



Target ESG 2021 – 2023

ESG Target	Baseline 2020	Target 2021	Performance 2021	Target progress 2021	Target 2023
Carry out the impact assessment of the Cerved Group	-	To be started	Completed		Implementation
Upgrade the car fleet through purchases with reduced environmental impact (CO ₂ Scope 1)	-	<140 gCO ₂ /km	97.41 gCO ₂ /km		<130 gCO ₂ /km
Increase the percentage of direct purchases of electricity from renewable sources (CO ₂ Scope 2)	97.8%	>95%	98.2%		100%
Increase the number of women in managerial positions	Managers: 40.1%	At least 50% new female managers	48% new female managers***		Female managers: ~41-43%
	Executives: 13.6%	At least 30% new female executives	30% new female executives		Female executives: ~15-18%
Increase the average number of training hours per employee	16.5 hours	18 hours	22 hours		24 hours
Obtain ISO 45001 health and safety certification*	-	Management of the Certification process for Cerved Group S.p.A.	Launch of certification process		Extension of the certification to other LEs
Obtain ISO 37001 anti-bribery certification	-	Certification for Cerved Group S.p.A.	Obtainment of the certification		Monitoring of the KPIs
Increase the percentage of suppliers evaluated according to ESG criteria	-	100% Suppliers >500k euro	100% Suppliers >300k euro		100% Suppliers >100k euro
Maintain high customer satisfaction**	91.3%	91.3%	89.7%		91.3%

* In 2022, obtainment of ISO 45001 certification for Cerved Group S.p.A.

** Considering a 5% error margin referring to the Customer Satisfaction Analysis methodology.

*** Figure net of contract conversions of some Enasarco agents who were already collaborating with Cerved.