- New initiatives:**
- ▶ The right answer
  - ▶ Syllabus for digital training
  - ▶ Partnership with ARCI
  - ▶ 5G Academy
  - ▶ Partnership with Federazione Fijlkam
  - ▶ Bollate Prison
  - ▶ FastHealth
  - ▶ Award for the winners of InnovAzioni 2022

In 2022, for the fifth year running, Fastweb participated in **Milan Digital Week** focused on "The Development of Limits: Projects and visions for a shared city and planet", during which it hosted in-person events at STEP FuturAbility District, the new space connected to the future which recently opened in Milan, together with Fastweb Digital Academy. Workshops and labs were held at STEP in November on topics relating to the future and technology. Fastweb's CEO, Alberto Calcagno, spoke at the last event, held on 14 November, during the forum "The Future of Intelligence", and prestigious guests shared their perspectives on the future of AI.

The third edition of **99eLode** came to an end in the first few months of 2022. An initiative promoted by Fastweb Digital Academy and Cariplo Factory in collaboration with iO Donna, it offers 99 of Italy's top female university graduates the opportunity to take part in a free, 100% online training course on the digital professionals most in demand. The recent graduates, who were selected on the basis of merit, received three weeks of free training and guidance on the most sought-after digital skills on the job market. These women learned what cybersecurity professionals, data analysts and UX/UI designers do, about public speaking, how to present oneself in videos and digital writing and personal branding. They also received practical advice on how to write their CV and interview for jobs. The training was enhanced with discussion and experience-sharing sessions with different role models, including several Fastweb employees who, by telling their own personal and professional stories, inspired the young trainees. All the participants had fast-track access to Fastweb Digital Academy courses and at the end of the training, two were offered internships at Fastweb and four were awarded scholarships for an online master's degree in Digital Marketing & Social Media



at RCS Academy Business School. Furthermore, a very active community was created on Facebook in 2021 where these young recent graduates have shared their expectations, impressions of the training and enthusiasm to take part in it, and where Fastweb posts information and updates on the digital world.

The 99eLode project was kicked off again in late 2022, with the application period beginning in October for the fourth edition of this initiative. Participants will be selected on the basis of two tests, and the 99 young women who are selected will participate in a five-day live-streamed course in February.

## COURSES FOR EMPLOYEES OF THE PUBLIC ADMINISTRATION

To accelerate the digital transformation of the Public Administration, cultivating digital skills in government workers, Fastweb has also joined the “**Syllabus for digital training**”, an assessment and digital training program for all government employees promoted in the context of the strategic plan to enhance and develop human capital in the Public Administration, which employs three million people. For this program, Fastweb Digital Academy made nine innovative e-learning training courses available free of charge on the online platform of the Department of Public Functions. The course content ranges from basic to advanced and deals with cybersecurity and digital

communications topics. Specific focus was devoted to security, with two training courses on the protection of devices and data, and the presentation of the minimum cybersecurity measures and main types of attack on the Public Administration, without overlooking prevention and defence countermeasures.

As for promoting female talent, for the sixth consecutive year Fastweb Digital Academy took part in **ELLEactive!**, an event held both in person at the Catholic University of the Sacred Heart of Milan and via live streaming. This edition, titled “**Jobs and Values**”, focused on the consequences of the turmoil of this historical period and how it affects the fates of jobseekers and prospective employers. The event featured speeches by managers and Alberto Calcagno, touching on the issues of the current and future job market.

For **DIGITAL Meet**, the festival promoted by Fondazione Comunità and Talent Garden Padova to spread digital literacy among people and businesses, Fastweb was a partner for the second edition of “**Startup Marathon**”, an initiative to present and showcase the best Italian startups in the world of digital technologies.

In addition, Fastweb Digital Academy continues its partnership with **Scuola Cova**, a training institute recognised by the Milan municipality as a “Historical Training Institution.” As part of this partnership, the second edition of “**Technical Game Design**”, a 40-hour course for first-year students developed by Fastweb Digital Academy to train

digital modelling and fabrication technicians was held in March 2022. During the course, theoretical and technical tools were shared for the development of small, functioning video game prototypes and three-dimensional interactive creations using the Unity 3D interactive environment. The students learned the principles of fun theory and game design and the technical language to describe, analyse and judge individual products in the video game industry.

Also with regard to schools and training, in 2022, Fastweb Digital Academy and other corporate partners participated in the **5G Academy** at Naples University, a program to train highly specialized professionals in specific sectors with a wide range of diversified cross-sectional skills in 5G. The 5G Academy created two separate programs of study: Postgraduate and Professional, with the company’s active participation in the definition of the training program and the project work, as well as its participation in lab sessions and classroom lessons held by its managers and Fastweb Digital Academy instructors. At the end of the Postgraduate program, one of the students began an internship at Fastweb.

The Fastweb Digital Academy courses even made their way to inmates at the **Bollate prison**, where the company met the people of **Bee4**, a social enterprise that handles the employment of groups of inmates. Following this meeting, the FDA courses were considered a valuable lever for the inmates’ training and their chance of re-entering the labour market after their release. Since 7 July, when the partnership began, there have been 346 course enrolments, 17 for live-streamed courses and 329 for those available on demand.





The **Fijlkam Federation** is a significant association for FDA, as together they delivered a course on how to promote amateur sports associations using social digital marketing, particularly Facebook and Instagram. Intended for Fijlkam's instructors, gym operators and athletes in collaboration with gyms, the course provided a general, introductory understanding of the topic.

It was offered free of charge and was live-streamed between April and May.

Fastweb also participated in a new television program, "**La Risposta Giusta**" (The Right Answer), giving the public the chance to hear the stories of people committed to sustainability, solidarity, culture and safeguarding the ecosystem. Fastweb was featured in a few episodes with the story of social and environmental projects and initiatives, including Fastweb Digital Academy.

Last but not least, through Fastweb Digital Academy, Fastweb awarded the two winners of **InnovAzioni 2022**, the hackathon designed to promote the culture of innovation for the ecosystem. The prize was a free ticket to the STEP experience and an FDA course on how to prepare effective presentations.

### 7LAYERS: PARTNERSHIP WITH TECHNICAL INSTITUTES OF HIGHER LEARNING AND FAST SECURITY COACH

In the 2021-2022 academic year, 7Layers continued working with a **technical institute of higher learning** in Turin. The

result of this partnership was a cybersecurity course for the institute's students, delivered by company workers. In 2022, this partnership extended to another technical institute in Florence, considering the mutual benefits enjoyed by the company and the schools. In addition to the value of the training opportunity for the students, as a result of the initiative, in the two years of the project, the company has hired seven students with apprenticeship contracts. Reinforcing this type of external activity, 7Layers plans to continue the employee development program that distinguished it in 2022.

Another important training milestone reached by 7Layers in partnership with Fastweb was the development of the **FAST Security Coach** service, an advanced e-learning system that trains organizations' personnel to recognize and repel cybersecurity threats. This system was developed thanks to 7Layers' work to standardize services and it was designed for SMEs. FAST Security Coach entails the involvement of the entire organization in a dynamic and stimulating learning path that can transform employees' conduct so they are ready to respond to the most common risks.

### DIGITAL WELL-BEING: INITIATIVES FOR TEACHERS, STUDENTS AND THEIR PARENTS

With the **Digital Well-being** project, Fastweb aims to help families and young people in their daily experiences with new digital

technologies, giving them the tools they need to understand digital risks and the opportunities of digital technologies by learning how to interpret the language and transformations knowledgeably and in a positive light.

Digital Well-being continued in 2022 thanks to Fastweb's collaboration with Bicocca University and a network of schools, making it possible to develop the **Digital Well-being for Schools** project. This initiative includes a free online training course for teachers, which can be accessed through the Bicocca University e-learning platform at [www.benesseredigitalescuole.it](http://www.benesseredigitalescuole.it). The course is structured in four modules for a **total of 25 hours, 12 of which in the classroom with students** covering the most current and critical issues in their digital lives. In particular, the training offers tools and resources for educating middle and high school students in "digital citizenship". The course content was developed by a group of national experts and tested in a controlled experiment that resulted in significant improvements in smartphone use and subjective well-being.

After the training courses, students are given a digital competence test to assess their degree of digital citizenship, based on the DIGCOMP 2.1 framework.

At the end of 2022, around 2,400 teachers had participated in the training courses and about 400 middle and high school classes had taken the test, for a total of over 5,000 students.



Digital Well-being was also the focus of another campaign against online bullying, **#ConnessiControilBullismo**, launched by Fastweb on 7 February 2022, the National Day against Bullying and Cyberbullying. To take action against cyberbullying, the company has launched an internal communication campaign with the publication of a video on 7 February to raise awareness about cyberbullies.



# 4.1.2

## STEP FUTURABILITY DISTRICT

In May 2022, Fastweb opened **STEP FuturAbility District** to the public. STEP is a space dedicated to **spreading technology knowledge** through an **experiential path** on the ground floor of Fastweb's NeXXt headquarters in Piazza Adriano Olivetti 1, Milan.

Fastweb designed it to be a space where the city and people could connect with the **future**, where visitors could see how the digital transition is impacting sustainability and each of our lives, from our social relationships to our education and jobs. It is a place designed to familiarize the community with the new technologies that more and more frequently apply to our present, from artificial intelligence to the internet of things and from cloud computing to 5G.

***“Addressing more than just technology, also awareness. The digital world is cross-sectional with a tremendous daily impact...”***

*Cristina Paciello – Head of STEP FuturAbility District*

Therefore, the objective is to **discuss the issues of the future associated with the digital transformation and spur visitors' curiosity**, giving them the chance to discover a multitude of content and integrate their visit with weekly events to vertically explore specific topics.

The STEP path consists of **10 steps** in which visitors use their own smartphones to interact with the surrounding environment and with the content of the dynamic, interactive and immersive installations.

The space changes continuously, reacts and updates in real time, and at the end of the path, rates each visitor based on their “propensity for the future” with a **FuturAbility score**. A voice guides visitors through the journey, highlighting the stops along the way: the voice belongs to **Forward**, a virtual “creature” with a visual identity and a specific personality created ad hoc for STEP.

This means that instead of presenting a linear, two-dimensional narrative structure, STEP has a **complex, three-dimensional structure** that involves the environment, visitors and their devices. This overlapping of different levels of interaction keeps the narrative fluid and stimulating for the entire visit.

All areas of STEP are easily accessible to visitors with impaired mobility, as well as prams and pushchairs. The video content is also subtitled for the hearing impaired. The call centre is available to provide specific information on accessibility for all other disabilities in order to ensure the best accessibility experience possible.

### STEP HIGHLIGHTS



**1,200**  
square metres



**50-minute**  
long visits



**11 next-generation**  
technological installations



**13 learning labs**  
for middle and high schools



**24 workshops/talks**  
on specific topics addressed  
during the visit



**22 Sunday workshops**  
for families



STEP offers the entire community a broad-ranging scientific-cultural program with free events that can be booked ahead online, divided into series that dig deep into the topics explored by visitors in the STEP path. More specifically:

- **SUNDAY@STEP** workshops held on Sundays for families and designed to pique the interest of kids aged 11 to 16, who may be accompanied by adults, on the development of digital skills, what we should be aware of when using the internet and the new opportunities offered by technology;
- **INSPIRING@STEP** workshops/talks that focus on discussing the future and how each of us can influence it. This is where futurologists, writers, entrepreneurs, neuroscientists, physicists, philosophers and experts in many other fields explore a topic from different perspectives;
- **DIGITALTALK@STEP** workshops/talks where participants learn basic skills and tools to make the most of digital solutions in their personal and professional lives. These talks focus on specialized and vertical content presented by the leaders of the digital revolution and prominent people in technology;
- **FUTUREJOBS@STEP** workshops with experts in the professions of the future and new skills, with a focus on development trends in the job market and scenarios in the next few years;
- **THEGREENANDTHEBLUE@STEP** workshops dedicated to sustainability for a discussion of how digital technology is affecting our lives today and in the near future, how we cultivate and produce food and how we move and live.

STEP's target is a **cross-section** of the population, and all the initiatives and activities are for anyone looking to learn more about the digital

transition and close the gap in their technology knowledge or they are simply for anyone interested in or curious about new technologies.

However, the path is particularly tailored to **teens** and **young adults**, who face a constantly changing job market and must develop STEAM (Science, Technology, Engineering, Art, Mathematics) skills. This is why, for the purposes of informing and training young people, STEP also offers programs for middle and high schools, consisting of the visit plus an extensive catalogue of **learning labs** in line with the ministerial curricula.

STEP is one of the main symbols of the strategic vision **"YOU ARE FUTURE"**, based on the pursuit of the highest standards of social responsibility and environmental sustainability and a steadfast commitment to developing the country's infrastructure. At the same time, this new space named **FuturAbility District**, situated in a Milanese neighbourhood undergoing profound change, is meant to be the beating heart of the city's scientific and cultural offer and to stimulate the many growth opportunities of each **individual as an actor**, the protagonist of his or her own future.

In the roughly six and a half months since STEP effectively opened to the public, to the end of December, 4,657 visitors walked through its doors. There were 2,753 participants in the scientific-cultural program in the first half year, including 715 teens/family members at the SUNDAY@STEP workshops.

The activities with schools for the 2022-2023 academic year began in mid-September 2022 and by year end had already brought 869 middle and high school students to STEP.



# 4.2

## TRANSPARENCY, TRUST, SIMPLICITY AND LISTENING IN RELATIONSHIPS WITH OUR CUSTOMERS

In 2022, Fastweb continued implementing the NeXXt Generation 2025 plan launched in 2021, reflecting its commitment to making Gigabit connectivity available to all households and businesses based on the key pillars of Transparency, Social Accountability and Technological Leadership.

### LISTENING TO STAKEHOLDERS: A STRATEGIC TOOL AND GUIDING PRINCIPLE

Fastweb takes a continuous improvement approach in order to strengthen its trust-based relationship with its customers and, in general, with anyone having a stake in the company's choices. Listening follows a multi-stakeholder approach that involves external stakeholders (informed public opinion and residential mobile, fixed-network and convergence customers and talents) and internal stakeholders (employees) on a monthly to annual basis depending on the stakeholder group. Fastweb's commitment has been steadfast since 2015, as

it actively listens to stakeholders' requests in collaboration with **The RepTrak Company**, through interviews, surveys and questionnaires in order to understand their perceptions, needs and expectations.

The many challenges of 2022 significantly eroded Italian's trust and view of companies, with the public increasingly aware of the limits of buying power and the effects of inflation. Nonetheless, Fastweb managed to achieve a better, more distinctive reputation than the average for the telco industry according to Italian public opinion. This accomplishment demonstrates the extent to which the public recognizes Fastweb's commitment to meeting requests and responding to expressed needs.

The rated topics that led to this assessment entail a general appreciation of Fastweb in relation to "esteem", "trust" and "admiration", aspects that are referred to as "emotional".

However, Fastweb has also proven that it outperforms the market average from a "rational" standpoint as well, i.e., in

terms of the perceived quality of its products, its ability to innovate, the quality of jobs at Fastweb, its ethics and social role, as it received a higher score than the telco industry and, on average, was rated one point higher in each category. It stood out in particular for its ESG parameters, scoring 1.7 higher than the Italian average for telco companies in Italy for ethics, 1.4 higher for "Workplace" topics in terms of the perception of the methods adopted by the company as an employer, and 1.2 higher for social topics.

In general, the survey recognized the new role of telecommunications companies, which, during and after the pandemic, enabled people to change the way they lived (and worked) through connectivity and digitalization. Fastweb in particular was able to achieve these reputational milestones thanks to its new purpose #TuSeiFuturo, which gave shape to this mission by addressing Sustainability, Future and Inclusion.



# 4.2.1

## LISTENING TO AND CARING FOR CONSUMER CUSTOMERS<sup>15</sup>

To implement the NeXXt Generation 2025 plan and to meet the growing need for high-performance connectivity dictated by changing habits and lifestyles as a result of the public health emergency, connection speeds were increased to 2.5 Gbps in the proprietary FTTH network in 2021. This increase was made available indiscriminately to new and existing customers at no extra cost.

In our vision of an increasingly connected future and to meet the growing need for high-performance connectivity, Fastweb has upgraded connection speeds on its proprietary FTTH network to 2.5 Gbps at no extra cost and indiscriminately for all its new and existing customers. And now, thanks to the FiberCop agreement, activities are under way to further expand the FTTH coverage immediately without any additional costs.

Even the launch of the 5G mobile service in late 2020 is in the same NeXXt Generation spirit: Fastweb's 5G SIM cards give customers access to one of the best mobile network coverages in Italy. They can browse the web with download and upload speeds of up to 1.6 Gigabit per second and 150 Megabit per second respectively in over 4,000 Italian towns and cities, equal to around 67% of the population.

<sup>15</sup> Consumer customers include residential and freelance professional customers.

The delivery of various services continued in 2022, in line with the most recent technological developments, to improve customers' user experience. One example is the VoLTE service, which allows customers to make high-definition calls while they continue using the internet at the maximum speed during the telephone conversation. FastwebUP, the residential and freelance business customer engagement and loyalty program, remained a key customer care lever and was expanded with an enhanced version, *FastwebUP Plus*, which, for a fee, offers customers a choice of additional advantages each month. In addition to the digital assistance that it already offers, the new *Plus* version is now available for residential customers with the *Fastweb Casa Plus* offer, putting them in touch with an operator in just one click and giving them free technical assistance (even if Fastweb is not responsible for the connection problem).

Considering the importance of health and well-being for people and with the aim of simplifying customers' everyday lives, in 2022, Fastweb launched services in line with its new position, to deliver concrete solutions that help build a more inclusive and environmentally sustainable future.

These services include *Assicurazione Casa di Quixa*, a home insurance solution for protection against damage or unexpected incidents, providing 24-hour access to the best professionals and IT support for fixed devices that are not working properly. Similarly, Fastweb launched *FASTHealth* in collaboration with *SaluberMD*, an innovative telemedicine solution described paragraph 3.2.1 of this report.

For SHP customers (i.e., freelance businesses), the company has developed *FASTSafe*, a solution that uses blockchain to certify processes and save files and company documents electronically in a way that is counterfeit-proof and environmentally friendly (ref par. 4.2.2).

The content marketing was also bolstered in 2022. *FastwebPlus* was launched in March. It is a portal of high-value content that helps users understand and use digital platforms, learn new skills that are useful for their jobs and daily lives and find inspiration to build their path and future in synergy with Fastweb Digital Academy and with its support. Since 2022, Fastweb has also reserved certain advantages at Fastweb Digital Academy for its Consumer customers, offering them access to previews of on-demand courses and fast-track access to streamed courses.

Furthermore, since 26 February, only two days after the war broke out in Ukraine and for the entire year, to show its solidarity, Fastweb eliminated the cost of fixed network calls, text messages and mobile network roaming calls to and from Ukraine for all residential and business customers. In line with our purpose of "Helping everyone build their Future with confidence", this initiative made it easier for people to reach out and feel close to their loved ones and support business activities at such a challenging time.



# 4.2.2

## LISTENING TO AND CARING FOR ENTERPRISE CUSTOMERS

In addition to its residential customers, Fastweb listen to small, medium and large companies and the Public Administration, adapting its services to meet the needs of each type of business.

Fastweb is accompanying Enterprise customers on their journey towards the digital transition by enriching its product portfolio and through new partnerships.

In particular, Fastweb strengthened its Cloud and Security services to help customers in the migration of traditional systems to a new ICT paradigm and rolled out innovative new services like FASTSafe, which helps customers accelerate digitalization processes and store documentation that can be saved electronically with legal effect and the guarantee that it cannot be edited over time.

This simplifies administrative work using digital technologies and has a positive impact on the environment as well. In cybersecurity services, Fastweb has focused specifically on awareness, training the personnel of its corporate customers on cybersecurity issues with a security awareness service called Fast Security Coach.

Moreover, Fastweb continues to develop various partnerships with reputable partners to gain technological leadership in the creation

of joint solutions to support its customers, offering services that simplify internal processes and streamline the usability of business services. Examples include its partnership with Amazon Web Services (ref. par. 3.2.3), the *NeXXt Communication* service (ref. par. 3.2.2) and the partnership with SAP (ref. par. 3.2.2).

As part of the offer for SMEs, Fastweb participated in Phase 2 of the Piano Voucher, the government voucher program managed by Infratel Italia (a company owned by the Italian Ministry of Enterprise and Made in Italy) to drive the spread of ultrabroadband in Italy, consisting of a government grant of up to €2,500 for the delivery of internet connections to companies and freelance professionals.

In addition, specifically for SMEs, Fastweb continued to offer its dedicated Unified Communication & Collaboration solutions again in 2022. More than just a simple adaptation of working practices to a virtual environment, these solutions focus on collaboration, potentially transforming the customer's office into a mobile workstation. Furthermore, 2022 also saw the launch of the Fastweb Digital Suite solution, a suite of digital marketing solutions that are a simple and effective tool for a customer's entire business online, with a single platform on which they can manage their presence on the main

online platforms (Google-My-Business, Bing Maps, etc.) and manage an e-commerce site. The portfolio of cybersecurity solutions also grew in 2022 with the launch of the Advanced Protection solution, an advanced antivirus tool from the enterprise world.

To provide comprehensive support to its customers, Fastweb devotes training courses to its SME customers. The tailor-made courses are provided by the Fastweb Digital Academy to SMEs. In particular, these courses explore cybersecurity issues for a more knowledgeable management of the security of company data, cover digital marketing strategies for the use of social media to improve a company's reputation and increase its customer base, and address e-commerce management for the management and use of online stores.

This initiative comes on top of the other customer care programs that Fastweb offers to support its Enterprise customers, with the promise that it will always provide the best technology available with connectivity upgrade campaigns.





## CUSTOMER SATISFACTION SURVEY

One strategic tool to monitor customer satisfaction, including the measurement of satisfaction with the improvement measures taken, is the survey that the company has conducted for several years now: the **Net Promoter Score (NPS)**. Surveys are carried out weekly, monthly or semi-annually, depending on the customer group considered and the parameter under analysis.

The NPS measures customer satisfaction and is calculated based on customers' response to the question "What is the likelihood that you would recommend the company to a colleague or friend on a scale of 1 to 10?" Specifically, it is calculated as the difference between the percentages of satisfied and unsatisfied customers and is analysed both with respect to the overall customer experience with Fastweb (relational NPS) and a specific interaction (transactional NPS).

All of Fastweb's efforts to focus on its end customers have resulted in an improvement in the churn rate, i.e., the percentage of customers who terminate their subscription, and an increase in the NPS. Again in 2022, Fastweb was rewarded for its attention to all customer experience aspects with a high NPS, confirming its growth in both the wireline and mobile segments. This result is also due to the proactive and timely management of the customer base, to offer better and better technology and the best mobile limit available.





# 4.2.3

## TEAMING UP WITH CONSUMERS TO REWRITE THE RULES OF THE GAME

Listening and collaboration are the two main keys at Fastweb to manage ongoing relationships with consumers and consumer associations.

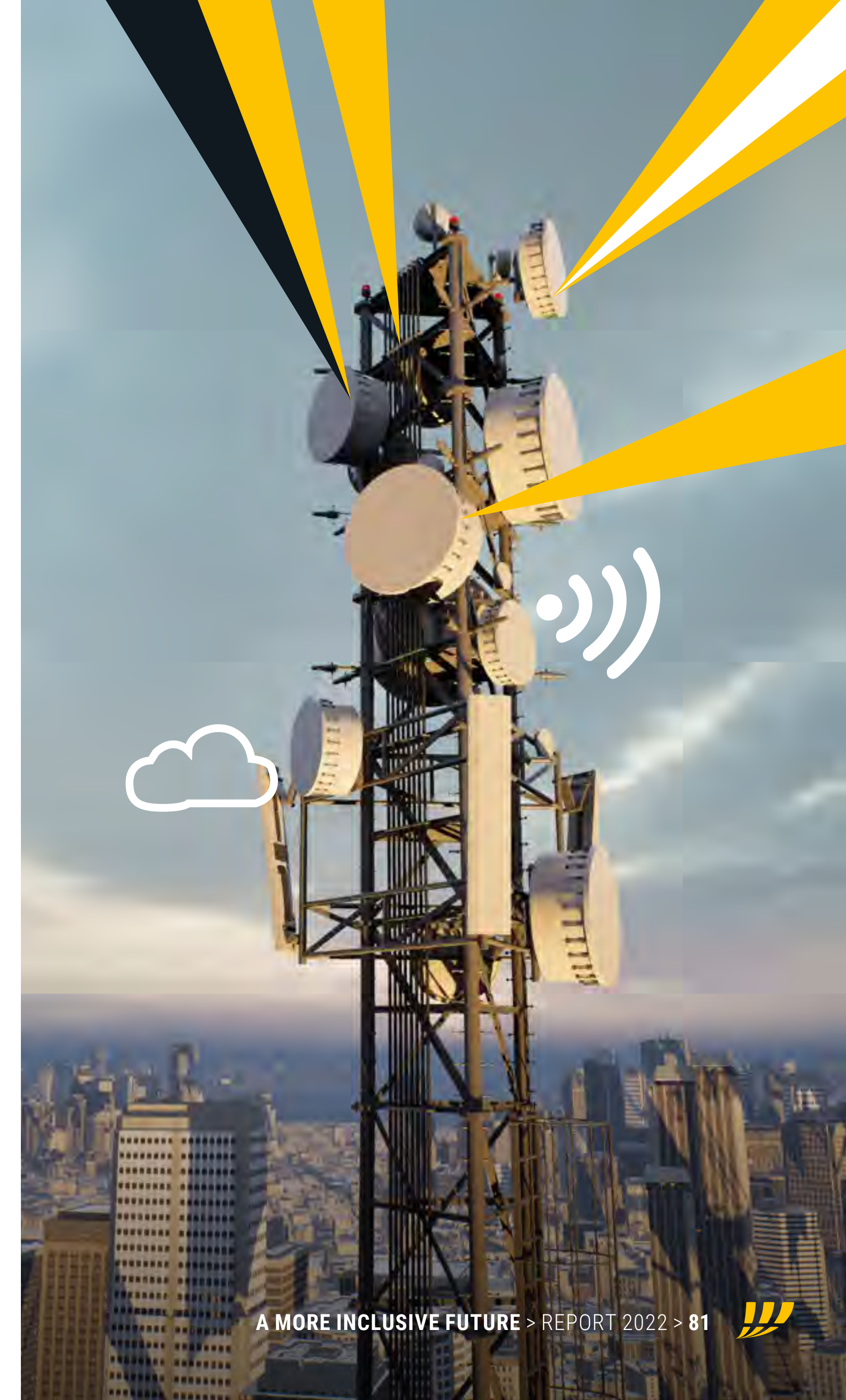
This is why Fastweb has signed a memorandum of understanding with five of the main consumer associations in Italy, Adiconsum, Adoc, Altroconsumo, Federconsumatori and U.Di.Con, which in recent years has led to the development of various initiatives for consumers, including the revision and digitalization of the Service Charter<sup>16</sup>, for both fixed and mobile telephone service, to make services clearer and more transparent and consumers better informed and aware of their rights.

The memorandum of understanding which Fastweb signed with the five consumer associations listed above also provides for ongoing communication and discussion, with the aim of protecting customers, covering many other activities for consumers, such as the sponsorship of events to examine topics of practical interest to consumers and the dissemination of accurate information on new technologies, like 5G, in a

series of joint projects and initiatives.

In collaboration with Altroconsumo, Fastweb published "5G, the future is a step away," a digital pocket guide to fifth-generation connectivity, on its website. The guide provides simple and clear information on 5G, illustrating the main aspects of this technology and its potential, which will enable the development of increasingly innovative services in the immediate future, to the benefit of people and businesses.

<sup>16</sup> Document describing the performance standards of the services provided and the rules for the relationship between Fastweb and its customers in order to protect their rights.



# 4.2.4

## THE CONCILIATION PROCESS

The regulatory framework governing disputes over electronic communications between users and operators requires the parties to attempt conciliation. Fastweb participates in conciliation procedures to handle and rapidly resolve any disputes out of court.

The management of conciliation procedures is entrusted to the Co.Re. Com. (Regional Communications Committees), the regional bodies of AGCOM (the Italian Communications Regulator) that perform the Entity's functions of governance, guarantee and control with respect to communications system throughout the country. The parties participate in the conciliation proceedings before an official acting as conciliator. The terms of settlement drawn up following the proceedings constitute an enforceable agreement.

Since July 2018, the conciliation procedure is available online using the "ConciliaWeb" platform at <http://conciliaweb.agcom.it>. The online procedure simplifies the submission of applications for conciliation and does not require users to be physically present for at the conciliation venues. In March 2021, procedural changes were introduced for access to the platform, more clearly defining the access rules. In particular, all users must register using either their SPID or CIE credentials. Users may also submit a request through the accredited parties that AGCOM has identified in the following

categories: "consumer associations, bodies protecting collective interests and lawyers and chartered accountants registered in their respective professional registers, which are registered with the platform in order to initiate and manage dispute resolution procedures in the name of and on behalf of their clients".

The Conciliaweb platform data confirm the downwards trend in conciliation requests received by Corecom. In 2022, 8,416 requests for conciliation were submitted involving Fastweb, down by about 10% on 2021 (9,294). 14% of total requests submitted in 2022 and discussed (7,852) were concluded with a report that no agreement had been reached.

As an alternative to handling conciliation requests via ConciliaWeb, customers may follow the joint conciliation procedure through the consumer associations that have signed the related protocol with Fastweb. The list of these associations is published on the Fastweb website.

A Single Joint Guarantee Body and the single protocol for the conciliation procedure for all telecommunications companies facilitate consumers' adherence to this procedure and the reaching of a positive agreement. The Single Joint Guarantee Body evaluates

whether the joint negotiation procedures are compliant.

If they do not receive a response to their complaint within 45 days or if they are dissatisfied with the response they have received, Fastweb customers may contact the signatory associations, entitling them to initiate the ADR procedure. The two ways to submit the application are through a dedicated portal (available at <https://www.fastweb.it/corporate/governance/conciliazioni-e-associazioni-consumatori/?lng=EN>) for online processing, or by writing directly to the Conciliation Office by registered mail or by email: [adrfastweb@pec.fastweb.it](mailto:adrfastweb@pec.fastweb.it).

The conciliation requests are then forwarded on the dedicated portal through a Conciliator identified by the Conciliation Office according to shift criteria. Individual applications are evaluated by a Joint Conciliation Commission composed of a Fastweb Conciliator and a Conciliator of the selected association.

In 2022, 765 applications were received from consumer associations at the Conciliation Secretariat. Based on analyses conducted to verify their admissibility, a total of 769 conciliation cases were heard, 194 of which had been submitted in 2021 and 575 in 2022. In 94% of the cases (717 cases), the matter was concluded with a positive report, i.e., with the customer fully satisfied. In just under 6% of the cases that were heard, no agreement was reached, while the remaining cases are still being discussed and will be concluded in 2023.



# 4.3

## WORKING SMART(ER): PUTTING PEOPLE FIRST

“Care” is one of the Fastweb values that has driven the company’s decisions over the years, as the company has continued to care for its people even after the public health crisis and rapidly adapted to the new way of working and living, shifting to an approach more closely based on trust and the empowerment of people.

Fastweb showed it was a **human-centric** company by putting the health and safety of its people and their families first, devoting significant energy to supporting their continued physical and mental well-being and to ensuring that they could continue to grow and develop personally and professionally.

### FASTWEB IS A GREAT PLACE TO WORK

In 2022, Fastweb was certified as a Great Place To Work® in Italy for the second time. Its participation in the Great Place to Work survey confirms Fastweb's desire to listen to its

people and measure itself according to independent, third-party workplace management and HR management policy standards.

Great Place to Work is a research, technology and consulting firm that analyses workplaces by measuring workers’ opinions and the employee experience. The firm issues Great Place to Work® certification for recognition as a quality workplace and publishes an annual ranking of the best workplaces in Italy, Europe and the world. This certification is based on certain human resource management parameters to identify the best employers in Italy.

Participation in this initiative entailed having Fastweb S.p.A. and Fastweb Air employees fill out an anonymous questionnaire: 82% of respondents reported that they were amply satisfied with the climate at work. In fact, 84% of respondents responded positively to the statement “Fastweb is an excellent place to work”. The certification process also included verifying company documents, management processes and internal and external communications.



# 4.3.1

## WORKING SMART(ER): BEYOND WORK FROM HOME

In 2020, Fastweb rolled out **"Working smart(er)"**, a new management style based not on control but on trust, whereby all employees can work from the office, from home or wherever is most functional for them to get their duties done according to their objectives for that day. This model turns traditional work patterns on their head, replacing the control of a few with the responsibility of many and **gives individuals the freedom of choice** of where and how to work, so they may achieve their goals ever more effectively and thus optimize the balance between their personal and professional lives.

"Working smart(er)" is the result of a process that has been underway for years: Fastweb was one of the first companies in Italy to introduce remote working policies in 2015, which since the start extended it to almost all positions, allowing people to work remotely four times a month. The Covid emergency and the desire to protect all employees' health as much as possible led the company to allow everyone to work from home every day of the week from the start of March 2020.

Further demonstrating the company's desire to adopt a work model based on trust and results, in 2021, Fastweb had already eliminated employee clocking in and out for everyone. Under this new approach, the presence of employees is recorded automatically and each individual is

responsible for noting any changes (absences due to illness or holidays, days used for volunteering, etc.).

However, this "Working smart(er)" model does not overlook the need to ensure the separation of workers' personal and professional lives, which is why the agreement includes and governs the **"right to disconnect"**, a right that is not exercised in accordance with a specific timetable but according to one's own sense of responsibility.

In line with its culture of listening to people, Fastweb intends to continue upholding this vision even after the end of the emergency situation, through a natural evolution in this approach. Fastweb has therefore undertaken a reorganization of its workforce, moving towards a hybrid model, with flexibility, accountability and new leadership that favours employee well-being and a focus on results over a traditional, controlling approach. With this in mind, the office will become a resource for employees who have the opportunity to spend time in common spaces, which are part of the corporate identity and encourage sociability and creativity.

On 1 October 2022, a new experimental remote work agreement was introduced. Applicable until 30 September 2023, the agreement requires

employees to come **to the office at least 30% of their work days each quarter**, so they can **flexibly** manage their schedule of remote work and in-person days, as detailed in the section of this report on *Protecting health to protect human capital*. The change is due to the need to bring people closer together after having worked remotely for a long period of time. The hybrid work model therefore remains in place, also considering the positive feedback from the company population. Employees will alternate between working remotely and coming into the office for a more complete work experience and fuller relationships.



# 4.3.2

## LISTENING, ENGAGEMENT AND DIALOGUE INSIDE AND OUTSIDE THE COMPANY

**Over the years Fastweb has continued to invest in strengthening its channels and methods of communication with employees, creating more and more opportunities for engagement and interaction, harnessing the potential of new technologies.**

**Agorà, the company Intranet**<sup>17</sup> is the point where the company and its people meet. It is a communication channel, accessible both by computer and by smartphone on the "AgorApp" for two-way communication. On one hand, it provides information on the company's main projects and, on the other, it allows all employees to express their opinions, responding to surveys and participating in initiatives launched during the year, confirming its status as a powerful tool for maintaining a constant feedback channel with employees. Similarly, for over two years, the CEO has regularly communicated directly with the entire company: every Monday morning he sends a broadcast email sharing messages and key information so that everyone can start the work week engaged and well-informed, fully aware of how our purpose is guiding us, the direction in which the company is headed

<sup>17</sup> 7Layers may access all communications and news published in Agorà on a read-only basis

and what strategies we can all deploy to achieve objectives.

This year, all the engagement and corporate culture activities have specifically focused on sharing, disseminating and implementing the new purpose: "Helping everyone build their Future with confidence" and Fastweb S.p.A.'s new Benefit Company status. The opening of STEP was also announced internally and externally to reinforce the new purpose.

As is the case every year, the **Vision Meeting** was held in 2022. This is a virtual meeting for most employees, the purpose of which is to present Fastweb's results for the current year and to anticipate the major innovations for the year ahead. This year the event was held at STEP. In accordance with safety rules to prevent the spread of Covid-19, in addition to the live streaming, the event was attended by around two hundred people who were able to participate in the Vision Meeting in person. Reflecting Fastweb's spirit of inclusion, the employees invited were all new hires since January 2020, i.e. people who had joined the company in the midst of a public health emergency, who had experienced working mainly remotely and who had never had the opportunity to experience first-hand this corporate event.

With the opening of our new experiential space for the public, STEP FuturAbility District, we held two listening, cohesion and engagement

sessions in spring:

- ▶ The soft opening in April, i.e., a test with only Fastweb employees, who for days took turns visiting the space to simulate the overall functioning of the structure and the experiential path, providing immediate feedback, which was useful to refine the content and how the space was operated. More than 700 workers participated in this initiative in groups of 20-25 people at a time, for a shared experience filled with meaning, especially as their own voices were heard on how to improve the STEP experience before it opened to the public.
- ▶ On the day of the opening in late May, part of the communication during the event featured workers from all the company sites sharing their take on the word "future". In addition, a group of workers participated in the STEP launch with a press conference and subsequent live event, showing their pride in this new company initiative that is open to everyone.

Moreover, we have continued to use some of the activities originally created in-house to encourage communication with the outside world. From the #connessicontroilbullismo campaign against cyberbullying to



promoting the HerEvolution event on social media and the play “Stabat Pater” about disability, performed in our spaces and streamed for an outside public, there have been many opportunities share our initiatives outside the company, always in keeping with our purpose and social inclusion.



# 4.3.3

## AN INNOVATIVE WELL-BEING SYSTEM BASED ON LISTENING TO EMPLOYEES

**Fast4me** is the company well-being model rolled out in 2014 and previously known as Welfare@Fastweb, to promote employees' well-being not only at work but in their personal lives as well. The model, geared towards making the work-life balance more flexible while providing tangible financial support, focuses in particular on health, prevention and family needs and is managed taking an incremental approach and to ensure a continuous offer, so that it is always packed with services. The name was changed to Well-being specifically to overcome the concept of benefits and move forward to an idea of support in every aspect of employees' lives, with a positive impact on how they feel personally and professionally.

**The Great Place to Work survey conducted in 2022 found that employees of Fastweb S.p.A. and Fastweb Air consider the well-being offer rich and varied and that it encourages them to actively seek a healthy work/life balance.**

In 2022, many of the initiatives already carried out as part of the well-being strategy applied by Fastweb S.p.A. and Fastweb Air were repeated and the well-being portfolio was enhanced with new

offers for the well-being of people and their families. The entire company population is informed of these initiatives on the Agorà Intranet and the services are available on the dedicated **Fast4Me** portal, which divides them into four categories: Time & Money, Art & Fun, Feel Better and Family & Future. **Time & Money** includes insurance, retirement plans and mutual benefit agreements of all kinds, with special promotions for all employees; **Art & Fun** consists of partnerships and initiatives regarding the arts and leisure; **Feel Better** is a series of initiatives for physical and mental well-being; **Family & Future** includes initiatives on parenting, caregiving, education and finding work/life balance. In 2022, well-being initiative communications were enriched with a monthly **newsletter** with a link to the Fast4Me landing page.

To support people in their daily lives and in times of particular difficulty, while also ensuring that everyone feels supported in the development of their own well-being, both now and in the future, all requests from Fastweb employees are considered and met.

Furthermore, some well-being initiatives have been shared with 7Layers, like participation in sports activities and mutual benefit agreements which are useful for receiving discounts and special offers.

In terms of personal health and well-being, the **DOC24** telemedicine service was renewed in 2022, as it has received extremely positive feedback from workers. It is **qualified medical assistance that the entire family may use remotely, 24 hours a day, 7 days a week**, for "standard" requests and needs strictly related to health emergencies. In addition to DOC24, an **insurance package** consisting of life insurance, occupational and non-occupational accidents and disability due to illness was renewed in 2022. It is free of charge for all employees of Fastweb S.p.A. and Fastweb Air. It also includes an indemnity **in the event of hospitalisation due to Covid-19**, convalescence indemnity and post-hospitalisation assistance.

For the third year in a row, Fastweb also offers employees free **psychological counselling**, managed by independent professionals to ensure utmost confidentiality. In addition, there are **webinars** on love addiction, nicotine addiction, the impact of stress caused by the pandemic and the quality of sleep. The webinars are held by specialized professionals and are recorded so they are always available to employees who may watch them at any time.



## ALL THE WEBINARS OF 2022

### Feeling better after two years of life in a pandemic

This webinar addressed the psychological effects of the two-year pandemic, in which we experienced **quarantines, social isolation and fear of infection**. The webinar answers the question of how we can overcome moments of vulnerability and **handle stress in a healthy way**.

### How to sleep well and face the day in top form

This webinar explored the causes of insomnia and what we can do to improve our **sleep quality** and, consequently, go about our day to the best of our abilities.

### Feeling well and helping others feel well during times of stress

This webinar dealt with the mechanisms triggered by stress, how we can learn to identify their effects on the people around us and understand how to help them effectively.

### Design your life: making choices that improve your well-being

This talk, held in collaboration with Base9, examined the **Design Your Life** method developed at Stanford to help people in their professional and personal **life choices**.

### Quit smoking and help others quit smoking

A journey into the world of cigarettes, both traditional and electronic, to learn about the **physical and psychological addiction** that keeps us prisoners of smoking.

### The art of separating and recomposing: the blended family

This webinar included a discussion of the fluid nature of relationships and the togetherness that was forced on us during the pandemic. Today it is as **essential** to know how to stay together as a couple as it is to **know how to separate**.

### Dependent relationships and love addiction

Dependencies today are different from those of the past. This webinar addressed the issue of how a **relationship with other human beings can** unexpectedly **slip** into a **dependent** relationship.

In addition to personal psychological support, Fastweb S.p.A. and Fastweb Air employees are offered free, online **parenting counselling** to help them successfully manage difficulties that arise in raising their children.

In 2022, a voucher program was also rolled out for Fastweb S.p.A. and Fastweb Air employees for one-on-one visits with a **nutritionist** who prepares a specific food plan for each individual, encouraging a healthy lifestyle among employees.

Another important initiative launched in 2021 and repeated in 2022 was devoted to caregivers, i.e., all employees who care for family members who are not self-sufficient, such as the elderly or disabled people, on a daily basis. In 2022, the **We Care<sup>18</sup>** program, which includes a free helpline with specialized operators who listen to callers' needs as caregivers, was expanded with two new services: **Caregiving pro** and the **We Care Channel**.

**Caregiving pro** is a pilot service offered by **UGO**, a company specialized in offering care services to dependent family members. In this way, a professional does the shopping for the family member in need, keeps them company or takes them to the doctor. The voucher system gives employees more freedom in the choice of services.

UGO

## SERVICES - A COMPLETE OFFER FOR FAMILIES



### Accompanying

Assistance and support for medical appointments or day-to-day needs



### Errands

Delivery of shopping and pharmaceuticals, information contacts, small errands in the neighbourhood



### Companionship

In person or by telephone, talking with the person to encourage social inclusion

<sup>18</sup> The **We Care** service is for Fastweb S.p.A. and Fastweb Air employees.





Within the scope of the We Care program, Fastweb also offers the We Care Channel, a **training course** for caregivers to help them gain an understanding of the nature and role of the caregiver, creating greater awareness of the tools and services available, increasing transversal skills and promoting well-being in the work/life balance and in

everyday life.

Training support was also provided to the HR Team to equip them with the necessary tools to better manage the specific needs of caregivers working at the company.

## EXPERTS INVOLVED: PSYCHOLOGISTS, THERAPISTS AND TRAINERS

### LEARNING TO MEET LEGAL AND BUREAUCRATIC REQUIREMENTS

In Italy, the role of caregiver is clearly **defined**, with a specific description of a caregiver's **duties**. Other European countries respond differently to different needs.

During this webinar, we learn what a caregiver is, the characteristics of a caregiver's **role** and why it is **important to be recognised** as such.

### FROM CARING FOR ONESELF TO CARING FOR OTHERS

For a caregiver, learning to **listen to one's own feelings** and understand changes in them should be a daily habit to feel well and maintain the stability necessary to care for the family member who is not self-sufficient.

During this webinar, we will learn to **take care of ourselves**, processing the feelings that these new duties create, to be more effective in our caregiving.

### BALANCING DIFFERENT IDENTITIES

Putting together the **different parts of our lives** is the first true challenge that every caregiver faces. Learning to empathise with ourselves and with others is the first step in effectively balancing the different aspects of one's life. During this webinar, together, we explore useful topics for a better **outside balance of our lives** and develop practical strategies to deploy every day to take care of ourselves and others.



SERVICES FOR FAMILY MEMBERS WHO NEED HELP		SUPPORT SERVICES FOR YOU
<p><b>ASSISTANCE FOR FAMILY MEMBERS AT HOME</b> All the help you need to arrange for the best possible care for your family member at home, in any situation.</p>	<p><b>ASSISTANCE FOR FAMILY MEMBERS OUTSIDE THE HOME</b> Solutions to lighten the load that falls on you when the situation becomes unmanageable or simply when you need a break.</p>	<p><b>HELP FOR CAREGIVERS</b> If you are a caregiver, remember that first you need to take care of yourself. From financial information to training courses to psychological support, here you will find everything you need to be a stress-free caregiver.</p>
<p><b>CARER SEARCH AND SELECTION</b></p> <ul style="list-style-type: none"> <li>▶ Carer search</li> <li>▶ Administrative support</li> <li>▶ Domestic worker staffing</li> <li>▶ Respite care services</li> </ul>	<p><b>RESIDENTIAL FACILITIES</b></p> <ul style="list-style-type: none"> <li>▶ Residential facilities to care for the elderly or disabled people who can no longer be cared for at home</li> </ul>	<p><b>INFORMATION AND SUPPORT</b></p> <ul style="list-style-type: none"> <li>▶ Information on financial assistance</li> <li>▶ Legal aid and administrative support</li> <li>▶ Psychological support</li> <li>▶ Family mediation</li> <li>▶ Mutual aid groups</li> <li>▶ Caregiver training</li> </ul>
<p><b>TRANSPORT AND DEVICES</b></p> <ul style="list-style-type: none"> <li>▶ Transport for the elderly and disabled people</li> <li>▶ Devices and remote care</li> </ul>	<p><b>TEMPERATE WEATHER HOLIDAYS</b></p> <ul style="list-style-type: none"> <li>▶ Holidays in specific climatic conditions (the seaside, mountains and spas) for elderly people who cannot plan a holiday on their own.</li> </ul>	
<p><b>HOME PROFESSIONAL</b></p> <ul style="list-style-type: none"> <li>▶ Home care</li> <li>▶ Professional assistant</li> <li>▶ Nurse</li> <li>▶ Physiotherapist</li> <li>▶ Speech therapist</li> </ul>	<p><b>DAY CENTERS</b></p> <ul style="list-style-type: none"> <li>▶ Facilities offering a variety of services (from meals to recreational activities), for 6/7 hours per day, for disabled and elderly people who are not easily manageable at home, but who do not yet require permanent placement in a facility</li> </ul>	<p><b>DO YOU HAVE A COLLEAGUE YOU THINK WE CARE COULD HELP?</b> Please talk to them and tell them about this service. Word of mouth is very important in these cases.</p>

To support education, the **Fastweb Edu** program was confirmed in 2022. It is designed to help the children from the **ages of 6 to 18** and families of Fastweb S.p.A. and Fastweb Air employees in the development of their skills for the future. Since September 2022, vouchers have been offered, made available in one's virtual wallet and usable starting June 2023 for educational services like maths and English tutoring or even art and comic book drawing lessons. Different services may be purchased depending on the employee and their children, for a personalized choice tailored to each individual's personal needs.

Again this year, the program was held entirely online, offering counselling for learning disabilities, DSA and special needs, advanced group mathematics courses for elementary and middle school students, help with homework and remedial courses. The Push to Open Junior project continued for parents and 7th and 8th graders to help them choose a high school and build their future. The program is completely free and also includes specific initiatives to help prepare high school students for the admission exams to the polytechnic universities, and the Alpha Tests for admission to Bocconi University and Catholic University of the Sacred Heart of Milan, in addition to a number of state universities, with summer camps for children and



teens to help them grow and socialize. The camps are designed to develop participants' psycho-motor skills and strengthen their interpersonal skills, which have suffered during the pandemic. This program's essential ingredients are nature, sports and socializing.

This year, Fastweb Edu expanded its offer and rewarded merit with **16 scholarships for deserving students**. In addition to the merit-based scholarships, as of 2021, **solidarity scholarships** for the children of employees who have died will be available to help them continue their education.

<b>FastwebEdu</b>			
	<b>6 -10 YEARS</b>	<b>11-13 YEARS</b>	<b>14-18 YEARS</b>
<b>Support with studies and development of skills for the future</b>	<ul style="list-style-type: none"> <li>▶ Private lessons, tutoring and help with homework</li> <li>▶ Individual English lessons</li> <li>▶ Language course (English, French, Spanish, German, Russian, Chinese)</li> <li>▶ English conversation</li> <li>▶ Individual advanced maths lessons</li> <li>▶ Drawing lessons</li> <li>▶ Comic book drawing lessons</li> </ul>	<ul style="list-style-type: none"> <li>▶ Private lessons, tutoring and help with homework</li> <li>▶ Individual English lessons</li> <li>▶ Language course (English, French, Spanish, German, Russian, Chinese)</li> <li>▶ English conversation</li> <li>▶ Individual advanced maths lessons</li> <li>▶ Scholarships for deserving students</li> <li>▶ Comic book drawing lessons</li> <li>▶ Creative writing course</li> </ul>	<ul style="list-style-type: none"> <li>▶ Private lessons, tutoring and help with homework</li> <li>▶ Individual English lessons</li> <li>▶ Language course (English, French, Spanish, German, Russian, Chinese)</li> <li>▶ English conversation</li> <li>▶ Individual advanced maths lessons</li> <li>▶ Group course for Alpha Test preparation and entrance exams to the Polytechnic universities</li> <li>▶ Scholarships for deserving students</li> </ul>
<b>Parenting support</b>	<ul style="list-style-type: none"> <li>▶ Learning disability counselling packages</li> </ul>	<ul style="list-style-type: none"> <li>▶ Learning disability counselling packages</li> <li>▶ Push to Open Junior: orientation program to help middle school students choose their high school</li> </ul>	<ul style="list-style-type: none"> <li>▶ Learning disability counselling packages</li> </ul>

All services will be available to help you throughout the 2022-2023 school year


## FAST4ME WELLBEING@FASTWEB INITIATIVES IN 2022

In 2022, a new sports initiative was added called **Let's Padel**, a program to get in shape by playing padel with programs prepared by an instructor and mini-tournaments for more expert players.

As in previous years and in line with the supplementary company agreement, Fastweb S.p.A. and Fastweb Air confirmed **flexible benefits** again in 2022. This tax-free model offers employees who receive a performance bonus to convert it - entirely or in part - into credit for the purchase of goods and services. Employees may then spend their credit on **Fast4Me**, the company well-being platform. Since 2021, the supplementary company agreements of Fastweb S.p.A. and Fastweb Air have included a cash back option whereby employees may receive their unused credit converted into cash in their year-end payslip.


Fastweb is constantly working on updating its well-being strategy to make the well-being experience increasingly simple and straightforward, while expanding the range of services offered to Fastweb S.p.A. and Fastweb Air employees. This work entails analyses using **artificial intelligence and data analytics**.

### TIME&MONEY



#### MONEY SAVING


- ▶ Flexible benefits: workers may convert performance bonuses into well-being services
- ▶ Free tax assistance at the office
- ▶ Requests for advances on post-employment benefits
- ▶ Company promotions: special offer for fixed and mobile network customers
- ▶ Electronic meal vouchers\* (for all employees)
- ▶ Unicredit Gold Plan Benefits for soft rate loans
- ▶ Financial training (Unicredit)
- ▶ Special mutual benefit agreements and discounts
- ▶ Legal advice at discounted rates
- ▶ Free home repair services
- ▶ Telemaco\* supplementary pension fund
- ▶ Remote working\*
- ▶ Flexible hours\*
- ▶ Paid leave for parents\*
- ▶ Possibility to work part-time until employees' children turn seven\*
- ▶ Possibility to receive compensation for holidays that fall on Sundays\*
- ▶ Use of half vacation days\*
- ▶ Paid leave for visits to the doctor\*
- ▶ Paid leave for time spent assisting children with learning disabilities



#### HEALTH AND INSURANCE

- ▶ Free life insurance
- ▶ Free permanent disability due to illness insurance
- ▶ Professional and non-professional risk insurance
- ▶ Insurance policy for compensation in the event of COVID 19 infection to cover hospitalization, post-hospitalization care and recovery
- ▶ UniSalute\* company health insurance policy
- ▶ 24 DOC: 24h telemedicine

### FAMILY&FUTURE




#### WE CARE

- ▶ Services for caregivers, consisting of a call centre, €250 vouchers for caregiving and escorting services, caregiver training

#### SOS HELP FOR PARENTS

- ▶ SOS help for parents: support for parents with a focus on adolescent children



#### FASTWEB EDU

- ▶ Training program for employees' children aged 6 to 23, consisting of:
- ▶ €400 voucher to be used for educational services like coaching, English courses, pedagogical counselling, tutoring and help with homework, foreign language certification, advanced maths courses, help studying for the Politecnico entrance exam

#### SUMMER CAMPS

#### SCHOLARSHIPS

#### JUNIOR PUSH TO OPEN

### FEEL BETTER



#### MENTAL WELL-BEING

- ▶ 5 free psychological counselling sessions per person
- ▶ Webinars on topics like stress, addiction and relationships



#### SPORTS AND NUTRITION

- ▶ Free padel tournaments in Milan, Rome and Bari
- ▶ Webinars on a proper, healthy diet
- ▶ Vouchers for free check-ups with a nutritionist for a personalized food plan

### ART&FUN



#### THEATRES AND MUSEUMS

- ▶ Free tickets to 2021/2022 performances at the Franco Parenti Milano theatre
- ▶ Free tickets to "Il futuro Nella storia" (the Future in History) at Oltheater in Peschiera Borromeo (Milan)
- ▶ Free tickets to the Gallerie d'Italia in Milan and Turin



#### MISCELLANEOUS EVENTS

- ▶ Gymnastics Grand Prix
- ▶ Rugby Championships
- ▶ Genoa International Boat Show
- ▶ Aerogravity

\* from the national collective bargaining agreement and/or trade union agreements  
 \* All initiatives are for office staff and middle manager



# 4.3.4

## PROTECTING HEALTH TO PROTECT HUMAN CAPITAL

Fastweb always puts people and their needs first, guaranteeing health and safety. At Fastweb, responsibility for occupational health and safety has been assigned to the company's **Health & Safety** unit, headed by the Prevention and Protection Service Officer, who constantly monitors developments in directives regarding occupational health and safety standards and establishes, as the need arises, the measures and guidelines necessary to best protect employees' health.

*Health & Safety* defines the company policies and guidelines necessary to ensure compliance with current legislation on health and safety in the workplace, analyses and assesses the risks to workers and defines a hierarchy of controls and improvement actions to be implemented to reduce the extent of such risks. This unit is also responsible for guaranteeing health monitoring for all workers and identifying the appropriate measures for managing emergencies, ensuring the provision of compulsory safety training and, in general, implementing risk prevention and protection measures to continuously improve workers' health and safety. The Health & Safety Team members receive specific training and have certified skills to carry out their duties and ensure the quality of the processes they manage.

Workers' Safety Representatives on health and safety committees represent the company's entire workforce. The 19 representatives, who are employees from all sites and offices, meet at least once a year. The Workers' Safety Representatives collaborate with the Prevention and Protection Service and the Prevention and Protection Service Officers with respect to health and safety at Fastweb sites (offices, stores and equipment facilities) throughout their territory.

Fastweb appointed a Coordinator Physician and a staff of physicians for each location. At least one a year, they inspect the workplaces and help identify and eliminate any dangers and minimise risks. Occupational health services are guaranteed for workers during working hours at the offices or occupational health centre sites according to the specific requirements.

These rules also apply to 7Layers.

In line with developments in the pandemic, in 2022, Fastweb updated its company infection safety protocol in line with the changes in the national protocol to prevent and contain the spread of SARS-CoV-2 in workplaces. This document also includes measures for the future

in view of the post-pandemic recovery, such as redesigning the layout of spaces in stores to make it easier to greet customers and revising the layout and capacity of offices. Infections and suspected infections continued to be monitored during the year, and none occurred in the workplace. The email account where, since 2021, employees have been able to report any information on their health status remained active. In addition, Fastweb continued offering face masks to all its employees.

The company maintained the task force set up in 2020 to handle the pandemic, made up of the employer's delegates, executives, Prevention and Protection Service Officers, Workers' Safety Representatives, the Coordinator Physician and trade union representatives, and responsible for assessing the application of the safety protocol rules throughout the company, verifying them and, if necessary, updating them.

Fastweb's organizational model for the management of health and safety is a voluntary system that it has had certified in accordance with the international standard ISO 45001. It is applied to all workers for all Fastweb S.p.A. and Fastweb Air S.r.l. activities and locations and has been appropriately updated for effective management of the pandemic.

In the new remote work agreement with the trade unions, which establishes flexibility on a quarterly basis in which employees have



the option of working two thirds of their work days each quarter remotely and at least one third in the office, Fastweb made it a priority to include article 7, establishing special allowances for inclusion-like cases (e.g., caregivers, victims of domestic violence, vulnerable or disabled people and new parents), which must be approved by a committee. In order to protect health and safety and to meet the needs of its employees and their families, Fastweb has extended the option of remote **working** 100% of the time until 31 March 2023 for the entire company population.

With everyone still opting to work remotely, in 2021, Fastweb began a work-related stress assessment to evaluate people's health after adopting this new work model. This initiative was particularly popular among employees, so the company took steps to conduct another assessment in 2023. Moreover, in addition to the assessment of work-related stress, the company also assessed technostress to gain a deeper understanding of the effects of working remotely on employees' mental and physical well-being.

To address people's concerns about the ongoing regulatory and behavioural changes to contain the spread of the virus, all employees have access on the company's Intranet where they will find answers to **FAQs**, providing useful information for both their professional and personal lives on issues related to the new lifestyle imposed by the pandemic. To help people gain a better understanding of the rules of conduct and to spread good practices for prevention throughout the entire company population, "**Covid Newtiquette**" was maintained in 2022. These guidelines explain the rules set out in the FAQs in greater detail and are continuously updated with notification sent to all employees via the company Intranet Agorà.

Another tool for employees is **Employee Journey**, a set of rules that all Fastweb people must follow in offices and stores to contribute knowledgeably and responsibly to protecting the health and safety of workplaces. This document contains useful information on how to access Fastweb premises, how to organize workdays at Fastweb premises, how to manage the necessary travel, how to handle guests, visitors and suppliers, how to fill out the mandatory documentation to collect PPE kits and how to sort the waste created by the PPE. Furthermore, stickers were affixed to all the first aid boxes at all sites in 2022. The stickers have a QR code that any employee may use to report when a medical product is used or when one that is usually available is missing.

In 2022, the company continued its vaccination campaign, providing flu vaccines free of charge for employees and at reduced rates for their families, with 363 people signing up.

Mandatory health and safety training for all workers continued in 2022 through hybrid courses. For safety at all times in the workplace in the event of an emergency, all employees have received first aid and fire-fighting training. In the past year, certain courses began to be held in-person again, like the fire prevention drills, courses for the certification of the proper use of defibrillators and practice administering first aid. One important training initiative was held in conjunction with a course on the risk of aggression for store managers. It was held in-person with a psychologist present.

In 2022, a total of 9,248 hours of compulsory training (2.9 hours per employee) were taken, 1,250 of which were classroom hours and 7,998 were e-learning.

In addition, at 7Layers, the safety training and refresher courses required by current legislation were provided in 2022 for a total of 112 hours (1.4 hours per person).

During the year, Fastweb recorded six injuries at work, including two outside the office, leading to 314 days of absence, and four in transit (during travel not organized by the company), which entailed a total of 260 days of absence. No Fastweb employees are involved in activities with a high incidence or high risk of specific work-related ill health.

<sup>19</sup> The basic first aid and fire-fighting courses are not meant to train emergency team members. They are basic modules for the entire company population to ensure that every employee receives the minimum instructions on how to respond to an emergency for better protection of people.

# 4.3.5

## BEING AN ATTRACTIVE EMPLOYER

Attracting new talent with modern skills and different points of view is crucial to the company's development.

This is why in 2022 Fastweb launched the **new Employer Branding strategy**<sup>20</sup> in line with the company's brand identity, vision, values and corporate purpose "YOU ARE FUTURE", consisting of five pillars:

1. Young & Talent Attraction
2. Workplace as the place to be
3. Digital & Innovation Skills
4. Smart working evolution
5. Mobility

The company pursues a number of projects every year, ranging from partnerships with universities to specific initiatives to promote employability and attract new talent. Fastweb also continues to invest in the people it already has at the company, implementing internal policies to improve job satisfaction, well-being and personal and professional growth.

The initiatives developed with universities and accredited partners have also included online events and virtual career days for students,

<sup>20</sup> This employer branding strategy applies to Fastweb S.p.A. and Fastweb Air.

### RECRUITING & EMPLOYER BRANDING 2022

Associate Program	2	Partnership: Politecnico di Milano and Luigi Bocconi University
	10	Events
	4	Scholarships and research stipends
Induction Program	354	Newly recruited colleagues involved
	6	Welcome Day
"PCTO Fastweb 2022"	149 STUDENTS INVOLVED   4 SCHOOLS   7 CLASSES   4 CITIES   1.937 HOURS OF COACHING	

undergraduates and recent graduates, so they could meet and learn about Fastweb.

**Universities and internships** | In 2022, Fastweb S.p.A. renewed the partnership with two universities: Luigi Bocconi University and Politecnico di Milano. The partnership between the company and universities led to Fastweb's participation in the **Associate Programs**, a form of affiliation to

enhance university students' experiences and reach out to the business world. With its participation in these programs, Fastweb maintained its commitment of contributing to activities and initiatives that improve the employability of young generations, in line with the strategic vision "YOU ARE FUTURE".

This program, for both the Bocconi and Politecnico universities, entailed various online and in-person meetings to discuss skills and know-how and to promote the spread of innovative and digital skills through training in the form of talks and seminars, or design projects in response to challenges, with the inclusion of sessions on how to effectively handle a job interview, as well as discussions and reflections on gender equity and women in STEM.

Fastweb also partnered specifically with Politecnico di Milano, participating in the 5th edition of the Cyber Security Academy, which the university devotes to developing the most innovative skills in the fields of cybersecurity and ethical hacking, being the most sought-after skills for the new professions in the job market. The program, which ends in February 2023, also includes a recruiting session for potential candidates to fill positions at Fastweb.



BOCCONI	<b>BREAKFAST</b>	One or two Fastweb teams represented by line managers will meet with the students to talk about their work and jobs and answer questions.
	<b>IN-COMPANY TRAINING</b>	<ul style="list-style-type: none"> <li>▶ Presentation of the company context.</li> <li>▶ Presentation of a business case by a Fastweb manager.</li> <li>▶ Mid-check with managers on the performance of activities.</li> <li>▶ Presentation of the students' group projects, feedback on content and presentation methods</li> <li>▶ Tour of the Data Centre.</li> </ul>
	<b>VIRTUAL BOCCONI &amp; JOBS CAREER DAY</b>	Students were given the chance to find out about professional opportunities at Fastweb and talk with members of the HR team in real time.
	<b>MOCK INTERVIEWS</b>	Real simulations of job interviews. This is a crucial exercise to encourage a reflection on one's strengths and weaknesses and on how to present oneself effectively. The sessions are led by Fastweb colleagues.

POLITECNICO	<b>MOCK ASSESSMENT</b>	This event is for students of the Master's program in Engineering, Design and Architecture, to try a simulation in a real assessment centre. The simulation consists of both an individual assessment and a group assessment to bring to light participants' aptitudes and soft skills.
	<b>DATA MANAGEMENT CAREER WEEK TALKS</b>	Participation in a round table with other market players to discuss data management for 1 hour and 30 minutes. Each technical speaker representing a company will hold a 15-minute inspirational talk, describing developments in the topic, how his or her company is addressing it and the career opportunities for students and recent graduates. There is a Q&A session at the end of the speeches.
	<b>MONOBRAND RECRUITING EVENT</b>	Publication of job openings on social media and university websites, gathering CVs and holding interviews with individual students in the recruitment target.
	<b>STUDENTS INTERVIEW COMPANIES</b>	«Students interview companies - innovative telecommunication projects»: This is a new format, in which students pick the questions to ask companies. The Career Service gathers the students' questions in advance and shares them with company representatives a week before the event. The questions relate to the company's telecommunication innovation projects. During the event, each company participates with a technical representative who answers questions selected randomly from the list. A Career Service moderator is present.





In 2022, as part of the Associate Program, Fastweb also participated in the **5G Academy Postgraduate Course** offered by Federico II Naples University to train highly specialized professionals in technological and digital innovation through project work, workshops and classroom lessons held by Fastweb S.p.A. managers and Fastweb Digital Academy instructors (ref par. 4.1.1).

**Talks also began with** Palermo University for a partnership based on the **Associate Program** model in order to develop students' digital skills.

In April, the company participated in the **Spring Course 2022** of the Board of European Students of Technology (BEST) at the Turin Polytechnic University, composed of students in the STEM subjects from various European universities, driven by the goal of encouraging the development of hard and soft skills related to innovation and smart cities. The project consists of a series of sessions with students to examine 5G and its application in the development of smart cities.

**The company also took part in #EmployAbility** with Start Hub Consulting and Fondirigenti, a project for post-graduate students at various universities in central and southern Italy. The initiative entailed two talks held by female managers at Fastweb S.p.A. and covered the following soft skills: communicating effectively and emotional intelligence.

**Orientation meetings were also held for the telecommunications job market** specifically for students with disabilities. The University

of Teramo and Ca' Foscari University in Venice were involved in this initiative. These events are part of a larger Diversity & Inclusion project developed by the Corporate Culture & Inclusion team.

The partnership with the universities continues by supporting university training by offering deserving students scholarships covering the entire three-year course of study. For the first time, in the 2021/2022 academic year, this opportunity was offered to a male student enrolled in the first year of the three-year university program in **Mathematical and Computing Sciences for Artificial Intelligence (BAI) at Luigi Bocconi University** and in the 2022/2023 academic year to a female student enrolled in an **engineering program in which female students are under-represented at Politecnico di Milano** through the project **"Girls@Polimi - Borse per future ingegnere"** (Scholarships for future female engineers), with the aim of closing the gender gap.

Another scholarship was given to the **Walter Tobagi** School of Journalism at the State University in Milan to be awarded to a deserving male or female student.

In order to support and promote women's professional development, for part of the year, Fastweb continued the partnership agreement signed in 2021 with **Women At Business**, an online community that helps put professional women in touch with companies through the efficient use of technology. Specifically, through a machine learning algorithm, members of the online community can learn about the professional opportunities available at the partner companies and

thus play the job market, offering their skills and developing new ones.

Another initiative dedicated to professional women was the **call for theses "Ingenio al Femminile. Storie di donne che lasciano il segno" (Female Genius. Stories of women who made their mark)**, promoted by the National Council of Engineers in collaboration with Cesop to support female talent and professionalism in engineering and encouraging their entry into the professional world. Specifically, Fastweb contributed to the award for best thesis relating to the objectives of the National Recovery and Resilience Plan (NRRP). As in 2021, for the 2022 edition, testimonials from Fastweb colleagues were also shared with the young participants in order to provide useful advice and to tell from their perspective the positive impact that women can have in the working world and in the STEM fields.

**Career days and webinars | Career days** have also evolved for a completely online format, offering young talent the chance familiarize themselves with the company context, apply for job opportunities and attend live webinars. Specifically, in 2022, Fastweb participated remotely in two career days held as part of the Festival of Jobs and New Professions promoted by Brain at Work in which it explored issues relating to the orientation of young people in the job market. Fastweb also participated in the Virtual Bocconi&Jobs of Bocconi University

In general, starting this year, Fastweb has opted for single-brand events within the Associate Programs, like the one held in May 2022 with Politecnico di Milano, during which the CVs of various students were gathered and job interviews were held.



**Projects | "PCTO Fastweb"** (PCTO is the acronym for the national work experience program for high school students), an orientation project in collaboration with Associazione Thumbs Up, which saw the participation of 149 teens from seven high school and technical institutes in Milan, Rome, Naples and Bari. The objective was to support students as they gain a greater sense of self and their potential, offering guidance and support in their choices of training and future career. The project consisted of a host of activities and meetings to reflect on the professions of the future, soft skills and personal strengths to develop in the professional sphere. Feedback and discussion sessions were also held with Fastweb managers providing their perspectives on issues ranging from technology to marketing and human resources. The project included virtual tours of Fastweb's Tier IV Data Centre, one of the world's most sophisticated data centres.

Also as part of the PCTO project, remote tours of the Milan site were organized again in 2022 with a company presentation, job market orientation and a virtual experience tour of the last-generation Tier IV certified Data Centre. Two schools were involved in this project, Meucci in Massa and Hensemberger in Monza, for a total of 57 students.

Acknowledging its commitment to young people within the scope of the PCTO program, for the fourth year, Fastweb was awarded the **"BAQ" (Bollino per l'Alternanza di Qualità), recognition for the high quality work experience** it offers students.

In addition to participating in events for young people, Fastweb is also active in talent attraction with communication plans on various **social media and institutional channels**.

The area of the company website devoted to talking about the workplace, careers and recruiting is another talent recruitment tool and in 2022 it was reorganized in the new section **Why Join Us** to improve the candidate experience. It includes information and commentaries on the teams and life at the company, news on Fastweb initiatives for young people and more, and professional opportunities to apply for. A **Young Program** section was also created on the company website to describe the initiatives for career orientation and to develop the employability of young generations.

In 2022, Fastweb's **LinkedIn** page was also enhanced with the addition of five tabs in the "Company life" section to best convey the brand in the various areas: Company (company presentation), Workplace, Sustainability, Technology and STEP FuturAbility District.

As we are currently experiencing a profoundly uncertain socio-economic scenario, the brunt of which is borne by the younger segment of the population, Fastweb has continued to uphold its commitment for young people by launching the **Young@Fastweb** project as well. The initiative began in 2021 when an interdepartmental working group of young colleagues from the different teams was set up. The first step in the planning was an analysis of the cluster of young professionals and university students, through surveys and focus groups both inside and outside the company in collaboration with certain universities. The results showed six areas in which to invest by promoting projects and activities to encourage productivity and well-being even for young people in the job market. In 2022, the initiative was deployed with a communication plan (landing page, social media, in-house communication) and the

first activities created as part of the project took shape, such as the **Young Mentoring** development path in collaboration with the Talent Development team. Along the same line, to facilitate the relationship between young generations and the job market, Fastweb participated in the **Open Jam** event organized by The European House Ambrosetti held at the Pala Congressi in Rimini in December 2022, with the participation of hundreds of young people, including some Fastweb employees. The event consisted of two days of workshops, talks and seminars to reflect on the future of the job market. The insights gathered through these activities will then be developed in a white paper to be presented to institutions to share strategic proposals on policies for young people. In this context, Alberto Calcagno, Fastweb's CEO, also participated with an inspirational speech to an audience of young people, touching on the future, the potential of digital technologies and the development of innovative skills.

**Induction Program** | Since 2018, everyone joining Fastweb has been welcomed into the company through the Induction Program, created to offer an effective on-boarding experience for new hires, improve engagement and facilitate networking among colleagues. In particular, the Welcome Day, which takes place quarterly, includes a presentation of Fastweb's business and strategy, internal organization, well-being, sustainability, development and training program, the internal communication tools available to Fastweb people, D&I initiatives and the STEP FuturAbility District. The next step entails a virtual tour of Fastweb's certified Tier IV Data Centre. The Induction Program also includes a series of courses accessible on Success Factor, the company's online training platform, which is periodically updated and expanded. The Feedback web app continued to be used

in 2022 to survey new recruits' appreciation of the Induction Program through modular, recurrent surveys. Fastweb has continued to assign company tutors (a peer or more experienced colleague to guide and support new hires as they become familiar with the organization) and there are follow-ups with the HR Business Partners. When people join the company, they receive a digital welcome kit in the dedicated area of the company Intranet, which contains useful information for new recruits. The Induction Program was held again in 2022 entirely online, and ad hoc in-person courses were organized for specific induction projects.



# 4.3.6

## A CORPORATE CULTURE OF DIVERSITY, EQUITY & INCLUSION

**“Fastweb aims to be a safe, inclusive place where people can proudly express their uniqueness. We believe that diversity drives evolution: it is when our differences meet that new value is created. This is the culture we are spreading and now, as society is also increasingly attentive to these issues, we are committed to even more ambitious objectives, stepping up our sustainability initiatives in various areas: from disability to support for caregivers, from gender equality to the development of women’s STEM skills, with a particular focus of internal awareness of Diversity&Inclusion issues. While diversity is a fact of life at the company, inclusion is a specific organizational choice.”**

**Inclusion@Fastweb** is the Diversity, Equity and Inclusion strategy through which Fastweb is committed to spreading a culture of inclusion and respect for differences. The company guarantees constant oversight of these issues through its Corporate Culture & Inclusion unit, which plans and implements specific actions and

initiatives throughout the entire company. These initiatives are published on the Agorà Intranet and can be used by Fastweb S.p.A. and Fastweb Air employees.

The strategy is divided into various areas:

- 1. gender diversity**, covering both gender diversity and gender identity;
  - 2. disabilities**, referring to diversity due to a handicap, limitations in activities and restricted participation;
  - 3. sexual orientation**, expressing diversity in the kinds of romantic relationships between people;
  - 4. multiculturalism**, describing the diversity of ethnicity, culture, political orientation and religion;
  - 5. ageism**, in terms of generational differences;
- and last but not least, it is important to consider **intersectionality**, which is based on recognizing all forms of diversity and the interconnections between them, ensuring the promotion of equal opportunities.

In the pursuit of this strategy, in 2021, Fastweb had already introduced its Diversity&Inclusion Policy to guarantee a safe and inclusive

workplace for all workers, so that everyone can express their uniqueness. This year, Fastweb continued spreading a culture of accepting differences, engaging people and raising their awareness of intersectionality. Indeed, intersectionality refers to the set of diversities that can coexist and interconnect with each other, thus emphasizing the objective of coexistence and inclusion of all differences within Fastweb.

Fastweb has placed a special focus on gender diversity and disability in 2022, promoting an intense calendar of activities and initiatives. The Diversity, Equity and Inclusion strategy encourages the use of **inclusive language** throughout the organization, both in internal communications and in communications outside the company.

1,659 colleagues participated in an innovative scientific survey conducted by an inter-university team consisting of the Psychology Department at Catholic University of the Sacred Heart of Milan, the Department of Psychology of Development and Socialization Processes at La Sapienza University of Roma and the Political Science Department of Perugia University. Thanks to this survey, the university researchers were able to observe some features common



to all organizations and other characteristics that are more specific to certain contexts, which helped them map the most commonly used communication styles.

Near the end of 2022, the video course “The words of inclusion” with the contribution of the linguist Alessandro Lucchini was made available to people inside and outside the company. It is available to anyone on the Fastweb Digital Academy platform. To raise awareness about the issue of inclusive language with a multi-channel strategy, an article was also published in the pages of Fastweb Plus on these issues, in the sustainability and inclusion section.

On 8th March, International Women’s Day, Fastweb held the event **“HERevolution: a manual for revolutionary women”**, live streamed on social media starring Michela Zanei, Mercedes Scarpino, Arianna Peccarino and Maria Finadri and the guests Giovanna Badalassi, Livia Viganò and Imane Marouf. They are professionals who have taken different career paths but are all women working in the STEM fields. The talk was designed to inspire women and young women to build their future not only with complete freedom of choice but also with the freedom to change course midway through their career to fully express their potential.

In addition to its initiatives to raise awareness among its employees, Fastweb actively participates in campaigns to promote the culture of inclusion outside the company as well.

As a reminder that people with their differences are unique, again in

2022, Fastweb participated in the **4Weeks4Inclusion** initiative, a large intercompany event dedicated to diversity and inclusion. In the scope of the initiative, on 5th December, Fastweb and the theatre company Alma Rosé with Fondazione Fight The Stroke, put on a performance of “Stabat Pater” at STEP. The play deals with the world of disabilities from the perspective of a father who grapples every day with the fragile existence of his disabled son. The play was also shown online via live streaming. This is how we chose to understand and explain the difficulties of fathers who feel they have been deprived twice: first because they do not have the children they had imagined and second because it is impossible to teach their children so many things, and so these fathers must find another way to fill their role.

In February 2022, Fastweb was named in the top 20 of the **Diversity Brand Index** for having developed one of the top 20 Diversity&Inclusion initiatives and for its ability to convey to the market its commitment in this sense, with concrete work on various types of diversity, integrating digital solutions with art and focusing in particular on future generations.

It was our first time participating in the Diversity Brand Index (DBI), which measures the level of brands’ inclusion by verifying the actual commitment of companies with regard to Diversity&Inclusion.

The survey, designed and coordinated by Diversity and Focus Management, is carried out in two steps:

1. an online survey of a sample statistically representing the Italian population to identify the brands that are perceived as the most inclusive by consumers;

2. an assessment of the initiatives/activities actually implemented by companies both offline and online for the end market (male and female consumers).

Through photographs of workers gathered in a gallery available online for anyone to see, we illustrate work situations involving real people, overturning gender stereotypes and showing a day-to-day reality in which men are not always taller than women, in which not everyone is always in perfect physical shape and in which disabilities and ethnic differences are a normal part of living and working together.

Fastweb embraces diversity and encourages inclusion, and this includes organizing many initiatives for people with disabilities. In 2022, four in-house training modules were devoted to managing employees with disabilities, from recruitment and for the entire course of their employment, covering all aspects, from labour law to handling relationships and the language to use. Furthermore, Fastweb is working on the possibility of making the websites more accessible to people who are neurodivergent and is seeing that the video content published is subtitled to meet the needs of people whose hearing is impaired.

Thanks to a partnership with Diversity Opportunity, Fastweb has also promoted the initiative “Mentoring dal Futuro” (Mentoring from the Future) since 2022 for students with disabilities who would like to receive mentoring on specific issues: the company has paired each mentee with a Fastweb mentor, to guide the students in their development and orientation for the working world.



As in previous years, Fastweb made its employees proud by participating in the **Milan PRIDE parade** in June 2022 to support the LGBTQIA+ community as a technical sponsor. The company provided direct support by setting up an optical fiber ultra-broadband connection for next-generation connectivity at up to 1 Gigabit per second at the Pride Square in Arco della Pace and replaced the corporate yellow of its logo with the colours of the rainbow flag for Pride month, to raise employees' awareness and explain the meaning of LGBTQIA+. Fastweb actively participated in Milan PRIDE, with about 20 employees volunteering during the event, which confirmed the company's commitment to creating an ever more inclusive work environment while promoting a culture in which people can proudly express their uniqueness.

Proud of its achievements but aware that much more remains to be done, Fastweb has decided to measure the effectiveness of its diversity and inclusion policies by participating in the **"Valore D" Inclusion Impact Index**, which identifies strengths and weaknesses. A medium/long-term plan was launched to improve the weaknesses that were identified. In 2022, Fastweb also participated in *Wanter*, a project resulting from Valore D's desire to support students make a more knowledgeable choice about their future and to present the professions that most need to be filled, most of which require STEM (Science, Technology, Engineering and Mathematics) skills, a sector in which women are still under-represented.

<sup>21</sup> The main purpose of this program is the professional inclusion of women in the tech industry. The program was designed to help refugee women willing to begin professional training in tech or digital positions, with lessons on the new technologies alongside individual tutoring and personalized support for job orientation in this industry.

In this respect, in 2022, Fastweb achieved the target it had set the previous year of hiring 50% more women than in 2021, in order to come closer to **equal gender representation** and create an ever more inclusive workplace.

To confirm this commitment, in 2022, Fastweb carried out many activities to attract girls to the STEM subjects. Through the YEP (**Young Women Empowerment Program**) project in collaboration with the Ortigia business school, 11 of Fastweb's female colleagues living in Southern Italy mentored local girls.

Another mentorship program was **"Sistech"**, a fellowship program the Fastweb launched for techfugees<sup>21</sup> where employees are supporters, mentors and trainers for refugee women and girls. In addition, Fastweb has collaborated on mentorship projects with other bodies and associations that promote women's empowerment, in particular with the municipality of Milan in which Fastweb's female employees were actively involved as role models in the Spring of Equal Opportunities initiative.

On 11th February, the International Day of Women and Girls in Science, Fastweb's Social Media unit developed an ad hoc social media campaign reflecting more profoundly on the relationship between women and STEM.

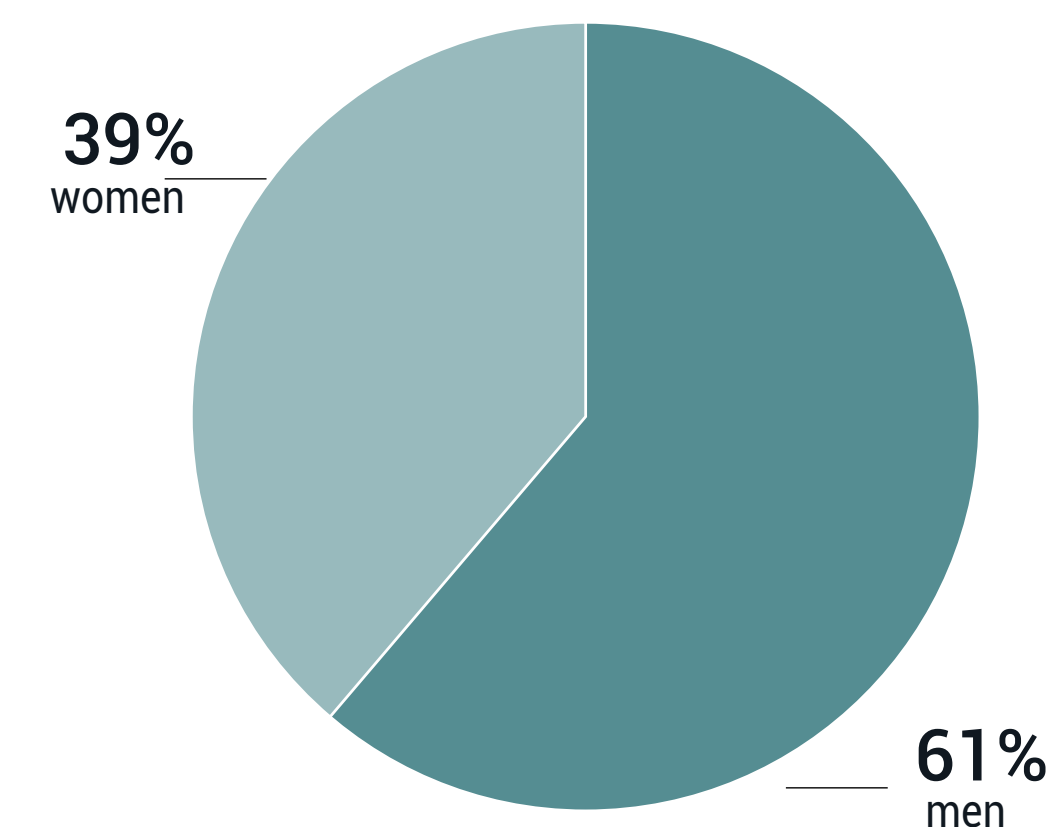
Due to the nature of the sector in which it operates, the gender gap remains a critical point for Fastweb, which, with this awareness, has undertaken many different activities and monitoring and has also started revising its internal processes in line with the requirements of the UNI PdR125 certification on gender equality.

## PROTECTING DIVERSITY

**The various personal and cultural characteristics of each individual are an enriching resource for everyone, which is why Fastweb is committed to creating a work environment that is inclusive and welcomes diversity.**

Fastweb does not tolerate any intimidation or bullying and it punishes any attempt to unduly influence the conduct and work of individuals or groups of people. Confirming the effectiveness of this approach, again in 2022, the company did not receive any reports of incidents related to discriminatory practices.

### FASTWEB'S WORKFORCE BY GENDER



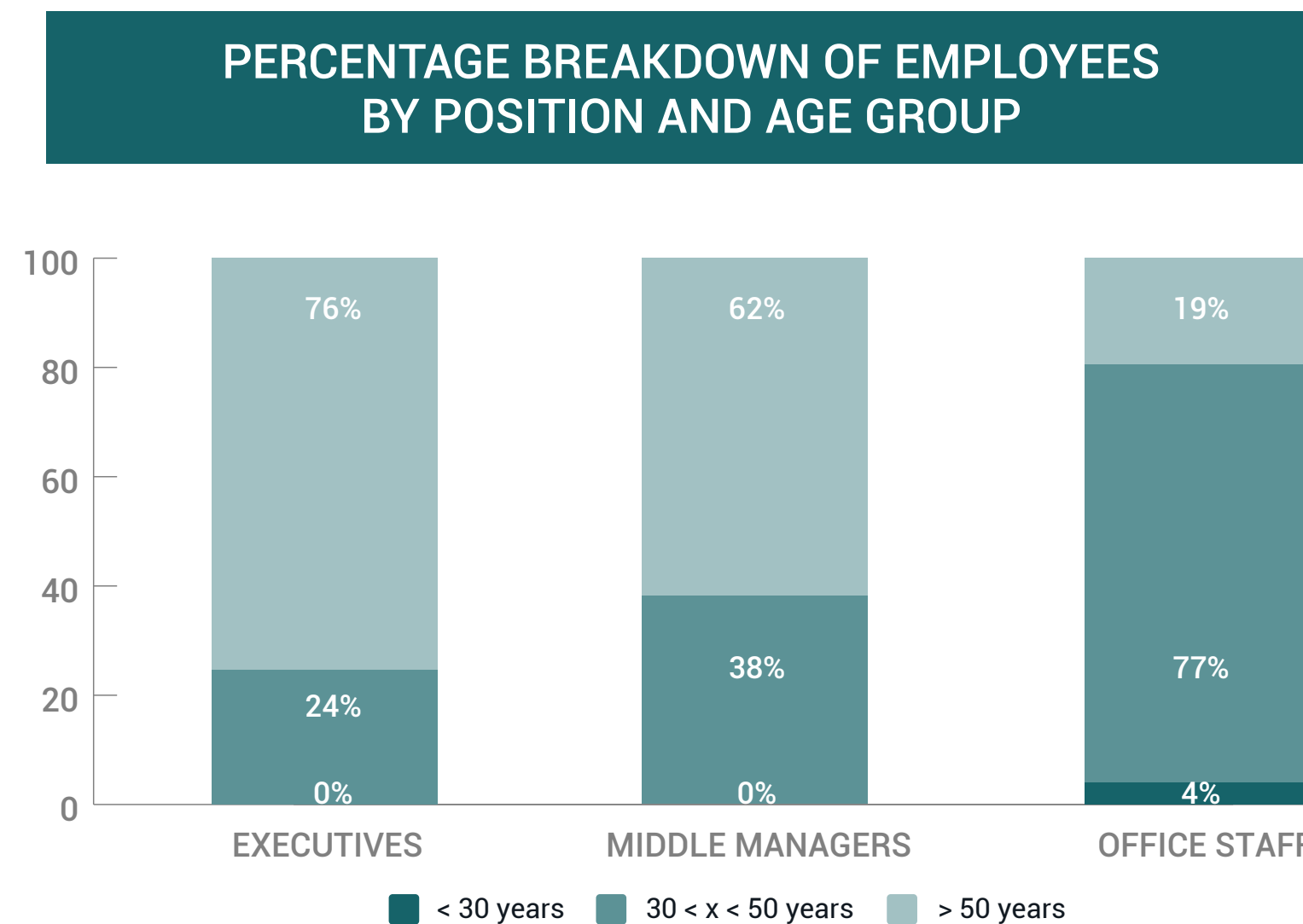
In 2022, 61% of the workforce is male. The fact that the majority of workers are male is due to the specific nature of the business, which is high tech. The prevalence of men over women can also be seen in the composition of employees by qualification: 83% of executives, 76% of middle managers and 58% of office staff are men.

Job applicants when the company is recruiting are also predominantly male, and the high percentage of men is still more marked when the job is technical or technological. Fastweb S.p.A.'s Management Board is composed of one woman and eight men, one of whom is between the ages of 30 and 50 and the rest of whom are over 50.

#### THE BOARDS OF DIRECTORS OF THE FASTWEB GROUP

	Fastweb S.p.A.	Fastweb Air	7 Layers
<b>Number of BoD Members</b>	<b>6</b>	<b>4</b>	<b>6</b>
women	2	2	0
men	4	2	6
<b>Between the ages of 30 and 50</b>	<b>1</b>	<b>1</b>	<b>3</b>
women	0	1	0
men	1	0	3
<b>Over 50</b>	<b>5</b>	<b>3</b>	<b>3</b>
women	2	1	0
men	3	2	3

About 71% of employees are between 30 and 50 years old. This age group includes 77% of office staff, 38% of middle managers and 24% of executives.



Equal conditions, non-discrimination, meritocracy and transparency are the principles that guide employee management and remuneration. Rewards are exclusively based on individual performance, merit and professional skills.

In 2022, the ratio between the theoretical average annual gross salary of women and that of men was about 84% for executives, 93% for middle managers and 86% for office staff, showing a substantial increase in office staff compared to 2021 (71%). On the other hand, the analysis of the ratio between total remuneration of women and that of men, thus considering the basic salary plus variable

remuneration in the form of MBO bonuses, shows that this ratio is equal to 83% for executives, 90% for middle managers and 83% for office staff, slightly down on 2021 for executives, up for office staff and flat for middle managers.

In accordance with the collective bargaining agreement, all Fastweb employees can take parental leave. In 2022, 91 employees took parental leave, including 39 women and 52 men. The percentage of employees who took parental leave and returned to work was 100%, with 91 employees returning to work in 2022. The retention rate, i.e. workers still with the company 12 months after taking parental leave in the previous year, was 93%, with 63 people still with the company 12 months after taking parental leave, including 25 men and 38 women.



# 4.3.7

## DEVELOPMENT AND TRAINING AT FASTWEB

The **“All in the game”** program continued in 2022: kicked off in 2020 and slated to continue until 2025, it is a real change management and talent development tool that involves the entire company population. It started in 2020 with a meticulous analysis of the skills development needs in light of the identified business challenges and each year, additional training is planned to close the gaps and equip people with the necessary skills to facilitate the transition to an Over The Top (OTT) Company.

“All in the game” focuses on specific upskilling projects to update and improve skills for current positions, along with reskilling to acquire new enabling skills for positions necessary in fields like 5G, the cloud, cybersecurity and artificial intelligence.

There were 1,864 total mapped training transitions in October 2022, up 650 on September 2021.

The OTT Learning Program is designed to reach the entire cross-section of all Fastweb S.p.A. and Fastweb Air personnel, so the whole population understands the aspects of the change. While All in the Game is a series of vertical actions, i.e., professional and technical training for specific positions, the OTT Learning Program is a series of “horizontal” actions for all employees, who may voluntarily

decide to participate in this simple, streamlined program to gain an understanding of what it is needed to become an OTT Company.

Since 2022, all events included in the OTT Learning Program were hybrid, with a combination of live-streamed sessions and in-person workshops that were first held at the “Lamp factory” theatre before being moved to the STEP spaces at Fastweb S.p.A.’s Milan headquarters.

The 2022 program was named **Mind the Hack** and consisted of five events focused on MINDSET: we discussed how to reflect on having the right mindset to become an OTT Company and how to train it.

We addressed this topic from different points of view: defining what a mindset is and how to train it, putting **people** first (*emphasizing the importance of each individual’s creativity to generate new ideas*), then the **team**, (*stimulating collaboration between colleagues to understand which creative ideas should be translated into actual projects*), followed by **the organization** (*managing projects in an agile way, distributing responsibilities and facing each challenge with the objective of learning from it*) and, finally **the ecosystem** (*the importance of living the ecosystem actively, to spread and intercept*

*innovation opportunities in any context*).

The meetings have always been about 2-3 hours long, alternating speeches by external professionals with speeches by Fastweb people and alternating inspirational and informational talks with experiential workshops to “deploy” what was covered during the inspirational talks.





Below is the schedule of events of the OTT Learning Program in 2022:

## THE 5 EVENTS OF THE OTT LEARNING PROGRAM

1	MIND THE HACK	Focus on the mindset you should have to work for an infrastructured OTT.
2	MIND THE HACK IS IN THE SHAPE OF A Z	Reflections on individual creativity as a skill to develop and activate individually.
3	RATIONALIZE CREATIVITY FOR INNOVATION	Focus on the organizational challenges that the team must overcome to implement innovation.
4	YOGURT ORGANIZATION: NEW ORGANIZATIONAL MODEL	Reflections on an organizational model where the concept of innovation is a systematic process and where trust, accountability and democracy are the pillars of our existence.
5	PECHA KUCHA: NOT JUST TALK	Explanation of the Japanese exercise on the importance of communicating and listening effectively. And focus on interpersonal relationships, which for the foundation of a social and work ecosystem where sharing diversity is a source of value.

In 2022, there were 1,577 participants of the OTT Learning Program initiatives, while there were 910 individual participants (actual headcount, as the names and last names were counted only once even if people participated more than one event), for a total of 3,154 learning hours.

Another tool that Fastweb maintained in 2022 is the **“Pocket Workout”**, a skills training chart that translates corporate values into real-life behaviours, structured in five macro-areas. In addition to the values of Courage, Care and Sustainability, it includes **Evolutionary Transformation**, which relates to the ability to innovate and seize

evolutionary challenges and to innovate, and **Learning Agility**, i.e., the virtuous propensity for learning and continuous improvement. Each area is broken down into tangible, distinctive and successful behaviours to help Fastweb people identify where they need to improve.

One of the tools developed for behavioural training is **“The Feedback” Web App**, launched in 2020 and upgraded in subsequent years. Designed to promote a widespread culture of accountability, the app is a voluntary peer feedback tool in which users ask for and offer instant feedback from/to colleagues with whom they work on their behaviours, both one-to-one and within groups. Thanks to the updates in 2021, the tool continues to make it possible to gather **360° feedback**, meaning participants may ask multiple stakeholders in the company population for an evaluation. The app, which can be used by any and all company units, allows evaluations to be shared only with other people in the company who share theirs or with people in the company whom users would like to see their feedback, such as mentors or managers. After receiving the evaluations, “The Feedback” creates a report with the results, which employees can analyse with a coach, thus identifying areas for improvement on which to focus and making the coaching more efficient. In 2022, there were 2,617 active participants (88% of the company population) and 17 instances of 360° feedback, reflecting an increase in the participation rate compared to the previous year.

Another major action area in the training program is **“Leadership”** to support Fastweb people as they approach this new way of working in the post-pandemic context. Specifically, it relates to the different leadership styles of people in the organization.



After having engaged the entire population of about 500 Fastweb employees who are managers in a smart leadership project in 2021, in 2022, a new smart leadership training and development project was kicked off and led to the creation of the Fastweb Smart Leader handbook: a practical manual for the managers of the future in a hybrid work model. 350 managers were involved in around 40 labs and 12 webinars on content and conduct relating to three Smart Leadership macro-topics: Performance, Cooperation, Well-being and Self Care. To keep managers' attention high and encourage them to reflect on the conduct indicated in the handbook, 10 weekly emails are planned for all managers (567), presenting the **best and worst practices** for each type of conduct, i.e., all the practices that work or not based on the experiences that the managers shared in the classroom, workshops and webinars.

Another action area in the training program is the **Talent program**, launched in May 2020. It entails the deployment of several initiatives and actions for the younger corporate population to help young talent grow and develop. The two-year program ended in 2022. However, considering the positive results and its popularity among participants, the company is evaluating whether to prepare a similar program in 2023 to give it continuity.

Specifically, in the two years, the program involved 38 high-performance employees and assigned them to three different clusters: the youngest group, young people with highly technical skills that Fastweb considers strategic and young managers. The aim was to guide them through a broader skills development path with an

initial self-assessment followed by "360° Feedback". After the initial assessment, personalised training paths continued to be designed.

In 2022, Fastweb confirmed that the company's entire workforce would have access to the development levers successfully adopted in recent years (such as mentoring, coaching and the tour of duty). Whether or not to use these levers is evaluated, both by the manager and the worker, following performance reviews, based on the needs that have emerged and each person's role within the organization, or whenever specific needs emerge.

**Mentoring** is a development path in which mentees are each assigned a mentor. It includes group sharing and opportunities for periodic meetings between the mentors and mentees. Two mentorships began in 2022 as part of this program. In addition, through the partnership with the Valore D association, another two mentorships were organized in which a male colleague mentored a female colleague. In 2022, we designed a new mentoring program for people who are younger and/or newer to the company. Named **Young Mentoring**, the program focuses on the model of conduct (Pocket Workout) adopted by the entire company.

In December, applications were gathered from around 60 potential mentees and 50 prospective mentors who will be involved in the program in 2023.

The original mentoring program will also start up again in 2023.

**Coaching**, which can be either individual or group based, runs for about six months in which an in-house or external coach helps

improve managerial skills based on a development objective. Again in this case, the possibility of gathering comprehensive feedback is essential, as feedback is the initial diagnostic tool used to begin the coaching process. In 2022, 19 people participated in coaching. To improve the coaching program, a pilot project named "MASPI" (individual perception strategy listening model), developed by Bocconi University was rolled out in 2022. It is a voluntary aptitude test that explores employees' potential, giving them the possibility to gain a clearer and more complete view of their abilities and aptitudes within the organization.

The **Tour of Duty** gives employees the chance to try out a different area of the company for three months to a year, where they develop new skills and expertise. The ability for employees to gain, through direct experience, a different perspective on duties and expand their knowledge of the company is one of the factors that makes the tour of duty strategic for the company. In 2022, eight people from different company teams participated.

## A NEW STYLE OF TRAINING

In 2022, Fastweb continued designing online courses to ensure they could be delivered remotely so the entire company population could benefit from the training sessions on a flexible basis. Since autumn 2022, the courses have been delivered in person again, but most of the training up to the end of 2022 was online.



The specific training course for managers, who make up nearly 20% of the Fastweb population, was repeated in 2022. It consisted of the FOM project, which was updated based on the insights resulting from smart leadership webinar.

There are two versions of **FOM**, which stands for the Fundamentals of Management: FOM for managers who have recently become responsible for a team and FOM RELOADED for those with resource management experience. In 2022, the program involved 105 managers and included seven editions consisting of short videos to develop basic worker management skills. This program, which covers all the fundamental skills a manager must have, was integrated and enhanced in 2022 to encompass **Inclusion** as well. In addition, managers may request a specific “light” coaching session on demand to explore any issues or difficulties, at any time.

Fastweb also organized several technical training **courses** for specific skills in the year. The courses were certified by third parties who guarantee the quality and suitability of the content. This year training focused mostly on an agile work model and design thinking, to assist the entire company population as they approach the new way of working. From the perspective of technical certifications, which the company often needs to participate and earn more points in the calls to tender in which it participates, 22 people were certified in 2022, for a total of 720 hours of training delivered.

To enable people to access quality content for their training, Fastweb continued the initiative kicked off in 2021 on the online training

platform OfCourseMe until September 2022. This platform, which is called **[UP]ME** within the company, aggregates the online courses. This means that employees could access - on one platform - over 350,000 e-learning courses, including those published online and MOOC (Massive Open OnLine Courses).

By September 2021, 1,114 licences had been activated for employees and 966 training courses had been completed, for a total of 1,013 training hours.

By the end of 2022, when the project ended, completed courses numbered 1,547, for a total of 1,793 hours of training.

Overall, out of the 1,114 activated licences giving potential users access to the courses on the platform, there were 583 active users registered on the platform.

Technical and professional training continued in the year. In addition to specific courses held by external providers and partners, the **ILEX** (Internal Learning Experience) **project** was redesigned so trainees could take it remotely. These training courses are held by the employees themselves, who decide to share their skills with colleagues. The Train the Trainer course for new trainers was delivered as part of the ILEX project. This course consisted of six days in the classroom, in which all the necessary steps, from designing a course to delivering it, were examined. The number of ILEX trainers grew in 2022, for a total of 12 formats that introduced a series of updates to the content. In 2022, 33 editions were held remotely, for a total of around 600 trainees and about 27 internal resources as trainers. The new content included, for example, courses on Python, Finance for non-financial people, Access and Energy Management.

## **In 2022, Fastweb group employees received 19,704.5 hours of live training and 4,842.5 of pre-recorded training.**

Classroom training hours in the three-year period 2020-2022 are detailed below by position and gender. In addition to these activities, several hours of specialized training (for example, on safety, the environment, Model 231, anti-corruption and data protection) were provided by the individual company units, as described in the relevant paragraphs.

## **EVALUATION AND SUPPORT TOOLS TO DEVELOP EMPLOYEES' FULL POTENTIAL**

Fastweb's organizational model focuses on accountability for each position, rather than being based on functional positions within the organization. This model consists of two key parts: the **job family model**, which breaks the company population down into “families”, “sub-families” and “roles”, based on the professional skills and activities of each role; and **banding**, which involves the “reclassification” of company roles into “bands” based on cross-cutting elements such as decision-making autonomy, level of responsibility and the ability to influence the business.

This approach was designed to gradually give everyone a greater awareness of the **value of their role in the company**, to provide more advanced management and development levers and to develop an **across-the-board view of the organization** by making it clearer



to all workers. The goal is to put everyone in a position to play an increasingly important role in the company, based on an awareness of their own position and potential. Fastweb has continued conducting performance reviews for all employees with open-ended contracts. The performance reviews are based on two elements: the assessment of individual objectives, which each employee agrees at the start of the year with their direct manager, and the assessment of overall performance, which is an expression of a more qualitative assessment of individual performance. The results of the performance review help define the training, growth and development path of each individual, using the tools described in the previous paragraphs.



# 4.4

## OUR COMMITMENT TO SUPPORT THE COMMUNITY

Fastweb has always supported the local areas in which it operates by financing local projects and initiatives, and this includes involving its employees and customers.

Throughout 2022, Fastweb took action by participating in projects and donating money, time, materials and the skills of its people, with the ultimate goal of protecting health, supporting people through technology, providing education and spreading the values of solidarity and sustainability.

As in previous years, all proposed donations were screened in advance by a Donations Committee made up of members from all company teams to ensure transparency and fairness. The donations were assessed on the basis of their consistency with Fastweb's main areas of focus in the area of sustainability and, in general, considering the eligibility of the projects presented. The beneficiary associations and entities were selected after checking their compliance with the requirements of the specific company policy.

Only the largest donations are reported below.

### SUPPORT FOR UKRAINIAN REFUGEES

To support the Ukrainian people affected by the war, on 25 February, Fastweb eliminated the cost of fixed network calls, text messages and mobile network roaming calls to and from Ukraine to make it easier for people to reach out and feel close to their loved ones and support business activities at such a challenging time.

Next, it raised funds for refugees among employees who donated the work hours. Fastweb then doubled the value of the hours donated by employees.

The first project was coordinated and promoted by Cesvi to **shelter refugees** fleeing the war in Ukraine and crossing the border into Hungary. Using Fastweb's donations, a heated warehouse in Záhony was set up to shelter up to 10,000 people per day and offer them basic

services in a coordinated and efficient manner, like hot meals and medical and psychological assistance for adults and children.

The second project was promoted by Fondazione Progetto Arca Onlus to shelter refugees in Milan.

Fastweb supported the shelter activities inside the new centre in Via Antonio Fortunato Stella, a facility managed by Fondazione Progetto Arca Onlus and the Civil Protection Agency, offering assistance to Ukrainian refugees arriving in the city. 104 people received assistance in the form of shelter, medical and psychological care and help with all their paperwork. The people who received shelter included 38 minors who came from Centro Stella. In addition to taking part in fun activities and summer camps, they were able to follow lessons remotely. 16 children were enrolled in Italian public schools.

As part of the solidarity initiatives with Fondazione Cesvi and Fondazione Progetto Arca, Fastweb and its people donated a total of **€267,620**.

### FASTWEB IS A PARTNER OF THE MUSE SUSTAINABILITY GALLERY

In 2021 and 2022, Fastweb was a partner of the **Gallery at MUSE**, the Trento Science Museum, entirely dedicated to the topics of sustainable development promoted by the United Nations 2030 Agenda.

**To celebrate the creation of this new space in the museum devoted to sustainable development, Fastweb was present with an installation dedicated**



## to the smart city of the future, where sustainable services that are closer to people come together thanks to the potential of digital technology.

Through a circular wooden installation titled "A digital future that respects the environment", the company presents a smart city of the future in which digital technology is the enabler of increasingly sustainable, inclusive and efficient services to the benefit of people and the community.

### FASTWEB FOR ACTIONAID

As in previous years, in 2022 Fastweb supported local charities, doubling the amount donated by its customers through their subscriptions. In particular, for the second year, Fastweb's contribution focused on ActionAid's **Ripartire** project. ActionAid is an international organization committed to fighting the causes of poverty, including preventing kids from dropping out of school and mitigating educational poverty, in order to encourage the training and development of new skills and drive the engagement of students, families, schools and civil society in disadvantaged contexts in the country.

The ActionAid project runs for two years, during which 3,250 girls and boys from five secondary schools, together with 200 teachers, 500 parents and 55 representatives of local institutions from the cities of L'Aquila, Ancona, Pordenone, Trebisacce and Rome's Municipality VI build a new model of civic engagement together. Students have the opportunity to participate in activities to develop cognitive, interpersonal

and social skills including technological, communication and problem-solving skills. Furthermore, there are activities to promote new spaces for engagement and governance of the school and the local area, also with a view to the co-design of goods and services with public bodies.

### SUPPORT FOR THOSE AFFECTED BY THE FLOOD IN ISCHIA

To support the residents of the island of Ischia, which flooded on 26 November 2022, Fastweb decided to eliminate the fixed fee for all active customers in the town of Casamicciola Terme for six months.

### ENVIRONMENTAL INITIATIVES

Fastweb is involved in three different projects to protect the environment in 2022: **Seaty**, **Mosaico Verde** and **Marine Biomass Regeneration**. These projects are part of "**1 million euros for the planet**", an initiative that began in 2022 and will continue in forthcoming years in relation to the **climate**, the **redevelopment of urban areas** to **absorb CO<sub>2</sub>**, **ocean health and biodiversity**.

Refer to paragraph 5.1 for a detailed description of these three projects.

### SETTIMANA DEL FUTURO

At Fastweb, we are personally committed to genuinely sustainable development and a more inclusive future, making our purpose of "Helping everyone build their Future with confidence" a reality.

"Settimana del Futuro" is the project that Fastweb kicked off

in 2022 in which Fastweb S.p.A. and Fastweb Air employees can devote five workdays per year to community work, social volunteering, spreading a digital culture, empowering people or doing environmental work. In 2022, 2,441 people at Fastweb devoted about 9,000 days to initiatives organized as part of Settimana del Futuro. The initiatives were developed in **thematic macro-areas in line** with Fastweb's strategy for a more connected, more inclusive and more environmentally sustainable future.

► **Environment**, in partnership with associations involved in environmental sustainability initiatives throughout the country, like Legambiente, Retake, Worldrise, WAU! and PlasticFree and other local associations, reforestation, land protection, environmental reclamation and clean-ups were organized.

► **Social**, in partnership with associations, bodies and local non-profit organizations, like Airc, Opera San Francesco, Pane Quotidiano, AISM and many more local associations, activities were organized to prepare, collect and distribute food and materials for people in need, and to raise funds for good causes.

► **Spreading a digital culture**, offering its know-how to spread a digital culture in schools, universities and various bodies and associations and to provide digital literacy activities to foreigners and the elderly, prison inmates, in libraries and in community centres. In certain cases, the volunteering in this area consists of offering support, as a business angel, to start ups and small businesses.



► **People empowerment**, with mentoring, role modelling and direct support to people with disabilities.

The 9,000 days of volunteering in 2022 can be broken down as follows into the different areas:

► **Social 38%**

► **Environment 34%**

► **Spreading a digital culture 17%**

► **People empowerment 11%**

The Settimana del Futuro initiative is based on the concept of corporate volunteering as a form of social inclusion, in which the company offers its support to a spectrum of initiatives ranging from environmental protection, like cleaning up parks, beaches, woods and urban areas - which involved 1,523 people and led to the collection and disposal of over 4 tonnes of unsorted waste in parks, undeveloped areas and beaches in a number of Italian cities - to social-impact projects specifically devoted to diversity and inclusion, without overlooking the spread of digital skills, which is always at the core of the company's strategy. In this respect, through this initiative, Fastweb employees delivered training on digital skills at various associations, prisons and organizations, including local organizations. This was another way to help close the digital divide, an area in which Fastweb has always been committed.

As for the social-impact activities, many employees collaborated with associations, bodies and local non-profit

organizations to prepare and gather food and materials for people in need, while others collaborated with help centres for teens in difficult circumstances, offering support with their studies, free time and sports.

Other volunteering activities involved Fastweb people as instructors at Fastweb Digital Academy, in addition to acting as mentors and sharing testimonials at universities, schools, centres for the elderly and refugee shelters. The mentoring included support for equal opportunities and attracting interest, especially girls' interest, in the STEM (Science, Technology, Engineering, Mathematics) subjects, in order to foster young people's awareness of their future and eliminate stereotypes, including gender stereotypes, that could prevent them from pursuing their ambitions. The D&I projects include, in particular, a padel program for young people who are neurodivergent and special mentorships focusing on specific topics for students with disabilities, organized by Fastweb in partnership with the association Diversity Opportunity. As part of Settimana del Futuro, projects were kicked off in every region of Italy where Fastweb is present. Some of these projects were specifically related to the local area, such as Fastweb's participation in the festival "Le vie dei tesori", a major circuit celebrating the cultural heritage and landscape of Sicily, promoting storytelling, appreciation and the opening of the island's treasures to the public with significant community participation.



**A more eco-sustainable future**





# 5.1

## A TANGIBLE COMMITMENT IN THE FIGHT AGAINST CLIMATE CHANGE

The fight against climate change is Goal 13 of the 17 **SDGs (Sustainable Development Goals)** defined in 2015 by the United Nations as part of the Agenda 2030 to ensure a sustainable future for our Planet.

In line with these objectives, in 2022, Fastweb confirmed its goal of becoming completely **carbon neutral by 2025** through projects to reduce its direct and indirect emissions, make its network infrastructure more energy efficient and offset all residual direct and indirect emissions.

This is an important commitment for the future, which in these years has led to the achievement of significant results. In 2021, Fastweb became **carbon neutral** for: all **direct emissions** (Scope 1), i.e., the emissions under the company's direct control; all indirect emissions associated with the use of **purchased electricity** (Scope 2); and all the emissions associated with **"operations"**, i.e., activities for the

provision of services to customers, like the laying of optical fiber (a component of Scope 3 emissions).

In September 2022, the company also began offsetting the emissions due to the **use of the service by customers** (another component of the Scope 3 emissions). In 2022, about 78 thousand tonnes of carbon were offset, a quantity that is destined to increase in the years ahead.

To achieve these objectives, Fastweb is continuing its partnership with **AzzeroCO<sub>2</sub>**, a company founded by Legambiente and Kyoto Club, which assists the company with offsetting, i.e., in the purchase of carbon credits arising from major **international projects for forestation, forest protection and the production of renewable energies**.

The following is a list of international projects in progress<sup>22</sup>:

TYPE OF PROJECT	DESCRIPTION
<b>FORESTRY IN BUKALEBA CENTRAL FOREST, UGANDA</b>	Project for the sustainable management of forest resources at plantations within the Bukaleba Central Forest Reserve, Uganda. This project involves the reforestation of native species on 2,000 hectares.
<b>PROTECTING THE PACAJA FOREST, BRAZIL</b>	Project to prevent illegal deforestation in the municipality of Portel, Brazil, in an area spanning 148,000 hectares, and to encourage local people to use sustainable agroforestry techniques in exchange for land use rights.
<b>WIND POWER, INDIA</b>	Project to develop a 159.75 MW wind farm consisting of 136 wind turbines in five districts of India, in the states of Tamil Nadu and Karnataka.
<b>WIND POWER, NICARAGUA</b>	Project to upgrade the Amayo wind farm, located in the province of Rivas, Republic of Nicaragua, by increasing capacity by 23.1 MW in order to supply electricity to the Nicaraguan grid at affordable prices from a renewable source.
<b>HYDROELECTRIC POWER IN RIO GRANDE DO SUL, BRAZIL</b>	Project to generate electricity from renewable sources through two hydroelectric plants located in the municipalities of Júlio de Castilhos and Salto Jacuí, in the state of Rio Grande do Sul, southern Brazil.
<b>FORESTATION OF LAND FOR AGRICULTURAL USE IN INDIA</b>	Project for the reforestation of land that is yet to be cultivated due to soil erosion caused by a lack of flora. This activity involves 12,437 plots of land covering 14,969 hectares owned by small and poor farmers/tribes across seven districts in the Indian states of Odisha, Andhra Pradesh and Chhattisgarh.
<b>HYDROPOWER IN VIETNAM</b>	Project for the construction and operation of the DakRTih hydroelectric power plant with storage in the DakrLap district in the central highlands of Vietnam. Using water from various rivers and streams, the dam will produce 636,900 MWh per year with an installed capacity of 144 MW, making it possible to supply electricity and water to thousands of hectares of land for the cultivation of vegetables.

<sup>22</sup> <https://www.fastweb.it/corporate/futuro-piu-ecosostenibile/fastweb-carbon-neutral/?lng=EN>



In 2020, Fastweb also set its own 2030 emission reduction targets by joining the **Science-Based Targets initiative**, an international initiative that has defined guidelines for calculating climate change targets based on scientific criteria<sup>23</sup>. The Science-Based Targets initiative (SBTi) is the result of the collaboration between the United Nations Global Compact, the CDP (formerly the Carbon Disclosure Project), the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF), with the aim of containing the effects of climate change by establishing specific commitments to cap the rise in global temperature at 1.5°C, in line with the targets set by the Paris Climate Accords of 2015 and with the levels considered necessary according to the most recent scientific evidence.

**Fastweb was the first telco in Italy to set its own targets for reducing CO<sub>2</sub> emissions by 2030 and to present them for approval by the Science-Based Targets initiative.**

**Fastweb's greenhouse gas emission reduction targets approved by SBTi** are:

- ▶ **Reduce the quantity of direct emissions (Scope 1) by 62% by 2030 compared to 2018;**
- ▶ **Uphold the commitment to purchase 100% of electricity (Scope 2) from renewable sources, at least until 2030 (this commitment has been in place since the beginning of 2015);**

<sup>23</sup> The carbon neutrality target and the related emissions offsetting initiatives are not considered in the achievement of the reduction targets approved by the SBTi

<sup>24</sup> The mapping of impacts excludes only multi-brand stores, the impact of which is in any case negligible.

▶ **Reduce indirect emissions (Scope 3) by 15% by 2030 compared to 2018.**

These targets can be achieved through significant changes to the mix of the company's car fleet, the elimination of methane-fuelled heating plants and reduction in the environmental impact of fiber-laying sites but, above all, initiatives aimed at involving suppliers and customers.

**FASTWEB EUROPE CLIMATE LEADER 2022**

Again in 2022, Fastweb was included in the ranking of Europe's Climate Leaders published by the Financial Times, one of the **top twenty European companies for the reduction of emissions compared to revenues** in 2015-2020. This important recognition was reward for Fastweb's commitment to the environment, as for several years, it has invested in improving the energy efficiency of its network infrastructure and since 2015 purchases all its energy from renewable sources. Now it has reached the milestone of reducing direct carbon dioxide emissions by 78.6% in 2015-2020.

*"A major accomplishment that confirms the commitment and seriousness with which we are pursuing our sustainability strategy, with the objective of making Fastweb completely carbon neutral by 2025, one of the first companies in Italy and in Europe to do so and 25 years ahead of the European targets."*

Alberto Calcagno, CEO of Fastweb

Joining the Science-Based Targets initiative was the next natural step in the carbon footprint monitoring that Fastweb began in 2015, according to the main international standards.

The assessment model enables the company to calculate the **direct emissions** (Scope 1) of its activities or those that it controls (e.g. heating/cooling fuels and transport using company cars and car sharing), **indirect energy emissions** (Scope 2) from the purchase of electricity and **other indirect emissions** (Scope 3) from greenhouse gas sources that are not owned or that are controlled by external parties.

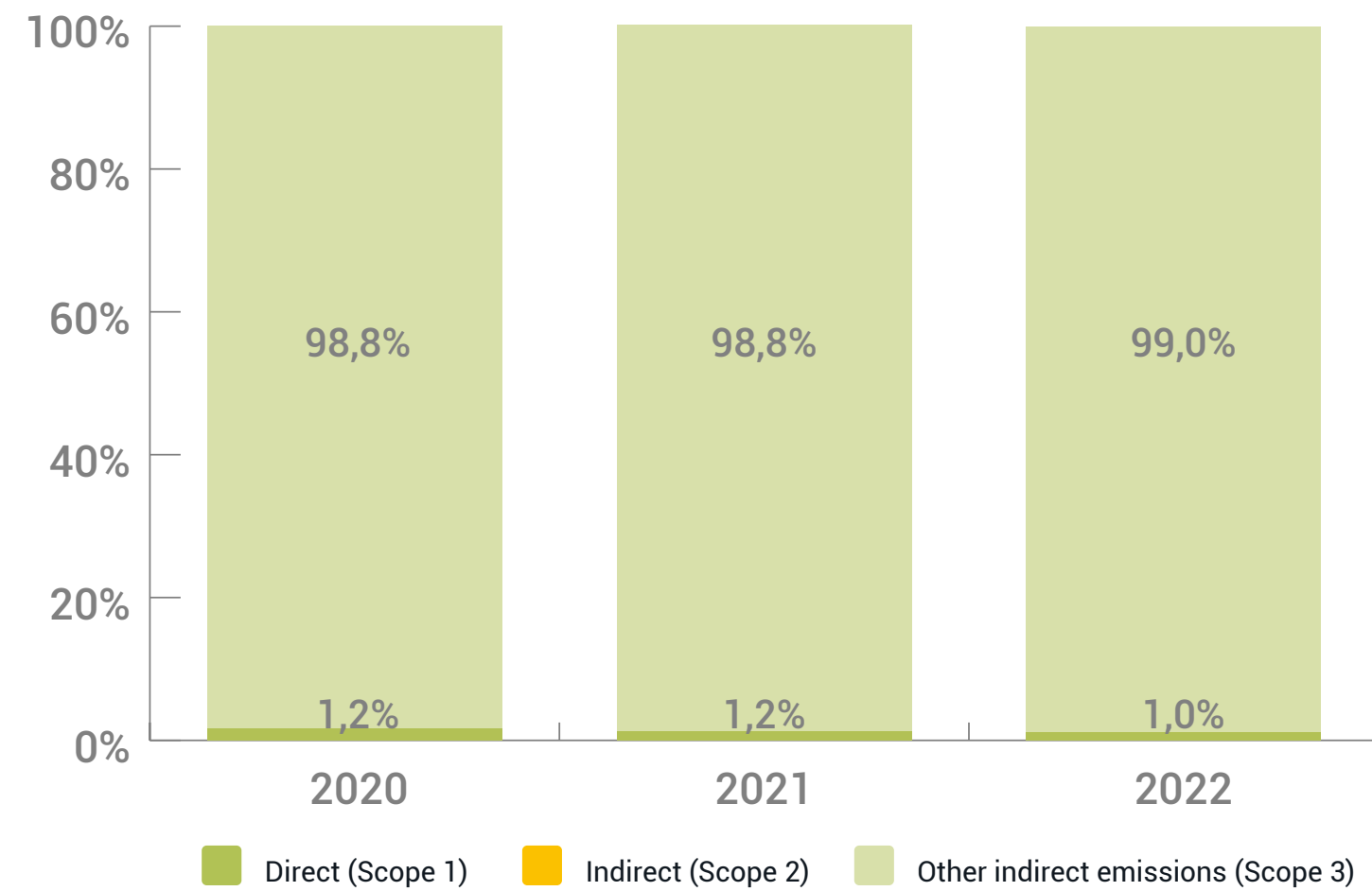
In 2022, the model that Fastweb uses to calculate its carbon footprint was certified in accordance with the international standard UNI EN ISO 14064-1, confirming the integrity and truthfulness of the calculation processes and the declared greenhouse gas emissions.

Through these analyses, Fastweb gains a bird's eye view of all company impacts, from its offices to network infrastructure, owned and franchised stores, the supply chain, distribution and retrieval of equipment, the use of services by customers and the management of product end-of-life<sup>24</sup>.

The company's carbon footprint in 2022 (Scope 1, Scope 2 and Scope 3) is equal to 221 thousand tons of CO<sub>2eq</sub>, mainly generated by Scope 3 emissions.



## BREAKDOWN OF CO<sub>2eq</sub> EMISSIONS



A detailed analysis of the individual scopes shows how direct emissions (Scope 1) increased from 1,991 to 2,178 tonnes of CO<sub>2eq</sub> (+9% on 2021)<sup>25</sup>, a trend mainly due to the recovery in operations at the sites as the amount of hours worked remotely decreased.

Recorded Scope 2 emissions were zero in the three years from 2020 to 2022, since 100% of the electricity that the company purchases

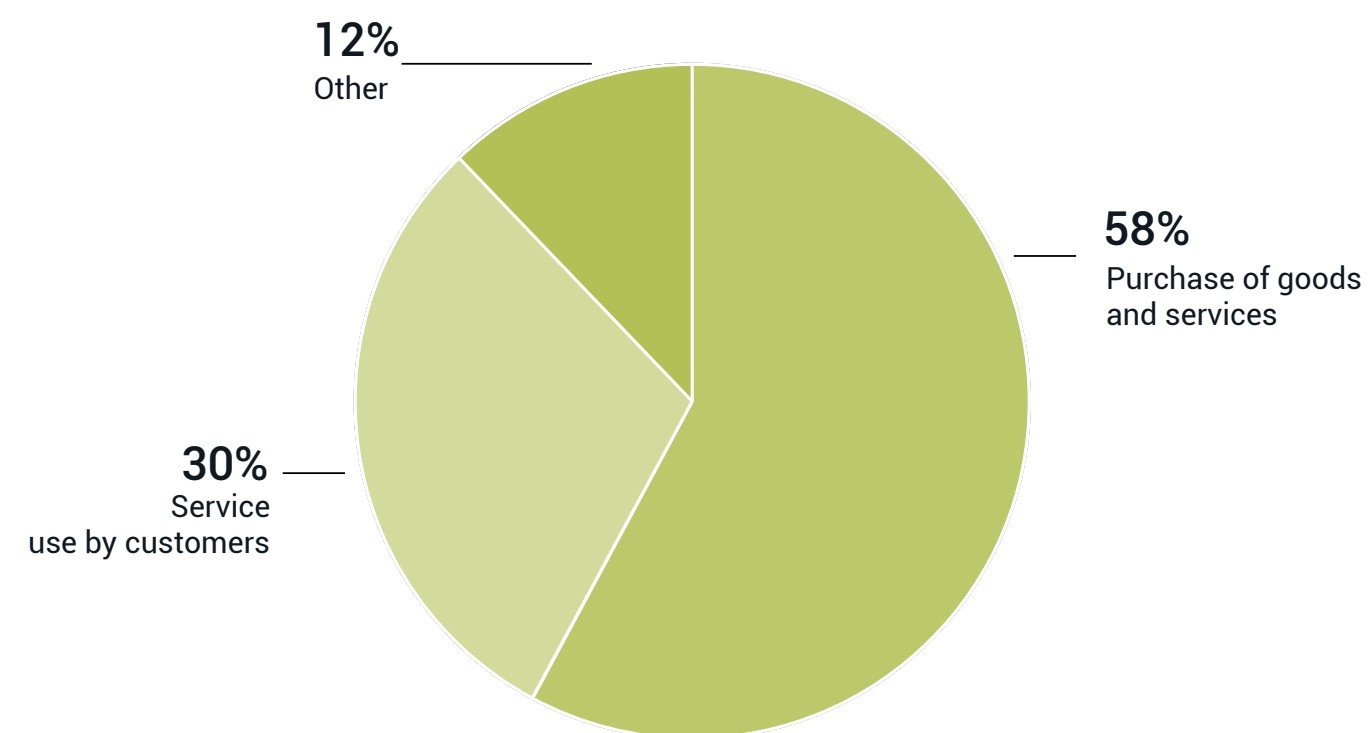
<sup>25</sup> The Scope 1 emission data for 2021 differ from the data reported in the 2021 Sustainability Report because they have been restated following audits conducted for ISO 14064 certification. Likewise, there could be a similar restatement in the 2022 data between this report and the 2023 report.

<sup>26</sup> Emissions calculated using a location-based calculation considering the national energy mix.

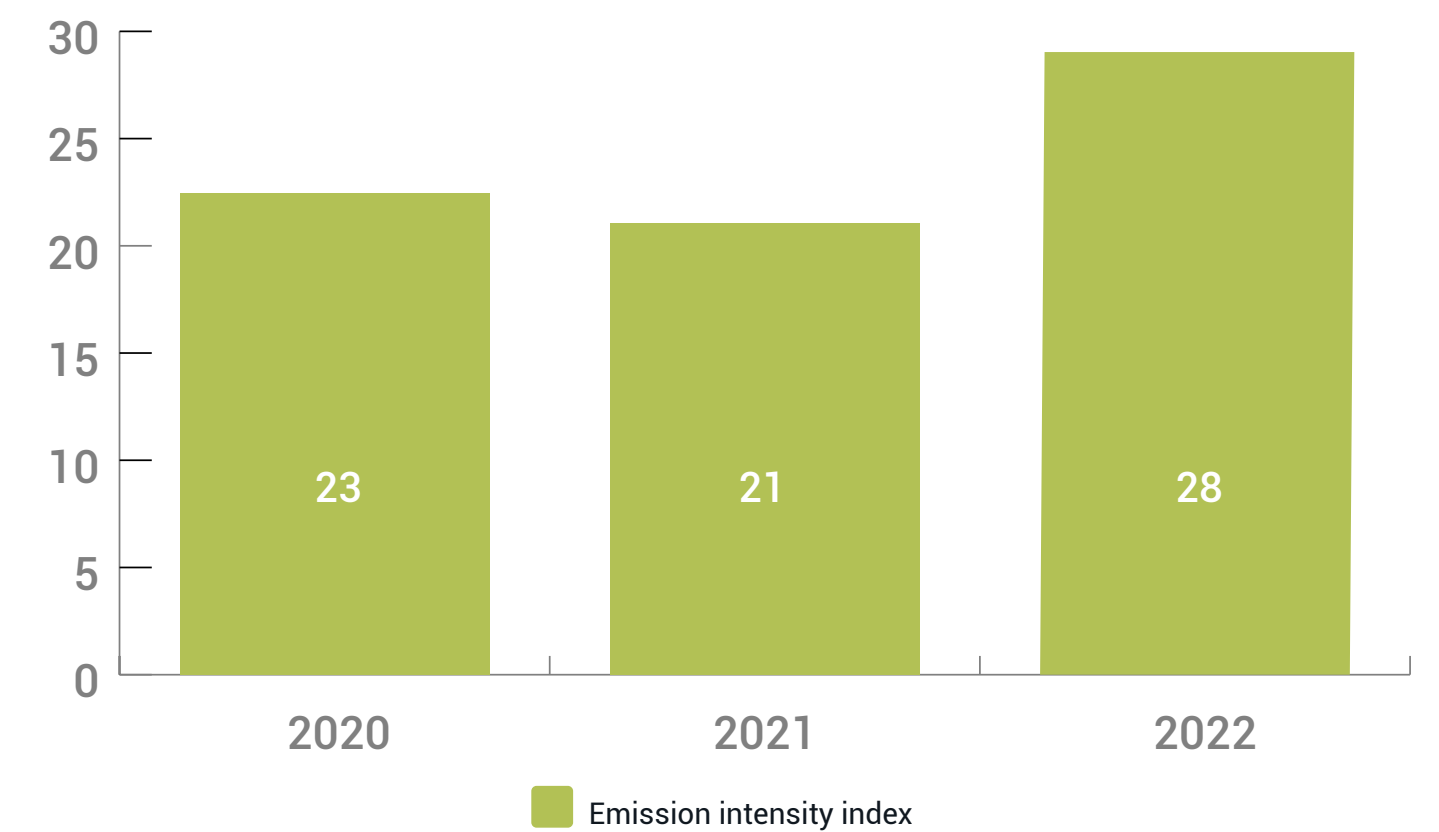
directly is produced from renewable sources. Thanks to its policy of procuring energy from renewable sources, in 2022 Fastweb avoided the emission of 57,324 ton CO<sub>2eq</sub>.<sup>26</sup>

Finally, other indirect emissions (Scope 3) increased from 170 to 219 thousand ton CO<sub>2eq</sub> (+29%). The increase is mainly due to the increase in emissions associated with the use of services by customers (up from roughly 47,000 ton CO<sub>2eq</sub> in 2021 to approximately 66,000 ton CO<sub>2eq</sub> in 2022) and the increase in purchases of goods and services by Fastweb. Moreover, the recovery in operations following the pandemic led to more employee travel between their homes and offices, which further exacerbated the increase in Scope 3 emissions.

## OTHER INDIRECT EMISSIONS (SCOPE 3) BY ORIGIN



## EMISSION INTENSITY INDEX (KG CO<sub>2eq</sub>/TBYTE)



By calculating the intensity of the emissions, it is possible to evaluate Fastweb's efficiency in terms of greenhouse gas emissions as the ratio between total emissions (expressed in kilograms of CO<sub>2eq</sub>) and the volume of traffic recorded on the network (expressed in TByte), multiplied by a factor of 1,000.

For 2022, this index is equal to 28, up 35% on 2021. The increase in emission intensity is mainly due to the rise in overall emissions, especially as a result of the aforementioned increase in Scope 3 emissions, which account for 99% of total emissions.



Since 2018, Fastweb has also calculated the **enabling effects** (Scope 4) that represent the emissions avoided by customers thanks to the use of the services provided. This analysis quantifies avoided emissions based on a model that considers video conferencing, housing and hosting services, remote working and services that enable customers to avoid printing documents and using online services<sup>27</sup>.

It is estimated that in 2022, Fastweb enabled its customers to avoid the emission of 266,630 ton CO<sub>2eq</sub>. The 5% increase in avoided emissions recorded in 2022 compared to the previous year is related to the increasingly greater demand for digital services, cloud and storage services in particular. The analysis of the enabling effects has made it possible to assess the net climate change impact by calculating the ratio between avoided emissions and emissions from Fastweb's operations, which was 1.2 in 2022. This ratio shows that the environmental benefits of Fastweb's services offset and exceed the impacts generated directly and indirectly by its activities.

### COLLABORATION WITH LEGAMBIENTE: THE "FASTWEB FOR SUSTAINABILITY" LABEL<sup>28</sup>

Since 2019, the **"Fastweb for sustainability"** label has helped customers recognize the environmental benefits of using certain digital services over traditional services. For products

<sup>27</sup> The model was developed based on the guidelines of the Global e-Sustainability Initiative (GeSI) "Evaluating the carbon-reducing impacts of ICT" and the framework adopted by Swisscom.

<sup>28</sup> <https://www.fastweb.it/corporate/futuro-piu-ecosostenibile/soluzioni-digitali-per-l-ambiente/?lng=EN>

and services with this label, Fastweb provides customers with information on the amount of climate-altering emissions avoided. There are 19 Fastweb Sustainability Label solutions (three for households, five for freelancers and small businesses and 11 for medium and large businesses). They enable individuals and businesses to reduce their environmental impact by, for example, travelling less by car or public transport, using energy-efficient infrastructure or cutting their paper consumption.

For these services, a model has been developed to calculate the average avoided emissions for each service unit/product marketed according to a methodology developed by Fastweb together with Quantis, a leading international climate change advisory firm. The basic assumptions and calculation methodology, available to everyone in a methodological note on the company's corporate website, were approved by a panel of experts from Legambiente, the Italian league for the environment, which considered the document scientifically valid and transparent in line with its intended purposes.



Taking a circular economy approach, Fastweb has started regenerating the modems by collecting used modems so they may be reconditioned and reused. The modems are collected at specific collection centres and, after being tested and reconditioned, they are regenerated when possible and put back on the market. When this is not possible, they undergo processes to recover their materials and components, like metals, plastics and rare-earth elements, which can be reused in new products. The remaining parts are sent for disposal. Furthermore, as discussed in detail in paragraph 5.3, a life cycle assessment (LCA) was performed on the NeXXt internet boxes to establish their exact carbon footprint and subsequently determine the most appropriate measures to contain their impact.

### FIGHTING CLIMATE CHANGE AND COMMITTING TO SUSTAINABLE DEVELOPMENT: A COLLECTIVE EFFORT

The fight against climate change and the promotion of sustainable development are possible if institutions, companies and the community at large approach it as a collective commitment. Fastweb has encouraged the dissemination of more information on the effects of climate change and sustainability and general both inside and outside the company to help raise the public's awareness about these issues.

To further strengthen its contribution to protecting the environment, in 2022, Fastweb decided to support the three different environmental projects indicated in paragraph 4.4: **Seaty, Mosaico Verde** and **Marine Biomass Regeneration**:



► The **Seaty project**, in partnership with the non-profit organization Worldrise Onlus, focuses on safeguarding areas of the sea of particular ecological importance through a strategy that embraces exploration, education, awareness-raising and scientific research. The project is part of the 30x30 Italia campaign, a national project by Worldrise to protect at least 30% of Italian seas by 2030. The first local sea conservation area was set up in the Golfo Aranci in Sardinia with various activities, including coastline monitoring, beach and seabed clean-up, as well as educational activities in schools and awareness-raising events for adults. The summer season ended with snorkelling with marine biologists, in which 500 people participated, and workshops were held with 52 children and teens of various ages. The young participants were also involved in rubbish clean-up along the beach and seabed, activities that continue in the winter season, and in educational and awareness-raising activities in collaboration with the schools in Golfo Aranci. From a technical standpoint, the most important part of creating the conservation area is the preparation of buoys to demarcate the area, in order to prevent water vessels from entering and ban fishing and other invasive anthropic activities. In particular, environmentally-friendly anchors were used that are compatible with the different types of seabed in the area. The Golfo Aranci is proving to be a replicable model for other areas of the Italian coastline where the Seaty project will set up further local marine conservation areas. According to plans, the next local marine conservation area will be in Salina, the second largest island in the archipelago of the Aeolian Islands in Sicily.

► The **Mosaico Verde project** is a national campaign for the forestation of urban and suburban areas kicked off by AzzerCO<sub>2</sub>

with Legambiente, in which Fastweb has participated since 2021 with the initial goal of planting 9,000 trees and bushes in three years. The ultimate objective is to preserve biodiversity, restore value to the land and offset the effects of climate change. After the first 3,000 trees planned last year in Milan, Rome and Bari, in 2022, the planting continued with the addition of Catania as well, for a total of 4,000 trees and bushes planted. Next year, the initiative will expand to other cities like Turin, Genoa, Pescara, Naples and Cagliari as well. The areas involved this year were Porto di Mare Park in Milan (Milano Rogoredo), Via Colombo's Park in Rome (Roma Garbatella), Via Minervino's Park in Bari (Bari Palese) and Parco degli Ulivi in Catania, for a total of five days of planting. Fastweb people also actively participated in this initiative as part of Settimana del Futuro. They could even bring their children with them to tangibly contribute to urban regeneration and spread awareness of the importance of respecting the environment to future generations as well.

► The **Marine Biomass Regeneration project** is an international research project of the Centre for Climate Repair at Cambridge designed to regenerate marine biomass, combat ocean desertification and resolve the problem of CO<sub>2</sub> removal. It is a solution of potentially planetary importance due to the removal of CO<sub>2</sub> and other greenhouse gases. Whaling is another of the many activities that is most harmful to our oceans, as these animals are essential to the nutrient cycle. The lack of whales is leading to a drop in phytoplankton, a vital component of the food chain of fish and to produce oxygen. This project therefore consists of studying how to regenerate ocean biomass and restore the whale population to what it once was, so that not only are oceans regenerated but they can perform their natural function of CO<sub>2</sub>

absorption.

In this spirit, Fastweb participated once again this year in the **CSR and Social Innovation Salon**, one of the main events in Italy devoted to sustainability and aimed at driving a culture of sustainability and creating opportunities for updates and exchanges. Specifically, Fastweb presented its experience with the forestation project in Italy, "Mosaico Verde".

Furthermore, Fastweb significantly contributed to raising awareness about the fight against climate change with two important partnerships: the first saw the company involved in the **"Twin transitions"** project carried out on behalf of ASSTEL by the Energy & Strategy research group of Politecnico di Milano. The aim of the project was to demonstrate the close relationship between the energy/ecological transition and the digital transition. The second partnership saw Fastweb participating in two working groups of the "Sustainability and Digital Technology" Steering Committee of Confindustria Digitale, which aims to explore and establish the role of digital technologies as enablers of the sustainable and circular transition: "Digital for Sustainability" and "More Sustainable Digital".

## MOBILITY MANAGEMENT AT FASTWEB: GO FAST, GO GREEN

Fastweb's **"Go Fast, Go Green"** sustainable mobility strategy focuses on three key areas:



- ▶ **Corporate emissions**
- ▶ **Commuting**
- ▶ **Employees' personal use of cars**

This program includes the planning of various initiatives to organize the mobility of Fastweb people in an increasingly environmentally way.

One fundamental factor in achieving the Scope 1 carbon reduction emissions targets is the company car fleet, which has been upgraded repeatedly in recent years in a shift away from thermal fuels towards more eco-sustainable solutions. The aim of the project is to have a company car fleet consisting of 75% hybrid/electric cars and 25% diesel cars by 2025 and to reach the target of 70% all electric and 30% hybrid cars by 2030. In 2022, Fastweb neared its target with 50% hybrid/electric cars.

To drive the achievement of these goals, the 2021-2022 car list has been updated to include a preponderance of hybrid models and a co-financing mechanism has been introduced to reward greener choices.

The **"Recharge Anywhere"** initiative continued in 2022 in which:

- ▶ All employees with plug-in or electronic company cars were also assigned virtual cards that enable them to charge their car at any of the public charge stations in the Enel X circuit, for a total of around 100 activated cards;

- ▶ Charging stations were installed for e-cars in the parking areas of the Nexxt headquarters in Milan. In particular, in 2022 the first **charging hub with 10 stations** for 20 cars was installed, supplying more than 15,000 kWh in e-charging;
- ▶ in addition, the company is at work on an initiative to give all employees the possibility of installing a wallbox at home to charge their own plug-in or e-car for a deeply discounted price, regardless of whether the car is a company car.

To update the analysis of employees' commutes, again in 2022, Fastweb S.p.A. and Fastweb Air proposed a **new online Mobility Survey** for all their employees throughout the country. The purpose of the survey is to analyse people's commutes each year to monitor any changes compared to previous years, especially after the end of the emergency situation caused by the pandemic and the introduction of the new hybrid work model, and to assess their willingness to make a change for sustainable mobility. So the questions reflected, as closely as possible, employees' everyday lives and therefore meet their needs, the Mobility Management Team collaborated with other units to draft the questionnaire. The survey was given to employees in July and had a high response rate, with 79% of the company population participating. The results were significant in terms of employees' propensity to change. The results were used to update the **Home-Work Travel Plan** and to better plan future sustainable mobility initiatives tailored to Fastweb people.

As in the previous year, the **Mobility Company portal** created in collaboration with *"Movesion"*, a key player in the mobility management and sustainable mobility sector, continued to be developed in 2022. The portal is dedicated to all Fastweb people, who can access it anywhere and from any device, and gathers all the services to make employee mobility easier, cheaper and more environmentally friendly. Specifically, this mobility tool provides practical information for everyday travel, useful content to raise awareness about sustainable mobility issues and various agreements, such as mobility vouchers or the possibility to buy public transport passes by paying in instalments directly in employees' pay slips. These agreements can be used for both commuting to/from work and for personal travel. In 2022, employees acquired more than 500 mobility sharing vouchers and registered for around 100 public transport passes. This number is expected to continue growing for a variety of reasons, foremost because both car sharing operators and local public transport have increased, Fastweb has made it possible for employees to buy local public transport passes for their family members as well and because, after the end of the pandemic, more people will be coming to the offices. In 2022, the **mobility program** offer was further enhanced with more and more services and new mutual benefit agreements. In addition, during the year, Fastweb participated in meetings sponsored by Assolombarda, in which various companies were involved with the objective of



collaborating to promote mobility through the creation of an intercompany service system that will make shared services available to companies in the region, such as shuttles for commuters.

Finally, to raise awareness about sustainable mobility among future generations as well, in 2022, Fastweb developed an initiative to engage employees and their families for European Mobility Week: For a Sustainable Urban Mobility promoted by the European Commission: over 100 children of employees took part in tours and workshops on the importance of sustainable commuting organized at the MU.BA museum in Milan, Explora in Rome and the Bari Planetarium.



# 5.2

## ENERGY CONSUMPTION AND ENERGY EFFICIENCY INITIATIVES

Fastweb's energy consumption mainly consists of the consumption of electricity used to operate the network infrastructure - comprising data centres, equipment facilities and cabinets on the street - and to a marginal extent to run the offices and stores.

The strategy adopted to manage and reduce consumption consists of various actions: continuous monitoring, on-site production of renewable energy, optimization of operations and decommissioning of old networks and technologies.

Energy consumption is **monitored** by the company's Energy Management unit, which checks and reports consumption and analyses the performance of specific indicators to keep track of network efficiency. These indicators include, for example, PUE (power usage effectiveness) of the data centres and telephone exchanges. Other indicators are used to assess the impact of electricity leaks or the effectiveness of the air conditioning systems installed.

In the first few months of 2022, in order to optimize the management of energy data, the Energy Management Team implemented a **platform** that automatizes the collection of data from bills and creates a structured database for more accurate control over consumption, which can promptly flag any irregularities. Specifically, this tool allows for more effective reporting of all the company's energy consumption, the processing of flows, the constant monitoring of consumption and the improved management of energy contracts. The platform has been integrated with the possibility of checking the correct invoicing of costs/consumption. This platform includes both Fastweb S.p.A. and Fastweb Air, in order to broaden the scope of the monitoring to cover all direct consumption by the company.

As for the **on-site production** of renewable energy, Fastweb will also be able to rely on eight photovoltaic self-production plants at the end of 2023. In addition to the three plants it already has, the NeXXt plant was added in 2022 and three new plants are currently being





built, of which one in Padua and two in Rome. Then there is 7Layers' photovoltaic plant at the site in Montelupo.

Furthermore, in 2022, Fastweb S.p.A. signed an **off-site Power Purchase Agreement (PPA)** for the supply of electricity produced from renewable sources. The 12-year agreement provides for the development of a **new photovoltaic plant** in the Lazio region, near Latina, and it will meet part of Fastweb's energy needs with renewable energy. The new photovoltaic plant, with capacity of 11.25 Megawatt (MWp), will produce 19 GWh of electricity per year, exclusively for Fastweb. The plant will begin operating in 2023 and will meet about 13% of Fastweb's energy requirements.

The agreement reached with the PPA is part of the path to carbon neutrality that the company had already undertaken in 2015 with the **purchase of 100% of renewable energy** certified with Guarantees of Origin.

Another line of strategic action in Fastweb's energy management is based on **decommissioning**, i.e., assessing, site by site, which network technologies can be decommissioned or which devices are compatible with a compacting process to reduce the energy impact. This strategy includes the FTTH metroring network decommissioning project, based on many periphery devices that are active near service delivery points and the concurrent migration to the FTTH GPON network, which does not provide for active devices between the power plant and the service delivery point.

To constantly improve the **energy efficiency** of its infrastructure, in recent years, Fastweb has invested in implementing major energy efficiency measures in its equipment facilities, with positive benefits not only in the short term but also in the medium to long term. These upgrades have involved both the introduction of free cooling, to cool the rooms without the use of traditional air conditioners, using external air when temperatures allow it, and revamping of both mechanical and electrical systems for greater efficiency and effectiveness.

Fastweb is also committed to monitoring and optimizing operations at sites. Demonstrating this commitment, in 2022, Fastweb S.p.A. received confirmation that it had maintained certification in accordance with the international standard **ISO 50001** for its Tier IV Data Centre in Milan, a state-of-the-art infrastructure powered by 100% renewable energy sources. Following a rigorous process of verification, monitoring and analysis by a third party, Fastweb was again recognised for having implemented an efficient and structured energy management system aimed at increasing and improving the energy efficiency of the data centre's energy processes. This important recognition highlights the high standards of the technological solutions that the company has adopted, which modulate energy consumption and minimise waste according to the structure's actual energy needs.

As for energy efficiency at the sites, the building where Fastweb's NeXXt headquarters is located in Milan is certified LEED BD+C (Building Design & Construction: Core and Shell) at Platinum level (the highest level of LEED certification), a recognition that demonstrates the company's significant attention to respecting the highest standards of

environmental sustainability and comfort for its people's workspaces.

The company ramped up its actions in terms of efficiency and the reduction of energy consumption in 2022 due to the energy crisis and consequent increase in energy procurement costs, factors that forced it to revise its objectives and accelerate the process for their achievement. All the projects kicked off before 2022, particularly the decommissioning project, were therefore studied and accelerated, with the consequent identification of new projects, such as an important assessment and optimization of the operating temperatures of the data centres and telephone exchanges, the decommissioning of additional network technologies, campaigns to decommission and turn off devices in test plants, the optimization of spaces and times when systems are used in the offices, etc.

The direct result of these projects will lead Fastweb to save 2,957,048 kWh per year (equal to 10,645 GJ). In addition, as further evidence of the efficiency projects, the Fastweb network showed a downward trend in energy intensity, i.e. the ratio of energy consumption to traffic volumes, which has fallen by 76% since 2015.

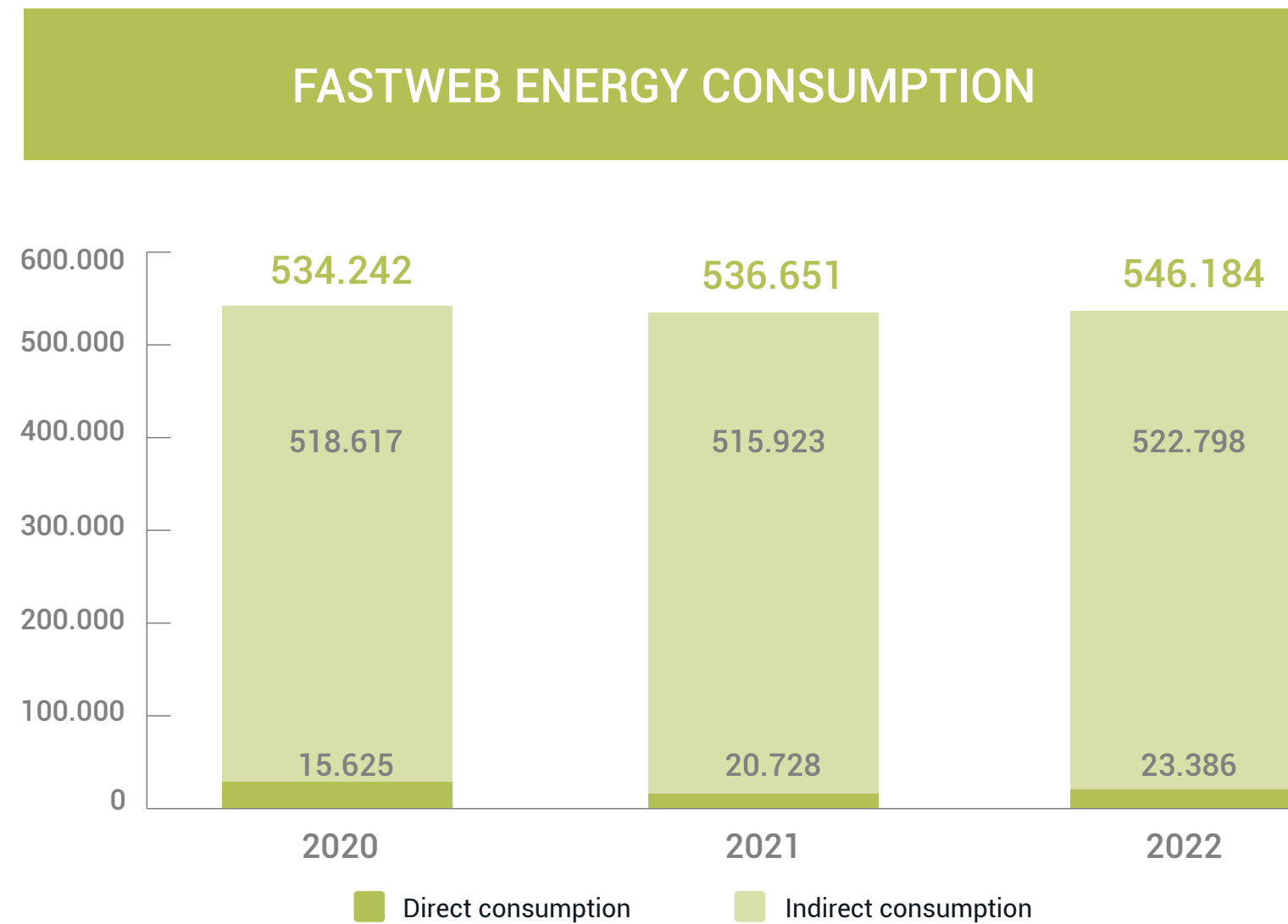
Fastweb's energy consumption amounts to 546,184 GJ in 2022. In particular, this figure was affected by the consumption of electricity<sup>29</sup> and, to a residual extent, the consumption of fuel and natural gas<sup>30</sup>. Compared to 2021, there was an increase of roughly

<sup>29</sup> Electricity consumption monitoring includes all withdrawal points for which Fastweb has agreed a direct contract with the supplier, i.e., all those directly managed by Fastweb, whose operating decisions may affect consumption.

<sup>30</sup> The direct consumption data include self-production (photovoltaic systems)



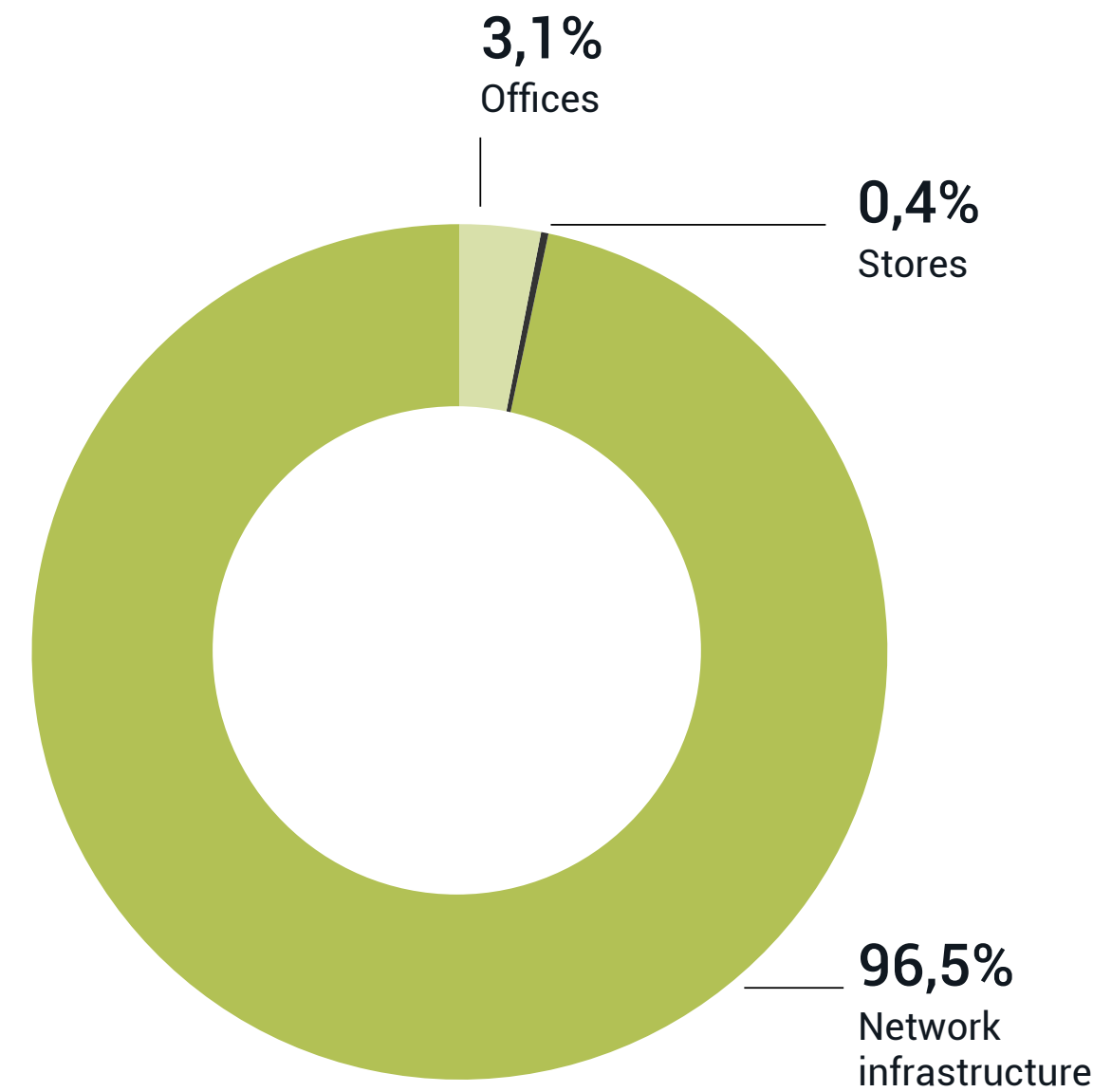
1.8% in consumption due to a joint increase in direct and indirect consumption, mainly due to the increase in the number of employees at the sites.



Indirect energy consumption (purchased electric energy) amounts to 522,798 GJ and is mainly attributable to the electricity consumed by the network infrastructure, while the electricity consumption of the headquarters and stores contributes about 3.5% of the total. Compared to 2021, indirect consumption increased by around 1%, mainly due to the increase in Fastweb Air's consumption<sup>31</sup>.

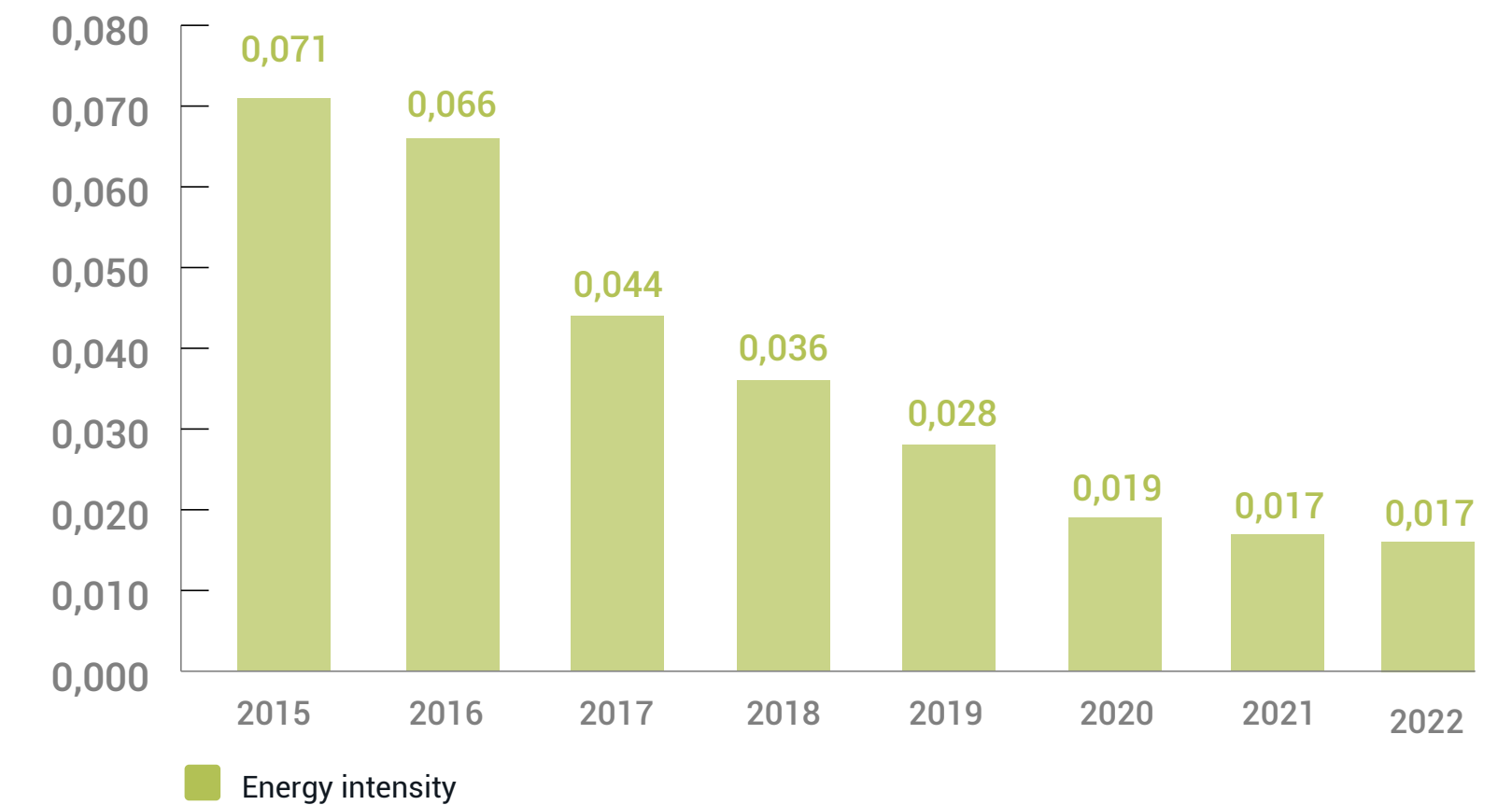
<sup>31</sup> Network infrastructure consumption also includes Fastweb Air.

### INDIRECT ENERGY CONSUMPTION BY USE



The comparison of the energy consumption of the fixed network infrastructure with data traffic over the last few years gives a measure of the Fastweb network's energy efficiency. The trend, calculated as follows, shows a progressive reduction in the energy intensity of the network, with a 76% decrease in the kWh consumed per Gigabyte of traffic since 2015. In 2022, energy intensity measured 0.0173, in line with 2021.

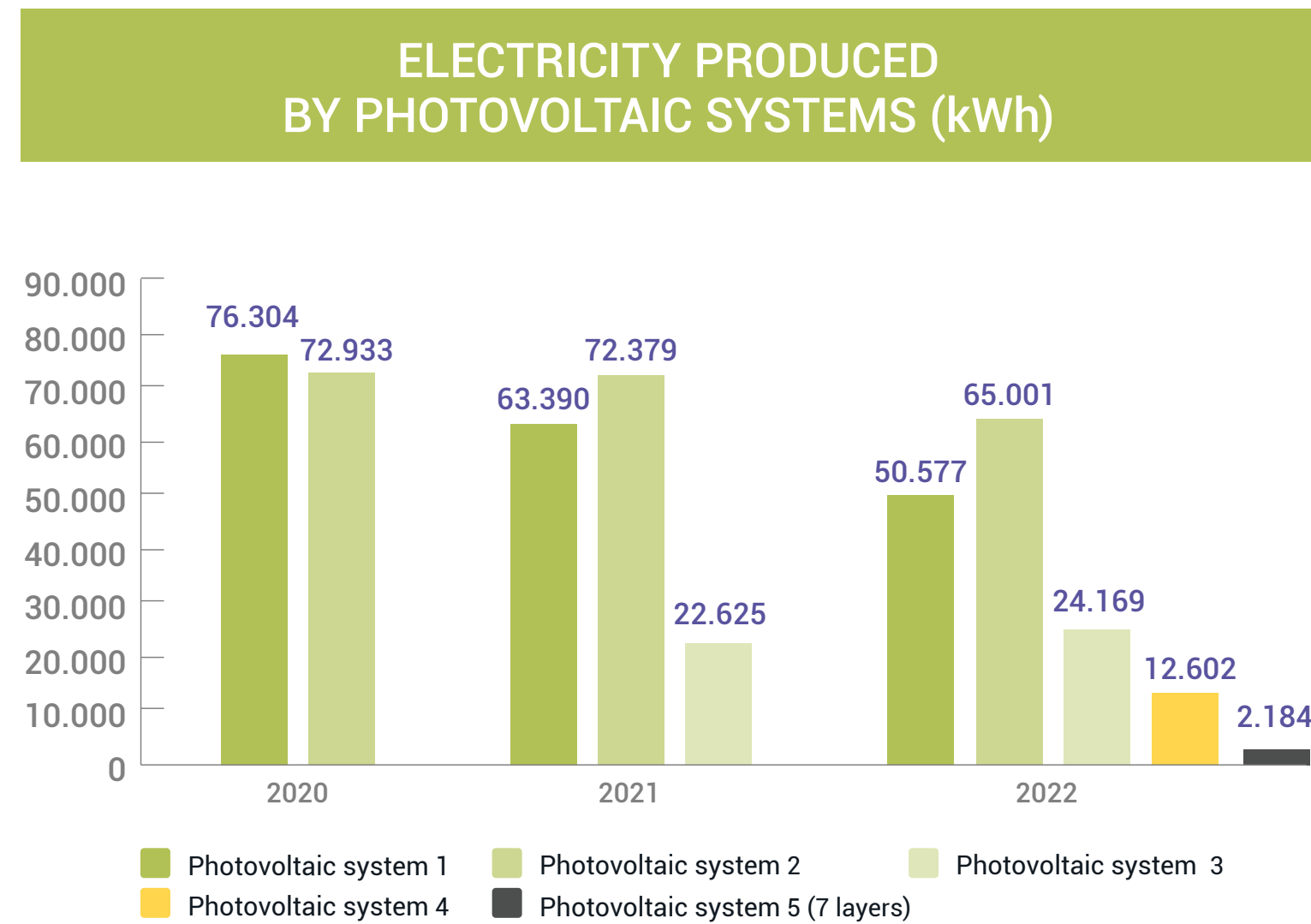
### ENERGY INTENSITY (kWh/GByte)



These results underscore the effectiveness of the work done to improve network efficiency, an accomplishment that came thanks to the many projects to upgrade, extend and strengthen the infrastructure in recent years. Thanks to these projects, Fastweb was able to meet the significant demand for connectivity in recent years and the sharp increase in data traffic volumes (up 7% on 2020).

As indicated earlier, in 2022, Fastweb maintained its commitment to procure energy from renewable sources: **100% of the electricity that Fastweb purchases directly is from renewable sources.**

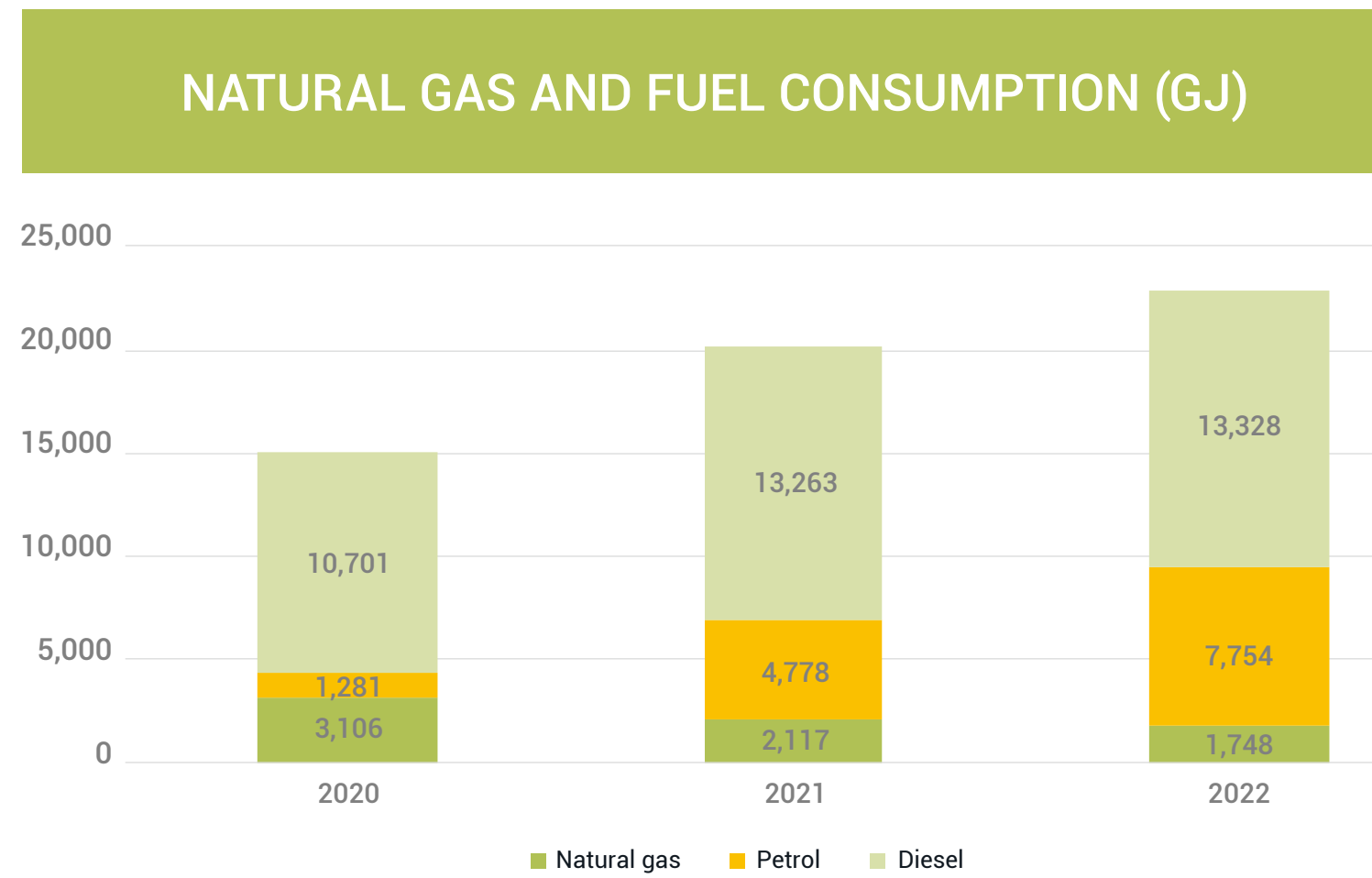
Thanks to the photovoltaic plants installed since 2016 at Fastweb sites, in 2022, 154,533 kWh were produced and used for self-consumption overall, down 2% on the previous year due to a slight decrease in the production of energy by the Caracciolo and Bernina plants (respectively "photovoltaic plant 1" and "photovoltaic plant 2" in the chart).



In addition to the consumption of energy generated by the photovoltaic systems, direct energy consumption is mainly attributable to the consumption of diesel and natural gas.

<sup>32</sup> Monitoring of natural gas consumption is only available for the sites where a direct contract has been signed with the gas supplier and they have the largest weight in the overall volume of the company's gas consumption. In particular, the Catania site, the Milano Caracciolo site, the Milano Garibaldi store and the Padua site have been considered.

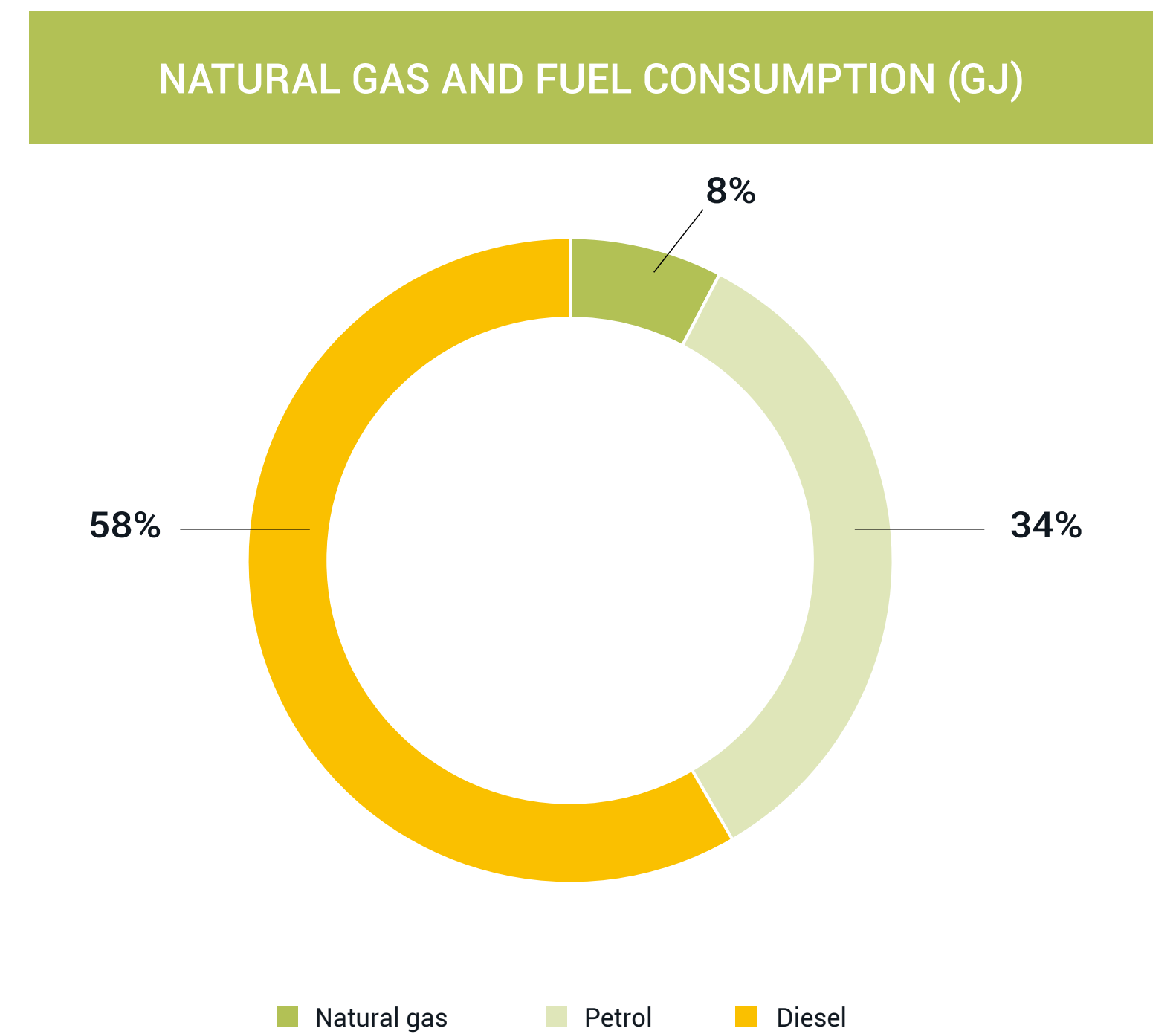
Natural gas is used to heat offices and, to a lesser extent, to power vehicles<sup>32</sup>, while petrol and diesel are mainly used to fuel cars (the company car fleet) and, to a residual extent, to run the generators in the equipment facilities to guarantee network continuity.



In 2022, there was a 17% reduction in natural gas consumption compared to 2021, which reflects the company's energy savings initiatives.

On the other hand, petrol and diesel consumption was up on 2021 since people resumed commuting after the limits on travel were lifted with the end of the 2020-2021 public health emergency.

For the future, energy management will increasingly require monitoring the growth of Fastweb's business, in order to estimate, insofar as possible, the increase in network consumption and implement the best efficiency and consumption reduction actions.



# 5.3

## OUR CONTRIBUTION TO A CIRCULAR ECONOMY

**For Fastweb, acting with environmental responsibility means striving for continuous improvement and making a tangible commitment to using resources responsibly as well.**

Fastweb's commitment to guaranteeing a more eco-sustainable future also extends to its offer of increasingly sustainable products and services.

After the launch of NeXXt in 2021, Fastweb began a life cycle assessment of the NeXXt internet box in 2022 to identify the environmental impacts of its use. The NeXXt life cycle assessment was conducted taking a from-the-cradle-to-the-grave approach, i.e., considering every life stage of the product, from production to use and, finally, disposal, assuming the product would be used for five years. This assessment made it possible to establish the internet box's carbon footprint and identify the most critical aspects of production and use of the modem, offering insight to improve the

development of future products.

As for the NeXXt's emissions, the stage of life that generates the most emissions is the use of the product by Fastweb's customers, which causes 86% of the emissions generated in five years<sup>33</sup>. The impacts of use are directly influenced by the power required by the devices depending on the use setting (stand-by, Wi-Fi, etc.) and how many hours during the day that they are in use in each setting. This is why, in the second half of the year, the company took steps to raise customers' awareness, specifically to invite them to turn the internet box off when it is not in use. According to estimates, by choosing to turn off the NeXXt internet box at night (7 hours), customers can save up to a total of 190Kg CO<sub>2eq</sub> over 5 years of use, equivalent to 47% of NeXXt's total emissions. Furthermore, additional studies are being planned to design software and AI solutions that reduce the energy consumption of both NeXXt and the modems soon to be developed. Other ideas for improvement arose from research into the materials used to build and package the internet box, which account for 13%

of the total carbon footprint. For example, Fastweb is committed to improving the packaging of future modems by using recycled paper and plant-based ink for the new ecopacks. In particular, with respect to the ink used, Fastweb will prioritize black ink instead of the current white ink, as this entails a smaller number of treatments necessary to print the packaging. Furthermore, the shape and size of the packaging will be optimized, with obvious logistical benefits: the new packaging will be designed to fit more efficiently in the transport vehicles. In addition, even the smaller components of the packaging will be improved, like the plastic bags and cardboard stickers, which will be made out of recycled fibres and recycled cardboard, respectively. The focus on using materials that are more environmentally friendly will also extend to the modems, with the use of untreated, recyclable plastic that is matte instead of glossy for the cases. The matte finish makes any scratches or defects on the surface less visible, so that at the end of the product's life it may be more easily regenerated and therefore put back on the market, reducing waste. To date, the broken modems are sent to specific technical assistance centres where about 50% of the less damaged devices (about 87% of those that are received) are recovered and put back on the market, while the remaining 50% cannot be used because of aesthetic defects like scratches and dents. The design of the future modems will also be modular, making them easy to dismantle, in order to increase the percentage of devices that can be recovered. The case will consist of two sides that are easy to take apart in order to access the internal electronic components inside without damaging the protective case. The improvement of these aspects relating to the product's look and design could have a significant positive impact on the regeneration

<sup>33</sup> Base scenario, in which the customer maintains the same device for five years (without any replacements) and with average use of Wi-fi traffic 8.9 hours per day.



rate of these modems.

Additional improvements are planned in terms of reducing the overall size and weight of the products, with clear benefits in that this will result in a smaller amount of raw materials used, less processing for each product and reduced impacts of transport and end-of-life.

All the initiatives described above, along with the identification and elimination of components of the current modems for sale and now considered superfluous, will come together for a new, efficient and sustainable product in 2023.

Fastweb's aim of guaranteeing the continuous improvement of its products has also led the company to create an in-house tool that can calculate the carbon footprint of various products and highlight changes in their carbon footprint following changes in their components. The tool's output is a series of parameters that will enable Fastweb to conduct analyses to determine a product's impact before it is launched on the market, and therefore monitor its emissions, even in relation to the corporate carbon footprint, including built-in product circularity in the design stage.

In August 2022, Fastweb also successfully tested sales of circular economy solutions. This initiative involved 22 stores, which could sell, in combination with Fastweb mobile offers, a selection of regenerated smartphones rated A+ and A. Over the next few months, the sale of regenerated products will be extended to a growing number of retail stores.

With respect to internal consumption as well, Fastweb is committed to pursuing initiatives that encourage the reduction of resources and the

proper disposal of waste generated by its operations.

Indeed, in 2022, it confirmed its choice to be a **#PlasticFree** company, renewing its commitment to the responsible consumption of materials and continuing its process of eliminating single-use plastic in its offices. At Fastweb S.p.A.'s offices, automatic vending machines dispense hot beverages in biodegradable cups with wooden stirrers. Drinking water is available in 100% recyclable aluminium cans, but the company encourages employees to refill their reusable water bottles at the drinking fountains in the common areas.

The policies written in 2019 to guide the procurement and selection of materials used for events and catering have remained in place and all company departments continue to follow them.

As for reducing paper consumption, an assessment was conducted in previous years to identify the business processes that still required paper and to begin a digitalization process that led, at the end of 2020, to roughly 90% of the business process becoming fully digital. The residual use of paper is mainly tied to meeting regulatory requirements or the specific needs of customers or the public administration.

A few key processes (such as the acquisition of purchase offers) with customers have also been digitalized and the quantity of advertising material (brochures, flyers, etc.) has been halved, as the company shifts to using screens inside points of sales to promote offers. Projects are under way to digitalize the equipment installation processes at customers' premises. In particular, in 2022, for the Wholesale business, around 3,600 bills of lading and 210 work reports were created digitally.

The waste generated by Fastweb's operations can be mainly divided

into that resulting from operations in offices and stores and that resulting from the installation of optical fiber and infrastructure maintenance. In particular, in the first case, the main types of waste are: urban waste, including packaging, plastic, paper and cardboard for which Fastweb uses the municipal sorted waste collection service, and waste from maintenance and cleaning, which is managed directly by the service provider. Similarly, used toner cartridges are collected by the global service provider for printers, copiers and fax machines. Another type of waste produced by Fastweb is waste from electrical and electronic equipment, which is deposited in specific spaces for its storage until it can be collected by the providers authorized to transport WEEE (Waste from Electrical and Electronic Equipment). The waste deriving from work sites for the development and maintenance of optical fiber is managed directly by Fastweb's supplier. In any event, the company periodically performs sample checks to ensure that the waste generated is managed in accordance with current regulations. During the activities at the work sites, the main types of waste generated are typically earth and rocks from excavating, materials from the removal of road asphalt and other waste like fiber optics, cables, plastic and mixed packaging.



# 5.4

## ENVIRONMENTAL IMPACT MANAGEMENT AND MONITORING

For several years, Fastweb has promoted the environmental sustainability of its activities through **programs meant to reduce the company's environmental impacts**. In order to control and manage the significant impacts generated by its activities, the company has adopted an environmental management system certified in accordance with the ISO 14001 international standard, which covers all Fastweb S.p.A.'s operations.

In 2021, this certification was extended to Fastweb Air S.r.l., therefore covering the environmental impacts of developing the Ultra FWA network. In 2022, it was maintained for both

Fastweb S.p.A. and Fastweb Air S.r.l.

10 internal audits were carried out during the reporting period to ensure the proper application of the environmental management system procedures. These audits concerned both controls on the application and efficiency of processes and controls at offices, equipment facilities, stores and work sites. They also covered the operating site. All the findings and suggestions for improvement were addressed with the involvement of the operating structures concerned.





Supplementary information

# 6.1

## METHODOLOGICAL NOTE

### THE APPROACH TO REPORTING AND THE PRINCIPLES FOR DEFINING THE QUALITY OF THE REPORT

Now in its 11th edition, Fastweb's Sustainability Report was prepared in compliance with the "GRI Sustainability Reporting Standards" of the Global Reporting Initiative (GRI) according to the "in accordance" option.

To ensure the quality of the information reported, the GRI reporting principles were followed in the preparation of the Report:

- ▶ accuracy: the level of detail of the contents reported is adequate for understanding and assessing the sustainability performance of Fastweb and its impacts;
- ▶ verifiability: the internal control system and decision-making process documentation ensures that the data and information are gathered, compiled, recorded and analysed in a way that ensures they can be examined to confirm their quality;
- ▶ clearness: the choice of a clear and accessible language and

the use of graphs and tables to represent the performances make this Report usable and easy to understand for stakeholders;

- ▶ comparability: the indicators presented in the Report, which represent Fastweb's impacts, are shown for the three-year period 2020-2022 and accompanied by a comment on their performance in order to allow the comparison and comparability of the company's performance over time;
- ▶ balance: this document illustrates the company's positive and negative impacts in a fair and impartial manner;
- ▶ timeliness: Fastweb undertakes to report the information regularly and to make it available immediately, ensuring the quality of the information in line with other reporting principles;
- ▶ completeness: the material topics that guide the contents of this Report are addressed in their entirety and represent the most significant environmental, social and economic impacts for Fastweb's activities, allowing a complete assessment of the company's performance in the reporting year;
- ▶ sustainability context: the impacts of Fastweb's performance are

analysed in the broader context of sustainable development, including numerous scenario information in relation to the main material topics dealt with;

Fastweb publishes the Sustainability Report on an annual basis to ensure constant reporting of its performance; in particular, this document covers the period between 1 January and 31 December 2022.

For further information and suggestions please write to: [sustainability@fastweb.it](mailto:sustainability@fastweb.it).

### SCOPE OF THE REPORT

Fastweb includes the subsidiaries in which it holds more than 50% in the reporting boundary. The reporting boundary therefore includes Fastweb S.p.A., the subsidiary Fastweb Air S.r.l. since 2020 and the 70%-owned subsidiary 7Layers S.r.l. since 2021. Data are consolidated on a straight-line basis regardless of the parent company's percentage of ownership of the subsidiaries. However, the data relating to 7Layers are not always available, in which case this is noted in the tables at the end of this section. In any case, Fastweb undertakes to continuously improve data collection, including with regard to the subsidiary 7Layers.

In this document "Fastweb" refers to Fastweb S.p.A., Fastweb Air S.r.l. and 7Layers S.r.l. To indicate the characteristics of only one of the





companies, specific reference is made to Fastweb S.p.A., Fastweb Air S.r.l. or 7Layers S.r.l.

## DATA COLLECTION AND REPORT VALIDATION PROCESS

The data and information reported in this document were collected through interviews with representatives and data collection forms, in accordance with the Standards. The approval and information sharing processes form the basis of preparation of Fastweb's Sustainability Report: the structure of the document and the topics on which the reporting is focused (material topics) are approved by the CEO and the text of the Report is validated by the functions involved.

The final version of the Sustainability Report is presented to and approved by the Board of Directors.

## REPORT ASSURANCE

Once again this year, Fastweb decided to submit the report for review by an independent third party whose verification statement is in the "Declaration of Assurance" annex.

## STAKEHOLDER ENGAGEMENT ACTIVITIES

Dialogue with stakeholders is essential for Fastweb, which operates to make communication with stakeholders as continuous and bidirectional as possible, with the aim of disseminating its initiatives and strategies

and receiving feedback on environmental, social and economic aspects of reference.

Fastweb's stakeholders are identified following the International Standard, AA1000SES, which analyses the reliability, responsibility, focus, influence and the concept of diversified points of view. The stakeholders identified in 2021 did not change in 2022.

The Sustainability Report, published on the company's website, is widely used as an engagement tool. In particular, it is shared with key customers.

The complete document is available at <https://www.fastweb.it/corporate/azienda-e-sostenibilita/sostenibilita/?lng=EN> which is therefore available to all stakeholders.

Furthermore, Fastweb takes forward numerous initiatives of listening, dialogue and communication with its internal and external stakeholders.

It uses many tools: from events and meetings dedicated to communication, to the implementation of targeted listening initiatives, to interaction through internet channels (website, Intranet, social media, pages dedicated to communication).

Stakeholder	Modes of engagement
Employees	<ul style="list-style-type: none"> <li>▶ Vision meeting</li> <li>▶ Communication and ongoing dialogue through Agorà, the company intranet</li> <li>▶ Periodic conventions (Road Shows, Canvass, etc.)</li> <li>▶ Tools to formulate proposals and ideas or request information (group mailboxes, surveys, etc.)</li> <li>▶ Periodic staff meetings for each function</li> <li>▶ Periodic performance reviews</li> </ul>
Customers	<ul style="list-style-type: none"> <li>▶ Internet channels (website, monthly newsletters, MyFastweb)</li> <li>▶ Social Media</li> <li>▶ Forums</li> <li>▶ Net Promoter Score survey conducted quarterly or annually depending on the type of customer</li> <li>▶ Conciliation procedure</li> <li>▶ Alternative dispute resolution portal</li> </ul>
Swisscom Group	<ul style="list-style-type: none"> <li>▶ Meetings of the Board of Directors</li> <li>▶ Annual and periodic management reports</li> <li>▶ Periodic exchange of information between corresponding functions</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>▶ Online Platform</li> <li>▶ Periodic progress and supplier/company unit alignment meetings</li> </ul>
Community	<ul style="list-style-type: none"> <li>▶ Ongoing management of partnerships with civil society and charitable organizations for digital, social and local development</li> <li>▶ Websites and social media</li> <li>▶ Monthly and annual company reputation surveys (RepTrack surveys)</li> </ul>
Public Administration and Supervisory Authority	<ul style="list-style-type: none"> <li>▶ Work groups</li> <li>▶ Industry technical workshops</li> <li>▶ Public consultation procedures</li> <li>▶ Contribution in defining new standards and corresponding binding provisions</li> </ul>
Media	<ul style="list-style-type: none"> <li>▶ Press releases</li> <li>▶ Press conferences</li> <li>▶ Website</li> <li>▶ Social Media</li> </ul>



## MATERIALITY ANALYSIS

The materiality analysis is the tool that Fastweb uses to determine and update, on an annual basis, the list of material topics on which to focus reporting.

As a result of the 2021 update of the GRI Sustainability Reporting Standards, the method by which material topics are identified changed substantially and Fastweb has carefully applied these changes during its analyses.

In particular, the new methodology entails the identification of the material topics which represent a company's most significant impacts on the economy, the environment and people, including the impacts on human rights. To determine these impacts, the company has conducted a benchmark analysis with its national and international peers and competitors, regarding sustainability trends and the pressures on the telecommunications industry, to identify the most significant impacts that apply to Fastweb. Specifically, these analyses constituted a process by which to include stakeholders' requests and this, albeit indirectly, made it possible to engage the stakeholders in the company's materiality analysis.

After these initial stages, Fastweb identified its actual and potential impacts, which are respectively defined as those that have already occurred and those that could ostensibly occur. Furthermore, these impacts have been classified as negative and positive, reversible and irreversible.

Subsequently, the significance of the identified impacts was assessed on the basis of a quantitative and qualitative analysis and applying critical and professional judgement, in order to classify the impacts as negligible, moderate, material and very material. In particular, this analysis was conducted assessing the criteria established by the GRI Standards, such as: severity, scale, remediability and probability. In accordance with the GRI guidelines, the significance of impacts was increased if they entailed potential violations of human rights or anti-corruption laws. A score was assigned for each of the criteria indicated, which led to a final score on the basis of which the impact was classified in one of the aforementioned categories. In line with the GRI methodology, all the impacts over the materiality threshold, and therefore excluding those that were considered negligible, were considered material.

The impacts were then grouped together and attributed to a list of material topics that are significant for Fastweb.

As the final step, the material topics were acknowledged and approved by company management.

The end result is the following list of material topics, classified according to the three pillars at the base of Fastweb's sustainability strategy:

<b>Pillar</b>	<b>Material topic</b>	<b>Impact (positive/negative)</b>
<b><u>A more connected future</u></b>	<i>Privacy and cybersecurity</i>	Lack of privacy and data protection (-)
	<i>Digital infrastructure for the country</i>	Contribution to the country's technological development (+) Contribution to narrowing the digital divide (+)
<b><u>A more inclusive future</u></b>	<i>Diversity, equity and inclusion</i>	Incidents of discrimination (-)
	<i>Working Smart: putting people first</i>	Injuries at the workplace (-) Development of employees' skills (+) Lack of talent attraction and retention (-) Contribution to young people's employability (+)
	<i>Protection of human rights</i>	Violation of human rights in the workforce (-) Violation of human rights along the supply chain (-)
	<i>Digital skills for the future</i>	Development of the digital skills of communities (+)
	<i>Support for the area and local communities</i>	Support for the area and local communities (+)
<b><u>A more environmentally sustainable future</u></b>	<i>Fight against climate change</i>	Contribution to climate change (-) Contribution to reducing atmospheric emissions (+)
	<i>Energy efficiency</i>	Depletion of energy resources (-)
	<i>Ecodesign</i>	Production of electronic waste at the end of a product's life cycle (-)
<b><u>Transversal topic</u></b>	<i>Ethics and compliance</i>	Incidents of bribery (-)



The main changes with respect to the material topics to be reported compared to 2021 include:

- ▶ The topics “Transparency, simplicity, listening and trust” and “Economic performance and creation of value for stakeholders” have been removed, as they are insignificant in light of the different methodology adopted for the identification of material topics compared to the previous reporting year, in accordance with the requirements of the GRI Standards 2021. However, as this topic is material for stakeholder and the company, it has been discussed qualitatively in the text.
- ▶ The topics “Digital revolution, artificial intelligence and technological innovation” and “5G as an enabling technology” have been included in the material topic “Digital infrastructure for the country”.
- ▶ The topic “ICT solutions for sustainable development” has been included in the material topic “Fight against climate change”
- ▶ The topic “Sustainability along the supply chain” has been included in the material topics “Fight against climate change” and “Protection of human rights”.

The correlation between the material topics identified by Fastweb and the aspects of the GRI Standards is explained in the following table: specific teams appointed within the departments under the company's Management Board are responsible for managing each material topic. Each operational unit monitors on a weekly basis, or according to the specifics of the projects, the progress and results achieved on the initiatives for which it is responsible and updates the action plan based on findings and improvement recommendations. The table also indicates the boundary of each aspect and any limitations due to failure to extend reporting to the external boundary.

Material topic	Description of the material issue	Stakeholders impacted	Perimeter of the aspect and limitations on reporting
Digital infrastructure for the country	Guarantee fast connections covering the entire country by developing ever higher performance network infrastructure to support the growth of all of Italy and fuel the spread of digital services.	Community	Fastweb's action has wide-ranging impacts on the community, representing a contribution to the achievement of national and European objectives and allowing access to increasingly fast and convergent connection services to customers and the community.
Privacy and cyber security	Protect the sensitive and personal data of customers and all stakeholders by implementing avant-garde data protection and cyber security solutions.	Customers	Protecting privacy and promoting cyber security for Fastweb means activating internal controls in line with current regulations and national and international best practices for the management of the network, IT systems and internal processes. Furthermore, through dedicated products and services, Fastweb intends to support its Enterprise customers in managing these issues.
Protection of human rights	Ensure respect for human rights with the appropriate measures. Among these measures, the implementation of a Code of Ethics or specific certifications like SA8000 guarantees control over certain topics, like freedom of association and the prevention of forced and child labour, both within one's own workforce and in suppliers'.	Employees, Suppliers, Community	Fastweb has always considered vitally important to guarantee respect for human rights both within its own workforce and in suppliers'
Digital skills for the future	Contribute to developing digital skills among young people and closing the cultural gap in terms of digital skills, even with respect to other EU countries.	Community	With its projects, Fastweb intends to contribute to the community by supporting the digital transition in the country through initiatives like Fastweb Digital Academy
<i>Working Smart(er): putting people first</i>	Promote an attractive work environment by spreading an inclusive company culture based on trust, safety, individual needs and personal well-being.	Employees Community	Fastweb has an impact on the lives of its employees, their well-being, safety and their professional development and aims to lay the necessary foundation for lasting business success while supporting people in their personal and professional development. Specific training courses and internships are also offered to encourage the employability of young people, therefore with an impact on the community.
<i>Diversity, Equity and Inclusion</i>	Help spread an inclusive corporate culture, valuing diversity and fighting discrimination.	Employees Suppliers	Fastweb has an impact on the lives of its employees and their well-being at work. The company is committed to developing an inclusive culture by valuing diversity and fighting discrimination.
Support for the area and local communities	Help support local communities by funding social projects and participating in company volunteering activities.	Community	Through various initiatives, Fastweb undertakes to generate a positive impact on the community.
Energy efficiency	Optimize the energy consumption of network infrastructure, company sites and devices used by customers. Commit to buying renewable energy to prevent the depletion of energy resources.	Community	Most of the company's energy consumption is attributable to the electricity consumption of the network infrastructure.



Material topic	Description of the material issue	Stakeholders impacted	Perimeter of the aspect and limitations on reporting
Fight against climate change	Help reduce environmental impacts on the planet by monitoring reducing the company's carbon footprint and setting reduction targets.	Community	Fastweb undertakes to monitor the impacts of its products and services on the environment and the community.  The indicator relating to 7Layers' emissions is not included in the reporting.
Ecodesign	Invest in the marketing of products that can be recycled / regenerated at the end of their life.	Community	Fastweb has started designing products that are regenerable at the end of their life cycles, in order to reduce its environmental impact.  The indicator relating to 7Layers' waste is not included in the reporting.
Ethics and compliance	Conduct its business with integrity, transparency and lawfulness, promoting ethically upstanding conduct and compliance with current legislation.	Public administration and supervisory authorities	Fastweb considers integrity, professional ethics and transparency in relationships with stakeholders essential principles of company conduct. With this issue, we therefore refer to the set of internal safeguards aimed at ensuring the correct management of all company activities.

## CALCULATION METHODOLOGY

The methodological indications for some of the indicators shown in this Sustainability Report are outlined below.

### Workforce indicators

All workforce indicators, with the exception of 2-8, which refers to the total workforce including trainees and temporary workers, refer to employees with open-ended contracts, employees with fixed-term contracts and apprentices on 31/12 of the year.

### Turnover rate

The incoming turnover rate is calculated as the number of hires during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and

apprentices) on 31 December of the same year.

The outgoing turnover rate is calculated as the number of terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

The total turnover rate is calculated as the number of hires and terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

### Parental leave

Parental leave refers to mandatory maternity and paternity leave.

The post-parental leave retention rates are calculated on the data recorded in 2022 (number of people returning from parental leave in 2022 divided by the number of people who took parental leave in

2022). This is the best possible estimate, although it does not take into account parental leave across different years, which can be assumed to be homogeneous over time.

The retention rate after parental leave is calculated as the number of employees (with open-ended and fixed term contracts and apprentices) still in service 12 months after returning from maternity/ paternity leave compared to the number of employees who took parental leave during the previous year.

### Information on management procedures

The scope of application of the health and safety management system relates exclusively to Fastweb sites, where both the activities of Fastweb employees and the activities of workers of third party companies are assessed.

### Injury rates

The injury indexes were calculated as follows:

- ▶ Fatality rate: number of fatal accidents/workable hours\*1,000,000;
- ▶ Rate of injuries with serious consequences: number of injuries, including injuries in transit, leading to more than 40 days of absence from work (excluding accidents that caused fatalities) / hours worked \* 1,000,000;
- ▶ Recordable injury rate: number of injuries that occurred during the year (including illnesses) / hours worked \* 1,000,000.

The rates are calculated including workers with open-ended and fixed-term contracts and apprentices, but they exclude interns



and temporary workers. The first day is the date when the injury is reported. Recorded injuries are those with a prognosis of three days or more.

### **Energy consumption**

The coefficients indicated in the international GRI 3.1 standard were used for the reporting the three years from 2020 to 2022 to convert the volume of energy consumed by each primary source, into GJ. In particular, 1MWh=3.6 GJ was used. Petrol and diesel were converted from litres to kg considering the conversion factors indicated in the GHG protocol document - Stationary Combustion Tool - ver. 4.0, in particular: 1 litre of petrol = 0.74 kg of petrol; 1 litre of diesel = 0.84 kg of diesel (<http://www.ghgprotocol.org/calculation-tools/all-tools>). Compressed natural gas was converted from cubic metres into kg using the conversion factor indicated in the same document (1 m<sup>3</sup> of natural gas = 0.7 kg of natural gas).

Energy was converted into Gigajoules (GJ) to calculate 2021 and 2022 energy consumption for diesel, petrol and natural gas for the comparability of data. The conversion rates in the "Defra - Department for Environment, Food and Rural Affairs" (2022) database have been used for this conversion.

To calculate the electricity consumption of the organization's residential and business customers (indicator 302-2), estimates were made by multiplying the power data of devices supplied to customers by the number of hours the devices were used in a year. When the

power data for devices was unavailable, it was estimated on the basis of the CLEER model (<http://cleermodel.lbl.gov/>) or the data in the technical data sheets for the products. The average hours of use were estimated using in-house calculations.

The energy consumption and estimated savings as a result of the energy efficiency projects are based on estimates for the month of December 2022. The consumption of the Fastweb Air radio base stations in November 2022 was also estimated.

### **Greenhouse gas emissions**

The calculation of emissions (Scope 1, Scope 2 and Scope 3) was carried out on the basis of internationally recognized guidelines, in particular the "Corporate Accounting and Reporting Standard" of the Global Greenhouse Gas Protocol (the reference standard for monitoring climate-altering emissions) and the "ICT Footprint - Pilot testing on methodologies for energy consumptions and carbon footprint of the ICT - sector" developed by the European Commission.

The main database used for the emission factors is Ecoinvent v3.8 and the impact method used is Environmental Footprint v 3.0 (based on IPCC AR5, GWP 100). The gases included in the calculation are CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, NF<sub>3</sub>, SF<sub>6</sub> and, where applicable, other groups of GHG (HFCs, PFCs, etc.), expressed in CO<sub>2eq</sub>. There are no direct biogenic emissions.

7Layers' emissions have been excluded from the reporting boundary as they are negligible.

### **Average gross salary and total remuneration**

To calculate the average gross salary of the men and women in the reporting boundary, the weighted average of the average gross salary of Fastweb S.p.A. and Fastweb Air employees and the average gross salary of 7Layers employees was calculated for both men and women. The same type of weighted average was used for the data relating to total men's and women's remuneration.



# 6.2

## ASSURANCE STATEMENT



### Assurance Statement addressed to FASTWEB stakeholders

#### 1. INTRODUCTION

FASTWEB S.p.A. ("FASTWEB") has commissioned Bureau Veritas Italia S.p.A. ("Bureau Veritas") an independent assurance of its 2022 Sustainability Report ("Report"), for the purpose of providing findings over:

- the accuracy and quality of published information concerning its sustainability performance;
- the correct application of those reporting principles outlined in the Report's methodology, in particular Global Reporting Initiative Sustainability Reporting Standards (GRI Standards).

#### 2. RESPONSIBILITY, METHODOLOGY AND LIMITATIONS

FASTWEB alone had the responsibility of collecting, analyzing, consolidating and presenting information and data included in its Report. Bureau Veritas responsibility has been to perform an independent assurance against defined objectives and to formulate the conclusions reported in this Statement.

The assurance performed has been a Limited Assurance in accordance to the ISAE 3000 standard, through sample application of audit techniques, including:

- review of FASTWEB's policy, mission, values, commitments;
- review of records, data, procedures and information-gathering systems;
- interviews to members of the working group responsible for drafting the Report;
- interviews to company representatives from various functions and levels, including Management;
- overall verification of information and general content of the 2022 Sustainability Report.

The assurance activities have been performed "remotely", and we believe we have obtained sufficient and adequate evidence to support our conclusions.

The assurance has covered the whole 2022 Sustainability Report, with the following limitations: for economic and financial information, Bureau Veritas only verified their consistency with the centrale data collection and consolidation systems that contribute to the preparation of the Financial Statements at 31 December 2022 of FASTWEB S.p.A., FASTWEB AIR S.r.l. and 7Layers S.r.l. which have not been subject to

verification; for activities outside the reference period (1 January 2022 – 31 December 2022) and for statements of policy, intent and objective, Bureau Veritas verified their consistency against the outlined reporting methodology. Furthermore, the assessment of the impact referred to in section 3.1 "The impact of FASTWEB on the socio-economic development of the country" is out of scope, given the use of calculation parameters protected by copyright.

#### 3. CONCLUSIONS

Following the assurance activities described above, nothing has come to our attention to indicate that information and data in the Report are inaccurate, incorrect or unreliable. In our opinion, the Report provides a trustworthy representation of FASTWEB activities conducted by during the year 2022 and of main results achieved. Information is reported generally in a clear, comprehensible and balanced manner. In the illustration of activities and results, in particular, FASTWEB has paid attention to adopt a neutral language, avoiding as far as possible the self-referentiality.

With regards to the reporting methodology outlined by the organization in its Report, it is our opinion that the reporting principles from the GRI Standards (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, verifiability) were duly implemented. Based on our assurance activities, the report has been prepared in accordance with the GRI Standards. We also confirm that our activities met the GRI requirements for external assurance.

#### 4. DECLARATION OF INDEPENDENCE, IMPARTIALITY AND COMPETENCE

Bureau Veritas is a global organization specialized in independent assurance, inspection and certification activities, with over 190 years history, 82.000 employees and an annual turnover of more than 5,6 billion euro in 2022.

Bureau Veritas applies internally a Code of Ethics and we believe there were no conflicts of interest between members of the assurance team and FASTWEB at the time of the assurance.

Bureau Veritas Italia S.p.A.  
Milan, February 23<sup>rd</sup> 2023

Giorgio Lanzafame  
Local Technical Manager



# 6.3

## GRI CONTENT INDEX

<b>Statement of use</b>	Fastweb has reported in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022
<b>GRI 1 used</b>	GRI 1 - Key Principles - version 2021
<b>Applicable GRI Sector Standards</b>	N/A

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>General Disclosures</b>						
GRI 2 - General Disclosures - version 2021	2-1 Organizational details	1.1 About Fastweb; 1.2 Governance to safeguard business value				
	2-2 Entities included in the organization's sustainability reporting	6.1 Methodological note				
	2-3 Reporting period, frequency and contact point	6.1 Methodological note				
	2-4 Restatements of information	6.5 Technical Appendix				The restatements are indicated in the notes in the Technical Appendix and relate to the tables of the following GRI indicators: 302-1, 305-1, 305-2, 305-3, 405-2.
	2-5 External assurance	6.1 Methodological note 6.2 Assurance statement				
	2-6 Activities, value chain and other business relationships	1.1 About Fastweb; 3.1 Fastweb's impacts on the country's socio-economic development; 6.5 Technical Appendix				
	2-7 Employees	4.3 Working Smart(er): putting people first; 6.5 Technical Appendix				
	2-8 Workers who are not employees	4.3 Working Smart(er): putting people first; 6.5 Technical Appendix				
	2-9 Governance structure and composition	1.2 Governance to safeguard business value 1.3 Ethics and compliance: acting responsibly for ourselves and others				



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>General Disclosures</b>						
GRI 2 - General Disclosures - version 2021	2-10 Nomination and selection of the highest governance body	1.2 Governance to safeguard business value				
	2-11 Chair of the highest governance body	6.3 GRI Content Index				The Chairman of the BoD belongs to the parent company Swisscom and has no executive role in the implementation of Fastweb's Sustainability strategies.
	2-12 Role of the highest governance body in overseeing the management of impacts	1.2 Governance to safeguard business value; 1.3 Ethics and compliance: acting responsibly for ourselves and others; 2.1 The digital revolution's contribution to achieving the SDGs; 6.1 Methodological note				
	2-13 Delegation of responsibility for managing impacts	1.2 Governance to safeguard business value				
	2-14 Role of the highest governance body in sustainability reporting	6.3 GRI Content Index				The Board of Directors approves the Sustainability Report each year before it is published.
	2-15 Conflicts of interest	1.2 Governance to safeguard business value				
	2-16 Communication of critical concerns	1.2 Governance to safeguard business value; 1.3 Ethics and compliance: acting responsibly for ourselves and others; 6.3 GRI Content Index				The BoD did not receive any reports in 2022 through the reporting mechanisms.
	2-17 Collective knowledge of the highest governance body	1.2 Governance to safeguard business value; 1.3 Ethics and compliance: acting responsibly for ourselves and others; 6.3 GRI Content Index				The BoD, CEO and C-suite, respectively responsible for approving the Sustainability Report, verify and approve the letter to the stakeholders and approve the results of the materiality analysis and are knowledgeable in sustainable reporting. In 2022, no additional measures were taken to expand the collective knowledge of the highest governance body with regard to sustainable development.
	2-18 Evaluation of the performance of the highest governance body	N/A				There is no highest governance body performance evaluation system in place for control over the management of impacts on the economy, the environment and people.
	2-19 Remuneration policies	1.2 Governance to safeguard business value				
2-20 Process to determine remuneration	1.2 Governance to safeguard business value; 6.3 GRI Content Index				The only stakeholder involved in the remuneration process is the shareholder.	





STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>General Disclosures</b>						
GRI 2 - General Disclosures - version 2021	2-21 Annual total compensation ratio	N/A	Yes	The indicator cannot be disclosed for confidentiality reasons.	This is information that is guarded and managed by the Human Capital Division, which has classified it as being "Strictly Confidential". Said information if published without the proper and complex comments, could be incorrectly or misleadingly interpreted by readers.	
	2-22 Statement on sustainable development strategy	Letter to the stakeholders – Fastweb, YOU ARE FUTURE				
	2-23 Policy commitments	1.1.1 Purpose, Vision and Values: the guiding principles; 1.3 Ethics and compliance: acting responsibly for ourselves and others				In addition to Fastweb's vision and values, the Code of Ethics and Conduct sets out Fastweb's values and commitments to its stakeholders.
	2-24 Embedding policy commitments	1.1.1 Purpose, Vision and Values: the guiding principles; 1.2 Governance to safeguard business value; 1.3 Ethics and compliance: acting responsibly for ourselves and others				
	2-25 Processes to remediate negative impacts	1.3 Ethics and compliance: acting responsibly for ourselves and others				Specific processes were implemented to remediate the assessed negative impacts, like discrimination or forced labour, in the scope of the SA8000 certification. Similarly, when Fastweb obtained other certifications, as described in paragraph 1.3, mechanisms were implemented to remediate the identified negative impacts.
	2-26 Mechanisms for seeking advice and raising concerns	1.3 Ethics and compliance: acting responsibly for ourselves and others; 6.1 Methodological note				
	2-27 Compliance with laws and regulations	3.3.2 Privacy protection 6.3 GRI Content Index				No incidents of non-compliance with laws and regulations were recorded in 2022, except for a sanction imposed by the Data Protection Authority.



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>General Disclosures</b>						
GRI 2 - General Disclosures - version 2021	2-28 Membership associations	5.1 A tangible commitment in the fight against climate change				
	2-29 Approach to stakeholder engagement	6.1 Methodological note				
	2-30 Collective bargaining agreements	6.3 GRI Content Index				All Fastweb employees are covered by a collective agreement in accordance with the provisions of national employment legislation.

STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topics</b>						
GRI 3 - Material topics - version 2021	3-1 Process to determine material topics	2.2 Fastweb's contribution to building the future with confidence; 6.1 Methodological note				
	3-2 List of material topics	6.3 GRI Content Index				
<b>Material topic: Privacy and cybersecurity</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.3.2 Privacy protection; 6.1 Methodological note				
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.3.2 Privacy protection				
<b>Material topic: Digital infrastructure for the country</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development; 6.1 Methodological note				
GRI 203 – Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	3.1 Fastweb's impacts on the country's socio-economic development				
	203-2 Significant indirect economic impacts	3.1 Fastweb's impacts on the country's socio-economic development				
<b>Material topic: Diversity, equity and inclusion</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3.6 A corporate culture of Diversity, Equity and Inclusion 6.1 Methodological note				



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Diversity, equity and inclusion</b>						
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	1.2 Governance to safeguard business value; 4.3.6 A corporate culture of Diversity, Equity and Inclusion 6.5 Technical Appendix				
	405-2 Ratio of basic salary and remuneration of women to men	4.3.6 A corporate culture of Diversity, Equity & Inclusion; 6.5 Technical Appendix				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3.6 A corporate culture of Diversity, Equity and Inclusion; 6.1 Methodological note				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective action taken	4.3.6 A corporate culture of Diversity, Equity & Inclusion				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development; 6.1 Methodological note				
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	3.1 Fastweb's impacts on the country's socio-economic development				
	414-2 Negative social impacts in the supply chain and actions taken	3.1 Fastweb's impacts on the country's socio-economic development	414-2 a, b, d, e	Information not available/incomplete	Fastweb is still developing a platform to screen suppliers according to ESG criteria, so it is not yet possible to meet all the requirements of the GRI indicator. The information will be available in the next three-year period.	
<b>Material topic: Working Smart: putting people first</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3 Working Smart(er): putting people first 6.1 Methodological note				



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Working Smart: putting people first</b>						
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	4.3 Working Smart(er): putting people first 6.5 Technical Appendix				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	6.3 GRI Content Index				There are no differences between the benefits of full-time employees and those of part-time employees. The differences between open-ended and fixed-term contracts include insurance policies, which are given to employees with open-ended employment contracts only. The company health plan is only available for workers with a minimum contractual term of 12 months.
	401-3 Parental leave	4.3.6 A corporate culture of Diversity, Equity & Inclusion 6.5 Technical Appendix				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3.4 Protecting health to protect human capital 6.1 Methodological note				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	4.3.4 Protecting health to protect human capital				
	403-2 Hazard identification, risk assessment and incident investigation	4.3.4 Protecting health to protect human capital				
	403-3 Occupational health services	4.3.4 Protecting health to protect human capital				
	403-4 Worker participation and consultation and communication on occupational health and safety	4.3.4 Protecting health to protect human capital				
	403-5 Worker training on occupational health and safety	4.3.4 Protecting health to protect human capital				In accordance with legislation (Legislative Decree 81/2008), Fastweb provides this training to employees only, as external staff must receive training from their employer. Fastweb requires self-certification of compliance with all health and safety obligations when acquiring new suppliers.
	403-6 Promotion of worker health	4.3.4 Protecting health to protect human capital				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.3.4 Protecting health to protect human capital				



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Working Smart: putting people first</b>						
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system	4.3.4 Protecting health to protect human capital				
	403-9 Work-related injuries	4.3.4 Protecting health to protect human capital 6.5 Technical Appendix	The information on occupational risks (e.g., hazardous substances) is not reported because it is not applicable to Fastweb's business or because it is already covered by the company's ISO certifications. No hazardous substances are used by employees at company sites.	The quantitative information required to calculate this indicator is not available for suppliers. The company manages this aspect through structured procedures and controls in the management of the various suppliers. It does not believe that data collection for these indicators is feasible in the short and medium term.		
	403-10 Work-related ill health	6.3 GRI Content Index				No cases of work-related ill health were recorded in the three-year period 2020-2022.
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3.7 Development and training at Fastweb 6.1 Methodological note				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee by gender and by employee category.	4.3.7 Development and training at Fastweb 6.5 Technical Appendix				
	404-3 Percentage of employees receiving regular performance and career development reviews	4.3.7 Development and training at Fastweb; 6.3 GRI Content Index	Partial omission on point a of the indicator	Information not available/incomplete	This information is not available for 7Layers. It will be available in the next Sustainability Report.	All Fastweb S.p.A. and Fastweb Air employees receive feedback on their performance in the company for their own improvement, regardless of their contractual period of employment.
<b>Material topic: Protection of human rights</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	6.3 GRI Content Index				
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	6.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers were identified in which the right to freedom of association and collective bargaining could be at risk.



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Protection of human rights</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	6.1 Methodological note; 6.3 GRI Content Index				
GRI 408: Child labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	6.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers at significant risk for incidents of child labour were identified.
GRI 3 - Material topics - version 2021	3-3 Management of material topics	6.1 Methodological note 6.3 GRI Content Index				
GRI 409: Forced or compulsory labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	6.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers at significant risk for incidents of forced or compulsory labour were identified.
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development 6.1 Methodological note				
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	3.1 Fastweb's impacts on the country's socio-economic development				
	414-2 Negative social impacts in the supply chain and actions taken	3.1 Fastweb's impacts on the country's socio-economic development	414-2 a, b, d, e	Information not available/incomplete	Fastweb is still developing a platform to screen suppliers according to ESG criteria, so it is not yet possible to meet all the requirements of the GRI indicator. The information will be available in the next three-year period.	



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Digital skills for the future</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development 6.1 Methodological note				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	3.1 Fastweb's impacts on the country's socio-economic development				
	203-2 Significant indirect economic impacts	3.1 Fastweb's impacts on the country's socio-economic development				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.4 Our commitment to support the community 6.1 Methodological note				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	4.4 Our commitment to support the community				
	413-2 Operations with significant actual and potential negative impacts on local communities	6.3 GRI Content Index				There were no significant negative impacts on communities due to Fastweb's operations.
<b>Material topic: Support for the area and local communities</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.4 Our commitment to support the community 6.1 Methodological note				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	4.4 Our commitment to support the community				
	413-2 Operations with significant actual and potential negative impacts on local communities	6.3 GRI Content Index				There were no significant negative impacts on the communities due to Fastweb.
<b>Material topic: Fight against climate change</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	5.1 A tangible commitment in the fight against climate change 6.1 Methodological note				



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Fight against climate change</b>						
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	5.1 A tangible commitment in the fight against climate change 6.1 Methodological note 6.5 Technical Appendix				
	305-2 Indirect GHG emissions from energy consumption (Scope 2)	5.1 A tangible commitment in the fight against climate change 6.5 Technical Appendix				
	305-3 Other indirect GHG emissions (Scope 3)	5.1 A tangible commitment in the fight against climate change 6.1 Methodological note 6.5 Technical Appendix				
	305-4 GHG emissions intensity	5.1 A tangible commitment in the fight against climate change				
	305-5 Reduction of GHG emissions	5.1 A tangible commitment in the fight against climate change 6.5 Technical Appendix				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development 6.1 Methodological note				
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	3.1 Fastweb's impacts on the country's socio-economic development				
	308-2 Negative environmental impacts in the supply chain and actions taken	6.3 GRI Content Index	308-2 a, b, d, e	Information not available/incomplete	Fastweb is still developing a platform to screen suppliers according to ESG criteria, so it is not yet possible to meet all the requirements of the GRI indicator. The information will be available in the next three-year period.	
<b>Material topic: Energy efficiency</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	5.2 Energy consumption and energy efficiency initiatives 6.1 Methodological note				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	5.2 Energy consumption and energy efficiency initiatives 6.5 Technical Appendix				





STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Energy efficiency</b>						
GRI 302: Energy 2016	302-3 Energy intensity	5.2 Energy consumption and energy efficiency initiatives				
	302-4 Reduction of energy consumption	5.2 Energy consumption and energy efficiency initiatives				
GRI 3 - Material topics - version 2021	3-3 Management of material topics	3.1 Fastweb's impacts on the country's socio-economic development 6.1 Methodological note				
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	3.1 Fastweb's impacts on the country's socio-economic development				
	308-2 Negative environmental impacts in the supply chain and actions taken	6.3 GRI Content Index	308-2 a, b, d, e	Information not available/incomplete	Fastweb is still developing a platform to screen suppliers according to ESG criteria, so it is not yet possible to meet all the requirements of the GRI indicator. The information will be available in the next three-year period.	
<b>Material topic: Ecodesign</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	5.3 Our contribution to a circular economy 6.1 Methodological note				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	5.3 Our contribution to a circular economy	Partial omission on point a of the indicator	Information not available/incomplete	This information is not available for 7Layers. It will be available in the next Sustainability Report.	
	306-2 Management of significant waste-related impacts	5.3 Our contribution to a circular economy	Partial omission on point a of the indicator	Information not available/incomplete	This information is not available for 7Layers. It will be available in the next Sustainability Report.	
	306-3 Waste generated	5.3 Our contribution to a circular economy; 6.5 Technical Appendix	Partial omission on point a of the indicator	Information not available/incomplete	This information is not available for 7Layers. It will be available in the next Sustainability Report.	



STANDARD GRI/ ALTRA FONTE	DISCLOSURE	SECTION	OMISSION			NOTE
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
<b>Material topic: Ethics and compliance</b>						
GRI 3 - Material topics - version 2021	3-3 Management of material topics	1.3 Ethics and compliance: acting responsibly for ourselves and others; 6.1 Methodological note				
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	1.3 Ethics and compliance: acting responsibly for ourselves and others				
	205-2 Communication and training about anti-corruption policies and procedures	1.3 Ethics and compliance: acting responsibly for ourselves and others				
	205-3 Confirmed incidents of corruption and actions taken	6.3 GRI Content Index				There were no incidents of corruption in 2022.
GRI 3 - Material topics - version 2021	3-3 Management of material topics	4.3.6 A corporate culture of Diversity, Equity and Inclusion 6.1 Methodological note				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective action taken	4.3.6 A corporate culture of Diversity, Equity and Inclusion; 6.3 GRI Content Index				There have been no incidents of discrimination in the three-year period between 2020 and 2022.

Additional Other Topics Disclosed						
ECONOMIC PERFORMANCE INDICATORS						
GRI 207: Tax 2019	207-1 Tax approach	1.3.1 Tax approach				
	207-2 Tax governance, control, and risk management	1.3.1 Tax approach				
	207-3 Stakeholder engagement and management of concerns related to tax	1.3.1 Tax approach				
	207-4 Country-by-country reporting	1.3.1 Tax approach 6.5 Technical Appendix				



# 6.4

## GLOSSARY

**White areas.** Areas with low population density, that until 2018 had not received any private investments for the development of ultra-broadband infrastructure.

**Grey areas.** Areas of medium population density with only one ultra-broadband network.

**Black areas.** Densely populated areas with at least two ultra-broadband networks operated by different operators or with plans to develop them.

**Ultra-broadband.** The term “broadband” refers to a transmission scheme where multiple signals share the bandwidth of a single medium (usually fiber optics, more rarely over the air or metal cable), allowing more information to be transmitted simultaneously and more rapidly. Ultra-broadband is the term used when the transmission speed exceeds 30 Mbps.

**Business Intelligence.** All the processes and tools through which a company is able to collect data of different nature in order to analyse them and draw strategic decisions.

**Direct energy consumption.** Consumption of primary energy sources (natural gas, fuel etc.) in areas that the organization owns or controls. An example of this is the consumption of natural gas to operate heating systems installed in the organization’s facilities.

**Indirect energy consumption.** Consumption of primary energy sources (coal, natural gas, fossil fuels etc.) in areas that the organization does not own or control. An example of this is the consumption of electricity purchased from a supplier company, which uses primary energy sources in its own facilities in order to generate electricity.

**Direct emissions.** Emissions generated by sources that the organization owns or controls (ex. emissions from mobility and office heating).

**Indirect emissions.** Emissions that are the result of the organization's activities, but that are generated by sources owned or controlled by other organizations (ex. emissions originating from the generation of energy consumed).

**Fiber Optics.** Thin strands (fiber) of glass, silicon or plastic forming the infrastructure base for data transmission. A fiber cable contains a number of individual fibers, each of which can transmit the signal

(light waves) at a practically unlimited bandwidth. They are mainly used for long-distance transmissions to transfer large amounts of data, because signals travel along them with less loss and are also immune to electromagnetic interference. Fiber optic cables can carry a lot more data than traditional cables and copper wires. They come in the form of flexible cables and are immune to electrical interference as well as extreme weather conditions; they are also not over-sensitive to temperature variations. They usually have a cladding diameter of 125 micrometers (roughly the size of a strand of hair) and weigh next to nothing: 1 km of optical fiber weighs less than 2 kg, without considering the sheath protecting it. Fiber optics are classified as dielectric waveguides. In other words, they can transfer and conduct an electromagnetic field of sufficiently high frequency (in general, close to infrared) with extremely limited loss.

**FTTH.** Fiber to the Home refers to all connections in which the fiber covers the entire line from the telephone exchange to the user’s home/business.

**FTTN.** Fiber to the Node refers to all connections in which the fiber, starting from the telephone exchange, reaches the proximity control unit, i.e. the cabinet, thus retaining the copper wires to cover the last section between the cabinet and the user’s home/business.

**GDPR (General Data Protection Regulation)** The GDPR is the European regulation that governs how companies and other organizations process personal data. The European GDPR has shifted the approach from data ownership, whereby data cannot be



processed without consent, to the concept of data control, which encourages the free movement of data while reinforcing the rights of data subjects, who must be able to know whether their data are being used and how their data are being used in order to protect data subjects and the entire community from any risks related to incorrect data processing.

**GPON (Gigabit Passive Optical Network).** FTTH network architecture in which the optical fiber arrives inside the customer's home. It allows for extremely high performance, superior to 1 Gbit/s. The GPON network uses passive "splitters" to split the fiber up repeatedly and route it towards various buildings, reducing the amount of fiber and necessary apparatus compared to other FTTH architecture used in the past. The passive nature of the GPON network allows for the elimination of "active" network elements in the access network (which are therefore limited to the plant and in the customers' homes), reducing the use of electricity and increasing efficiency from an energy standpoint.

**ICT (Information and Communication(s) Technology).** All the methods and technologies used for the transmission, reception and processing of data and information.

**IP (Internet Protocol).** Set of communication standards used to exchange data on the Internet. This network interconnection protocol (Inter-Networking Protocol) is classified at network layer (3) of ISO/OSI model, created to interconnect heterogeneous networks for technology, performance, management, therefore implemented

above other connection protocols, like Ethernet or ATM. It is a connectionless and best-effort delivery service and therefore does not guarantee reliability of communication in terms of error control, flow control and congestion control, which are handled by the higher transport layer (level 4) transfer protocols, such as TCP. The currently adopted version of the IP protocol is also called IPv4 to distinguish it from the more recent IPv6, developed to deal with the growing number of computers.

**Workers.** Workers operating at Fastweb sites and including both employees and people working for third party companies.

**Multimedia.** Service involving two or more communications media (e.g. voice, video, text etc.) and hybrid products generated through their interaction.

**NPS (Net Promoter Score).** This is a management tool that measures the degree of customer satisfaction in a quantifiable way, based on a standard calculation, also used to compare the performance of different companies.

**Administrative bodies.** In this document, the term "Administrative Bodies" shall mean the Management Board and the Board of Directors.

**OTT (Over-The-Top).** Over-the-top refers to companies that offer services, content and applications over the internet, although they do not manage the infrastructure. These companies are frequently

characterized by a strong focus on customer needs, simple and immediate customer experiences and very high levels of service quality. In addition, processes and systems for service delivery are typically highly scalable.

**Platform.** The whole set of input, including hardware, software, operating equipment and procedures, used to produce (production platform) or manage (management platform) a particular service (service platform).

**Network.** A set of connected elements. In a telephone network, these elements consist of switches connected to one another and to the customer's equipment. The transmission equipment may be formed of fiber optic or metal cables or by point-to-point radio connections.

**Gigabit service:** ultra-broadband connectivity service with speeds of up to 1 Gbps.

**User Experience.** User experience refers to a person's behaviours, attitudes and emotions about using a particular product, system or service. User experience includes the practical, experiential, affective meaningful and valuable aspects of human-product interaction and product ownership. Additionally, it includes a person's perceptions of system aspects such as utility, ease of use and efficiency. It may be considered subjective in nature to the degree that it is about individual perception and thought with the respect to the system, user experience is also dynamic as it is constantly modified over time due to changing usage circumstances.



# 6.5

## TECHNICAL APPENDIX

### PAR. 1.3.1 TAX APPROACH

	2020 (€/000)	2021 (€/000)	2022 (€/000)
NAMES OF RESIDENT ENTITIES	See the Methodological note		
MAIN ACTIVITIES OF THE ORGANIZATION	See section 1.1 About Fastweb.		
NUMBER OF EMPLOYEES	See table of paragraph 4.3.1. of this appendix		
REVENUES FROM SALES TO THIRD PARTIES	2,251	2,354	2,475
REVENUES FROM INTRA-GROUP TRANSACTIONS WITH OTHER TAX JURISDICTIONS	53	38	8
PRE-TAX PROFIT/LOSS	100	278	171
NON-CURRENT ASSETS OTHER THAN CASH AND CASH EQUIVALENTS <sup>34</sup>	3,521	3,685	3,660
CORPORATE INCOME TAX PAID ON A CASH BASIS <sup>35</sup>	12	16	21
CORPORATE INCOME TAXES ACCRUED ON PROFITS/LOSSES	14	28	42

**Reasons for the difference between the corporate income tax accrued on profits/losses and the tax due, if the statutory tax rate is applied to pre-tax profits/losses:**

The differences are due to the components of tax consolidation with the Group's parent company.

<sup>34</sup> Excluding other financial assets, deferred tax assets and other non-current assets.

<sup>35</sup> The amount shown is gross of the tax credit used in the year to offset the balance.

### PAR. 4.3.1 WORKING SMART(ER): BEYOND WORK FROM HOME

Workforce by gender and contract type		2020	2021	2022
Employees with open-ended contracts	Men	1,742	1,801	1,934
	Women	1,022	1,034	1,226
<b>Total open-ended contracts</b>		2,764	2,835	3,160
		<b>2020</b>	<b>2021</b>	<b>2022</b>
Employees with fixed-term contracts	Men	8	3	2
	Women	3	2	6
<b>Total fixed-term contracts</b>		11	5	8
<b>Total employees</b>		2,775	2,840	3,168
		<b>2020</b>	<b>2021</b>	<b>2022</b>
Full-time employees	Men	1,685	1,755	1,845
	Women	741	779	878
<b>Full time</b>		2,426	2,534	2,723
Part time	Men	65	49	91
	Women	284	257	354
<b>Total part time</b>		349	306	445
		<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Total internships+work experience</b>		0	13	13



	2020	2021	2022
Employees with on-call contracts	0	0	0
	2020	2021	2022
Temporary workers	202	208	204
Freelancers	N/A	0	6

Company turnover rate and employee breakdown <sup>36</sup>	2020		2021		2022	
Turnover and total turnover rate	N	%	N	%	N	%
Incoming – total	288	10,4%	136	4,8%	196	6,2%
Outgoing – total	66	2,4%	94	3,3%	143	4,5%
Turnover – total	354	12,8%	230	8,1%	339	10,7%
Turnover and turnover rate by gender	2020		2021		2022	
	N	%	N	%	N	%
Incoming – men	199	7,2%	104	3,7%	135	4,3%
Incoming – women	89	3,2%	32	1,1%	61	1,9%
Outgoing – men	39	1,4%	32	1,1%	103	3,3%
Outgoing – women	27	1,0%	62	2,2%	40	1,3%
Turnover and turnover rate by age	2020		2021		2022	
	N	%	N	%	N	%
Incoming < 30	64	2,3%	24	0,8%	57	1,8%
Incoming 30 ≤ x ≤ 50	209	7,5%	102	3,6%	129	4,1%
Incoming > 50	15	0,5%	10	0,4%	10	0,3%
Outgoing < 30	6	0,2%	9	0,3%	13	0,4%
Outgoing 30 ≤ x ≤ 50	48	1,7%	54	1,9%	95	3,0%
Outgoing > 50	12	0,4%	31	1,1%	35	1,1%

<sup>36</sup> Workers who were reinstated at Fastweb S.p.A. and Fastweb Air in 2022 were not considered in the hires.

<sup>37</sup> In accordance with GRI 403-9, the total number of injuries does not include the four injuries in transit indicated in paragraph 4.3.4, as they occurred during travel not organized by the company.

<sup>38</sup> This indicator refers to employees only.

<sup>39</sup> This indicator refers to employees only.

#### PAR. 4.3.4 PROTECTING HEALTH TO PROTECT HUMAN CAPITAL

Employee injury rates	2020	2021	2022
Total recordable injuries <sup>37</sup>	4	1	2
Of which fatal	0	0	0
Fatality rate	0,0	0,0	0,0
Of which with serious consequences	0	0	1
Rate of injuries with serious consequences <sup>38</sup>	0,0	0,0	0,22
Recordable injury rate <sup>39</sup>	0,93	0,22	0,44

#### PARAGRAPH 4.3.5 BEING AN ATTRACTIVE EMPLOYER

Parental leave			
Type	2020	2021	2022
Number of employees eligible for maternity leave	1.025	1066	1220
Number of employees eligible for paternity leave	1.750	1774	1885
<b>Total</b>	<b>2.775</b>	<b>2.840</b>	<b>3.105</b>
Number of employees who took maternity leave	41	29	39
Number of employees who took paternity leave	59	39	52
<b>Total</b>	<b>100</b>	<b>68</b>	<b>91</b>
Number of employees who returned after maternity leave	41	29	39
Number of employees who returned after paternity leave	59	39	52
<b>Total</b>	<b>100</b>	<b>68</b>	<b>91</b>
Number of employees still employed 12 months after returning after maternity leave	18	39	25
Number of employees still employed 12 months after returning after paternity leave	8	58	38
<b>Total</b>	<b>26</b>	<b>97</b>	<b>63</b>
Return rate - Women	100%	100%	100%
Return rate - Men	100%	100%	100%
<b>Return rate - Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Retention rate - Women	100%	95%	86%
Retention rate - Men	100%	98%	97%
<b>Retention rate - Total</b>	<b>100%</b>	<b>97%</b>	<b>93%</b>



#### PAR. 4.3.6 A CORPORATE CULTURE OF DIVERSITY, EQUITY & INCLUSION

Number of employees by gender and age							
Executives							
		2020		2021		2022	
Gender	Age	n	%	n	%	n	%
GENDER	Men	79	88%	79	82%	71	83%
	Women	11	12%	17	18%	15	17%
AGE GROUP	< 30 years	0	0%	0	0%	0	0%
	30 ≤ x ≤ 50	33	37%	32	33%	21	24%
	> 50 years	57	63%	64	67%	65	76%
Middle managers							
		2020		2021		2022	
Gender	Age	n	%	n	%	n	%
GENDER	Men	294	77%	294	77%	288	76%
	Women	90	23%	90	23%	93	24%
AGE GROUP	< 30 years	0	0%	0	0%	0	0%
	30 ≤ x ≤ 50	176	46%	159	41%	144	38%
	> 50 years	208	54%	225	59%	237	62%
Office staff							
		2020		2021		2022	
Gender	Age	n	%	n	%	n	%
GENDER	Men	1,377	60%	1,428	61%	1,577	58%
	Women	924	40%	927	39%	1,124	42%
AGE GROUP	< 30 years	97	4%	94	4%	117	4%
	30 ≤ x ≤ 50	1,902	83%	1,887	80%	2,084	77%
	> 50 years	302	13%	374	16%	500	19%

<sup>40</sup> The 2021 data were restated to reflect the weighted average of the average salaries of 7Layers employees and of Fastweb S.p.A. and Fastweb Air employees, in line with the methodology used for 2022.

<sup>41</sup> The 2021 data were restated to reflect the weighted average of the remuneration of 7Layers employees and of Fastweb S.p.A. and Fastweb Air employees, in line with the methodology used for 2022.

<sup>42</sup> Training delivered synchronously in both physical and virtual classrooms.

Average gross annual salary by employee category (€)	2020			2021 <sup>40</sup>			2022		
	Women	Men	%	Women	Men	%	Women	Men	%
Executives	115,009	105,455	109%	102,182	115,514	88%	120,030	120,030	84%
Middle managers	60,039	63,736	94%	60,804	65,951	92%	62,039	66,983	93%
Office staff	30,161	32,145	94%	33,085	38,499	86%	32,894	38,331	86%
Total remuneration by worker category (€)	2020			2021 <sup>41</sup>			2022		
	Women	Men	%	Women	Men	%	Women	Men	%
Executives	165,531	183,334	90%	144,932	171,298	85%	150,133	180,182	83%
Middle managers	72,691	79,604	91%	73,760	81,992	90%	75,179	83,886	90%
Office staff	31,924	35,095	91%	35,020	42,284	83%	34,598	41,792	83%

#### PAR. 4.3.7 DEVELOPMENT AND TRAINING AT FASTWEB

Hours of training <sup>42</sup>	Total hours			Number of employees			Hours per capita		
Hours of live training by position	2020	2021	2022	2020	2021	2022	2020	2021	2022
Executives	1,219	2,655	420	90	96	86	13,54	27,66	4,88
Middle managers	4,766,3	8,000	2,678	384	384	374	12,41	20,83	7,16
Office staff	26,147,2	35,377	16,606,5	2,301	2,360	2,627	11,36	14,99	6,32
<b>Total</b>	<b>32,132,5</b>	<b>46,032</b>	<b>19,704,5</b>	<b>2,775</b>	<b>2,840</b>	<b>3,087</b>	<b>11,58</b>	<b>16,21</b>	<b>6,38</b>

	Total hours			Number of employees			Hours per capita		
Hours of live training provided in the classroom by gender	2020	2021	2022	2020	2021	2022	2020	2021	2022
Training provided to male employees	24,802,3	30,959,0	13,400	1,752	1,804	1870	14,16	17,16	7,16
Training provided to female employees	7,330,2	15,072,5	6,304,5	1,027	1,036	1217	7,14	14,55	5,18
<b>Total</b>	<b>32,132,5</b>	<b>46,076,5</b>	<b>19,704,5</b>	<b>2,775</b>	<b>2,840</b>	<b>3,087</b>	<b>11,58</b>	<b>16,18</b>	<b>6,38</b>



## PAR. 5.1 A TANGIBLE COMMITMENT IN THE FIGHT AGAINST CLIMATE CHANG

Calculation of emissions (ton CO <sub>2eq</sub> )			
Type of emissions	2020	2021 <sup>43</sup>	2022
Direct (Scope 1)	1,981	1,991	2,178
Indirect (Scope 2)	0	0	0
Other indirect emissions (Scope 3)	167,117	170,269	219,271
<b>Total</b>	<b>169,098</b>	<b>172,260</b>	<b>221,449</b>
Enabling Effects (Scope 4)	245,324	253,894	266,630
Offset emissions	-	61,300	77,878

## PAR. 5.2 ENERGY CONSUMPTION AND ENERGY EFFICIENCY INITIATIVES

Calculation of indirect energy consumption (purchased electricity) <sup>44</sup>		2020	2021	2022
Offices	GJ	16,113	15,765	16,035
	kWh	4,475,908	4,379,186	4,454,123
Fastweb Air (radio base stations)	GJ	10,582	10,963	16,092
	kWh	2,939,475	3,045,249	4,469,928
Stores	GJ	2,083	2,166	2,306
	kWh	578,673	601,602	640,527
Network infrastructure	GJ	489,838	487,029	488,365
	kWh	136,066,208	135,285,772	135,656,989
<b>Total</b>	<b>GJ</b>	<b>518,617</b>	<b>515,923</b>	<b>522,798</b>
	<b>kWh</b>	<b>144,060,265</b>	<b>143,311,809</b>	<b>145,221,567</b>

<sup>43</sup> The Scope 1 and Scope 3 data relating to 2021 were restated following audits carried out to maintain the ISO 14064 certification. These restatements occurred after the publication of the 2021 Sustainability Report. For the same reason the data on Scope 1, 2 and 3 emissions reported in this Sustainability Report could be subject to restatement in the next Sustainability Report.

<sup>44</sup> The 2020 and 2021 data relating to the Offices, Network Infrastructure and total indirect energy consumption have been corrected since being last reported, due to a reporting error.

Direct energy consumption		2020	2021	2022
Petrol	GJ	1,281	4,778	7,754
	l	39,037	144,239	234,667
Diesel	GJ	10,701	13,263	13,328
	l	297,373	367,042	370,026
Natural gas	GJ	3,106	2,117	1,748
	Sm <sup>3</sup>	86,736	58,775	55,248
Photovoltaic systems	GJ	537	570	556
	kWh	149,236	158,394	154,533
<b>Total</b>	<b>GJ</b>	<b>15,625</b>	<b>20,728</b>	<b>23,386</b>

## PAR. 5.3 OUR CONTRIBUTION TO A CIRCULAR ECONOMY

Special waste generated in 2022 (kg)	
Packaging (paper, cardboard, wood and mixed material)	8,940
Scraps from electric and electronic devices	8,151
Batteries	48
Fractions collected separately (excluding paper and cardboard packaging)	830
Bulky waste (furniture)	15,510
<b>Total</b>	<b>33,479</b>

Hazardous and non-hazardous waste generated in 2022 (kg)		
Hazardous waste	33,353	99,62%
Non-hazardous waste	126	0,38%
<b>Total</b>	<b>33,479</b>	





**FASTWEB**