SUSTAINABILITY REPORT 2020

Solutions30

Solutions for New Technologies

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LETTER OF THE CHIEF EXECUTIVE OFFICER

GIANBEPPI FORTIS

CEO of SOLUTIONS 30 Group

For SOLUTIONS 30, Sustainability starts with customer satisfaction and develops through a strategy of profitable and continuous growth designed to increase our ability to manage and maximise our own non-financial risks.

In 2020, SOLUTIONS 30 celebrated its 15th year of public trading with the admission for listing on the regulated Euronext Paris market, an important milestone in the Group's great story of growth.
As a fast-moving company consolidating its strategy and preparing for the future, we have become more and more aware that value creation is not measured only in financial terms.
For these reasons - and considering the growing demand for transparency in non-financial reporting - we have decided to formalise our commitment in this area. The result is this, our first Sustainability Report, which comes in addition to our obligations and responsibilities as a business player.
In our first Sustainability Report we have concentrated on defining the key areas of our Corporate Social Responsibility commitments: environmental, social and economic. The report content has been defined in accordance with the GRI principle of materiality to cover the topics that reflect the significant impacts of our organisation.

The commitments we have identified through our materiality analysis are focused and targeted in order to measure the real impact of our activities with a pragmatic and concrete approach.
2020 was a time of extraordinary turbulence due to the COVID-19 pandemic and showed us how our business can help make and keep technology accessible to everyone even in critical situations. This is just one of the aspects of our business that are relevant from a CSR point of view.
For SOLUTIONS 30, Sustainability starts with customer satisfaction and develops through a strategy of profitable and continuous growth designed to increase our ability to manage and maximise our own non-financial risks.
Sustainability applies not only to what we do, but also to how we do it. This report will act as a benchmark as we develop our processes and methodology in the coming years.

CSR INDICATORS

Environmental (2019 vs 2020)

REDUCTION IN ELECTRICITY CONSUMPTION

-8.0% (-1,475 GJ)

P. 99

DECREASE IN TOTAL ENERGY INTENSITY

-10.6% (GJ per M € revenue)

P. 99

REDUCTION IN INDIRECT GHG EMISSIONS ARISING FROM ELECTRICITY CONSUMPTION

-4.8% (-32.3 tCO2e)

P. 99

DECREASE IN TOTAL GHG EMISSION INTENSITY

-12.6% (tCO2e per M € revenue)

P. 99

Social (2019 vs 2020)

CLIENT CHURN RATE TOP 80%

0

P. 89

GROWTH IN AVERAGE NUMBER OF EMPLOYEES

+17.1% (7,236 employees)

P. 76

GROWTH IN WORKFORCE < 30 YEARS OLD

+5.3% (1,427 employees)

P. 77

GROWTH IN OPEN-ENDED CONTRACTS

+18.7% (6,328 employees)

P. 78

Governance

SUPERVISORY BOARD AND COMMITTEES:

P.63

100%
Independent members with experience

4 years
Seniority (average)

99%
Attendance rate (average) - p. 63

100%
Members with experience
- in the sectors in which the Group operates
- in international groups

01

SOLUTIONS 30 IDENTITY

- Business segments
- Business model
- Sustainability at SOLUTIONS 30
- Governance, ethics and integrity

SOLUTIONS 30 is the leading European provider of support solutions for new digital and energy transition technologies.

With more than 30 million service calls handled since it was founded and a network of more than 15,700 service engineers, SOLUTIONS 30 delivers digital support solutions to end users, both individuals and professionals, mostly on behalf of larger telecom and digital OEM companies. Customers include telecom operators for high-speed broadband installation and assistance services, utility companies for the installation and maintenance of smart meters and energy-related devices, and retail companies of all sizes for the installation and servicing of payment systems and POS terminals. The range of services offered grows day by day. Whenever new digital technologies enter the market, SOLUTIONS 30 makes sure it comes up with the right solutions for them.

Key numbers

REVENUE
€ 819.3
million compared to €691.4 million in 2019 (+18.5% vs. 2019)

SHAREHOLDERS
35,000

EMPLOYEES
7,311
(+15%)
at 31/12/2020, compared to 6,330 at 31/12/2019

SERVICE ENGINEERS
15,700

GEOGRAPHICAL REGIONS
7 where SOLUTIONS 30 is present

87%
Proportion of business intended to provide better infrastructure and support energy transition

16%
Proportion of revenue arising from green activities (internal estimate)

2 million
Households connected to fibre optic

Ownership

SOLUTIONS 30 SE is listed on Euronext Paris, Compartment A. The share capital of SOLUTIONS 30 consists of 107,127,984 shares.

INDEXES
SBF120, CAC Mid 60, CAC PME, MSCI Europe ex-UK Small Cap.

Mission

Combining accessibility with sustainability
SOLUTIONS 30's mission is based on two main pillars: to make the technological developments that are transforming people's daily lives accessible to everyone, even in critical situations, and to enable energy transition, in order to reduce the environmental impact.

Values

- **Commitment**
  To sustainability, customer satisfaction, value creation and a more connected world
- **Agility**
  For greater efficiency and the ability to adapt quickly to customers demand in an ever changing world
- **Entrepreneurship**
  Autonomy and responsibility are key in the organisation
- **Proximity**
  To customers and partners in order to build strong relationships and establish trust
- **Professionalism**
  Includes training & skills, integrity & ethics, and generates excellent performance

A history of dynamic and profitable growth

Created in 2003, the SOLUTIONS 30 Group reported revenue of €819.3 million in 2020.

2003-2007

A NATIONAL PLAYER MAINLY ACTIVE IN INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

PC30, the company that eventually became the SOLUTIONS 30 Group, was founded in France in 2003 to offer solutions to help internet service providers (ISPs) and other telecommunications players optimise installation, maintenance, and support services for modems, personal computers, and routers. To finance its growth, the company went public in 2005 on the Euronext Marché Libre in Paris (now Euronext Access).

Between 2005 and 2007, in a market that was undergoing a restructuring, PC30 signed its first partnerships with major French ISPs (Alice, Orange, 9 Telecom, Club-Internet, etc.), who wanted to outsource their user service activities. Its revenue grew exponentially, and in 2007, just 4 years after its creation, it reported €30.1 million in revenue.

2008-2014

INTERNATIONAL EXPANSION AND SERVICE DEVELOPMENT FOR NEW MARKETS

While its competitors sought to move up the value chain by providing IT services, PC30 focused on its existing range of rapid-response multi-technology services and on expanding into new business sectors and geographical markets. In 2008, it established its first international subsidiary in Italy. In 2009, PC30 ramped up its international expansion by establishing itself in the Benelux region and focusing on new business segments. The energy sector was the primary focus at a time when France was announcing a massive plan for the installation of next-generation electricity meters.

In 2010, with €54.7 million in revenue, PC30 became SOLUTIONS 30, highlighting its ability to offer its customers integrated solutions. SOLUTIONS 30 shares were transferred to Alternext (now Euronext Growth).

The Group continued to develop, growing both organically and through acquisitions. It gradually positioned itself as the centre of a highly fragmented market. Its objective was to reach critical mass as quickly as possible, in order to build a dense service engineer network, maximise economies of scale, and amplify the profitability of its model.

2015-2020

ACCELERATED GROWTH, BIRTH OF A RAPID-RESPONSE SERVICE CHAMPION

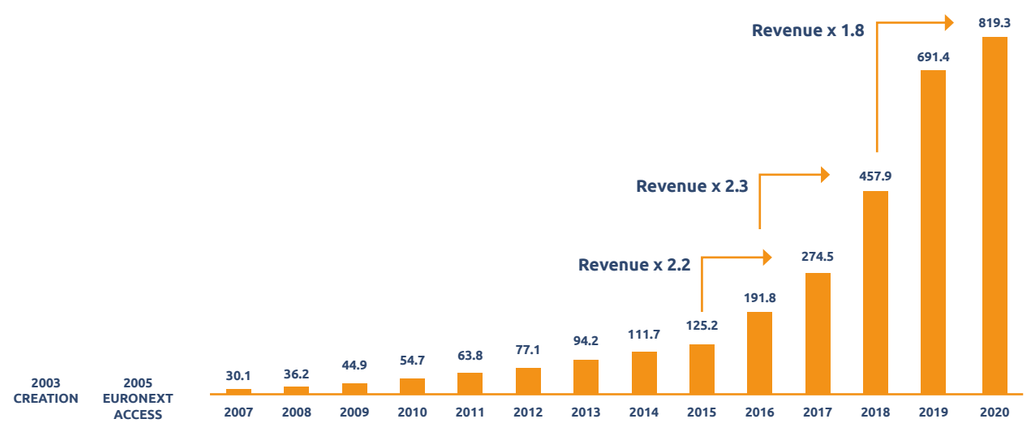
In 2015, SOLUTIONS 30 entered a period of particularly rapid growth, signing two major contracts in France: for the roll-out of, respectively, smart electricity meters and ultra-high-speed internet (optical fibre). The Group grew at an average annual rate of more than 45%, with revenue rising from €125.2 million in 2015 to €819.3 million in 2020. This dynamic and profitable growth allowed SOLUTIONS 30 to accelerate its expansion abroad.

In 2017, the Group made some strategic acquisitions in Germany and won a bid to take over the service business of Belgian cable service provider Telenet on an outsourcing basis, a contract worth €70 million annually that enabled it to reach a critical size in the Benelux region.

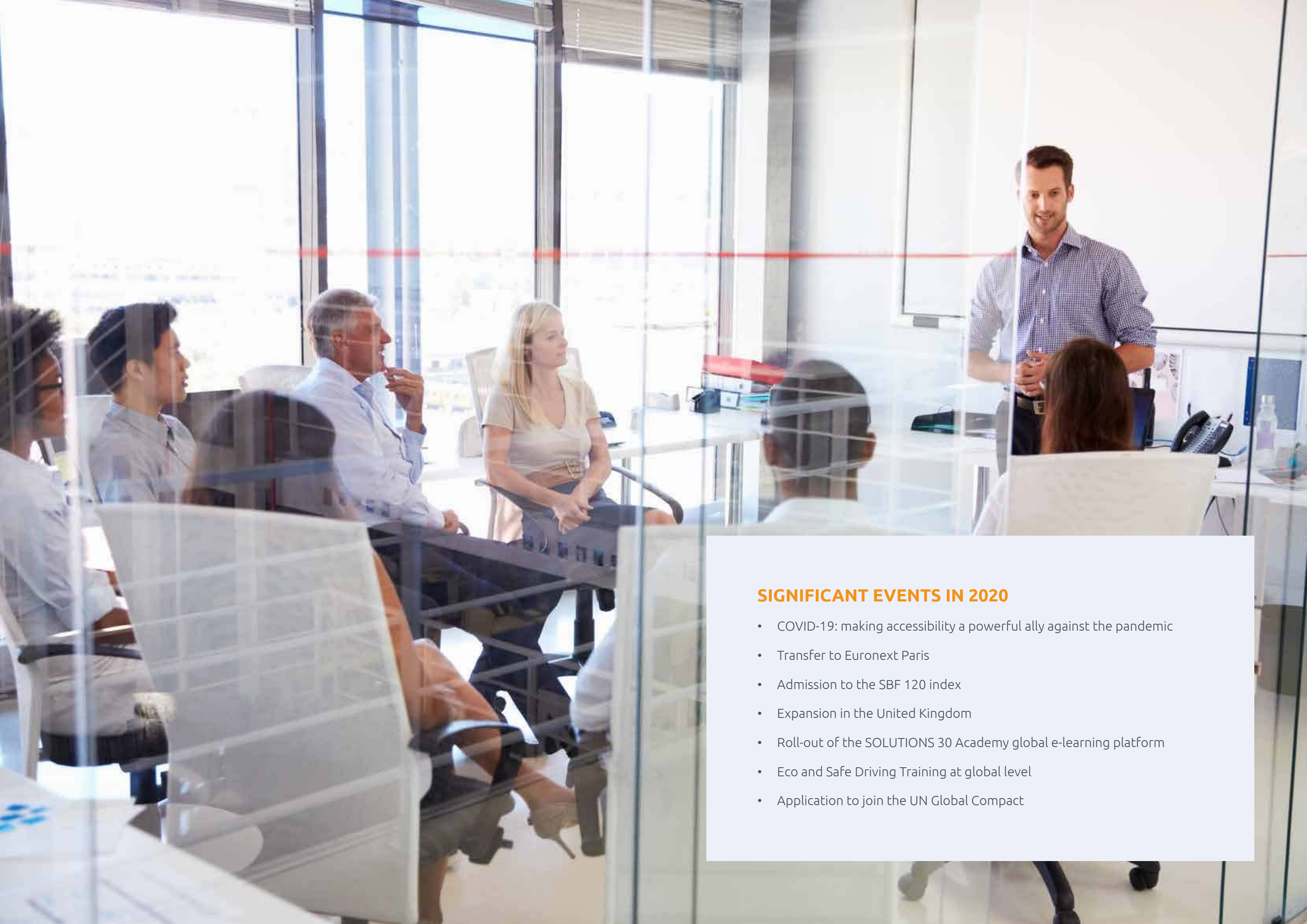
At the same time, SOLUTIONS 30 consolidated its growth in Italy and Spain. In 2019, it expanded into Poland by acquiring two companies with combined revenue of €21 million.

In 2020, against the backdrop of an unprecedented health crisis, SOLUTIONS 30 demonstrated the resilience of its business model, its operational and financial flexibility, and its ability to seize new opportunities, particularly in the telecoms sector. In July, the company's shares were transferred to Compartment A of the Euronext Paris exchange, and SOLUTIONS 30 was admitted to the SBF 120 index in September. In December, the Group expanded into the United Kingdom with the acquisition of Comvergent, a company that had developed a range of multi-technical services for installing and maintaining mobile networks.

CONTINUOUS AND SUSTAINED GROWTH



Over the last 17 years, SOLUTIONS 30 has become a European leader in rapid-response multi-technology services.



SIGNIFICANT EVENTS IN 2020

- COVID-19: making accessibility a powerful ally against the pandemic
- Transfer to Euronext Paris
- Admission to the SBF 120 index
- Expansion in the United Kingdom
- Roll-out of the SOLUTIONS 30 Academy global e-learning platform
- Eco and Safe Driving Training at global level
- Application to join the UN Global Compact

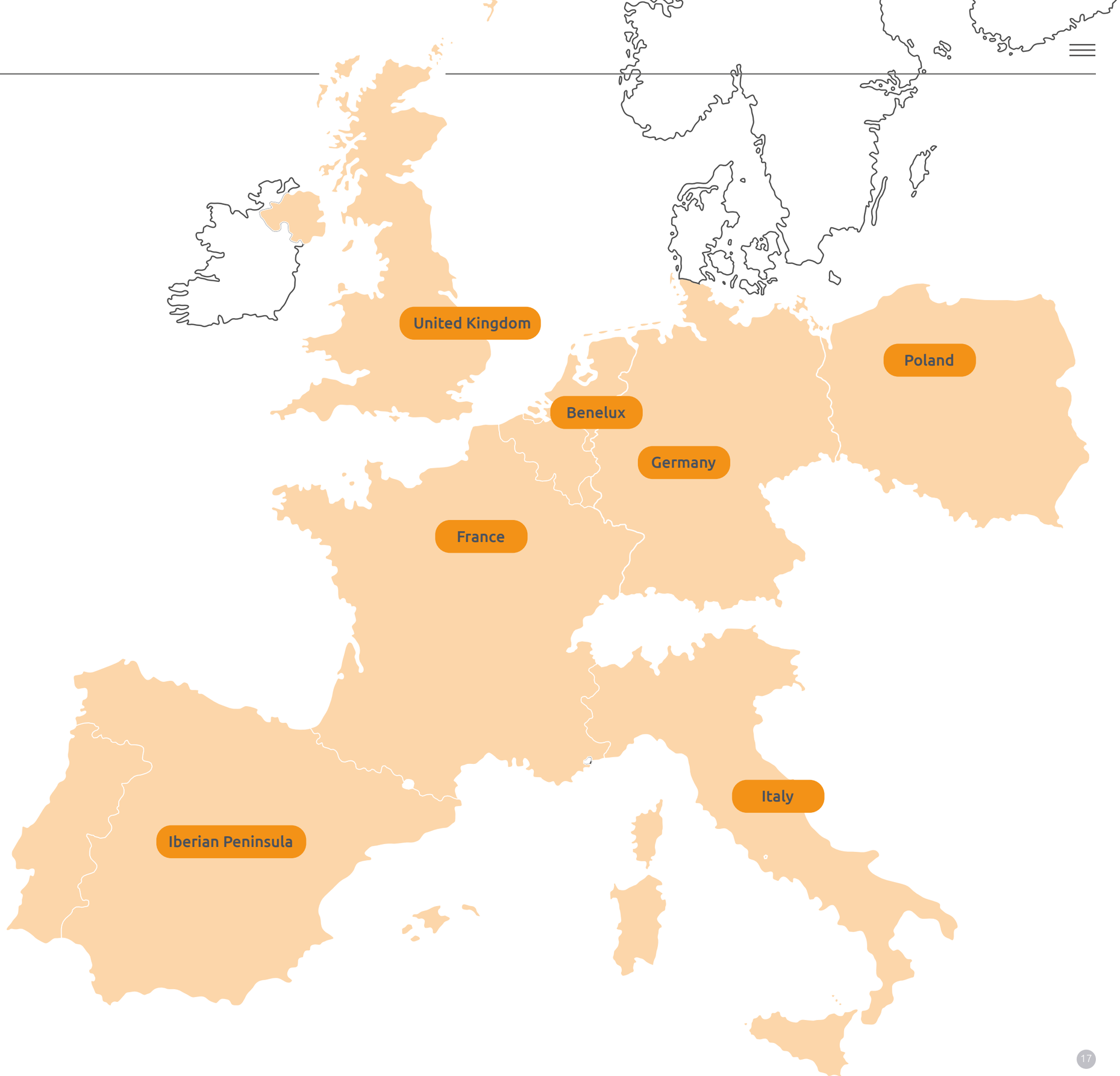
The Group is active in seven geographical regions: France, Italy, Iberian Peninsula, Germany, Benelux, Poland and, since the end of 2020, the United Kingdom.

Markets served

The Group headquarters are located at 3 rue de la Reine, L2418 Luxembourg.
Since its creation in 2003, SOLUTIONS 30 has worked to achieve critical size in every area where it operates and become one of the top three players, securing a strong position from which it can fully leverage its competitive advantages.
The Group is active **in seven geographical regions**: France, Italy, the Iberian Peninsula, Germany, Benelux, Poland and, since the end of 2020, the United Kingdom.

7

GEOGRAPHICAL REGIONS



BUSINESS SEGMENTS

Building the future, now

85% of SOLUTIONS 30 business focuses on enabling digital transformation and energy transition.

SOLUTIONS 30's service engineers help improve telecommunications infrastructure and play a key role in energy transition and energy efficiency. The spread of COVID-19 has accelerated adoption of digital technologies and this rapid migration driven by the pandemic will continue into the recovery.
As European leader in rapid-response multi-technical services, SOLUTIONS 30 is a key player in this disruptive scenario, contributing to sustainable development, as well as to inclusive growth and job creation. The Group connects businesses and individuals to networks, installs and maintains digital equipment and supports end users. It helps its customers, often large international groups, outsource non-core but strategically important service activities, enabling them to shorten technology roll-out times and provide end users with effective support.
SOLUTIONS 30 offers a complete range of rapid-response multi-technical services, which are currently available across six business segments: Telecom, Energy, IT, Retail, Security and Internet of Things.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS
On 25 September 2015, the United Nations approved the Global Agenda for Sustainable Development and 17 Sustainable Development Goals (SDGs) to be achieved by 2030. The Agenda requires significant commitment from all members of society, including the corporate sector. SOLUTIONS 30 has identified how its business can contribute to the achievement of some SDGs through operations in its six business segments.

TELECOM
Services for high-speed internet connections & communications.

ENERGY
Services for smart meters, smart grids & smart buildings.

IT
Installation and maintenance support for IT hardware, infrastructure & processes.

SECURITY
Technical support for security and safety installations, systems & equipment.

RETAIL
Expertise on installation and maintenance of payment terminals (POS) & cash machines.

IoT
Installation and maintenance of connected devices, an "ideas incubator".

TELECOM

YOUNG PEOPLE <30

38.4%

OF NEW HIRES IN 2020

TELECOM SECTOR

75.7%

PROPORTION OF REVENUE ARISING FROM THIS SECTOR

Telecom

In 2003 SOLUTIONS 30 began operations in the telecommunications sector, helping individuals connect to the internet just as ADSL technology was being rolled out.
One of the Group's main assets is its service engineers: about 15,700 experts working at individuals' homes or offices on behalf of SOLUTIONS 30 customers.
Since the Group is growing constantly, recruitment and training are essential.

SOLUTIONS 30 is committed to recruiting young people even if they have no professional expertise, to teach them a new job and provide them with professional technical training and career opportunities.
The sector is constantly expanding: in France, where the SOLUTIONS 30 market share has reached 30%, FTTH deployment is accelerating, with positive impacts for recruiting and training. In 2020 the Group was selected by Konnect, an entity of the Eutelsat Group (Euronext Paris: ETL), to roll out its new ultra-high-speed satellite internet access to the general public. Under the agreement, SOLUTIONS 30 will carry out all installation services, allowing Konnect to guarantee professional, uniform, and standardised installation in the European countries where its offer is marketed.
In Italy, SOLUTIONS 30 has signed a €210 million contract with TIM (Telecom Italia), to deploy its FTTH network in Piedmont and the Aosta Valley. The 5-year contract is part of the vast project to create a single fibre-optic network in Italy. It will be operated by an alliance led by SOLUTIONS 30 who will provide 60% of services.
In Poland the Group has been selected by Orange Poland as partner for the roll-out of its mobile infrastructure. SOLUTIONS 30 supports Orange Poland in the central part of the country, extending the current relationship, centred around the maintenance of existing users and deployment of fibre-based broadband internet, to a new strategic activity on the Polish market.

ENERGY

ENERGY SECTOR

16.0%

PROPORTION OF REVENUE ARISING FROM GREEN ACTIVITIES

Energy

Together with its connected-city business,

SOLUTIONS 30's energy sector represents the 16% share of Group revenue from green activities.

SMART METERS TO REDUCE ENERGY CONSUMPTION

Smart meters help users monitor and reduce energy usage, making it possible to integrate various sources of renewable energy. The European Union estimates that energy consumption is reduced by 3% after the installation of a smart meter.

SOLUTIONS 30 provides smart-meter installation and maintenance services, particularly in France, where it has installed around 25% of all electricity smart meters on behalf of Enedis, as one of its leading partners. The annual roll-out rate is now naturally decreasing, and most installations are taking place in less densely populated areas. The revenue generated by this activity reached a peak in 2019 and its share of overall Group revenue should now begin to decline without impacting profitability.
Smart meters are also being rolled out in Germany, where the Group has signed a contract with the country's leading energy company.
In 2020, Unit-T, a Belgian 70%-owned subsidiary of SOLUTIONS 30, won a major contract with Fluvius, the Flemish electricity and gas distribution operator. The 4-year contract covers the installation of 40% of the 4.3 million smart meters that Fluvius intends to replace.
So far more than half a million smart meters have been replaced in Italy too.
At Group level, smart meter installation account for 7.8% of total revenue.

INSTALLATION OF EV CHARGING STATIONS TO SUPPORT THE DEVELOPMENT OF E-MOBILITY

Electric vehicles are a promising technology for a significant reduction in the environmental impact of road transport and an important element in cutting CO_2 emissions as well as emissions of pollutants and noise. The main impact comes from passenger cars and light commercial vehicles.

The Group has signed its first service contracts in this sector. In Italy, for example, it partners with the Enel energy supplier, providing maintenance services for existing facilities.

It is also EDF's primary partner for the roll-out of its "electric mobility plan" in Europe, and will play an important role in installing and maintaining charging stations for homes and small businesses.

The Group has also signed a pan-European partnership with Alfen, a charging station manufacturer, and with EV Box, an Engie subsidiary that provides electric vehicle charging solutions.

In France, SOLUTIONS 30 works with HP to provide low (to zero) emission IT services to the Mairie de Paris.

Finally, SOLUTIONS 30 works with oil companies and car manufacturers who intend to install charging stations at their gas stations, car dealerships or at customer sites. It also has a strong position with the major suppliers of charging infrastructure for homes and offices.

RENEWABLE ENERGY AND ADAPTATION OF ELECTRICAL GRIDS

A sustainable energy transition calls for greater energy efficiency, load management, reduced emissions and increased integration of renewable energy sources. Electrical grids help improve flexibility, security, reliability, efficiency, and the safety of the electricity sector in a country. Through its large network of professional service engineers, SOLUTIONS 30 is able to assist energy companies across Europe as they adapt their electricity grids to handle multiple energy sources including renewable energy.

By deploying smart meters to better predict and control energy consumption, installing EV charging stations to support the development of e-Mobility and adapting electricity grids to multiple sources of energy, including renewable energy, the Group contributes concretely to energy efficiency.

While smart meters encourage end users to be more energy efficient, thus potentially lowering energy demand, smart grids improve the efficiency of the overall energy sector. Smart solutions empower consumers and allow them to play an active role in reducing environmental impact.

Electric vehicles are a promising technology for a significant reduction in the environmental impact of road transport and an important element in cutting CO_2 emissions

IT SOLUTIONS

15,700
SERVICE ENGINEERS

60,000
CALL-OUTS A DAY

IT Solutions

Since 2003 SOLUTIONS 30 has installed and maintained IT hardware and infrastructure for large companies as well as individuals and small businesses. Thanks to its skills and extensive technical expertise, the Group ensures high quality of service and cost optimisation.

As operator of one of the largest service engineer networks in Europe, SOLUTIONS 30 was able to cope successfully with the needs that emerged during the COVID-19 pandemic, ensuring service continuity and the health and safety of its employees and customers. This has become a paramount concern since the onset of the pandemic, with IT infrastructure providing critical support for people, institutions and companies.

IOT and Smart Cities

168 billion euros

VALUE OF THE EUROPEAN IOT MARKET[1]

IoT and Smart Cities

The Group is involved in the installation and maintenance of connected objects, such as home automation products. Smart homes are an important source of growth for the Group, which will benefit from the increase in the number of connected objects inside the home.

A key activity in this field is the installation and maintenance of connected objects related to the health sector, an activity that will become more important over the coming years.

The rise of the Internet of Things has created significant growth potential for SOLUTIONS 30, since any connected object requires physical installation and maintenance.

Industry 4.0, smart cities, smart buildings, smart homes, autonomous vehicles and health connectivity are all concepts that are beginning to take shape as the underlying technologies become more affordable and more widely available.

[1] *IDC (International Data Corporation), Worldwide Internet of Things Spending Guide, June 2020*

SMART AND ACCESSIBLE CITIES

Since SOLUTIONS 30's core business is closely related to digital innovation, it is working to strengthen its position in the 5G market segment, through its relationships with the main players on the telecommunications market.

Smart, connected cities have emerged as a possible solution to sustainability problems and are considered vital for a sustainable future. Accessibility is a quality-of-life element of universal interest and a right of all citizens (United Nations, 2006), and the implementation of appropriate urban design solutions is therefore one of the main challenges for Smart Cities. More connected cities will require the roll-out of 5G, a market segment where SOLUTIONS 30 can make the difference in building resilient and more accessible cities.

In Italy, SOLUTIONS 30 is working for Enel X on the installation and maintenance of public lighting systems, carrying out regulatory, technological and energy upgrades to contribute to the development of increasingly sustainable smart-cities.

In Benelux, SOLUTIONS 30 has launched smart city projects with Cegeka, mainly related to signage for public parking lots, IoT, parking barriers, etc.

RETAIL

Retail

Under the brand name Money30, the SOLUTIONS 30 retail unit provides service for large accounts and corporate clients as well as for small merchants. It handles the installation and maintenance of payment terminals and any other equipment used to make or collect payments, as well as the installation and maintenance of digital point-of-sale equipment. The unit's growth is driven by the digitalisation of points of sale and by retailers' need to constantly streamline the customer experience. The sector accounts for approximately 1.3% of Group revenue.

15,578,048

POS TERMINALS DEPLOYED IN EUROPE IN 2020
4% INCREASE FROM 2019[2]

[2] *European Association for Secure Transactions (EAST), December 2020*

SECURITY

Security

SOLUTIONS 30 works on behalf of alarm and video surveillance system suppliers, installing and maintaining interconnected equipment (alarms, sensors, cameras and access control boxes).
Two main trends are emerging in the security sector: use of existing technology to deliver environmental benefits and integration of newer technologies, such as sensors, in various devices, to prompt 'smart' actions.

2,721 million euros

SECURITY MARKET
FORECAST GROWTH IN 2021[3]

[3] *Frost & Sullivan Forecast, August 2020*

BUSINESS MODEL

The ongoing digital revolution is permeating every aspect of modern life, driving a huge number of life-changing innovations.

The Covid-19 outbreak and the social distancing measures introduced throughout the world have accelerated the uptake of digital solutions at an unprecedented pace, creating additional opportunities to scale up alternative approaches to social and economic life.
Pre-Covid trends strenghten as digital technologies are today more essential than ever. In this environment, rapid-response services are key to outfit businesses and homes, assist end users, and allow everyone to benefit from the technologies that now shape our daily lives.

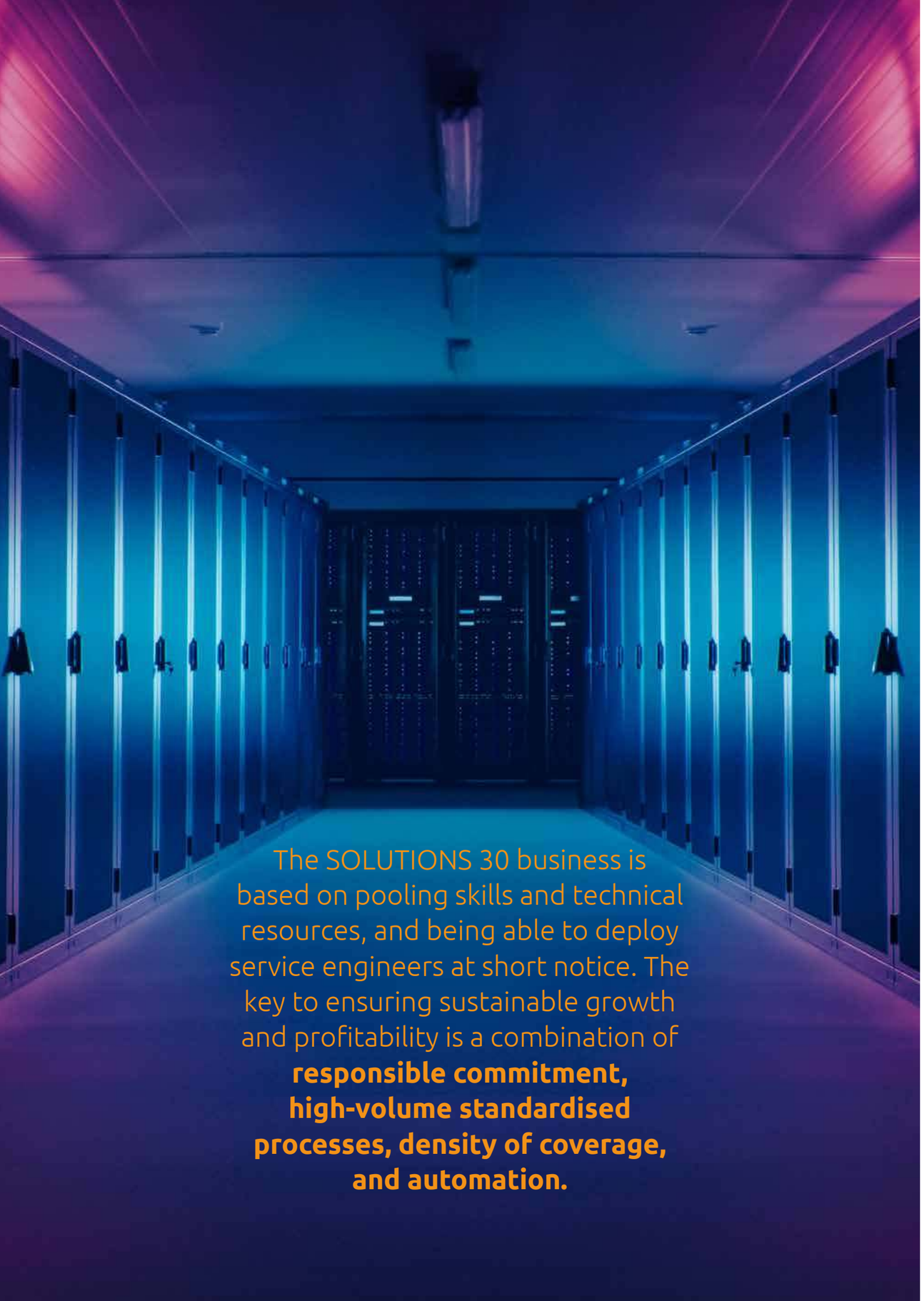
Strategy driven by structural trends

According to the latest research by Gartner Institute, the main technology trends for 2021 fall under three themes: people centricity, location independence and resilient delivery. All three have been strongly impacted by the COVID-19 pandemic.
People centricity: people remain at the centre of all business and they need digitalised processes to work, to interact with others and, more generally, to function in their environment. Digital and technological accessibility is therefore increasingly strategic, and networks must be available anytime, anywhere and through all types of devices: this is SOLUTIONS 30's core business.
Location independence: over the past year, workplaces have become virtual, requiring a technology shift to enable people to access their work environment wherever they are. Location independence has been key to ensuring business continuity and will probably change the way we work in the long term. SOLUTIONS 30 is able to facilitate this technological shift by making innovations more accessible to everyone at home and in the office, thus favouring location independence and autonomy.
Resilient delivery: Whether a pandemic or an economic crisis, volatility exists and organisations need to adapt constantly to a fast-changing world. This requires efficiency and speed, as well as democratisation and rapid adoption of technologies. SOLUTIONS 30's business model is itself an example of this approach since agility, efficiency and effectiveness are core values, while the Group's mission is to serve its customers better and faster in order to help them spread and democratise digital innovation. Proper technological infrastructures, skilled technical resources available at short notice and automation are essential to pivot and adapt to this new scenario.

ENERGY TRANSITION

The past decade brought the technologies needed for the coming energy transition, the next decade will need to deliver the business model innovations to unlock comprehensive, system-wide transformation.
Looking beyond 2021, experts expect substantial technology and business model innovation: networked buildings, e-mobility, smart cities, the hydrogen economy, and the neural grid.
The digitalised energy systems of the future may be able to identify who needs energy and deliver it at the right time, in the right place and at the lowest cost. For the present, there are still various implications for major energy companies:

- **Rolling out smart electricity and gas meters** to better predict and control energy consumption.
- **Adapting networks** originally designed to be supplied by a limited number of production sites, but now supplied by a growing number of producers scattered across a wide geographical area.
- **Installing charging stations** to support the development of electric mobility.



The SOLUTIONS 30 business is based on pooling skills and technical resources, and being able to deploy service engineers at short notice. The key to ensuring sustainable growth and profitability is a combination of **responsible commitment, high-volume standardised processes, density of coverage, and automation.**

Solutions30

SERVES
a market that is growing exponentially
supporting the digital revolution and energy transition by ensuring the rapid roll-out of new technologies and support for users.

HAS DEVELOPED
a competitive multi-technical range of services
guaranteeing delivery of high-quality technical services, faster and smarter.

BY RELYING ON

a profitable, efficient and scalable organisation structure, which focuses on three key performance factors

VOLUMES

High and recurring volumes:
securing high-volume markets through numerous multi-year partnerships with the largest technology groups in a variety of business segments; standardising installation and service processes to maximise economies of scale; enriching service engineers' knowledge base in real time to continuously increase know-how and efficiency

DENSITY

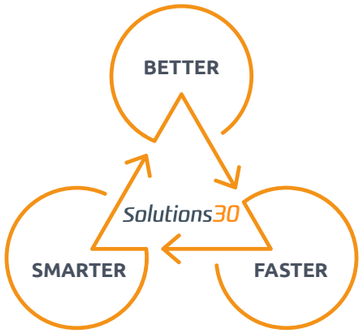
Dense territorial coverage:
15,700 service engineers across Europe, pooling of skills and technical resources, optimisation of travel time, reduced response times

AUTOMATION

Efficient organisation based on an IT platform:
automation of repetitive and time-consuming tasks for an organisation focused on customer satisfaction, simultaneous and real-time schedule and route planning and optimisation, rapid integration of new resources to ensure fast and efficient scale-up.

A market pioneer, SOLUTIONS 30 has earned the loyalty of major European technology groups.

A constantly expanding range of services to meet customer needs and seize new growth opportunities.



A dominant position in all regions where the group is present, for increased competitiveness.

A low-capital-intensity model and a flexible cost base that guarantee efficiency and agility.

Favouring local communities

AN EFFECTIVE BUSINESS MODEL WHICH FAVOURS LOCAL COMMUNITIES

The Group business model, combined with robust operational processes, has demonstrated its ability to generate sustainable growth and profits. It serves as a solid example of the kind of development that can be easily duplicated in new geographical regions and markets.

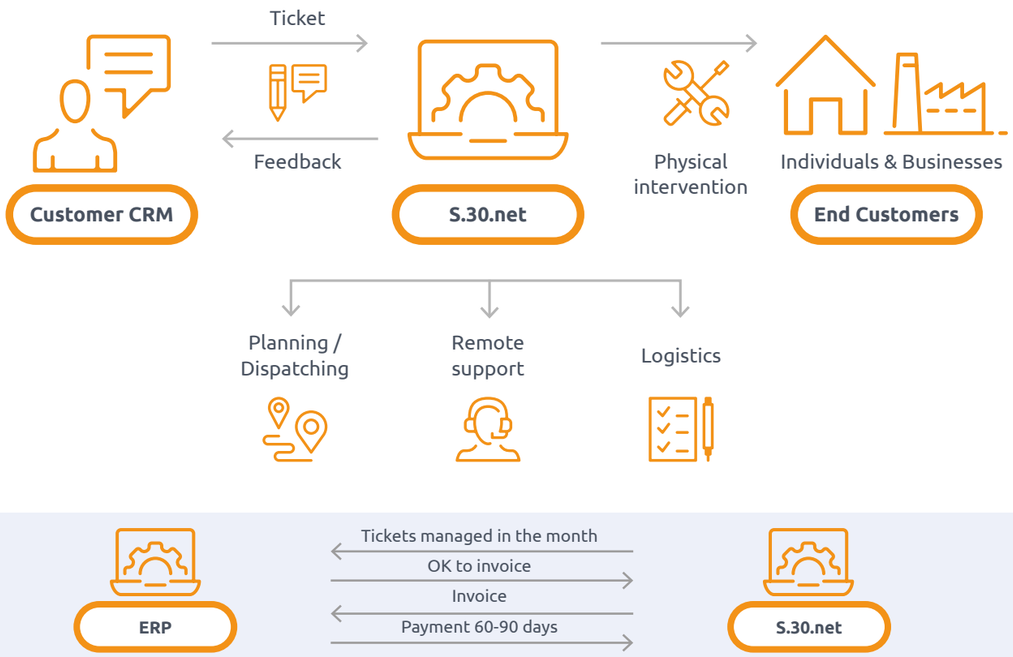
Whenever SOLUTIONS 30 gets a contract in a new area, this has a **positive impact on the local ecosystem because the workforce is hired and trained locally,** thus favouring community engagement.

The Group believes that physical proximity is fundamental for serving its markets and customers efficiently. It allows it to understand and anticipate customer needs. The density of the service engineer network is an essential driver of productivity and performance.

The Group has developed a unique IT platform, the backbone of its organisation, to manage the service engineer network, make processes easily reproducible and constantly enrich its knowledge base.

This platform ensures that the right skills are available in the right place at the right time, and maximises the rate of tasks and appointments that are successful on the first visit.

The Group efficiency backbone



Whenever SOLUTIONS 30 gets a contract in a new area it has a positive impact on the local ecosystems by hiring and training local workforce

Towards a sustainable and accessible future

As the world comes to terms with the urgency of climate change, energy efficiency and renewable energy are becoming a reality. SOLUTIONS 30's business has always been focused on providing better and more accessible infrastructure and helping energy transition and energy saving.

Supporting the digital revolution and energy transition through the rapid roll-out of new technologies and user support services is the daily business of SOLUTIONS 30.

DIGITAL ECONOMY IMPACTS ALL SDGS

The evolving digital economy is closely associated with key frontier technologies that impact all SDGs

The installation and maintenance of smart meters to better predict and control energy consumption, the installation and maintenance of EV charging stations to support the development of e-Mobility, and the adaptation of electricity grids to multiple sources of energy, including renewable energy, are the green activities that account for 16% of SOLUTIONS 30's revenue.

According to its preliminary internal evaluation, SOLUTIONS 30 activities that make a substantial contribution to climate change mitigation as per the EU Taxonomy Regulation include:

- **Individual measures and professional services:** installation of smart electricity meters: 7.8% of total revenue
- **Clean mobility infrastructure services:** electrical vehicles charging infrastructure

EMPLOYEES WHO USED SMART WORKING (% OF TOTAL)[4]

2019	2020
2.5%	20.9%

DAYS IN SMART WORKING (% OF TOTAL)

2019	2020
0.7%	7.9%

Responding to COVID 19

MAKING ACCESSIBILITY A POWERFUL ALLY AGAINST THE PANDEMIC

Since the onset of the COVID-19 pandemic, the Group's Corporate Social Responsibility commitments have become even stronger. Through its activities, SOLUTIONS 30 has played a substantial role in supporting employees and students working from home, enabling hospitals to continue operating, helping people to stay in touch. SOLUTIONS 30's service engineers – one of the Group's core assets and strengths – are in the frontline of the fight against the pandemic, providing on site and remote technical assistance.
Since the beginning of the Covid-19 pandemic, the Group has put the health and safety of its engineers and stakeholders first, and is still mobilised to ensure operation continuity in compliance with health regulations and recommendations.
To protect worker health and safety, SOLUTIONS 30 quickly and effectively switched to smart and remote working for both internal employees and call-centre operators, while providing training, appropriate safety equipment and proper guidance for its engineers.

[4] *Smart working data see page 84*

SUSTAINABILITY AT SOLUTIONS 30

At the heart of SOLUTIONS 30's activity is the journey to a more sustainable economy, as it helps clients and their customers to become more efficient and so reduce impact and consumption of resources in favour of sustainable development and value creation.

SOLUTIONS 30 is a digital enabler, working to allow everyone to benefit from new technologies by making the innovations that are changing our daily lives more accessible at home and in the office.
Every day, the SOLUTIONS 30 teams facilitate the digital transition by helping users make the most of new technologies. This approach is underpinned by SOLUTIONS 30's sense of service, which guides all its commitments and is reflected in its customer loyalty.
SOLUTIONS 30 aims for a concrete and holistic approach to Environmental, Social and Governance issues, taking all its Stakeholders into consideration.
As part of its sustainable development framework, SOLUTIONS 30 is committed to implementing a Corporate Social Responsibility strategy based on six core principles:

- **Develop innovative services** with lower environmental impact, contributing to a more circular and sustainable economy;
- **Enable the digital transition** by ensuring access to technology for individuals and businesses;
- **Strive for excellence in the safety and security** of people and property;
- **Promote youth employment and develop human potential** through training and education;
- **Guarantee excellent Stakeholder relations** through transparency and engagement;
- **Sustain a culture of integrity** in the Group;
- **Involve our suppliers and partners in our CSR effort** through communication, interaction and active listening.

As a responsible company, SOLUTIONS 30 focuses on Corporate Social Responsibility as well as on Environmental, Social and Governance issues in its everyday business and activities, and works constantly to improve its CSR strategy and ESG reporting practices.

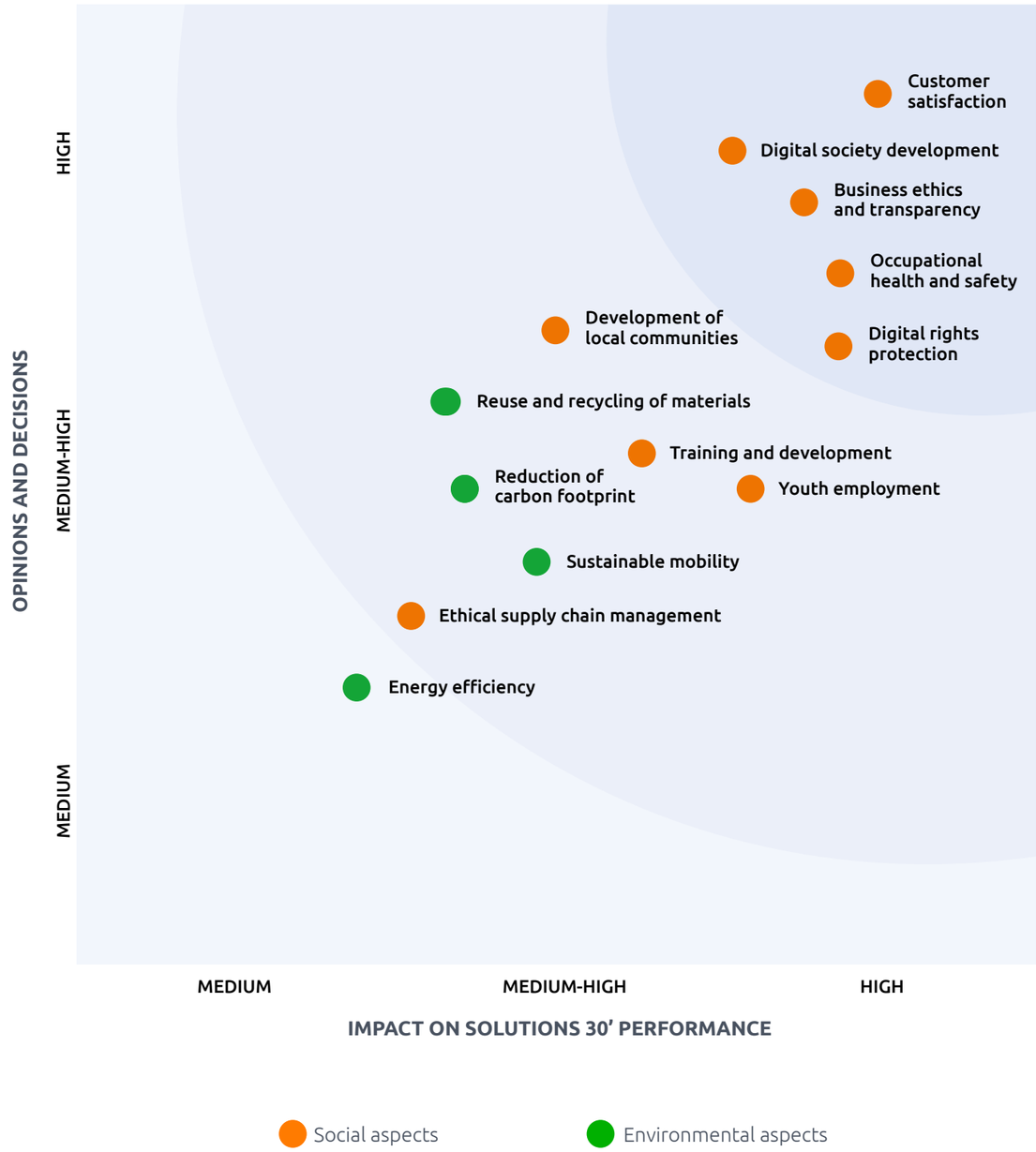
Materiality analysis

Materiality' are "those topics that have a direct or indirect impact on an organisation's ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large" (GRI G4 guidelines). The SOLUTIONS 30 Management Board has conducted a materiality analysis to evaluate the impact of different issues on the Company's economic, environmental and social performance and on Stakeholders' assessments and decisions. The identification of the various issues reflects a combination of internal and external factors relating to the organisation.

- **Internal Factors:** mission, values, strategies, policies, risk assessment, quality, environment, health and safety and information security management systems.
- **External Factors:** indications arising from the GRI Standards, ESG ratings, assessment of Stakeholder interests and expectations, assessment by investors and financial analysts of issues highlighted by the ESG criteria.

The materiality analysis was an important opportunity to share the corporate values and culture and to raise awareness of the effects of decisions and behaviours on SOLUTIONS 30 sustainability and medium/long-term growth. The **materiality matrix** below illustrates the result of the analysis.

Materiality matrix



Material issues and management approach

Customer satisfaction

Material issue

The Group's activity is closely tied to service quality and customer satisfaction.
A significant portion of revenue is generated by major "key accounts". However, commercial relationships with major customers are usually not dependent on one contract, but consist of several contractual relationships organised by geography, activity or end-user category. Losing one of these customers could impact the Group's revenue, income, and outlook.

Management approach

The Group believes that this issue can be managed by focusing on service quality and customer satisfaction. The complex technical interfaces built to connect major customers' information systems with SOLUTIONS 30's IT platform confirm both sides' commitment to building long-lasting partnerships.

Business ethics and transparency

Material issue

The material issue of business ethics and transparency is key to SOLUTIONS 30. Promoting responsible business practices allows the Group to maintain and strengthen its market position.
The Group is committed to preserving its integrity and protecting its reputation. It believes in the integrity of its organisation and the reputation of its employees, suppliers and subcontractors in terms of professional conduct and ethics.

Management approach

- Constantly monitoring all aspects of business with an internal Code of Conduct and the Group's Whistleblower Policy.
- Applying dedicated Code of Conduct and Supplier Code of Conduct policies in line with international regulations and legislation.
- Adopting a rigorous anti-corruption policy as part of the updated Code of Conduct.
- Striving for transparent communications on Group websites and press releases.
- Engaging in open and constructive dialogue with all Stakeholders.

Digital transformation

Material issue

In an increasingly digital world, the Group focuses on both deploying its growth strategy and securing its position as a digital transition enabler.
Continuously helping to support the digital transformation of the economy, alongside customers is key to SOLUTIONS 30.

Management approach

Rolling-out the same business model in all geographies and realising the full potential of the real-time IT platform is SOLUTIONS 30 approach. The Group is determined to maintain reasonable leverage, guarantee a healthy financial structure and preserve its operational flexibility in a context of very rapid growth. SOLUTIONS 30's free cash-flow enables it to finance its growth, invest in the continuous improvement of its IT platform and make accretive acquisitions.

Occupational health and safety

Material issue

Since SOLUTIONS 30's workers are its main asset, guaranteeing their health and safety is a priority both from an ethical point of view and in terms of business continuity.
SOLUTIONS 30's responsibility is to ensure the health and safety of its employees and partners.
Improving health and safety within the Group is also an opportunity to raise productivity and employee engagement and retain Human Resources.

Management approach

The Group is committed to the ongoing development, implementation and monitoring of measures to reduce workplace risks for its staff, subcontractors, suppliers and customers.
Beside the Group Health & Safety Policy, the ISO 45001:2018 standard is already applied in Italy, France and Luxembourg, and will be rolled out in all Group countries.
The Group runs Health & Safety training sessions as well as safe driving courses.

Digital rights protection

Material issue

Both financial and reputational implications may arise for the Group should it fail to manage digital rights protection correctly or breach applicable legislation.
To put in place privacy and security measures to prevent unauthorised access to computers, databases and websites and protect the personal information and data of customers is a priority at SOLUTIONS 30.
Data protection and privacy compliance could become an opportunity to build trust with customers and with Stakeholders generally.

Management approach

- ISO 27001 certification.
- Establishing a clear data privacy policy which is fully compliant with the EU General Data Protection Regulation (GDPR).
- Creating a dedicated data security and privacy page on the SOLUTIONS 30 website.
- Raising employee awareness about privacy and security through training and regular information sharing.
- Giving input to prevent security risks and taking appropriate action in relation to threats and vulnerabilities (in accordance with ISO 27001 documentation).

Youth employment, training and development

Material issue

Youth employment is a global challenge and a top policy concern. Giving young people all possible opportunities to develop their potential and thrive in the green and digital transitions is also a priority of the European Commission.
Since youth employment is of paramount importance to maintain the Group's proficiency in increasingly complex technical skills,from this point of view, young people are a key driver of SOLUTIONS 30's growth.

Management approach

SOLUTIONS 30 has developed proven recruitment processes and uses its reputation to attract and train employees.
To support its growth and constantly incorporate new skills, the Group has created a vast training program that allows it to hire young people without qualifications or people undergoing professional retraining, significantly improving their employability.

Development of local communities

Material issue

Building and sustaining local Stakeholder support is the new frontier of successful management.
Respecting the equilibrium of local communities by engaging with local workforces and entrepreneurs and creating a positive impact is crucial to SOLUTIONS 30.
Any kind of conflict would be divisive and expensive.
Engaging with and managing the Group's impact on local communities is an increasingly important issue.

Management approach

SOLUTIONS 30 respects local communities and supports local workforces by offering good jobs on fair conditions, consistently with its Human Rights and Human Resources Policies.
SOLUTIONS 30's presence in a community has a positive socio-economic impact through training and local job creation.

Ethical supply chain management

Material issue

The service activities of SOLUTIONS 30 require the use of external service providers.
The main suppliers are call-centre service providers, logistics service providers, long-term rental companies for service vehicles, and technical workforce providers.
Contracts with service providers require compliance with ethical, social and environmental standards.

Management approach

SOLUTIONS 30 encourages suppliers who promote sustainable operations. It requires suppliers to subscribe to its
Supplier Code of Conduct, which covers:

- environmental impact
- fundamental human rights
- working conditions
- workplace health and safety
- business ethics.

When SOLUTIONS 30 buys products and services from suppliers, it considers factors including cost, quality, reliability, commitment to sustainability and Corporate Social Responsibility.

Sustainable mobility

Material issue

Greater efficiency in the allocation of service engineers.
SOLUTIONS 30 is committed to reducing its environmental impact arising from travel and mobility.

Management approach

Reducing travel time between call-outs is a major driver of sustainability and profitability.
SOLUTIONS 30 has introduced an eco-friendly and safe driving policy for all service engineers.
This includes driving training to raise awareness about safe and sustainable driving behaviour.
SOLUTIONS 30 also invests in a greener fleet and promote mobility alternatives among employees.

Reduction of carbon footprint

Material issue

Although the Group has a limited impact on the environment because its operations are mainly service-related, it is committed to increasingly reducing its carbon footprint.

Management approach

The Group focuses on four main areas of action to reduce the environmental impact of its activities:

- Implementing environmental management systems (EMS): ISO 14001:2015 is already implemented in France, Italy, Luxembourg, Spain and will be rolled out Groupwide
- Dedicated environmental policy
- Dedicated eco driving policy
- Delivering eco-friendly solutions (smart meters)
- Managing new eco-friendly services (IOT in smart homes, electric vehicles)
- Raising awareness among Stakeholders (Code of Conduct and Supplier Code of Conduct).

Reuse and recycling

Material issue

SOLUTIONS 30 is actively committed to reducing the amount of waste generated in its business processes through prevention, reduction, recycling and reuse.
Refurbishing is not only a way to reduce the environmental impact, it is also a possibility to capture new sustainable business opportunities such as refurbishing activities, and position the Group for success in a more circular economy.

Management approach

In most countries where the Group is present in its supply chain, and in break-and-fix activities in particular, SOLUTIONS 30 gives priority to the use of refurbished material.
This approach supports the green economy and ecologically responsible recycling by reducing waste production and saving resources and energy.

Energy efficiency

Material issue

Energy efficiency generates economic and environmental savings. In some cases upgrades are not cost effective therefore it is necessary to deviate from standard economic practices for benefit-cost analyses.
As an energy transition enabler, SOLUTIONS 30 is strongly committed to promoting energy savings and helping to protect natural resources.

Management approach

SOLUTIONS 30 has established an Environmental Management System (EMS) based on ISO 14001 principles, to create a systematic approach to improving energy efficiency and preventing pollution.
It is also an energy efficiency enabler through its business unit dedicated to the energy sector.

Stakeholders engagement

SOLUTIONS 30 engages with a broad range of Stakeholders: clients , shareholders, employees, suppliers and subcontractors, partners, local communities, government agencies and regulators.
Engagement is achieved through collaborative and open dialogue at both formal and informal levels.

TRAINING HOURS 2020

172,699	138,805	33,894
TOTAL NUMBER OF TRAINING HOURS	INTERNAL	SUBCONTRACTORS

3.5

EMPLOYEES SATISFACTION LEVEL
ON A SCALE FROM 0 TO 5

The Group recognizes the importance of taking different Stakeholder perspectives into account, and is committed to improving their participation and engagement.

CUSTOMERS

SOLUTIONS 30 maintains a constant dialogue with customers and is regularly audited by them to review how service is provided, whether it satisfies customer needs, and to assess the role played by the Group in the customer business. This helps SOLUTIONS 30 identify areas for improvement, new opportunities and strategic changes.

EMPLOYEES

• **Satisfaction Surveys:** starting from 2020, the Group organises regular anonymous employee opinion surveys about well-being, environment and workplace quality. The survey includes questions on job satisfaction and satisfaction with other aspects of working life. The employee satisfaction is calculated using ESI methodology (Employee Satisfaction Index). According to the first survey conducted in 2020, the overall level of satisfaction on a scale from 0 to 5 is 3.5.
The Group is committed to launching projects to raise employee well-being and engagement.
• **Ongoing Training:** SOLUTIONS 30 believes that staff training is vitally important to improve skills and employee engagement. Employees feel valued through training and development, which increases their motivation to achieve company objectives. In 2020 the Group launched a global e-Learning platform – **SOLUTIONS 30 Academy** – to create, update and share knowledge, feedback and e-learning at Group level. The Academy offers SOLUTIONS 30 employees even more opportunities to learn new skills or update existing competences, at their own pace.
• **Internal newsletter:** SOLUTIONS 30's newsletter is a tool to engage employees and spark discussion while providing company updates. It is also used to promote Corporate Social Responsibility within the company and to share employee stories and case studies. The newsletter aims to boost employees' sense of belonging and helps SOLUTIONS 30 avoid situations where people feel left out.

PARTNERS AND SUBCONTRACTORS

SOLUTIONS 30 shares a **"Supplier Code of Conduct"** with suppliers and subcontractors, which sets out the ethical guidelines needed to feed a sustainable business partnership. Through the Code, the Group focuses on the main commitments concerning the environment, health and safety, human rights, compliance with legislation and regulations. In 2020, the Group conducted a compliance survey among its main suppliers to gain an understanding of their ESG initiatives and practices.

SHAREHOLDERS

SOLUTIONS 30 is in regular contact with its shareholders through roadshows, AGMs, ongoing dialogue and financial information. Within the Group, a dedicated team ensures transparent communication with shareholders and is available to respond to their requests or organise meetings. Together with the ESG department, the Investor Relations team answers queries from ESG rating agencies and engages in ESG dialogue with potential investors, analysts and shareholders.

LOCAL COMMUNITIES

The Group carries out:

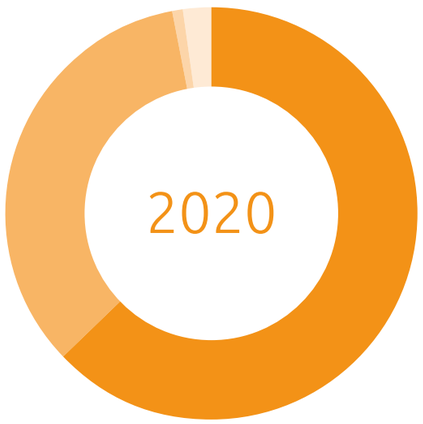
- meetings with representatives of institutions, schools, universities and local associations
- relations with the media and institutions
- adherence to voluntary initiatives supported by the United Nations

Economic value generated and distributed

SOLUTIONS 30 recognises the importance of balancing the distribution of value generated by its activities to Stakeholders who have directly or indirectly contributed to its creation.

By analysing distributed economic value, SOLUTIONS 30 studies the flow of resources directed towards its employees, suppliers, service providers, lenders, public authorities and the communities in which it operates.

EUR/000	2019	2020	var.%
A. Direct economic value generated	**691,406**	**819,278**	**18.5%**
Revenue	691,406	819,278	18.5%
B. Economic value distributed	**647,279**	**752,179**	**16.2%**
Operating costs	386,882	473,359	22.4%
Employee wages and benefits	244,435	257,467	5.3%
Payments to providers of capital	3,688	4,619	25.2%
Payments to government	12,274	16,734	36.5%
(A-B) Economic value retained	**44,127**	**67,099**	**52.1%**



62.9% General suppliers and Business partners

34.2% Employees

0.6% Lenders and Shareholders

2.2% Government and Local authorities

The **economic value generated** by the Company in 2020 amounts to EUR 819.3 million (+18.5% compared to 2019) while the economic value distributed amount to EUR 751.6 million (+16.2% compared to 2019).

The **economic value retained**, EUR 67.1 million (+52.1% compared to 2019), is the difference between value generated and distributed; this value is invested in the company and generally consisting of self-financing, amortisation, depreciation and accruals to provisions for risks.

The **economic value distributed** in 2020 is divided among the following stakeholders:

- the largest amount, EUR 473.3 million relates to costs incurred to purchase materials and services necessary to the business continuity – **General suppliers** – and to pay **Business partners**, the network of professionals that mainly deals with installation, maintenance and general technical assistance for the Group's clients;
- approximately EUR 257.5 million was distributed to **Employees**, mainly for wages, salaries, social security and pension contributions and defined contribution plans;
- EUR 4.6 million relates to providers of capital, **Lenders** and **Shareholders**
- EUR 16.7 million was paid to **Government and Local authorities** for income tax and property taxes

Contribution to United Nations Sustainability Goals

Sustainability is a core value for business organisations, which have an obligation to inspire and build a better and more sustainable future for employees, customers and all Stakeholders.

SOLUTIONS 30 has identified the UN Sustainability Goals on which it has an impact:

- directly, through the achievement of its **mission**;
- indirectly, through its **commitment** to following a sustainable growth path and guaranteeing a cohesive Corporate Social Responsibility culture.

ESG TARGETS

GOAL

To increase youth employment

COLLECTED DATA 2020	TARGET 2021	HOW TO
670 (employees under 29 years old) of 1,744 (new hires 2020): **38%**	Increase of 2 percentage points / **year up to 40%** (maintenance)	Encourage employment of under 29 people years old in agreements with schools, training institutions, academies, etc.

GOAL

To provide education/quality training

COLLECTED DATA 2020	TARGET 2021	HOW TO
19.2 training hours per employee	**≥ 24 h / employee**	Increase the number of train¬ing hours also thanks to the use of **e-learning platform**

GOAL

To improve health, wellbeing and decent work conditions

COLLECTED DATA 2020	TARGET 2021	HOW TO
Population covered by ISO 45001 certification: **55% of the total** numbers of employees (average)	To increase the population covered by ISO 45001* certification by about 10%	Countries with no ISO 45001* will initiate the process of certification

** or equivalent certification according to customers requests*

GOAL

To reduce carbon footprint

COLLECTED DATA 2020	TARGET 2021	HOW TO
Average emissions of cars 121.5 g/Km	Average emissions of new cars purchased in 2021: <121 g/Km	Renewal of the car fleet, optimisation of service engineers' routes

SOLUTIONS 30 is now among the companies and non-business organizations who have signed the UN Global Compact.

Commitment to the Global Compact

SOLUTIONS 30 is one of the companies and non-business organisations that have signed the United Nations Global Compact. The signatories undertake to promote the principles of the UN Global Compact within their sphere of influence.
This involves establishing the principles as active parts of their day-to-day operations and organisational culture and supporting the principles in relations with all Stakeholders.

The UN Global Compact is a United Nations strategic policy initiative, officially launched in 2000 by Kofi Annan, to encourage businesses worldwide to embrace sustainable and socially responsible policies, and to report on their achievement. Companies that enter the UN Global Compact commit themselves to aligning their strategies and operations with ten universally accepted principles. These ten principles cover a set of fundamental values in different areas including:

HUMAN RIGHTS

- **Principle 1**: Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2**: : make sure that they are not complicit in human rights abuses.

LABOUR

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4**: the elimination of all forms of forced and compulsory labour;
- **Principle 5**: the effective abolition of child labour; and
- **Principle 6**: the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

- **Principle 7**: Businesses should support a precautionary approach to environmental challenges;
- **Principle 8**: undertake initiatives to promote greater environmental responsibility; and
- **Principle 9**: encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

- **Principle 10**: Businesses should work against corruption in all its forms, including extortion and bribery.

The UN Global Compact works toward the vision of a sustainable and inclusive global economy where markets, commerce, technology and finance evolve in ways that benefit economies and societies everywhere.

TWO TIER GOVERNANCE SYSTEM: GROUP MANAGEMENT BOARD AND SUPERVISORY BOARD

GOVERNANCE, ETHICS AND INTEGRITY

The governance model adopted by SOLUTIONS 30 reflects its long-term strategy and is based on the principles of transparency that the Company is committed to applying at all levels. In this context, SOLUTIONS 30 attaches great importance to compliance not only with mandatory legislation but also with internationally accepted best practices.

Corporate Governance

SOLUTIONS 30 governance is geared towards growth and operations, with short and efficient decision cycles and real proximity to the field. This allows the Company to remain agile and quickly seize market opportunities, with the objective of reaching critical mass in all the regions where it is present, while maintaining operational consistency. It also promotes comprehensive dialogue and reporting by employees to senior management and by senior management to the shareholders. To meet these objectives, SOLUTIONS 30 has adopted a two-tier governance system, composed of the **Group Management Board** and the **Supervisory Board**. The Group Management Board is entrusted with the company's operations and general affairs, while the Supervisory Board has a general oversight function over key strategic matters.

The Group Management Board is assisted by two executive committees: the **Country Executive Committee** and the **Group Executive Committee** whereas the Supervisory Board is supported by three

sub-committees: the **Nominations and Remuneration Committee**, the **Audit Committee** and the Strategy Committee. Each corporate body has a charter outlining the principles and rules of corporate governance upheld by its members. The charters are published on the corporate website.

SUPERVISORY BOARD

The Supervisory Board is a corporate body composed of at least three members elected by the shareholders; it currently consists of six members, including a chairman and a vice-chairman. Members are appointed on the basis of objective criteria such as expertise, competences, experience, diversity and independence.
The main role of the Supervisory Board is the permanent supervision of the management of the Company. It also supervises implementation of the policies introduced by the Group Management Board, advising the Group Management Board on global corporate strategy and monitoring compliance with law and regulations.

GROUP MANAGEMENT BOARD

The Group Management Board is a corporate body composed of at least three members elected by the Supervisory Board; it currently consists of six members, including the CEO. Members are appointed on the basis of objective criteria such as expertise, competences, experience, diversity and independence.
The Group Management Board is entrusted with the management and general affairs of the Company. Its other key duties include:

- ensuring Company compliance with law and regulations;
- development and implementation of the Company's strategic plan;
- preparation and approval of the Company's financial statements and related reports;
- creation of executive committees for specific tasks and supervision of their activities;
- reporting to the Supervisory Board.

The Group Management Board is assisted by two working executive committees, each within a specific area of expertise:

- the Group Executive Committee;
- the Country Executive Committee.

The two committees provide all necessary assistance and advice to streamline the decision-making process and prioritise issues to be handled by the Group Management Board.

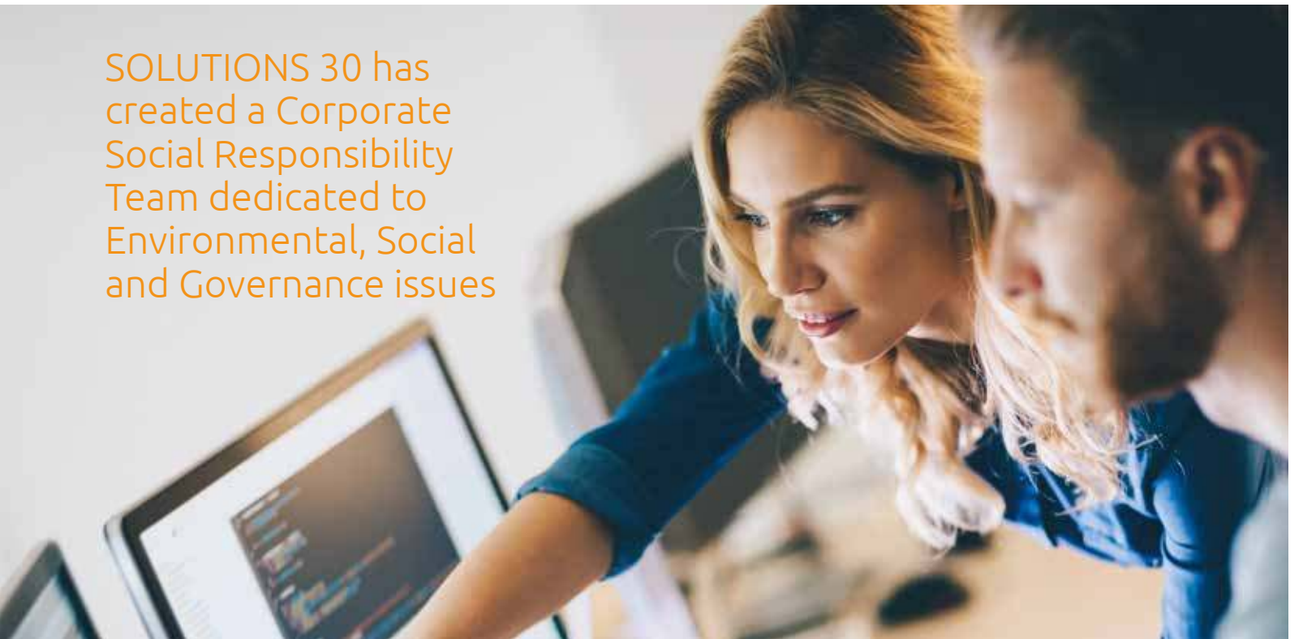
SUPERVISORY BOARD AND COMMITTEES

Member Supervisory Board and Committees	Nationality	Gender	First appointed	End of term	Seniority	Independent member	Audit Committee	Appointments and remuneration Committee	Strategy Committee	Experience
Alexander Sator	German	M	2015	2023	6 years	Yes		President		Entrepreneur, CEO of 1nce (JV with Deutsche Telekom)
Francesco Serafini	Italian	M	2013	2025	8 years	Yes		Member	Member	Hewlett-Packard EMEA Chief Operations Officer
Caroline Tissot	French	F	2017	2025	4 years	Yes			Member	Chief Group Procurement Officer, AccorHotels group, Bouygues Telecom
Paul Raguin	French	M	2018	2025	3 years	Yes	Member			Founder of the Eolane Group
Jean-Paul Cottet	French	M	2018	2025	3 years	Yes			President	Member of the Orange Executive Committee, Personal Advisor to the CEO of Orange
Yves Kerveillant	French	M	2019	2023	2 years	Yes	President	Member		Chartered Accountant, President of Equideals

Sustainability governance

SOLUTIONS 30 has created a Corporate Social Responsibility Team dedicated to Environmental, Social and Governance issues and supervised by the Group Management Board and the Executive Committees.

CSR representatives in the various countries are responsible for implementing the Group CSR policy at local level.



QHSE and information security management systems

SOLUTIONS 30 has developed UNI EN ISO-compliant quality management, safety, environment and information security systems and has obtained the following certifications:

ISO 9001: 2015

quality management system

- France
- Italy
- Luxembourg
- Spain

ISO 45001:2018

health and safety management system

- France
- Italy
- Luxembourg

ISO 14001:2015

environmental management system

- France
- Italy
- Luxembourg
- Spain

ISO 27001:2013

information security management system

- France
- Italy
- Spain*
- Belgium*
- the Netherlands*
- Germany*
- Poland*
- Luxembourg

** compliant with the standard but not yet certified*

As required by the reference standards, the SOLUTIONS 30 QHSE and information security management systems:

- guarantee correct identification and management of environmental aspects and impacts in order to achieve full

regulatory compliance and progressive improvement through their control and a reduction of associated risks.

- ensure the conformity of products / services to the requirements of the client and to all the national and international standards that are specifically applied, and also increase customer satisfaction over time.
- ensure compliance with health and safety regulations in the workplace and encourage continuous improvement.
- respect and protect the privacy and personal data of employees, suppliers, business partners, clients and their respective end customers.

HEALTH AND SAFETY POLICY

SOLUTIONS 30 makes health and safety an integral part of its corporate culture. As a multinational technology solutions provider with more than 7,236 employees (average number of employees in 2020), the Company is convinced of its duty to take a responsible and preventive approach to health and safety and to educate and encourage its workforce, subcontractors as well as clients and their customers to adopt the best possible health and safety practices. As a responsible corporation, the Group is committed to reducing and, where possible, eliminating all professional risks and to promoting good health.

In 2020 the Group joined the European Network for Workplace Health Promotion (ENWHP), which is committed to improving workplace health and well-being and to reducing the impact of work-related ill health on the workforce.

ENVIRONMENTAL POLICY

By helping its clients and customers to install and access technology that reduces their environmental footprint and increases efficiency, the Group's business model contributes to a more sustainable economy.

Smart homes, connected objects and smart cities are not only enhancing their users' experience, they all deliver a significant contribution towards more efficient use of resources.

The wide-ranging adoption of high-speed broadband internet would not be possible without the service engineers who cover home installations. Better connectivity, not only through fibre broadband to the home, but also through new-generation networks, provides the basis for significant efficiency gains and lower resource consumption.

The installation of smart meters and smart devices in homes drives further reductions in households' energy use. Electric vehicles require a charging point, and SOLUTIONS 30 provides the skilled workforce to install it. The Company believes that all efficiency-enhancing technologies require technical support.

ROAD SAFETY AND ECO-DRIVING POLICY

As European leader in rapid-response multi-technical services, delivered through a network of 15,700 field service engineers spread over seven geographical regions, SOLUTIONS 30 is committed to ensuring and promoting safe and ecological driving behaviours.

Eco-safe driving is a recognised and proven style of driving, which contributes to road safety while reducing fuel consumption to improve the quality of the local and global environment.

The policy addresses the Group's employees and subcontractors and is supplementary to the local car policies within the Group.

DATA PRIVACY POLICY

SOLUTIONS 30 has implemented a Data Privacy Policy to ensure that it is fully compliant with privacy requirements, laws and regulations. The policy outlines the circumstances under which SOLUTIONS 30 collects, uses, and discloses the personal data of data subjects and the safeguards that are in place to protect their privacy.

The Company's Privacy Policy is aligned with the legal requirements established by the General Data Protection Regulation ("GDPR"). Where local data privacy laws establish greater personal data protection, those laws apply.

Ethics

CODE OF CONDUCT

The Code of Conduct promotes the moral culture, ethical values and legal compliance which are key to the sustained growth of SOLUTIONS 30. These values and principles set the Stakeholders' expectations and the standards and ethical practices that underpin all the Company's actions. The Code is complementary to SOLUTIONS 30's policies in other specific areas, such as the Human Rights Policy and the Supplier Code of Conduct.

HUMAN RIGHTS POLICY

SOLUTIONS 30 is committed to safeguarding the rights of all people working for the Group directly or indirectly. Its Human Rights Policy contains the over-arching principles that inform the Group's activities, policies and systems.
These principles are those of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the ILO Core Conventions on Labour Standards.
The Group encourages the adoption of these or comparable standards by its suppliers, partners and customers in different parts of the world.
In the event of failure to comply with the Human Rights Policy, SOLUTIONS 30 notifies concerned Stakeholders, so that they can adopt corrective measures. If such measures are not taken, SOLUTIONS 30 is entitled to rescind the business relationship.

WHISTLEBLOWER POLICY

SOLUTIONS 30 has established and adopted a Global Whistleblower Policy to guarantee the highest possible standards of openness, honesty, integrity, ethics and accountability.
The specific objective of the policy is to provide a channel for whistleblowers to report an unlawful act or omission that constitutes, or may constitute, a violation of – or an inducement to violate – laws and regulations, the values and principles established in the SOLUTIONS 30 Code of Conduct, internal control principles, Company policies and procedures, and that could cause any type of harm (e.g., economic, environmental, to the safety of workers or third parties, reputational) to the Group companies and their customers, shareholders, partners, third parties and the community in general. All reports should be sent by email to whistleblower@solutions30.com.

SUPPLIER CODE OF CONDUCT

As part of its ongoing sustainability effort, SOLUTIONS 30 has developed a Supplier Code of Conduct to ensure that all of its business partners, suppliers, and subcontractors meet its expectations as regards legal requirements, ethical practices, respect for human rights, and environmental management.
SOLUTIONS 30 seeks to develop and strengthen partnerships based on a shared commitment to transparency and collaboration, and to involve its suppliers, key players in its success, in the Group's sustainable development.
Each supplier is therefore required to carefully read the SOLUTIONS 30 Supplier Code of Conduct and to comply with it all times. In the event of non-compliance, SOLUTIONS 30 reserves the right to take appropriate measures, including termination of the partnership.

HUMAN RESOURCES POLICY

SOLUTIONS 30 recognizes employees as its most valuable asset and is committed to establishing a productive and creative work environment that fosters well-being and mutual respect, promoting development and training and ensuring equal opportunities.
The objective of the Human Resources Framework Policy is to define and disseminate a human resources management model that helps the Group attract, promote and retain talent and encourage the personal and professional growth of all its people, making them participants in its business success through a safe and satisfying job.
The Human Resources Framework Policy establishes the guidelines for labour relations in the countries where the Group operates and serves as a reference for defining Group objectives with regard to: the selection of professionals, the guarantees and stability of quality employment, the creation of a stable relationship with workers, workplace health and safety, training and development.
Human resource management is governed by respect for diversity, equal opportunities, non-discrimination and alignment of employee interests with the Group's strategic objectives.

ESG ratings

As part of its approach to take better account of CSR issues, SOLUTIONS 30 significantly improved its ESG ratings.

In 2020, SOLUTIONS 30 was ranked by Vigeo as the second best company on Euronext Paris, in terms of improving its ESG rating.

Corporate ESG Performance Prime
ISS ESG

GOVERNANCE QUALITYSCORE 1
HIGHEST RANKED BY ISS ESG

Stable

Environment	4
Social	2

Rating from 5 (worse) to 1 (best)

From 20/100
to 46/100

46/100

From B
to BBB

CCC B BB BBB A AA AAA

2020 under review
24,6 Medium Risk

From 54/100
to 67/100

67/100

From 50/100
to 59/100

59/100

02

SOCIAL ASPECTS

- Human capital
- Value chain management
- Corporate Citizenship

7,236* + 17.1%

EMPLOYEES 2020 *AVERAGE

COMPARED TO 2019

TRAINING HOURS 2020

138,805

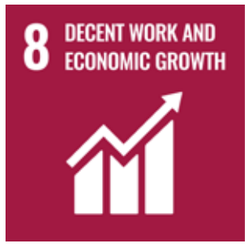
2.4 DAYS PER EMPLOYEE

HUMAN CAPITAL

Nowadays human capital fundamentally determines the difference between competitive and non-competitive companies, between companies that create value in a sustainable way and those that are gradually losing their capacity to generate wealth.

SOLUTIONS 30 recognizes employees as its most valuable asset and is committed to establishing a productive and creative work environment that fosters well-being and mutual respect, promoting development and training and ensuring equal opportunities.

The Group hires young people often with a low level of schooling, significantly improving their employability by providing professional training and giving them new job prospects and opportunities. Many Group managers started as technicians and many others set up their own business, working as subcontractors to the Group. Training is of paramount importance at



SOLUTIONS 30: despite the pandemic, in 2020 the Group provided 138,805 hours of training, equal to around 2.4 days per employee. SOLUTIONS 30 has strict operational procedures, an integrated training centre and specific monitoring tools. The Group works hard to share its expertise, know-how and interpersonal skills with all who need them.

SOLUTIONS 30 has created a vast training program which is delivered at special training centres, through e-learning modules, or in collaboration with customers and local authorities:

- Pôle Emploi (the French State job centre)
- University of Vigo, University of Granada, University of Málaga, University of La Rioja
- VDAB (the Flanders job centre)
- Dibkom (German Institute for Broadband Communication)
- Observatories - Politecnico di Milano School of Management (Italy)
- Gdańsk Technikum Łączności / Communication High School (Poland)
- Szczecin Technikum Łączności / Communication High School (Poland)
- DELTA / Technical High School / High School (Szczecin, Poland)
- COSINUS / Technical High School / new school in Szczecin, Poland

Company workforce

All figures given in this report are based on average number of employees in 2019 and 2020 .

In 2020, the average number of SOLUTIONS 30 employees was 7,236, an increase of 17.1% compared to 2019.

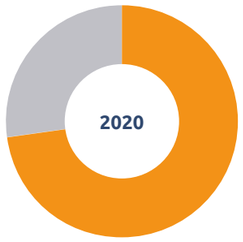
27.2%
MANAGERS WOMEN

36.2%
IN STAFF WOMEN

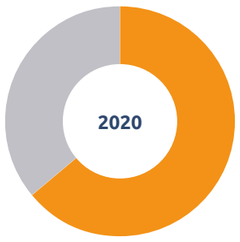
WORKFORCE BY EMPLOYMENT LEVEL	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	172	95	267	291	109	400
Staff employees	354	342	696	357	203	560
Service engineers & Operators	4,774	443	5,217	5,634	642	6,276
TOTAL	**5,300**	**880**	**6,180**	**6,282**	**954**	**7,236**

WOMEN AND MEN DISTRIBUTION

Women are well rapresented in management and administrative functions



73% men
27% women



64% men
36% women

52.7%
EMPLOYEES WORKING FOR THE GROUP'S FRENCH OPERATIONS IN 2020

WORKFORCE BY COMPETENCE AREA	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
France	3,174	586	3,760	3,246	570	3,816
Benelux	798	52	850	806	62	868
Germany	523	84	607	559	50	609
Italy	327	108	435	243	32	275
Spain	238	26	264	436	70	506
Poland	65	10	75*	831	150	981
Netherland	175	14	189	161	20	181
TOTAL	**5,300**	**880**	**6,180**	**6,282**	**954**	**7,236**

** The acquisition of the Polish companies began in late 2019 and was completed in 2020.*

Increased youth employment is an ESG target for SOLUTIONS 30 (19.7% of the total workforce and 38.4% of total hires in 2020).

38.4%
EMPLOYEES <30 OF TOTAL HIRES IN 2020

WORKFORCE BY AGE	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
< 30	1,160	195	1,355	1,200	227	1,427
30-55	3,513	635	4,148	4,285	654	4,937
> 55	627	50	677	797	73	870
TOTAL	**5,300**	**880**	**6,180**	**6,282**	**954**	**7,236**

At SOLUTIONS 30, 87.5% of employees are hired on open-ended contracts, demonstrating the importance that the company places on stable employment.

87.5%
EMPLOYEES HIRED WITH OPEN-ENDED CONTRACT IN 2020

WORKFORCE BY EMPLOYMENT CONTRACT	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Average number of employees with open-ended contracts	4,538	793	5,331	5,443	885	6,328
Average number of employees with temporary contracts	762	87	849	839	69	908
TOTAL	**5,300**	**880**	**6,180**	**6,282**	**954**	**7,236**

In 2020, 2.6% of employees benefited from part-time contracts, 5.9% of women and 2.1% of men.

2.6%
EMPLOYEES BENEFITED FROM PART-TIME CONTRACTS IN 2020

PART-TIME	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Average number of employees	109	83	192	133	56	189
% employees on the total	2.1%	9.4%	3.1%	2.1%	5.9%	2.6%

Youth employment

The fundamental principles with regard to selection and recruitment are:

- to favour young people's access to their first job through scholarship programmes and apprenticeships;
- to present candidates with an offer of value that favours the selection and hiring of the best professionals;
- to ensure that selection and hiring processes are objective and impartial;
- to favour the recruitment of employees with different abilities.

WORKFORCE HIRES AND TURNOVER BY AGE	HIRES 2020			TURNOVER 2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
< 30	560	110	670	386	92	478
Rate*	46.7%	48.4%	46.9%	32.2%	40.5%	33.5%
30-55	792	182	974	606	141	747
Rate*	18.5%	27.9%	19.7%	14.1%	21.6%	15.1%
>55	89	11	100	90	11	101
Rate*	11.2%	15.0%	11.5%	11.3%	15.0%	11.6%
TOTAL	**1,441**	**303**	**1,744**	**1,082**	**244**	**1,326**
Rate*	**22.9%**	**31.8%**	**24.1%**	**17.2%**	**25.6%**	**18.3%**

** The ratio, by age and by gender, between the number of people hired or who left (turnover) and the average number of employees during the year.*

TURNOVER RATE

At SOLUTIONS 30, career path development takes place mostly among office employees in areas where advanced skills are required, for example workflow design, project management and management control. The technical area, on the other hand, provides a gateway into the world of work and generally after about three years most service engineers who intend to progress either relocate in the market thanks to the skills acquired at SOLUTIONS 30, or set up their own businesses, for example as subcontractors to the Group. Some service engineers, however, grow professionally within the Company, acquiring managerial roles.

Training and performance appraisal

The key aspect of talent management in the Group is training, whose fundamental principles are:

- the establishment of a conceptual framework that includes all the training activities to **promote the qualification of employees**, adapting them to a multicultural working environment that is permeable to cultural change;
- the implementation of **training plans** to improve professional skills, adapt the workforce to technological and organisational changes, help new employees adjust to the Group's requirements and build a greater capacity for professional development;
- the creation of **opportunities for promotion** within the Group;
- the fostering of a **culture of ethical behaviour**.

Development of human potential is one of the Group's CSR pillars. Training is provided in SOLUTIONS 30's training centres, through e-learning modules, or in collaboration with customers, local authorities and schools (e.g., Pôle Emploi, the French State job centre).

Moreover, to ensure the correct provision of dedicated training sessions and track the progress and areas of improvement for its employees, the Group has created an interactive learning platform: SOLUTIONS 30 Academy.

The Group's broad training program also allows SOLUTIONS 30 to hire young people with limited schooling or people undergoing professional retraining, significantly improving their employability.

TOTAL HOURS OF TRAINING	2020		
	MEN	WOMEN	TOTAL
Managers	3,067	944	4,011
Staff employees	2,345	5,049	7,393
Service engineers & Operators	114,784	12,617	127,401
TOTAL	**120,196**	**18,609**	**138,804**

AVERAGE HOURS OF TRAINING	2020		
	MEN	WOMEN	TOTAL AVERAGE
Managers	10.5	8.7	10.0
Staff employees	6.6	24.9	13.2
Service engineers & Operators	20.4	19.6	20.3
TOTAL	**19.1**	**19.5**	**19.2**

The Group also provides training for subcontractors.

Individual interviews to assess performance and share career development goals, as well as special management initiatives for highly skilled employees, are organised on a regular basis.

The fundamental principles are:

- to carry out **regular evaluations of the performance** of the Group's employees;
- to **communicate the results** to the person being assessed in a way that favours their professional development.

HOURS OF TRAINING PER CONTENT - INTERNAL AND SUBCONTRACTORS	2020		
	INTERNAL	SUBCONTRACTORS	TOTAL
Technical training	106,089	25,098	131,187
H&S training	20,884	4,116	25,000
General training (Internal Procedure, ESG, ISO certifications, foreign language)	11,832	4,680	16,512
TOTAL	**138,805**	**33,894**	**172,699**

EMPLOYEES RECEIVING ANNUAL PERFORMANCE REVIEWS (%)	2019		2020	
	MEN	WOMEN	MEN	WOMEN
Managers	43.6%	36.8%	24.7%	35.6%
Administrative employees	25.4%	13.2%	19.6%	16.5%
Service engineers & Operators	20.1%	9.7%	16.6%	7.4%

Occupational health and safety

The Group pays close attention to its employees not only by complying with workplace health and safety laws and establishing procedures to prevent accidents and occupational illness, but also by promoting their physical and psychological well-being with policies designed to encourage the adoption of correct behaviour.

The Group is also focused on constantly improving health and safety and has been awarded ISO 45000 certification in recognition of its adoption of the highest occupational health and safety standards. SOLUTIONS 30 promotes and maintains a health and safety culture throughout the organisation by providing appropriate instructions, training and supervision for all employees.

Its **Occupational Health and Safety Policy** is designed to achieve a safe and healthy working environment. It includes:

- the integration of occupational health and safety criteria throughout the Group, so that managers, technicians, executives and workers assume their respective responsibilities;
- the identification, evaluation and effective control of workplace-related risks;
- health monitoring and training for workers to ensure job fitness;
- a workplace health and safety evaluation mechanism based on the standards established for the entire Group to identify possible deviations, exchange best practices and establish a global culture of excellence in risk prevention.

In addition to the third-party audits required to maintain ISO 45001 certification, SOLUTIONS 30 is regularly audited by its customers and carries out internal control activities.

NUMBER OF SECOND AND FIRST PARTY AUDITS	2019	2020
Health & Safety customers audits and inspections	31,285	25,983
H&S internal audits	18,705	17,205

SOLUTIONS 30 has also introduced a **Road Safety and Eco-Driving Policy**.

The policy is intended to reduce accidents and work-related road injuries and to promote an ecological and safe driving culture within the organisation:

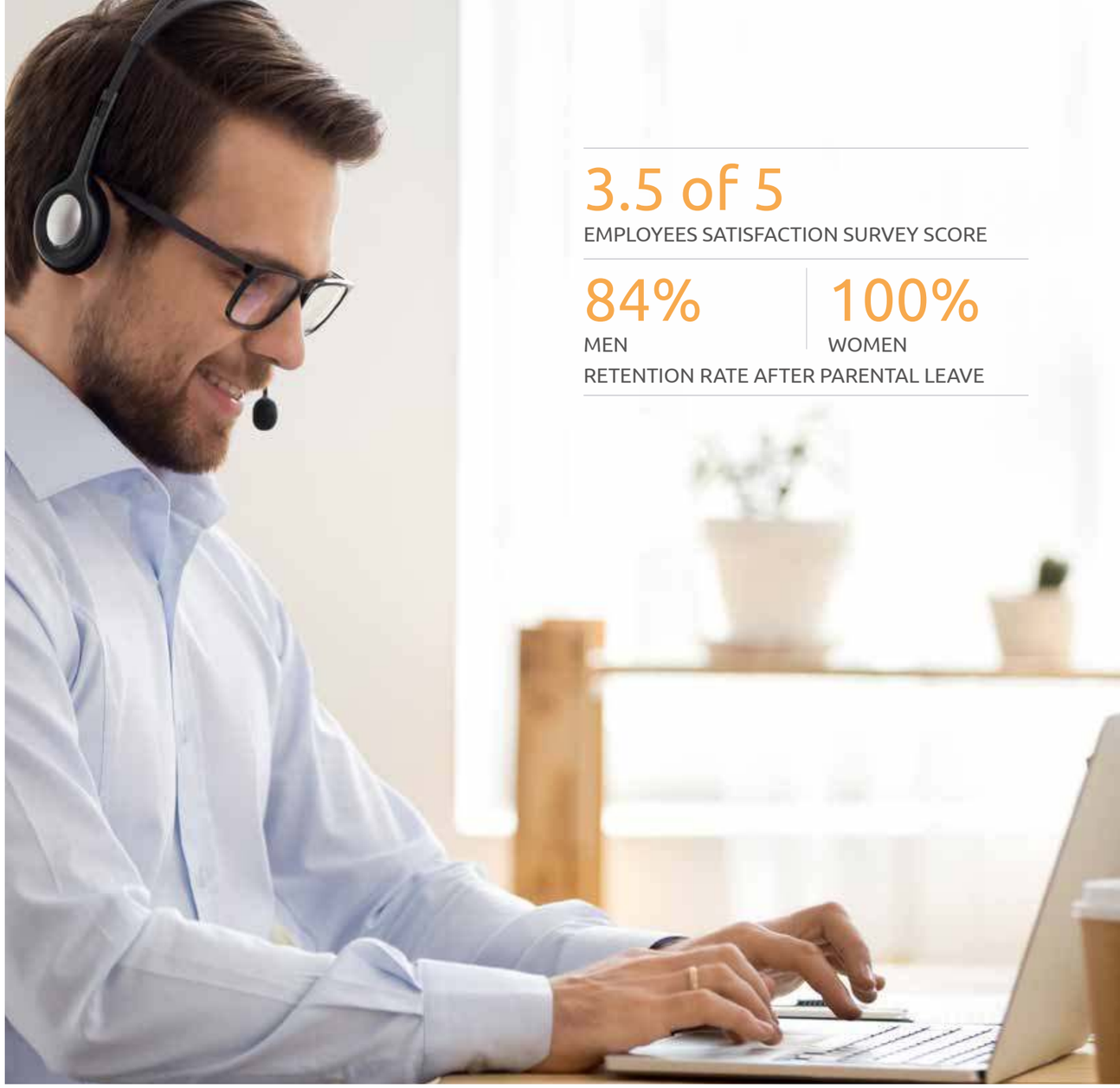
1. To make drivers aware of the main risks they face or create when driving to or from work.
2. To ensure that employees who drive vehicles during their work demonstrate safe, efficient driving skills and sustainable and good road safety habits at all times.
3. To maintain all company vehicles in a safe, clean and roadworthy condition to maximise the safety of drivers, occupants and other road users, and reduce the environmental impact of company vehicles.
4. To adopt eco-driving behaviour, as illustrated in the special training sessions, in order to reduce greenhouse gas emissions as well as air pollution by lowering fuel consumption.

Employee well-being

In 2020 SOLUTIONS 30 joined the European Network for Workplace Health Promotion (ENWHP) for the promotion of health through correct lifestyles at work.
Formally established in 1996 by the European Parliament, the ENWHP is a front-runner in workplace health promotion.
Through the implementation of a series of joint initiatives, in collaboration with the WHO, it develops best practice criteria and supports the establishment of national networks and forums to facilitate cross-border exchange of information and the dissemination of good practices in the Member States.
The ENWHP is a platform for improving workplace health and working towards its vision and mission: "healthy employees in healthy organisations".
Member companies pursue the aim of improving employee health and well-being, reducing the risk factors associated with the onset of chronic diseases such as smoking, and promoting healthy lifestyles through correct diet and physical activity.
SOLUTIONS 30 also provides benefits for its employees in accordance with the provisions of the various national employment agreements, for example, protection of workers who suffer injury or occupational illness, disability and invalidity coverage, parental leave, smart or remote working, spouse's pension, death grant, worker compensation.

SMART WORKING	2019		2020	
	MEN	WOMEN	MEN	WOMEN
Total number of employees that worked in smart working	113	41	1,178	334
% of employees who used smart working on total	2.1%	4.7%	18.7%	35.0%
Total days in smart working	6,412	2,032	63,064	30,029
% of days in smart working on total	0.7%	7.9%		7,9%

In 2020, 191 employees took parental leave. The Return to work rate is the percentage of employees who returned to work after parental leave out of the total number of employees due to return to work after taking parental leave. The Retention rate is the percentage of employees retained 12 months after returning to work following a period of parental leave out of the total number of employees returning from parental leave in the prior reporting period.



3.5 of 5
EMPLOYEES SATISFACTION SURVEY SCORE

84% MEN
100% WOMEN
RETENTION RATE AFTER PARENTAL LEAVE

PARENTAL LEAVE	2019		2020	
	MEN	WOMEN	MEN	WOMEN
Total number of employees that were entitled to parental leave	588	120	914	568
Total number of employees that took parental leave	64	38	95	96
Total number of employees that returned to work in the reporting period after parental leave ended	44	20	65	63
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	34	19	62	54
Return to work rate			**68.4%**	**65.6%**
Retention rate			**65.2%**	**56.2%**

Equal opportunities

SOLUTIONS 30 embraces diversity in the workplace and ensures that all employees are treated fairly, with dignity and with consideration for their goals and aspirations. The Group provides equal opportunities in all aspects of employment and does not tolerate discrimination, intimidation, harassment or other unlawful behaviour in the workplace.

Since the Company believes in diversity and inclusion, in the importance of respect and in upholding fundamental rights, it is committed to building an inclusive workplace. Any discriminatory practice based on race, colour, gender, age, religion, ethnicity, nationality, disability or any other illegal basis is not tolerated.
The Company promotes the diversity of its employees (ethnic, religious beliefs, gender) in the belief that this reflects the complexity present in society. As a business that develops customised technological solutions accessible to all types of users, the integration of such solutions into the workplace is part of its social responsibilities.

The Group's objectives and principles can be summarised as follows:

- **To respect diversity**, promoting non-discrimination on the basis of race, colour, age, sex, marital status, ideology, political opinions, nationality, religion, sexual orientation, minorities, or any other personal, physical or social condition among its professionals.
- **To develop the principle of equal opportunities**, a key driver of professional development involving a commitment to practice and fair treatment that fosters the team's personal and professional progression.
- **To promote equality between women and men** with regard to access to employment, training, professional promotion and working conditions, encouraging at the same time gender diversity as a manifestation of social and cultural reality.
- Implement measures **to promote work-life balance** which encourage respect for the personal and family life of its professionals and facilitate a good balance between personal life and the professional responsibilities of women and men.

FAIR PAY

The Group respects the right to good working conditions and fair salary levels. At SOLUTIONS 30, remuneration is based on the principle of fair reward for labour and **respects the principle of equal remuneration** for men and women for work of equal value, based on the objective appraisal of jobs (ILO Convention No. 100). The minimum pay received by SOLUTIONS 30 employees may not be lower than the minimum set in the collective labour agreement and by law in each country, in accordance with the ILO Conventions.
The Group believes its remuneration system should foster the consolidation of its human capital as a differentiating factor with respect to its competitors. The principles that guide the **Group's remuneration system** are:

- to attract, recruit and retain the best professionals;
- to be consistent with the Group's strategic positioning and development and with its objective of excellence;
- to recognise and reward the commitment, responsibility and performance of all its professionals;
- to adapt to the different local realities of the Group.

RATIO OF BASIC SALARY OF WOMEN TO MEN	France	Italy	Netherland	Benelux	Poland	Spain	Germany
2020	**W/M**	**W/M**	**W/M**	**W/M**	**W/M**	**W/M**	**W/M**
Managers	0.92	0.95	0.91	0.89	0.99	0.93	0.97
Staff	0.99	0.89	0.89	0.86	0.91	0.91	0.96
Service engineers & Operators	0.99	0.98	0.97	0.96	0.98	0.94	0.94

VALUE CHAIN MANAGEMENT

SOLUTIONS 30 is committed to optimal management of the value chain by applying Corporate Social Responsibility principles, particularly with regard to customer satisfaction and ethical management of the supply chain.

SOLUTIONS 30 creates value for its customers by differentiating itself from competitors. The Group complies with high process quality standards and guarantees the continuous improvement of stakeholder relations and respect for the environment.

Customer satisfaction

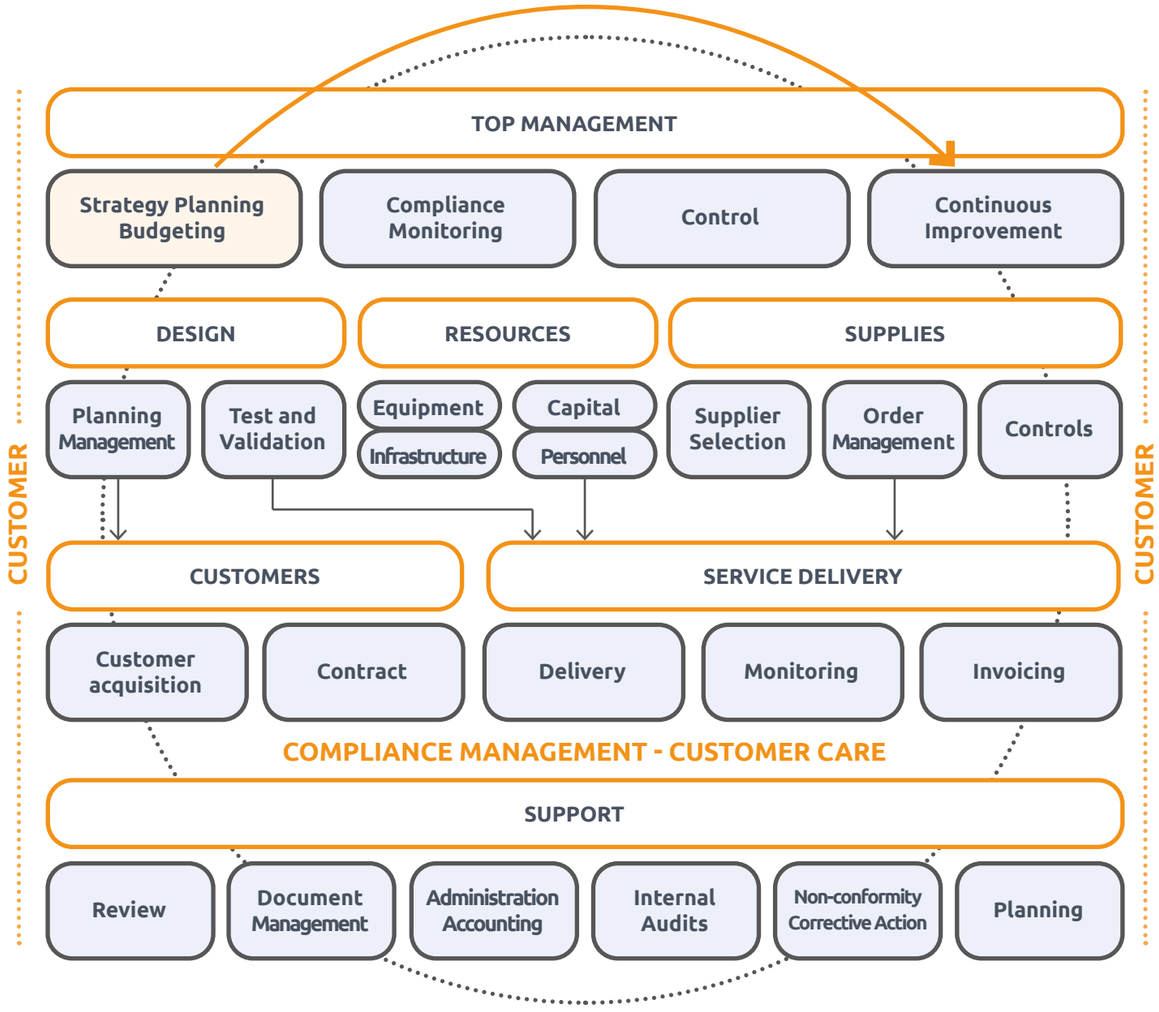
The Company has identified four processes to ensure that the services it provides comply with customer needs and other applicable requirements.

- **Customer relationship management**, for contract acquisition through both tenders and private offers.
- **Supplier management**, for regulation of the procurement of materials, manpower and qualified services.
- **Resources management**, for management of facilities, equipment, workplaces and infrastructures needed to perform business activities
- **Activities management**, for assignment of responsibilities, process planning, the definition of rules for the management and control of the critical aspects of interventions, execution of work and related controls.

The Company has also identified and monitors the following secondary processes:

- administrative activities
- non-conformities and corrective action
- audits
- documentation management
- design research and development
- management reviews.

Customer satisfaction levels, expectations and needs are identified and examined during management reviews through analysis of questionnaire-based customer satisfaction surveys, benchmarking and the commercial behaviour of competitors.



The goal is not only to intercept the needs of the target customer but to anticipate them through analysis of the available data.

Thanks to this rigorous management system, the Company boasts a client churn rate close to zero.

CUSTOMER LOYALTY	2019	2020
Number of clients TOP 80%*	22	26
Number of clients TOP 80% lost	1(**)	0
Churn rate	**4.5%**	**0.0%**

** Customers making 80% of the revenues*
***In this specific case, the contract was sold to a third party and unconsolidated due to the lack of strong operational drivers.*

Ethical supply chain management

The service activities of SOLUTIONS 30 require the use of external service providers.

The main suppliers are call-centre service providers, logistics service providers, long-term rental companies for service vehicles, and technical workforce providers.
The risk of economic dependence is low because SOLUTIONS 30 has a range of alternatives for each purchasing segment.
The contracts signed with service providers directly connected to the Group's business, such as call centres and local subcontractors, include service level indicators guaranteeing a specific level of quality.
SOLUTIONS 30 has two main kinds of suppliers:

- General suppliers
- Business partners

	2019		2020	
	N° suppliers	Total EUR	N° suppliers	Total EUR
Services	2,998	204,434,752	3,501	152,489,783
Items and materials	2,491	67,780,929	2,965	76,935,949
TOTAL	**5,489**	**272,215,681**	**6,466**	**229,425,732**

General Suppliers: the Group's local procurement departments are responsible for selecting and conducting business with external general suppliers for the necessary products and services.
Business Partners: SOLUTIONS 30 delivers digital support solutions to end clients, both individuals and professionals, mostly on behalf of larger telecom and digital OEM companies, through a network of more than 15,700 external service engineers. This network of professionals deals with installation, maintenance and technical assistance for the Group's clients in the following sectors: Telecommunication, IT, Security, Energy and Retail in 10 European countries: France, Italy, Belgium, Luxembourg, Netherlands, Spain, Portugal, Poland, Germany and the United Kingdom.
Although changes in the supply chain may occur as customer offerings evolve, these changes do not affect the overall composition and location of global supplier networks.

DEVELOPMENT OF INNOVATIVE PRODUCTS AND PROCESSES WITH LOWER ENVIRONMENTAL IMPACT

SOLUTIONS 30 requires its suppliers to comply with all applicable legal environmental requirements. Suppliers must also demonstrate continuous improvement of their environmental performance.
Suppliers are asked to develop innovative solutions and processes with the lowest possible environmental impact throughout their life cycle.
With this aim, suppliers are encouraged to pay particular attention to:

- Optimising consumption of water, materials, paper and energy as well as the quantities of waste produced;
- Establishing local and international logistics processes to limit environmental impact, in particular the carbon footprint of associated activities;
- Conserving natural resources;
- Recycling waste.

Suppliers must work toward:

- Continuous monitoring of energy and natural resources usage, emissions, discharges, carbon footprint and disposal of waste, and minimisation of negative impacts on the environment;
- Providing training for all personnel on environmental policies and procedures to ensure effective implementation and compliance.

PURSUIT OF EXCELLENCE IN SAFETY AND PROTECTION OF PEOPLE AND PROPERTY

SOLUTIONS 30 expects supplier operations, facilities, and procedures to protect and promote worker health and safety.
The supplier must:

- Provide its workers with a safe and healthy working environment;
- Identify hazardous materials, chemicals and substances, and ensure their safe handling, movement, storage, recycling, reuse and disposal;
- Comply with legal and regulatory restrictions on materials and product safety requirements;
- Ensure that key workers are aware of and trained in product safety practices.

Suppliers must be prepared for emergency situations and regularly train workers on emergency planning and response as well as first aid.

PROMOTION OF THE GROUP CULTURE OF INTEGRITY AND FAIRNESS

SOLUTIONS 30's suppliers undertake to support the Group in the implementation and development of its CSR strategy and agree to be evaluated by SOLUTIONS 30 for compliance with the Group Supplier Code of Conduct.
Under the Group Code of Conduct, SOLUTIONS 30 is committed to ensuring the highest standards of corporate integrity and does not tolerate any practices that conflict with the principles of integrity and fairness.

CORPORATE CITIZENSHIP

Corporate citizenship is an increasingly fundamental concept in SOLUTIONS 30's operations.
The Group's day-to-day business is guided by responsibility towards customers, teams, partners, communities and the environment. Its aim is to create sustainable growth by enabling technology that promotes greater inclusivity in society and offers more opportunities to more people.
In working to achieve its business goals, the Group seeks to act at all times with openness, integrity, transparency, and expects its Stakeholders to have the utmost respect for people and the environment.

DIGITAL SOCIETY DEVELOPMENT

More than 60,000 people use services delivered by the Group every day. Through insight, solutions and technology, SOLUTIONS 30 contributes to the development of the digital society of the future, for the benefit of its customers, their end clients and society as a whole.
SOLUTIONS 30 promotes digital development for people, businesses and society. The Group combines its values, business understanding, technological expertise and local presence to enable people to make the best possible use of technology.
SOLUTIONS 30 is committed to being a partner for value creation and contributing to the digital transition, while seeking, in conjunction with its partners, to deliver the technical services needed to make this possible. The Group is able to follow this commitment thanks to its 7,236 employees with in-depth technical expertise, present in seven European countries.

DEVELOPMENT OF LOCAL COMMUNITIES

SOLUTIONS 30 is committed to acting as a long-term partner in the social and economic development of the communities where it operates.
The Group's local economic development approach is focused on three main areas:

- **Hiring and training of local staff.**
- **Procurement of local goods and services.**
- **Development of local infrastructure.**

SOLUTIONS 30's dynamic growth has tangible, positive and sustainable impacts on local communities by enabling people to broaden their technical skills and increase their employability.
To date, SOLUTIONS 30 has supported more than 30,000 people in broadening their technical and entrepreneurial skills.
SOLUTIONS 30 partners with local businesses and schools to create new jobs and provide training, thus contributing to the sustainability of local economies and favouring the development of local communities.

To date, SOLUTIONS 30 has supported more than 30,000 people in broadening their technical and entrepreneurial skills.

03

ENVIRONMENTAL ASPECTS

- Environmental commitment

Environmental commitment

The Group's environmental commitment is based on:

- helping clients towards increased green efficiency, sustainability and the circular economy;
- complying with environmental laws and regulations;
- pursuing continuous improvement of its environmental performance by managing consumption of fuel, energy, paper, production of waste and by promoting sustainable procurement, mobility and the circular economy;
- increasing awareness of environmental issues among all Stakeholders including but not limited to employees, subcontractors and clients, through dedicated communication and training.

To facilitate its environmental approach, SOLUTIONS 30 has implemented a steering committee to develop policies and align best practices across its country organisations.

SOLUTIONS 30 strives to reduce its environmental impact at every level. It has established an ISO 14001-compliant internal management system in France, Italy, Luxembourg and Spain, and aims to obtain certification in more countries. SOLUTIONS 30 shares its commitment to environmental responsibility with Stakeholders through its Code of Conduct and its Environmental Policy, which states the Group's expectations with regard to environmental performance and responsible business practices.

79.4%

LOW-CARBON CARS IN 2020

Sustainable mobility

The business model is premised on reducing resource consumption: greater efficiency in the allocation of technicians and reduction of travel time between call-outs are major drivers of profitability. Due to the density of the service engineer network and broad geographical coverage, SOLUTIONS 30's staff are able to handle a higher number of call-outs per day while travelling smaller distances in their vehicles from one appointment to the next.

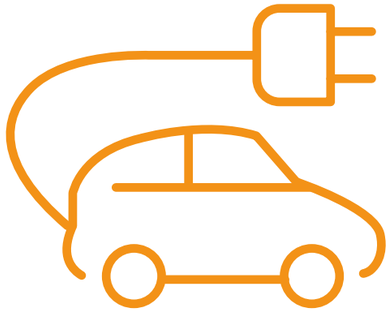
Compared to alternative arrangements such as in-house provision of field services, the SOLUTIONS 30 service ensures a significant reduction of the average distance travelled per appointment.

As its business has grown, SOLUTIONS 30 has increased its vehicle fleet.

VEHICLE FLEET*	2019	2020	Var.
Total number of vehicles	4,513	5,219	+ 706
Number of low-carbon cars (EURO6)	2,591	4,129	+1,538
Number of low-carbon cars (Hybrid and electric)	4	13	+ 9
% low-carbon cars	57.5%	79.4%	+ 21.9pp.

** Data concerning to passenger vehicles only.*

Compared to 2019, the number of Euro 6, hybrid and electric cars grew in 2020 to account for 79% of the entire fleet. SOLUTIONS 30 has also implemented an ecological and safe driving policy for all drivers.
Eco-safe driving is a recognised and proven style of driving, which contributes to road safety while reducing fuel consumption to improve the quality of the local and global environment.



AIR TRAVEL

Technological solutions now in use in SOLUTIONS 30, such as video conferencing, online meetings and conference calls, allow many meetings and training events to be conducted without resorting to air travel. These options are thoroughly explored before any business flights are undertaken.

TRAVEL TO WORK

Public transport, car sharing, bicycles: SOLUTIONS 30 encourages its people to make environmentally friendly choices about how they travel to work. Even sharing the car journey to work one day a week helps the environment and sets a good example to others.

-8.0%
ELECTRICITY CONSUMPTION

-20.4%
NATURAL GAS

-10.6%
ENERGY INTENSITY (GJ PER M € REVENUE)

Energy efficiency

In 2020, total energy consumption amounted to 364,063 GJ, an increase of 6.7% compared to 2019.
This result was determined by an 8.0% decrease in electricity consumption and a 20.4% decrease in natural gas.
The increase in diesel consumption was due to the growth in the number of vehicles in 2020, which travelled about 20%[5] more kilometres than in 2019.

Growth in **diesel consumption was contained** thanks to:

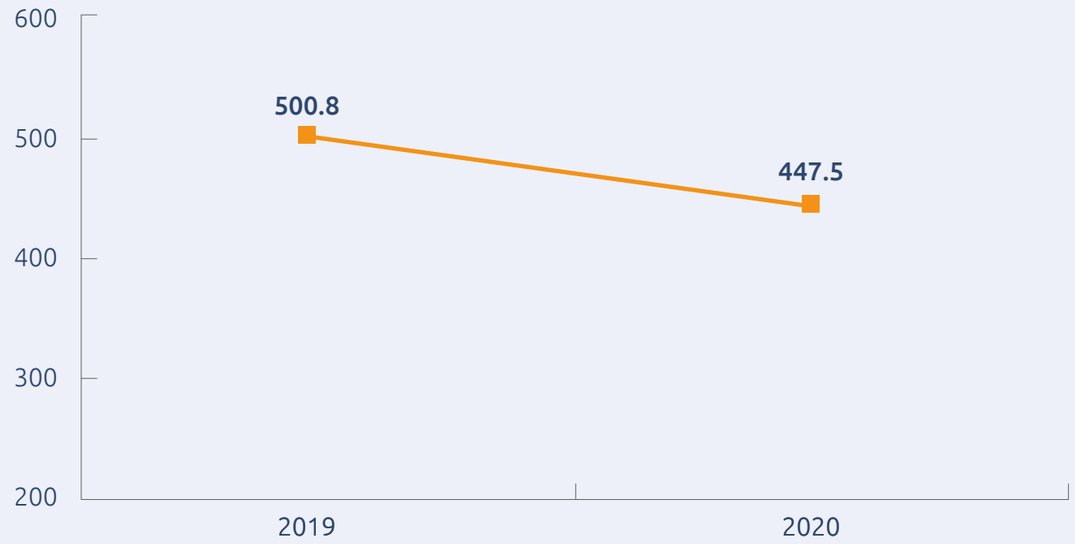
- Eco-driving training sessions;
- Fleet replacement with more efficient vehicles with smaller engines;
- Optimised call-out scheduling, rationalised dispatches and purchases by volume.

TOTAL ENERGY CONSUMPTION	2019	2020	Var.
Diesel [L]	8,226,659	8,921,253	
Diesel [GJ]	313,432	339,896	+8.4%
Electricity [kWh]	5,110,465	4,700,842	
Electricity [GJ]	18,398	16,923	-8.0%
Natural gas [mc]	277,166	220,627	
Natural gas [GJ]	9,785	7,784	-20.4%
TOTAL ENERGY [GJ]	**341,615**	**364,063**	**+6.7%**
Energy Intensity [GJ per M € revenue]	**500.8**	**447.5**	**-10.6%**

The energy intensity KPI, calculated as GJ of total energy consumption per million EUR revenue, decreased by 10.6% in 2020 due to the increase in energy consumption and a more than proportional increase in revenues.

[5] Estimated data

KPI - ENERGY INTENSITY [GJ PER M € REVENUE]



SOLUTIONS 30's commitment to energy efficiency also extends to **minimising energy consumption** for lights, air-conditioning, PCs, photocopiers and other equipment.

-12.6%

TOTAL GHG EMISSION INTENSITY

Reduction of carbon footprint

SOLUTIONS 30 reports direct and indirect emissions of greenhouse gases (GHG) in accordance with the *Greenhouse Gas Protocol*, which divides emissions into different categories or scopes:

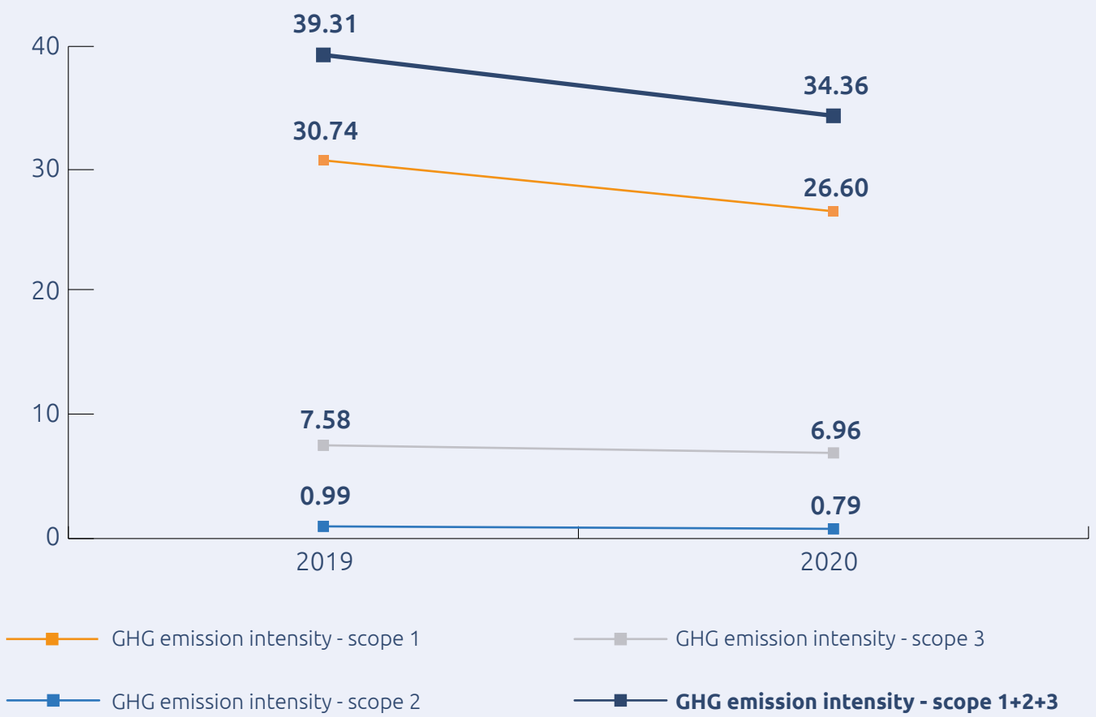
- **Scope 1:** direct emissions from sources owned and controlled directly by the organisation. At SOLUTIONS 30, this refers to natural gas used by thermal power plants and the emissions from the vehicles fleet;
- **Scope 2:** emissions resulting from the production of electricity imported and consumed by the organisation.
- **Scope 3:** emissions from sources not owned by the organisation. In this first Sustainability Report, SOLUTIONS 30 has decided to measure indirect emissions from fuel (diesel), natural gas and paper consumption.

Emissions are measured in tons of CO_2 equivalent (tCO2e) taking into account the specific Global Warming Potential (GWP) of each greenhouse gas.

GHG EMISSIONS	2019	2020	Var.
Direct emissions due to transport - company vehicle fleet [tCO2e]	20,410.0	21,209.0	3.9%
Direct emissions due to heat production [tCO2e]	562.8	462.6	-17.8%
Total Scope 1 [tCO2e]	**20,972.8**	**21,671.6**	**3.3%**
GHG emission intensity - scope 1 [tCO2e/M € revenue]	**30.74**	**26.60**	**-13.5%**
Indirect emissions due to electricity consumption [tCO2e]	678.4	646.1	-4.8%
Total Scope 2 [tCO2]	**678.4**	**646.1**	**-4.8%**
GHG emission intensity - scope 2 [tCO2e/M € revenue]	**0.99**	**0.79**	**-20,2%**
Indirect emissions due to Diesel consumption [tCO2e]	5,076.6	5,581.7	9.9%
Indirect emissions due to Natural gas consumption [tCO2e]	73.2	69.9	-4.4%
Indirect emissions due to Paper consumption [tCO2e]	17.9	20.9	16.5%
Total Scope 3 [tCO2e]	**5,167.7**	**5,672.5**	**9.8%**
GHG emission intensity - scope 3 [tCO2e/M € revenue]	**7.58**	**6.96**	**-8.1%**
Total GHG emissions (Scope 1+2+3) [tCO2e]	**26,819**	**27,990**	**4.4%**
Total GHG emission intensity (Scope 1+2+3) [tCO2e/M € revenue]	**39.31**	**34.36**	**-12.6%**

Greenhouse gas emissions follow the trend in energy consumption, especially with regard to diesel fuel, which is the most widely used energy vector.
In absolute terms, total greenhouse gas emissions in 2020 amounted to 27,990 tCO2e, up 4.4% compared to 2019. This was due to the expansion of the vehicle fleet and the increase in kilometres[6] travelled to provide more services.
The GHG emission intensity indicators are calculated by relating the absolute emission values to the size of the business in terms of revenue.

GHG EMISSION INTENSITY [tCO2e per M € revenue]



All emission intensity indicators were lower in 2020 compared to 2019, as absolute emission values rose at a slower rate than revenue.

[6] +20% (estimated data)

Waste, reuse and recycling

OFFICES
Internal guidelines implemented throughout SOLUTIONS 30 make sound environmental practices such as waste separation, recycling and energy-efficient behaviour standard in all company locations.
In refreshment and kitchen facilities, a waste separation system is in place with different receptacles for plastic cups, cans, and organic waste.

The use of plastic cups, for example for coffee machines or water dispensers, is avoided through use of reusable mugs.
Special containers for the disposal of paper for recycling are freely available.

Other forms of recycling include printer cartridge and used battery recycling.
The Company's cleaning services provide information on management of waste material, to be sure that waste separation continues after the materials leave the sites.

ACTIVITIES WITH CUSTOMERS AND CONSTRUCTION SITES
The waste produced by SOLUTIONS 30's activities is usually special waste.
SOLUTIONS 30 collects the information necessary for waste characterization and proceeds to classify it in accordance with the European Waste Catalogue, assigning the corresponding code to each type.
Other waste is collected and transported to sites where it is temporarily deposited in special bins.

WASTE BY TYPE AND DISPOSAL METHOD	2019	2020
TOTAL WASTE: Non-hazardous [t]	**6,029.7**	**11,765.1**
% recovered	1.2%	1.9%
% disposed of	98.9%	98.1%

METHODOLOGICAL NOTE

On 23 July 2016, Directive 2014/95/EU regarding the disclosure of non-financial and diversity information by certain large undertakings and groups was transposed into Luxembourg law "Article No. 156: publication d'informations non financières et d'informations relatives à la diversité". This Sustainability Report fulfils SOLUTIONS 30 Group's reporting obligations under this law.

The SOLUTIONS 30 Sustainability Report for 2020 – the company's first Sustainability Report – has been prepared in accordance with the "GRI Sustainability Reporting Standards" of the Global Reporting Initiative, using the "in accordance – core" reporting option.
In order to ensure the quality of the Report, SOLUTIONS 30 follows the reporting principles for defining report content and quality of the GRI Standards, which provide a set of criteria for selection of the information to be included in the report and the related representation methods.

PRINCIPLES FOR DEFINING REPORT CONTENT

- **Stakeholder Inclusiveness** – The application of this principle led the company to carry out and report on engagement activities, mainly described in the "Stakeholder engagement" chapter.
- **Sustainability Context** – The chapters "Business model" and "Sustainability at SOLUTIONS 30" illustrate clearly how the company interprets sustainability in connection with the business sector in which it operates.
- **Materiality** – The significance of the sustainability topics covered in the Report is consistent with the materiality analysis carried out by the company. The company also wanted to highlight the close link between the sustainability topics it identified and the SDGs as highlighted in the chapter "Business segments" and in the section "Contribution to United Nations Sustainability Goals".

The following table illustrates the material topics identified by SOLUTIONS 30 as well as the applicable reporting scope and limitations, if any, for each topic.

MATERIAL TOPIC IDENTIFIED BY SOLUTIONS 30	GRI STANDARDS DISCLOSURE	REPORTING SCOPE		LIMITATION OF REPORTING SCOPE	
		INTERNAL	EXTERNAL	INTERNAL	EXTERNAL
CUSTOMER SATISFACTION	Stakeholder engagement	Group	-	-	-
ANTICORRUPTION	Anti-corruption	Group	-	-	-
DIGITAL SOCIETY DEVELOPMENT	-	Group	-	-	-
OCCUPATIONAL HEALTH AND SAFETY	Occupational health and safety	Group	Suppliers	-	Reporting scope partially extended to suppliers
DIGITAL RIGHTS PROTECTION	-	Group	-	-	-
DEVELOPMENT OF LOCAL COMMUNITIES	Local Communities	Group	-	-	-
CARE FOR PEOPLE	Employment; Non-discrimination	Group	-	-	
TRAINING AND DEVELOPMENT	Training and education	Group	-	-	-
YOUTH EMPLOYMENT	Employment	Group	-	-	-
REUSE AND RECYCLING OF MATERIALS	Materials	Group	-	-	-
REDUCTION OF CARBON FOOTPRINT	Emissions	Group	Suppliers	-	Reporting scope partially extended to suppliers
ETHICAL MANAGEMENT OF THE SUPPLY CHAIN	Procurement practices; Supplier environmental assessment; Supplier social assessment	Group	Suppliers	-	Reporting scope partially extended to suppliers
ENERGY EFFICIENCY	Energy	Group	Suppliers	-	Reporting scope partially extended to suppliers
SUSTAINABLE MOBILITY	-	Group	-	-	-

- **Completeness** – The report has been issued in order to provide stakeholders with a complete picture of SOLUTIONS 30's global activities.

PRINCIPLES FOR DEFINING REPORT QUALITY

- **Balance** – In describing the outcomes of SOLUTIONS 30 activities, the company has tried to reflect both positive and negative aspects in order to give a balanced view of overall performance.
- **Comparability** – To enable stakeholders to analyse changes in performance, the Report includes comparative data for the two years ending 31 December 2019 and 31 December 2020.
- **Accuracy** – The environmental, health and safety data and information is sourced from certified management systems (ISO 14001:2018 and ISO 45001:2018).

The sources of the conversion rates used to calculate GHG emissions are as follows:

- Scope 1 direct emissions: UK Government Conversion Factors for greenhouse gas (GHG) reporting 19-20.
- Scope 2 indirect emissions (location-based): ISPRA 2020 – GHG emissions factors in the domestic electric energy sector and in the main European countries.
- Scope 3 indirect emissions: UK Government Conversion Factors for greenhouse gas (GHG) reporting 19-20.

Economic data are taken from the Annual Report; the data relating to human resources are annual averages.

- **Timeliness** – The Sustainability Report will be prepared annually.
- **Clarity** – The Sustainability Report has been organised to enable stakeholders to identify information easily; it opens with the letter from the CEO, and includes three sections: SOLUTIONS 30 identity, Social aspects and Environmental aspects.
- **Reliability** – The Sustainability Report 2020 has been approved by the Supervisory Board.

GRI Content Index

GENERAL INFORMATION		Cross-reference/ Direct answer	Omission/Reason/ Explanation
1. ORGANISATIONAL PROFILE			
102-1	Name of the organisation	cover	
102-2	Activities, brands, products, and services	pp.18-31	
102-3	Location of headquarters	pp.16-17	
102-4	Location of operations	pp.16-17	
102-5	Ownership and legal form	p.11	
102-6	Markets served	pp.16-17	
102-7	Scale of the organisation	pp.7; 8; 10; 13; 16-17	
102-8	Information on employees and other workers	pp.76-78	
102-9	Supply chain	pp.90-91	
102-10	Significant changes to the organisation and its supply chain	pp.13; 15	
102-11	Precautionary Principle or approach	pp.65-68	
102-12	External initiatives	pp.56; 58-59	
102-13	Membership of associations	pp.70; 84	
2. STRATEGY			
102-14	Statement from senior decision-maker	pp.4-5	
102-2	Activities, brands, products, and services	pp.44-49	
3. ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behaviour	pp.11; 56; 58-59; 70-71	
102-17	Mechanisms for advice and concerns about ethics	p.68	
4. GOVERNANCE			
102-18	Governance structure	pp.61-63	
102-20	Executive-level responsibility for economic, environmental, and social topics	p.64	
5. STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	p.50	
102-41	Collective bargaining agreements	pp. 69; 87. SOLUTIONS 30 adheres to collective union bargaining in the countries in which it is present.	
102-42	Stakeholder identification and selection	p.50	

GENERAL INFORMATION		Cross-reference/ Direct answer	Omission/Reason/ Explanation
102-43	Approach to stakeholder engagement	pp.52-53	
102-44	Key topics and concerns raised	pp.42-53	
6. REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	List of consolidated entities, p.90-91 Annual Report https://www.solutions30.com/wp-content/uploads/2021/05/ANNUAL-REPORT-2021-EN.pdf	
102-46	Defining report content and topic boundaries	pp.42-43; 104-105	
102-47	List of material topics	p.43	
102-48	Restatements of information	No restatements; this is the first edition of the report	
102-49	Changes in reporting	No changes; this is the first edition of the report	
102-50	Reporting period	FY2020	
102-51	Date of most recent report	This is the first edition of the report	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions about the report	Back cover p.112	
102-54	Claims of reporting in accordance with the GRI Standards	p.106	
102-55	GRI content index	p.106-111	

SPECIFIC DISCLOSURES		Cross-reference/ Direct answer	Omission/Reason/ Explanation
ECONOMIC			
103-1	Explanation of the material topic and its boundary	pp.16-18	
103-2	The management approach and its components	pp.32-35	
103-3	Evaluation of the management approach	p.89	
201-1	Direct economic value generated and distributed	pp.54-55	
PROCUREMENT PRACTICES			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.47; 90-91	
103-3	Evaluation of the management approach	p.91	

SPECIFIC DISCLOSURES		Cross-reference/ Direct answer	Omission/Reason/ Explanation
204-1	Proportion of spending on local suppliers	p.90-91	This is the first Report produced by SOLUTIONS 30. In the future the company will collect the data necessary for complete coverage of the indicator.
ANTI-CORRUPTION			
103-1	Explanation of the material topic and its boundary	pp.42- 43; 106-107	
103-2	The management approach and its components	p.44; 68	
103-3	Evaluation of the management approach	p.68	
205-3	Confirmed incidents of corruption and action taken	In FY 2020 there were no incidents of corruption	

ENVIRONMENT			
ENERGY			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.49; 65-66; 99-100	
103-3	Evaluation of the management approach	p.65 (ISO 14001 management review)	
302-1	Energy consumption within the organisation	p.99	
302-3	Energy intensity	p.100	
EMISSIONS			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	p.48; 65-66; 101-102	
103-3	Evaluation of the management approach	pp.57; 96-98	
305-1	Direct (Scope 1) GHG emissions	pp.101-102	
305-2	Energy indirect (Scope 2) GHG emissions	pp.101-102	
305-3	Energy indirect (Scope 3) GHG emissions	pp.101-102	
305-4	GHG emissions intensity	p.102	
EFFLUENTS AND WASTE			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	p.49; 65-66; 96; 103	
103-3	Evaluation of the management approach	p.65 (ISO 14001 management review)	

SPECIFIC DISCLOSURES		Cross-reference/ Direct answer	Omission/Reason/ Explanation
306-2	Waste by type and disposal method	p.103	
ENVIRONMENTAL COMPLIANCE			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	p.65-66	
103-3	Evaluation of the management approach	p.65 (ISO 14001 management review)	
307-1	Non-compliance with environmental laws and regulations	During FY2019 and FY2020 no fines and non-monetary sanctions were imposed for non-compliance with environmental laws and regulations.	
SUPPLIER ENVIRONMENTAL ASSESSMENT			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.47; 68-69; 90-91	
103-3	Evaluation of the management approach	p.65 (ISO 14001 management review)	
308-1	New suppliers screened using environmental criteria	p.91	This is the first Report produced by SOLUTIONS 30. In the future the company will collect the data necessary for complete coverage of the indicator.

SOCIAL			
EMPLOYMENT			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	p.46; 74; 79; 84-85	
103-3	Evaluation of the management approach	p.46; 52; 74; 79; 84-85	
401-1	New hires and employee turnover	p.79	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.84	
401-3	Parental leave	p.85	
OCCUPATIONAL HEALTH AND SAFETY			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.45; 82-83	

SPECIFIC DISCLOSURES		Cross-reference/ Direct answer	Omission/Reason/ Explanation
103-3	Evaluation of the management approach	pp.52; 65 (ISO 45001 management review)	
403-8	Workers covered by an occupational health and safety management system	p.82-83	
TRAINING AND EDUCATION			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.46; 80-82	
103-3	Evaluation of the management approach	p.52	
404-1	Average hours of training per year per employee	p.80	
404-3	Percentage of employees receiving regular performance and career development reviews	p.81	
DIVERSITY AND EQUAL OPPORTUNITIES			
103-1	Explanation of the material topic and its boundary	p.86-87	
103-2	The management approach and its components	p.86-87	
103-3	Evaluation of the management approach	p.52	
405-2	Ratio of basic salary and remuneration of women to men	p.87	
SUPPLIER SOCIAL ASSESSMENT			
103-1	Explanation of the material topic and its boundary	pp.42-43; 106-107	
103-2	The management approach and its components	pp.47; 68-69; 90-94	
103-3	Evaluation of the management approach	pp.68-69	
414-1	New suppliers screened using social criteria	pp.90-91	This is the first Report produced by SOLUTIONS 30. In the future the company will collect the data necessary for complete coverage of the indicator.

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