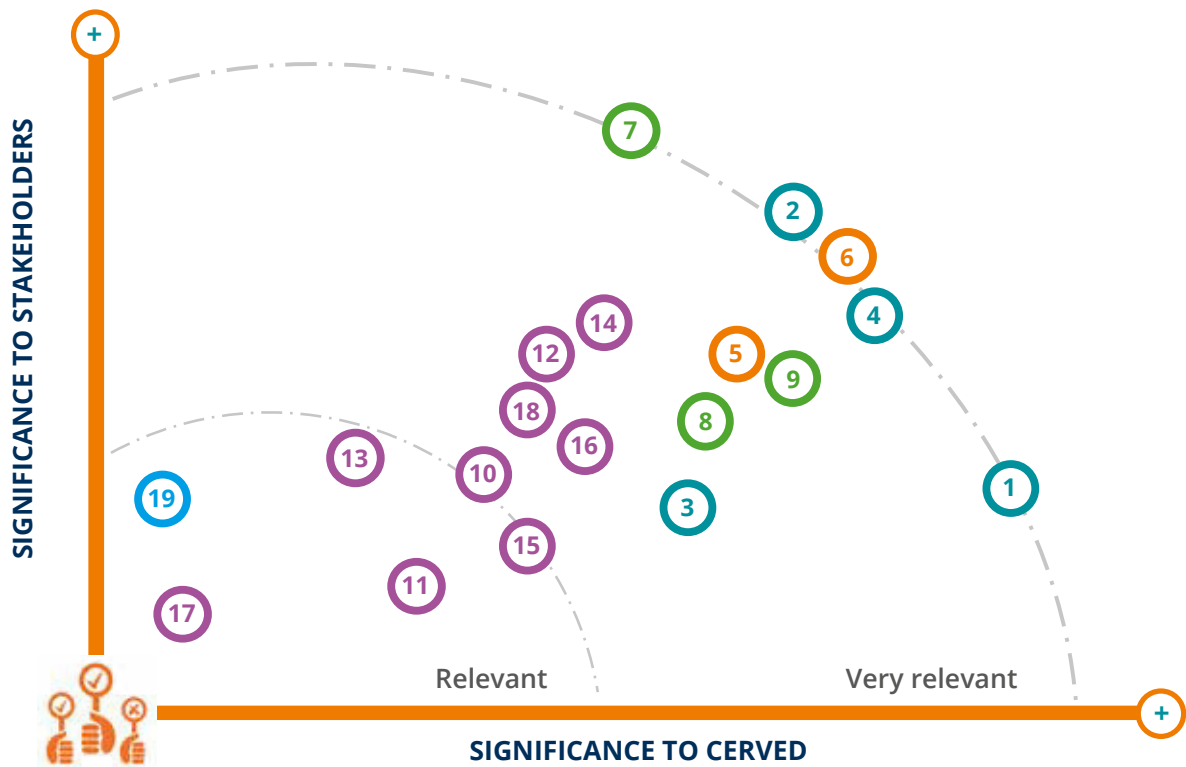


stakeholders compared to previous years, together with **product quality** and customer **satisfaction**. The results of the assessments were analysed and processed in the materiality matrix below:

- › each point represents a topic examined;
- › the positioning of material topics is the result of the importance assigned to each of them at internal and external organisational level.

Materiality matrix - The material topics



Governance & Compliance

- 1 Governance & Compliance
- 2 Ethics, integrity and anticorruption
- 3 Sustainability of business strategy
- 4 Privacy protection

Risk Management & Business Continuity

- 5 Risk Management
- 6 Data and information security management

Economic and product responsibility, technological innovation

- 7 Product and service quality and customer satisfaction
- 8 Economic and product responsibility, technological innovation
- 9 Integrity and independence of information

Social responsibility and towards people

- 10 Relations with institutions

- 11 Talent and training
- 12 Diversity and equal opportunities
- 13 Health and Safety
- 14 Worker engagement
- 15 Welfare, work-life balance and company climate
- 16 Industrial relations
- 17 Management of suppliers and relations with strategic partners
- 18 Respect of human rights

Environmental responsibility

- 19 Environmental protection

