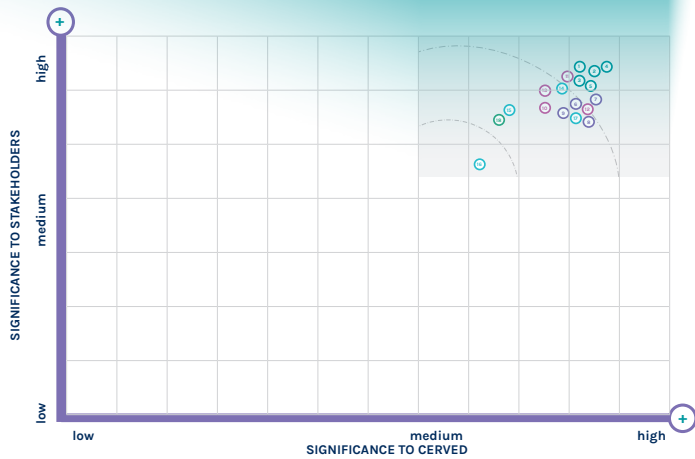
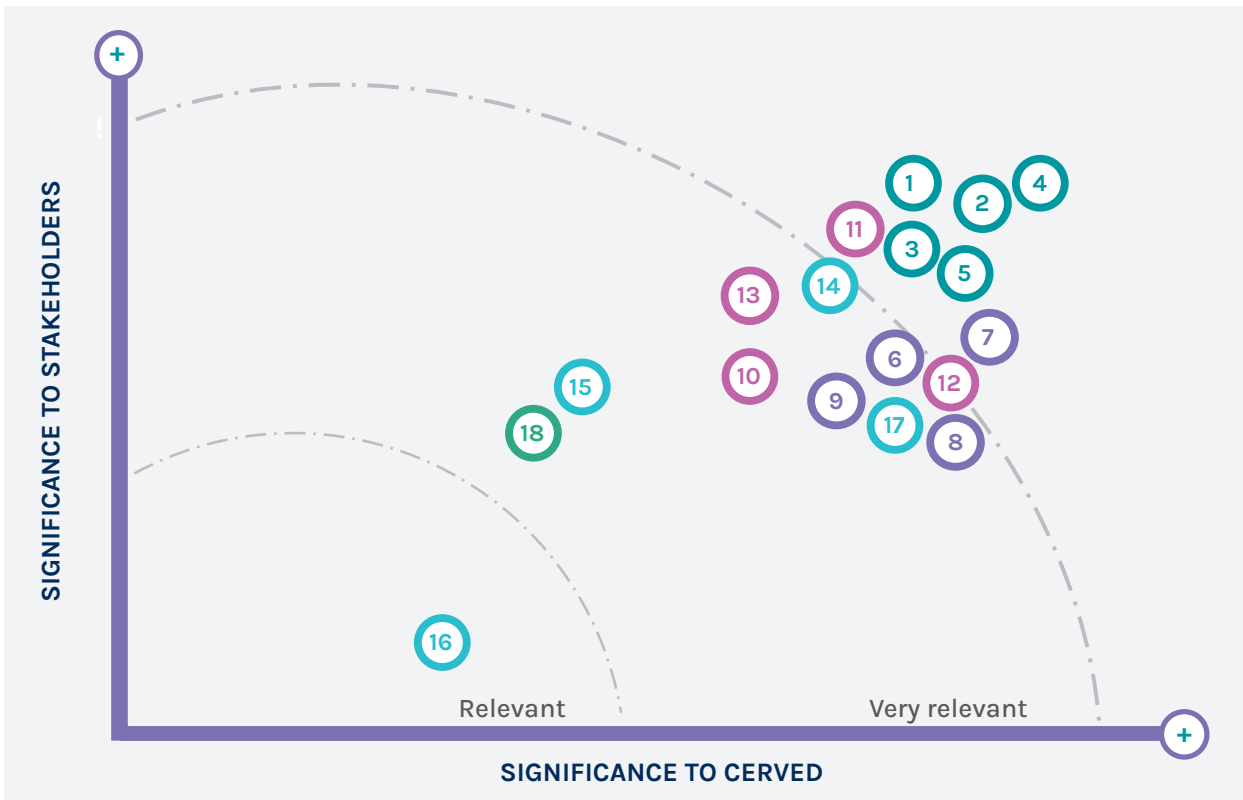


Materiality matrix



MATERIAL TOPICS

Governance

- 1. Governance as public company
- 2. Ethics and anti-corruption
- 3. Management remuneration in line with ESG targets
- 4. Privacy, security and integrity of information
- 5. Sound and sustainable economic-financial performance

People

- 6. Engagement, welfare and work-life balance of employees
- 7. Employee training, development and retention
- 8. Diversity & inclusion
- 9. Workers' health and safety

Business







- 10. ESG business opportunities
- 11. Reliable, independent and accurate data for the national economic system
- 12. Product innovation, development and quality
- 13. Business continuity

Value chain & Community

- 14. Listening and customer satisfaction
- 15. Management of suppliers and relations with strategic partners
- 16. Relations with territorial communities
- 17. Relations with institutions

Environment

- 18. Climate change

Scope	Topics emerged	Description	ESG Target
GOVERNANCE	Governance as public company	Aligning the governance model with market best practices in order to strengthen identity as a public company, improve compliance with regulations and risk management.	
	Ethics and anti-corruption	Promote ethical business management, also in order to support the Group's commitment to the fight against corruption, both active and passive.	
	Privacy, security and integrity of information	Ensure the confidentiality and integrity of the information that is made available to customers and all stakeholders.	
	Sound and sustainable economic-financial performance	Guarantee economic and financial performance in line with the expectations of the market and shareholders with the aim of generating value over time for all stakeholders.	
	Management remuneration in line with ESG targets	Improve the ESG profile and define a strong integration strategy of sustainability in the business.	
PEOPLE	Engagement, welfare and work-life balance of employees	Foster the listening, involvement and well-being of employees by promoting a better work-life balance.	
	Employee training, development and retention	Putting people's talent at the centre of growth and development paths, in line with the needs of the Group's business.	
	Diversity & inclusion	Support the development of policies and practices to include all forms of diversity and non-discrimination.	
	Health and safety	Activate policies and practices to protect and promote the health and safety of people in the workplace.	
BUSINESS	ESG business opportunities	Actively contribute to a more sustainable growth of the national economic system and structure ESG products and services to support customers.	
	Reliable, independent and accurate data for the national economic system	Support the development of culture and financial transparency by making information assets available.	
	Product innovation, development and quality	Develop innovative products, able to meet the needs of the market and customers, with the aim of guaranteeing ever-higher quality in the services provided.	
	Business continuity	Implement every possible strategy to avoid interruptions with the aim of maintaining the ability to provide continuous services over time.	
VALUE CHAIN & COMMUNITY	Listening and customer satisfaction	Structure listening processes of customers aimed at monitoring their degree of satisfaction and with the aim of managing the customer relationship.	
	Management of suppliers and relations with strategic partners	Align suppliers and strategic partners, essential elements of Cerved's value chain, both with respect to business issues and with respect to environmental, social and governance issues.	
	Relations with territorial communities	Support the territories where Cerved is present and where value can be generated directly and indirectly through its business.	
	Relations with institutions	Responsibly and proactively manage the relationship with institutions and public administration for the development of activities with a positive impact on the territories.	
ENVIRONMENT	Climate change	Be attentive to reducing environmental impacts and the careful and sustainable management of energy consumption in order to help face climate change.	