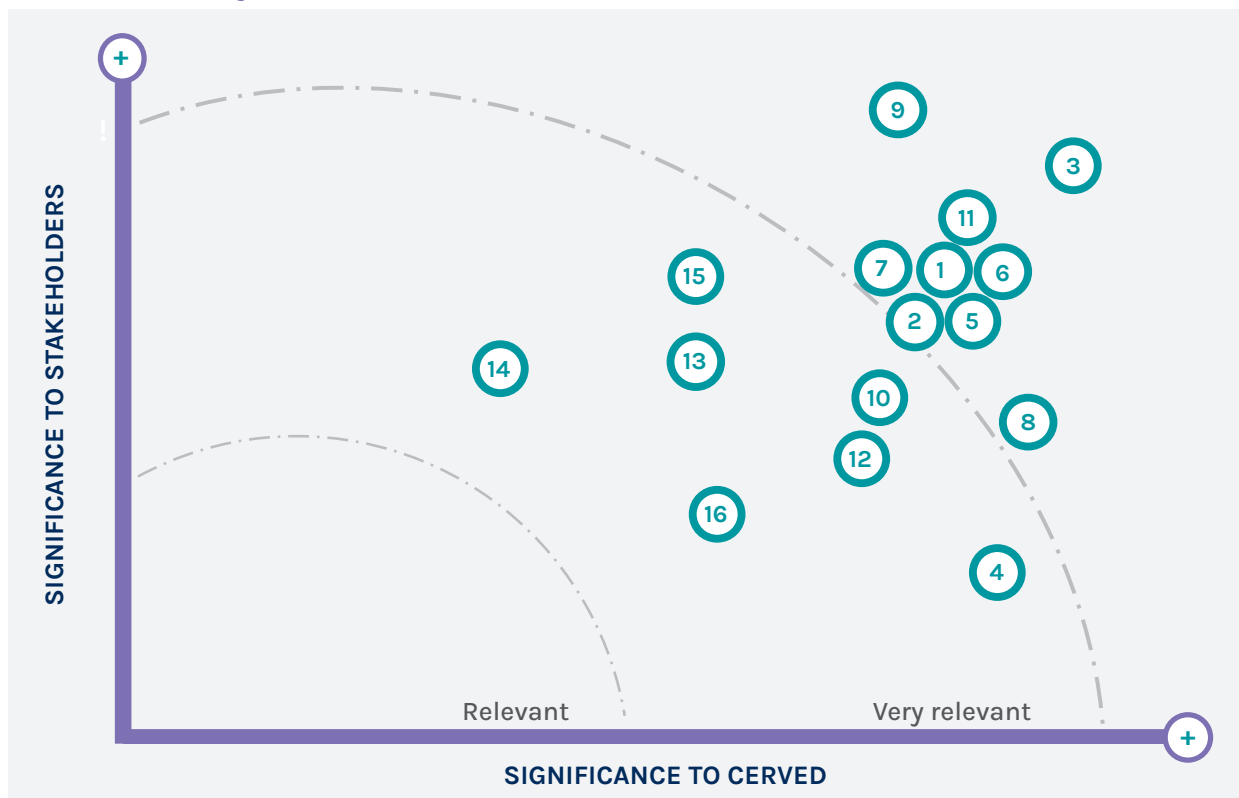




Cerved

2021 Materiality Matrix

## 2021 Materiality Matrix



### MATERIAL TOPICS

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| <ul style="list-style-type: none"> <li>1 Governance and risk management</li> <li>2 Ethics and anti-corruption</li> <li>3 Privacy, security and integrity of information</li> <li>4 Sound and sustainable economic and financial performance</li> <li>5 Employee engagement and well-being</li> <li>6 Growth of human capital</li> <li>7 Diversity and inclusion</li> <li>8 Employee health and safety</li> </ul> | <ul style="list-style-type: none"> <li>9 Reliable, independent and accurate data for the national economy</li> <li>10 Product innovation, development and quality</li> <li>11 Business continuity</li> <li>12 Customer centricity</li> <li>13 Responsible value chain</li> <li>14 Closeness to local communities</li> <li>15 Relations with institutions</li> <li>16 Climate change</li> </ul> |
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Material topics	Description
<b>Governance and risk management</b>	Structure the governance model based on market best practices, improving compliance with the regulatory system and ensuring well-structured management of risks, including those related to cyber security.
<b>Ethics and anti-corruption</b>	Ethically manage the business, also to support the Cerved Group's commitment to tackling corruption, both active and passive.
<b>Privacy, security and integrity of information</b>	Ensure protection of the confidentiality, security and integrity of the information that is made available to customers and all stakeholders.
<b>Sound and sustainable economic and financial performance</b>	Guarantee economic and financial solidity over time with the objective of generating value, also in the long term.
<b>Employee engagement and well-being</b>	Foster listening, engagement and well-being of employees by promoting a better work-life balance.
<b>Growth of human capital</b>	Putting people's talent at the centre of growth and development paths, in line with the needs of the Cerved Group's business.
<b>Diversity and inclusion</b>	Support the development of policies and practices of inclusion and of non-discrimination of all forms of diversity.
<b>Employee health and safety</b>	Implement policies and practices to protect and promote the health and safety of people in the workplace.
<b>Reliable, independent and accurate data for the national economy</b>	Support the development of financial culture and transparency by making our information assets available.
<b>Product innovation, development and quality</b>	Develop innovative products, able to meet the needs of the market and customers, with the aim of guaranteeing increasingly better quality services.
<b>Business continuity</b>	Implement every possible strategy to avoid interruptions with the aim of maintaining the ability to provide continuous services over time.
<b>Customer centricity</b>	Structure customer listening processes aimed at monitoring their degree of satisfaction and with the objective of managing the customer relationship.
<b>Responsible value chain</b>	Align suppliers and strategic partners, both with respect to business issues and in relation to environmental, social and governance issues.
<b>Closeness to local communities</b>	Support the territories where we are present and in which we can generate value directly and indirectly through our business.
<b>Relations with institutions</b>	Responsibly and proactively manage the relationship with institutions and public administration to contribute to generating a positive impact on the territories.
<b>Climate change</b>	Be attentive to reducing our environmental impacts and the careful and sustainable management of energy consumption.