

SUSTAINABILITY REPORT 2024



SUSTAINABILITY REPORT 2024

NTT DATA ITALIA S.p.A.
Registered office: Milan, via Calindri no. 4
Share capital: Eur 40.970.700 fully paid up
Subject to direction and coordination by NTT DATA EMEA Ltd
Tax Code and registration in Companies Register of Milan: 00513990010

INDICE



LETTER TO STAKEHOLDERS

METHODOLOGICAL NOTE

1. COMPANY PROFILE

- 1.1 NTT DATA Italia's business model
- 1.2 The materiality of NTT DATA Italia
 - 1.2.1 Stakeholder Engagement
 - 1.2.2 Materiality analysis

2. GOVERNANCE AND ETHICS

- 2.1 Ethics, integrity and transparency
- 2.2 Fight against corruption
- 2.3 Cybersecurity and data protection

3. ECONOMIC RESPONSIBILITY

- 3.1 Economic performance and value distribution
- 3.2 Risk management

6

8

10

22

38

4. SOCIAL RESPONSIBILITY

- 4.1 Customers and services
 - 4.1.1 Research and innovation
 - 4.1.2 NTT DATA Italia and the world of startups
 - 4.1.3 Client First
- 4.2 Our people
 - 4.2.1 Corporate welfare
 - 4.2.2 Diversity and Inclusion
 - 4.2.3 Training and talent development
 - 4.2.4 Communication and discussion initiatives
 - 4.2.5 Health and safety at work
- 4.3 Supply Chain
- 4.4 Relationship with the local community

44

5. ENVIRONMENTAL RESPONSIBILITY

- 5.1 Environmental initiatives
- 5.2 Energy consumption and emissions
- 5.3 Waste management

90

ATTACHMENTS

- Certifications
- Models and Policies
- Human resources
- Environment

100

GRI CONTENT INDEX

111

LETTER TO STAKEHOLDERS

In the past year, marked by the instability of the financial markets and the tragic consequences of the protracted Russian-Ukrainian conflict and the new conflict in the Middle East, we have continued to face with determination and a sense of responsibility the challenges that have emerged in the economic and social context in which we are living.

Our company is continuing the integration process as part of the One NTT DATA project, as of April 1st, in fact, all the activities of NTT DATA and NTT Ltd. have integrated to merge under a single brand: NTT DATA Inc.

As NTT DATA, we are now one of the largest IT services companies in the world, with revenues more than \$30 billion and more than 190,000 employees worldwide. We are present in more than 50 countries, invest over \$3.6 billion annually in R&D, and support 75% of the companies on the Fortune Global 100 list of the world's largest companies.

We are a financially sound company, built on meeting our commitments to our people, our customers and the country. Our focus on using technology for a positive impact on society and people, and continued investment in infrastructure and innovation, ensure our success and sustainability as a company.

NTT DATA Italia sees this integration as an opportunity that will allow our people to be more recognized and have global relevance.

In this sense, we are convinced that a new leadership is of vital importance to succes-

fully face the challenges of the future: companies, and the people who animate them, need a new balance based on strong values in which to recognize themselves, a greater responsibility that balances the need for flexibility and that inspires and guides them with determination towards the future.

Therefore, we promote the new inspiring principles of our regionally defined culture: Collaboration, Engagement and Curiosity. This cultural change means, first, recognizing the importance of the contribution of each of us: taking on this awareness and integrating it into the way we think, and act can be a great source of motivation and stimulus for personal and professional development.

We continue to strongly believe that Southern Italy, young people, and women are a great driver of growth, which is why we are pursuing our expansion and hiring projects, creating opportunities for the new generations and the communities of the more than ten territories in which we are present.

In addition, we continue to promote initiatives such as NTT DATA WOMEN RELOADED to expand the presence of women in leadership roles and combat gender bias in the company. To confirm our commitment, we have started the procedure for obtaining certification according to the UNI/PdR 125:2022 reference practice on Gender Equality.

For our constant interaction with local communities and our commitment to raising

awareness of digitalization, we have been awarded the Volontari@work prize by the Terzjus Foundation, at the Chamber of Deputies, which aims to recognize, enhance and increase volunteer skills such as our initiative "INTERNATIONAL OLYMPICS OF TECHNOLOGY".

We believe in the uniqueness of people and the value that each of us can bring to society, which is why we have defined the new growth model as an integral part of our ongoing commitment to sustainability and the development of our employees.

From an environmental point of view, thanks to our ability to be innovative and revolutionary, we are constantly working to find solutions for our customers that reflect the highest quality standards and at the same time go towards sustainable applications to support people and the restoration of our natural environment, an Italian heritage of inestimable value, as evidenced by the CO2Sink project in collaboration with the Calabria Region, a Smart Forestry and Agroforestry solution designed by NTT DATA Italia which, in its current implementation, allows you to measure and monitor the main forest CO2 absorption KPIs.

Now in its third version, the solution has won the President Award at the NTT DATA Awards 2023, an award dedicated to the highest value projects for the group.

In addition, CO2Sink is among the four Italian projects, together with WELL-MI healthy, the Green IT framework and Sustainability for Public Transportation that won the NTT Sustainability Conference.

We want to be an integral part in building a sustainable and inclusive future, determined to contribute with our support for innovative services and products and reducing the impacts of our activities.

We have embraced the SBTI Standard for Corporate Sustainability, highlighting our

commitment to climate change. We prioritize responsible actions to mitigate environmental impacts, this step reflects our determination to support the health of the planet and ensure a sustainable future for generations to come.

This year, the Company was the winner in the large companies' category at the Assolombarda Awards 2024 with the project to set up and manage the Milan headquarters inaugurated in 2021, conducted virtuously to limit CO2 production and optimize environmental impacts on the territory.

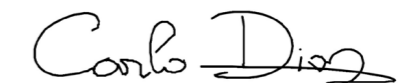
We are committed, with everyone's contribution, to achieving our Manifesto Road to 2023 goals, with the next challenges in mind to set ourselves to go beyond expectations, as per our tradition.

I would like to take this opportunity to thank all our stakeholders for their collaboration and participation in everyday activities to achieve our goals.

Happy reading

The Chief Executive Officer

Carlo Diaz



METHODOLOGICAL NOTE

This document constitutes the fourth edition of the Sustainability Report of NTT DATA Italia S.p.A. ("NTT DATA Italia") and describes the results achieved in the field of sustainability to the extent necessary to ensure an understanding of the company's activities, their performance, their results and the impacts produced by them.

The definition of the contents took place through a materiality analysis process that considered industry best practices and NTT DATA Italia's expectations, as described in the paragraph "The materiality of NTT DATA Italia".

The document reports the performance for the 2023 Fiscal Year, i.e. from 1 April 2023 to 31 March 2024 ("Fiscal Year") and the data relating to the previous Fiscal Year, for comparative purposes only. The Sustainability Report has been prepared in accordance with the GRI Sustainability Reporting Standards, defined by the Global Reporting Initiative, according to the "in accordance" option.

The scope of economic, financial, social and environmental data and information corresponds to that of NTT DATA Italia's Financial Statements as of 31 March 2024. Any perimeter restrictions are specified in the individual chapters.

It should be noted that during the year there were no significant changes in the size, organizational structure, ownership structure and supply chain of NTT DATA Italia.

In the event of a restatement of information, these changes have been appropriately indicated in the GRI table and in the GRI Content Index.

To ensure the reliability of the data, the use of estimates has been limited as much as possible, which, if present, are appropriately reported and based on the best available methodologies.

An integral part of this document is the "Attachments" section, which contains detailed information and tables, to give complete evidence of the coverage of the GRI indicators associated with each topic that emerged as material.

The Sustainability Report, prepared annually, is subject to a limited assurance engagement in accordance with the criteria set out in ISAE 3000 Revised) by KPMG S.p.A..

For information on this document, please write to: ESG_NTTDATAITALIA@EMEAL.NTT-DATA.COM

COMPANY PROFILE



1. COMPANY PROFILE

NTT DATA Italia operates in the IT consulting sector in Italy and abroad mainly through the activity of "IT Consulting & Solution", development of integrated IT solutions for large and medium-sized companies and consultancy on technological and architectural issues, with a focus on high-impact platforms such as, for example, Security, Customer Relationship Management and Application Management.

NTT DATA Italia belongs to the NTT DATA Group, whose parent company NTT DATA Corporation was founded in Tokyo in 1967 and listed on the Tokyo Stock Exchange in 1995. To date, the NTT DATA Group has over 190,000 professionals, with offices in more than 50 countries, including Italy.

NTT DATA Italia is a joint-stock company, with registered office in Milan at Via Ernesto Calindri 4, owned, as of March 31, 2024, 80.81% by NTT DATA EMEA Ltd and 19.19% by NTT DATA Spain S.L.U., both part of the Japanese NTT group. The management and coordination activities are conducted by the parent company NTT DATA EMEA Ltd (hereinafter also referred to as "EMEA").

As of March 31, 2024, NTT DATA Italia operates in Milan, Rome, Turin, Treviso, Pisa, Genoa, Naples, Cosenza, Bari, Bologna and at the Salerno office and employs over 5,700 people.

1.1 NTT DATA ITALIA'S BUSINESS MODEL

NTT DATA Italia is a global company that through Information Technology realizes new paradigms and values to contribute to the construction of a more harmonious and prosperous society, supporting its customers in facing the challenges of digital transformation through a complete portfolio of consulting services, applications, infrastructures and business processes and an in-depth knowledge of different markets and applied innovations in digital, cloud and automation that can drive tangible business results. NTT DATA Italia aims to build a new model for the development of a sustainable society by continuously dedicating itself to the development and improvement of innovative ideas to meet the changing needs of customers and collaborating with startups and new businesses.

At the beginning of the year, NTT DATA Italia took a further step forward in the ONE NTT DATA project by completing the integration with its wholly owned subsidiary everis Italia S.p.A., which took place both at the process and go-to-market model levels, thus allowing it to increase the offer of integrated solutions and better meet the needs of its customers. The integration between the two companies culminated in the deed of merger by incorporation of everis Italia S.p.A. into NTT DATA Italia signed in March 2023 with effect from 1 April 2023, the first day of the reporting scope of this Financial Statements.

The next step in the ONE NTT DATA project aims to join forces and thus unite brands.

Operationally, the project envisages the unification of the Group's companies outside Japan under a single major brand: NTT DATA Inc. This is not just a change, but an opportunity to promote the globalization of local realities by creating a single global power with a recognized role in technological progress by pooling customers and regional partnerships. This is not only a step forward, but a leap towards global relevance, which positions NTT DATA among the best in the industry, as already evidenced by leading market analysts.

On November 25, 2022, NTT DATA Italia Gov & Tech S.r.l. was incorporated., a 100% subsidiary of NTT DATA Italia S.p.A., with the aim of providing specialized advice and innova-

tive solutions capable of supporting and accelerating the digitalization of our country, supporting the transformation of the Public Administration and fostering technological innovation as a response to specific business needs in different sectors. It also promotes the development of specialist skills for young people and the inclusion of women in STEM careers, with a particular focus on the South. To help the country meet the objectives of the National Recovery and Resilience Plan (PNRR), NTT DATA Italia Gov & Tech supports the creation of innovative full digital & mobile services based on technological evolution and process automation such as the development of cloud-native applications, the implementation of artificial intelligence solutions and the experimentation of extended reality (XR) features and metaverse.

"NTT DATA Gov & Tech's goal is to transform the Public Administration and successfully address the most important challenges to make the country more technologically safer, innovative, inclusive and sustainable."

NADIA GOVERNO
CEO OF NTT DATA GOV & TECH

The NTT DATA Corporate Values are:

CLIENTS FIRST

knowledge of clients' needs and resolution of any factors of concern for their success.

FORESIGHT

predicting the challenges of the future of Information Technology and the ability to adapt to a constantly evolving scenario.

TEAMWORK

team collaboration and knowledge sharing to achieve better results.

NTT DATA Italia's Vision envisages the use of technology as a tool capable of creating new business opportunities, but not only. NTT DATA Italia aims to achieve its goals and those of its customers - whose needs are always first - by putting people at the center, respecting different cultures and encouraging inclusion and respect for diversity at all levels.

Since 2019, NTT DATA Italia's Country Leadership Team, inspired by the Vision and NTT DATA Corporate Values, has created and signed the Road to 2023 Manifesto ("Manifesto"), a document that identifies the key

elements of the five-year strategic plan and includes a description of the main challenges and objectives to be pursued in order to improve long-term profitability while promoting sustainable growth. The Manifesto expresses an employee-centered and eco-sustainable vision, a clear desire to increase the presence of young people and staff in Southern Italy and to increase the percentage of women in decision-making roles. The main objectives and their progress during the year are set out below.

The main objectives of the Road to 2023 Manifesto and the results achieved in FY23



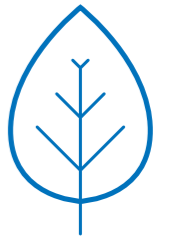
80% OF EMPLOYEES ARE WOMEN AND YOUNG PEOPLE

+28% of employees under 30 and +19.57% of female staff compared to FY 2022



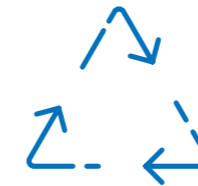
20% OF THE STAFF IN THE SOUTHERN ITALY OFFICES

19.4% of employees in the southern Italy offices



ZERO EMISSIONS

Use of electricity from renewable sources in all locations, adherence to the SBTi (Science-Based Targets Initiative) Standard



PLASTIC FREE

- Distribution of water bottles to all employees
- Elimination of plastic cups and stirrers from beverage dispensers
- Paper or bioplastic wrappers for lunch boxes



30% OF WOMEN IN DECISION-MAKING ROLES

+18% increase in women executives compared to the previous year



1.2 THE MATERIALITY OF NTT DATA ITALIA

1.2.1 Stakeholder Engagement

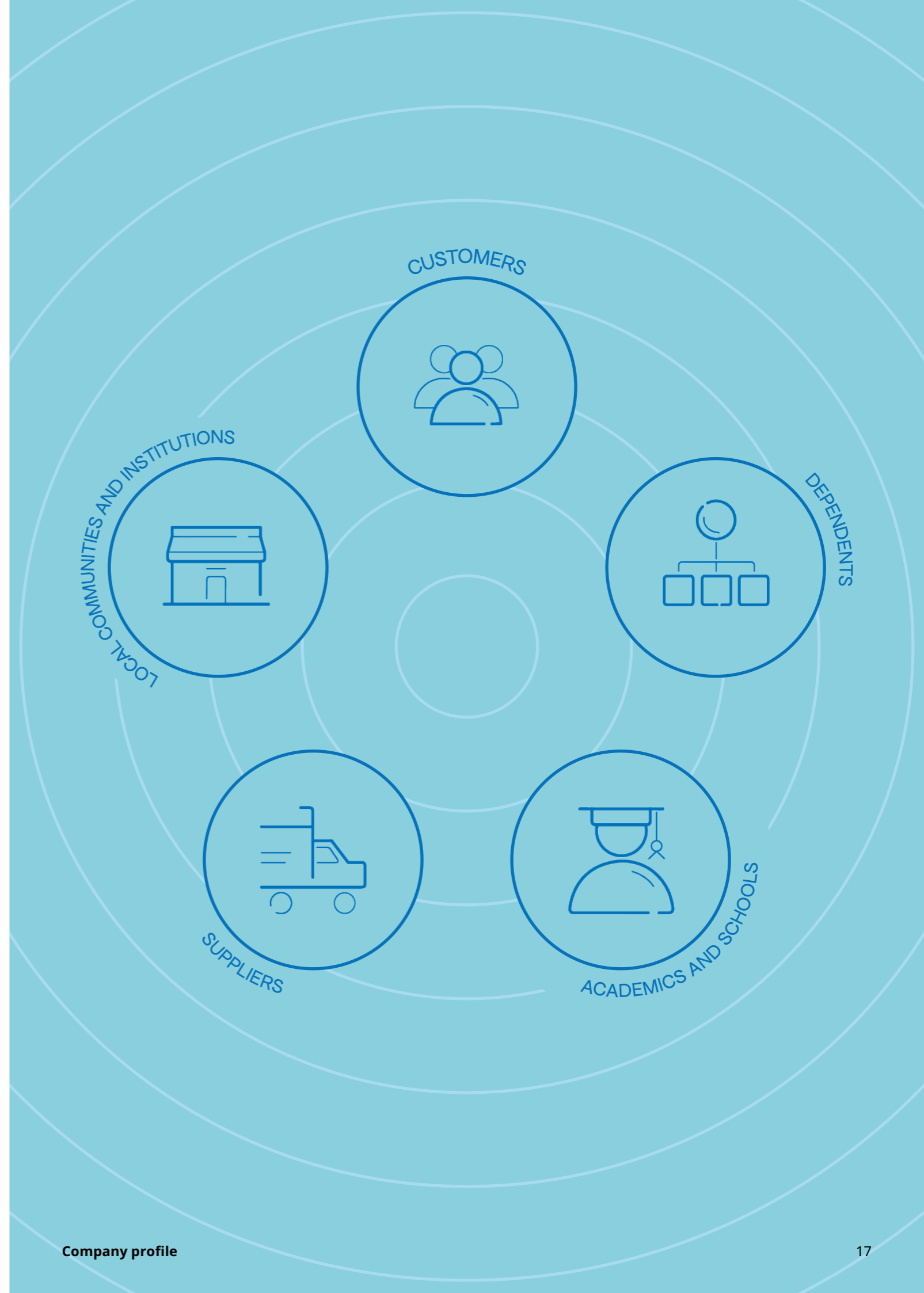
One of the strengths of NTT DATA Italia's action is represented by the constant interaction with internal and external stakeholders, based on a transparent and constructive relationship; this interaction is achieved

through different methods of dialogue aimed at acquiring greater awareness of the needs of stakeholders and improving their overall knowledge.

| CATEGORIES OF STAKEHOLDERS | MAIN DIALOGUE AND ENGAGEMENT INITIATIVES |
|------------------------------------|--|
| Customers | <ul style="list-style-type: none"> ▶ Direct communication channels with customers (website, social media, newsletters) ▶ Client engagement activities and organized meetings ▶ Fairs and events ▶ Customer Satisfaction Surveys ▶ Support services and help desk |
| Dependents | <ul style="list-style-type: none"> ▶ Structured one-to-one contacts with the People & Culture Function and the heads of each department ▶ Moments of training and evaluation of personnel ▶ Cyber Academy: remote classes for junior employees to promote skills development, collaboration and integration, and to introduce them to the company culture. ▶ Whistleblowing system ▶ Internal communication channels ▶ Discussions with trade unions |
| Academics and schools | <ul style="list-style-type: none"> ▶ Collaborations for training, research and development and provision of advanced training courses ▶ Talent recruiting, career days and collaborations for the job placement of young people |
| Suppliers | <ul style="list-style-type: none"> ▶ Daily report from NTT DATA Italia sales offices ▶ Supplier selection and performance evaluation in terms of quality, sustainability and cost of service |
| Local Communities and Institutions | <ul style="list-style-type: none"> ▶ Sponsorship and donation of contributions aimed at the socio-economic development of the territories in which NTT DATA Italia operates. ▶ Convention ▶ Institutional Communications |

For the previous reporting, the Country Leadership Team ("CLT") and the CEO of NTT DATA Italia, during the workshop aimed at defining and updating the materiality analysis, also updated the mapping of the categories of the main stakeholders with which it dialogues and identified the stakeholders considered to be priorities. Starting from the

complex landscape of stakeholders also included in the Global Code of Business Conduct ("Code of Conduct"), NTT DATA Italia has identified the priority stakeholder categories represented by Employees, Customers, Suppliers, academia and education, and local communities and institutions.



1.2.2 Materiality analysis

The materiality analysis was updated in February 2023, for the previous reporting period, through an assessment process by the CLT, the CEO and a representative sample of stakeholders of the significant economic, environmental and social impacts that NTT DATA Italia generates as part of its activities and business relationships. The representative sample, made up of about one hundred stakeholders, was selected with reference to customers, employees, suppliers and partner universities of NTT DATA Italia. The update was conducted with the aim of identifying and allowing stakeholders to offer their contribution in defining the impacts and consequently the material issues.

The analysis was carried out through the following methodological approach.

- ▶ Understanding of the context in which NTT DATA Italia operates, with internal review of the categories of stakeholders previously identified to update the subjects who influence or are most influenced by NTT DATA Italia
- ▶ Identification of the current and potential positive and negative impacts that NTT DATA Italia, through its activities, could generate on the economy, the environment and people

- ▶ Assessment of the significance of the impacts, carried out by the Country Leadership Team and the CEO during a dedicated workshop and, subsequently, voted by a sample of selected stakeholders (employees, customers, suppliers and universities) through the sharing of a questionnaire

- ▶ Prioritization of impacts considering the votes provided by the Country Leadership Team, the CEO and stakeholders

- ▶ Aggregation of impacts in material issues

At the end of the impact prioritization process, those found to be significant, i.e. above the materiality threshold set at 3 on a scale of 1 to 5, were aggregated into material themes. These issues were also identified through an analysis of sector benchmarks that made it possible to identify the main trends in the reference market in terms of sustainability and the related priority issues, also resulting in line with the themes reported in the 2023 Sustainability Report of NTT DATA EMEAL and in the 2022 Sustainability Report prepared by the parent company NTT DATA Corporation.

Below is a list of NTT DATA Italia's 16 material issues that express the impacts, current and potential, positive and negative, relating to environmental, social and governance aspects, in the context of its activities and business relationships.

Legend:

- ▶ **Nature of the current impact: impact already verified**
- ▶ **Nature of potential impact: Impact that may occur but has not yet occurred**
- ▶ **Organizational involvement: An organization 'causes' an impact if the impact resulted from its own activities or contributes to generating a negative impact if its activities lead, facilitate, or incentivize another entity to cause the impact**

| MATERIAL THEME ¹ | IMPACT ² | DESCRIPTION OF THE IMPACT | NATURE OF THE IMPACT | WHERE IT HAPPENS THE IMPACT | INVOLVEMENT BY NTT DATA ITALIA |
|---|---|--|----------------------|-----------------------------|--------------------------------|
| Future of Work | Employee satisfaction and well-being | Promotion of employee satisfaction and well-being through the implementation of well-being activities and dedicated benefits | Positive, Current | - | - |
| | Worker training and development | Improvement of workers' skills through training and professional development activities, also linked to growth objectives and personalized evaluation | Positive, Current | - | - |
| Human Rights, Diversity and Inclusion | Inadequate working conditions and remuneration | Non-compliance of working conditions through inadequate remuneration of employees and workers | Negative, Potential | NTT DATA Italia Employees | Generated by NTT DATA Italia |
| | Discrimination and non-inclusive practices in the workplace | Negative impacts on employee satisfaction and motivation due to discrimination (e.g., related to gender, age, ethnicity, etc.) or other non-inclusive practices including the exclusion of women in top roles in the company | Negative, Potential | NTT DATA Italia Employees | Generated by NTT DATA Italia |
| | Negative social impacts related to suppliers | Human rights violations along the value chain and within the company (e.g. right to freedom of association and collective bargaining, child labour, forced or compulsory labour) | Negative, Potential | NTT DATA Italia Employees | Generated by NTT DATA Italia |
| Business Ethics, Anti-Corruption and Reputation | Unethical Business Conduct | Negative impacts on people and economic systems generated by unethical business conduct (e.g. corruption) | Negative, Potential | NTT DATA Italia | Generated by NTT DATA Italia |
| | Non-compliance with laws, regulations and standards | Non-compliance with applicable laws, regulations, internal and external standards with indirect economic impacts on employees, customers and suppliers | Negative, Potential | NTT DATA Italia | Generated by NTT DATA Italia |
| | Anti-competitive behaviour and monopolistic practices | Anti-competitive behaviour and monopolistic practices with negative impacts on the economy and markets | Negative, Potential | NTT DATA Italia | Generated by NTT DATA Italia |

- 1 Themes that represent the organization's impacts on the economy, the environment, and people, including those on their human rights.
- 2 An effect that the organization has or could have on the economy, the environment and people, including their human rights, which in turn may indicate its contribution (negative or positive) to sustainable development.

| MATERIAL THEME ¹ | IMPACT ² | DESCRIPTION OF THE IMPACT | NATURE OF THE IMPACT | WHERE IT HAPPENS THE IMPACT | INVOLVEMENT BY NTT DATA ITALIA |
|--|--|--|----------------------|-----------------------------|--------------------------------|
| Customer Relationship and Satisfaction | Customer satisfaction | Full customer satisfaction in terms of the quality of the service provided | Positive, Potential | - | - |
| Cybersecurity and Data Protection | Violation of privacy and loss of customer data | Violations of applicable legislation and failure to apply data management best practices at the expense of stakeholder privacy | Negative, Potential | NTT DATA Italia | Generated by NTT DATA Italia |
| Long-term Value Creation for Business Continuity | Generation and distribution of economic value | Generation of economic value and balanced distribution to stakeholders (e.g. employees, suppliers, customers) | Positive, Current | - | - |
| IT Solutions and Smart Co-creation | Design and development of innovative products and services with positive implications for the fight against climate change | Supporting customers in the design and development of products and services that can contribute positively to society (e.g. applications in the medical field, etc.) | Positive, Current | - | - |
| | Design and development of products and services for the benefit of society | Supporting customers in the design and development of products and services that can contribute positively to society (e.g. applications in the medical field, etc.) | Positive, Current | - | - |
| | Support for the development of startups | Managing relationships with startups, offering support to help them accelerate their growth | Positive, Current | - | - |
| Business Model Innovation and Digital Transformation | Technological innovation of processes and products | Positive impacts on people and economic systems generated by technological process and product innovations linked to research and development activities | Positive, Current | - | - |
| | Support for projects to promote innovation | Promoting value creation through co-creation with different client companies to realize an intelligent and innovative society through IT technology | Positive, Potential | - | - |
| Green IT | Organization of initiatives for employees aimed at protecting the environment | Promotion of awareness-raising activities provided for by environmental policies through raising awareness, educating employees and temporary staff through social and environmental contribution activities | Positive, Current | - | - |
| Community Engagement | Local development and community relations | Support for local development through contributions and donations to local associations where the company is most present | Positive, Potential | - | - |
| | Hiring workers from the local community | Hiring workers from the local communities in which the company operates, with positive impacts on local economies, including the hiring of young people and a greater presence in Southern Italy through the opening of new offices and hiring plans in Southern Italy | Positive, Potential | - | - |

| MATERIAL THEME ¹ | IMPACT ² | DESCRIPTION OF THE IMPACT | NATURE OF THE IMPACT | WHERE IT HAPPENS THE IMPACT | INVOLVEMENT BY NTT DATA ITALIA |
|---|---|--|----------------------|--|--|
| Circular Economy | Promotion of a circular economy for customers and society through the development of green technologies | Reduce waste and create a society where the value of products and services continues to circulate | Positive, Potential | - | - |
| Product and Service Safety and Quality | Reduction in the quality of the services provided | Reduction of the ability to take appropriate measures to ensure the quality of services with consequent risks of negative impacts for customers and users | Negative, Potential | NTT DATA Italia | Generated by NTT DATA Italia |
| Climate Change Risks & Management | Energy consumption | Energy consumption, resulting in negative impacts on the environment and reduction of energy stocks | Negative, Current | NTT DATA Italia, Electricity Suppliers | Generated by NTT DATA Italia and related to the Company through its business relationships |
| Occupational Health and Safety | Accidents in the workplace | Accidents or other accidents in the workplace, with negative consequences for the health of direct workers or external collaborators | Negative, Potential | NTT DATA Italia Employees | Generated by NTT DATA Italia |
| Digital Accessibility | Contribution to access to information | Improve people's quality of life by providing services that allow everyone to have equal access to basic needs and to understand the issues and needs for the development of local communities | Positive, Potential | - | - |
| | Supporting the development of telecommunications vital to connectivity | Creating positive impacts for society through the development of telecommunications that connect people | Positive, Potential | - | - |
| Efficient energy consumption and climate change | Direct and indirect GHG emission generations (Scope 1 and 2) | Contribution to climate change through direct and indirect energy GHG emissions, linked to the activities carried out | Negative, Current | NTT DATA Italia, Electricity Suppliers | Generated by NTT DATA Italia and related to the Company through its business relationships |

GOVERNANCE AND ETHICS



2. GOVERNANCE AND ETHICS

Governance is the set of principles, rules and procedures that underpin the entire decision-making process. NTT DATA Italia has defined and implemented its Governance mechanisms with the dual objective of strengthening ties with the relevant stakeholders, while promoting the dissemination of values such as integrity and ethics in conduct among all its members and collaborators.

NTT DATA Italia's Corporate Governance model provides for the presence of the Board of Directors and the Board of Statutory Auditors. As of March 31, 2024, the Board of Directors of NTT DATA Italia is composed of three members: two were appointed by the Shareholders' Meeting on July 22, 2021; the third, Miyuki Ide, was appointed by co-optation pursuant to the Board of Directors' re-

solution of February 20, 2024 (following the resignation of Chief Executive Officer Walter Ruffinoni). On 2 April 2024, following the resignation of Miyuki Ide, the Board of Directors appointed, by co-optation, the new director and Chief Executive Officer, Carlo Diaz. It should be noted that President Miyuki Ide does not have a senior executive role within NTT DATA Italia. The appointment process takes place in accordance with the EMEAL guidelines for the structuring and composition of the Board of Directors, while as regards the remuneration of its members, it is established by the Shareholders' Meeting, at the time of appointment as provided for by the Articles of Association and Article 2389 of the Italian Civil Code.

BOARD OF DIRECTORS

Miyuki Ide

CHAIRMAN

Carlo Diaz

CHIEF EXECUTIVE OFFICER

Gerhard Kurt Lübke

COUNCILOR

The Board of Statutory Auditors of NTT DATA Italia, the body responsible for supervising the management of the Company in accordance with the terms provided for by law and

the Articles of Association, was appointed by the Shareholders' Meeting on 22 July 2022 and remains in office until the approval of the financial statements as of 31 March 2025.

BOARD OF STATUTORY AUDITORS

Nicola Pietro Broggi

CHAIRMAN

Barbara Ferri

STATUTORY AUDITOR

Stefano Poretti

STATUTORY AUDITOR

On a monthly basis, the CEO addresses strategic issues such as the development of business activities, the definition of commercial priorities and economic performance in the light of the objectives defined in the short and medium-long term with the Country Leadership Team, which is made up of the Leaders of NTT DATA Italia.

With regard to the control and management of the impacts that NTT DATA Italia has or could have on the economy, the environment and people, including human rights, as described in paragraph 1.2.2, these are assessed, prioritized and subsequently approved by the Country Leadership Team and the CEO, during the materiality analysis phase. The Board of Directors, in the last instance, approves the Sustainability Report for the publication and sharing of the document.

The responsibility for the management of

impacts is entrusted by the CEO to the Legal, Compliance, Risk, QMS Function under the supervision of the Vice President, Head of Legal, Compliance, Risk, QMS, reporting, at least annually, to the Board of Directors the results on the management of the impacts on the economy, the environment and people of NTT DATA Italia.

In September 2023, with a view to harmonization and with the coordination of EMEAL, the "ESG and Sustainability Committee" was established, with the participation of the delegated ESG representatives for each country with the aim of sharing ESG policies and initiatives, best practices and projects, as well as defining unified guidelines and addressing common sustainability challenges.

An example of the projects promoted by the committee is the Sustainability Month, which is discussed in detail in paragraph 2.1.

The Legal, Compliance, Risk, QMS Function also organizes periodic update sessions on industry trends and the most recent legislative changes in the field of sustainability, in order to improve the experience, capacity and collective knowledge of the CEO and the Country Leadership Team and is also planning the appropriate updates to be shared with the Board of Directors in relation to the sustainable development strategy in line with the Group's strategy.

On Sustainability Month, discussed in more detail in the following paragraph, the Chief Sustainability Business Officer EMEAL

presented the new NTT DATA EMEAL sustainability strategy to all EMEAL countries, which is based on three fundamental principles:

- ▶ Positive prosperity: promoting sustainable growth through the provision of 100% sustainable services and solutions, involving the entire end-to-end value chain
- ▶ Planet positive: innovating services and solutions to regenerate our planet
- ▶ People positive: helping to shape a better world for all, using digital skills to improve living conditions and contribute to a diverse, equitable and inclusive society



As of the date of this document, the Board of Directors is not subject to performance evaluation procedures in controlling the management of impacts on the economy, the environment and people. During the 2023

fiscal year, part of the variable component of the remuneration of Top Executives³ was linked to the achievement of ESG objectives following guidelines defined by EMEAL.

³ Vice President and Senior Vice President

2.1 ETHICS, INTEGRITY AND TRANSPARENCY

For NTT DATA Italia it is essential to gain and maintain the trust of its interlocutors not only by complying with the laws, regulations and agreements signed, but also by complying with national and international legislation, acting with integrity and in an ethically correct manner, and carrying out its business activities in a fair and transparent manner. To this end, NTT DATA Italia has adopted a Code of Conduct, which defines the main ethical values, the standards of conduct that all employees and collaborators must follow, as well as a series of commitments relating to the execution of activities aimed at the main stakeholders: customers, shareholders, competitors, suppliers, public administration, employees and collaborators, society and the environment.

NTT DATA Italia's culture is one of integrity and respect. The Company is guided by the following values:

- ▶ Foresight: NTT DATA Italia is never satisfied with the status quo; anticipates the challenges that lie ahead. It considers the future of IT and its business, working to enhance its ability to imagine the future
- ▶ Teamwork: NTT DATA Italia places significant importance on empowering its employees to express themselves at their best through their work with each other. He believes that when a group of diverse individuals bring together their unique worldviews, share their wisdom, and work toward a common goal, the results are extraordinary and go far beyond what one alone can achieve

The following are the fundamental principles that are at the heart of the Code of Conduct:

- ▶ Compliance with applicable laws and specific local policies

- ▶ Zero tolerance against corruption (in any form), including bribes, money laundering and tax evasion
- ▶ Promotion of ethical relationships with suppliers, committing them to respect their fundamental principles
- ▶ Correct and responsible management of gifts, forms of hospitality and entertainment, in full compliance with applicable laws and company policies in force from time to time
- ▶ Interaction with public administrations in full compliance with the law and ethics Contributions to political organizations, sponsorships, philanthropic donations in compliance with the law and company policies
- ▶ Fairness in the management of situations of conflicts of interest
- ▶ Respect and management of personal data and privacy
- ▶ Protection of company assets
- ▶ Prevention of insider trading
- ▶ Complete and transparent financial reporting
- ▶ Information and awareness of reports of violations

In addition to the provisions of the Code of Conduct, NTT DATA Italia, as a subsidiary of the Japanese parent company NTT DATA Corporation, is required to implement the J-SOX (Japan's Financial Instruments and Exchange Law) regulations, which oblige companies listed on the stock exchange in Japan and their subsidiaries to strengthen their governance in order to ensure accurate and complete disclosure of financial information. Internal audits are therefore carried out within the NTT DATA Group to verify compliance with the aforementioned legislation.

NTT DATA Italia adopts a Management, Organization and Control Model pursuant to

Legislative Decree 231/2001 ("Model 231"), approved by the Board of Directors and constantly updated, as better indicated below (last updated in June 2023) and which is maintained and updated by the Legal, Compliance, Risk, QMS Function. Model 231 is updated according to the evolution of NTT DATA Italia's legislation and organization, to ensure its adequacy and completeness over time. The basic principles described in the General Part of Model 231 apply to NTT DATA Italia and must be respected in all business activities carried out both in Italy and abroad in order to build and maintain a structured and organic system of procedures and control activities, aimed at preventing the commission of the various types of crimes contemplated by Legislative Decree 231/2001.

The Model 231 is intended for all those who interact in various capacities with NTT DATA Italia, in particular: members of corporate bodies and governance bodies, employees, external consultants, suppliers, customers and in general all third parties with whom NTT DATA Italia has relationships related to its corporate activities.

During the year, NTT DATA Italia, following the update of Model 231 and the introduction of some legislative innovations, made available a new mandatory training course for all employees in which the Model 231 is illustrated (regulatory context and offences provided for by Legislative Decree 231/2001, characteristics and functioning of Model 231 and the Supervisory Body) and the Anti-Corruption Management System (certified in accordance with Legislative Decree 231/2001). ISO 37001"). 86% of employees attended this course.

With regard to the processes concerning the identification of conflicts of interest, it should be noted that, as of the date of this document, there are no formalized processes and that the issuance by NTT DATA EME-

AL of a policy on conflicts of interest is being finalized for the 2024 financial year.

To ensure compliance with corporate values and culture, NTT DATA Italia has long had a whistleblowing system in place that allows reports to be reported, even anonymously, of behaviour that is not in line with applicable regulations or internal procedures.

Following the issuance of Directive (EU) 2019/1937 and the entry into force of the Italian transposition law (Legislative Decree no. 24 of 10 March 2023), with effect from 15 July 2023, NTT DATA Italia has made available a whistleblowing management system that complies with the new regulatory requirements. This system guarantees the receipt, analysis, feedback and processing of reports submitted by all stakeholders (employees, self-employed workers, collaborators, freelancers, consultants, volunteers and trainees and people with management, administration and control functions), even anonymously. Reports may relate to violations of national and European Union regulatory provisions that harm the public interest or the integrity of the public administration or private entity, of which the reporting parties have become aware in a public or private work context. NTT DATA Italia, in accordance with the regulations, has set up an ad hoc committee, called the "Whistleblowing Committee", which is entrusted with the verification and analysis of reports.

A specific procedure, updated following the entry into force of the new whistleblowing rules and made available to the entire company population through publication on the company intranet, encourages employees to report misconduct, ensuring confidentiality about the identity of the whistleblower, the person involved (or reported), the person in any case mentioned in the report and the content of the latter, with the main purpose of protecting the whistleblower in good faith from intimidation, harassment, dama-

ge to reputation, unfavourable treatment, discrimination and retaliation. Reports can

be submitted through a specially set up platform, managed by an external provider.



THE LEGALITY RATING

During 2023, following the request submitted by NTT DATA Italia, the Italian Competition Authority (AGCM) renewed the Legality Rating and, based on the declarations made and the evidence provided to the Authority, because of the evaluations carried out, resolved to confirm the score of three stars out of a maximum of three that can be awarded. This Rating has a duration of two years from the date of issue and, therefore, expires in June 2025.

The Legality Rating is a synthetic indicator of compliance with high standards of legality by companies that have requested it and is recognized to companies that operate according to the criteria of legality, transparency and social responsibility, with a duration of two years from issue and renewable.

As evidence of the great attention to transparency and quality, as well as the continuous improvement of company performance, NTT DATA Italia is ISO 9001 certified - Quality Management System. To ensure high quality standards for all business processes, NTT DATA Italia adopts an Integrated Management System (IMS), defined as the set of organizational structure, procedures, processes, controls and resources of NTT DATA Italia to guide and keep the organization un-

der control with reference to quality and corruption prevention. NTT DATA Italia's IMS is applied to all the company's processes and services and is currently implemented according to ISO 9001 and ISO 37001 standards, as well as with respect to the environmental requirements according to ISO 14001.

For more details on the complete list of certifications held by NTT DATA Italia S.p.A., please refer to the "Attachments - Certifications" section.



NTT DATA ITALIA JOINS THE UNITED NATIONS GLOBAL COMPACT

In line with the other companies in the Group and with the NTT DATA EMEAL Group Sustainability and ESG Policy to promote the achievement of the United Nations 2030 Agenda for Sustainable Development, in 2023, NTT DATA Italia joined the United Nations Global Compact. It is a voluntary initiative to adhere to a set of principles that promote the values of sustainability in the long term through political actions, business practices, social and civil behaviors that are responsible and consider future generations.

As part of this initiative, NTT DATA Italia has made a commitment to the United Nations to contribute to a new phase of globalization characterized by sustainability, international cooperation and partnerships in a multi-stakeholder perspective.

The initiative pursues two aims:

- integrate the ten principles of the UN Global Compact into strategy, culture and day-to-day operations
- contribute to the achievement of the SDGs

WE SUPPORT



SUSTAINABILITY MONTH

Among the main initiatives promoted by the ESG Sustainability Committee during the year, it was decided, given the increasing internal and external relevance of ESG issues, to dedicate an ad hoc period to sustainability in all EMEAL countries. This year, November was chosen as a pilot project to present to all EMEAL employees the new sustainability strategy, better described in the Governance and Ethics section, as well as our best sustainability projects carried out for customers and to present the many initiatives that the various countries implement to generate a positive impact on our planet and its local communities.

The objectives of this project are the following:

- Awareness: helping to spread the relevance of being sustainable
- Training: sharing skills and good practices to become more sustainable
- Action and dissemination: identify what we can do to spread the culture of sustainability

NTT DATA Italia has joined this project by organizing some trainings and activities, in particular:

- Talk expert: a round table with sustainability experts to promote the development of new skills through Education in which face-to-face and remote work coexist in a hybrid model, in which to promote well-being in the company, enhancing the contribution of everyone to create a community of sustainable managers
- Sustainable IT Education: a webinar to provide EMEAL country colleagues, in particular developers, engineers, IT professionals but also anyone interested in sustainability, with the fundamentals of the Green Software Foundation and how to design and develop software applications according to eco-friendly principles
- Sustainable Behaviors: a webinar for NTT DATA Italia colleagues with the aim of sharing and promoting sustainable daily behaviors
- Security Ninja and Tech Innovation: initiatives dedicated to young people as better described in paragraph 4.4
- "wellBE" podcast: a series of podcasts to talk about sustainability, digital ecology and inclusive technology with customers and partners better described in section 4.2.4

2.2 FIGHT AGAINST CORRUPTION

The prevention of unsuitable conduct and acting transparently and ethically are priority issues for NTT DATA Italia.

With particular reference to corruption, in addition to what is reported in Model 231, it should be noted that the fight against corruption and crimes is one of the pillars of the Code of Conduct, made explicit in a concise but effective way through the principle "Zero tolerance against corruption (in any form), including the payment of bribes".

The fight against corruption has always been at the centre of various interventions by the Legal, Compliance, Risk and QMS Department, which implements the principles and commitments defined.

NTT DATA Italia has identified the riskiest areas in terms of corruption such as, among others, the qualification of suppliers, sponsorships, relations with institutions and charitable donations. Particular attention is paid to the different forms of donation that the company can implement, to this end the safeguards for the management of gifts, hospitality and donations have been strengthened.

The issue of the fight against corruption is the subject of a specific certification: NTT DATA Italia is in fact ISO 37001 certified; this certification is based on the Integrated Management System compliant, as already mentioned, with ISO 9001, ISO 14001, ISO 14006 and ISO 37001 standards. NTT DATA Italia therefore works with the aim of maintaining a constant update of the processes and controls introduced for the management of the Integrated Management System, providing for monitoring over time based on the cases that have occurred and an annual management review to which an internal audit plan is linked.

In addition, with a view to maximum collaboration and interconnection with EMEAL, NTT DATA Italia adopts formalized policies on anti-corruption and whistleblowing, making them operational at the local level with appropriate customizations, where appropriate.

Internal auditing activities are carried out by independent and specially trained personnel who belong to the Internal Audit function of the EMEAL region to which NTT DATA Italia belongs. The NTT DATA Italia functions (Legal, Compliance, Risk, QMS and Business Support & CFO) integrate the control activities of the Internal Audit of the EMEAL region also through interviews and annual audits, managed locally according to the programs and methodologies indicated by the NTT DATA Group procedures.

NTT DATA Italia, in coordination with EMEAL, periodically analyses opportunities for improvement on Environment, Social and Governance issues and implements, drafts and implements a series of best practices and policies.

Among the most relevant, NTT DATA Italia has shared the following policies with its stakeholders:

- Anti-corruption Policy
- Data Protection Policy
- Transfer Impact Assessment Policy
- Information Security Policy
- NTT DATA Italia Social Responsibility Policy
- NTT DATA Italia's Integrated Quality, Anti-Corruption and Environment Policy
- Gender Equality Management System⁴
- EMEAL Diversity & Inclusion Policy
- EMEAL Group Sustainability and ESG Policy

- NTT DATA Group Guidelines for Sustainability in Supply Chain

Policies are regularly communicated to employees and uploaded to the Company's intranet. In addition, with regard to some of the Company's commitments, suppliers are required to share and comply with NTT DATA Italia's values and processes in terms of ethics, integrity, anti-corruption and data protection (Code of Conduct, Model 231 and

Anti-corruption Policy, SA8000) and the main requirements of the SA8000:2014 standard indicated in the NTT DATA Italia Policy for Social Responsibility, as well as the principles set out in the NTT DATA Group Guidelines for Sustainability in Supply Chain, which can be consulted online on the website and on the Supplier Portal. For further information, please refer to the section "Attachments – Models and policies".



ECOVADIS 2024 - BRONZE

NTT DATA Italia has joined the international EcoVadis platform to measure its sustainability performance with respect to industry practices and define areas for improvement.

EcoVadis is one of the most important international eco-sustainability ratings platforms and assigns a score that allows the visibility of your company to an audience of potential customers, who are increasingly interested in the sustainability levels of their supply chains. By filling out a questionnaire, the platform makes it possible to assess performance in relation to four macro-areas: environment, labor and human rights, ethics and sustainable procurement.

At the beginning of 2024, through the completion of the questionnaire, NTT DATA Italia renewed the assessment reaching the Bronze Medal (thanks to these results, the company is among the 35% of companies evaluated by EcoVadis that have obtained the best scores in the last 12 months, 65th percentile or higher).



In view of our clients' growing attention to sustainability and the enhancement of ESG criteria in the context of public and private

tenders, NTT DATA Italia has achieved, in addition to EcoVadis, two others important ESG ratings that it updates annually with a view

⁴ Refer to the Attachments – Certificates section for details on the system and UNI/PdR 125:2022 certification.

to continuous improvement: Cris – Cribis and Rating of Open-es ENI.

This is an important milestone that testifies to the continuous commitment in the environmental, social and governance fields. As part of the IT world, NTT DATA Italia works every day to make technology the enabler of a more sustainable and inclusive world, through a path of sustainable and lasting economic growth increasingly oriented towards the social and environmental challenges that the world is facing.

2.3 CYBERSECURITY AND DATA PROTECTION

Data protection is a fundamental activity for NTT DATA Italia, given the essential repercussions in terms of system security, regulatory compliance and reputation (both of the company and of customers). For this reason, NTT DATA Italia commits various resources with the aim of managing and responding adequately to the need for data protection through a balanced set of organizational, logical (implementation of appropriate hardware and software tools) and physical measures, which together constitute the Information Security Management System.

NTT DATA Italia has defined and implemented specific organizational and technical measures for data protection.

The reference regulations can be identified in EU Regulation 679/2016 (GDPR) and Legislative Decree no. 196 of 30 June 2003, integrated with the provisions of Legislative Decree no. 101 of 10 August 2018. In accordance with these provisions, NTT DATA Italia has adopted an articulated Data Protection Policy, for the processing of data, broken down in separate annexes and guidelines relating to various elements necessary for a correct management of information security,

such as privacy by design and by default aspects, impact assessment, or supplier management. The Company has also adopted a specific data breach policy, providing for an internal process that involves various functions. An internal IT dashboard has also been developed to monitor various aspects of NTT DATA Italia's privacy compliance, the evidence of which is shared with the Country Leadership Team on a quarterly basis. Software development guidelines have been created with privacy and data protection by default.

In line with all other entities of the Group, NTT DATA Italia has adopted the Transfer Impact Assessment policy, which establishes the criteria and solutions for the management of personal data in the event of transfer to countries outside the European Economic Area that are not among those for which an adequacy decision has been issued by the European Commission.

With specific reference to the protection of personal data, considering the relevance and delicacy of the issue for a company whose business is, among others, the provision of data protection services, NTT DATA Italia has structured an internal team dedicated to supporting the various functions in the activities required for compliance with GDPR regulations. and appointed a Data Protection Officer (hereinafter also referred to as "DPO"), who, since 2022, has been outsourced to accentuate the character of independence. The organization of privacy governance also provides for the designation of process owners, who guarantee the management of privacy-related issues in the individual business areas to which they belong.

Finally, the Italian team coordinates and collaborates with the EMEAL Data Protection Office and with the privacy teams and DPOs of the other EMEAL countries, sharing initiatives and discussing best practices to

be implemented in a coordinated manner throughout the EMEAL region. With the aim of ensuring homogeneity at the EMAL level, starting from 2022, KPIs have been introduced that measure, among others, the training and compliance of treatment records.

Thanks to the services offered by the tools implemented, NTT DATA Italia has automated a series of activities related to third-party security and risk management. The system makes it possible to measure the maturity of an organization with respect to the evolution of the regulatory framework in terms of privacy and security, identifying any risks and creating a compliance plan based on any gaps that have emerged.

The annual privacy compliance program provides for the activation of new initiatives with a view to constant improvement and accountability.

As part of the qualification of the supplier register, NTT DATA Italia also has a specific section relating to the fulfilment and management of privacy-related aspects with an automatic scoring system of its suppliers in relation to compliance with GDPR regulations. Depending on the scoring achieved, NTT DATA Italia proceeds with the involvement of suppliers in the development of targeted actions aimed at filling any gaps identified. Annual audit campaigns are also activated on samples of suppliers selected based on the scoring obtained, the level of involvement in the processing of personal data or the relevance of the activities provided in the life cycle of the projects.

The topic of data protection also plays a fundamental role in employee training: in addition to general training on GDPR compliance, training on specific topics is provided. Every year, the privacy team provides training sessions or other initiatives aimed at specific professional or business areas, with the aim of constantly improving the level of awareness on privacy aspects at all levels of the company.

DATA PROTECTION DAY 2024

On January 28, 2024, NTT DATA Italia joined Data Protection Day, an international day established by the European Union to raise awareness among individuals and companies to comply with the legislation on the protection of personal data.

NTT DATA Italia contributed to the initiative by providing its employees with innovative training aimed at illustrating how eXplainable Artificial Intelligence ("XAI") can be a GDPR-compliant approach to transparency, accountability, fairness and privacy design & by default obligations in systems that make use of artificial intelligence.

The training carried out by the Legal, Risk, Compliance, QMS team was created by a virtual avatar in the form of a natural person (so-called "virtual person"), able to expose the training contents with the help of advanced computer graphics, animated backgrounds and lip-synching technology and to create an engaging and disruptive experience for the viewer in which an AI-powered avatar illustrates the impacts that systems that make use of artificial intelligence have in the privacy area.

The training was provided in on-demand mode, through the creation of a video made available to employees within the company intranet and was also projected on the maxi-display located at the entrance of the NTT DATA Italia offices in Milan for the duration of the week of Data Protection Day 2024.



It is a priority of NTT DATA Italia that the circulation of confidential information takes

place in compliance with quality standards on security and reliability issues, providing for the imposition of prohibitions on the disclosure or use for private purposes of information obtained for official reasons. To this end, the correct storage of confidential information is guaranteed by the application of the specific Information Security policy borrowed from the NTT DATA Group (EMEAL Information Security Policy) regulations, depending on the classification of the information. During the year, this policy underwent a major revision aimed at simplifying its applicability. The classification levels provided have been made more intuitive and congruous with the business needs and the market context. The use of the Traffic Light Protocol (TLP) standard of the FIRST (Forum of Incident Response and Security Teams) has also been introduced, which came into force in August 2022, which provides for the adoption of four different labels depending on the level of information sharing.

About the Information Security Management System, it should also be noted that it is certified according to the ISO/IEC 27001 "Information Security Management Systems - Requirements" standard. The certification, which has evolved over time, concerns the main activities of NTT DATA Italia, with a particular focus on specific areas such as NTT DATA Italia's outsourcing services, SOC (Security Operation Center) services. Work is underway to update the Management System with respect to the new version of the ISO/IEC 27001 standard, published at the end of 2022 with the aim of improving the catalogue of security controls and alignment with the GDPR.

In October 2023, the certification was successfully renewed and without relevant remediation recommendations.

As of December 1, 2022, the role of Chief Information Security Officer (CISO) has been established in NTT DATA Italia, reporting di-

rectly to the Chief Operating Officer (COO) Italy and reporting functionally to CISO EMEAL. The CISO's main responsibility is to define the company's security strategy, outline and implement programs for the protection and security of information assets, and ensure the governance of processes and the dissemination of best practices to manage the risks associated with the adoption of digital technologies. The CISO monitors the participation rates and the success of cybersecurity training events: in the year, in NTT DATA Italia, about 88% of participation in periodic training events on information security was recorded for all employees, an audience of over 5,800 users.

In addition, the CISO is responsible for planning an awareness-raising and training activity in the field of data protection by sending all NTT DATA Italia employees informative and training e-mails focused on the behaviours to be followed to avoid the risk of phishing and consequent data leakage. To this end, an additional online training tool was adopted during the Exercise, which allows the delivery of training pills on vertical topics. Each intervention, which is usually delivered every two months, includes a final pass test and the issue of a certificate of passing.

Finally, a further initiative, which took place during the year, concerned the issuance of a new policy at EMEAL level with positive implications on individual countries that defines the Vulnerability Management process in the company, i.e. the set of activities whose ultimate objective is to identify and manage, in terms of remediation, the vulnerabilities that can occur in the life cycle of a corporate IT asset, from design to release into operation and maintenance. The policy also establishes the timing for the effective elimination of the vulnerability according to time ranges that depend on the criticality of the vulnerability found.

ECONOMIC
RESPONSIBILITY



3. ECONOMIC RESPONSIBILITY

3.1 ECONOMIC PERFORMANCE AND VALUE DISTRIBUTION

NTT DATA Italia has successfully faced the challenges of the last two years related to the dramatic events of the Sars-Covid 19 pandemic and the difficult international political-economic scenario that has emerged from the persistence of the Russian-Ukrainian conflict and the new conflict in the Middle East; in fact, despite these events having negatively influenced the market trend, the main performance indicators of NTT DATA Italia were not significantly impacted during the last financial year.

Revenues for the year amounted to €607,518 thousand, an increase of €94,980 thousand compared to the previous year. EBIT amounted to € 38,386 thousand, equal to 6.3% of revenues (7.3% in the previous year). The net result for the year was a profit of €16,862 thousand (€19,963 thousand last year).

The reclassification of the income statement shows that NTT DATA Italia generated € 607,518 thousand in economic value during the year. 93.6% of the economic value generated is distributed to stakeholders, 55.7% is distributed to personnel (€ 338,084 thousand) through the payment of salaries and social security contributions, 36.4% is represented by the remuneration of suppliers (€ 221,386 thousand) through expenditure on raw materials and services, while 1.6%, equal

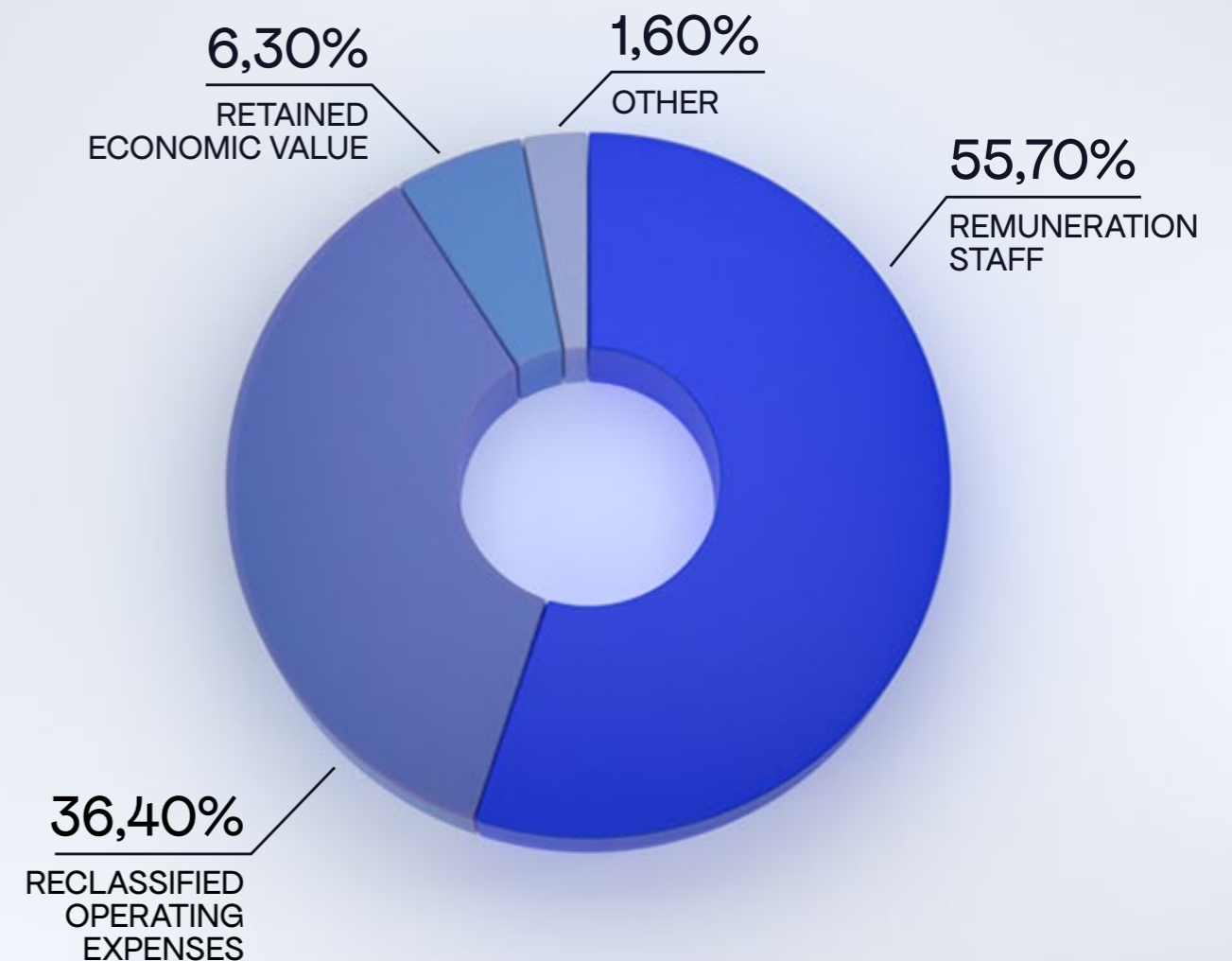
to € 9,662 thousands, represents the remuneration of the financial system, the Public Administration and the community, the latter through liberal disbursements. The remaining 6.3% of the economic value generated (€ 38,385 thousand) is retained by NTT DATA Italia, consisting of the profit allocated to the capital reserve (€16,862 thousand) and depreciation, amortization, revaluation and impairment losses for the year.

3.2 RISK MANAGEMENT

The risk factors that have the greatest impact are closely linked to the territorial and sectoral areas in which the activities are carried out by NTT DATA Italia and its main stakeholders. Impacts are subject to assessment by stakeholders (see section "The materiality of NTT DATA Italia"). NTT DATA Italia devotes great attention and resources to the identification and assessment of these risks, to define and introduce, sufficiently in advance, the appropriate mitigation measures of the same to minimize the probability that the same risks may occur and impact business objectives.

As reported in Model 231 and ISO Management Systems, NTT DATA Italia has defined a Risk Management System, identifying and updating over time the risky behaviours with respect to corporate functions, the crimes contemplated by Legislative Decree 231/2001 and the reference aspects of the ISO standards to which it has decided to adhere.

ECONOMIC VALUE DISTRIBUTED AND RETAINED AS OF 31 MARCH 2024



| IN EURO/THOUSAND | 31-MAR-24 | 31-MAR-23 | DELTA % 24-23 |
|---|-----------------|-----------------|---------------|
| Economic value generated | 607.518€ | 512.538€ | 15,6% |
| Distributed economic value | 569.132€ | 478.364€ | 15,9% |
| Reclassified operating costs | 221.386€ | 206.353€ | 6,8% |
| Remuneration of staff | 338.084€ | 261.036€ | 22,8% |
| Remuneration of the financial system | 3.910€ | 3.594€ | 8,1% |
| Shareholder remuneration | - € | - € | 0% |
| Remuneration of the Public Administration | 5.614€ | 7.355€ | -31,0% |
| Remuneration of the Community | 139€ | 26€ | 81,4% |
| Retained economic value | 38.386€ | 34.174€ | 11,0% |

Risk management is also carried out in accordance with the policies and procedures defined at Group level.

In addition, NTT DATA Italia provides a description of the risks to which it is most exposed in the Annual Report, declining them into the following types:

- operational risks
- Financial risks: credit, liquidity, exchange rate and interest rate

For more information, please refer to NTT DATA Italia's 2024 Annual Report.

SOCIAL
RESPONSIBILITY



4. SOCIAL RESPONSIBILITY

In the constant commitment that for years has seen us focused on building a new model of society 5.0, capable of balancing economic progress with the resolution of social problems and that puts women and men back at the center of every process that governs society by using technology to face

global challenges, NTT DATA Italia believes that in this model of society, technology represents the lever capable of guaranteeing a new centrality to the individual and that technological transformations, if grasped and exploited correctly, can offer unique potential for the generation of sustainable value.

“The Sustainability Report recounts all the initiatives that have had a positive impact from an economic, environmental and social point of view in the past year and this year reaches its fourth edition. It represents a step in a journey undertaken by NTT DATA several years ago towards the ecological transition and towards a growing sensitivity to issues related to the environment and society.”

ROSY CINEFRA
HEAD OF LEGAL, COMPLIANCE, RISK, QMS

4.1 CUSTOMERS AND SERVICES

NTT DATA's new Mid-term Management Plan (2022-2025) emphasizes the importance of growing together with customers by addressing societal challenges and contributing to a better environment.

Globally, the company pursues this goal through two complementary approaches:

- ▶ Business (by IT): Leveraging technology to develop solutions that help customers become more sustainable
- ▶ Corporate (of IT): making your IT operations more sustainable

In both contexts, the concept of "Sustainable IT", which we also consider under the name "Green IT", plays a key role. The energy consumption of information and communication technologies is increasing exponentially every year, reaching more than 6% of global

greenhouse gas (GHG) emissions⁵. Reducing this impact is therefore essential for all companies, both for those that use IT intensively and for those for which it is a less relevant percentage but equally essential to achieve corporate and global sustainability goals.

It's not just about using technology to help customers, it's also about applying it internally to reduce the environmental impact of IT activities themselves.

NTT DATA Italia is working on several fronts to achieve this goal, including:

- ▶ Sustainable software development: Designing and developing software that requires fewer resources and is more energy efficient
- ▶ Intelligent monitoring and management of IT infrastructure: implementation of monitoring and analysis tools to assess the impact in terms of emissions and efficiency, to highlight the points where the use of hardware and software resources can be optimized
- ▶ More efficient data centers: Investments in state-of-the-art data centers that consume less energy and use renewable sources

The adoption of Sustainable IT practices brings benefits to both NTT DATA Italia and its customers, such as the reduction of environmental impact and energy consumption, based on the principles of carbon efficiency and energy efficiency, and a consequent reduction in costs. For several years we have been developing projects and assets in this field, starting with the creation of our first Green IT framework as a holistic approach to IT sustainability, we continue with strategic and innovative methods in identifying and developing new, more sustainable solutions.

5 Paziienza, A., Baselli, G., Vinci, D. C., & Trussoni, M. V. (2024). A holistic approach to environmentally sustainable computing. *Innovations in Systems and Software Engineering*, 1-25.
Freitag, C., Berners-Lee, M., Widdicks, K., Knowles, B., Blair, G. S., & Friday, A. (2021). The real climate and transformative impact of ICT: A critique of estimates, trends, and regulations. *Patterns*, 2(9).

GREEN BUSINESS ONE TEAM

During 2023, NTT DATA Italia was involved by the Headquarters to set up the activities of the Sustainable Business One Team, made up of NTT DATA resources from various subsidiaries that deal with sustainability at national level.

The activities were divided into two streams:

- ▶ Strategy Working Group, led by NTT DATA Spain, NTT DATA Italia and NTT DATA Business Solutions
- ▶ Expansion Working Group, led by NTT DATA Italia

The activities for the Strategy Working Group are aimed at understanding what has been done so far and defining the capabilities present among the different national realities, to also define the priority areas for the short and long term.

The objective of the Expansion Working Group is to define processes and tools to support the dissemination of NTT DATA's capabilities and experiences in the field of sustainability within all subsidiaries.

During the reporting period, a collaborative work was also finalized for the collection of all sustainability projects from all countries. Once the projects were collected, a reference sheet was prepared and subsequently uploaded to the Knowledge Base Tool, an online repository that can be used by employees in all countries, in order to make the most of all the opportunities offered by the market in the short term by reconciling Business and Sustainability.

NTT DATA INNOVATION CENTER IN MILAN

The Innovation Centers are a global initiative of NTT DATA that takes shape at a local level, allowing the transformation of emerging technologies into growth technologies, through interaction and connection between the different centers, the sharing of knowledge, study and research, development and proposal on the markets of the tech themselves. They act as accelerators in the phases that allow the transformation of disruptive innovation into real implementations useful to the market with a pragmatic innovation approach.

The goal of the Innovation Centers is to generate new business through joint research and development initiatives with customers, leading companies, technology partners, universities and startups, focusing on advanced emerging technologies to set future technological strategies.

Currently, the countries where the Innovation Centers are present are Japan, the United States, Italy, Germany, China and India with about one hundred experts including researchers, consultants and engineers.

In August 2022, the Innovation Center in Milan was presented, led by the Vice President, Head of Advanced Technologies at NTT DATA Italia. It is not just a hyper-technological center but a place of contamination where technology, design, creativity and culture coexist. The Innovation Center in Milan is one of NTT DATA's six global centers and in Europe will lead the German center and focus on emerging technologies of quantum computing and industrial metaverse.

The activity carried out by the Innovation Centers includes, in addition to research and development and co-creation activities with customers, researchers and startups and collaboration with universities and other centers of excellence, an analysis of the impact in terms of sustainability that the initia-

tives may have, with the aim of achieving a model that is tech – sustainable by design.

Among the initiatives of the Innovation Center in Milan, the creation of the Digital Twin of a Data Center of an important Italian company in the field of television platforms is particularly significant. This project has allowed the optimization of the environmental impacts of the Data Center through the remote control with Virtual TOC and through holograms.

Particularly significant are also the Web3 Support projects with the Vatican Library and CO2Sink. For more details on the two projects, please refer to the chapter "4.1.1 Research and Innovation".

The Innovation Center is also home to several Fabriques, factories of ideas. In particular, the Fabrique of Sustainability & Green Tech is an example of how the passion for a given topic, specifically the study and research of sustainable solutions and tools, stimulates collaboration. These assumptions, which fuel Fabrique's continuous activity, have made it possible to create 13 tables that in 2023 achieved the set objectives by producing real added value. To which, in 2024, a further 8 will be added. To date, Le Fabrique boasts over 80 professionals from 18 different business areas, each of whom brings together their vertical skills, able to undertake projects and activities that transversally embrace sustainability, creating positive and complementary synergies for the development of increasingly sustainable and green services.



GREEN TIPS

The Green Tips newsletters were created thanks to the collaboration and study of the participants at the Fabrique table for social initiatives and disseminated by the Marketing Function in the "All in One" Newsletter. Green Tips are published monthly to increase employees' awareness of the impact of the actions they take daily. In addition to the first four tips of last year, many others have been added, always highly appreciated by employees

THE GREEN IT

Founded in May 2021 on the initiative of the Linux Foundation, the Green Software Foundation (GSF) has set itself an ambitious goal of reducing the CO2 equivalent emissions generated by software. The foundation aims to develop standards and best practices for the creation of Green Software, promoting the dissemination of these principles and tools in the IT industry.

Aware of the key role of software in the fight against climate change, NTT DATA has joined the Green Software Foundation as a member of the steering committee since September 16, 2021, sharing its mission: to reduce greenhouse gas emissions in the ICT industry by 45% by 2030, in line with the goals of the Paris Agreement.

This commitment is part of the broader "NTT DATA NET-ZERO Vision 2040" to achieve GHG neutrality by 2040, anticipating the stated goal in 2021 of carbon neutrality by 2050. In this regard, it should be noted that in March 2024 the Science Based Targets Initiative (SBTi) approved the Group's targets and NTT DATA Italia also adhered to the SBTi standard as detailed in more detail in paragraph 5.3.

Since the beginning of its membership, NTT DATA has strongly contributed to the construction of GSF's principles, practices and standards and continues to participate in the working groups shared with its members to stay aligned on trends, common goals and

common practices to make IT more sustainable.

It is also thanks to these collaborations that it has been possible to evolve our solutions; the principles of the Green Software Foundation, in fact, are the basis of our solutions starting from the Green IT framework itself, up to essential solutions such as the CO2 & SCI Calculator for the monitoring of business applications, the EcoDev Tool for the static analysis of code with sustainability rules, the Green Cloud, Green-Aware AI and many others.

During the year, the Green IT framework was awarded at the annual NTT SUSTAINABILITY CONFERENCE 2023 together with 2 other NTT DATA Italia projects as reported in paragraph 5.1.

Green Software Foundation's SCI (Software Carbon Intensity) metric becomes ISO 21031:2024 international standard.

As a result of NTT DATA's participation in the Green Software Foundation's working groups, the adoption of the Software Carbon Intensity (SCI) metric is also an important development in the assessment of the environmental footprint of software, achieved thanks to the collaboration in the definition of the standard as members of the Standards Working Group, and then implemented in a solution for monitoring business applications, both internal to NTT DATA and customers. This tool uses two main metrics that allow

you to assess the impact of IT: the GHG Protocol, which is used worldwide for accounting for CO2 emissions and in kgCO2e, and the SCI itself to measure the emission rate of software.

Since March 22, 2024, the SCI metric has been officially recognized as an international ISO standard, specifically with the ISO/IEC 21031:2024 standard. The latter confirms the effectiveness and robustness of NTT DATA's metrics and monitoring tool, thus representing a significant step towards the adaptation and widespread adoption of methodologies to assess the carbon emissions associated with the software industry.

The SCI metric enables a quantitative assessment of the carbon emissions from energy usage during software execution and associated with the hardware lifecycle. Such an approach not only raises awareness of the environmental implications of software, but also supports industry professionals in developing more sustainable software solutions. Integrating this metric into IT through the CO2 & SCI Calculator allows you to provide more accurate and reliable results to customers, allowing them to assess how much their business applications are impacting the environment, consumption and costs, and understand how to act to reduce their impact.



THE GREEN SOFTWARE FOUNDATION

The Green Software Foundation is a non-profit organization founded in May 2021 by the Linux Foundation in collaboration with several steering members, including NTT DATA. This organization has set as its goal "a 45% reduction in greenhouse gas emissions in the ICT industry by 2030", a benchmark established through the Paris Agreement, and its mission is to establish the standards and tools for the development of the best practices necessary to reduce CO2 emissions caused by software (development of green software) and disseminate these standards and tools across the sector.

ESC FRAMEWORK: AN EVOLUTION OF THE GREEN IT FRAMEWORK

During the reporting period, a new scientific paper entitled "A holistic approach to environmentally sustainable computing" was published online in *Innovations in Systems and Software Engineering*, an international journal published by Springer Nature, which proposes a holistic approach to sustainable computing, promising a greener digital future. The scientific paper, drafted by NTT DATA Italia's IT Sustainability experts, has been peer-reviewed according to academic practices and published in Open Access mode.

The computer industry, with its continuous expansion of data centers, cloud computing, and electronic devices, has a significant environmental impact. Energy consumption and greenhouse gas emissions related to information technologies are increasing, putting the future of our planet at risk.

The new ESC (Environmentally Sustainable Computing) framework proposes an innovative solution to transform sustainability practi

ces in various IT sectors, addressing different aspects of IT.

The ESC Framework is not just a theoretical model, but a concrete and applicable solution. In this regard, the paper provides real-world examples of how the ESC Framework has been successfully implemented at a major Italian bank and in the management of Kubernetes clusters, demonstrating its effectiveness in reducing the environmental impact of IT.

Governance plays a key role in ensuring widespread and lasting adoption of the ESC Framework. Reliable accounting and reporting of environmental impact are essential to ensure transparency and accountability. Regulations provide the necessary structure for compliance and alignment with environmental standards. Finally, innovation and a change of mind-set are crucial to create a culture of sustainability within organizations.

4.1.1 Research and innovation

NTT DATA Italia's goal is to support its customers in the digital transformation process, which is of fundamental importance to ensure the sustainability of the business, helping them to govern the trends of change, whether they are of a social, environmental or business nature.

The Vision, "Trusted Global Innovator", takes up the centrality of the relationship with its customers and the importance of innovation in the reality of NTT DATA Italia.

We try to govern the new scenarios by studying the most suitable technology for our customers' business, adopting an approach

to innovation that always combines economic growth with the desire to pursue a model of sustainable development that places the human being at the center of the design of new technologies. For us, innovation also means fostering open collaboration and the sharing of knowledge, ideas and resources.

This is why, in a logic of open innovation, NTT DATA Italia collaborates with the academic world and with startups to translate innovative proposals into concrete solutions, able to meet the needs of customers. The push of the market and NTT DATA Italia's passion for sustainability in all its forms, has led to the implementation of several high-tech projects.

"Inclusion means creating the cultural, regulatory, technological environment that allows people to express their potential, realize themselves and, consequently, create value for society."

PAOLO ZANOTTI
HEAD OF MARKETING & COMMUNICATION

The following are the main initiatives that were launched, updated or developed during the year under reporting.

CO₂ SINK

Emission reduction and balancing obligations are a complex challenge for every type of company in view of the 2030 and 2050 agendas. Part of the solution is and increasingly will be the voluntary carbon credit market. A carbon credit is a financial unit that represents the removal of one tonne of CO₂ from the atmosphere. It can be achieved through the implementation of projects that avoid, reduce, or sequester CO₂, and can be purchased by companies to offset their emissions.

CO₂Sink is NTT DATA Italia's solution capable of monitoring a forest area and assessing its CO₂ absorption capacity. The calculation of the tonnes of CO₂ absorbed can be done through the collection and processing of different data sets. Thanks to the implementation of advanced monitoring technologies, such as satellite imagery, IoT sensors and AI-based data analysis, CO₂Sink can provide accurate and publicly accessible data on emissions and offsetting activities. The accuracy and transparency of the data build trust among stakeholders and investors, ensuring the quality and credibility of the real socio-environmental impact of the forestry projects in which the solution is used.

From 2021 to date, three different CO₂Sink modules have been created that exploit three different technologies (Eddy Covariance, LiDAR and satellite images) to meet the different design and market needs on CO₂ estimation and the generation of high-quality carbon credits.

The first CO₂Sink module was created in 2021 and makes it possible to estimate the amount of CO₂ absorbed by a forest area through the integration by means of artificial intelligence algorithms of the data collected following the installation of an Eddy Covariance station with satellite images. In particular, the combination of the two data sources allows to extend the direct measurements obtained through the Eddy Covariance tower to much larger areas than that covered by the tower itself, thus allowing an upscaling of the measurements. The Eddy Covariance method on which this module is based is a recognized scientific approach that allows you to accurately measure greenhouse gas exchanges between ecosystems and the atmosphere.

To complement the first module, a second module was developed in 2022 that allows the CO₂ absorbed by a forest area to be calculated using data from LiDAR scans combined with satellite images.

In detail, this second module of CO₂Sink uses an alternative method to measure carbon absorption, based on the estimation of living forest biomass at the surface (ALFB) with LiDAR technology.

Forest biomass plays a significant role in balancing the carbon cycle, as it accounts for 45% of the terrestrial carbon pool and 31% of the total carbon sink⁶. Above-ground bio-

mass (AGB) accounts for 70% to 90% of total forest biomass, thus absorbing about 30% of terrestrial carbon⁷. AGB is defined as the dry mass at the surface of living or dead matter of tree or shrub (woody) life forms, expressed as mass per unit area⁸.

AGB is traditionally measured directly only with destructive harvesting, an expensive and time-consuming approach that precludes a new measurement and is rarely practical for a larger number of trees. For these reasons, AGB is often inferred using allometric equations that associate more easily measurable parameters, such as sine diameter and DBH height (usually measured at 1.3 m above the ground). To scale AGB estimates beyond the tree level, inventory techniques are applied in traditional forestry in which a representative sample of trees is measured.

The second module of CO₂Sink leverages LiDAR technology to obtain an advanced estimate of living forest biomass at the surface (ALFB), ensuring a lower measurement uncertainty than that currently characterized by traditional biomass estimation methods.

To ensure maximum scalability of the solution and reduce implementation costs, the third CO₂Sink module was developed in 2023. This does not require the use of sensors or LiDAR scans but is able to produce a precise estimate of CO₂ using only open-source satellite data and data collected in the field directly from farmers or forest managers. The data collected from the two different sources are combined with artificial intelligence techniques to produce maps of the distribution of biomass in the forest area, thus allowing to estimate the CO₂ absorbed by the area.

6 Corinne Le Quéré, Robbie M Andrew, Pierre Friedlingstein, Stephen Sitch, Julia Pongratz, Andrew C Manning, Jan Ivar Korsbakken, Glen P Peters, Josep G Canadell, Robert B Jackson, et al. Global carbon budget 2017. *Earth System Science Data*, 10(1):405–448, 2018

7 H.S. Eggleston, Leandro Buendia, Kyoko Miwa, Todd Ngara, and Kiyoto Tanabe. 2006 IPCC Guidelines for National Greenhouse Gas Inventories. National Greenhouse Gas Inventories Programme, 2006.

8 Michael A Lefsky, Warren B Cohen, David J Harding, Geoffrey G Parker, Steven A Acker, and S Thomas Gower. Lidar remote sensing of above-ground biomass in three biomes. *Global ecology and biogeography*, 11(5):393–399, 2002

The method thus structured guarantees transparency and high accuracy in measurement, ensuring the production of high-quality Carbon Credits, and makes the solution potentially scalable globally, breaking down the limits generated by any territorial, morphological or economic constraints.

In 2023, this third module of CO2Sink found immediate application in the implementation of the Selva Project, promoted in cooperation with the Benefit company ZeroCO2, an expert in reforestation and afforestation projects. The Selva project finds its technological core in the CO2Sink solution, applying the latter to real reforestation and afforestation projects in the Guatemala region, an area where ZeroCO2 has already been active for some time with environmental protection projects.

The Selva Project represents a concrete opportunity to implement and support sustainability and environmental protection projects thanks to the incentive from the sale of the carbon credits generated. In addition, those carried out are exclusively projects with a strong and recognized environmental and social impact, which aim not only to regenerate local vegetation but also to restore richness and solidity to the soil, recreate habitats for animals, conserve biodiversity and contribute to the economic well-being of local communities, democratizing access to the carbon credit market thanks to the direct involvement of local farmers in reforestation and afforestation projects.

During the Exercise, CO2Sink was also awarded at the annual NTT SUSTAINABILITY CONFERENCE 2023 together with 2 other NTT DATA Italia projects, as reported in paragraph 5.1.



CO2SINK FOR THE CALABRIA PROJECT FOREST

During 2022, the Calabria Verde company, which manages the forest heritage of the Calabria Region, started a collaboration with NTT DATA Italia for the application of a technological solution that would improve the protection of forests and support their redevelopment. Thanks to the application of the **CO2Sink solution**, it was possible to start accurately measuring the exchange of CO2 between vegetation and the atmosphere, cross-referencing satellite data with those extracted from ground-based sensors. The first installation took place in the forest called Parco Lardone and makes it possible to measure the real absorption of CO2 on a forest area of about 5,600 hectares.

Calabria is the ideal region for this experiment because, with its 650 thousand hectares of forest, it has one of the largest forest heritages in Italy as a percentage of the territory. The results obtained were encouraging and make this model replicable not only in other forest areas in Calabria, but in other regions with extensive forest areas.

During the year, the Calabria Forest project won the **President Award** at the **NTT DATA Awards 2023**, an award dedicated to the most high-value projects for the company. The Head of Sustainability & Green Tech and the Innovation Expert in NTT DATA Italia, participated in the award ceremony of the program that annually identifies and rewards the most significant projects in terms of business creation, collaboration between different countries and social impact was held in Tokyo.

WEB3 SUPPORT – VATICAN LIBRARY

NTT DATA Italia, in collaboration with NTT DATA 's AMLAD (Advanced Metadata Library and Digital Archive for Museums and Libraries) team, has developed the Vatican Library's Web3 Support project. This initiative uses blockchain technology to connect the library with supporters around the world. Through the project, the library aims to preserve precious pieces of human history by making them more accessible to the public.

The library's collection is extensive: it includes 1.6 million printed books, 80,000 manuscripts, 300,000 coins and medals, and 150,000 prints and drawings.

The Web3 project offers supporters access to high-resolution images of 15 cultural properties owned by the Vatican Library as a reward for sharing the initiative on social media or showing their support for the Vatican Library. Along with the images, explanatory texts created specifically for the project are also included.

This project is an excellent example of how blockchain technology can help preserve history and make it more accessible to a global audience. With the Vatican Library's Web3 support project, supporters can contribute to that goal and earn Non-fungible Tokens (NFTs) as a reward for their support. The project is also a testament to the potential of NFTs beyond the art and collectibles market.



VIRTUAL DRIVE TEST FOR MOBILE NETWORK QUALITY MONITORING

NTT DATA Italia has developed and managed an innovative service for virtual monitoring of the quality of the mobile network, on Italian road and rail sections, for an important player in the Telco market. This approach, in addition to bringing benefits in terms of reducing time and costs for monitoring, makes it possible to achieve a reduction in CO2 emissions into the environment.

The technology uses – in compliance with confidentiality and security requirements – real network traffic data, reducing the need to have teams moving around the area to carry out measurements and making it possible to identify on a large scale the priorities of engineering interventions for the improvement of the service.

Thanks to the Virtual Drive Test service, NTT DATA Italia analyzed the data collected over 14 days, on 143,471 km of road and rail network, including over 600 million data connections and over 9 million telephone calls for a total of 135,258 hours of voice and data traffic (assuming 3 simultaneous calls, 61 seconds with a 10-second interval between calls).

This service saved 140 hours of a traditional

drive test by considering the same time frame and the same volume of voice and data traffic (assuming 10 hours of drive tests per day, including weekends). Therefore, from an environmental point of view thanks to the use of the virtual drive test, the emission of about 15 tons of CO2 into the atmosphere was avoided (assuming the use of Euro 6 petrol cars with a CO2 emission of 100g/km for physical test drives).

HUMAN ENVIRONMENT HARMONIOUS LIVING: SILAB 3

NTT DATA Italia is one of the promoters of the SILAB 3 consortium, a local development model based on a new alliance between forests and villages, between agriculture and digital, aimed at addressing the complex problems of the inland areas of Calabria and the whole of Italy. SILAB3, in fact, is the abbreviation of "Innovative System for the Advanced Local Enhancement of Woods, Villages and Bio-sustainability". It aims to support the management of forest assets through digital technologies, in the dual dimension of forests as the "lungs of the planet", given their ability to absorb carbon dioxide, and as a basin of woody materials, increasingly in demand as a valuable raw material for green building or for derived products for pharmaceuticals or cosmetics, or as biomass for the production of green energy. Digital forest monitoring technologies make it possible to plan maintenance interventions, increasing both the carbon absorption capacity and the quality of the raw material, thus creating a virtuous circle that supports a harmonious and productive local ecosystem in which the use of resources does not mean "exploiting" them but promoting their value and growth.

The project is innovative and involves a growing group of public and private landowners on the Sila plateau that aims to create a complex path that from the care of the woods arrives at the creation of a system of components for certified green building and aimed

at restoring the traditional and productive relationship between woods and villages.

TECH4YOU

NTT DATA Italia contributes to the PNRR-funded project, Tech4You, which aims to strengthen the innovative potential of two of Italy's least developed regions: Basilicata and Calabria, which are currently classified as transition regions.

Through the involvement of numerous Calabrian and Lucanian academic institutions and other public bodies and research centers, Tech4You aims to enhance territorial resources with a view to sustainability to address the specific problems of the territory (for example, hydrogeological instability, the promotion of cultural and social aspects and the enhancement of coasts).

In this context, NTT DATA Italia contributes to the promotion of the security of urban areas and forests through the creation of digital twins, thanks to which it is possible to understand the specific dynamics of the territories in relation to the management of the characteristic risks that characterize them and offer effective help in choosing the most appropriate strategies and solutions.

Furthermore, during 2023, in line with the objective of enhancing the territory, NTT DATA Italia also signed an agreement with the Puglia Region ("Program Contract"). This agreement provides for an important co-investment by NTT DATA Italia and the regional body for the rooting of production chains in the Apulian territory, which will lead to the implementation of assets for the resolution of specific territorial problems such as, for example, the safety of workplaces and city districts, urban and extra-urban mobility, the efficient management of natural resources and the respectful use of the territory, optimized energy management, strengthening of the care system, planning of urban

areas with particular attention to improving the citizens' experience in accessing services and social inclusion.

During the year, the Tech4You program saw the implementation of two research projects, both in partnership with the University of Calabria.

The first project concerns the development of a risk management model (that of theft and damage to public and/or personal assets) in urban territorial areas based on the application of the probabilistic concept of "Bayesian network".

The second project deals with forest fire risk management. NTT DATA Italia contributes with a technology capable of accurately estimating, starting from satellite data and applying artificial intelligence techniques, the overall value of the biomass involved and the type of plant species present. These elements are extremely important to assess the evolution and expected impact of a fire in a certain area, thus allowing both the implementation of preventive actions and the containment of the damage caused by the fire.

4.1.2 NTT DATA Italia and the world of startups

At NTT DATA Italia there is an essential correlation between innovation and open collaboration and the sharing of knowledge, ideas and resources.

For this reason, in a logic of open innovation, NTT DATA Italia's business model is based on a strong collaboration with the world of startups and new companies with the aim of proposing ideas and implementing innovative solutions that can respond to the changing needs of customers.

DISCOVERY

NTT DATA Italia has created an innovative platform called Discovery, thanks to the financial support of the parent company NTT DATA, which allows it to manage relations with the world of startups, in need of a showcase that helps them accelerate their growth. The platform has been made available to all companies belonging to the NTT DATA Group and, currently, has about 600 startups registered and benefiting from the benefits of the platform.

Discovery creates value for all parties involved: startups, customers and NTT DATA Italia itself; in fact:

- It offers startups the opportunity to introduce themselves by telling their story and their mission also through the inclusion of information material. In this way, the startups will be visible to NTT DATA Italia and to their customers, thus increasing their ability to create business
- offers the possibility for NTT DATA Italia and companies to launch specific challenges and startups to be automatically alerted, thus being able to send the application of their ideas

- It allows, using artificial intelligence, to identify the best startups capable of designing technological solutions adapted to the specific needs of customers

During the year under review, a new version of Discovery was also released, which has become the reference platform at EMEAL level for interaction with startups.

Within the new version of the platform, the eAwards, an international award for the most capable startups in terms of sustainability, and the Open Innovation Contest, a challenge to identify startups that give effective answers to the challenges of NTT DATA Italia customers, have also been established.

EAWARDS

The eAwards, or Entrepreneurship Award, is an international competition inherited from the merger with everis Italia, which rewards the most innovative and sustainable technological entrepreneurship solutions that can contribute to the improvement of lives or promote solutions to environmental problems through digital business models or using technology.

NTT DATA Italia's eAwards have become a point of reference for the Italian startup ecosystem, and more and more companies are joining the challenge. The medical field, as well as the energy and environmental protection fields, are increasingly in need of innovative ideas to overcome the challenges we are experiencing.

During the ninth Italian edition, the startup FidelioMed, which develops diagnostic and digital technologies to manage anaemia and iron deficiency in doctors' offices and pharmacies, was awarded. Starting from the fact that 1 in 4 people suffer from anaemia, but less than 30% receive a timely diagnosis, the developed product combines real-time testing and specific digital assistance, ensuring profitability for health services.

4.1.3 Client First

The continuous evolution, technological and otherwise, that characterizes today's world inevitably generates uncertainty and complexity, with significant impacts on the way we work and on our lives. Companies are therefore called upon to know how to transform themselves, quickly, to respond to the priorities of their stakeholders. For this reason, the needs of customers come first, working to get to know their business and solve every factor of concern for their satisfaction. NTT DATA Italia feels a responsibility for the success of its customers and strives to ensure that this commitment shapes its direction of work and guides its actions.

As already mentioned, as evidence of the attention to customer satisfaction, NTT DATA Italia is ISO 9001 certified - Quality Management System and has developed initiatives dedicated to understanding customer needs, with a view to increasing customer satisfaction.

TANGITY: WE HUMANIZE COMPLEXITY

Tangity, part of NTT DATA, is the name that distinguishes the studios that have been born since 2020 to solve complex business challenges through design, helping clients seize new opportunities. This is possible because Tangity is a reality developed within NTT DATA and, therefore, benefits from a global vision combined with the local one of each country, making the most of the technologies available. Tangity's global and local vision is always expanding. Recently, the network of studios, present in Europe and Japan, also includes Barcelona, Madrid and Lisbon and reaches South America with the opening in Mexico City. New studies for new capabilities available to customers, who can ask Tangity to solve design, marketing and communication challenges with a strong technological and innovation component. At the heart of all the challenges to which Tan-

gity responds are always people, society, the world and the Planet. Tangity approaches each project through different lenses to meet the needs of all stakeholders, including those who cannot express themselves, such as the Earth. A sensitivity that is necessary in a world that changes even too quickly. Tangity studios devote a lot of attention to these issues. Proof of this is the annual "Directions" event, a talk format where experts from different fields and countries intervene to talk about issues dear to people. In 2024, the theme of Directions was the value of time and the importance for people to renegotiate theirs.



"We are a global network of design studios, enabling change through tangible and intuitive solutions."

EGO SMART: THE INNOVATIVE PLAQUE THAT IGNITES SUSTAINABILITY IN THE HOME

Working for the common good is one of the goals of Tangity studios and this is also reflected in projects that safeguard the future. Proof of this is the Ego Smart work carried out for a leading company in the electro-technical sector. We are talking about the home environment, home switches, home automation and specifically a very innovative plate that makes sustainability its fulcrum.

Ego Smart was born from the update of an existing product, subverting the concept of planned obsolescence, to become a plate with integrated lighting and graphic display. Connected, manageable and programmable from an app, the Ego Smart plate is an intelligent object that integrates into the home ecosystem and monitors consumption, con-

stantly communicating with people, in a discreet way. All you must do is get close to the plate for it to activate and to receive information from the display. If something is wrong, Ego Smart provides sustainability by, for example, unplugging the appliance that is causing an energy spike at that moment, or provides safety by signalling the appliance that is having a breakdown, such as a washing machine leaking water. Sustainability is inside this product, but also around it. The Ego Smart packaging is made of 100% recycled paper, with acrylic inkwell paint that makes it 100% recyclable. This project is another proof for NTT DATA Italia which, also thanks to its design approach, is increasingly playing a leading role in the creation of innovative services and products - including physical ones - capable of improving the lives of people today and tomorrow.

ECODESIGN

Every product or service has an impact on the environment during all stages of its life cycle, from the extraction of raw materials to end-of-life treatment.

The aim of eco-design is to integrate environmental aspects into the design and development phases of products and services, to reduce their negative environmental impact and improve environmental performance throughout their life cycle. The result: cleaner products and services, a greener planet.

Internationally, ISO has published a 14000-family guideline, intended to help organizations reduce the negative environmental effects of their products and services. ISO 14006 covers "Environmental Management Systems - Guidelines for the Integration of Eco-design" and therefore provides support to help organizations establish, document, implement, maintain and continuously improve eco-design management as part of the environmental management system.

NTT DATA Italia has therefore decided to integrate its requirements into its ISO 14001 environmental system, applying the ISO 14006 guidelines in a timely manner to projects and customers in which specific engineering, design and development services of electrical and electronic equipment are carried out, thus improving its approaches regarding the quantitative assessment of environmental aspects in the design and development of engineering products (or part of the of them) carried out, with a view to sustainability, along the life cycle of the product (from the evaluation of the concept to disposal). NTT DATA Italia has also chosen to submit this practice to the verification of a third-party certification body which, at the same time as the ISO 14001 certificate, has maintained the appropriate supplementary declaration of compliance with ISO 14006 issued since 2021.

CUSTOMER SATISFACTION

To help the company identify its strengths and the aspects of business and products that need to be improved, NTT DATA Italia has designed a system to measure the degree of customer satisfaction through specific processes. Customers' perceptions of the services provided are collected through an annual questionnaire, divided into thematic areas. The process is managed with the support of an in-house web tool. The process of identifying the recipients of the surveys involves the creation of the reference sample, based on appropriate requirements. The sample to which the questionnaire is sent is defined starting from the data and information on the projects present in its IT system; The duration of the survey campaign and the time to respond are about one month and the average response rate is around 25%. Customer evaluations were also very positive in the last financial year, with an average overall satisfaction score of 4.80, with most responses being higher than 4, conside-

ring the rating scale from 1 to 6. Once the results of the questionnaires have been collected, a report is produced and shared with the Country Leadership Team, the CEO and the client managers of the industries involved, also for the definition of any corrective actions and new improvement actions. In the next survey campaigns, in order to improve the analysis of perceptions on its services, a new KPI "Net Promoter Score (NPS)" will be introduced, in particular we will ask customers how likely they are to recommend our services to others to measure the loyalty and satisfaction of NTT DATA Italia customers.

4.2 OUR PEOPLE

The centrality of the person is the basis of NTT DATA Italia's personnel management policies, which is why it has decided, in a period of epochal changes in the world of work, to experiment with new approaches looking to the future. In particular, the Company listens to and involves a variety of stakeholders to create fertile ground for co-creation between the various corporate stakeholders.

During the year, intense work was done on an overall redesign of the corporate culture, the leadership model, the skills development system, and the role of executives in change management.

In close connection with the business strategy, the principles underlying the criteria for the growth of people have been redefined in a context that ensures the transparency of processes and the enhancement of the talent of each person.

During the reporting period, the new career model, called Evolving Talent, was presented as an integral part of the Company's ongoing commitment to the development of its employees. Evolving Talent represents a significant turning point in the way NTT DATA Italia conceives and promotes professional growth within the company.

In contrast to traditional career models that follow fixed and standardized paths, Evolving Talent takes an innovative and flexible approach. In fact, this model, starting from the bottom, places the individual at the center, allowing him to actively guide his or her own growth path based on his or her skills, aspirations and opportunities offered by the company.

To facilitate this path of personalized growth, the Company provides employees with development paths, called Talent Maps, which allow employees to explore development opportunities and imagine their professional

future in a clear and concrete way.

In line with the Evolving Talent growth model, NTT DATA Italia presented during the reporting period the new evaluation model called Performance & Growth, designed to provide a clear and accurate view of everyone's contribution to the company's growth and support the continuous development of employees.

This innovative, seven-step process aims to encourage individual growth, enhancing the peculiarities of each employee and facilitating the acquisition of new skills and knowledge.

The new career model has also included the implementation of the Mentoring program, which aims to build structured and collaborative relationships between two individuals, the mentor and the mentee, within a professional context. This relationship, which represents a path based on esteem and trust, is beneficial for both parties and aims to foster personal and professional growth, as well as improve job satisfaction. The program involved more than 300 people who applied for the role of mentor, who benefited from a specific training course aimed at encouraging the development of dialogue, trust and mutual respect with mentees.

Finally, the survey "Would you like to work again with..." was launched, in which all employees were invited to give feedback to the people they had worked with directly, including their managers. In NTT DATA Italia's vision, this constructive feedback contributes to people's professional development, allowing them to have a greater awareness of each employee's behaviours and abilities.



NTT DATA Italia cares about the well-being of all employees and is, therefore, daily committed to the creation of the so-called Smile Working Company based on the creation of a serene, inclusive and collaboration-oriented work environment. The concept of Smile Working is not a mere slogan, but represents the way of working, designed to face future challenges and which is based on solid principles and behaviours such as those defined in the Code of Conduct, towards employees:

- respect everyone's individuality and personality
- respect human rights and not discriminate against people based on sex, nationality, belief or religion
- avoid harassment in any form
- always treat employees fairly and correctly and offer professional opportunities based on meritocratic criteria, in a safe, healthy, non-violent, drug-free work environment and where child labour is not used

Technological evolution, the inclusion of many young people with a different mindset, the company's constant commitment to issues of inclusion and attention to the territory, and the commitment shown by people, have favoured the consolidation of new ways of working and contributed to accelerating the transition towards a culture increasingly

oriented towards the sense of responsibility of individuals. The latter is the key element for a correct balance between business and personal needs and, of environmental responsibility, through less use of means of transport and maximum awareness in adopting sustainable behaviours in company spaces.

This is the context of 'smart working', which represents the new way of working in NTT DATA Italia, based on everyone's sense of responsibility with the aim of achieving business objectives and at the same time promoting environmental sustainability and well-being.

The goal is to promote a hybrid way of working, which favours the right balance between smart working and smile living, understood as the sharing of physical spaces in which to continue to nurture the sense of community, constructive and creative exchange. It is a flexible smart working policy based on an approach to work based on objectives and principles of trust and sense of responsibility, which allows each work team to organize itself according to the specific needs of the project and individual.

After a testing phase of the Smart Working agreement signed on 25 November 2021 and following constant listening and dialogue with employees and RSUs, NTT DATA Italia and the company RSUs defined the new smart working agreement on 27 March 2024 which takes effect from 1 April 2024.

The new agreement incorporates what emerged and was discussed in the periodic meetings that were held to monitor the progress of the smart working program and which were evaluated with a view to improvement.



**TOP EMPLOYER
CERTIFICATION
2023**

Also, this year, for the third time in a row, NTT DATA Italia has received the Top Employers Italia 2024 Certification, which represents the official recognition of NTT DATA Italia's commitment to taking care of its people through excellent HR practices and processes. In addition, for the first time at Group level, NTT DATA is positioned as one of the 17 Global Top Employers.

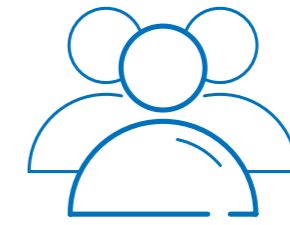
NTT DATA Italia thus reconfirms itself as one of the best companies to work for thanks to the implementation of work policies designed to meet the needs of each person, the commitment to diversity and inclusion, the models to attract and retain talent, the support for new hires, the alignment of the People strategy with the corporate one.

The excellent score was achieved thanks to the numerous initiatives of employer branding, talent acquisition, purpose and values, employee listening, leadership and investments in training and development, policies focused on professional and personal growth and Diversity & Inclusion policies.



”The recognition as a Top Employer certifies our commitment to creating the best conditions to promote the enhancement of everyone’s talent through a new model of professional development and a people caring approach based on listening, trust and empathy. And it is precisely on listening that our latest wellbeing initiative for psycho-emotional well-being is also based, alongside other initiatives aimed at promoting physical well-being and work-life balance.”

ANNA AMODIO
HEAD OF PEOPLE AND CULTURE



**+693
HIRE IN
FY23**

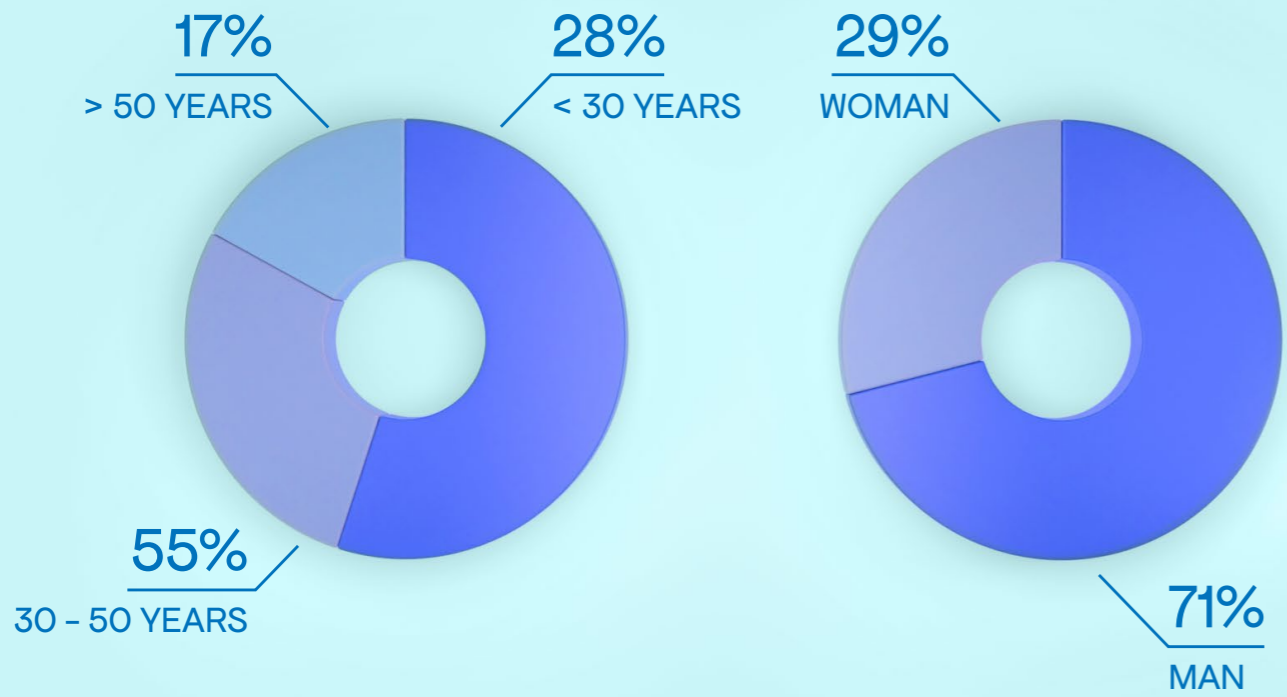
With respect to the composition of the workforce, NTT DATA Italia had 5,722 employees as of March 31, 2024, up 21% compared to the previous year. This demonstrates a trend of great development in recent years. During the reporting period, in fact, 693 people were hired with an incoming turnover rate of 12%, while the outgoing turnover rate sto-

od at 11%. Almost all⁹ employees are hired on permanent contracts or apprenticeships, and 98% of employees have a full-time contract. In addition to employees, NTT DATA Italia had 78 active internships as of March 31, 2023, a decrease of 50% compared to the previous year.

⁹ Only 0.16% of employees have a fixed term contract.

EMPLOYEES BY AGE

EMPLOYEES BY GENDER



NTT DATA Italia has announced the launch of an ambitious recruitment plan in Italy by 2025. In the two-year period 2022 - 2023, NTT DATA Italia has announced the opening of offices in Bari, Salerno and Bologna. NTT DATA Italia's confidence in the wealth of the South of Italy is therefore consolidated and the company's commitment to the South continues, also evidenced by the significant

growth of the offices in Cosenza - a centre of excellence in emerging technologies such as Artificial Intelligence and IOT - and Naples a research centre on cybersecurity and software development - both deeply rooted in the territory and deeply rooted in the territory connected to the research and training centres of the Calabria and Campania regions.

”For us, investing in the South means many things: it means hiring, creating job opportunities in the area and above all supporting the protagonists of the socio-economic and educational fabric, first and foremost universities, in their training activities. Only by investing in local human capital is it possible to enhance the talents and the many virtuous realities that exist in the South, activating those synergistic spirals between opportunities, work and growth that make it possible to strengthen the development of the territory and support the transformation of our country.”

LUCA ISETTA
CHIEF OPERATING OFFICIER

4.2.1 Corporate welfare

In the provision of benefits to employees, there is no distinction between part-time and full-time or fixed-term or permanent staff.

In addition to the provisions of the National Collective Bargaining Agreement, NTT DATA Italia provides employees with additional guarantees and benefits, in particular:



*Intended for middle managers and employees of NTT DATA Italia S.p.A.

Specific information on the NTT DATA Italia employee health policy is available on the company intranet and coverage is provided for all employees and their households.

In addition, the fringe benefit portal allows employees in the middle management and white-collar categories to be able to purchase products and services (e.g. shopping vouchers and vouchers) or adhere to the various company agreements signed by NTT DATA Italia with some partners.

Work Life Balance is a goal that NTT DATA Italia seeks to achieve together with its employees. For this reason, during the Exercise, two initiatives were promoted to promote the psycho-physical well-being of employees, with the support of specialized external suppliers.

The first is a practical, flexible and cost-effective service that allows access to the largest network of sports facilities in the world (over 53,000), but also a wide range of digital solutions that can also be easily used at home: fitness, mindfulness, nutrition and personalized workouts.

The second is a wellbeing service that aims to facilitate the psycho-emotional well-being of employees. The solution identified and offered free of charge to employees is psychological support accessible in total anonymity and available 24 hours a day.

4.2.2 Diversity and Inclusion

The commitment to greater inclusion is one of the hallmarks of NTT DATA Italia, which has always been convinced that the enhancement of the individual is a source of wealth for the entire organization.

NTT DATA Italia is committed to equal opportunities, inclusion and respect for individuals regardless of their gender, sexual orientation, religion, culture, nationality, disability, age or other personal and social characteristics.

Uniqueness

This commitment is concretely reflected in the Manifesto, which envisages having 80% of the workforce made up of women and young people and 30% of managerial roles held by women by 2025.

NTT DATA Italia strives every day to achieve the following goals:

- ▶ encourage greater involvement of people in corporate life, fostering a climate of trust and reciprocal and open communication, in which there is naturally room for continuous learning and the enhancement of the identity of each individual person
- ▶ understand any psychological, cultural and organizational obstacles so that they can be removed to promote Gender Equality
- ▶ map the macro-trends related to the issue of women's empowerment to create more and more opportunities for female professionals within the organization
- ▶ define the correct ways to overcome behavioural biases, stereotypes and gaps, also in order to attract and retain talent and foster the growth of STEM (Science, Technology, Engineering, and Mathematics) profiles

To reinforce the commitment to the protection of diversity and inclusion, in full synergy with development and training, the Diversity & Inclusion function, created in 2021, merged in September 2023 into the broader area of Learning, Talent Growth and DE&I, again within the People & Culture Function. The function constantly monitors some important indicators, such as the pay gap, the percentage of women in the company, the percentage of women in management positions, parental leave, parenting support to

define related improvement actions.



The EMEAL Diversity & Inclusion (DE&I) Policy sets out guidelines to ensure diversity, equity and inclusion within all Group companies. In addition, it aims to align the organization with the United Nations Sustainable Development Goals, generating a positive impact on the lives of NTT DATA professionals and society.

In line with the EMALA policy, NTT DATA Italia's Diversity & Inclusion strategy was further strengthened in 2023, as a development factor, enabling model, key to success and driver of innovation.

Each person is unique and valuable, and to this end, the strategy pursues the following objectives:

- ▶ continue to develop an increasingly inclusive, creative and innovative environment, thanks to the confrontation with a multiplicity of different ideas and stimuli

- ▶ continue to attract and retain talent, who are increasingly eager to live their ideals in the company, enhancing its uniqueness
- ▶ support and increase the ability to resist change and encourage proactivity towards one's own growth and that of the organization
- ▶ promote initiatives aimed at supporting the growth of women in STEM, young people and the South

HOSTILE WORDS

In line with the national strategy and EMEAL, and in close collaboration with Parole Ostili, an association that works with schools, universities, businesses, national and local institutions to spread the virtuous practices of online communication, NTT DATA Italia has organized the Diversity & Inclusion weeks which, also in 2023, has been divided into a 4-month path dedicated to events, Speeches and talks to raise awareness and involve the entire company population on some priority issues (gender, generations and abilities). The initiative involved more than 2,000 participants.

NTT DATA Italia has signed the Hostile Words Manifesto, which consists of ten simple rules to establish a transparent environment and sincere dialogue between companies, customers and stakeholders. It is a social project aimed at raising awareness against the violence of words.

Overcoming the gender gap is a principle on which to build a more solid world of work and a fairer society.

The gender gap is normally associated with the gap between men and women that occurs in different areas, including education, equal pay at work (gender pay gap) and access to economic activities.



A ZERO PAY GAP COMPANY

On Equal Pay Day, established by the European Union to raise awareness of the problem of gender pay inequality, NTT DATA Italia once again confirms its commitment to full equal pay.

The objectives that have always guided the work of NTT DATA Italia are the desire to encourage social inclusion and promote gender equality.

Even today, according to data from the European Union, an hour of work for a woman is worth on average 12.7% less than that of a man. In Italy this gap is 5%, but if we look at the overall pay gap, which considers not only hourly earnings, but also paid hours and employment rate, the value rises to 37%¹⁰.



The theme of women's empowerment, conducted through various initiatives, is a relevant theme for NTT DATA Italia. To this end, several initiatives were implemented during the reporting period to concretely ensure women's equality in terms of equal opportunities and professional growth.

The analysis as of March 31, 2024, shows that NTT DATA Italia's workforce is made up of 29% women, with an increase compared to

the previous year in the category of executives (18%), middle managers (25%) and office workers (18%).

WOMEN INSPIRE NTT DATA

Women Inspire NTT DATA is a project created to highlight the value of female leadership and combat gender bias and prejudice, through the organization of cycles of perio-

dic role modeling meetings. The idea is to tell everyday stories of women that inspire other women and encourage young girls to take up a STEM path.

NTT WOMEN RELOAD

On December 15, 2023, the story of "NTT DONNA RELOAD" was told to the entire company population, to spread and work together for an increasingly inclusive environment. "NTT DONNA RELOAD" is the relaunch of the "NTT DONNA" project, launched in 2015 to support women's empowerment through specific initiatives:

- Unique as you are: storytelling that, through theatrical metaphors, allows you to share biases and non-inclusive behaviours on gender equality and generational issues to identify actions to counter them
- Herpowerment: a training course on female public speaking in which the emotional component becomes a tool for the effectiveness of public conversations
- Teamcoaching: assessment to better understand the strengths and areas of improvement of the professionals involved, to provide concrete tools for self-development



D-VALUE

Since 2019, NTT DATA Italia has been a supporter of Valore D, the first business association in Italy that since 2009 has been a

pioneer in addressing the issue of gender balance and the dissemination of a culture of inclusion to support innovation, progress and growth of organizations in Italy.

In collaboration with Valore D, the company has promoted the WANTER project, an initiative that guides young talents towards the study paths suitable for their inclinations. Through a free digital platform, more than 150 professions are presented, with video testimonials, to guide students, parents and teachers to discover new professional opportunities, especially in the STEM field. The company participates with testimonials from colleagues in the STEM field and training pills on AI and Robotics in schools in Milan, Rome, Bologna, Cosenza, Turin, Bari and Naples.

YOUNG WOMEN NETWORK

During the year of reference, the partnership with Young Women Network continued, which involves the involvement of young and senior professionals in networking, mentoring and empowerment meetings to support their personal growth path and encourage the creation of a network to exchange ideas, experiences, and design common paths.

IMPRINT GROUP

In addition to gender diversity, NTT DATA Italia strongly believes in the inclusion of the most vulnerable categories. For this reason, in October 2019 the collaboration with the Impronta Group was born, a set of four non-profit organizations that are committed to the inclusion of people with disabilities in the world of work. Thanks to this agreement, NTT DATA Italia builds ad hoc projects to employ people with severe disabilities who would otherwise find it difficult to access the world of work.

10 [Report of the European Parliament](#)

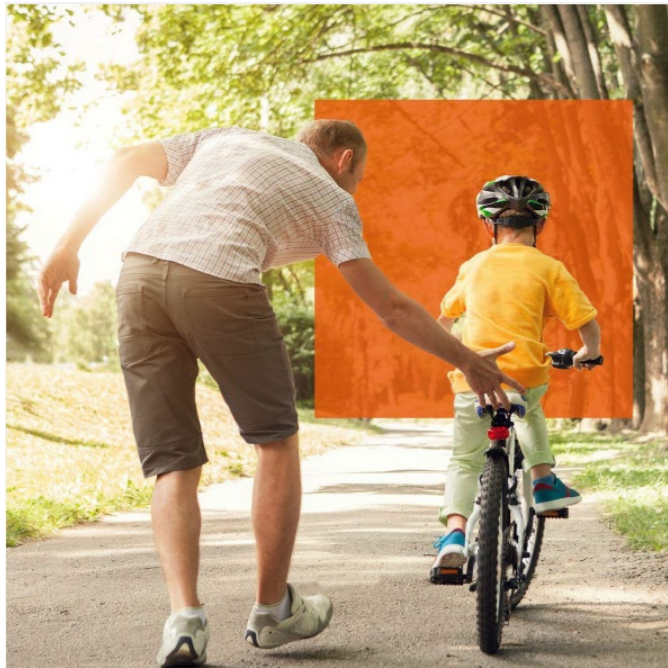
MISSION CARING

In line with the ongoing initiatives to promote diversity and inclusion, NTT DATA Italia is committed to supporting caring projects in which parenting or caring experiences are a real opportunity for growth for employees and for the entire company.

It is from this conviction that the pilot project "Mission Caring" was born taking care of someone is a master's degree, a digital training path for learning soft skills.

The aim of the initiative is to promote a common culture of parenting and care experiences in the company, enhancing new energies and skills, a testimony to the company's deep desire to listen to and support its people.

These initiatives promote an innovative vision of ageing and a new culture of care.



4.2.3 Training and talent development

Training is a strategic element for the growth and maintenance of the company's competitiveness. For some time now, at NTT DATA Italia, training has not been understood as training, but as continuous learning in which there is an active involvement in learning.

NTT DATA Italia the Company attaches primary value to training and dedicates adequate resources and tools to achieving the defined objectives. As of March 31, 2024, it provided its employees with more than 162 thousand hours of training, an increase of 2% compared to the previous year. At the same time, however, during the year, the number of hours of training per capita decreased to 28.4 hours of training per capita compared to the previous period where 33.7 hours of training per capita were recorded.

NTT DATA Italia boasts its own training structure, the Human Academy, managed by a committee of people partly from the People & Culture Function and partly from the business structures: service line managers, function managers and experts. For over ten years, it has been a hub of skills and experience in the world of human skills, Information Technology and Digital Transformation.

The Human Academy pursues three main objectives:

- enable the growth of internal staff
- contribute to the dissemination of know-how and best practices to its customers through the provision of training by certified and experienced personnel
- share skills and experience through social projects aimed at schools of all levels and universities

The Human Academy provides internal training and training for the entry of new people into the company (see below Excellence School), through learning-by-doing LABs and online courses accessible via any device.

The type of courses provided is constantly expanding and concerns technical courses, methodological courses, human or power skills (soft skills), courses to deepen managerial skills, language courses, coaching, team building.

Thanks to the Human Academy, 1,271 certifications were achieved during the year, bringing a total of 3,346 certified employees in the last 3 years.

During the year, with a view to fostering the personal and professional growth of its employees and ensuring greater international experiences for its people, the Human Academy was particularly committed to the provision of foreign language courses through the All You Can Speak program, launched in June 2022, which offers the opportunity to

study up to 14 foreign languages with maximum flexibility. both in self-learning mode (e-learning) and through individual lessons with mother-tongue teachers (classroom).

In addition, at the request of several colleagues and service line managers working with NTT DATA, in collaboration with the Japanese Culture Center in Milan, the Human Academy in the reporting year renewed the delivery of a basic course in Japanese language and culture, which began in November 2021.



ALL YOU CAN SPEAK

To meet the ever-growing professional and personal needs to expand the range of foreign languages to be known, NTT DATA Italia in June 2022 promoted a language study program: All You Can Speak. Through an innovative self-learning platform, the program allows you to study up to 14 languages, all available through study units, games, and challenges that can also be accessed from smartphones.

There are two important new features in the program:

- the international community of users, with over thirty thousand students from all over the world who interact with each other, giving and receiving corrections and suggestions to other students from other countries, thus encouraging the logic of sharing knowledge and mutual exchange
- One-to-one lessons, available in six different languages (including Italian), allow NTT DATA's foreign employees or staff working on international projects to speed up their language learning with a more targeted and personalized approach

All You Can Speak is a voluntary enrollment program and over a thousand people from NTT DATA Italia participated in the year, providing 32,000 hours of training.

To overcome the problem of the scarcity of technical skills on the market, especially in the STEM field, talent camps and training schools have been organized over the years. In 2021, the Excellence School was created, with the aim of giving undergraduates and

graduates in STEM subjects with the exception of computer science, the opportunity to access a professionalizing training course, consisting of technical, methodological and human skills paths, and two months of on-the-job training, with the aim of becoming

part of the world of work. Since 2021, the Excellence School has allowed about 200 pe-

ople, who did not have an ICT background, to join NTT DATA Italia.



NTT DATA EXCELLENCE SCHOOL

The goal of the Excellence School is to train and empower young people in STEM subjects (Science, Technology, Engineering and Mathematics) by guaranteeing them a safe entry into the world of work.

Created in the context of NTT DATA Italia's Human Academy, it aims to offer a training course that creates professionalism to be included in technological sectors with great development prospects (programming, data intelligence, cloud architectures, cybersecurity). In each edition, approximately 15 talents are selected, for which NTT DATA supports the coverage of the costs of the internships, the entire training course, software licenses and the assignment of a PC for business use and vouchers to take the certification exam.

The program, through a unique learning experience lasting a total of five months, includes three months of classroom training, including basic programming courses, the learning of human skills and education in NTT DATA culture, and two months of professional training alongside the most experienced employees of the company areas most like the path carried out.

During the year, six editions of Excellence Schools were launched, the most recent of which were dedicated to Java and Cybersecurity. At the end of the course, more than 80% of the participants are hired by NTT DATA Italy.

Thanks to the Excellence School, NTT DATA Italia won the "**Company for Generation Z**" award, ranking first in the "**activated internships**" category.

The "**Company for Generation Z**" award, awarded annually, is aimed at companies that invest in younger talents and enhance them and is promoted by Radar Academy, the Business School of Radar Consulting Italia, a recruiting and talent acquisition company.

In addition, among the external training initiatives, NTT DATA Italia:

- ▶ it is sponsor of the Master's degree at the Politecnico di Milano on the completion of a course on cybersecurity, of the Master's degree at the Luigi Bocconi University of Milan, with a particular focus on the topic

of Security Governance, and of the Master in Law, the Digital Innovation and Sustainability course at LUISS University (Libera Università Internazionale degli Studi Sociali Guido Carli), focused on the current digital and ecological transitions in society and the economy

- ▶ it has partnerships with the Politecnico di Milano, the Politecnico di Bari, the University of Salento, MIP, Talent Garden, as well as numerous minor partnerships
- ▶ it has active agreements with all Italian universities for project work and theses
- ▶ it is a partner with SIAM (Society for the Encouragement of Arts and Crafts) of the IFTS (Internet of Robotic Things)
- ▶ provides scholarships for ICT training to the ELIS Consortium
- ▶ is a partner of the inTEC cooperative, a social enterprise that operates in information technology with the aim of integrating disabled and fragile people into IT work contexts

ELIS SMART ALLIANCE: A PROJECT TO FIND THE THIRD WAY BETWEEN WORKING FROM HOME AND THE OFFICE

The Elis Smart Alliance project, launched in 2021, continues successfully. The initiative involves over one hundred CEOs of large Italian companies committed to charting together the course for the rebirth of the country starting from school, business and work. It allows the sharing of spaces, creating zero-kilometre offices, to encourage the construction of relationships that go beyond generational and sectoral boundaries.

Starting from January 2023, NTT DATA Italia's Rome office has become a relational gym, with a space also dedicated to people from other companies to promote well-being, productivity, creativity, of all the people involved.

WELFARE

harmonious state of a person in terms of physical and mental health

PRODUCTIVITY

ratio between resources used and results obtained over a given time horizon

CREATIVITY

ability to absorb and/or generate unexpected elements in one's own cognitive and action space, both in positive and negative declination

The initiative had a positive response from the participants regarding the possibility of having the workplace closest to one's home and the possibility of comparison with people

from other companies, creating a network that goes beyond the profession and that leads to work in an open context of sharing.

4.2.4 Communication and Comparison Initiatives

At NTT DATA Italia, workspaces are real places of exchange, designed with the aim of

maximizing the expressive freedom of employees. An example of this commitment is the NTT DATA Library, in Milan, a place where you can consult books and magazines or borrow them.



NTT DATA SMILERS - AMBASSADOR

The Ambassador project was carried out by a pilot group of 35 people, which expanded to 53 Brand Ambassadors, with different seniority, based on different offices and cities, starting from the idea of giving internal and external voice to NTT DATA Italia in a more widespread way throughout the territory.

It is a means of communication with the aim of circulating content to the outside world, but also a tool for sharing positive and negative ideas circulating within society.

The name NTT DATA Smilers was created in line with the principles of equity, meritocracy and inclusiveness of the Smile Working Company.

The aim of the initiative is to highlight that at NTT DATA it is the smile that represents the employees: we want the enthusiasm that distinguishes us, inside and outside the company, to reach everyone through the voices of the Smilers. Employee engagement culminated in the drafting by the Brand Ambassadors of the Manifesto which, during the year, was updated to identify the characteristics associated with the values that best represent it, the objectives it sets itself, and the actions to be implemented to create the company of the future.



During the year, NTT DATA Italia fostered interaction and exchange among the company

population with a series of engaging and stimulating initiatives.

NTT DATA CLUB

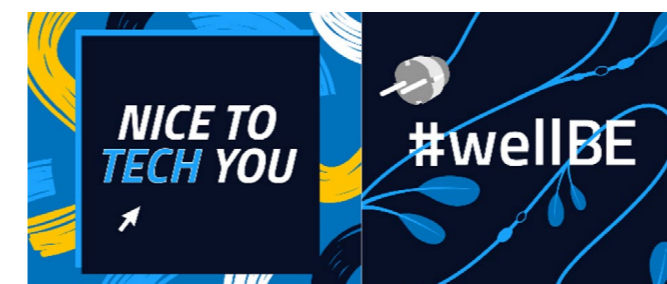
The NTT DATA CLUBS are an internal initiative aimed at all NTT DATA Italia employees to share their passions in their free time. Everyone can find and manage their own NTT DATA CLUB or join existing ones. The Clubs are self-managed by the Founder and made available to anyone who wants to participate. The goal is to promote team building and networking, thus allowing everyone to get to know each other better even outside of work hours. The company provides the technological tools to network: an internal corporate community to stay informed about new Clubs and to encourage new registrations, official merchandising and promotes internal events dedicated to the initiative, to create moments of aggregation and sharing.

There are more than 1200 Club members and over 130 active Clubs of different types.



NTT DATA & FRIENDS

The NTT DATA & Friends allow you to create moments of dialogue that encourage discussion, and that culturally enrich people by stimulating debate on the most varied topics, listening to the stories of many guests who can be inspiring.



LINK & DRINK

With Link & Drinks, the aperitifs at the end of the working day, the staff of NTT DATA Italia come together to spend time together with good music and a bit of fun, stimulating integration and a sense of belonging to a corporate culture consistent with the goal of a 5.0 society.

NTT DATA VOICES

NTT DATA Voices is the app developed by NTT DATA for its employees, which offers the opportunity to listen to podcasts with exclusive content for the employees themselves: interviews, insights, curiosities and news related to the company's performance, projects carried out and much more. But also, Japanese philosophical principles to help you live your working day better. And then there are the new technological trends, sustainability and entertainment. Some formats created for NTT DATA Voices have also been published on the main platforms, the case of "Nice to Tech You", the series dedicated to those who want to know the latest news in the technological field and told by those who have made innovation their profession.

Still in the field of sustainability, in order to raise awareness among its corporate population, NTT DATA Italia has also created another series, entitled wellBE: a podcast created to reflect together on how technology is transforming daily life and the society in which we live, opening new paths towards a better and more responsible future. The guest of all the episodes is the Head of Sustainability & Green Tech who interacts with some customers on topics such as energy transition, sustainable IT, energy efficiency and the fight against the climate crisis.

WEBINARS

Webinars are events planned and organized to spread knowledge and awareness on different areas. In the first webinar, in collaboration with CarbonSink, the theme of Green Tech & Digital Sustainability was presented, emphasizing the impact on the environment of digital technology which, according to forecasts, will account for 9% of GHG emissions in 2025, equal to the global impact of light vehicles.

Among the main topics addressed are NTT DATA's methods of approach to sustainability, including the establishment in November 2020 of a Climate Action Committee to achieve the goal of carbon neutrality by 2040. In addition, the collaboration with ZeroCO2 was presented, born from the sharing of common objectives in the field of carbon emission reduction and management and the creation of carbon credits, as well as the CO2Sink and Flow projects - universal platform for a sustainable lifestyle.

READY, SET, IDEA CONTEST

During the month of January 2024, the "Ready, Set, Idea!" in partnership with Startup-Geeks.

The project consists of a training program provided to employees on methodologies and entrepreneurial mindset with the aim of developing new business ideas, to be brought to the market, in a bottom-up logic.

There will be 6 projects incubated during 2024 while the units involved will be 8 for a total of 30 participants.

4.2.5 Health and safety at work

Safety in the workplace has always been of great importance to NTT DATA Italia, even more so with the health emergency that has occurred since 2020, the Environment and Health & Safety Function oversees activities in the field of occupational safety, preparing appropriate policies and related documentation and training.

To this end, an Occupational Health and Safety Management System has been defined with the aim of minimizing the potential risks associated with the activities carried out at all NTT DATA Italia offices and/or in smart working.

The risk assessment process is carried out through a series of interlinked phases, aimed at highlighting the main risk factors present in the activity carried out by NTT DATA Italia, taking into consideration all its Operating Units (offices). In the first instance, the workplaces were examined, and a survey was carried out on the way in which the activities were carried out.

Checks were also carried out on:

- the existence and correctness of the mandatory documentation according to the regulations in force
- to the content of the Accident Register, to obtain any useful information for the purposes of prevention and protection that can be implemented, based on the company's work activities subject to the risk assessment

Each employee of NTT DATA Italia is required to report any dangerous situations to the person in charge and/or to the company Prevention and Protection Service (SPP) and in the event of serious, immediate danger that cannot be avoided, must stop work and move away from the workplace and the danger zone. Following the examination of workplaces, equipment and workplaces, re-

levant considerations and observations are collected, based on which appropriate prevention and protection measures are identified, as well as any personal protective equipment to be adopted, and the programme to ensure the improvement of safety levels is defined.

In addition, during the previous year, an ad hoc procedure was introduced at the Milan Calindri headquarters and subsequently at all the offices to ensure that people with disabilities have optimal access and safe stay within the NTT DATA Italia offices. To this end, the Company has identified the figure of the Health & Safety tutor, i.e. the emergency person in charge of supporting employees with disabilities in the event of an emergency and evacuation of the premises.

Regarding occupational health services, a health protocol has been established for NTT DATA Italia staff drawn up and managed by the competent doctor, which ensures that the health records of all workers subject to health surveillance are kept in compliance with current regulations on the protection of personal data. In addition to the management of medical examinations for the issuance of the qualification for the job, the protocol provides, at least annually, for the visit/inspection of the workplace by the Competent Doctor, together with the Prevention and Protection Service Officer (ASPP) and Workers' Safety Representatives (RLS) of the headquarters.

The involvement of workers on occupational health and safety issues takes place through the respective RLS, formally identified in accordance with current legislation.

Also, during the year, NTT DATA Italia continued to manage critical issues related to the Covid-19 pandemic, maintaining both precautions against the spread of the virus until the end of the emergency period, and continuing to monitor temperature measurement at the entrance to the offices.

Regarding the training of workers in the field of Health and Safety at Work, NTT DATA Italia operates in accordance with the provisions of art. 37 "Training of Workers and their Representatives" of Legislative Decree 81/2008 "Consolidated Law on Health and Safety at Work".

With reference to the reporting year examined, the Company provided courses managed by a certified external body, also using e-learning mode. Specifically, the courses concerned:

- General Training of Workers
- Specific Training (Low Risk) of Workers
- Updating of Specific Training (Low Risk) of Workers
- Training and/or Refresher Courses for Workers' Safety Representatives (RLS)
- Refresher training for the Head of the Prevention and Protection Service (RSPP)
- Training and/or Refresher Courses for the Prevention and Protection Service Officers (ASPP) of the headquarters
- Training and/or Refresher Courses for Supervisors
- Training and/or Refresher Courses for Emergency Officers (Fire and First Aid)
- Training for Health & Safety Tutors

To avoid and/or mitigate the negative impacts on health and safety at work within its commercial relationships and related to the activities carried out, NTT DATA Italia operates in accordance with the provisions of Article 26 of Legislative Decree 81/2008 "Consolidated Law on Health and Safety at Work". Especially:

- verifies the Technical and Professional Suitability of the companies to which it entrusts contracted activities (Article 26, paragraph 1)

- provides them with detailed information on the specific risks existing in the environment in which they are intended to operate and on the prevention and emergency measures adopted in relation to their activities (Article 26, paragraph 2)
- participates, together with the contracting companies and suppliers, in cooperation and coordination activities with the aim of eliminating or, where this is not possible, minimizing the risks due to interference between the works of the various companies involved in the execution of the contract (Article 26, paragraph 3)

Finally, it should be noted that, for the year ended March 31, 2024, there were two cases of non-serious injury among NTT DATA Italia employees.

4.3 SUPPLY CHAIN

The materiality analysis reported in this document in paragraph 1.1.2 confirms NTT DATA Italia's commitment to responsible management of procurement processes and dialogue with its suppliers, who exert a significant influence on the communities in which they operate and the surrounding environment.

In the last year, NTT DATA Italia turned to 1,371 suppliers for a total expenditure of 226,028 thousand euros, of which 76% belonging to the same geographical area as NTT DATA Italia, therefore classifiable as local¹¹. The prevailing type of suppliers is related to the provision of professional services, in this category NTT DATA Italia has selected a group of partner suppliers with whom a volume discount agreement is signed annually. The list of partner suppliers is re-evaluated annually based on the rating acquired by the supplier, i.e. an assessment that considers not only the economic aspects, but also the evaluations expressed by users and by the Procurement Function during the procurement process.

The procurement process is carried out through a dedicated portal that allows the qualification, evaluation and subsequent management of the supplier. This flow begins with the preparation of a Purchase Requisition (RDA or PR) that is approved according to specific workflows automatically enabled by the system based on the value and the requesting function. The whole process is managed through ERP (Enterprise Resource Planning). The purchase order is processed by the Procurement Function, which verifies the requests received, negotiates the prices and issues the orders.

In the qualification phase of the NTT DATA Italia Supplier Register, the supplier undertakes to share and comply with NTT DATA Italia's values and processes in terms of ethics (SA8000), integrity, anti-corruption and data protection (Code of Conduct, Model 231 and Anti-corruption Policy) as well as the NTT DATA Group Guidelines for Sustainability in Supply Chain.

Therefore, during the reporting period, 100% of suppliers were assessed using environmental criteria.

An important innovation related to this process implemented during the year was the revision and updating of the set of documents signed by suppliers. A specific annex has been prepared containing the Cyber Security requirements that suppliers must guarantee, diversified in relation to the type of supply offered.

This implementation has become necessary because of the increasingly numerous and stringent market constraints that our customers ask us to respect, related to the DORA (Digital Operational Resilience Act) regulation and the NIS-2 (Network and Information Security) directive.

NTT DATA Italia, in the choice of its suppliers, rewards those who are active in acquiring environmental and social certifications, by informing itself about the progress of ISO 9001, ISO 14001, ISO 27001, ISO 37001 and ISO 45001 certifications.

Out of the total number of active suppliers, there are over seventy ISO 14001 certifications (environmental management systems), about two hundred and twenty ISO 9001 certifications (Quality Management Systems) and one hundred and twenty ISO 27001 certifications (Information Security).

¹¹ With reference to NTT DATA Italia S.p.A., "local" suppliers are those with registered office in Italy.

4.4 RELATIONSHIP WITH THE LOCAL COMMUNITY

NTT DATA Italia's goal is to build a more sustainable society together with its customers, based on the 5.0 society model. It is an intelligent society, which puts human well-being at the center and integrates growth with not only environmental but also social sustainability. A society with less inequality, where access to resources is guaranteed and inclusion is fostered. Educating future generations, contributing to society, protecting the environment: this is how NTT DATA Italia collaborates with the communities in which it operates to create a better tomorrow together.

Below is a summary of the main projects in support of the communities in which NTT DATA Italia is involved. It should be noted that NTT DATA Italia does not generate actual or potential negative impacts on the communities in which it operates.

NTT DATA Italia recognizes the importance of training young people, both to provide them with the necessary tools for a career in the world of technology, and to use technological tools with greater awareness. In tomorrow's world, digital and technical-scientific skills will be increasingly important. Training and enhancing young talents are a goal of NTT DATA Italia. In fact, it is essential that children approach technology aware of its potential and risks and free from gender stereotypes, which today still distance girls from scientific careers. Helping children become familiar with technology from the earliest years of school is also necessary to build a more inclusive tomorrow together. It is for this reason that NTT DATA Italia adheres, or proposes in first person, numerous training initiatives for younger minds, as reported below.

SODALITAS: CONNECTED TO GROW

During the year in question, NTT DATA Italia, as a partner of the Sodalitas Foundation, the first organization in Italy to promote Corporate Social Responsibility and Sustainability, participated in the Connected to Grow initiative.

The project aims to eliminate the digital divide among students that is still a problem in Italy today: in fact, according to Istat, one in three students does not have adequate digital tools. NTT DATA Italia has joined the initiative by donating its computers that are no longer in use. Subsequently, through reconditioning work, more than 100 have been recovered for now, which will be destined for the neediest families.

CODING IN SCHOOLS

The Coding in Schools project brings video game programming and robotics labs to schools, helping young people develop logical skills and problem-solving skills in a creative and efficient way. By playing together with the masters of NTT DATA Italia to program video games, apps and robots, children learn how the technologies we use every day work and imagine their future uses.

The project involved over 24,000 teachers and students from 125 schools throughout Italy and 120 NTT DATA Italia employees with more than 2,900 hours of lessons.

In addition to schools, workshops were also held in summer camps and residences for children undergoing cancer treatment (Casa UGI in Turin and Centro Maria Letizia Verga in Monza).

To date, coding and robotics lessons are open to all young programmers also available on YouTube, with live virtual labs.

INTERNATIONAL TECHNOLOGY OLYMPICS

The initiative, now in its second edition and conceived by the NTT DATA Foundation, offers over 2500 children aged between 7 and 16 and coming from the NTT DATA EMEAL countries, the opportunity to learn the logic of computational thinking, problem solving and coding in a fun and engaging way.

The project aims to contribute to the reduction of the digital divide and the development of children's digital skills by transforming them, from simple consumers, into creators of technology.

The 2023 course, which lasted six months, was developed through an online platform that included recorded video lessons and meeting sessions with the 16 volunteer teachers of NTT DATA Italia.

278 Italian boys and girls participated, of which two won and one was classified as a semi-finalist. A special mention was also given to a school in Rome, the city where the Italian award ceremony was also held, hosted at the NTT DATA Italia headquarters.

For this project, at the Chamber of Deputies, NTT DATA Italia was awarded the Volontari@ work prize by the Terzjus Foundation, which aims to recognize, enhance and increase volunteer skills. The award has received the patronage of the Ministry of Labour and Social Policies and Unioncamere.

The 2024 edition of the International Olympiad of Technology is being organized for its third edition.

SECURITY NINJA

The Security Ninja project brings the topics of cybersecurity and data protection to fourth and fifth grade classes. The initiative stems from the need to raise children's awareness of the main risks to which they may be exposed in the use of the web, social media, chats

and online games.

The interventions - launched in 2020 - were part of this context and, taking advantage of the previous experiences that NTT DATA Italia has gained in high schools with awareness-raising initiatives on cybersecurity issues, ad hoc tools have been designed for children aged 9 to 11, providing them with the basic, but essential, notions, about the correct behaviour to be adopted. In fact, it is essential that everyone, regardless of age, education and occupation, is familiar with technology in order to be able to consciously exploit its potential in personal and professional life.

The last lessons of the 2022-23 school year were held in person, enriching the meetings, which are already normally very interactive and engaging, with the added value of physical presence in some classes in Piedmont, Lazio and Sicily.

During the year, the project saw the delivery of 37 lessons, involving over 720 boys and girls, in 4 cities and 10 primary schools.

ITS

NTT DATA Italia's strong investment in ITS confirms its commitment to training and job orientation activities, through the consolidation of partnerships between the world of education and the world of business. The aim is to bridge the skills gap that the IT consulting sector is suffering so much from, helping our country's talents to develop the skills necessary for their future.

NTT DATA Italia participates as a founding member in the ITS "Maria Gaetana Agnesi" in Lazio and in the ITS "Academy Leading Generation" in Lombardy and as a partner in the ITS "Apulia Digital Maker" and the IFTS "Leader" in Puglia. In addition, it is continuing to forge collaborations with other ITS and IFTS in Italy, both contributing to teaching and offering internship opportunities aimed at recruitment.

These include ITS ICT Piemonte, ITS Angelo Rizzoli, Tech Talent Factory, EMIT Feltrinelli, ITS Cadmo Cosenza and others under evaluation.

ITS ACADEMY LEADING GENERATION (LOMBARDY)

NTT DATA, together with other companies, schools and universities in Lombardy, has become a founding member of the ITS Academy Leading Generation Foundation, with the aim of offering training to graduates and inserting them, at the end of the course, into the world of work.

The ITS Foundations develop post-diploma courses that offer highly qualified technical training to facilitate the employment of young people and meet the emerging needs of the labour market. In this context, NTT DATA Italia is involved in a training course for Digital Developers for 20 graduates and lasting a total of 2 years. The course, which involves face-to-face attendance in Milan, is structured in 2000 hours, 1000 per year, of which 600 of classroom training and 400 of on-the-job training, directly in NTT DATA.

At the end of the course that will allow you to acquire skills in the development of software applications, programming languages, Big Data, Cloud and the whole world of Digital Developers, there will be the opportunity to be hired in NTT DATA Italia.

ITS MARIA GAETANA AGNESI (LAZIO)

NTT DATA Italia, together with other companies, schools and universities in Lazio, has also become a founding member of the ITS Maria Gaetana Agnesi - Tech & Innovation Academy foundation.

The ITS Agnesi Foundation was born from the collaboration between universities, schools, businesses and local authorities in the Roman territory.

NTT DATA Italia's strong investment in ITS confirms its commitment to training and job orientation activities, through the consolidation of partnerships between the world of education and the world of business. The aim is to bridge the skills gap that the IT consulting sector is suffering so much from, helping our country's talents to develop the skills necessary for their future.

"MISSION TO FUTURE": NTT DATA ITALIA'S FIRST ROADSHOW

NTT DATA Italia organized the first roadshow in Italy to open the doors of its offices and meet and get to know students, recent graduates, undergraduates from all universities and polytechnics.

The offices of NTT DATA Italia hosted boys and girls for a morning during which they were able to discover information on company cultures and corporate values, attend workshops with experts on different topics such as: Cybersecurity, Computer Vision, Generative AI, Data & Analytics, 5G, Cloud Innovation and many other topics on which they discussed and were able to see practical applications of new technologies and deepen topics they are studying or passionate about.

Finally, the students met the People & Culture team and professionals in the technology sector to whom they asked questions, shared curiosities and with whom they discussed growth paths, technological trends and possibilities for inclusion in the company.

By opening the doors of the offices and living an immersive experience in close contact with the professionals of NTT DATA Italia, the participants experienced first-hand the opportunities that the IT sector can generate in Italy and internationally.

EDUCATION FOR DIGITALISATION OF ENERGY – EDDIE

EDDIE is a four-year EU-funded Erasmus+ collaborative project that creates a Sector Skill Alliance (SSA) to develop a plan for the digitalisation of the European energy sector through the cooperation of key stakeholders in the Energy & Utility sector on a community basis. The program aims to create an international observatory on the trends that will drive the energy transition and digitalization of the sector.

By analysing the requirements that companies in the sector normally look for in new hires in terms of school and academic training, the project aims to draw up guidelines to make the training courses provided by European institutes as effective as possible, as well as adhering to the demand of the Energy sector.

The Universidad Pontificia Comillas plays the role of Project Coordinator, managing the projects defined by a consortium of 16 companies operating within the European Union, including NTT DATA Italia. Taking part in EDDIE is an opportunity for NTT DATA Italia to create networking with key players in the Energy & Utility sector, enriching its skills on the digitalization of the sector's value chains.

NTT DATA Italia was responsible for developing the site where it is possible to register and become part of the EDDIE ecosystem and studied and designed the possible business models that identify the opportunities for evolution of the implemented site. Work is currently underway to develop a new module of the website, dedicated to training courses. The aim of this system developed is to provide Institutions and Associations with a tool to insert and manage training courses on the EDDIE website, making them visible to potential students interested in improving their knowledge in the field of energy digitalization.

In December 2023, a meeting was held in Brussels, where some representatives of the EDDIE working group of NTT DATA Italia talked about the program: its focus was the identification and assessment of skills gaps, needs, policies and high-impact regulations in the energy sector for the purpose of the energy transition through digitalization. Another priority objective of this event was the construction of a partnership that continues the activities started, starting from the "Strategy for Sectoral Skills" developed during the project.

FEMININE INGENUITY

In 2023, together with the National Council of Engineers (CNI), NTT DATA Italia participates as an ambassador in the third edition of the Female Ingenuity Award, an initiative, conducted in collaboration with Cesop HR Consulting Company, to combat the gender gap in STEM disciplines.

The Award aims to promote goal 5 of "Gender Equality" in the UN 2030 Agenda through the awarding of the most brilliant engineering theses.

It is intended to give support to female graduates to give them the opportunity to enter the world of work with the same opportunities and the same economic remuneration as their male colleagues.

PUGLIA WOMEN CODE

From 21 to 23 April 2023, the Puglia Women Code event was held in Bari, a bootcamp where women of all ages have the opportunity to learn the basics of coding and try their hand at web development, supported by experts.

The event was organized by the Puglia Women Lead association, founded in February 2022 to promote empowerment, female entrepreneurship and the development of digital skills for Apulian women.

NTT DATA Italia is the Main Sponsor of the event: its professionals, in the Tech Industry and not, intervened to inspire the participants to pursue a professional career in the IT and technology sector, remaining in the South.

The goal of the Puglia Women Code was to bridge the gender employment gap by teaching the basics of web programming languages through an intensive training program. The participants, divided into groups, were followed by a professional programmer, to try their hand at developing a web application, and can participate in networking moments and inspirational talks, getting in touch with companies looking for female talents.

At the end of the course, each group presented the work done and the three best projects were awarded with scholarships to continue their studies in the IT field.

TECHNOVATION GIRLS

Technovation Girls is an international non-profit organization that offers children between 8 and 18 years of age a free training course in entrepreneurship and leadership in the technology sector: supported by mentors and parents, they work as a team to create mobile apps or train Artificial Intelligence models to solve real-world problems.

At the end of the course, the teams of girls who have written the best project have access to the international phases of the initiative in which the final winners are awarded.

In 2023, NTT DATA Italia joined the NTT DATA Foundation's proposal to spread this initiative internally, proposing to its people to become mentors or judges, or to enrol children. In the 2023 edition, NTT DATA Italia participated with 3 mentors for 2 teams of 5 girls, who qualified in the semifinals.

The 2024 edition is underway, and 3 NTT DATA Italia mentors are participating, fol-

lowing 12 teams and 33 boys and girls in all.

COLLABORATION WITH STARTUP VIOLA

NTT DATA, on the International Day for the Elimination of Violence against Women on November 25, 2023, has partnered with the Startup Viola.

Viola, in fact, is an Italian start-up that tackles the issues of gender-based violence with effective responses and solutions and wants to create safe spaces for people across Europe. It was born from the Italian association DONNEXSTRADA and aims to create a safer society with various projects, including the Viola App and a centralized data collection project to address some problems through big data.

With the campaign "It's not you, it's all of us", the Company has underlined the importance of collective responsibility by spreading awareness that the blame for violence against women is never with the victims, but always with those who carry it out and the sometimes-mistaken culture of society.

The fight for the elimination of violence against women is a shared responsibility, which Society faces by working to build a world in which every woman can live freely and safely.

With the Startup Viola and the CEO, during an internal webinar, NTT DATA Italia promoted the discussion on security issues. Viola and DONNEXSTRADA, in fact, have been working for years to make the streets safer for women through education, the promotion of community networks, psychological and legal support and technology.

NTT DATA JOINS ELIS FOR DIGITAL LITERACY IN AFRICA

During the summer of 2023 NTT DATA Italia contributed to the "e-Tanzania" project through the donation of computers and the

availability of NTT DATA Italia people as teachers.

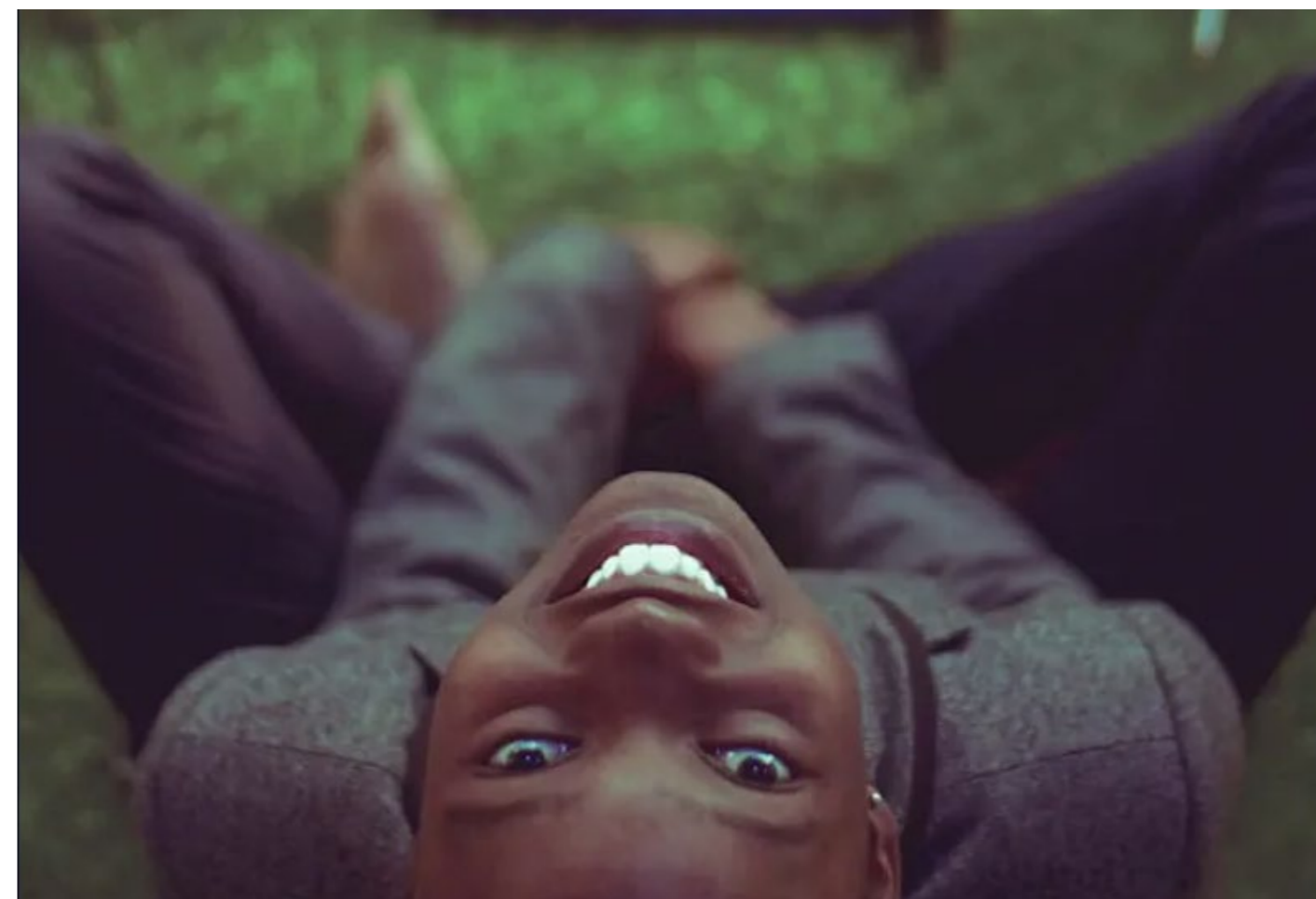
The ELIS association, in collaboration with Ripartiamo APS, is committed to promoting education and training in developing countries, offering support to local schools and devising programs to promote digital inclusion and the development of new skills, with the primary objective of providing young people with useful tools to get out of poverty. Material poverty is in fact one of the main consequences of educational poverty: in particular, in a global context in which the privileged learning tool that allows communication with the rest of the world is the internet and technology increasingly permeates daily life, digital educational poverty is one of the first obstacles to be overcome.

In the summer of 2023, ELIS and Ripartiamo launched the "e-Tanzania" project: for three weeks, some employees and students of the company and volunteers of the association

went to a school in Tanzania with PCs and other technological devices. They were thus able to teach about 250 boys and girls of the structure to use PCs, from essential functions to mini-coding courses, to surf the internet and to do research, thus broadening their horizons.

NTT DATA Italia has enthusiastically welcomed the proposal to support the ELIS initiative, because it is fully consistent with the educational activities that it has been dedicating to young people for years to help reduce the digital divide and because it is in continuity with the close collaboration of recent years with ELIS.

To this end, 15 notebooks have been donated by NTT DATA Italia to complete the classrooms that have already begun to be set up last year, thus having more advanced technological equipment available for the courses to be held next summer.





**NTT DATA FOR
TRAINING AND
SUPPORT OF
VULNERABLE
PEOPLE FOR
REINTEGRATION
INTO THE
WORLD OF
WORK IN ITALY**

Since AVSI Foundation and NTT DATA Italia joined forces in 2018, they have created tangible and lasting support for humanitarian projects in different parts of the world. Together, the teams of both entities have always met to develop proposals aligned with each other's values and priorities, following the goals of the 2030 Agenda and considering the evolution of the company over time.

In 2023, this collaboration gave rise to an innovative project aimed at supporting young NEETs in recovering in terms of motivation, training and career, thus increasing their chances of finding work, in line with SDG 8.6 of the 2030 Agenda.

In Italy, the number of NEETs is alarming, with more than 3 million young people at the end of 2020, placing the country in fourth place in the EU. These young people often come from vulnerable family backgrounds and are concentrated in economically disadvantaged areas, especially in southern Italy, where public interventions have shown limits in achieving effective results.

The project aims to create tailor-made paths for one hundred young people, giving them back motivation, curiosity and interest to overcome apathy, loneliness, existential discomfort and addiction to video games.

Particular attention is paid to the individual accompaniment of each young person, encouraging them to discover their talents and interests, including in the world of crafts. The practical and manual aspects will be explored through training internships and job placements in small shops and local companies.

The project aims to reactivate one hundred NEETs on a motivational, educational and professional scale, increasing their employment opportunities and promoting their integration into the world of work. Among the goals set are a 70% reduction in the inactivity rate and a 60% increase in job opportunities.

During the year in question, NTT DATA Italia raised over €12,000 to support the project.

ENVIRONMENTAL
RESPONSIBILITY



5. ENVIRONMENTAL RESPONSIBILITY

In line with the provisions of the Code of Conduct, NTT DATA Italia is committed to:

- ▶ propose IT systems and solutions that contribute to the reduction of the environmental burden
- ▶ seek to reduce the environmental burden generated by its business activities

- ▶ strengthen its awareness of biodiversity and undertake activities aimed at protecting the natural environment
- ▶ comply with environmental laws and regulations



Increasing attention to environmental issues is one of the strategic objectives of NTT DATA Italia, which in recent years has concretely worked in the name of sustainability through

specific projects operated on its offices and aimed at limiting CO2 emissions and increasingly configuring itself as a "paperless" and "plastic free" company.

“NTT DATA confirms its commitment to environmental sustainability and also in the workplace: in particular, the NTT DATA Italia headquarters in Milan has obtained recognition of excellence on a global scale thanks to over a hundred initiatives developed according to the WELL protocol and a holistic approach to social and environmental sustainability issues.”

PAOLO MARINELLI
CHIEF FINANCIAL OFFICIER

NTT DATA Italia boasts its presence on the national territory, in eleven cities distributed in different Italian regions and in particular:

- ▶ Milan, Rome, Turin, Villorba (TV), Pisa, Naples and Rende (CS) with their own offices
- ▶ Genoa, Bologna, Salerno and Bari in co-working spaces

Following the merger process with everis Italia, it became necessary to implement a process of rationalization and unification of the offices, also aimed at improving consumption efficiency and limiting environmental impacts. Started in the previous year, in parallel with the finalization of the merger by incorporation deed better described in paragraph 1.1, the merger was completed during the reporting period with the transfer of everis Italia colleagues to the offices in Rome and Milan.

Extraordinary maintenance and set-up work is also underway on the new headquarters in Bari. The intervention, designed to meet the most up-to-date environmental sustainability criteria, involves the construction of 175 workstations inside a building of industrial origin recovered and made ready for new use.

NTT DATA Italia has also carried out a process of technological refresh of its data centers through the abandonment or limitation of physical facilities located at its headquarters and the transition to cloud servers that have better performance in terms of energy consumption and use of renewable energy.

This migration process, which began a few years ago, has been entirely completed in favour of external servers hosted by leading companies in cloud services.

5.1 INITIATIVES FOR THE ENVIRONMENT

NTT DATA Italia has long been committed to promoting individual behaviours that can bring a concrete benefit to the environment that surrounds us.

NTT DATA Italia's desire is to spread virtuous behaviour towards the environment, therefore, also in the Year the organization continued to pursue the following objectives:

- ▶ paperless company with the streamlining of the process of submitting paper receipts of expense reports and the establishment of an electronic archive
- ▶ plastic free company by eliminating plastic cups and stirrers from hot drink dispensers, preferring paper or bioplastic wrappers where the lunch box delivery service

is active and distributing water bottles to all employees instead of disposable cups

NTT DATA Italia's commitment is extended to all Italian offices and in this context the agreement signed with electricity suppliers to fully supply the sites with green energy, i.e. 100% produced from renewable sources. A commitment in which the Company firmly believes and which it carries out despite having higher costs: this energy is in fact certified by the "guarantees of origin" system of the energy services operator, based on EC Directive 2009/28/EC.

Finally, the car policy has been revised, discouraging fuel-efficient vehicles and encouraging the introduction of hybrid and electric cars into the company fleet. This action is also supported by the setting up of charging stations for these new vehicles at the company's headquarters.



NTT SUSTAINABILITY CONFERENCE 2023

Every year, the parent company NTT organizes the NTT Sustainability Conference, an event aimed at highlighting and promoting the sustainability initiatives developed by the companies of the NTT Group.

Of the 149 projects presented at the March 2023 conference from 22 countries around the world, 56 projects, considered among the most representative of the Group's efforts to propose solutions for a more sustainable future, were finalists and were promoted through the publication of content on the event's official page.

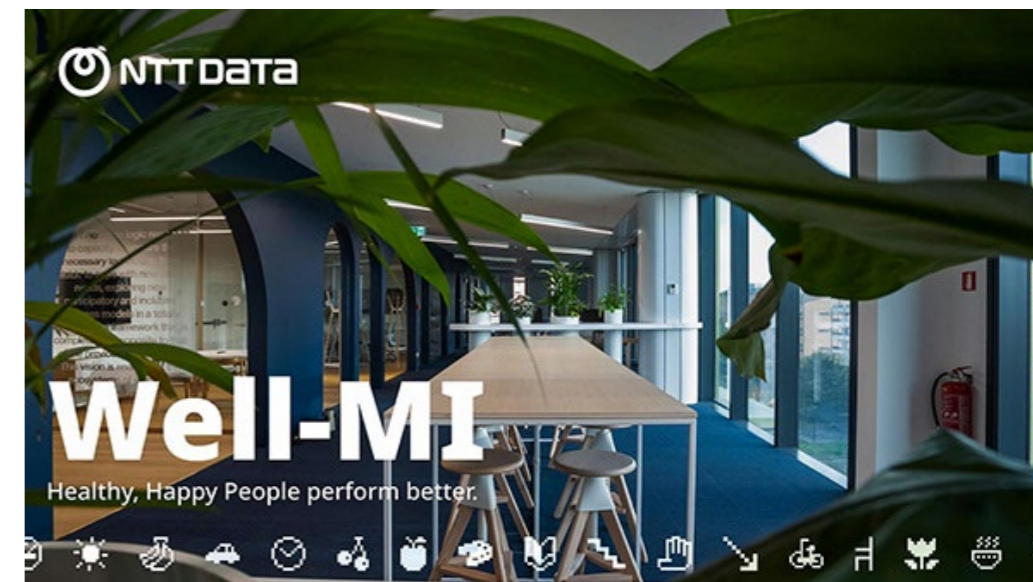
NTT DATA Italia made it to the finals with four projects. In addition to the already mentioned CO2Sink and Green IT Framework, in paragraph 4.1 two other initiatives concerning locations and mobility were awarded:

WELL-MI healthy and Sustainability for Public Transportation.

WELL-MI HEALTHY, HAPPY PEOPLE PERFORM BETTER.

NTT DATA Italy's Milan office has been awarded as an example of a sustainable work environment focused on improving the well-being and comfort felt by employees and the community.

A hundred initiatives developed at the headquarters according to the WELL protocol and a holistic approach to social and environmental sustainability issues have led the NTT DATA Italia headquarters in Milan to obtain recognition of excellence on a global scale.



SUSTAINABILITY FOR PUBLIC TRANSPORTATION (IN PARTNERSHIP WITH NTT DATA AMERICAS)

A mobility design platform that aids in the definition of better decisions for changes to public transport infrastructure. The platform offers a unified data analysis system, with an overview of the status of specific key performance indicators (KPIs), such as passenger numbers, CO2 emissions, and accessibility for demographics. This platform aims to improve the accessibility and sustainability of public transportation for the communities it serves.



ASSOLOMBARDA AWARDS

On March 14, 2023, the second edition of the Assolombarda Awards 2024 was held, an event organized by Assolombarda to celebrate the excellence of know-how and reward the best projects in various strategic areas (sustainability, responsibility and culture, performance, design, digitalization) developed by member companies.

NTT DATA Italia participated in the Sustainability Award dedicated to Giorgio Enrico Falck aimed at enhancing investments and projects related to company headquarters, with positive impacts on people and the environment.

The Company was the winner in the large company's category with the project to set up and manage the Milan headquarters inaugurated in 2021 and conducted virtuously to limit CO2 production and optimize environmental impacts on the territory.

In the face of a significant expansion in employment, NTT DATA Italia had to consider the reorganization of its headquarters in Milan and, in doing so, took into strong consideration the issues of environmental sustainability. The new office spaces, in fact, have been identified in The Sign complex, COVIVIO's urban regeneration project that has transformed the area of the former Vedani Foundries into a Business District dedicated to companies and the city. After an important reclamation of the area, the Near Zero Energy Buildings (NZE) in energy class A were built and achieved LEED Platinum certification.

NTT DATA Italia has moved its headquarters here, conceiving the set-up of its offices in line with the new logic of space management, in terms of both liveability and use, and implemented environmental management policies that have led to the achievement of ISO14001 certification. The Company, through telephoto automation, actively manages

the operation of the buildings, which are powered entirely by renewable sources such as solar energy produced by photovoltaic systems on the roof. It has also provided for the construction of infrastructure for the electric charging of cars and motorcycles to promote sustainable mobility.

2023 has been a year of intense preparatory work for the results that will be achieved in the coming months.

WELL CERTIFICATION

The NTT DATA Italia organization is in fact working towards obtaining the WELL Certification of the Milan office, an important recognition that evaluates and guarantees the environmental well-being of a given place through the analysis of ten concepts (air, water, nourishment, light, movement, thermal comfort, sound, materials, mind, community) with favourable impacts on both the occupants and the surrounding community.

5.2 ENERGY CONSUMPTION AND EMISSIONS

The main energy carriers used by NTT DATA Italia to carry out its activities are:

ELECTRICAL ENERGY

It accounts for 67.65% of corporate consumption and is used for the operation of the offices (air conditioning, lighting systems and equipment used in the offices), but also for powering company electric vehicles.

All electricity supplies in the name of NTT DATA Italia S.p.A. are 100% covered by certificates on Guarantees of Origin that certify the origin of energy from renewable sources.

In addition, part of the electricity consumed comes from the two photovoltaic systems installed on the roofs of the Milan headquar-

ters. The amount of energy produced to date guarantees the total coverage of the energy needs of the company's electric fleet.

DIESEL OIL

It accounts for 20% of the company's consumption and is used as a fuel to power the company fleet.

PETROL

It accounts for 9% of the company's consumption and is used exclusively as a fuel to power the company fleet.

NATURAL GAS

Natural gas consumption is negligible and limited only to heating a few locations.

NTT DATA Italia has in fact pursued the choice of moving or building its headquarters in buildings powered only by electricity to reduce or eliminate dependence on non-renewable energy sources.

The "Annexes - Environment" section shows energy consumption and emissions by type for the three-year period 2021 - 2024.



SCIENCE-BASED TARGETS INITIATIVES

In response to the growing global demand to accelerate measures to achieve net-zero carbon emissions, the NTT DATA Group has revised its previous plan - formulated in 2021 - bringing forward the Net-Zero target to 2040 compared to 2050, with the new "NTT DATA NET-ZERO Vision 2040" plan.

In line with this project, NTT DATA Italia has joined the SBTi (Science-Based Targets Initiative) Standard by signing a Letter of Commitment in January 2024 as an integral part of its commitment to environmental sustainability. The SBTi Standard, promoted by world-leading organizations such as CDP, the United Nations Global Compact, the World Resources Institute (WRI) and the Worldwide Fund for Nature (WWF), is a clear and rigorous guide in setting science-based targets to reduce greenhouse gas emissions. In this context, in May 2024, the Company defined three ambitious targets, pending validation by the SBTi, which represent the fundamental pillars of our commitment to meaningful and timely decarbonization:

- 68% reduction in our Scope 1 and 2 GHG emissions and 42% reduction in Scope 3 GHG emissions by 2030 compared to 2022
- 90% reduction in all absolute GHG emissions by 2035, still based on 2022 data
- neutrality in GHG emissions by 2040

thus, demonstrating commitment not only to reduce emissions, but also to offset residual emissions, actively contributing to the mitigation of the overall environmental impact.

These goals are not only challenges for us, but also promises to future generations.

5.3 WASTE MANAGEMENT

NTT DATA Italia operates separate waste collection within its offices and has therefore set up "ecological islands" at its offices with bins for the collection of different types of waste which are then sent for recycling or recovery through the local reference service.

In addition to what is generated by ordinary office activities, NTT DATA Italia also produces, albeit in limited quantities, other types of waste such as those relating to electrical or electronic equipment that have reached the end of their life cycle (e.g. old PCs, notebooks, smartphones) in technical jargon called WEEE.

In addition, on the transfer of everis Italia colleagues to the Rome office, there was the production of packaging, bulky items and demolition and construction waste.

WEEE and waste generated by the set-up or dismantling of the premises are disposed of through special specialized and authorized companies. During the year, to optimize the service and control over operators and operations in the various cities where NTT DATA Italia is based, a framework contract was formalized with an Intermediary that covers the entire national territory and treats all types of waste.

All the waste produced was sent to the recovery cycle. Compared to the previous year, there was a significant decrease in the quantities disposed of, which can be associated with the end of the merger of the company offices.

The values relating to the waste generated by NTT DATA Italia in the reference reporting period are shown below, divided by categories (hazardous and non-hazardous).

| COMPOSITION OF WASTE PRODUCED BY NTT DATA ITALIA (IN TONNES) | 31.03.2024 | 31.03.2023 |
|--|------------|------------|
| Total hazardous waste | 1,58 | 1 |
| Total non-hazardous waste | 64,20 | 138 |
| Total waste generated | 65,78 | 139 |

ATTACHMENTS

CERTIFICATIONS

| YEAR OF FIRST RELEASE | CERTIFICATION | DESCRIPTION | CERTIFIED LOCATIONS |
|-----------------------|--------------------------------|--|---|
| 18/08/2003 | ISO 9001:2015 | Quality Management System | Milan Rome |
| 16/12/2019 | ISO 37001:2016 | Anti-Corruption Management System | Milan Rome Turin Treviso Genoa Pisa Naples Cosenza Bari |
| 10/12/2010 | ISO/IEC 27001:2022 | Cyber Security Management System | Milan Rome (only for SOC services) Naples (only for SOC services) |
| 10/12/2010 | ISO/IEC 27017:2015 (guideline) | Security Control Management System for Cloud Services | Milan |
| 10/12/2010 | ISO/IEC 27018:2019 (guideline) | Information Security Management Systems | Milan |
| 16/07/2021 | ISO/IEC 27001:2013 (2017) | Information Security Management Systems | Milan Rome Naples |
| 11/11/2021 | ISO 45001:2018 | Health and Safety Management Systems | Milan Rome Naples |
| 30/09/2021 | SA8000:2014 | Social Responsibility Management System | Milan Rome Naples Pisa Turin Treviso |
| 11/10/2021 | ISO 14001:2015 | Environmental Management System | Milan |
| 11/10/2021 | ISO 14006:2020 (declaration) | Environmental Management Systems - Guidelines for the Integration of Eco-design | Milan |
| 03/05/2019 | FSC-STD-40-004® v3.1 | FSC® Forest Stewardship Council® Management System - Chain of Custody (COC) License Code: FSC-C14832 | Milan |

| YEAR OF FIRST RELEASE | CERTIFICATION | DESCRIPTION | CERTIFIED LOCATIONS |
|-----------------------|--|--|-------------------------|
| 31/05/2022 | ISO/IEC 20000-1:2018 | Quality Management System in the Provision of IT Services | Milan Rome Naples |
| 05/07/2022 | ISO 14064-1:2018 (Statement) | Management system for the quantification and reporting of greenhouse gas emissions and their removal | Milan |
| 29/04/2022 | Capability Maturity Model Integration Development V2.0 (CMMI-DEV) without SAM - Maturity Level 3 | Model applied to make improvements in processes and develop behaviours that reduce risks in the development of services, products and software | Naples Cosenza |
| 22/03/2023 | ISO 30415:2021 | Management system for the definition of guidelines for a Diversity and Inclusion framework. | Milan Rome |
| 26/05/2023 | ISO/IEC 27701:2019 | Privacy Information Management System | Milan Rome Naples |
| 16/05/2023 | ISO/IEC 27005:2022 (guideline) | Information Security Risk Management | Milan Rome |
| 26/05/2023 | ISO/IEC 25010:2011 (Statement) | System and software quality models (SQuaRE) | Milan Rome Naples |

During Q1 of FY2024-25, NTT DATA Italia S.p.A. is expected to obtain certification according to the UNI/PdR 125:2022 reference practice on Gender Equality. The certification project was launched at the end of 2023; the Gender Equality Management System has been implemented and the initial assessment has been completed. NTT DATA Italia S.p.A. has fully achieved the overall summary score of more than 60%, as required by the standard, and is therefore able to present itself to the certification body for the process of obtaining the certificate.










As part of this process, a number of activities have been completed, including:











- ▶ NTT DATA Italia's Gender Equality Policy has been defined and formalized, made available to all interested parties via intranet, website and supplier portal

- ▶ the Head of Gender Equality, who has been involved in these issues for some time, has been appointed
- ▶ the Steering Committee for Gender Equality has been appointed with the task of actively working to create and support the necessary conditions for a working environment that is as attentive as possible to the issue of gender equality
- ▶ the three-year Strategic Plan for gender equality has been prepared



With this organization and the new system, NTT DATA Italia intends to further develop and implement the principles related to "gender equality", implementing activities and actions that foster the dissemination of a culture of equality and improvement, as well as internal and external awareness on the issue.

MODELS AND POLICIES

| MODELS AND POLICIES | SCOPE | OBJECTIVES AND CONTENT | APPLICATION |
|--|--|---|--|
| Modello 231 |  | Management, Organization and Control Model pursuant to Legislative Decree 231/2001 | Corporate bodies Dependents External Consultants Suppliers Customers |
| Code of Conduct |   | It defines the main ethical values, the standards of conduct that all employees and collaborators must follow, as well as a series of commitments relating to the execution of activities aimed at the main stakeholders: customers, shareholders, competitors, suppliers, governments, employees and collaborators, society, environment. | Dependents Employees Suppliers |
| Anti-corruption Policy |   | The policy defines EMEAL's commitment to prohibiting and preventing corruption, to ensure compliance with Anti-Corruption Laws and identifies the principles for identifying and preventing any corruption. | Suppliers |
| Master Data Protection Policy |   | It defines the data processing methods for the correct management of information security, such as privacy by design and by default, impact assessment, or supplier management. | Employees |
| Transfer Impact Assessment Policy |  | Defines the impact generated by an entity of the EMEAL Group in the event of a transfer of personal data. | Employees |
| Information Security Policy |  | It defines the procedures for the proper storage of confidential information. In fact, the policy guarantees that their circulation takes place in compliance with quality standards on security and reliability issues, providing for the imposition of prohibitions on the disclosure or use for private purposes of information obtained for official reasons. | Employees |

| MODELS AND POLICIES | SCOPE | OBJECTIVES AND CONTENT | APPLICATION |
|---|--|---|--|
| EMEAL Diversity & Inclusion Policy |   | Guidelines to ensure diversity, equity, and inclusion (DE&I) within all companies that are part of NTT DATA EMEAL. | Corporate bodies Dependents |
| NTT DATA Italia's SA8000:2014 Social Responsibility Policy |  | Social Responsibility Management System (SGRS) certifiable by and complies with the international standard SA8000. | Corporate bodies Dependents Suppliers |
| NTT DATA Italia's Integrated Quality, Anti-Corruption and Environment Policy |    | Integrated Quality, Corruption Prevention and Environment Management System in line with NTT DATA Italia's strong environmental sensitivity and constant commitment to ensuring actions and conduct based on criteria of transparency, fairness and moral integrity, which prevent any attempt at corruption. | Dependents Suppliers |
| NTT DATA Group Guidelines for Sustainability in Supply Chain. |  | Definition of the NTT DATA Group Guidelines for its commitment to creating value for its stakeholders through sincere and highly ethical sourcing activities, in accordance with the Group's Procurement Policies. | Suppliers |
| NTT DATA EMEAL Group Sustainability and ESG Policy |    | Definition of the NTT DATA Group's Guidelines for its environmental, social, economic and governance performance and create shared value, respecting the needs and expectations of all stakeholders. | Corporate bodies Dependents Employees Suppliers |

Legend

 Environment  Human Resources  Governance

HUMAN RESOURCES

GRI 2-7 EMPLOYEES AND GRI 2-8 WORKERS WHO ARE NOT EMPLOYEES

| TYPOLOGY | TO MARCH 31, 2024 | | | TO MARCH 31, 2023 | | | TO MARCH 31, 2022 | | |
|---|-------------------|--------------|--------------|-------------------|--------------|--------------|-------------------|--------------|--------------|
| | MEN | WOMEN | TOTAL | MEN | WOMEN | TOTAL | MEN | WOMEN | TOTAL |
| Total employees | 4.036 | 1.686 | 5.722 | 3.308 | 1.410 | 4.718 | 3.021 | 1.252 | 4.273 |
| Of which for an indefinite period | 3.474 | 1.478 | 4.952 | 2.793 | 1.222 | 4.015 | 2.605 | 1.117 | 3.722 |
| Of which for a given time | 3 | 5 | 8 | 10 | 6 | 16 | 7 | 5 | 12 |
| Of which at hours not guaranteed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Of which apprenticeship | 559 | 203 | 762 | 505 | 182 | 687 | 409 | 130 | 539 |
| Of which Full-time | 4.023 | 1.582 | 5.605 | 3.297 | 1.308 | 4.605 | 3.008 | 1.141 | 4.149 |
| Of which part-time | 13 | 104 | 117 | 11 | 102 | 113 | 13 | 111 | 124 |
| Of which managers | 241 | 46 | 287 | 193 | 39 | 232 | 179 | 34 | 213 |
| Of which paintings | 688 | 257 | 945 | 515 | 205 | 720 | 496 | 187 | 683 |
| Of which employees | 3.107 | 1.383 | 4.490 | 2.600 | 1.166 | 3.766 | 2.346 | 1.031 | 3.377 |
| Total personnel | 4.085 | 1.715 | 5.800 | 3.412 | 1.449 | 4.861 | 3.142 | 1.306 | 4.448 |
| Of which are administered or other types of contracts | 14 | 8 | 22 | 0 | 0 | 0 | 33 | 6 | 39 |
| Of which interns | 59 | 29 | 78 | 104 | 39 | 143 | 88 | 48 | 136 |

| TYPOLOGY | TO MARCH 31, 2024 | | | |
|-----------------------------------|-------------------|--------------|-----------------|--------------|
| | NORTH | CENTER | SOUTH & ISLANDS | TOTAL |
| Total employees | 2.828 | 1.784 | 1.110 | 5.722 |
| Of which for an indefinite period | 2.824 | 1.783 | 1.107 | 5.714 |
| Of which for a given time | 4 | 1 | 3 | 8 |
| Of which at hours not guaranteed | 0 | 0 | 0 | 0 |
| Of which Full-time | 2.763 | 1.742 | 1.110 | 5.605 |
| Of which part-time | 65 | 42 | 10 | 117 |

GRI 2-30 COLLECTIVE AGREEMENTS

| TYPOLOGY | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| Percentage of total employees covered by collective bargaining agreements | 100% | 100% | 100% |

GRI 401-1 NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER

| TYPOLOGY | TO MARCH 31, 2024 | | | | | TO MARCH 31, 2023 | | | | TO MARCH 31, 2022 | | | |
|------------------------|-------------------|------------|-------------|-----------|------------|-------------------|-------------|-----------|--------------|-------------------|-------------|--------------|------------|
| | CATEGORY | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL |
| New hires | Men | 381 | 117 | 15 | 513 | 526 | 228 | 15 | 769 | 381 | 229 | 14 | 624 |
| | Women | 139 | 39 | 2 | 180 | 191 | 107 | 4 | 302 | 136 | 79 | 4 | 219 |
| | Total | 520 | 156 | 17 | 693 | 717 | 335 | 19 | 1.071 | 517 | 308 | 18 | 843 |
| Inbound Turnover Rate | Men | 9% | 3% | 0% | 13% | 16% | 7% | 0% | 23% | 13% | 8% | 0,4% | 21% |
| | Women | 8% | 2% | 0% | 11% | 14% | 8% | 0% | 21% | 11% | 6% | 0,3% | 17% |
| | Total | 9% | 3% | 0% | 12% | 15% | 7% | 0% | 23% | 12% | 7% | 0,42% | 20% |
| Outputs | Men | 193 | 231 | 29 | 453 | 189 | 265 | 28 | 482 | 145 | 285 | 24 | 454 |
| | Women | 62 | 113 | 6 | 181 | 51 | 86 | 7 | 144 | 67 | 104 | 4 | 175 |
| | Total | 255 | 344 | 35 | 634 | 240 | 351 | 35 | 626 | 212 | 389 | 28 | 629 |
| Outgoing Turnover Rate | Men | 5% | 6% | 1% | 11% | 6% | 8% | 1% | 15% | 5% | 9% | 1% | 15% |
| | Women | 4% | 7% | 0% | 11% | 4% | 6% | 0% | 10% | 5% | 8% | 0,3% | 14% |
| | Total | 4% | 6% | 1% | 11% | 5% | 7% | 1% | 13% | 5% | 9% | 1% | 15% |

GRI 403-9 WORK-RELATED INJURIES¹²

| ACCIDENTS AT THE WORK OF EMPLOYEES | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| Number of accidents at work that can be recorded | 2 | 1 | 1 |
| of which, the number of deaths caused by accidents at work | 0 | 0 | 0 |
| of which, accidents at work with serious consequences (excluding deaths) | 0 | 0 | 0 |
| Hours worked | 9.766.963 | 7.865.409 | 7.322.839 |
| Multiplier | 1.000.000 | 1.000.000 | 1.000.000 |
| Rate of accidents at work adjustable | 0,26 | 0,13 | 0,13 |
| Death rate due to accidents at work | 0 | 0 | 0 |
| Rate of serious accidents at work | 0 | 0 | 0 |

¹² The following GRI refers only to employees.

GRI 404-1 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

| CATEGORIES | TO MARCH 31, 2024 | | | | | |
|-------------------|-------------------|-------------------|---------------|---------------------|----------------|---------------------|
| | HOURS MEN | AVERAGE HOURS MEN | HOURS MEN | AVERAGE HOURS WOMEN | HOURS MEN | AVERAGE TOTAL HOURS |
| Executives | 3.517 | 15 | 728 | 16 | 4.245 | 15 |
| Middle Management | 16.220 | 24 | 6.725 | 26 | 22.945 | 24 |
| Employees | 96.358 | 31 | 39.224 | 28 | 135.582 | 30 |
| Total | 116.095 | 29 | 46.677 | 28 | 162.772 | 28 |

| CATEGORIES | TO MARCH 31, 2023 | | | | | |
|-------------------|-------------------|-------------------|---------------|---------------------|----------------|---------------------|
| | HOURS MEN | AVERAGE HOURS MEN | HOURS MEN | AVERAGE HOURS WOMEN | HOURS MEN | AVERAGE TOTAL HOURS |
| Executives | 3.084 | 16 | 895 | 23 | 3.979 | 17 |
| Middle Management | 15.081 | 29 | 5.691 | 28 | 20.772 | 29 |
| Employees | 90.383 | 35 | 43.911 | 38 | 134.294 | 36 |
| Total | 108.548 | 33 | 50.497 | 36 | 159.045 | 34 |

| CATEGORIES | TO MARCH 31, 2022 | | | | | |
|-------------------|-------------------|-------------------|---------------|---------------------|----------------|---------------------|
| | HOURS MEN | AVERAGE HOURS MEN | HOURS MEN | AVERAGE HOURS WOMEN | HOURS MEN | AVERAGE TOTAL HOURS |
| Executives | 2.333 | 13 | 378 | 11 | 2.711 | 13 |
| Middle Management | 18.923 | 38 | 8.086 | 43 | 27.009 | 40 |
| Employees | 104.725 | 45 | 48.513 | 47 | 153.238 | 45 |
| Total | 125.981 | 42 | 56.977 | 46 | 182.958 | 43 |

GRI 405-2 RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

| | MEN | WOMEN | WOMAN/MAN RATIO | |
|--------------|-------------------|----------|-----------------|------|
| Basic salary | Executives | 90.588€ | 85.144€ | 0,94 |
| | Middle Management | 52.452€ | 50.866€ | 0,97 |
| | Employees | 32.858€ | 33.363€ | 1,02 |
| Average pay | Executives | 140.769€ | 123.120€ | 0,87 |
| | Middle Management | 60.791€ | 58.789€ | 0,97 |
| | Employees | 36.910€ | 37.363€ | 1,01 |

GRI 405-1 DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

| BOARD OF DIRECTORS MEMBERS | TO MARCH 31, 2024 | | | | TO MARCH 31, 2023 | | | | TO MARCH 31, 2022 | | | |
|----------------------------|-------------------|-------------|------------|-------------|-------------------|-------------|------------|-------------|-------------------|-------------|-------------|-------------|
| | AGE GROUPS | | | | AGE GROUPS | | | | AGE GROUPS | | | |
| | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL |
| Women | 0% | 33% | 0% | 33% | 0% | 33% | 0% | 33% | 0% | 0% | 0% | 0,0% |
| Men | 0% | 0% | 67% | 67% | 0% | 0% | 67% | 67% | 0% | 0% | 100% | 100% |
| Total | 0% | 33% | 67% | 100% | 0% | 33% | 67% | 100% | 0% | 0% | 100% | 100% |

| CATEGORIES | TO MARCH 31, 2024 | | | | | | | | | |
|-----------------------|-------------------|------------|-------------|------------|-------------|------------|-------------|----------------------------|------------|-------------|
| | GENDER | | | AGE GROUPS | | | | OTHER DIVERSITY INDICATORS | | |
| | MEN | WOMEN | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | PROTECTED CATEGORIES | DISABILITY | TOTAL |
| Executives (%) | 84% | 16% | 5% | 0% | 44% | 56% | 5% | 25% | 75% | 2% |
| Middle Management (%) | 73% | 27% | 17% | 0% | 61% | 39% | 17% | 14% | 86% | 11% |
| Employees (%) | 69% | 31% | 78% | 36% | 55% | 9% | 78% | 5% | 95% | 87% |
| Total (%) | 71% | 29% | 100% | 28% | 55% | 17% | 100% | 7% | 93% | 100% |

| CATEGORIES | TO MARCH 31, 2023 | | | | | | | | | |
|-----------------------|-------------------|------------|-------------|------------|-------------|------------|-------------|----------------------------|------------|-------------|
| | GENDER | | | AGE GROUPS | | | | OTHER DIVERSITY INDICATORS | | |
| | MEN | WOMEN | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | PROTECTED CATEGORIES | DISABILITY | TOTAL |
| Executives (%) | 83% | 17% | 5% | 0% | 36% | 64% | 5% | 33% | 67% | 2% |
| Middle Management (%) | 72% | 28% | 15% | 0% | 53% | 47% | 15% | 11% | 89% | 11% |
| Employees (%) | 69% | 31% | 80% | 36% | 53% | 12% | 80% | 4% | 96% | 87% |
| Total (%) | 70% | 30% | 100% | 29% | 52% | 20% | 100% | 5% | 95% | 100% |

| CATEGORIES | TO MARCH 31, 2022 | | | | | | | | | |
|-----------------------|-------------------|------------|-------------|------------|-------------|------------|-------------|----------------------------|------------|-------------|
| | GENDER | | | AGE GROUPS | | | | OTHER DIVERSITY INDICATORS | | |
| | MEN | WOMEN | TOTAL | <30 YEARS | 30-50 YEARS | >50 YEARS | TOTAL | PROTECTED CATEGORIES | DISABILITY | TOTAL |
| Executives (%) | 84% | 16% | 5% | 0% | 38% | 62% | 5% | 33% | 67% | 2% |
| Middle Management (%) | 73% | 27% | 16% | 0% | 56% | 44% | 16% | 8% | 92% | 8% |
| Employees (%) | 69% | 31% | 79% | 32% | 56% | 11% | 79% | 5% | 95% | 90% |
| Total (%) | 71% | 29% | 100% | 26% | 55% | 19% | 100% | 6% | 94% | 100% |

ENVIRONMENT¹³

GRI 302-1 ENERGY CONSUMED WITHIN THE ORGANIZATION

| ENERGY CONSUMPTION BY SOURCE (GJ) ¹⁴ | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| Total non-renewable fuel consumption | 9.234 | 6.349 | 7.272 |
| Natural gas | 708 | 807 | 2.823 |
| Diesel fuel | 5.935 | 4.243 | 3.645 |
| Petrol | 2.591 | 1.299 | 803 |
| Total electricity | 19.316 | 19.898 | 18.050 |
| Electricity purchased | 18.787 | 19.486 | 18.013 |
| -of which from renewable sources | 18.787 | 19.486 | 18.013 |
| Self-produced electricity from renewable sources | 210 | 228 | 37 |
| Total energy for district heating | 319 | 183 | 0 |
| Total energy consumption | 28.550 | 26.247 | 25.321 |
| -of which from renewable sources | 19.316 | 19.898 | 18.050 |

GRI 302-3 ENERGY INTENSITY

| ENERGY INTENSITY | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|------------------------------|-------------------|-------------------|-------------------|
| Parameter (No. of Employees) | 5.722 | 4.718 | 4.273 |
| Energy Consumed | 28.550 | 26.247 | 25.321 |
| Intensity | 4,99 | 5,56 | 5,93 |

13 It should be noted that, starting from this year, NTT DATA Italia reports the emissions related to Scope 3 in line with what is presented in the EMEAL Sustainability Report.

In particular, the selected categories, the conversion factors and the methodology for calculating Scope 3 emissions are in line with those of EMEAL.

With reference to the Scope 1 and Scope 2 data, NTT DATA Italia, in continuity with previous years, has maintained its methodology and reporting criteria.

14 For the calculation of energy consumption in GJ, the following conversion factors were used for the reported year:

- ▶ Natural gas: 36.189 GJ/1000*Sm³ (source: DEFRA Fuel Properties - Natural gas)
- ▶ Diesel: 42.73 GJ/t (DEFRA Fuel Properties - Diesel - Average Biofuel Blend)
- ▶ Gasoline: 43.184 GJ/t, (DEFRA (Fuel Properties - Petrol - Average Biofuel Blend)
- ▶ Electricity: constant of 0.0036 GJ/kWh

GRI 305-1 DIRECT GHG EMISSIONS (SCOPE 1)

| DIRECT EMISSIONS (SCOPE 1) ¹⁵ | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| Natural gas | 40 | 45 | 159 |
| Diesel oil | 419 | 313 | 268 |
| Petrol | 168 | 95 | 59 |
| Total Scope 1 tCO₂eq emissions | 627 | 453 | 486 |

GRI 305-2 INDIRECT GHG EMISSIONS FROM ENERGY CONSUMPTION (SCOPE 2)

| INDIRECT EMISSIONS (SCOPE 2) ¹⁶ | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| Purchased Electricity - Location Based (tCO ₂ eq) | 1.729 | 1.406 | 1.300 |
| Purchased Electricity - Market Based (tCO ₂ eq) | 524 | 694 ¹⁷ | 381 |

| TOTAL EMISSIONS | TO MARCH 31, 2024 | TO MARCH 31, 2023 | TO MARCH 31, 2022 |
|--|-------------------|-------------------|-------------------|
| TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Location based) (tCO ₂ eq) | 2.356 | 1.859 | 1.786 |
| TOTAL EMISSIONS (SCOPE 1 + SCOPE 2 - Market based) (tCO ₂ eq) | 1.151 | 1.147 | 867 |

15 The emission factors used to calculate Scope 1 emissions for the reported year are:

- ▶ Natural Gas: 2.037 tCO₂/1000*Sm³ (Source: DEFRA Fuels - Natural Gas)
- ▶ Diesel: 3.0156 tCO₂/t (DEFRA (Source: Fuels - Diesel - Average Biofuel Blend)
- ▶ Gasoline: 2.806 tCO₂/t (Source: DEFRA Fuels - Petrol - Average Biofuel Blend)

16 For the calculation of Scope 2 emissions, in line with the GRI Sustainability Reporting Standards, both calculation methodologies were used. Market-based is based on the CO₂ emissions emitted by the energy suppliers from which the organization purchases, through a contract, electricity and can be calculated by considering: Energy Guarantee of Origin certificates and direct contracts with suppliers, supplier-specific emission factors, emission factors related to the "residual mix", i.e. energy and emissions that are not monitored or unclaimed (methodology used, with an Italy 2023 emission factor of 457 g CO₂/kWh, source: AIB - European Residual Mixes).

The Location-based method is based on average emission factors related to energy generation for well-defined geographical boundaries, including local, subnational or national boundaries (methodology used, with Italy 2023 emission factor of 331 g CO₂/kWh, source: AIB - European Residual Mixes).

Scope 1 and Scope 2 emissions are expressed in tons of CO₂, as the source used does not report the emission factors of other gases other than CO₂. In addition, Scope 2 emissions are expressed in tons of CO₂; however, the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂ equivalents) as indicated in the ISPRA report "Atmospheric emission factors of CO₂ and other greenhouse gases in the electricity sector".

17 About Scope 2 - Market Based emissions, for the years 2023 and 2022, an updated figure has been included compared to what is presented in the sustainability report as of 31 March 2023, to consider additional information collected after publication.

GRI 305-3 OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)

| INDIRECT EMISSIONS (SCOPE 3) ¹⁸ | TO MARCH 31, 2024 |
|--|-------------------|
| Goods and services purchased (tCO2eq) | 353 |
| Waste generated during operations (tCO2eq) | 589 |
| Corporate Travel by Air (tCO2eq) | 507 |
| Corporate travel by train (tCO2eq) | 140 |
| Corporate travel via motorway (tCO2eq) | 107 |
| Corporate travel overnight stays (tCO2eq) | 103 |
| Total Corporate Travel (tCO2eq) | 857 |
| Employee commuting (tCO2eq) | 1.483 |
| Other upstream categories (tCO2eq)¹⁹ | 45 |
| Total Scope 3 emissions (tCO2eq) | 3.327 |

GRI 305-4 GREENHOUSE GAS (GHG) EMISSION INTENSITY

| INDIRECT EMISSIONS (SCOPE 3) | TO MARCH 31, 2024 |
|---|-------------------|
| Total Contract Employees | 5.722 |
| Total Scope 1 + Scope 2 + Scope 3 (location-based) emissions (tCO2eq) | 5.683 |
| Emission intensity - Scope 1 + Scope 2 + Scope 3 (location-based) | 0,99 |
| Total Scope 1 + Scope 2 + Scope 3 (market-based) emissions (tCO2eq) | 4.477 |
| Emission intensity - Scope 1 + Scope 2 + Scope 3 (market-based) | 0,78 |

18 The emission factors used to calculate Scope 3 emissions for the reported year are:

- ▶ Goods and Services purchased: 270 kgCO₂ /unit for Laptops (source: DELL Laptop 4 Latitude 5440 Procesador, excluding Manufacturing. Dell Product Carbon Footprint (PCF), 730.47 kgCO₂/t for paper (source: DEFRA - Paper and board: paper - Closed-loop source - Material use)
- ▶ Waste generated in operations: 0.18, kgCO₂e/m³ for water consumption, 0.20 kgCO₂e/m³ for water treatment (Source: DEFRA 2023)
- ▶ Corporate travel by air (on average): 0.12 kgCO₂e/km (Source: DEFRA 2023)
- ▶ Corporate travel by train: 0.03 kgCO₂e/km (Source: DEFRA 2023)
- ▶ Corporate travel via motorway (on average): 0.27 kgCO₂e/km (Source: DEFRA 2023)
- ▶ Corporate travel overnight stays: 14.3 kgCO₂e/night (Source: DEFRA 2023)
- ▶ Other upstream categories: 0.25 kgCO₂e/kWh (source: IAE - Emissions Factors 2023)

19 In the "other upstream categories", emissions for smart working are considered.

GRI CONTENT INDEX

| DECLARATION OF USE | NTT DATA ITALIA S.P.A. HAS SUBMITTED A REPORT IN ACCORDANCE WITH THE GRI STANDARDS FOR THE PERIOD FROM 1 APRIL 2023 TO 31 MARCH 2024 |
|---------------------------------|--|
| Used GRI 1 | GRI 1 - Foundation - Version 2021 |
| Relevant GRI Industry Standards | N/A |

| GENERAL DISCLOSURES | | | | |
|---------------------------------|--|-------------|----------------------|--------|
| GRI STANDARDS | INFORMATIVE | LOCATION | OMISSION | |
| | | | REQUIREMENTS OMITTED | REASON |
| GRI 2: General Information 2021 | 2-1 Organizational Details | pag. 12 | | |
| | 2-2 Entities included in the organization's sustainability reporting | pag. 8 | | |
| | 2-3 Reporting Period, Frequency and contact point | pag. 8 | | |
| | 2-4 Restatement of information | pag. 8, 109 | | |
| | 2-5 External Assurance | pag. 116 | | |
| | 2-6 Activities, value chain and other business relationships | pag. 81 | | |
| | 2-7 Employees | pag. 104 | | |
| | 2-8 Workers who are not employees | pag. 104 | | |
| | 2-9 Governance structure and composition | pag. 24, 25 | | |
| | 2-10 Nomination and selection of the highest governance body | pag. 24 | | |
| | 2-11 Chair of the highest governance body | pag. 24 | | |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | pag. 25 | | |
| | 2-13 Delegation of responsibility for managing impacts | pag. 25 | | |
| | 2-14 Role of the highest governance body in sustainability reporting | pag. 25 | | |
| | 2-15 Conflicts of interest | pag. 28 | | |
| | 2-16 Communication of critical issues | pag. 28 | | |
| | 2-17 Collective knowledge of the highest governing body | pag. 26 | | |
| | 2-18 Evaluation of the performance of the highest governance body | pag. 25, 26 | | |
| | 2-19 Remuneration policies | pag. 25, 26 | | |
| | 2-20 Process to determine remuneration | pag. 25, 26 | | |

| GENERAL DISCLOSURES | | | | | |
|--|---|-----------------------|--|--|--|
| GRI STANDARDS | INFORMATIVE | LOCATION | OMISSION | | |
| | | | REQUIREMENTS OMITTED | REASON | EXPLANATION |
| GRI 2: General Information 2021 | 2-21 Annual total compensation report | | 2-21. a 2-21. b 2-21. c | Confidentiality Constraints | The indicator in question could not be reported for reasons of confidentiality of the information requested by it. |
| | 2-22 Statement on sustainable development strategy | pag. 6, 7 | | | |
| | 2-23 Policy Commitments | pag. 32, 33, 102, 103 | | | |
| | 2-24 Embedding policy commitments | pag. 32, 33, 102, 103 | | | |
| | 2-25 Processes to remediate negative impacts | pag. 102, 103 | | | |
| | 2-26 Mechanisms for seeking advice and raising concerns | pag. 28 | | | |
| | 2-27 Compliance with Laws and Regulations | | There were no significant instances of non-compliance with laws and regulations during the reporting period. | | |
| | 2-28 Membership associations | | Valore D, Elis, Sodalitas Assoconsultant, Assolombarda, Confindustria, The House Ambrosetti | | |
| | 2-29 Approach to stakeholder engagement | pag. 16 | | | |
| | 2-30 Collective bargaining agreements | pag. 104 | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | pag. 18 | | | |
| | 3-2 List of material topics | pag. 19 - 21 | | | |
| FUTURE OF WORK | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 62 - 68, 72 - 75 | | | |
| GRI 401: Employment | 401-1 New employee hires and employee turnover | pag. 105 | | | |
| GRI 401: Employment | 401-2 Benefits provided to full-time employees that are not provided to temporary part-time employees | pag. 67 - 68 | | | |
| GRI 404: Training and Education | 404-1 Average hours of training per year per employee | pag. 106 | | | |
| HUMAN RIGHTS, DIVERSITY AND INCLUSION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Material Theme Management | pag. 69 - 71 | | | |
| GRI 405: Diversity and Equal Opportunities | 405-1 Diversity of governance bodies and employees | pag. 107 | | | |
| GRI 405: Diversity and Equal Opportunities | 405-2 Ratio of basic wage to women's pay compared to men's | pag. 106 | | | |
| GRI 406: Non-discrimination | 406-1 Incidents of discrimination and remedial measures taken | | | No incidents of discrimination occurred during the reporting period. | |

| GENERAL DISCLOSURES | | | | | |
|---|--|--|----------------------|--------|-------------|
| GRI STANDARDS | INFORMATIVE | LOCATION | OMISSION | | |
| | | | REQUIREMENTS OMITTED | REASON | EXPLANATION |
| GRI 414: Supplier social assessment | GRI 414-1 - New suppliers that were screened using social criteria | In the reporting period, 100% of the new suppliers of NTT DATA Italia S.p.A. were evaluated using social criteria | | | |
| BUSINESS ETHICS, ANTI-CORRUPTION AND REPUTATION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 27 - 34 | | | |
| GRI 205: Anti-Corruption 2016 | 205-3 Confirmed incidents of corruption and actions take | There were no known corruption incidents during the reporting period | | | |
| GRI 206: Anti-Competitive Behaviour 2016 | 206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices | There were no legal actions for anti-competitive behaviour during the reporting period. Antitrust and monopoly practices | | | |
| CUSTOMER RELATIONSHIP AND SATISFACTION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 59 - 61 | | | |
| CYBERSECURITY AND DATA PROTECTION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 34 - 36 | | | |
| GRI 418: Customer Privacy | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | During the reporting period, there were no significant financial penalties and non-monetary penalties for non-compliance with laws and/or regulations regarding client privacy violations and data loss. | | | |
| LONG-TERM VALUE CREATION FOR BUSINESS CONTINUITY | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 40 - 42 | | | |
| GRI 201: Economic performance | 201-1 Direct economic value generated and distributed | pag. 40 - 42 | | | |
| GRI 204: Procurement Practices | 204-1 Proportion of spending on local suppliers | pag. 81 | | | |
| GRI 308: Environmental Assessment of Suppliers | 308-1 New suppliers who have been selected using environmental criteria | pag. 81 | | | |
| IT SOLUTIONS AND SMART CO-CREATION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 52 - 57 | | | |
| BUSINESS MODEL INNOVATION AND DIGITAL TRANSFORMATION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 46 - 48 | | | |
| GREEN IT | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 49, 50 | | | |
| COMMUNITY ENGAGEMENT | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 82 - 88 | | | |

| GENERAL DISCLOSURES | | | | | |
|---|---|--|---------------------------------|---|---|
| GRI STANDARDS | INFORMATIVE | LOCATION | OMISSION | | |
| | | | REQUIREMENTS OMITTED | REASON | EXPLANATION |
| GRI 413: Local Communities | 413-2 activities with significant negative, potential and current impacts on local communities | pag. 82 - 88 | | | |
| CIRCULAR ECONOMY | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 98 | | | |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | pag. 98 | | | |
| GRI 306: Waste 2020 | 306-2 Management of significant waste-related impacts | pag. 98 | | | |
| GRI 306: Waste 2020 | GRI 306: Waste 2020 | pag. 98 | | | |
| PRODUCT AND SERVICE SAFETY AND QUALITY | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 59 | | | |
| GRI 416: Customer Health and Safety | GRI 416-2 Incidents of non-compliance concerning the health and safety of products and services | Please note that there were no instances of non-compliance with the regulations and/or self-regulatory codes during the reporting period concerning the health and safety impacts of products and services | | | |
| CLIMATE CHANGE RISKS & MANAGEMENT | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 96 | | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | pag. 96, 108 | | | |
| GRI 302: Energy 2016 | 302-2 Energy Consumption Outside the Organization | | 302-2. a 302-2. b 302-2.c | Informazioni mancanti e/o non disponibili | l'organizzazione non ha visibilità, sia a monte che a valle, dei consumi esterni. |
| GRI 302: Energy 2016 | 302-3 Energy intensity | pag. 108 | | | |
| OCCUPATIONAL HEALTH AND SAFETY | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health system and safety management system | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-2 Hazard identification, risk assessment and incident investigation | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-3 Occupational health services | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-4 Worker's participation, consultation, and communication on occupational health and safety | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-5 Worker training on occupational health and safety | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-6 Promotion of worker health | pag. 78 - 80 | | | |

| GENERAL DISCLOSURES | | | | | |
|---|---|--|----------------------|--------|-------------|
| GRI STANDARDS | INFORMATIVE | LOCATION | OMISSION | | |
| | | | REQUIREMENTS OMITTED | REASON | EXPLANATION |
| GRI 403: Occupational Health and Safety 2018 | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | pag. 78 - 80 | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-9 Work-related injuries | pag. 105 | | | |
| DIGITAL ACCESSIBILITY | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 46-51 | | | |
| EFFICIENT ENERGY CONSUMPTION AND CLIMATE CHANGE MITIGATION | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | pag. 96, 97 | | | |
| GRI 305: Emissions | 305-1 Direct GHG emissions (Scope 1) | pag. 109 | | | |
| GRI 305: Emissions | 305-2 Indirect GHG emissions from energy consumption (Scope 2) | Pag. 109 It should be noted that an updated figure has been included with respect to what is presented in the sustainability report as of 31 March 2023, to take into account additional information collected after publication. | | | |
| GRI 305: Emissions | 305-3 Other indirect greenhouse gas (GHG) emissions (Scope 3) | pag. 110 | | | |
| GRI 305: Emissions | 305-4 Intensity of greenhouse gas emissions greenhouse effect (GHG) | pag. 110 | | | |



KPMG S.p.A.
Revisione e organizzazione contabile
Via Vittor Pisani, 25
20124 MILANO MI
Telefono +39 02 6763.1
Email it-fmauditaly@kpmg.it
PEC kpmgspa@pec.kpmg.it

(This independent auditors' report has been translated into English solely for the convenience of international readers. Accordingly, only the original Italian version is authoritative.)

Independent auditors' report on the sustainability report

*To the board of directors of
NTT DATA Italia S.p.A.*

We have been engaged to perform a limited assurance engagement on the 2024 Sustainability report (the "sustainability report") of NTT DATA Italia S.p.A. (the "company").

Directors' responsibility for the sustainability report

The company's directors are responsible for the preparation of a sustainability report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards").

The directors are also responsible for such internal control as they determine is necessary to enable the preparation of a sustainability report that is free from material misstatement, whether due to fraud or error.

They are also responsible for defining the company's objectives regarding its sustainability performance and the identification of the stakeholders and the significant aspects to report.

Auditors' independence and quality management

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (the IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our company applies International Standard on Quality Management 1 (ISQM Italia 1) and, accordingly, is required to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



NTT DATA Italia S.p.A.

Independent auditors' report

31 March 2024

Auditors' responsibility

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the sustainability report with the requirements of the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board (IAASB) applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the sustainability report is free from material misstatement.

A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures we performed on the sustainability report are based on our professional judgement and include inquiries, primarily of the company's personnel responsible for the preparation of the information presented in the sustainability report, documental analyses, recalculations and other evidence gathering procedures, as appropriate.

Specifically, we performed the following procedures:

- 1 analysing the reporting of material aspects process, specifically how the reference environment is analysed and understood, how the actual and potential impacts are identified, assessed and prioritised and how the process outcome is validated internally;
- 2 comparing the financial disclosures presented in the "Economic responsibility" section of the sustainability report with those included in the company's financial statements;
- 3 understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the sustainability report.

Specifically, we held interviews and discussions with the company's management personnel. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the office that prepares the sustainability report.

Furthermore, with respect to significant information, considering the foundation's activities and characteristics:

- at company level:
 - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the sustainability report;
 - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;
- we visited the Milan offices at via Ernesto Calindri, which we have selected on the basis of their business, contribution to the key performance indicators and location, to meet management and obtain documentary evidence, on a sample basis, supporting the correct application of the procedures and methods used to calculate the indicators.



NTT DATA Italia S.p.A.
Independent auditors' report
31 March 2024

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2024 sustainability report of NTT DATA Italia S.p.A. has not been prepared, in all material respects, in accordance with the requirements of the GRI Standards.

Milano, 2 July 2024

KPMG S.p.A.

(signed on the original)

Andrea Balestri
Director of Audit

