

Sustainability strategy and Sustainability plan

Cerved Group's ambitious aim is to maintain leadership in its sector and continue to generate shared value for itself and its stakeholders.

To achieve this aim, in 2019 Cerved undertook a journey to extensively incorporate sustainability principles and actions into its business strategy and daily activities. Specifically, Cerved made **its social role firmly take shape in its new Purpose** and started a process to give it full effect by **defining principles, actions and medium and long-term goals** able to steer its business. The areas in which Cerved's sustainability strategy is being developed will be identified by:

- **listening** to its main stakeholders and the people who make up Cerved;
- **analysing** the ESG main macro-trends and integrating the Sustainable Development Goals (SDGs)
- **implementing** the recommendations of the Control, Risk and Sustainability Committee.

Since Cerved is a public company, investors play a key role among stakeholders: as early as 2019, all the instructions received from the leading sustainability rating agencies and the topics that emerged during discussions with institutional investors were assessed.

The work started in 2019 and led to an initial identification of short-term goals and actions which were already achieved in the first months of the year.

In the course of 2020, the areas identified will be broken down into an organic plan of specific actions, with

priorities assigned on the basis of relevance to stakeholders and risk analysis. Special attention will be given to developing **solutions that help businesses make responsible choices** and so contributing to the sustainable growth of the Italian economic system. In order to successfully implement its strategy, Cerved believes that it is essential to connect the clear responsibilities assigned to people and structures with the actions it has identified, and to implement an **impact monitoring system created with specific ESG KPIs**. Finally, management's goals will be aligned with the company's impact goals by acting on the incentive systems at various levels.

Cerved analysed its contribution to the achievement of the UN-SDGs and **identified the 9 UN-SDGs in which it is likely to provide a significant input (see "Scope of Action" table in the following page).**

The **actions relating to the various material topics** identified through the materiality matrix were grouped into **six specific topics and associated with each of the 9 UN-SDGs previously identified**. This ensured greater consistency with business organisation, with the responsibilities assigned and with the structure of the content set out in this Sustainability Report (see the "Three-Year sustainability plan" in the following pages).

SDGs

Scope of action



4 QUALITY EDUCATION

- › Internal professional growth strategy and talent attraction
- › Knowledge sharing with the community



5 GENDER EQUALITY

- › Development of specific initiatives to reduce the gender gap
- › Improve gender equality inside the Company



8 DECENT WORK AND ECONOMIC GROWTH

- › Promotion of development and innovation (observatories, partnership with universities)
- › Occupational health and safety



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

- › SMEs support for sustainable development
- › Increase of scientific research in the field of sustainability



10 REDUCED INEQUALITIES

- › Promotion of social inclusion in the company
- › Enhancement of the initiative "Cara Cerved ti scrivo"



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

- › ESG assessment criteria in the supply chain
- › Development of ESG services
- › Business continuity certification



13 CLIMATE ACTION

- › Renewable energy management
- › Plastic free policy
- › Creation of a CO₂ emissions monitoring system



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

- › Support for the legislative and economic decisions
- › Policies and Certifications
- › Improving financial integrity and market transparency by providing data



17 PARTNERSHIPS FOR THE GOALS

- › Increasing stakeholder engagement
- › Development of collaborations and partnerships in order to increase the offering of ESG services

1

Identity

2

Governance

3

People

4

Continuity

5

Society

6


Environment


































THREE-YEAR SUSTAINABILITY PLAN

ACTION

 Completed

 Launched / to be launched

IDENTITY AND APPROACH TO SUSTAINABILITY	SDGs
Allocation of responsibilities in the Sustainability area to an internal board committee (Control, Risk and Sustainability Committee)	
Identification and appointment of an ESG manager	
Revision and publication of a Sustainability Policy	
Membership UN Global Compact (from signatory to participant)	
Introduction of sustainability goals in the MBOs of the CEO	
Increased engagement with investors and stakeholders in sustainability	
Allocation of management sustainability responsibilities to the Management Committee and the "Sustainability Ambassadors"	
Greater transparency towards stakeholders as regards commitment, programmes and sustainability actions	
Introduction of sustainability goals in the MBOs of top management	
	
GOVERNANCE, RISK, ETHICS AND COMPLIANCE	SDGs
Updating of Code of Ethics	
Adoption of a Whistleblowing system	
Adoption of policies on:	
> Privacy	
> Anti-money laundering	
> Human rights	
> Support to the community	
Updating of Organisation and Management Model 231	
Adoption of a Tax Policy	
Achievement of ISO 37001 anticorruption certification	
	
PEOPLE AND HUMAN RIGHTS	SDGs
Extension of benefit plan	
Extension of smart working programme	
Measurement of employee satisfaction and engagement	
Development of Cerved Next Campus (employer branding action), in partnership with Universities, and scholarship initiatives for rewarding students	
Collaborations for the enhancement of resources with disabilities (autism, Asperger's syndrome and similar disorders)	
Continuation of training activities for employees and job-oriented programmes with inclusion of certifications	
Definition of an organic human resource enhancement and talent attraction strategy, with development of targeted propositions	
Achievement of ISO 18001/45001 occupational safety certification	
Definition of an identity consolidation/development plan based on a corporate culture integrated with sustainability	
Continuation of specific actions to identify and reduce inequalities, primarily by promoting diversity at senior management and employee level:	
> Greater number of women executives or managers	
> Reduction of Gender Pay Gap	
> Full compliance with Italian Law 68/69 (protected categories)	
> Reduction of unconscious bias	
> Female empowerment	
Development of individual growth plans and continuous feedback	
   	



ACTION

 Completed

 Launched / to be launched

CONTINUITY, INNOVATION AND VALUE CHAIN (CUSTOMERS/ SUPPLIERS)	SDGs
Adoption of a Responsible Marketing Policy	
Extension of ISO 27001 information security certification to all the Group	
Definition of a regular customer satisfaction survey programme that is consistent within the Group	
Improvement of the complaint resolution process	
Greater number of parties involved in the training activities of Cerved Academy in partnership with reference Bodies and Organisations	
Introduction of ESG assessment criteria in the supply chain	
Introduction of ESG services in Cerved Rating Agency	
Adherence by Cerved Rating Agency to the ESG Credit Risk and Ratings initiative, promoted by UN PRI for the incorporation of ESG factors in credit risk analysis	
Refining of the sustainability assessment methodology and analysis of links with credit rating methodology	
Adherence to ESMA guidelines on transparency in credit rating communications	
Adherence to UN PRI as service provider	
Continuation and strengthening of Cerved Rating Agency's collaboration with Universities	
Definition and structuring of an innovation management process based on customer involvement and implementation of bottom-up proposals from production units	
IT enhancement aimed at reducing IT incidents	
Achievement of ISO 22301 business continuity certification	
COMMUNITY	SDGs
Continuation of publication activities through Cerved Know and Osservitalia and Cerved Next	
Development of collaboration with institutions (e.g. ABI, Bank of Italy, INPS, Confindustria,...) to carry out activities/research with economic and social impact as a guide for data driven decision-making processes	
Support to the activities of Fintech start-up accelerators in partnership with other Financial Institutions	
Enhancement of the initiative "Cara Cerved ti scrivo", aimed at promoting education and reducing the social gap between children/young people in disadvantaged areas	
Charitable work provided to the community, such as the Letizia Verga Committee, Milano City Marathon sponsorship and the Renato Einaudi Collegio Universitario of Turin	
Development of observatories having a great impact on the social and economic fabric in partnership with Organisations and Institutions, also promoting the sharing of data and know-how	
Development of strategic philanthropic activities consistent with Cerved's role in the social and economic system	
Consolidation of institutional lobbying activities concerning sustainability	
ENVIRONMENT	SDGs
Approval of Environmental Policy	
Adoption of Plastic-free behaviour at parent company level	
Extension of Plastic-free behaviour to all the group	
Creation of a CO2 emissions monitoring system and definition of a consumption reduction plan for the Group's offices	
Assessment of ISO 50001/14001 environmental certification	
Increased use of energy from renewable sources	
Increase in the percentage of vehicles with reduced environmental impact (e.g. hybrid vehicles) in the company fleet	
Extension of programmes for promoting circular economy	

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