2023 SUSTAINABILITY REPORT

FASTWEB

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Letter to the stakeholders

FASTWEB YOU ARE FUTURE.

GRI 2-22

In 2023, Fastweb saw the succession of its CEO while maintaining the same steady commitment to its business lines and ESG policies.

This has been a year of continuous growth for the company, thanks to a solid strategy based on control over the fixed and mobile network infrastructure, innovation and a strong focus on the development of digital products and services, harnessing the cloud, 5G, cybersecurity and data-driven technologies like the Internet of Things and AI. Our constant growth in customers, revenue and profit margins underscores the solidity of our position.

Our purpose **YOU ARE FUTURE** encapsulates our solid management of the core business combined with the integration of sustainability factors, based on the pillars of a ***more connected, more inclusive and more eco-sustainable future***.

During the year, we were steadfast in our commitment to technological innovation and the digitalisation of Italy, offering training tools to actively engage all of society in the digital revolution. We also poured efforts into creating a dynamic and inclusive work environment while maintaining our intense focus on the challenge of climate change.

Demonstrating our tangible commitment to sustainability, we recently became a benefit company, a concrete step forward in integrating sustainability into the foundations of our business.

A more connected future

Our initiatives and projects play a key role in speeding up Italy's digital transformation. It is our goal to progressively narrow the digital divide in our country and bridge the gap between connection speeds and service quality in large cities and those in small towns, so that every household and every company can make the most of the opportunities offered by digital technologies. We want to simplify our customers' digital lives through services that deliver an easy, immediate experience, while ensuring maximum cybersecurity and data protection.

In 2023, we had brought **fixed network** connectivity with speeds of 1 Gigabit per second or faster to 1,450,000 homes. And the roll-out of the **5G** mobile network continues in partnership with Wind Tre. This network now covers 72.2% of the population. These outstanding results demonstrate our commitment to delivering **new connection speeds** throughout Italy, even in areas with less infrastructure.

In addition to expanding our network, we want to further strengthen our **cybersecurity and cloud** solutions, and we have decided to invest in **artificial intelligence**. This year, Fastweb acquired a DGX H100 system from NVIDIA to provide the entire national AI ecosystem with the first and the most powerful AI NVIDIA DGX supercomputer in Italy. We want to create an end-to-end system in Italy - computational power, cloud data residency within the country and a national LLM (large language model) - to develop AI and generative AI apps and services in complete compliance with all European policies.

A more inclusive future

Digitalisation is driving our country's growth and social development, but each and every citizen needs to be put in a position to seize on the opportunities offered by digital services. We want to do our part in spreading digital skills among Italians, fostering the growth of a genuine digital culture in Italy and encouraging people to gain greater awareness of their own digital identity in order to help protect their well-being, even online. We also want to create a dynamic and inclusive work environment that puts people and their needs first, encouraging the growth of talent and the hiring of young people to fill new digital jobs.

In 2023, **Fastweb Digital Academy**, Fastweb's digital profession school with free courses for the community, saw unprecedented growth in terms of both its course catalogue and the number of participants in its courses. Following a rise in interest and use by government agencies, Fastweb Digital Academy reached over 247,000 participants in the year.

STEP FuturAbility District has established itself as a space devoted to spreading knowledge about technology through an experiential path that brings visitors closer to new emerging technologies and the future that awaits us, with a rich educational programme for schools and a calendar of free science and culture events that has become a beacon for digital technologies in the city of Milan, attracting over 5,300 participants in the year.

Giving tangible shape to our **support for the Community** and the local area, we continued holding **La settimana del Futuro (Future Week)** in 2023, directly engaging all our people in a host of activities like community work, volunteering in social settings, teaching digital culture, empowering people or doing environmental work for a total of 7,000 days.

A more inclusive future also means creating a **workplace** in which people can express their uniqueness. In 2023, we worked on initiatives regarding issues that are fundamental to us, from disability and support for caregivers to gender equality and developing women's STEM skills, with a special focus on raising diversity, equity & inclusion awareness within the company. We have demonstrated this commitment by earning **UNI/PdR 125 certification** in October 2023.

A more eco-sustainable future

At Fastweb, we believe that ensuring a future for all means centring our activities and our choices around protecting the Planet. This is why we have been active for years on one of the greatest challenges of our era, the fight against climate change. We have set ambitious **targets to reduce our carbon footprint**, which were approved by the Science Based Targets initiative, along with targets to reduce the amount of energy consumed by our network and equipment sites and to purchase 100% of our electricity from renewable sources. We went to unprecedented lengths this year to reach our energy savings goal for Fastweb, saving over 13 nominal gigawatt hours.

In addition, we offset our residual direct emissions and the indirect emissions associated with the provision of services to our customers and their use by customers, with the commitment to become carbon neutral by 2025, 25 years ahead of the European Union's carbon neutral target.

In 2023, we devoted special importance to circular economy projects. In addition to the regeneration of modems, we now offer customers the opportunity to regenerate their used smartphones and purchase reconditioned smartphones as well. We have also rolled out a completely digital eSIM and updated the design of our modem, optimising it to use resources more efficiently and to facilitate repairs. These initiatives are concrete evidence of our earnest commitment to sustainable practices and promoting a circular approach in our industry.

Christoph Aeschlimann
Chairman of the Board of Directors

Walter Renna
Chief Executive Officer

CHRISTOPH AESCHLIMANN

WALTER RENNA

Executive Summary

A more connected future

A more connected future conveys Fastweb's ambition of being a leading accelerator of the country's digitalization with ultra-broadband networks and digital solutions to improve quality of life, guaranteeing data protection and a fully transparent offer.

OUR RESULTS IN 2023...

2,6 (+6%)
BILLION IN REVENUES

3,51 MILLION CUSTOMERS
on the mobile network

3.282 JOBS
at Fastweb Group

+ 1.450.000 HOMES
reached with speeds of at least 1 Gigabit

95%
OF PURCHASES IN ITALY

10 MILLION HOUSEHOLDS
reached with Ultra FWA technology

3,25 MILLION CUSTOMERS
on the fixed network

72,2% OF THE POPULATION COVERED
with mobile 5G service

... AND GOALS FOR THE FUTURE

Reach at least 800,000 homes in 2024 with connection **speeds of at least 1 Gigabit or faster**

Guarantee **connection speeds of up to 1 Gigabit** for 21 million households and businesses in Italy by 2026

Reach **another 2.5%** of the population with **mobile service in 5G** in 2024

Cover 90% of the population with **mobile 5G service** by 2026

Draft a **sustainable procurement policy** in 2024

Conduct the **ESG assessment** on at least 90% of critical suppliers in 2024-2025

A more inclusive future

A more inclusive future reflects Fastweb's desire to guarantee a more inclusive future both inside and outside the company, to work towards spreading digital skills for all and to focus on the needs of its employees, customers and local communities.

OUR RESULTS IN 2023...

247.597 PARTICIPANTS in Fastweb Digital Academy courses

6.800 STUDENTS took the digital skills test on benesseredigitalescuole.it

285 Fastweb Digital Academy classes

54 new Fastweb Digital Academy courses available on demand

16.500 VISITORS to STEP FuturAbility District

6.956 company volunteer days

154.267 hours of training provided to employees

100% OF EMPLOYEES authorized to work remotely

2.108 Fastweb workers participated in “Future Week”

148.000 EUROS DONATED by Fastweb and its employees to support the emergency in Emilia Romagna

80% OF OFFICE WORKERS trained in Diversity & Inclusion

... AND GOALS FOR THE FUTURE

Contribute to citizens' **digital growth** through **Fastweb Digital Academy** courses. Issue 500,000 certificates by 2025

Expand **STEP Futurability** District's educational activities, reaching **3,000 people** with the calendar of science and culture events and **3,000 students** with the educational program for schools

Continue to **recruit women**, ensuring that at least 50% of new hires are women in 2024 to improve the gender balance and create an increasingly inclusive workplace

Reinforce the widespread acceptance of a culture of **Diversity, Equity & Inclusion**, delivering DEI training to at least 50% of employees in 2024

Develop the company's skills in response to the **digitalization** and **business challenges** with the **MyTalent** training program

Continue company volunteering initiatives, offering employees the chance to devote up to 5 workdays each year to **Settimana del Futuro**, with projects focused on social responsibility, the environment and teaching digital skills

A more eco-sustainable future

A more eco-sustainable future corresponds with Fastweb's commitment to fight climate change through ambitious carbon footprint reduction targets and an improvement pathway that will lead to carbon neutrality by 2025, contributing to sustainable progress and the protection of our planet.

OUR RESULTS IN 2023...

-54% REDUCTION in direct CO_{2eq} emissions compared to 2018

100% of ELECTRICITY purchased from renewable sources

37.235 t $CO_{2eq.}$
EMISSIONS AVOIDED each year by purchasing energy from renewable sources

1,3 RATIO of the CO_2 emissions avoided for customers to the CO_2 emissions generated in one year of operations

289.216 t $CO_{2eq.}$
EMISSIONS AVOIDED by our customers by using Fastweb services

7.000 TREES PLANTED in 2023 in Milan, Rome, Catania, Cagliari, Pescara, Pomigliano d'Arco (Naples) and Turin

140.022
regenerated modems

13 GWh NOMINAL ANNUAL reduction in energy consumption through energy efficiency projects

3 PHOTOVOLTAIC SYSTEMS built in 2023

111.034 t $CO_{2eq.}$
offset through international projects for the production of renewable energy, forestation and forest protection

... AND GOALS FOR THE FUTURE

Achieve the **SBTi targets** by 2030, entailing a 64% **reduction in Scope 1 emissions**, the purchase of **100% of energy from renewable sources** and a 46% **reduction in Scope 3 emissions** compared to 2018

Reduce direct emissions by 50% in 2024 compared to 2018

Purchase **100% of energy from renewable sources** again in 2024

Improve the energy efficiency of the network infrastructure with an annual nominal **reduction of 1.5 GWh** in 2024

Continue supporting projects involving reforestation, Italian coastline protection and international research on ocean protection

Offset residual direct emissions (Scope 1) and emissions from operations and the use of services by customers (Scope 3) again in 2024, with offsets totalling over 111,000 tonnes of $CO_{2\ eq}$.

01

A step towards the future

About fastweb

1.1

GRI 2-6

With 3.25 million fixed network customers and 3.51 million mobile network customers, Fastweb is a leading telecommunications operator in Italy, present throughout the country with sites, offices, data cents, roughly 250 equipment facilities and a network of over 1,000 stores, including owned single-brand stores, franchise stores and authorized dealers.

Fastweb promotes the digital transformation of society to build an increasingly connected, inclusive and eco-sustainable future. Since it was founded in 1999, the company has focused on innovation and network infrastructure to ensure top quality ultra-broadband services and encourage digitalization among people and throughout the country.

To help everyone build their future with confidence, the company invests continuously in high-performance Gigabit-speed networks and innovative services, encourages the broadest possible development of digital skills among the population, promotes an inclusive culture by nurturing talent and helps in the fight against climate change. Since 2015, the company has sourced 100% of its energy from renewable sources and, since 2020, it has ambitious emission reduction targets approved by the Science-Based Target initiative. Having already achieved carbon neutrality for direct emissions and indirect emissions deriving from the services it provides to its customers and their use of those services, Fastweb has set the ambitious goal of becoming completely carbon neutral by 2025.

GRI 2-1

Fastweb S.p.A. is a sole shareholder company managed and coordinated by Swisscom AG, which has controlled it through the subsidiary Swisscom Italia S.r.l. since September 2007. Fastweb S.p.A. operates in Italy with registered office at Piazza Adriano Olivetti 1, Milan.

In turn, Fastweb S.p.A. wholly owns Fastweb Air S.r.l., which was set up on 7 August 2018 and owns 70% of the company 7Layers S.r.l.

Additionally, Fastweb holds minority investments in the following companies: Open Hub Med, a consortium that is the first carrier neutral hub in Italy for connectivity in the Mediterranean area (12.3%), Topix Consortium (9.6%), Cefriel (5.8%), FiberCop S.p.A. (4.5%), Mix S.r.l. (1.1%) and Consorzio Ge-Dix (ownership stake unavailable).

On 1 January 2022 , Fastweb S.p.A. officially became a benefit company[1]. This transformation has significantly steered the company's operational and strategic choices towards creating positive value for the community. Now that it is a benefit company, Fastweb adopts a

1. https://www.fastweb.it/corporate/azienda-e-sostenibilita/fastweb-societa-benefit/

stakeholder company model in which the business objectives typical of a company go hand-in-hand with the objectives of an institution operating sustainably for the community, the country and the environment.

Fastweb's revenues totalled €2,633 million in 2023, up 6% on 2022, with total EBITDA of €798 million, up 7% on 2022.

MEMBERSHIP IN NATIONAL AND/OR INTERNATIONAL INDUSTRY ASSOCIATIONS

GRI 2-28

Fastweb is a member of several international and national associations, demonstrating its support for the promotion of gender equality, cybersecurity and sustainable development. The main associations are listed below:

ASSTEL

This trade association is part of the Confindustria (General Confederation of Italian Industry) network and represents IT companies operating fixed and mobile telecommunications services and that assist and manage customers and supply equipment and services for the management, maintenance and operation of telecommunications systems and networks. ASSTEL represents and protects the interests of its member companies on all trade union and labour, technical, economic, social and cultural issues that directly or indirectly affect them.

BIF – Business Integrity Forum

This initiative is promoted by Transparency International Italy to encourage ethics in business and foster integrity and transparency in companies. It is a working group that produces content, creates tools and encourages discussion to fight corruption and promote ethical conduct in business.

CLUSIT - Italian Association for Information Security

This non-profit organization is dedicated to promoting cyber security awareness and culture in Italy. Founded in 2000, it provides support and consultancy to institutions, companies and professionals. In addition, CLUSIT conducts research, performs analyses and shares information on cyber threats and countermeasures.

ECTA - European Competitive Telecommunications Association

The European Competitiveness Telecommunications Association was founded in 1998 for OLO operators - as a challenger association to ETNO, which represents dominant players - in order to encourage the deregulation of telecommunications markets and ensure open access for new players.

ITU – International Telecomunications Union

The International Telecommunication Union is a specialised agency of the United Nations responsible for information and communications technology issues. Its primary purpose is to promote international cooperation and the harmonised development of communication technologies, addressing global challenges in the field.

Sustainability Makers - the professional network

This Italian association brings together experts specialised in the design and implementation of sustainable strategies, both in companies and other organizations. This third sector organization is committed to enhancing and promoting these skills, aiming to increase their knowledge and authority through training initiatives, networking, studies and research, conferences, workshops and webinars.

Valore D

This is an association of companies in Italy that promotes gender equality and an inclusive culture for the growth of companies and the country. With over 350 members, it encourages gender equality and inclusion within organizations, contributing to more sustainable development and more competitive companies.

Our corporate purpose: YOU ARE FUTURE

FASTWEB HELPS PEOPLE BUILD THEIR FUTURE WITH CONFIDENCE: A MORE CONNECTED, MORE INCLUSIVE AND MORE ECO-SUSTAINABLE FUTURE.

With YOU ARE FUTURE, Fastweb has redefined its identity with a new strategic vision. This vision puts people first so everyone can take part in the future reshaped by the ongoing digital transformation. It reflects a renewed commitment that extends from the development of key infrastructure for the country's digitalisation to the pursuit of the highest standards of social responsibility and environmental sustainability, with the aim of **helping everyone build their future with confidence**.

A MORE CONNECTED, MORE INCLUSIVE, MORE ECO-SUSTAINABLE FUTURE.

What Fastweb envisions and is committed to achieving through digital technology is a **more connected, more inclusive and more eco-sustainable future**, which it intends to build day after day by offering high-performance Gigabit-speed networks and innovative services, encouraging the broader development of digital skills, fostering an inclusive culture that celebrates the unique qualities of every individual and cultivates talent and adopting the best international standards to do its part in the fight against climate change.

Fastweb's objective is to **guarantee everyone has access to the opportunities offered by digital technologies**, a mission that it pursues by taking action on several fronts. At the foundation of Fastweb's commitment to narrowing the digital divide lies its plans to develop a widespread network infrastructure that reaches areas currently not covered by networks with Gigabit-speed connectivity. This includes focusing on equipping users with the digital skills they need to make the best use of current and future services and digital solutions. The company's commitment to digital readiness goes hand-in-hand with its focus on inclusion, sustainability and connectivity. For instance, by obtaining **UNI/PdR 125:2022 certification** and the associated initiatives, Fastweb is promoting and spreading an inclusive and equal opportunities corporate culture and working environment.

A MORE CONNECTED FUTURE

WE ARE CONTRIBUTING TO THE COUNTRY'S DIGITALIZATION WITH ULTRA-BROADBAND NETWORKS AND DIGITAL SOLUTIONS TO IMPROVE QUALITY OF LIFE. WE GUARANTEE DATA PROTECTION AND A FULLY TRANSPARENT OFFER.

A MORE INCLUSIVE FUTURE

WE OFFER ALL THE MOST APPROPRIATE TRAINING TOOLS TO HELP PEOPLE TAKE PART IN THE DIGITAL REVOLUTION AND BENEFIT FROM ITS OPPORTUNITIES. OUR WORKPLACE IS DYNAMIC AND INCLUSIVE.

A MORE ECO-SUSTAINABLE FUTURE

WE ARE WORKING TO REDUCE OUR IMPACTS AND FIGHT CLIMATE CHANGE THROUGH ENERGY EFFICIENCY AND THE CAREFUL USE OF RESOURCES AND BY OFFERING OUR CUSTOMERS SUSTAINABLE DIGITAL SOLUTIONS.

'A more connected future' conveys how Fastweb plans to be the benchmark for the **acceleration of the country's digitalization**. With the expansion of its network infrastructure, Fastweb is committed to providing stable and high-performance connectivity even in areas without ultra-broadband networks. Fastweb has continued to develop and improve network technologies and to invest in technological and open innovation, so it can offer better connectivity, even in white and grey areas.

In addition, as the use of digital technologies expands exponentially, Fastweb continues to move towards becoming an **Infrastructured OTT** player, prioritizing **cybersecurity**, the protection of customer information and data and **artificial intelligence** in compliance with European policies.

'A more inclusive future' represents Fastweb's desire to guarantee a more inclusive future both inside and outside the company, to work towards **spreading digital skills for all** and to **focus on the needs of its employees, customers and local communities**. In 2023, Fastweb continued to promote the importance of embracing an inclusive culture, obtaining UNI PDR:125 certification for Fastweb S.p.A. and organising various events and initiatives inside and outside the company on topics like disability, support for caregivers and gender equality, with a special focus on raising D&I awareness in the company.

Fastweb's attention to people also took shape with a **focus on the well-being of local communities**, in which employees volunteered directly as part of the company's Future Week initiative.

'A more eco-sustainable future' is the third action area in the corporate strategy, to contribute to sustainable development, including for the environment. **Fastweb is committed to fighting climate change both by setting ambitious emission reduction targets** and by defining a path for improvement that will make the company carbon neutral by 2025.

On top of its goal of being carbon neutral by 2025 and the reduction targets approved by the Science Based Targets initiative, in 2023 Fastweb began the **process of conducting ESG assessments on its suppliers** in order to map their impacts on sustainability. In addition, **energy and resource efficiency** actions intensified in 2023 through decommissioning and **circular economy** projects and **biodiversity** protection initiatives, through ongoing support for forestation, marine conservation and ocean repopulation projects.

Confirming Fastweb's commitment to fully integrating sustainability into its strategy, in 2023, **Standard Ethics**, an independent international ESG rating agency, confirmed Fastweb's long-term expected rating of "**EE+**" (Very Strong) and its sustainability rating of "**EE**" (Strong) for having been able to develop sustainability governance based on the guidelines of the UN, OECD and the European Union, with particular regard to environmental challenges, pursuing climate neutrality objectives that are in line with international climate accords and verified according to high standards. The agency also raised the company's Outlook from "Stable" to "**Positive**".

Vision and Values: the guiding principles 1.1.2

Fastweb's goal for the future is based on the shared vision and values that inspire the company and its employees. They are the expression of a company that is constantly evolving in order to remain a key player in the country's digital transformation.

Our Vision:

TOGETHER WE SIMPLY CONNECT THE FUTURE.

Our values:

CARE

- WE MAKE DECISIONS WITH OUR CUSTOMERS' INTERESTS IN MIND
- WE TAKE CARE OF OUR WORKERS
- WE TAKE CARE OF OURSELVES

COURAGE

- WE ARE DIGITAL
- WE ARE LEADERS
- WE ARE ENTREPRENEURS

SUSTAINABILITY

- WE CREATE VALUE FOR THE COMPANY
- WE INVEST IN PEOPLE AND THE COMMUNITY
- WE MAKE SUSTAINABLE CHOICES FOR THE ENVIRONMENT

The digital revolution's contribution to achieving the SDGS

1.2

Digitalization and **sustainable development** are closely interrelated. The technologies of the **fourth industrial revolution**, such as artificial intelligence, robotics, the Internet of Things (IoT) and more generally the entire ICT industry, can significantly contribute to achieving the international sustainable development goals.

According to a recent World Economic Forum[2] study, by harnessing these technologies, we can speed up the achievement of 70% of the 169 targets in the 17 Sustainable Development Goals to achieve the 2030 Agenda.

The importance of the high-technology industry in building sustainable development has been confirmed by, among other things, the European Commission's decisions for the **Next Generation EU**, whereby each country must allocate one-fifth of all its resources in its **Recovery and Resilience Plan** to the ICT sector and to strengthening infrastructure and designing new technologies. Investments in digitalisation are therefore the second largest expenditure item in the post-Covid recovery strategy for the entire European Union for two reasons: the strategic value that this industry holds for the development of European economies and the crucial role it plays in the achievement of the Sustainable Development Goals, as laid down in the Commission document "*Synergies between the Sustainable Development Goals and the National Recovery and Resilience Plans - Best Practices from Local and Regional Authorities*"[3] . Linking digital development to sustainable development is a commitment that will drive the social and economic development processes for the full Digital Decade[4] with the aim of building a future in which the digital society puts people first, creating value for people and businesses. The Sustainable Development Goals most influenced by the digital revolution are SDGs 3, 7, 9 and 11.

TECHNOLOGIES FOR GLOBAL SUSTAINABLE DEVELOPMENT

In this context, Fastweb emerges as a leading contributor to the achievement of the SDGs through its digital transformation path.

And the energy efficiency of Fastweb's infrastructure and operations is a fundamental part of its contribution. Fastweb remains an important contributor to **SDG 7** - Ensure access to affordable, reliable, sustainable and modern energy for all, with its consumption monitoring projects, on-site production of renewable energy, decommissioning and investments in energy efficiency activities.

Another SDG for which Fastweb is a vital force is **SDG 9** - Build resilient infrastructure, promote sustainable industrialization and foster innovation. As a network operator, Fastweb contributes to this goal by developing network infrastructures with high-speed connectivity and by designing advanced digital products and services that support technological innovation and sustainable economic development.

2. Source: World Economic Forum 2020, https://www3.weforum.org/docs/Unlocking_Technology_for_the_Global_Goals.pdf

3.Source: EU Commission, 2022, "Synergies between the Sustainable Development Goals and the National Recovery and Resilience Plans – Best Practices from Local and Regional Authorities".

4.The Digital Decade is the European Commission's framework guiding the digital transformation in Europe with concrete targets for 2030.

02

Fastweb's stakeholders and the materiality analysis

Stakeholder engagement

2.1

GRI 2-29

Dialogue with stakeholders is essential for Fastweb, which works to ensure communication with stakeholders is as continuous and two-way as possible, with the aim of sharing its initiatives and strategies and receiving feedback on environmental, social and economic issues.

Its stakeholders are identified in accordance with the AA1000SES International Standard, which considers the dependence, responsibility, focus, influence and importance of different perspectives.

The Sustainability Report, which anyone can access and download at https://www.fastweb.it/corporate/azienda-e-sostenibilita/sostenibilita/?lng=EN, is an engagement tool, as it is available to all interested stakeholders and is shared with key customers.

Fastweb also actively promotes listening, discussion and communication initiatives with both internal and external stakeholders. The use of different tools is an integral part of this practice, ranging from events and meetings dedicated to communication, targeted listening initiatives and interaction through online channels such as the website, Intranet, social media and specific communication pages.

STAKEHOLDER MAP AND MAIN ENGAGEMENT METHODS

EMPLOYEES

CHANNELS

- Communication and ongoing dialogue through Agorà, the company Intranet
- Periodic conventions (Road Shows, Canvass, etc.)
- Intranet tools to submit proposals and ideas or to request information
- Periodic staff meetings for each function
- Periodic performance reviews
- Surveys (Great Place to Work, Mobility, etc.)
- Company communities

CUSTOMERS

CHANNELS

- Online (the website, monthly newsletters, MyFastweb app)
- Social media
- Forums and conferences
- Net Promoter Score survey
- Conciliation procedure
- Alternative dispute resolution portal

MEDIA

CHANNELS

- Press releases
- Press conferences
- Website
- Social Media

SWISSCOM GROUP

CHANNELS

- Meetings of the Board of Directors
- Annual and periodic management reports
- Periodic exchange of information between corresponding functions

COMMUNITY

CHANNELS

- Ongoing management of partnerships with civil society and charitable organizations for digital, social and local development
- Websites and social media
- Corporate reputation research (RepTrack surveys)

SUPPLIERS

CHANNELS

- Online supplier accreditation platform
- Periodic progress and supplier/company unit alignment meetings

PUBLIC ADMINISTRATION AND SUPERVISORY AUTHORITIES

CHANNELS

- Work groups
- Industry technical workshops
- Public consultation procedures
- Contribution in defining new standards and corresponding binding provisions

In addition to the channels mentioned above, all stakeholders may use the channels described in section 3.2.1.

Materiality analysis

2.2

GRI 3-1, 3-2, 3-3

The materiality analysis is the key tool that Fastweb uses to establish and annually update the list of sustainability topics on which to focus its reporting. In 2023, Fastweb updated the materiality analysis in accordance with the most recent changes issued by the Global Reporting Initiative, anticipating and taking account of future regulatory requirements such as the CSRD and ESRS.

In particular, the methodology involved the following steps:

- **Analysing** Fastweb's **context**;
- **Mapping the impacts**, including positive and negative, actual and potential impacts generated by the Group's activities on the economy, the environment and people, including human rights;
- **Assessing the impacts** that could be potentially material for Fastweb and its stakeholders;
- Determining the **list of material topics to be reported.**

CONTEXT ANALYSIS

Fastweb conducted an initial analysis of:

- **its activities** and its **sustainable development strategy**;
- the **reports** prepared by **national and international bodies** to gain a grasp of the sustainability context in which Fastweb operates;
- documents from national and international institutions for the identification of pressures specific to the telecommunications sector;
- **benchmarking with 12 players in the technology and telecommunications sector**, concerning the aspects deemed material and the reporting frequency of certain sustainability indicators.

IMPACT MAPPING

The context analysis made it possible to identify potentially material impacts that Fastweb could have on the economy, the surrounding environment and people. At this stage, Fastweb identified actual and potential impacts, including human rights impacts, within its business activities and transactions.

Actual impacts are those that have already arisen, while potential impacts may arise but have not yet done so. Furthermore, the impacts can be actual or potential, negative or positive, short-term or long-term, intended or unintended, and reversible or irreversible.

IMPACT ASSESSMENT

After these initial steps, the materiality of the identified impacts was assessed in two ways:

- **engagement and listening to expert stakeholders**. This process was carried out through **one-to-one interviews** with stakeholders, in which they were asked to assess the material topics associated with the main impacts. The presentation to stakeholders covered a wide range of sustainability topics, extending beyond the issues traditionally associated with each category. This encouraged discussion and the search for new perspectives. In particular, 5 expert stakeholders, identified within 4 categories (Media, Public Administration, Suppliers, Community) were involved in the interviews.
- **preparation of an impact assessment tool**, which made it possible to classify the impacts as limited, medium or highly material. The impact tool gives an impact materiality score for each impact. This score measures the relevant with which an impact (positive or negative) could affect the Company's stakeholders. In particular, this analysis was carried out using the criteria provided by the GRI standards and the ESRS, i.e. scale, scope, irremediable character (for negative impacts only) and probability. In accordance with these standards, impacts that presented potential human rights violations were considered actual and the impacts that

external stakeholders had scored high were given a higher score.
A score was assigned for each of the criteria indicated, which led to a final score on the basis of which the impact was classified in one of the aforementioned categories.

Engagement of expert stakeholders

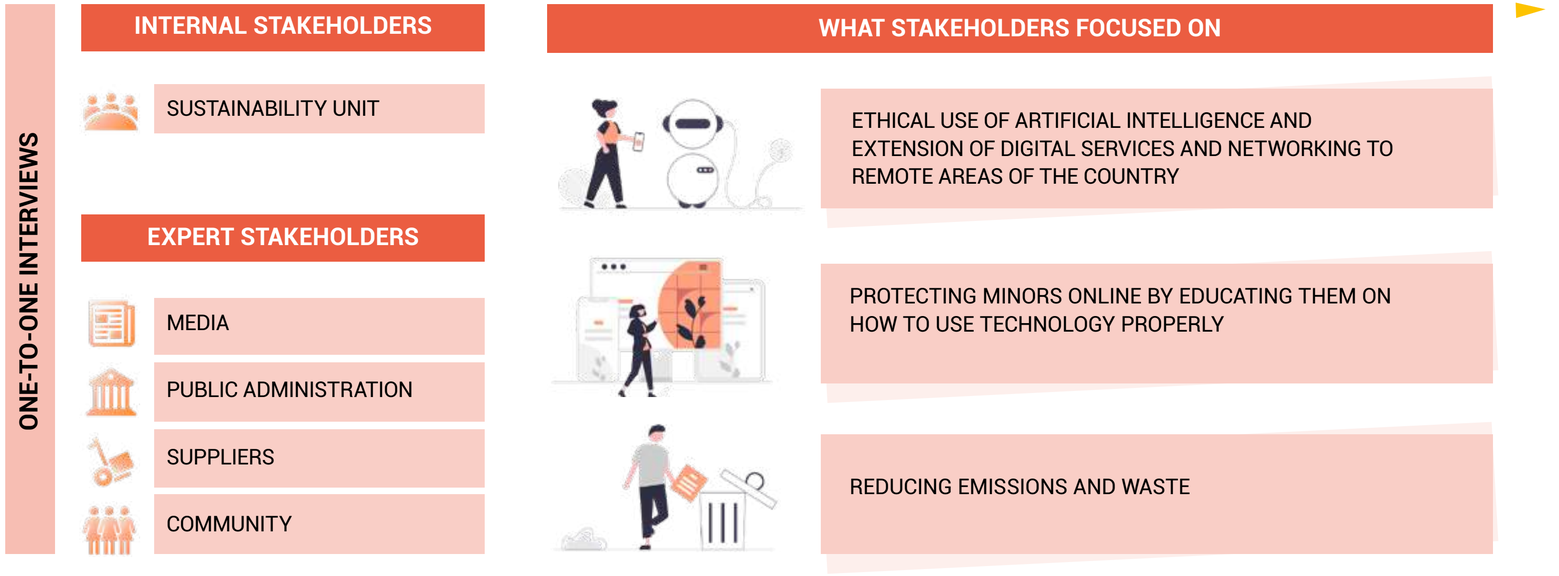
Between October and November 2023, company function heads and stakeholders were interviewed about their opinions on ESG topics related to Fastweb.

DEFINITION OF MATERIAL TOPICS

The final impact materiality score is determined as the weighted average of the scores of generated impacts assigned by both the Sustainability unit and the engaged stakeholders. In line with GRI methodology, a materiality threshold of 3 was set on a materiality scale of 1 to 5. All the impacts over the materiality threshold, and therefore excluding impacts whose materiality is negligible, were considered material. The Sustainability unit then performed the final validation of the impacts.

Lastly, the material impacts were grouped together and included in a list of **significant material topics** for Fastweb, which the company's senior management approved on 16 November 2023, updating the list of material issues for 2022.

The most significant positive and negative impacts generated were selected for reporting purposes based on the impact materiality assessment, according to their degree of significance for each material topic. The end result is the following list of material topics and impacts, classified according to the **three pillars at the base of Fastweb's sustainability strategy:**



FASTWEB PILLAR	MATERIAL TOPIC	DESCRIPTION OF IMPACT GENERATED	TYPE	GRI / KPI	ENGAGED STAKEHOLDERS	SDGs	REFERENCE TO THE SECTION DESCRIBING THE IMPACT MANAGEMENT METHOD
A MORE CONNECTED FUTURE	Contribution to economic development	Contribution to the economic development of the country and the value chain actors, by creating jobs and business opportunities	▲ Actual	203-1 204-1	Employees, customers, community, suppliers		4.1 Fastweb's contribution to the country's economic development
	Digital infrastructure for the country	Contribution to the country's technological development by developing network infrastructure	▲ Actual	203-1	Public administration and supervisory authorities, customers, suppliers, communities		4.2.1 Infrastructure development and next generation networks
		Contribution to the digitalisation of remote areas of the country and expansion of network access	▲ Actual	203-1	Customers and communities		4.2 Digital infrastructure for the country
		Contribution to increased network performance with ultra-broadband technologies	▲ Actual	203-1	Customers and communities		4.2.1 Infrastructure development and next generation networks
	Data protection and cybersecurity	Violation of employees' privacy due to data breaches	▼ Potential	418-1	Public administration and supervisory authorities, employees		4.3 Data protection and cybersecurity
		Violation of customers' privacy due to data and confidentiality breaches	▼ Potential	418-1	Public administration and supervisory authorities, media, customers		4.2.3 Cybersecurity for customers 4.3.2 Privacy protection
	Supply chain management	Violation of rights of workers in the value chain	▼ Potential	204-1 407-1 408-1 409-1 403-7	Suppliers, communities		4.4 Responsible supply chain management
		Improvement of suppliers' ESG performance by introducing screening criteria that consider social and environmental aspects	▲ Actual	308-1 308-2 414-1 414-2	Suppliers, communities		4.4 Responsible supply chain management

FASTWEB PILLAR	MATERIAL TOPIC	DESCRIPTION OF IMPACT GENERATED	TYPE	GRI / KPI	ENGAGED STAKEHOLDERS	SDGs	REFERENCE TO THE SECTION DESCRIBING THE IMPACT MANAGEMENT METHOD
A MORE INCLUSIVE FUTURE	Digital skills for the future and digital inclusion	Promoting the spread of technology and encouraging the development of digital skills	▲ Actual	203-1 413-2	Community		5.1 Digital skills for the future and digital inclusion
	Support for the area and local communities	Initiatives to support the area, vulnerable groups of people and disaster victims	▲ Actual	413-2	Public administration and supervisory authorities, employees, customers, suppliers, the community		5.6 Support for the area and local communities
	Digital well-being	Promotion of a positive and knowledgeable use of the internet and technologies, protecting the safety of teens and young people	▲ Actual	no. of teachers who participated in the training no. of students who took the digital aptitude test	Community, Customers		5.2 Digital well-being
	Working Smart: putting people first	Satisfaction of our people through adequate training, performance review schemes and professional development plans	▲ Actual	404-1 404-2 404-3	Employees		5.4.6 Development and training at Fastweb
		Contribution to young people's employability	▲ Actual	401-1	Employees, communities		5.4.5 Being an attractive employer.
		Harm to workers as a result of occupational accidents and diseases	▼ Potential	403-9 403-10	Public administration and supervisory authorities, employees		5.4.4 Protecting health to protect human capital
		Benefits to and improvement of working conditions through company agreements, particularly for level 2 employees	▲ Actual	2-30	Employees		5.4.1 Working smart(er): beyond work from home 5.4.3 An innovative well-being system based on listening to employees
		Employee satisfaction with work-life balance	▲ Actual	401-2	Employees		5.4.1 Working smart(er): beyond work from home
		Increase in mental and physical well-being of employees through the activation of tools and services to support health	▲ Actual	401-2 403-1 403-2 403-3 403-4 403-5 403-6 403-8	Employees		5.4.3 An innovative well-being system based on listening to employees 5.4.4 Protecting health to protect human capital

FASTWEB PILLAR	MATERIAL TOPIC	DESCRIPTION OF IMPACT GENERATED	TYPE	GRI / KPI	ENGAGED STAKEHOLDERS	SDGs	REFERENCE TO THE SECTION DESCRIBING THE IMPACT MANAGEMENT METHOD
A MORE INCLUSIVE FUTURE	Diversity, equity and inclusion	Gender discrimination between workers for promotion to senior positions and/or professional development paths in the company	▼ Potential	401-3 405-1	Employees		5.3 A corporate culture of Diversity, Equity & Inclusion
		Gender pay inequality for the same job	▼ Potential	405-2	Employees		5.3 A corporate culture of Diversity, Equity & Inclusion
		Employee insecurity due to incidents of harassment and/or the absence of employee protection measures and/or awareness-raising initiatives	▼ Potential	406-1	Employees		5.3 A corporate culture of Diversity, Equity & Inclusion
	Service quality	Transparency in the relationship and protection of customers' freedom of expression by providing effective support, reporting/ complaint systems	▲ Actual	no. of reports received from Consumer Associations	Customers		5.5 Service Availability
		Contribution to digital service accessibility by adapting existing products and introducing new products to meet the needs of consumer and enterprise customers	▲ Actual	203-1	Customers and communities		5.5 Service availability
A MORE ECO-SUSTAINABLE FUTURE	Energy efficiency	Depletion of energy resources	▼ Actual	302-1	Community		6.2 Energy consumption and energy efficiency initiatives
		Improvement in energy performance through efficiency actions	▲ Actual	302-3 302-4	Community		6.2 Energy consumption and energy efficiency initiatives
	Fight against climate change	Contribution to emissions avoided by customers by using the services provided (Scope 4)	▲ Actual	305-5	Customers and communities		6.1 A tangible commitment in the fight against climate change
		Generation of direct (Scope 1) and indirect (Scope 2) GHG emissions	▼ Actual	305-1 305-2 305-4	Community		6.1 A tangible commitment in the fight against climate change
		Generation of indirect (Scope 3) GHG emissions	▼ Actual	305-3 305-4	Customers, suppliers, communities		6.1 A tangible commitment in the fight against climate change

FASTWEB PILLAR	MATERIAL TOPIC	DESCRIPTION OF IMPACT GENERATED	TYPE	GRI / KPI	ENGAGED STAKEHOLDERS	SDGS	REFERENCE TO THE SECTION DESCRIBING THE IMPACT MANAGEMENT METHOD
A MORE ECO-SUSTAINABLE FUTURE	Circular economy and waste management	Production of electronic waste at the end of a product's life cycle	▼ Actual	306-1 306-2 306-3 306-4 306-5	Customers and communities		6.3 Our contribution to a circular economy and better waste management
		Reduction in the use of consumer goods by sourcing materials and resources from circular economy processes	▲ Actual	no. regenerated modems	Suppliers, communities		6.3 Our contribution to a circular economy and better waste management
		Awareness-raising about the generation of WEEE and the possibilities offered by the circular economy to reduce such waste	▲ Actual	no. regenerated modems	Customers and communities		6.3 Our contribution to a circular economy and better waste management
		Longer life cycle of electronic products by introducing circular economy and resource efficiency approaches	▲ Actual	no. regenerated modems	Customers and communities		6.3 Our contribution to a circular economy and better waste management
	Biodiversity	Contribution to the preservation of local biodiversity through projects, initiatives and investments	▲ Actual	304-3	Community		6.4 Biodiversity
TRANSVERSAL TOPIC	Ethics and compliance	Harm to the market and the community caused by incidents of bribery	▼ Potential	205-1 205-3	Swisscom Group, public administration and supervisory authorities, employees, community		3.2 Ethics and compliance
		Contribution to the spread of an ethical use of artificial intelligence	▲ Potential	205-2	Swisscom Group, public administration and supervisory authorities, employees, media, customers, suppliers, the community		3.2 Ethics and compliance
		Spread of fairness and ethics among employees and with the market	▲ Actual	205-2 207-1 207-2 207-3 207-4	Swisscom Group, public administration and supervisory authorities, employees, media, suppliers		3.2 Ethics and compliance

THE FOLLOWING MAIN CHANGES WERE MADE TO THE 2022 LIST OF MATERIAL TOPICS:

- The topic "Protection of human rights" was removed, having been integrated into the other topics in accordance with the GRI standards;
- The topics "Digital well-being", "Biodiversity", "Service quality", "Contribution to economic development" and "Responsible supply chain management" were added in response to the findings of the benchmark and context analysis;
- The topic "Ecodesign" was renamed "Circular economy and waste management" to ensure greater clarity regarding the content of the topic and to comply with the new European regulations.

03

Fastweb's governance

Governance to safeguard business value

3.1

GRI 2-9

Fastweb S.p.A. is a sole shareholder company managed and coordinated by Swisscom AG, which controls it through the subsidiary Swisscom Italia.

The Fastweb group includes:

Fastweb Air S.r.l.

- This company is wholly owned (100%) by Fastweb S.p.A. and is managed and controlled by its direct parent company.
- Fastweb Air S.r.l. was established in August 2018 as part of the business project developed by Fastweb to rapidly develop and roll out its plan to build a 5G network and improve its broadband connectivity offer to customers.
- Fastweb Air S.r.l. performs a number of activities for Fastweb, which include the design, development, operation and maintenance of radio access network elements (e.g. transmission systems, antennas, radio links, etc.), the management of permits and authorisations issued by public authorities, the performance of on-site work and the activation of connection services.
- Fastweb Air S.r.l.'s corporate governance structure is based on the traditional Italian model, in which - without prejudice to the duties assigned to the Shareholder's Meeting - the Board of Directors, as the nerve centre of the organizational system, is responsible for strategic management, while the Board of Statutory Auditors is responsible for the supervisory functions[5].

7 Layers S.r.l.

- This company has been a part of the Fastweb Group since September 2020, after the parent company, 7Layers Group S.r.l., acquired a 70% stake. 7Layers S.r.l. and 7Layers Group S.r.l. merged in 2021.
- The services offered by 7Layers S.r.l. on the market include defensive security services like security infrastructure, data assessments/gap analyses, security advisory, network operations centre (NOC), security operations centre (SOC), incident response and threat intelligence, and offensive security services like penetration testing, vulnerability assessments, dark web intelligence and cyber security education.
- Under 7Layers S.r.l.'s corporate governance structure, the Board of Directors, as the nerve centre of the organizational system, is responsible for strategic management, while the Sole Statutory Auditor is responsible for the supervisory functions, without prejudice to the duties assigned to the Shareholder's Meeting. The company has appointed two CEOs[6].

5. For further details, reference should be made to Fastweb Air S.r.l.'s organizational, management and control model.https://www.fastweb.it/corporate/governance/struttura-del-gruppo/Modello_231_ENG_2023_v3.pdf

6. For further details, reference should be made to 7Layers S.r.l.'s organizational, management and control model.Modello_231_7Layers_dic2023.pdf

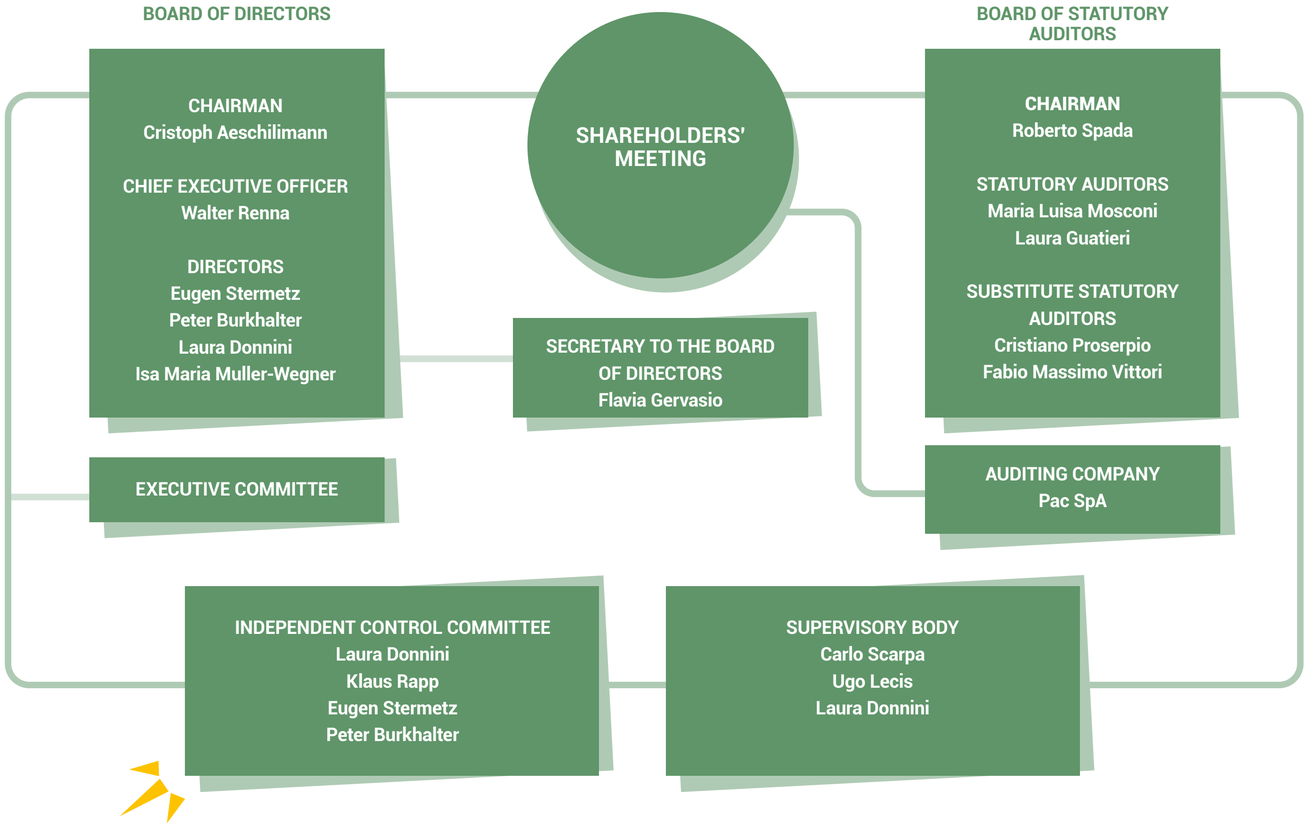
FASTWEB S.P.A.'S GOVERNANCE

Fastweb S.p.A.'s corporate governance structure is based on the traditional Italian model, in which - without prejudice to the duties assigned to the Shareholder's Meeting - the Board of Directors, as the nerve centre of the organizational system, is responsible for strategic management, while the Board of Statutory Auditors is responsible for the supervisory functions.

BOARD OF DIRECTORS

GRI 2-9

The Board of Directors was appointed by the shareholders during the Company's Ordinary Shareholder's Meeting on 29 March 2022 for a three-year term ending with the approval of the annual financial statements at 31 December 2024.



On 22 September 2023, during the Ordinary Shareholder's Meeting, the shareholders resolved to change the number of members of the Board of Directors to six and, consequently, appointed Isa Maria Müller-Wegner as Director, who, as established for all other members of the Board of Directors, will remain in office until the date of approval of the Company's financial statements at 31 December 2024.

Furthermore, following the resignation of Alberto Calcagno from the office of Director, effective 1 October 2023, during its meeting on 22 September 2023, the Board of Directors co-opted Walter Renna as director, effective 1 October 2023, pursuant to Article 2368 of the Italian Civil Code and Article 10 of the Company's by-laws. Subsequently, during the Ordinary Shareholder's Meeting on 29 November 2023, the shareholders appointed Walter Renna as director, in office until the Shareholder's Meeting approving the financial statements at 31 December 2024.

The Board of Directors currently has 6 members, including 2 women and 4 men. Two of the directors are executive and 4 are non-executive. One of the latter, Laura Donnini, is an independent director.

Furthermore, the Company notes that Christoph Aeschlimann holds the position of CEO of Swisscom AG, the parent company.

Exclusive responsibility for the management of the Company falls to the Board of Directors, which carries out all work necessary to pursue the corporate purpose.

GRI 2-10

The appointment and removal of directors is the responsibility of the shareholders at the Shareholder's Meeting, pursuant to Article 2383 of the Italian Civil Code. Directors may not be appointed for a period of more than three years, and their term of office expires on the date of the Shareholder's Meeting convened to approve the financial statements for the last financial year of their term of office.

Fastweb S.p.A.'s Board of Directors meets at least once each quarter, as needed, and is vested with the fullest powers with the exception of those reserved for the Shareholder's Meeting by law. Fastweb S.p.A.'s Board of Directors met 11 times in 2023.

GRI 2-15

The Board promotes the values and ethics that guide the Company, in line with internal rules, and prevents any potential conflicts of interest.

The Board of Directors must be promptly notified if a director has any conflicts of interest. The director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other directors and the statutory auditors to assess whether there is a conflict and, more generally, whether the transaction is in the financial interests of the company. The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

On 29 July 2020, the Board of Directors adopted the "Fastweb S.p.A. Related Party Transactions Procedure" to ensure that transactions with related parties are carried out in a manner that is completely transparent and substantially and procedurally correct[7]

GRI 2-19, 2-20

The remuneration policies for the members of the Board of Directors are decided in agreement with the Shareholder, whereas the Board of Directors is responsible for decisions relating to the fees for special duties and the remuneration of Fastweb S.p.A.'s Executive Committee.

The remuneration policies for the members of the Executive Committee and for senior managers include the 2023 MBO (Management by Objectives) incentive scheme which sets, in the Company KPIs, sustainability targets related to the reduction of CO_2 emissions and the narrowing of the gender gap with an overall weight of 17.5% for both.

FASTWEB S.P.A.'S INDEPENDENT CONTROL COMMITTEE

The Independent Control Committee is appointed at the same time as the Board of Directors. The current Committee will therefore remain in office until the shareholder's meeting called to approve the financial statements at 31 December 2024. The Independent Control Committee currently has 4 members, including 1 woman and 3 men.

After the Company was delisted, the Board of Directors set up the Independent Audit Committee with its resolution of 27 April 2011, assigning it functions similar to - albeit simplified - those of the Internal Control and Audit Committee typical of listed companies.
The Committee's duties also include establishing the internal control system guidelines for the Company and its subsidiaries, as well as reviewing the internal control system annually. To further guarantee the Committee's independence, in addition to having an independent Chairwoman, Laura Donnini, the following people have a standing invitation to attend its meetings: the external member of Fastweb S.p.A.'s Supervisory Body, set up pursuant to Legislative Decree 231/2001, the members of the Board of Statutory Auditors, the Chief Audit Executive and the Head of Internal Audit. When invited by the Committee Chairperson, depending on the individual items on the agenda, any other person whom the Committee deems appropriate considering the matter to be discussed may also attend Committee meetings.

PROCEDURES FOR TRANSACTIONS INVOLVING A CONFLICT OF INTERESTS OR CONFLICTING WITH THE INTERESTS OF OTHER DIRECTORS OR EMPLOYEES

GRI 2-15

Since 2014, Fastweb S.p.A. has had in place a procedure to prevent conflicts of interest that would not only violate the principles of the Code of Ethics but also be detrimental to the Company's image and integrity and violate the principles of transparency and fairness in business.

This procedure establishes the principles and operational rules that directors and employees of Fastweb S.p.A. and its subsidiaries must follow to ensure the transparency and substantial and procedural correctness of transactions that may involve interests of other directors and employees, or that present a conflict between the personal interests of directors or employees and those of the Group.

7 This procedure was adopted pursuant to Articles 2391-bis 2427(1) and 22-bis of the Italian Civil Code.

In accordance with the provisions of Article 2391 of the Italian Civil Code, these measures supplement the internal control system based on the Group Code of Ethics and the Organizational, Management and Control Model. This procedure also applies to the members of the Board of Statutory Auditors.

In 2023, as required by the procedure for transactions presenting a conflict of interest or transactions with other directors or employees, a panel made up of the Supervisory Body, the Anti-Corruption Officer and the Human Capital unit examined 6 reports of potential conflicts of interest submitted by managers and employees appointed to positions outside the company. The investigations carried out did not reveal any situations in which the positions held outside the company conflicted with the duties at Fastweb S.p.A.

SUSTAINABILITY GOVERNANCE

In light of the Company's commitment to the common benefit aims laid down in its by-laws, Fastweb's Corporate Governance system has made sustainability an integral part of its business model, identifying the internal bodies and responsibilities associated with the definition and oversight of the sustainability strategy.

GRI 2-12, 2-14

The Board of Directors plays a central role in defining the Company's and the Group's strategic guidelines and objectives, based on the CEO's proposals, pursuing their sustainable success and monitoring their implementation. The Board of Directors also approves the Company's Sustainability Report each year.

The Impact Committee, set up in 2022 when Fastweb S.p.A. became a benefit company, supports the Board of Directors as it accompanies the Company on its sustainability path.

THE IMPACT COMMITTEE

Pursuant to Article 24 of the By-laws, the Impact Committee, which reports periodically to the Board of Directors, examines and evaluates the Company's sustainability policy. This policy is aimed at ensuring the creation of value over time for stakeholders, in compliance with the principles of sustainable development and in line with the Company's sustainability guidelines and objectives. The members of the Impact Committee are: the Head of Sustainability, Technology Officer, Chief External Relations & Sustainability Officer, Chief Financial Officer and the Chief Human Capital Officer. The Committee is chaired by the Head of Sustainability, who serves as Impact Manager and remains in office until removal/resignation.

CHIEF EXTERNAL RELATIONS & SUSTAINABILITY OFFICER

The Sustainability unit assists the Impact Committee described above in establishing strategies and overseeing, coordinating and supervising Fastweb's main sustainability projects and initiatives in line with strategic objectives. Under the Chief External Relations & Sustainability Officer's responsibility, this unit reports directly to the CEO.

DELEGATION OF RESPONSIBILITY FOR IMPACT MANAGEMENT GRI GRI 2-13

Within the framework of the Consolidated Safety Act (Italian Legislative Decree 81/2008) adequate powers of attorney have also been given for the obligations and responsibilities concerning environmental protection.

Corporate Affairs handles, among other things, the assignment of powers of attorney in accordance with the roles and duties established by the Company's organizational structure.

THE EXECUTIVE COMMITTEE

Fastweb S.p.A.'s Board of Directors has formally established an advisory committee whose members are some of the Company's executives. It is called the Executive Committee and is chaired by the CEO.

The Committee functionally coordinates the activities of Fastweb S.p.A.'s operational departments. This includes a preliminary examination of issues of strategic importance to the Company's future development and transactions with a significant impact on results, equity and the financial position.

Its current members are: the Chief Executive Officer, the Chief Financial Officer, the Chief Human Capital Officer, the Chief External Relations & Sustainability Officer, the Consumer & Small Business Officer, the Chief Enterprise Officer, the Chief Wholesale Officer, the Technology Officer and the Legal & Regulatory Officer.

In specific areas, certain members of the Executive Committee serve on Steering Committees focused on individual issues, with periodic meetings to receive instructions from management and discuss achieved targets, progress, any critical issues and areas for improvement.

Ethics and compliance

3.2

GRI 2-16, 2-23, 2-24, 2-25, 2-26, 3-3, 205-1, 205-2, 205-3

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

- Anti-corruption Guidelines
- Anti-corruption Directive
- Antitrust Guidelines and Code of Conduct
- Diversity & Inclusion Policy
- Social Responsibility Policy
- Customer Privacy and Data Protection Policy
- Environmental Policy
- Energy Policy
- Safety Policy
- Whistleblowing Policy
- Donations Policy:
- Sponsorships Policy
- Code of Ethics
- Model 231
- Procedure for Reporting Conflicts of Interest
- Internal Control and Risk Management System Directive

OUR GOALS	MAIN ACCOMPLISHMENTS IN 2023
Continuous increase in awareness of compliance risks through internal communications and training courses covering new areas (e.g. whistleblowing legislation)	Anti-corruption legislation and the whistleblowing procedure were updated and shared internally
Risk assessment of the new offences added to those covered by Italian Leg. Decree 231/01 in October 2023 and updating of Model 231 (new offences against the public administration)	Planned for 2024
Implementation of the action plan included in the Integrated Strategic Plan and the objectives defined in the Corruption Prevention System (ISO37001)	The action plan was carried out and ISO37001 certification was maintained

OUR APPROACH

- The Internal Control and Risk Management System
- Tax approach

Fastweb constantly and methodically seeks to ensure that all employees, suppliers and partners comply with currently applicable regulations, including through the adoption of internal procedures and rules.

In line with this crucial objective, each year the company voluntarily strengthens its internal compliance system through targeted initiatives. Demonstrating how important compliance is for the Company, again this year Fastweb S.p.A. supported the Business Integrity Forum (BIF), an initiative run by the NGO Transparency International that brings together the largest Italian companies active in integrity and transparency issues. In addition, Fastweb S.p.A. attended the SDG18 BIF Event where the Zero Corruption Manifesto was presented, promoted by the OECD's Anti-Corruption Business Committee, with discussion about BIF member companies' awareness that the Sustainable Development Goals do not overlook the prevention of corruption, as it is specifically included in SDG 16: Peace, Justice and Strong Institutions, and the understanding that it is necessary to uphold ethics and integrity to fight unlawfulness.

The Internal Control and Risk Management System

The internal control and risk management system consists of a set of rules, roles and responsibilities, procedures and organizational structures to identify, measure, manage and monitor the main business risks and guarantee compliance with laws and regulations.

The internal control and risk management system has three lines of defence:

- **First line of defence:** these controls are carried out by the operational functions, the business lines and operational management, in day-to-day business;
- **Second line of defence:** these controls are carried out by the Compliance, Risk Management and Assurance functions;
- **Third line of defence:** these controls are performed by Internal Audit, which must provide assurance that the internal control system is functioning properly.

The Internal Control System (ICS) relies on the following actors.

ACTORS	RESPONSIBILITY
Business Lines/Service Lines	They perform operational controls on company activities
Compliance	It monitors non-compliance risks and checks the efficiency and effectiveness of control systems and is responsible for compliance risk training
Risk Management	It supports management in the definition, assessment and management of business risks and monitors their developments and the resulting management plans
Internal Audit	Through independent assurance and advisory activities, it verifies and evaluates the effectiveness and adequacy of the ICS and supports the organization in identifying risks that could jeopardise the pursuit of its objectives
DPO, Anti-Bribery and Anti-Trust Officers	They monitor the actual implementation of the relevant Guidelines and report to corporate bodies taking an integrated approach to compliance
CEO, Senior management	They are responsible for how the ICS functions
• BoD (Board of Directors) • ICC (Independent Control Committee) • Board of Statutory Auditors • Supervisory Body set up pursuant to Leg. Decree 231 • Independent Auditors	They are responsible for: • The functioning and activities of the ICS and governance • The adequacy of the organizational, administrative and accounting structure • Compliance with applicable laws • Corporate Social Responsibility • Issuing the Code of Ethics and Model 231 and monitoring compliance with them

Fastweb promotes a culture that encourages the implementation and performance of controls. In 2023, 10 audits were conducted, 9 of which were relevant for compliance with Italian Legislative Decree 231, anti-corruption and/or antitrust regulations, and 6 internal audit reviews were carried out on sensitive processes for the same regulations.

The Code of Ethics demands a commitment from all employees to create an effective and efficient internal control system, ensuring that every activity is documented, verifiable and compliant with internal rules and procedures.

GRI 2-16

Fastweb's Supervisory Bodies, whose members are both internal and external, are autonomous and independent. They verify the correct and effective application of Model 231 through specific supervisory activities and analyse the risk area control system according to best practices and the Confindustria Guidelines. The Supervisory Bodies can rely on Fastweb S.p.A.'s Compliance unit to carry out supervisory activities on the effective and efficient application of the Models and periodically report to the Board of Directors, the Independent Control Committee and the Board of Statutory Auditors on any critical issues encountered, preparing reports on the activities carried out or whenever they deem it appropriate to inform the corporate bodies.

Reports can be sent to the Supervisory Bodies by email: organo.vigilanza@fastweb.it and organo.vigilanza@fastwebair.it or using the reporting tool available online.

GRI 2-27

In 2023, two significant incidents of non-compliance with laws and regulations were reported in which Fastweb received fines. Both incidents related to antitrust issues. One of the two fines, totalling €100,000, was paid in 2023. It was imposed on Fastweb for an unfair commercial practice pursuant to Article 26 of the Consumer Code. The non-compliance was due to the continued charging of amounts for fixed and mobile telephony services after users (consumers and micro-businesses) had expressed their wish to terminate the contract, even in order to migrate to another operator. The second fine received by Fastweb will be paid in 2024, within the due date.

FASTWEB AND RESPECT FOR THE RULES: A PROACTIVE COMMITMENT AND A CONSTANTLY EVOLVING SYSTEM

Fastweb S.p.A. has adopted an **Enterprise Risk Management (ERM) Policy** and a periodic risk assessment process to identify and analyse management strategies for the main strategic corporate risks.

Fastweb S.p.A.'s Risk Management unit, which is part of the Strategy Division and reports functionally to Administration, Finance & Control, supports the Chief Risk Officer with risk assessment and communications to the various stakeholders (Swisscom, ICC, Board of Directors and senior management) by preparing a report each quarter in collaboration with the various business units. Responsibility for the management and reporting of identified strategic risks are assigned according to the risk acceptance level approved by Fastweb S.p.A.'s Board of Directors. Under the ERM procedure, the Chief Financial Officer acts as the Chief Risk Officer, periodically reporting the results of risk assessment activities to the Executive Committee.

CORRUPTION RISK MANAGEMENT

GRI 205-1, 205-2

Fastweb S.p.A. has a policy of zero tolerance for unlawful conduct by its employees, suppliers and partners, and over the years it has promoted the implementation of a system of rules and controls to prevent acts of bribery.

In accordance with Swisscom's Anti-Corruption Directive, the Anti-Corruption Directive of Fastweb and its subsidiaries Fastweb Air and 7Layers was updated in 2023 to regulate how gifts and invitations to events are handled.

The Anti-Corruption Directive is an integral part **of the Anti-Corruption Guidelines**, which were approved by the BoD and are applicable to all Group companies. These guidelines were developed on the basis of a risk assessment and further reinforce the internal controls in terms of monitoring and managing the risks of all Fastweb operations.

Fastweb S.p.A. and Fastweb Air have also included examples of alerts, i.e., anomaly indices for the various processes to watch and report to the Anti-Corruption Officer, making anti-corruption duties easier for employees assigned to sensitive activities. In 2023, a total of 9 processes were assessed to determine corruption-related risks.

The main processes included in the 2023 risk map with medium-high residual risk for this area are: participation in public tenders, management of projects with a high level of interaction with the Public Administration, support for sales activities, management of sales to enterprise customers, screening and qualification of partners (e.g. agents/dealers/suppliers and subcontractors), purchase of services from suppliers and/or subcontractors (e.g. system integrators) instrumental to the sale of goods and services to customers and maintenance on Fastweb-owned plants and buildings.

The BoDs of Fastweb S.p.A. and Fastweb Air S.r.l. have appointed an internal contact person, the Anti-Corruption Officer, responsible for promoting the company rules in cooperation with the SB. The Anti-Corruption Officer periodically reports to the BoD, the Independent Control Committee and the Board of Statutory Auditors, preparing reports on the activities performed, and sees that the anti-bribery management system is functioning in accordance with the requirements of ISO 37001.

The guidelines have been shared internally with all personnel on Agorà, the company intranet, and through specific training activities for all employees, as well as externally on the Fastweb website.

The BoDs of Fastweb S.p.A. and Fastweb Air S.r.l. receive specific notices on the guidelines and the main anti-corruption procedures and approve them.

The training on compliance risks and the key governance procedures for new BoD members and the CEO was updated in 2023.

ANTITRUST RISK MANAGEMENT

In 2019, Fastweb S.p.A. adopted an antitrust compliance program, appointed a Compliance Model Officer and established its own antitrust and consumer protection **guidelines**, which Fastweb S.p.A.'s BoD has approved. It also adopted a **Code of Conduct for all employees** of Fastweb S.p.A.

These guidelines are a unified, consistent set of principles of integrity and transparency that establish:

- Roles and responsibilities for the prevention of antitrust offences and violations of consumer protection regulations;
- The areas most at risk of antitrust violations;
- How to act (Code of Conduct) in situations presenting antitrust risk.

In February 2023, the antitrust and consumer protection guidelines were updated with the extension of the scope of the compliance program to cover consumer protections and new risk scenarios.
At the same time, the Code of Conduct was supplemented with the new rules of conduct to be followed, a new section on "**learning from experience**" which gives practical examples and a description of the new risk activities.

As part of its compliance programs, Fastweb undertakes to continuously monitor the effectiveness of controls considering regulatory updates.

MODEL 231

In compliance with Legislative Decree 231/01, Fastweb S.p.A. has adopted an organizational model that establishes the main rules of conduct for all employees of the Company and defines the processes, areas, "sensitive" activities (those at risk of the crimes indicated in Leg. Decree 231) and the associated controls. The Code of Ethics is an integral part of Model 231.

Model 231 is updated periodically on the basis of regulatory and organizational changes.

The new Model, which the BoD approved in July 2023, incorporates the updates to the sensitive processes and to the control system deemed suitable for the prevention of the new offences added to the scope of Legislative Decree 231/01, measures for the management of an employer's additional obligations with regard to the health and safety of workers and the disciplinary system to be applied in the event of retaliation or failure to adopt whistleblowing procedures.

The group's subsidiaries have their own Model 231; the BoDs of Fastweb Air and 7Layers approved the updates to the Organizational, Management and Control Models in July 2023 and December 2023, respectively.

Every update to the Model is promptly reported to all employees, who also receive periodic e-training on the principles and rules of conduct set out in Model 231.

THE CODE OF ETHICS

Fastweb S.p.A. and Fastweb Air S.r.l. have adopted the same Code of Ethics to give everyone working for them (employees, suppliers, consultants and business partners) simple, direct principles that they must follow in their everyday actions. The Code of Ethics conveys Fastweb's vision and its purpose as a benefit company.

In line with Fastweb's deepening commitment to sustainable development, the consolidation of its compliance system and the introduction of new policies, in recent years, the scope of the Code of Ethics has broadened to include the following areas:

- **Diversity and Inclusion**: a new paragraph has been added entirely dedicated to Diversity and Inclusion in order to reinforce a culture of coming together and promoting the richness of diversity.
- **Accurate communication**: a new chapter "Our commitment to communication" has been added with guidelines to be observed when communicating on social media in order to ensure that the dissemination of company information is correct and effective.
- **Integrity and transparency**: key rules to follow to ensure transparent and fair accounting entries have been added, confirming the company's commitment to integrity and transparency.
- **Sustainability and environmental protection**: the chapter on the environment has been expanded with an outline of the conduct that should guide everyone's actions in making their contribution and spreading a culture that reduces environmental impacts.
- **Proper management of personal data**: a new chapter has been added, "Commitment to customers' data", setting out the fundamental principles for the proper management of personal data and translating them into operational rules to be followed to ensure data protection in every business process.
- **Ethical use of artificial intelligence**: the rules of conduct to be followed in order to ensure an ethical and accountable use of AI have been established, based on the OECD guidelines and the proposed European regulation (AI Act).

All employees are informed of updates to the Code of Ethics and made aware of the principles set out therein.
The Code of Ethics was last updated in October 2023.

In order to reinforce a sense of ethical responsibility, transparency and compliance with the Group Guidelines, 7Layers has updated its Code of Ethics, giving its employees specific rules of conduct for handing conflicts of interest, gifts and invitations and transactions with third parties, expressing its policy of zero tolerance for discrimination, harassment and violence, and indicating the appropriate channels for reporting violations as provided for by the Group whistleblowing policy, along with additional internal channels (online platform, post box, dedicated telephone number and the ethics email address).

WHISTLEBLOWING AND GRIEVANCE CHANNELS

GRI 2-25, 2-26

Fastweb S.p.A. also has a **Whistleblowing Policy** that governs the reporting of any unlawful conduct by employees in the performance of their duties. In 2023, with the approval of Fastweb S.p.A.'s BoD, the policy was made compliant with Legislative Decree 24/023 implementing the European Whistleblowing Directive regarding the handling of whistleblowing reports and the protection of whistleblowers.

Whistleblowing reports make it possible to verify and identify risks of non-compliance with laws or Model 231 and, therefore, to improve the internal **control system**. Model 231 and the Fastweb Code of Ethics have been updated to incorporate the new policy.

The Whistleblowing Policy provides for a dedicated channel for anonymous reports and ensures that each report is assessed objectively, independently and in the strictest confidence. The policy applies to Fastweb Air and 7Layers. Whistleblowing has been included in the anti-corruption training and special awareness-raising updates and infographics regarding whistleblowing have been published on the company intranet, Agorà, highlighting the commitment and attention to protecting whistleblowers.

Special training specifically covering the recently introduced legislation and the enhanced forms of protection established was also offered for the manager of the whistleblowing channel and the Human Capital team.

As in previous years, Fastweb S.p.A. and Fastweb Air maintained and monitored the channel, at the email address ethics@fastweb.it, for violations of the Code of Ethics and breaches of company policies. Fastweb S.p.A. ensures that reports are examined with the utmost discretion by the Compliance unit. In particular, reports relating to discrimination, human rights violations, labour law, health and safety and workplace issues are handled by the Social Performance Team, i.e., the interdepartmental team that guarantees the application of social responsibility principles in accordance with the SA8000 certification. Three reports were received in 2023 relating to social responsibility. They were handled immediately.

INTEGRATED TRAINING: THE PILLAR OF CORPORATE COMPLIANCE

The effectiveness of compliance activities is based, first and foremost, on the need for adequate and effective training. Fastweb considers training to be fundamental for the correct application of the various Organizational Models and Anti-Corruption, Privacy, Data Protection and Antitrust Policies.

This is why Fastweb has kicked off a **mandatory integrated training** project with courses provided every two years on a scheduled basis and training sessions for employees and managers. The purpose of the training is to define the various compliance risks and give everyone a complete view in line with company dynamics, so they can recognize risks and minimize them by following specific instructions. This training is for everyone at Fastweb S.p.A., Fastweb Air and 7Layers, including the members of the Executive Committee.

The mandatory training is supplemented by an ad hoc training plan delivered to employees most exposed to specific risks or involved in the management of particularly sensitive categories of transactions.

As in the previous year, anti-corruption training was provided to 190 new employees; in all, 98.7% of the Fastweb S.p.A. and Fastweb Air population received the training. The BoDs of Fastweb S.p.A and Fastweb Air were briefed on the new Management System for ISO 37001 Certification and the new Anti-Bribery Guidelines.

In order to provide a training program that meets organizational and operational needs, a new ILEX (Internal Learning Experience) training course was launched with a focus on compliance risks in the enterprise sales process to raise awareness about compliance risks and remind trainees of the rules and principles adopted by Fastweb. 248 employees attended the 12 sessions held in 2023 for a total of 18 hours of training delivered.

VOLUNTARY STANDARDS: POLICIES AND CERTIFICATION

GRI 2-23, 2-24

In addition to the internal safeguards mentioned above, Fastweb has established a series of **clear policies to be applied that reflect its commitment** to aspects ranging from anti-corruption to the environment, safety, privacy and data protection. Employees are informed of all the policies, which are always available on Agorà, the company intranet.

FASTWEB'S MAIN GUIDING POLICIES[8]

- **Anti-Corruption Guidelines:** these are another tool to summarize and optimize the existing anti-corruption policy framework with the aim of building an organic and efficient system to better promote anti-corruption principles, integrity and transparency within the company. (These guidelines also apply to 7Layers.)

- **Anti-Corruption Directive:** this document describes the operational procedure for reducing the risk of bribery being committed in the case of giving or accepting gifts and invitations to sports, cultural and information events in relations with third parties such as suppliers, customers and public officials.

- **Antitrust guidelines and code of conduct:** they are evidence of the explicit, informed commitment of Fastweb S.p.A. and its directors to respect the principles protecting the free market, fair competition and consumers, to promote these fundamental values among all Fastweb's employees and freelancers as a pillar of the company's culture and policy.

- **Diversity and Inclusion Policy:** this policy ensures a safe and inclusive workplace where people can express their uniqueness with the aim of making these principles an essential requirement in the conduct of company business. The policy now applies to all Group companies.

- **Social Accountability Policy:** based on the SA8000 international standard, it enshrines the company's commitment to ethical values, respect for human rights and the continuous improvement of the working conditions of employees and freelancers.

- **Privacy and Data Protection Organizational Model:** this model defines the governance system that Fastweb S.p.A. has adopted, the roles and responsibilities defined within the company for the performance of activities related to personal data protection, including the compilation of the data processing register, the performance of privacy by design activities, supplier qualification, first and second line controls.

- **Environmental Policy:** based on the ISO 14001 international standard, this policy sets out the framework for establishing and adapting environmental protection objectives.

- **Energy Policy:** based on the ISO 50001 international standard, this is the framework for establishing and updating energy efficiency objectives.

- **Safety Policy**: based on the international ISO 45001 standard, this policy implements the company's commitment to health and safety and establishes the framework of rules and best practices to be applied at all organizational levels.

- **Whistleblowing Policy:** this policy governs the management of reports of unlawful conduct, specifying the communication channels and how they are managed by the company. Reports can be made by telephone, by traditional post or anonymously using the public internet link containing the whistleblowing form, which is also available on the company intranet. All reports are analysed and managed, where applicable, by taking the most appropriate actions with the utmost confidentiality. (This policy also applies to 7Layers.)

8. Unless specified otherwise, the documents in the list apply to Fastweb S.p.A. and Fastweb Air.

• **Donation Policy:** this policy defines the process, operating rules and controls for corporate donations in the form of goods, services or money. The purpose of the policy is to ensure that donations are made in accordance with the principles of transparency and fairness and in compliance with the Code of Ethics and Model 231.

• **Sponsorship Policy:** this policy establishes the conditions for providing sponsorships, which must comply with that established in Model 231 and the Anti-Corruption Directive, improve Fastweb's market position, promote its products and services, encourage customer loyalty and customer relationships and engage employees, increasing their satisfaction.

Many of the internal policies are related to the adoption of certified management systems according to specific voluntary standards.

In 2023, Fastweb S.p.A. obtained gender equality certification in accordance with UNI PdR 125:2022.

The implemented systems have been integrated to create a **single management system that guides internal operations and ensures the correct application of company rules in the various operating areas**. This system includes:

Fastweb ensures that all personnel performing duties for the implementation and maintenance of the management systems have gained the necessary skills through the appropriate information and training. To this end, Fastweb identifies the training needs and plans and delivers specific training courses based on the identified needs.

Tax approach

3.2.2

GRI 207-1, 207-2, 207-3, 207-4

Fastweb operates according to principles based on honesty, integrity and compliance with tax regulations. In its relationships with the tax authorities, the Company is committed to prior dialogue and to maintaining relationships based on transparency, dialogue and cooperation. Fastweb believes that absolute transparency with the tax authorities and full compliance with tax regulations and obligations are its essential duties as a taxpayer and part of its social responsibility with institutions and the country.

Fastweb does not directly or indirectly own companies located in countries or territories with privileged tax regimes and does not apply transfer pricing policies meant to erode its tax base. In this regard, Fastweb carefully evaluates developments in both domestic and international tax regulations that counter tax erosion and profit splitting, with a constant commitment to upholding these principles. Tax items and charges are reported regularly in the annual financial statements submitted for third-party assurance review.

In terms of risk management, Fastweb has processes and procedures in place to ensure the proper assignment of roles, responsibilities and powers to each person involved in processes with tax implications, so as to ensure proper tax risk management and minimize the possibility of disputes. At the same time, all necessary measures are taken for the full and ongoing involvement of the tax department in business decisions. If the processes that Fastweb has implemented do not already provide for the involvement of the tax department, the business unit involves the tax department in advance in order to ensure an adequate assessment of tax effects and risks.

In 2021, Fastweb also launched a project to implement an effective tax risk management and control system and consequently adopt a Tax Control Framework ("TCF").

The types of tax risks that may arise in the context of business processes have been divided into tax compliance risks and interpretation risks regarding routine and non-routine transactions.

Fastweb ensures that tax risk management processes guarantee adequate protection for internal and external stakeholders, both in terms of risk mitigation (also considering possible reputational impacts) and in more general terms of safeguarding shareholder's value, i.e., stakeholders' interest in preserving the Company's value.

Fastweb S.p.A. and its subsidiaries Fastweb Air S.r.l. and 7 Layer S.r.l. reside in Italy for tax purposes. Fastweb S.p.A. and Fastweb Air S.r.l. participate in tax consolidation with the holding company Swisscom Italia S.r.l., which makes IRES (corporate income tax) payments in Italy on Italian consolidated taxable income.

04

A more connected future

With the expansion of its network infrastructure, Fastweb is committed to providing stable and high-performance connectivity even in areas without ultra-broadband networks. Fastweb contributes to the country's digitalisation with digital solutions that improve the quality of life, ensuring data protection and a fully transparent offer.

FASTWEB'S TECHNOLOGICAL DEVELOPMENT PLAN

Fastweb's technological development plan is modelled on six strategic lines:

1. Expansion of fixed and mobile UBB network coverage.
In addition to developing the fixed network, Fastweb continues to expand 5G broadband coverage, which has now reached approximately 72.2% of the population, making Fastweb, together with WindTre, the operator with the most 5G coverage in Italy.
Fastweb's goal is to reach 90% of the population by 2026. With the 5G network, Fastweb intends to become the top operator in Italy in terms of mobile download and upload speeds.

2. Continuously improving quality. Fastweb's goal is to improve service quality for residential, business and PA customers by providing the best possible fiber and mobile coverage. In 2023, Ookla ranked Fastweb number one for mobile network speed, and nPerf ranked it number one for fixed network speed.

3. Energy efficiency In 2023, Fastweb worked on a plan to decommission obsolete and less energy-efficient technologies, replacing them with new, more energy-efficient equipment.

4. Network expansion. In addition to the three Tier 4-certified data centres that Fastweb has at its disposal, in 2023 it rolled out a project to develop the edge computing network, i.e. a network consisting of mini data centres scattered around the country. The purpose of these devices is to facilitate the development of advanced applications, particularly in the fields of Artificial Intelligence, the Internet of Things and Big Data, and to ensure that traffic, e.g. when streaming live events, is distributed efficiently over the network. In addition, Fastweb is developing a different business model that breaks with the past and allows for greater synergy between the 5G mobile network and the FWA network, to reduce energy consumption and the associated costs, while also being more widespread around the country thanks to the extensive public 5G network.

5. Innovation of internal systems. Fastweb is constantly developing automation solutions applied to internal network management processes, which results in process efficiency and continuous service quality improvement.

6. Artificial intelligence. Another strong push by Fastweb in 2023 is the application of artificial intelligence in the processes and solutions it offers its customers. AI is not only applied to business processes, like customer care, but also network processes, like analysis for data correlation.

Fastweb's contribution to the country's economic development

4.1

GRI 3-3, 203-1

The telecommunications sector holds a pivotal position in the country's economic development, making a substantial contribution through the creation of **advanced infrastructure** and **innovative services.** Constant investment in high-speed networks is helping to narrow the digital divide, ensuring fast, reliable connections across the country and therefore improving business efficiency, driving digital transformation and promoting the adoption of advanced technologies.

The Covid-19 pandemic was an accelerator for the telecommunications sector in Italy, highlighting the crucial importance of connectivity in everyday life and professional activities. In this context, Fastweb has emerged as a major player with a prominent role as network operator and provider of FTTH (Fibre To The Home) connections on the national stage. In recent years, the technological transition has led companies to ramp up their investments in technology: in 2023, Fastweb allocated considerable sums to **innovative projects** on hot topics like IoT, 5G, artificial intelligence and edge computing.

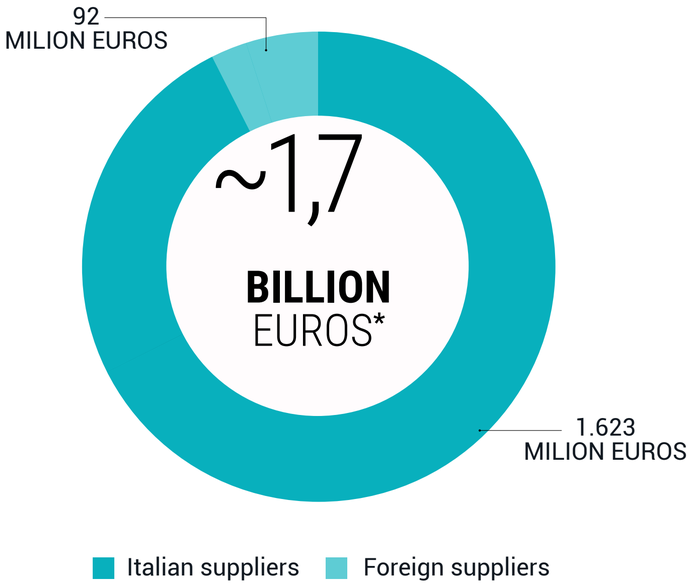
As a leading telecommunications company in Italy, Fastweb plays an important part in the country's economic development. According to its most recent financial statements, the Company's revenues totalled €2.6 billion in 2023, demonstrating its **financial soundness** and ability to generate value.

In addition, the Fastweb Group currently employs 3,282 people, highlighting the significant **impact** the company has on **jobs.** Not only does it generate large profits, but it also provides employment opportunities to many people in the country.

GRI 204-1

In 2023, 95% of Fastweb's purchases were domestic, demonstrating the company's commitment to the country's economic development.

VALUE DISTRIBUTED TO SUPPLIERS



Digital infrastructure for the country

4.2

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

ISO 20000 (ICT services management)

ISO 22301 (business continuity)

CSA STAR - 2 Level (security and trust of cloud services)

OUR APPROACH

Infrastructure development and next generation networks

Development of products and services to simplify customers' digital lives

Cybersecurity for customers

Open innovation: a successful paradigm to design the future together

OUR GOALS	MAIN ACCOMPLISHMENTS IN 2023
Guarantee connection speeds of up to 1 Gigabit for 21 million households and businesses in Italy by 2026	12 million households and businesses reached with connection speeds of at least 1 Gigabit per second
Reach at least 1,220,000 homes in 2023 with connection speeds of at least 1 Gigabit or faster	1,450,000 households reached
Reach 8 million households and businesses in grey areas and 4 million in white areas (45% of the population) with FWA technology by 2024	10 million households and businesses reached with Ultra FWA technology
Cover 90% of the population with mobile 5G service by 2026	72.2% of the population covered with mobile 5G service

GRI 3-3, 203-1

Fastweb continues to implement its strategy of becoming an **Infrastructured OTT (Over The Top)** player, flanking infrastructure development with a commitment to ensure easy, user-friendly use of the digital solutions provided to customers. Its goal is to deliver top-performance connectivity anywhere, anytime, a fast and easy customer experience, maximum cybersecurity and data protection.

To this end, it has outlined three main business lines, which are closely interlinked:

- the development of **new generation network** infrastructure;
- the development of products and services to simplify **customers' digital lives;**
- **cybersecurity** for customers.

Infrastructure development and next generation networks

In terms of infrastructure, Fastweb contributes to the development of technological innovation, fixed-mobile convergence and the continuous improvement of connection quality. Today, about 42% of the Italian population in 1,000 towns and cities can use the internet at a speed of 1 Gbps. In small and medium-sized towns, network access is still at significantly slower speeds, while connectivity needs are growing steadily.

Fastweb's goal is to close the gap in connection speeds and service quality between large cities and small towns and providing all households and businesses with fiber-like connectivity by 2026.

To achieve this important goal, Fastweb continues to pursue the program launched in 2020: **NeXXt Generation 2025,** a plan to connect millions of households across the country with the future. It is based on three pillars: technological leadership, transparency and social responsibility.

In the pursuit of technological leadership, Fastweb further strengthened its plan for Ultra FWA network coverage across Italy in 2023. In late 2020, the company was the first in Italy and one of the first in Europe to launch its own **Ultra FWA network.** This technology combines the power of fiber and 5G frequencies to deliver next-generation fixed connectivity at speeds of up to 1 Gbps, with no limits on traffic or the number of connected devices. The Ultra FWA network is available primarily in cities situated in grey and white areas, so as to give small and medium-sized cities, which are currently cut off from 1Gbps connectivity, the same opportunities that have only been available in big cities until now. Fastweb is currently on track to meet its target of reaching 4.5 million homes with connection speeds of up to 1 Gbps.

This service made it possible to extend the network to 2,100 municipalities in 2023. Fastweb will reduce service activation times and costs by connecting the last mile not by fiber but by mobile 5G frequencies.

ULTRA FWA TECHNOLOGY

The Ultra FWA technology is based on a hybrid consisting of the fixed network and 5G frequencies, particularly the 26 GHz band spectrum that Fastweb was awarded as part of the Italian Ministry of Economic Development's call to tender in 2018, to deliver ultra-performance connections that are the complete equivalent of fiber connections to homes through small outdoor devices placed on roofs or balconies.
This solution allows Fastweb to connect homes and businesses in considerably less time and at far lower costs than traditional fiber networks, while still offering the excellent performance for which the FTTH network is known and achieving connection speeds of up to one Gigabit per second.

Further investments have also been made to expand the fixed network infrastructure in order to reach an ever-larger segment of the population via FTTH. In the pursuit of this objective, Fastweb has consolidated the partnerships established in recent years to create synergies that optimise resources and investments. Through **Flash Fiber S.r.l.,** the joint venture founded in 2016 with TIM, and thanks to an agreement signed in 2019 with **Open Fiber,** Fastweb has further expanded its service coverage in areas where it does not have proprietary infrastructure. Fastweb holds a 4.5% stake in **FiberCop**, the company into which TIM's secondary copper network and the fiber network developed by FlashFiber were contributed. FiberCop has been fully operational since 2021.

Overall, thanks to FWA technology and FiberCop's activities, the number of households and businesses covered by UBB will grow from the current 12 million to roughly **21 million** in 2026.

Fastweb has invested substantially to accelerate the increase in the capacity of the fixed network infrastructure in response to the

exponential growth in customers' use of connectivity services, guaranteeing service continuity for all customers in all sectors.

In line with the first and second pillars of NeXXt Generation 2025, i.e. technological leadership and utmost transparency, since 2021, Fastweb has been implementing an innovative technological upgrade of its proprietary network for existing FTTH connections, which has brought connection speeds from 1 Gbps to 2.5 Gbps in **1,000 cities,** for total coverage of around 8 million homes. This improvement in performance was made available indiscriminately to both new and existing customers, who may request connection upgrades at no extra cost: these new performance levels confirm the extent to which end-to-end control of the network and ownership of the infrastructure are key innovation enablers.

Moreover, as part of the NeXXt Generation 2025 revolution for **mobile** service, under the agreement with WindTre, Fastweb has continued implementing the 5G mobile network. The first and only player to make 5G technology available to its customers without time limits or any additional costs, Fastweb has continued gradually extending its 5G to more towns and cities, following the roll-out of the mobile network, to stay on track with its target of covering **90% of the population by 2026**[9] and remain one of the premier providers of 5G network voice services. In 2023, Fastweb reached 72.2% of the population with 5G.

9. Fastweb is developing its 5G mobile network under the 10-year agreement signed in 2019 with Wind Tre, which provides for the joint development of the 5G mobile network and the gradual provision of roaming services by Wind Tre on its network (4G and earlier technologies), enabling Fastweb to maintain nationwide mobile service coverage. At the same time, Fastweb will provide Wind Tre with wholesale access to its proprietary FTTH and FTTN network, improving Wind Tre's ability to offer ultra-broadband connections to its fixed network customers.

The 5G network enables customers covered by the service to enjoy connection speeds of up to 1 Gbps, even when they are on the move.

Fastweb is therefore positioned on the market with undisputed technological leadership, complete transparency and simplicity to provide its customers with maximum connection power. At the same time, it treats its long-standing customers exactly the same as new ones, giving everyone the opportunity to sign up for the best available offer at any time, with no minimum time requirements and guaranteeing customers total freedom to cancel the service at any time.

5G AND IOT: AREAS OF APPLICATION

With its speed, latency and capacity in terms of the number of connections enabled, 5G is revolutionizing the way we live and work, ushering in the age of the Internet of Things and radically transforming cities and many industries.

5G's extremely high performance is an enabler of the evolution of services and products by enabling the Internet of Things (IoT) with the ultimate goal of increasing communication and connection capacity and improving people's quality of life across a wide array of areas like healthcare, mobility, tourism and city life. It will also improve the performance of many production sectors, from agriculture to Industry 4.0.

5G networks are the natural evolution of fixed networks into FTTH. They are convergent and versatile networks, blurring the traditional difference between fixed and mobile networks and ensuring high performance connectivity both at home and on the move.

SMART HEALTH

Healthcare is becoming an increasingly strategic sector and is expected to entail ever greater expenditure in the future.

In collaboration with SaluberMD, an international company focused on the development of innovative telemedicine services, Fastweb continues to offer **FASTHealth**, a telemedicine service that enables residential customers to use digital services for prevention, diagnosis and care all on one simple and secure app.

SMART SECURITY

In today's society, where the use of digital devices is increasingly widespread, there is a growing need for rapid and advanced security management. Smart Security is Fastweb's advanced video surveillance and integrated security service for public and private companies. Based on an advanced video-analysis platform that includes artificial intelligence tools that genuinely support security personnel, it automatically identifies threats in real time, highlighting them among the many ordinary events that occur, without false alarms and without violating the privacy

and the personal rights enshrined in current regulations. It also automates people counting.

SMART CITIES

In 2023, the “Cagliari smart city: integration of urban governance with urban heat island mitigation” project, in collaboration with the Municipality of Cagliari, Abinsula and with scientific support from the University of Cagliari, saw significant progress.

The Municipality of Cagliari has developed a smart digital platform that collects all the data and image streams from sensors strategically placed throughout the area. Fastweb has implemented the platform, which connects in one single centralised cloud system all the Wi-Fi access points, video cameras and IoT sensors monitoring the urban microclimate to gather increasingly detailed information that will make it possible to study new climate change adaptation solutions for the city.

Using smart sensors that can detect changes in temperature, humidity, atmospheric pressure and air quality, it has been possible to collect useful data to study “heat islands”, i.e. areas of cities where the temperature is higher than in the rural surroundings due to human activities and the density of urban buildings, with repercussions on residents' health and general quality of life. All the data from the monitoring networks spread across the area are gathered in a “Control Room”. Under a recently signed agreement that also covers the experimentation of new technologies, the Municipality and the University of Cagliari will share the analysis of the data collected and the research for the implementation of climate change adaptation and energy efficiency strategies, in line with the Municipalities urban planning policies. The Department of Civil Environmental Engineering and Architecture of the University of Cagliari (DICAAR) will also be involved in the research and innovation activities.

In addition, in 2023, the Municipality also began expanding and updating the video surveillance system currently in use, using Fastweb's Smart Security service. There are now 47 cameras installed in all. As an increasingly larger area is monitored, this helps track tourist flows, make the city safer for residents and keep it clean by preventing vandalism, excessive night-life and littering.

The city's Wi-Fi network was expanded further, which has also made Cagliari an even more digitalised and connected city.
Free Wi-Fi Cagliari, the city's wireless network with free mobile access to the active public internet network, has now been extended to city parks, some areas in the historic city centre that were not covered until now and some of the municipal buildings used as schools.
Wherever possible, the cameras, Wi-Fi access points and smart climate detection sensors were installed on existing pylons like traffic lights and street lights, further reducing the impact for residents.

SMART EDUCATION

In 2023, Fastweb launched a project that has introduced virtual reality to education, focusing on high schools in the province of Naples. This initiative entailed the roll-out of augmented reality headsets, transforming the learning experience by integrating advanced content into courses and workshops.
One particularly important aspect was the use of virtual reality in the chemistry, physics, medical and mechanics labs, which gave students hands-on experience in a controlled virtual environment. Students were able to explore and manipulate molecules in chemistry, observe complex physical phenomena, practice virtual medical procedures and interact with mechanical devices in a safe environment.
Another digital education project saw Fastweb taking part in an initiative of the University of Naples Federico II to celebrate the

university's 800th anniversary. By training artificial intelligence with information, it was possible to recreate a realistic hologram of King Frederick II, who answered questions from those attending the anniversary ceremony.

Development of products and services to simplify customers' digital lives 4.2.2

As it moves forward in its transformation into an **Infrastructured OTT,** Fastweb is investing in **Digital Transformation** systems to combine the power of state-of-the-art technologies with offers and solutions that are simple and straightforward, delivering top performance to everyone, from people to companies and the public administration.

In line with this goal, in 2023 Fastweb launched **eSIM**, the first fully virtual SIM card that is fully remote and digital, improving the customer experience. This product is described in more detail in section 6.3.

Fastweb remains committed to offering increasingly high-performance **ICT** and **Cloud Computing** services, as it maintains its position as a provider of cloud services in the enterprise market and its leadership in integrated IoT platform and AI services.

To support customers in the digital transformation, in 2023 Fastweb launched its proprietary **FASTedge** platform for the Enterprise market. FASTedge is the first of its kind on the Italian market to offer cloud resources and services directly in the vicinity of companies, facilitating the development of advanced applications, especially in the fields of Artificial Intelligence, the Internet of Things and Big Data.

This platform was designed to accelerate the transformation of companies and government agencies into data-driven organizations. It is yet another building block in Fastweb's strategy of completing its transformation into an infrastructured OTT player providing increasingly flexible digital solutions that meet the changing needs of customers.

Leveraging a network of regional-data centres and integration with Fastweb's ultra-fast fixed and 5G mobile networks, FASTedge bring high computing capacity to the direct vicinity of companies and applications, processing vast volumes of data in real time while guaranteeing maximum security and information protection at all times. FASTedge's distributed cloud enriches and completes Fastweb's public and hybrid cloud solutions, harmonising the management of data and applications, from the central data centres to the edge of the network, putting a single cloud environment at companies' fingertips.

The platform also offers a complete suite of software modules for the simplified co-creation of new customised applications in an endless array of fields like telemedicine, environmental and critical infrastructure protection, smart mobility, Industry 5.0 and agritech, which require low latency and massive real-time data processing.

Fastweb remained a **SAP Certified Partner** again in 2023, positioned among the most reliable and secure market players in the management of application solutions used by companies to digitalize their processes.

THE APPLICATION OF ARTIFICIAL INTELLIGENCE

In 2020, Fastweb embarked on the gradual in-sourcing of skills in the structured application of artificial intelligence technologies, with a view to establishing an in-house centre of excellence (COE) in this area as well. This skill area was significantly expanded in 2023, making it possible to innovate products and services for customers and improve internal processes so that customer operations are made more efficient and stronger and network resources no longer in use are optimized. In particular, the COE team has worked intensely on the development and implementation of use cases in order to describe how **artificial intelligence (AI)** actually functions and explain how it is a useful means of gaining competitive edge, improving customer relationships and building a better future.

Artificial intelligence is also a key lever at Fastweb for the

development of training and awareness, not only for the people at the company, but for the community as well. In 2023, STEP was the venue for workshops and labs on digital technologies and AI, to increasingly equip the community with knowledge of technology and how it is applied.

In 2023, Fastweb put significant emphasis on the **ethical use of AI.** The adoption of artificial intelligence techniques and solutions and the use of algorithms to analyse data mean that it is necessary to gain the trust of citizens and ensure, always and in any case, the protection of rights and the prevention of harmful phenomena, such as discrimination or the use of data for unlawful purposes.

This is why Fastweb has for some time been implementing international guidelines on the development and use of artificial intelligence, specifically the Artificial Intelligence Act (COM/2021/206 final) and the Coordinated Plan On Artificial Intelligence 2021 of the European Community and the Recommendation of The Council on Artificial Intelligence (2019) of the OECD.

Indeed, no discussion of artificial intelligence can overlook ethical aspects. Whenever an AI use case is considered for deployment, it is screened according to international guidelines to ensure that the principles of fairness and accountability are always upheld, in line with the company's values. In 2022, Fastweb decided to integrate the principles of ethical AI use into its Code of Ethics.

Cybersecurity for customers 4.2.3

Simplifying the digital life of customers means providing cloud-based services with maximum security in terms of the protection of data and information.

Fastweb's commitment to preventing cybercrime has also entailed **assisting customers** in the progressive reinforcement of their defence systems with cutting-edge solutions and offers that are tailored to meet business customers' different needs.

Fastweb strives to best meet customer needs and expectations and this has made it a unique provider with an integrated package of connectivity and network and data protection services. Fastweb's **Managed Security Service Provider (MSSP)** model includes the provision of technology platforms and Nexxt generation firewall, anti-DDoS for anti-malware, cloud security and mail security services.

Years ago, Fastweb set up a **Competence Center** specialized in analysing customer needs and the implementation of ad hoc solutions. It has also set up a **Security Operation Center (SOC)** dedicated to Enterprise and Public Administration customers for the proactive monitoring and mitigation of cyber attacks. The two operational structures, respectively located in Milan and Bari, provide **24-hour surveillance** and are responsible for monitoring, conducting vulnerability analyses and preventing and defending against cyber threats. Fastweb collaborates with Clusit, the Italian security association, providing key information and participating in annual updates and events.

The geographically extensive organizational model uses Fastweb's existing offices throughout the country, meeting the need for business continuity services, thanks to, among other things, shared tools, live communications between the two hubs and processes certified according to ISO standards, which make service delivery transparent.

Fastweb S.p.A. and **7Layers** further strengthened their alliance in 2023 to give tangible shape to their strategy of improving the cybersecurity services available to customers. In December 2023, Fastweb and 7Layers launched **DefenderAI,** an AI-driven cybersecurity platform for SMEs to defend against hacker attacks. In addition to offering companies an AI-enhanced control and monitoring interface, this solution is a real **virtual analyst** capable of detecting and analysing attempted hacking and automatically taking all necessary steps to

block them. DefenderAI generates detailed reports of every security incident detected, indicating the mitigation actions taken and suggesting additional measures that could be implemented to further enhance the company's perimeter defences. This solution is also capable of monitoring and detecting suspicious activity or threats on company PCs and servers by identifying abnormal behaviour and advanced threats. Moreover, the platform includes an innovative **cyber awareness** program, which is crucial in addressing human factor vulnerabilities, and constant monitoring of intelligence sources to continuously assess a company's level of protection from new types of cyber threats.

DefenderAI thus offers a solution that enables even SMEs to adopt cybersecurity solutions in a gradual, simple and flexible manner and guarantees effective protection against cyber attacks.

The integration of 7Layers' solutions into Fastweb's offer means that Enterprise customers can now benefit from additional services that cover all their cyber threat protection and security needs. Fastweb's already solid offer of **network infrastructure protection** services through constant monitoring by the SOC continues to be enhanced with 7Layers' SOC, active around the clock. Moreover, thanks to another acquisition in 2023, 7Layers now has a full-fledged emergency response team to combat **cyber attacks.** 7Layers' offer consists of advanced threat management and threat intelligence solutions, the most innovative and fastest growing field of security, a field in which 7Layers excels. Its solutions significantly increase the level of a company's cyber protection by taking a preventative approach and make it possible to manage and mitigate even the most sophisticated attacks (Managed Detection and Response). Another change this year was the creation of a dedicated Compliance department to support companies in ensuring compliance with regulations.

The integration of services and collaboration with 7Layers' highly specialised professionals give Fastweb direct end-to-end control over the entire lifecycle of the services provided the capability to respond even more rapidly to the needs of the business world.

On top of the security services introduced in 2022, Fastweb has introduced SOC Diamond, a service level for incident management, system change management and general assistance to fully support customers from Fastweb's Security Operation Center, with improved service level agreements, and multifactor authentication, which makes the sales process simpler thanks to pre-defined prices and costs.

2023 also saw the expansion of the services offered to the Public Administration, which are provided through a framework agreement to about 30 customers. In addition to standard services, such as but not limited to firewalls, web application firewalls, vulnerability assessments, email protection and threat intelligence, Fastweb has also activated remote security services that make use of the most advanced tools in the SIEM (Security Information and Event Management) area to centrally manage log events and guarantee comprehensive protection of corporate systems, and in the **SOAR** (Security Orchestration, Automation and Response) area, giving SOCs a tool that integrates orchestration, automation and response to improve their ability to deal with security incidents in a timely and efficient manner. These actions have significantly increased customers' cyber protection levels thanks to a preventive approach and the ability to manage and mitigate the most advanced attacks (managed detection and response system).

The introduction of these new cybersecurity solutions has entailed highly specialised training of cybersecurity personnel, which, in keeping with 2023, will be reinforced in 2024. In 2023, eight resources received specialised training for a total of about 100 hours.

Open Innovation: a successful paradigm to design the future together

4.2.4

Open Innovation is a concept that Fastweb applies with the engagement of all company departments, promoting an exchange with the outside world and partnering with institutions, university hubs and startups to create a virtuous ecosystem that can **nourish and spread a culture of open innovation,** accelerate the transformation of innovative ideas into tangible projects and respond rapidly and effectively to the challenges of the market.

Innovation has always been in Fastweb's DNA ,and the company is encouraging the country's digital transformation by offering high-performance networks and cutting-edge products and services to create a more connected, inclusive and sustainable future for residents, households and the public administration.

In 2023, a **Corporate Venture Building** project was launched through a joint venture in partnership with Founders Factory, a top international name in the development of innovative start-ups. The launch of the incubation and acceleration program, which focused on early-stage startups, is aimed at encouraging the development of new businesses in Italy in the years ahead. Leveraging its network, Founders Factory provides operational support throughout the selection and acceleration process of startups, while Fastweb promotes their technological and business development.

The project involves investing in startups in the smart home, cybersecurity, healthcare, edutech and Industry 4.0 sectors. The acceleration program, which focuses on five companies each year, complements the business incubator for the design and implementation of new business ideas.

The objective of the incubator is to identify two business cases each year, starting with a macro-theme, to come up with a specific idea around which the project will be built. After the idea has been defined, the next step is implementation with the identification of a founder, someone with the right skills who can embrace the idea and develop it in a way that complements Fastweb's services, supporting the new business as it grows and reaches the market.

In 2023, Fastweb's accelerator worked on five startups, each of which was focused on an innovative idea in one of a variety of different sectors. The thematic areas covered include:

• efficient and sustainable portable batteries for powering and charging electronic devices;
• abstraction and anonymisation of large databases to create federations between companies to enrich datasets;
• predictive maintenance of robotic arms in the automotive sector to limit the impact of possible malfunctions;
• artificial Intelligence solutions in SOCs to automate the analysis of alerts due to software vulnerabilities;
• quantum cryptography for the prevention of quantum attacks.

The aim of corporate venture capital relates not only to the growth of the business but to the corporate purpose as well, since it is meant to have a positive impact inside and outside the company, by finding solutions that help improve quality of life and well-being for Fastweb's people and everyone in the larger community.

In 2023, Fastweb continued its partnership with **WeSportUp** through the three-year acceleration pathway for innovative startups in the field of sport and wellness. This pathway is aimed at bridging the gap in Italian investment in sport and wellness. As a corporate partner, Fastweb takes part in the definition of the accelerator's business needs, selecting the startups and mentoring them during the acceleration process, which ends with the demo day, the final stage of the annual acceleration process to which the startups that have attracted the most interest from partners and investors are invited. In 2023, Fastweb started possible collaborations with seven startups.

Data protection and cybersecurity 4.3

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Customer privacy and data protection policy:

ISO 27001 (information and data security)

ISO 27017 (information and data security for cloud computing services)

ISO 27018 (privacy management for public cloud services)

ISO 27701 (personal data management and protection)

ISO 27035 (information security incident management)

ISO 22301 (business continuity)

CSA STAR level 2 (security and trust of cloud computing services)

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

OUR APPROACH

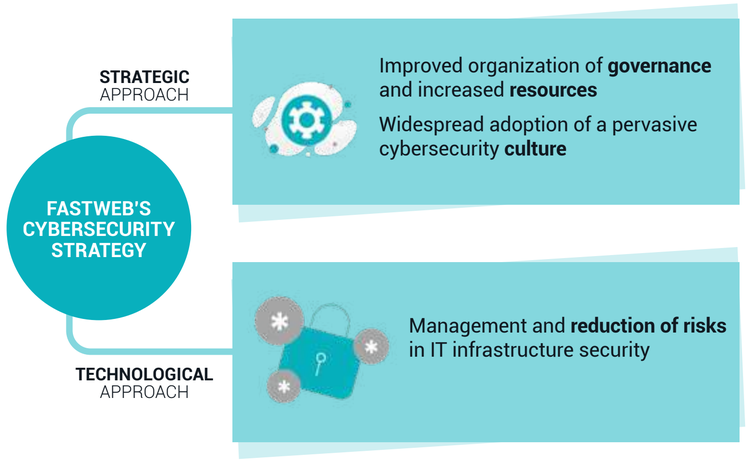
The cybersecurity strategy

Privacy protection

The cybersecurity strategy

GRI3-3

In 2023, Fastweb continued to invest in this area, both with human capital and financial resources. Fastweb has revised its **cybersecurity strategy** with the preparation of a **three-year plan** to further reduce cybersecurity risks. The plan is based on **two fundamental approaches**, one of which is strategic and the other technological, with a series of objectives, risk control measures, safeguards, remediation actions and periodic reporting.



The **strategic** approach focuses on improving the organization and governance structure, increasing the Board's resources and top-down engagement for a consequent trickle down effect throughout the company, to spread a pervasive cybersecurity culture. This strategy has entailed adopting a simple, supportive and collaborative approach for a security strategy that is business-enabling.

From a **technological** perspective, Fastweb has not only continued but also reinforced its risk-based approach based on the adoption of the NIST Cybersecurity Framework, i.e. the guidelines set out by the US government agency and adopted as security standards by most companies worldwide for the management and mitigation of IT infrastructure security risks. In addition to identifying the company's main risks and guiding the planned technological interventions, a structured approach of this kind also makes it possible to conduct market and industry benchmarking.

THE INTERNAL GOVERNANCE ORGANIZATION

Several years ago, Fastweb S.p.A. defined and put in place a specific **internal organization**[10] to prevent and counter attacks. A dedicated unit defines the technical security standards and the procedures to be followed in all phases of the network's life: from design (applying the principle of "security by design") to procurement (in which rigorous controls have been adopted to guarantee the quality and safety of the products and services purchased from the partners) to network development and operation.

The organizational model provides for **three lines of defence**, which interact and cooperate to best fight cybercrime.

• The first line of defence involves all key corporate teams, ensuring that customer projects, products and services are managed according to corporate security guidelines.

• The Security Team is part of the second line of defence and oversees cybersecurity from different perspectives (technical and process aspects, attack countermeasures, fraud, awareness, business continuity and physical security).

• Internal Audit is the third line of defence with an independent audit and control function.

The three lines of defence work closely together in an integrated process to achieve the highest level of security.

10. Also extended to Fastweb Air.

In 2023, the Security Team continued to grow in the Information Security, Incident Management and Security Risk Management areas.

The **Information Security** Team is responsible for data security and carries out multiple tasks, from drafting policies to coordinating multidisciplinary projects, monitoring and producing reports.

The **Incident Management** Team coordinates the horizontal management of cybersecurity incidents. In particular, the Incident Management unit identifies business impacts and involves the necessary units for incident remediation through management and coordination. Its function is complementary to that performed by the Cybersecurity Team, which handles these events vertically, through detailed technological analyses.

The **Security Risk Management** Team analyses and identifies operational risks on all corporate security issues, not only cyber risks. With a cross-section of skills and expertise, this team supports the different business units in identifying the proper way to manage identified risks.

In addition, the number of members of the various teams increased during the year, making them more efficient and able to respond to challenges.

CYBERSECURITY TRAINING

Specialised training courses (from 8 to 20 hours) were also provided in 2023 through the "Information Security Crash Course", "Information Security for Networks", "AWS Security Engineering" and "Attack Simulation and Threat Analysis" modules. There were about 147 participants, more than in 2022.

In 2023, Fastweb continued **phishing** tests to raise awareness and prepare Fastweb personnel for situations like those that could occur in real life, equipping them with cybersecurity skills.

In 2023, Fastweb continued and further expanded its cybersecurity and physical security awareness actions for all its people. In particular, the awareness campaign included a continuous and periodic offer of new training modules on the latest IT security updates, allowing Fastweb S.p.A.'s and Fastweb Air's people to always stay up to date on topics ranging from mobile device security, ransomware, phishing, mobile apps, social engineering to secure web browsing, with specific focus on data and access protection in 2023. These projects generated excellent results in terms of engagement, a sign of the maturity and level of awareness reached at Fastweb. All Fastweb S.p.A. and Fastweb Air employees received an e-mail invitation in 2023 to use the training modules on an e-learning platform, and this led to an average voluntary participation rate of 88% of the population. In addition, at the end of the training modules, participants were asked to complete learning questionnaires. The participants' average score was higher than 92% correct answers in 2023.
Then, in December, at the end of the 2023 training, all personnel were given an overall assessment of the topics covered during the year. 72% of personnel responded to the quiz, answering 90% of the answers correctly, which confirms that they retained the knowledge gained even after months had passed.

THE RISK-BASED APPROACH

In 2023, the security risk management team continued to perform cybersecurity **risk assessments** and monitor the most critical parts of the IT system, in accordance with the three-year cybersecurity plan. Attention has remained high on the progress of long-term projects commenced in previous years to improve the security of networks, systems and applications, with the specific goal of reducing risks.

Fastweb prepares a quarterly progress report on risk reduction activities in order to monitor its progress, determine improvement actions and identify new products and services.

The main threats identified through risk assessment are then divided into four risk areas to which Fastweb could be exposed: inability to provide services, loss of data, unauthorised modification of data and loss of data confidentiality. After the threats have been categorised, Fastweb identifies the safeguards currently in place and establishes the necessary remediation actions.

As a demonstration of its commitment to reducing the risks associated with cybersecurity incidents, Fastweb periodically conducts tests on its cyber attack prevention and detection systems. In 2023, there were no significant IT security incidents, i.e. events

that could have led to the compromise of data and/or interruption of services.

Fastweb therefore remains one of the most reliable and secure market players in the management of companies' and the public administration's data and in its offer of cloud solutions to further drive the company's role in the digital transformation of Italy and in the creation of an increasingly connected future.

Fastweb is also the first Italian Cloud Service Provider (CSP) to have received **CSA STAR Level 2** certification, which is a requirement to qualify as a cloud service provider to the public administration in Italy as part of the national cloud strategy. This internationally recognized certification promoted by the Cloud Security Alliance (CSA) shows that the company has effectively implemented adequate processes and technological elements to correctly identify cybersecurity risks and to take the appropriate countermeasures, ensuring maximum data protection and service performance at all times. In the certification process, Fastweb was rated Gold, the highest level of conformity that can be achieved for CSA STAR.

In terms of managing third parties, in 2023, Fastweb implemented an **audit plan** covering five key suppliers with targeted audits activities to analyse their security procedures. These audits consisted of a questionnaire followed by direct interviews with suppliers, which will be extended to further suppliers in the coming years.

Privacy protection 4.3.2

Protecting personal data is a cornerstone of Fastweb's approach to relationships with its customers. Relationships that are based on transparency, communication and trust.

To ensure that personal data are managed properly, Fastweb proactively adopts a data protection model developed in accordance with the principles of Regulation (EU) No. 2016/679 (the "GDPR"). This model has developed over time to be more streamlined and efficient and to guarantee the effectiveness of data protection processes for both residential and enterprise customers.

In accordance with the provisions of the GDPR, Fastweb S.p.A. has appointed a **Data Protection Officer (DPO)** to independently supervise the methods and GDPR compliance of the Company's decisions with respect to managing and protecting personal data. The DPO was appointed for the first time in 2018, then in 2020 the area of responsibility was extended to Fastweb Air S.r.l. and 7Layers. The DPO's contact information is published both in the privacy policy and on the relevant web channels.

In terms of accountability, the Data Protection Model that was adopted provides for a decentralized accountability system that, from the operating units to the C-suite, holds everyone participating in the determination of personal data processing accountable for meeting the requirements of the GDPR.

Very specific roles have been identified for this purpose at Fastweb: the **Data Manager**, the heads of each unit responsible for implementing the requirements of the GDPR in the business; the **Competence Centres**, the operational units supporting the **Data Managers** that were set up in the various company departments to carry out the activities effectively necessary to ensure compliance with the GDPR, starting with privacy by design; the **System Administrators**; and **authorized processors.** A **Data Protection Compliance** unit responsible for level-2 controls and advisory and regulatory support has been set up to support Fastweb S.p.A.'s CEO, the **Data Managers** and the **Competence Centres.** 7Layers has adopted its own data protection model in accordance with the requirements of the GDPR.

Specific attention has also been devoted to the adequate internal processes to ensure the application of privacy by design and by default, so that every company initiative entailing the processing of personal data is developed from the initial design stage in accordance with the due security measures.

Aware of the complex approach needed to handle data protection, Fastweb has also strengthened other units that provide an essential contribution to data protection through their work. This work has entailed, among other things, strengthening the Information Security Team, reorganizing the Incident Management unit and establishing the Brand Protection Team.

Confirming the attention paid to the processing of data for sales purposes, several years ago, the company set up an in-house **Privacy Committee** which is independent of the sales network. It is responsible for assessing any non-compliance by the sales channels with contractual provisions concerning data protection, in which case sanctions and other measures are applied.

Data protection for Fastweb also means ensuring that the telemarketing agencies engaged by the company manage personal data properly. In particular, Fastweb has introduced an advance check of the contact lists used by agencies to guarantee quality and compliance. Only after this check has been completed may telemarketing agencies use the lists, and they may not add any contacts that they find on their own or that Fastweb has not authorized in advance.

Fastweb ensures a **timely and transparent response** to reports regarding the processing of personal data by offering several different channels for data subjects to send such reports, including a dedicated email address (privacy@fastweb.it) and a certified email address (privacy@pec.fastweb.it).

GRI 418-1

In 2023, 5,088 requests were received, including 11 from the **"Garante della Privacy"** - the national data protection authority[11]. Approximately 27% of the requests received concerned the right to object and 22% the right to erasure, while the remaining 51% were for other reasons. Fastweb promptly responded to each of them.

The reports received in the data protection inbox were monitored according to a structured procedure using a dedicated system, which makes it possible accurately track requests and ensure they receive an adequate and timely response.

DESCRIPTION	2021	2022	2023
Total requests received	3,458	5,019	5,088
Of which received from the Data Protection Authority	8	7	11
Data Protection Authority sanctions	1	1	0

In particular, the reports received may concern the ordinary right to object to unsolicited calls. Unlawful calls made by agencies engaged by Fastweb are sanctioned using an internal control mechanism, while calls from unrecognised numbers are reported to the authorities.

In 2023, Fastweb reported seven breaches of customers' personal data (five data breaches and two enterprise incidents). The Data Protection Authority has not yet ordered their dismissal.

11. For additional information, visit http://www.garanteprivacy.it/

Responsible supply chain management

4.4

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

SA8000

ISO 14001

ISO 45001

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

OUR GOALS

Adopt a structured ESG assessment system for suppliers

Conduct the ESG assessment on at least 90% of critical suppliers in 2023-2025[12]

MAIN ACCOMPLISHMENTS IN 2023

ESG supplier assessment system became operational in September 2023

31 critical suppliers assessed (16%) in 2023

OUR APPROACH

Fastweb's procurement

12. Suppliers are rated as more or less critical based on the related volumes of expenditure and their ESG risk levels, which take into account the product sector and country. Suppliers rated "Highly" critical are considered for this goal.

Fastweb's procurement

GRI 2-6, 3-3, 403-7

The **supplier qualification** process is an integral part of the procurement model and is essential for suppliers to be included in the Supplier Register and for contracts to be signed and orders to be issued.

Suppliers undergo a qualification process in which they are assigned a high, medium or low risk level, based on their product sector, and in relation to labour law, safety, social and environmental factors, as well as their core business.

The qualification process is carried out with a **questionnaire** and applies to suppliers according to their product sector, with a risk greater than zero. Fastweb manages suppliers using the COUPA procurement platform, which facilitates supplier management and supports the supplier qualification process.

The qualification process is based on the **fundamental principles of transparency, economic efficiency and compliance with current regulations.** In order to successfully complete the accreditation process, all suppliers must sign specific clauses relating to environmental and social responsibility issues, which stipulate their commitment to comply with all applicable legislation and in particular with Model 231, labour law, health and safety and environmental regulations and social responsibility principles relating to the respect of human rights. All suppliers are also required to act in accordance with the principles set out in the company's Code of Ethics. Suppliers must provide appropriate documentary evidence in support of their claims. The Procurement unit checks all the documents submitted by suppliers before authorising their inclusion in the supplier register and constantly monitors that the documents are valid. The qualification process is repeated in its entirety each year.

Subsequently, when the supply begins, compliance with the individual requirements (in the areas of labour law, health and safety and the environment) is carefully checked, depending on the specific nature of the purchased good or service. For suppliers carrying out operational activities in the field (e.g. cable-laying or network maintenance sites) there are also on-site safety and environmental compliance checks.

FASTWEB'S COMMITMENT TO RESPONSIBLE SUPPLY CHAIN MANAGEMENT

In 2023, Fastweb continued on its path to ever greater transparency along the supply chain and greater supplier engagement on sustainability issues. To this end, Fastweb confirmed the inclusion of **risk parameters linked to ESG factors** in the evaluation of the various product categories in the supplier register and adopted a structured **ESG supplier assessment system** capable of adding value to the business and progressively reinforcing the culture of sustainability along the supply chain.

The assessment system, which was adopted in cooperation with EcoVadis and has been operational since September 2023, assigns **suppliers an ESG score** in Fastweb's supplier register, which will be mapped and stored on the COUPA platform. In particular, there are two main areas that the Group plans to monitor in an increasingly structured manner:

• The first relates to **greenhouse gas emissions:** Fastweb's supply chain is a key component of the Group's total direct and indirect emissions, so each supplier's contribution to the Group's carbon footprint is one of the parameters of the supplier risk assessment.

• The second area that the Group has started including in the supplier assessment process relates to human rights along the supply chain, environmental protection and occupational safety as required by the **SA8000, ISO 14001** and **ISO 45001** certifications.

The IT supply chain is considered the most critical area when it comes to human rights, child labour, forced labour and workers' rights, although there have been no reports of such abuse to date.

In order to develop a responsible and sustainable supply chain, Fastweb is also committed to informing all its suppliers of its values, principles

and responsibilities, which should guide its partners' conduct as well. It does this by sharing the Code of Ethics and by informing all suppliers that it has adopted a social responsibility management system in accordance with the SA8000 standard.

7Layers' supply chain is based on lean management and a streamlined structure, in which the company procures the technology it needs for the provision of its services directly from suppliers. Given to the relatively small size of 7Layers' market (the total amount of 7Layers' procurement in 2023 came to less than 0.1% of all Group procurement), the choice of suppliers is mostly driven by the required technical specifications, and ESG issues have not yet been made an integral part of the supplier selection process. Fastweb's responsible supply chain management policies will be progressively extended to 7Layers in the years ahead.

GRI 204-1, 308-1, 308-2, 414-1, 414-2

Fastweb S.p.A. and Fastweb Air worked with around 1,500 suppliers in 2023, including 232 suppliers that were newly registered in the year. 138 of these new suppliers, i.e. 59% of all new suppliers, underwent the qualification process and were therefore screened according to social and environmental criteria. In September 2023, the ESG supplier assessment system began operating on the EcoVadis platform and since then 145 of the suppliers already in the supplier register have been assessed. Of these, 31 have received a "high" criticality score according to the rating scale defined by Fastweb. None of the suppliers assessed in 2023 were identified as having significant negative environmental and/or social impacts, so no specific improvement plans needed to be implemented.

In 2023, 7Layers worked with 370 suppliers, including 45 new suppliers acquired in 2023 and considered material. However, it has not assessed any of the new suppliers according to social and environmental criteria.

Fastweb's largest procurement items are services, modems and equipment for the commissioning of systems. In addition, a large amount of hardware components was purchased to support operations relating the network infrastructure.

In 2023, Fastweb's spending with Italian suppliers[13] accounted for around 95% of its total purchases; the remaining 5% represented spending with foreign suppliers.

13. Since Fastweb's activities are performed throughout Italy, geographically speaking, "local suppliers" refer to all suppliers based in Italy

05

A more inclusive future

Digital skills for the future and digital inclusion

5.1

The vision of a "More Inclusive Future" reflects Fastweb's commitment to creating a future that is more open-minded and welcoming, both inside and outside the company. Fastweb is committed to helping cultivate digital skills for all and to addressing the needs of its employees, customers and local communities, providing everyone with the best training tools to play an active part in the digital revolution and take advantage of the opportunities it offers.

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Social Responsibility Policy

SA 8000 (Social Accountability)

OUR GOALS	MAIN ACCOMPLISHMENTS IN 2023
Contribute to citizens' digital growth through Fastweb Digital Academy courses and events. Reach 500,000 participants by 2025	315,980 participants since 2016, including 247,597 in 2023
Strengthen the STEP scientific-cultural program to reach 2,600 participants in 2023	5,378 participants in the STEP FuturAbility District science and culture program in 2023

OUR APPROACH

Fastweb Digital Academy: digital skills for everyone

STEP FuturAbility District

GRI 3-3, 203-1, 413-2

Fastweb has always been committed to **narrowing Italy's cultural gap in terms of technology knowledge**, to transform the ongoing technological transition into concrete benefits for businesses and everyone.

In 2023, **Fastweb Digital Academy and STEP FuturAbility District** remained the key pillars of Fastweb's YOU ARE FUTURE strategy, with the objective of increasing the digital skills of all Italians so that everyone can benefit from the digital revolution in progress with the right tools to build their own future.

Fastweb Digital Academy: digital skills for everyone

5.1.1

Fastweb Digital Academy (FDA) is the digital professional training school that is accelerating the alignment of young people and the job market through specialized training programs in digital skills and by training workers whose jobs are poised to undergo digital transformation.

Founded in 2016 through Fastweb's partnership with the Cariplo Foundation[14] as part of Cariplo Factory, the FDA's mission is:

- **Learn Digital:** teaching the digital thinking and skills to create new products and services;
- **Work Digital:** contributing to the development of new digital skills, for the professional growth of people and the competitiveness of organizations;
- **Act Digital:** encouraging attitudes and behaviours that drive the development of a culture of innovation in Italy.

In 2023, Fastweb Digital Academy repeated the exponential growth of the previous year, both in the number of course participants and in the course catalogue. Fastweb Digital Academy expanded its course catalogue, adding **live-streamed** content and an **on-demand** section, where users can find courses that have been recorded specifically so they can be watched at any time.

The training activities provided by Fastweb Digital Academy are open to everyone for free. The instructors are specialists and trainees receive certification of the skills they have acquired (open badges). Since 2017, even Fastweb employees can enrol in FDA courses, including the educational courses that make up their own training plan established by the company.

The wide range of FDA courses is organized into five training areas that are continuously improved:

• The **Digital Creativity** area consists of courses that teach new graphics, design, visual, sound and fashion design digital skills;
• The **Digital Development & Security** area includes courses that teach cybersecurity techniques and programming languages that are essential in many fields of business;
• The **Digital Marketing & Social** area comprises courses to develop digital skills in marketing, communications and trade in all professional and personal contexts;
• The **Digital Soft Skills & Office** area includes courses that teach new cross-sectional skills that strengthen one's digital skills, as well as Office tools;
• The **Sustainability and Inclusion** area consists of courses that teach digital skills useful for sustainability and inclusion.

In 2023, the catalogue focused on **cybersecurity**, an extremely important topic. In addition to introductory courses on cybersecurity for people and SMEs, Fastweb Digital Academy has started offering four specialized courses to train **Cybersecurity Analysts**. These **40- and 170-hour** long specialized courses were designed with the help of university professors and 7Layers.

14. The partnership with the Cariplo Foundation ended in 2022.

At the end of the training program, the students received certificates of participation, and two were hired by 7Layers and one by Fastweb S.p.A. in 2023.

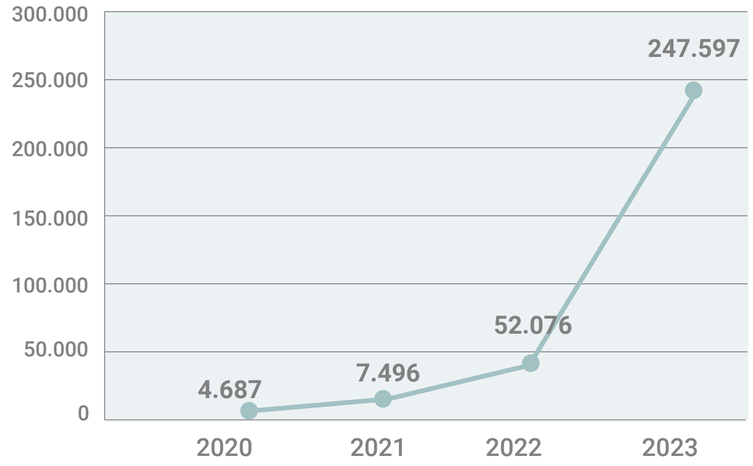
New live-streamed and on-demand courses on **artificial intelligence** were introduced this year. AI training will be further expanded in the coming years.

In addition, in 2023, FDA's course catalogue includes the **Future Toolkit**, a section of on-demand content for teachers and high school students throughout Italy. The aim of this offer is to provide information on new technologies that are profoundly transforming society and the job market and to develop the skills needed to use these technologies, so trainees are equipped with effective tools to seize the opportunities offered by the digital world.

FDA enjoyed extremely positive results in 2023, with the number of people enrolling in courses rocketing far above the enrolment figures of prior years. The biggest factor in this growth was FDA's collaboration with the government's Civil Service Department on **Syllabus for Digital Training**, a digital assessment and training program for all employees of government agencies. Fastweb Digital Academy made innovative e-learning training courses available free of charge on the online platform of the Italian Civil Service Department.

The course content ranges from basic to advanced and deals with cybersecurity and digital communications topics.

PARTICIPANTS IN FDA COURSES



A total of 285 **live-streamed** and in-person classes were organized during the year and 54 new **on-demand** courses were published.

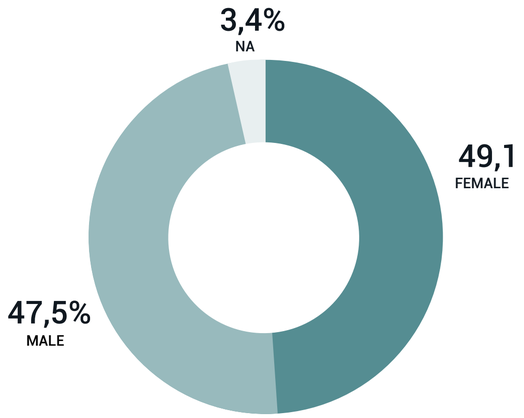
FASTWEB DIGITAL ACADEMY, BACKGROUND AND NUMBERS

FASTWEB DIGITAL ACADEMY'S CONTRIBUTION FROM 2016 TO DATE[15]	IN 2023	BETWEEN 2016 AND 31 DECEMBER 2023
Number of participants	247597	315980
Trained live	14491	44546
Trained in on-demand courses	233106	271434
Number of live classes	285	1162
New on-demand courses	54	130

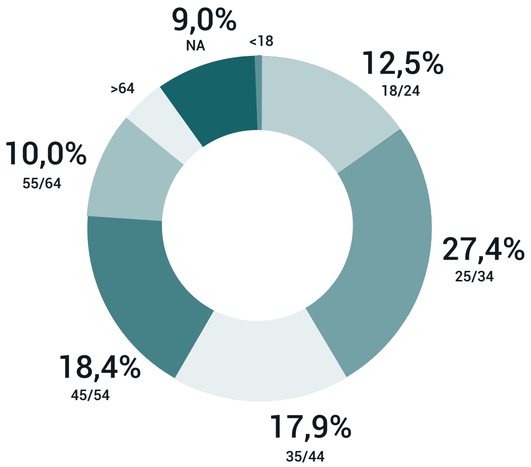
The 14,212 course participants are broken down below by gender, age, employment status and job, with the exception of the Syllabus and Digital Educators project participants.

15. The data reported include data on the use of the Future Toolkit and STEP, Digital Educators, Syllabus and CSC students.

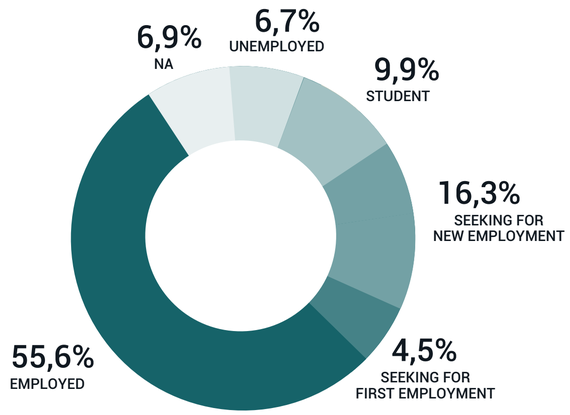
GENDER



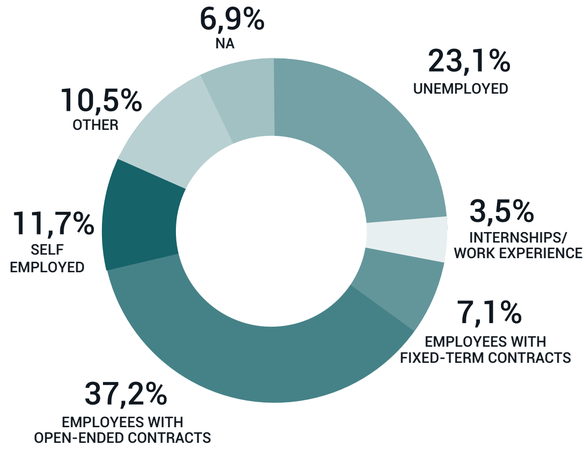
AGE



EMPLOYMENT STATUS



EMPLOYMENT



EVENTS AND ACTIVITIES IN WHICH FDA PARTICIPATED

As in previous years, FDA organized many events, activities and special projects in 2023.

EVENTS	DESCRIPTION
NEW WORKSHOP "THE CHALLENGES AND PROFESSIONS OF DIGITAL SECURITY"	During the workshop "The challenges and professions of digital security", held by cybersecurity experts and University lecturers within the Step FuturAbility District, the three speakers answered some of the most common questions among businesses and citizens in the field of technology, e.g.: how to prevent or combat a cybersecurity attack? What skills are needed to access this type of profession? What are the training paths to become a cybersecurity expert? The basic consideration is that digital is increasingly at the center of our private and professional lives and cybersecurity has become essential for the protection of personal information, businesses and public administrations.
NEW MILANO CYBER SECURE CITY	The second half of 2023 saw the launch of the online portal "Cyber Secure City", accessible to all and free, with the purpose to train citizens on cybersecurity issues. The new platform was born from the collaboration between the City of Milan and Milan Smart City Alliance. Milan Smart City alliance is an initiative promoted by Assolombarda and involves 12 companies including Fastweb with FDA. With the CSC project, the City of Milan, together with Milano Smart City Alliance, intends to provide a useful toolbox for citizens in order to move safely when browsing the internet.
99&LODE	In 2023 ended the fourth edition of 99eLode; an initiative, created in collaboration with IO Donna, that aims to offer to the 99 best Italian graduates the opportunity to access a free training path, entirely online, on the digital professions most demanded by the labor market. The recent graduates, selected on the basis of criteria of excellence, have benefited from a week of free training and guidance on the main digital skills required by the labour market.
NEW COLLABORATION WITH SALUBERMD	In collaboration with SaluberMD, Fastweb has created the FASTHealth service, available through APP, which allows the patient to contact doctors remotely and book remote appointment with specialist doctors. Doctors will be able to view patient data via a fully digitized medical record and prescribe drug therapies or diagnostic insights. FDA has made available Screen Side Manner training courses that have been highly appreciated and have aroused great enthusiasm in the medical community.
MILANO DIGITAL WEEK	For the sixth year running, FDA participated in the Milan Digital Week focused on "The Development of Limits: Projects and visions for a shared city and planet". Within STEP FuturAbility District were organized workshops and labs on the topics relating to the future and technology.
DIGITAL CIVIL SERVICE	For the second year continued the collaboration with Arci Servizio Civile (ASC Aps), Italy's largest special-purpose association dedicated exclusively to civil service, to start a path of strengthening the digital skills of the volunteer operators who will participate in the "Civil Digital Service" projects. FDA has made available to volunteer operators selected educational corses to provide the skills required by the digital transformation.
5G ACADEMY	FDA took part in the 5G Academy of the Federico II University of Naples to train professionals highly specialized in specific sectors and enriched with diverse transversal skills in the field of 5G. The Academy has realized two distinct paths: Postgraduate and Professional and has seen an active participation of FDA in Personal Branding lessons.
BOLLATE PRISON	The FDA courses have been highly appreciated by the inmates of Bollate prison, who consider them important levers for their training and for the opportunities for reintegration into the world of work once the detention ends.
NEW FUTURE FILM FESTIVAL	It is the first and most important Italian festival dedicated to media arts, animated cinema and visual effects, virtual reality, augmented reality, gaming and metaverse. The festival brings together art, industry and new technologies. FDA attended a one-hour workshop entitled "Seven Movies (not sci-fi) to understand artificial intelligence".
DIGITAL MEET	For the third consecutive year, FDA has been a partner of DIGITAL MEET, the Festival promoted by Fondazione Comunica and Talent Garden of Padua, providing two courses on the topics of communication and digital marketing.
COLLABORATION WITH SCUOLA COVA	For the third year in a row FDA continues its partnership with Scuola Cova, an institute recognized by the Milan Municipality as a "Historical Training Institution". As part of this partnership, FDA developed the training course "Technical Game Design", a 40-hour course to train the first-year students on digital modelling and fabrication technicians

7LAYERS: COLLABORATION WITH TECHNICAL INSTITUTES OF HIGHER LEARNING

In the 2022-2023 academic year, 7Layers continued working with two **technical institutes of higher learning** in Turin and Florence.

The result of this partnership was a cybersecurity course for the students at the institutes, delivered by company workers. This initiative benefits the company and the schools equally as, in addition to the value of the training for the students, it has resulted in the company hiring two students under apprenticeship contracts in the two-year period and having two trainees work at the company.

STEP FuturAbility District

In May 2022, Fastweb opened **STEP FuturAbility District** to the public. STEP is a space dedicated to **spreading technology knowledge** through an **experiential path** on the ground floor of Fastweb's NeXXt headquarters in Piazza Adriano Olivetti 1, Milan. Fastweb designed it to be a space where the city and people could connect with the **future**, where visitors could see how the digital transition is impacting sustainability and each of our lives, from our social relationships to our education and jobs. It is a place designed to familiarize the community with the new technologies that more and more frequently apply to our present, from artificial intelligence to the internet of things and from cloud computing to 5G.

"Addressing more than just technology, also awareness. The digital world is cross-sectional with a tremendous daily impact..."
Cristina Paciello – Head of STEP FuturAbility District

Therefore, the objective is to **discuss the issues of the future associated with the digital transformation** and **spur visitors' curiosity**, giving them the chance to discover a multitude of content and integrate their visit with weekly events to vertically explore specific topics.

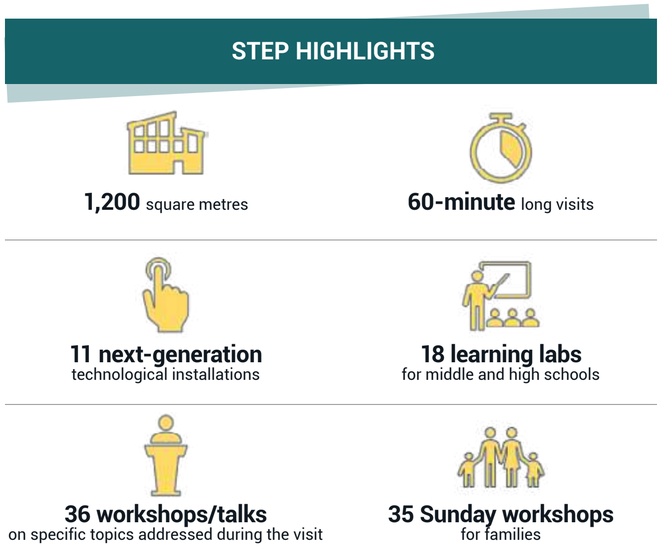
Open to the public Tuesday to Sunday, from 10 a.m. to 7 p.m., STEP offers a personal and interactive experience lasting about one hour during which visitors are taken on an immersive journey in **10 steps**.

Using their smartphones, they interact with their surroundings and the content of the dynamic and immersive installations. A voice guides visitors through the journey, highlighting the stops along the way: the voice belongs to **Forward**, a virtual "creature" with a visual identity and a specific personality created ad hoc for STEP.

This means that instead of presenting a linear, two-dimensional narrative structure, STEP has a **complex, three-dimensional structure** that involves the environment, visitors and their devices. This overlapping of different levels of interaction keeps the narrative fluid and stimulating for the entire visit.

However, the STEP journey does not end when visitors leave the space. That is just the starting point for new paths of personal growth and enrichment. Based on the simple interactions that take place along the journey, sparking ideas and reflections on topics related to the current digital transformation, the STEP app maps the choices that guided each person during their visit. At the end of the journey, they receive their own personal FuturAbility profile describing their aptitude for the future and their digital skills. Visitors also receive Next Steps associated with their profile. These are specific recommendations for courses, things to read and workshops, as well as practical tips to help them train for the future and become informed and knowledgeable about the endless opportunities for growth that digital innovation offers.

All areas of STEP are easily accessible to visitors with impaired mobility, as well as prams and pushchairs. The video content is also subtitled for the hearing impaired. The call centre is available to provide specific information on accessibility for all other disabilities in order to ensure the best accessibility experience possible.



STEP offers the entire community an extensive science and culture program, with free events that can be booked online featuring prestigious speakers on the digital world and big issues facing society today, providing visitors with further food for thought and insights touching on areas with a deep impact on the issues addressed by visitors during the STEP journey.

STEP's target is a **cross-section** of the population, and all the initiatives and activities are for anyone looking to learn more about the digital transition and close the gap in their technology knowledge or they are simply for anyone interested in or curious about new technologies.

However, the path is particularly tailored to **teens** and **young adults**, who face a constantly changing job market. It is precisely to guide teens in their choices for the future that a specific space has been set up in STEP devoted to the jobs of tomorrow, where visitors can learn more about the kinds of workers who will be in increasingly high demand on the market. In addition, STEP has special programs for schools, from fifth grade to the end of high school, with visits and a vast range of **educational workshops** in line with the national programs to guide students towards the future and promote digital skills.
Every activity focuses on teaching the STEAM disciplines (Science, Technology, Engineering, Art and Mathematics) and topics related to the development of the creativity of the future. Teachers can choose customised teaching modules for a unique experience that integrates culture, digital educational platforms and emotional intelligence, and accompany students on their visit.

STEP is one of the main symbols of Fastweb's strategic vision **YOU ARE FUTURE**, based on the pursuit of the highest standards of social responsibility and environmental sustainability and a steadfast commitment to developing the country's infrastructure. At the same time, this new space named **FuturAbility District**, situated in a Milanese neighbourhood undergoing profound change, is meant to be the beating heart of the city's scientific and cultural offer and to stimulate the many growth opportunities of each individual as an actor, the protagonist of his or her own future.

In 2023, STEP attracted about 16,500 visitors, and over 5,378 residents participated in its free science and culture program activities: 36 science and culture workshops and 35 Sunday events for kids and their families.

In addition, more than 4,600 students visited STEP in 2023 and attended the educational workshops for schools. 2023-2024 academic year activities are currently under way.

Digital well-being

5.2

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Social Responsibility Policy

SA 8000 (Social Accountability)

OUR GOALS

Share the Digital Well-being for Schools platform with as many middle and high school teachers and students as possible to improve the digital skills and expertise of young people

MAIN ACHIEVEMENTS

2,773 teachers participated in the training, and about 6,800 students took the digital well-being test at the end of 2023

OUR APPROACH

The Digital Well-being Project for Schools

GRI 3-3

THE DIGITAL WELL-BEING PROJECT FOR SCHOOLS

Fastweb aims to help families and young people in their daily experience of digitalization, giving them the tools they need to understand the risks and opportunities of digital technologies by learning how to interpret the language and transformations of those technologies in a knowledgeable and positive way.

Fastweb's stakeholders consider digital well-being an issue of significant importance, so Fastweb continued its partnership with Bicocca University and a network of schools in 2023 with the **Digital Well-being for Schools** project. This initiative includes a free online training course for teachers, which they can access on the government portal and the Bicocca University e-learning platform at www.benesseredigitalescuole.it. The course is structured in four modules for a **total of 25 hours, 12 of which in the classroom with students** covering the most current and critical issues in their digital lives. In particular, the training offers tools and resources for educating middle and high school students in “digital citizenship”. The course content was developed by a group of national experts and tested in a controlled experiment that resulted in significant improvements in smartphone use and subjective well-being.

After the training courses, students are given a digital competence test to assess their degree of digital citizenship, based on the DIGCOMP 2.1 framework.

By the end of 2023, 2,773 teachers had participated in the training courses and about 6,800 middle and high school students had taken the digital skills test.

Fastweb's digital well-being events also included a number of meetings on the topic as part of STEP's culture and science program. Educators and psychologists with expertise in children's developmental issues took part in these events.

A corporate culture of Diversity, Equity & Inclusion

5.3

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

- Diversity & Inclusion Policy
- Social Responsibility Policy
- SA 8000 (Social Accountability)
- UNI PdR 125:2022 (Gender Equality)
- Guidelines for inclusive language at Fastweb
- Guidelines for the promotion of gender balance at events, conferences and round tables

OUR GOALS

- Further strengthen Diversity & Inclusion training and awareness initiatives, reaching at least 50% of the company population in 2023
- Continue to recruit women in order to increase the number of female employees and create an increasingly inclusive workplace

MAIN ACCOMPLISHMENTS IN 2023

- 80% of employees trained in Diversity & Inclusion
- Make over 50% of new hires at Fastweb S.p.A. in 2023 women.

OUR APPROACH

- The Diversity, Equity and Inclusion strategy
- Protecting diversity

GRI 3-3

Fastweb aims to be a safe, inclusive place where people can proudly express their uniqueness. We believe that diversity drives evolution: it is when our differences meet that new value is created. This is the culture we are spreading and now, as society is also increasingly attentive to these issues, we are committed to even more ambitious objectives, stepping up our sustainability initiatives in various areas: from disability to support for caregivers, from gender equality to the development of women's STEM skills, with a particular focus of internal awareness of Diversity & Inclusion issues. While diversity is a fact of life at the company, inclusion is a specific organizational choice.

The Diversity, Equity and Inclusion strategy

5.3.1

Inclusion@Fastweb is the Diversity, Equity and Inclusion strategy through which Fastweb is committed to spreading a culture of inclusion and respect for differences. The company guarantees constant oversight of these issues through its Corporate Culture & Inclusion unit, which plans and implements specific actions and initiatives throughout the entire company. These initiatives are published on the Agorà intranet and can be used by Fastweb S.p.A. and Fastweb Air employees. They are also visible to 7Layers.

The strategy is divided into various areas:

1. **gender diversity,** covering both gender diversity and gender identity;

2. **inclusive language,** for the purpose of cultivating a communication style that is respectful and aware of people's different identities, experiences and perspectives;

3. **ageism,** in terms of generational differences;

4. **sexual orientation and gender identity,** referring to diversity in the different kinds of romantic relationships between people;

5. **disabilities,** referring to diversity due to a handicap, limitations in activities and restricted participation;

6. **multiculturalism,** describing the diversity of ethnicity, culture, political orientation and religion**;**

and last but not least, it is important to consider **intersectionality**, which is based on recognizing all forms of diversity and the interconnections between them, ensuring the promotion of equal opportunities.

In the pursuit of this strategy, in 2023, Fastweb updated its Diversity & Inclusion Policy to include harassment, in order to guarantee a safe and inclusive workplace for all workers, so that everyone can express their uniqueness. This year, Fastweb continued spreading a culture of accepting differences, engaging people and raising their awareness of intersectionality. Indeed, intersectionality refers to the set of diversities that can coexist and interconnect with each other, thus emphasising the objective of coexistence and inclusion of all differences within Fastweb. In the widespread cultivation of a socially inclusive culture, the Future Week activities (see section 5.6) play an important part.

In 2023, Fastweb devoted special attention to **gender diversity** in order to, inter alia, prepare for the UNI/PdR 125 gender equality certification. It also focused on encouraging **inclusive language** and preventing **ageism**, with a very busy calendar of initiatives and activities.

GENDER DIVERSITY

UNI/PdR 125:2022 certification

"This certification is our reward for the path we have travelled for some time in order to cultivate and promote an environment that is increasingly inclusive, fair and filled with diversity. Working to achieve a better gender balance helps make the company fairer and sounder, as it pulls the different skills and areas of expertise together to accomplish shared goals."
Matteo Melchiorri, Chief Human Capital Officer Fastweb S.p.A.

In October 2023, Fastweb S.p.A. received UNI/PdR 125:2022 certification, which recognises the company's ability to have taken concrete measures over the years to promote an inclusive and equal opportunities corporate culture and work environment.

This certification was granted by the independent certification body Bureau Veritas on the basis of an evaluation process and interviews with employees according to six key indicators: culture and strategy, governance, HR processes, opportunities for growth and inclusion of women in the company, gender pay equity, parental protection and work-life balance.

The certification speaks to the actions undertaken for the development and professional growth of women in the company, including a special development program with the participation of over one hundred female employees (**Your Evolution**). It also considered other initiatives, such as the pledges to ensure that women would make up 50% of all new hires in 2023 and to improve the gender balance in promotions to management, executive and senior management positions. Fastweb S.p.A. has also established a Gender Equality Steering Committee with advisory and monitoring duties. In connection with the certification process, Fastweb increased the number of women serving on the Board of Directors and holding positions that report directly to the Chief Executive Officer. The number of women employees with responsibility for budget decisions also grew.

For years, Fastweb has been committed to cultivating the widespread adoption of a different cultural approach for the country's economic system with training and awareness-raising in Italian schools and universities to introduce women to STEM subjects and to empower them.

To confirm this commitment, in 2023, Fastweb carried out many activities to engage and develop women in the STEM subjects. Through the YEP (**Young Women Empowerment Program**) project in collaboration with the Ortigia business school, 11 of Fastweb's female colleagues living in Southern Italy mentored local girls. Another mentorship program was **Sistech**, a fellowship program the Fastweb launched for techfugees[16] where employees are supporters, mentors and trainers for refugee women and girls.

In 2023, Fastweb also supported the **Hackher_** project in Milan, Rome, Genoa and Naples to attract young female students to STEM and spread a culture of gender integration. The aim of Hackher_ is to bridge the gender gap with a tour involving 100 female students at each stop in which participants can put themselves to the test by creating and experimenting with tech solutions. The events help promote gender equity from the initial briefing to the graphic design of the mock-ups, as the students learn skills relating to the choice of materials, tools and technologies they can use to design and develop their project. The students receive assistance from a group of female managers from the business world and government institutions, including Fastweb managers, who share their professional experience and aspirations, giving the girls a glimpse of gender equality issues.

GRI 401-3

Another initiative to support women at Fastweb is the **maternity buddy** program that began in August 2023 in which women going on maternity leave can pick a buddy among one of the colleagues who have volunteered to help and support them during their pregnancy and when they return to work.

In addition, in 2023, Fastweb decided to **increase pay during the optional period of maternity leave** past the mandatory amount, increasing it to **100%** for the four months of optional leave, and to give **new fathers an extra 10 days** of leave, which they may use before their child's first birthday. These benefits go above and beyond those required by Italian law. In accordance with the collective bargaining agreement, all Fastweb employees can take parental leave. In 2023, 96 employees took parental leave, including 44 women and 52 men. The percentage of employees who took parental leave and returned to work was 100%, with 96 employees returning to work in 2023. The retention rate, i.e. workers still with the company 12 months after taking parental leave in the previous year, was 97%, with 88 people still with the company 12 months after taking parental leave, including 38 men and 50 women.

In 2023, Fastweb extended the recognition of the entire theoretical variable to workers on maternity and parental leave (including fathers) as well. **Your Evolution** is another in-house project for gender equality. In 2023, 100 women took part in this project, having been identified as talented individuals. The participants will be part of a multi-year development program to accelerate the growth of women in the company.

16. The main purpose of this program is the professional inclusion of women in the tech industry. The program was designed to help refugee women willing to begin professional training in tech or digital positions, with lessons on the new technologies alongside individual tutoring and personalized support for job orientation in this industry.

In 2023, a webinar called "**Financial Awareness for Freedom of Action**" was offered to improve financial awareness. It was dedicated to women in particular but men could participate as well.

Proud of its achievements but aware that much more remains to be done, Fastweb decided to measure the effectiveness of its diversity and inclusion policies again in 2023 by participating **in the Valore D Inclusion Impact Index**, which identifies strengths and weaknesses. This index gave a qualitative score in 2023 in addition to the quantitative value.

On 8th March, International Women's Day, Fastweb participated in the **ConosciLE** corporate challenge promoted by WeWorld[17], which saw teams made up of company employees answer questions about the gender gap. This innovative awareness raising activity was meant to engage people at Fastweb to learn about women's rights by playing a game. On the same day, Fastweb held the "**Ciao Bella**" webinar about catcalls; 98 people attended.

INCLUSIVE LANGUAGE

The Inclusion@Fastweb strategy encourages the use of **inclusive language** throughout the organization, both in internal communications and in communications outside the company.

In November 2023, Fastweb streamed the "**Words without Barriers**" game show[18], which, with the participation of linguist Alessandro Lucchini and journalist Antonio Giuseppe Malafarina, involved Fastweb employees in a discussion about inclusive language. Alongside the game show, Fastweb held other awareness-raising activities like webinars with experts and internal and external training courses.

In addition, in March 2023, the first Fastweb podcast was released on Spotify. Titled "**La disputa felice: dissentire senza litigare**" ("The happy disagreement: disagreeing without arguing"), it featured the journalist and philosopher Bruno Mastroianni discussing a form of inclusive language that avoids hate speech and facilitates connections with others.

AGEISM

In February 2023, 253 Fastweb colleagues took part in a meeting organized by Fastweb about cross-generational organizations and how to best enable inclusive practices regardless of the generation to which people belong. Fastweb has participated in other events outside the company on ageism and will be a guest on a special episode of a podcast dedicated to inclusion to discuss differences across generations.

SEXUAL ORIENTATION AND GENDER IDENTITY

As in previous years, Fastweb made its employees proud by participating in the **Milan PRIDE parade** in June 2023 to support the LGBTQIA+ community as a technical sponsor. In addition, about 30 Fastweb employees have supported the community with volunteer work. Moreover, Fastweb raised awareness in the year with initiatives like interviewing two colleagues about their stories and how they came out for a podcast. It also wrote a fact sheet about the meaning of the acronym LGBTQIA+.

Fastweb actively participated in Milan PRIDE and carried out projects to raise awareness, confirming the company's commitment to creating an ever more inclusive work environment while promoting a culture in which people can proudly express their uniqueness.

Last but not least, about 100 Fastweb managers participated in the "**Break the Bias**" course for the first time in 2023. The course focuses on breaking down any kind of bias, including sexual orientation (see section 5.4.6).

DISABILITY

Fastweb embraces diversity and encourages inclusion, and this includes organizing initiatives for people with disabilities. In January 2023, Fastweb added **widgets** to all its public websites so people with disabilities can customize their settings for the site. Fastweb's efforts go above and beyond compliance with the Italian law that recognizes and protects the right of disabled people to access the online and computer services of government agencies.

17. An independent Italian organization that has worked for 50 years to ensure the rights of women, girls and children in 27 countries.

18. For additional information, visit: https://4w4i.it/event/parole-senza-barriere-un-game-show-sulla-sensibilita

The company is also dedicated to raising awareness about disabilities through alternative approaches. In 2023, Fastweb continued partnering with an influencer who has created multimedia content on TikTok exploring the topic of disability. In addition, for Milan Design Week, Fastweb and POLI.Design co-financed "**Future of Human Fragilities @2033**"[19], an exhibition about diversity and inclusion based on the work of the students of the Milan Polytechnic School of Design. This event draws attention to the design of products and services that is inclusive and usable by as many people as possible.

THE INCLUSIVE AGENTS COMMUNITY

For the vertical development of a culture of Diversity, Equity and Inclusion within the company, Fastweb created the **Inclusive Agents** community in June 2023, with about 35 colleagues. As ambassadors, they are responsible for sharing the actions and initiatives for inclusion on one hand, while on the other they gather feedback on potential issues and the needs of Fastweb's people in connection with diversity and inclusion. The Inclusive Agents, who promote the various initiatives mentioned above, have not only helped engage the Fastweb population from the top down and carried out these initiatives, but they have also contributed their personal expertise, enhancing the company culture even more with an inclusive, engaging perspective.

Fastweb also participated in ground-breaking social research by Kingston University in London, which selected the company for its survey on best practices and the climate among companies dealing with diversity and inclusion issues. The study, which began in March 2023, will run for about 18 months and therefore end in spring 2024. The research involves three questionnaires every six months which the entire company population is asked to fill out on a voluntary basis. The purpose is to measure how much attention the company devotes to these issues and how people perceive the company's concrete commitments. The results of the first and second rounds of research, which were completed in March and October 2023 respectively, were positive, with an average of about 1,400 people responding to each of the six questionnaires.

19. For additional information, visit: https://www.fastweb.it/corporate/media/news-e-iniziative/fastweb-alla-design-week-di-milano-sostiene-la-mostra-future-of-human-fragilities-2023/

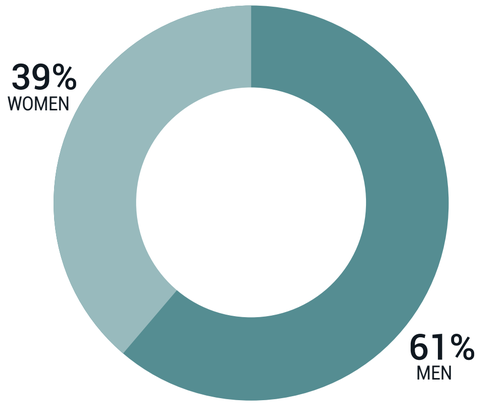
Protecting Diversity

The various personal and cultural characteristics of each individual are an enriching resource for everyone, which is why Fastweb is committed to creating a work environment that is inclusive and welcomes diversity.

GRI 405-1, 405-2, 406-1

Fastweb does not tolerate any intimidation or bullying, and it punishes any attempt to unduly influence the conduct and work of individuals or groups of people. Confirming the effectiveness of this approach, again in 2023, the company did not receive any reports of incidents related to discriminatory practices.

FASTWEB'S WORKFORCE BY GENDER



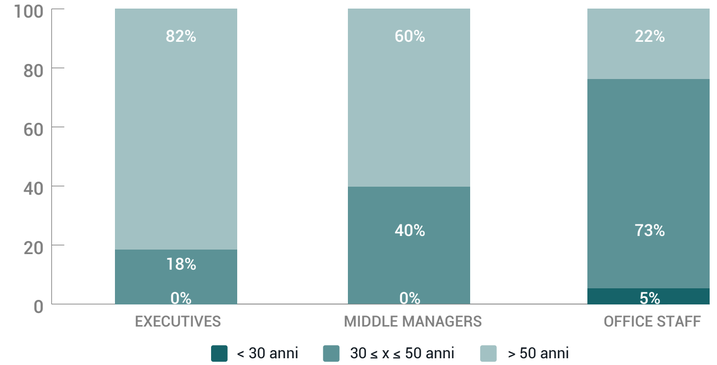
In 2023, 61% of the workforce is male. The fact that the majority of workers are male is due to the specific nature of the business, which is high tech. The prevalence of men over women can also be seen in the composition of employees by qualification: 82% of executives, 73% of middle managers and 58% of office staff are men. Job applicants when the company is recruiting are also predominantly male, and the high percentage of men is still more marked when the job is technical or technological.

The Boards of Directors of the Fastweb Group

	Fastweb S.p.A.	Fastweb Air	7 Layers
Number of BoD Members women men	**6** 2 4	**4** 2 2	**6** 0 6
Between the ages of 30 and 50 women men	**4** 1 3	**2** 1 1	**2** 0 2
Over 50 women men	**2** 1 1	**2** 1 1	**4** 0 4

67% of employees are between 30 and 50 years old. This age group includes 73% of office staff, 40% of middle managers and 18% of executives.

PERCENTAGE BREAKDOWN OF EMPLOYEES BY POSITION AND AGE GROUP



Equal conditions, non-discrimination, meritocracy and transparency are the principles that guide employee management and remuneration. Rewards are dictated exclusively by individual performance, merit and professional skills.

In 2023, the ratio between the theoretical average annual gross salary of women and that of men was about 92% for executives, 90% for middle managers and 89% for office staff. On the other hand, the analysis of the ratio between total remuneration of women and that of men, thus considering the basic salary plus variable remuneration in the form of MBO bonuses, shows that this ratio is equal to 87% for executives, 88% for middle managers and 85% for office staff, slightly down on 2022 for middle managers and up for executives and office staff.

Working smart(er): putting people first

5.4

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

- Social Responsibility Policy
- Safety Policy
- Diversity & Inclusion Policy
- ISO 45001 (Occupational Health and Safety)
- SA 8000 (Social Accountability)

OUR GOALS	MAIN ACCOMPLISHMENTS IN 2023
Define a hybrid work model that continues to foster work-life balance	The agreement, whereby employees may work up to 70% of workdays from home, was confirmed
Attract young talent to support talent acquisition and meet recruitment needs	149 people participated in the induction program 4,069 students were engaged
Continue to spread a culture of feedback	Release the new 'HEI' app
Develop the company's skills in response to the digitalization and business challenges under way	97% of employees participated in the New Skills Fund courses offered by ANPAL (the national agency for active labour policies)

OUR APPROACH

- Working smart(er): beyond work from home
- Listening, engagement and dialogue inside and outside the company
- Innovative well-being based on listening to employees
- Protecting health to protect human capital
- An attractive employer
- Development and training at Fastweb

GRI 3-3

"**Care**" is one of the Fastweb values that has driven the company's decisions over the years, as the company has continued to care for its people even after the public health crisis, rapidly adapting to the new way of working and living and shifting to an approach more closely based on trust and the empowerment of people.

Fastweb showed it was a **human-centric** company by putting the health and safety of its people and their families first, devoting significant energy to supporting their continued physical and mental well-being and to ensuring that they could continue to grow and develop personally and professionally.

FASTWEB IS A GREAT PLACE TO WORK

In 2023, Fastweb was certified as a Great Place To Work® in Italy for the third time. Its participation in the Great Place to Work survey confirms Fastweb's desire to listen to its people and measure itself according to independent, third-party workplace management and HR management policy standards.

Great Place to Work is a research, technology and consulting firm that analyses workplaces by measuring workers' opinions and the employee experience. The firm issues Great Place to Work® certification for recognition as a quality workplace and publishes an annual ranking of the best workplaces in Italy, Europe and the world. This certification is based on certain human resource management parameters to identify the best employers in Italy.

Participation in this initiative entailed having Fastweb S.p.A. and Fastweb Air employees fill out an anonymous questionnaire: 90% of respondents reported that they were amply satisfied with the climate at work. In fact, 82% of respondents responded positively to the statement "Fastweb is an excellent place to work". The certification process also included verifying company documents, management processes and internal and external communications.

Working smart(er): beyond work from home 5.4.1

In September 2023, considering the positive feedback from the Fastweb population, the **remote work** agreement introduced in 2022 was confirmed. It requires employees to come into the office at least 30% of workdays each quarter, enabling them to flexibly manage which days to work remotely and which to work at the office.

This hybrid work agreement brought people back into the office after a long period of working from home and reflects the end aim of the "**Working smart(er)**" model that Fastweb implemented in 2022. This model introduced a new management style based not on control but on trust, whereby all employees can work from the office, from home or wherever is most functional for them to get their work done according to their objectives for that day.
This is why the agreement includes a clause protecting and governing employees' **right to disconnect**, which is not defined by any set schedule but on the basis of individual responsibility. Further demonstrating the company's desire to adopt a work model based on trust and results, in 2021, Fastweb had already eliminated employee clocking in and out for everyone. Under this new approach, the presence of employees is recorded automatically and each individual is responsible for noting any changes (absences due to illness or holidays, days used for volunteering, etc.).

"Working smart(er)" is the result of a process that has been underway for years: Fastweb was one of the first companies in Italy to introduce remote working policies in 2015, which from the outset extended it to almost all categories of worker, and allowed people to work remotely four times a month. The Covid emergency and the desire to protect all employees' health as much as possible led Fastweb to allow everyone to work from home starting in early March 2020.

Listening, engagement and dialogue inside and outside the company 5.4.2

Over the years Fastweb has continued to invest in strengthening its channels and methods of communication with employees, creating more and more opportunities for engagement and interaction, harnessing the potential of new technologies.

Agorà, the company Intranet[20] is the point where the company and its people meet. It is a communication channel, accessible both by computer and by smartphone on the "AgorApp" for two-way communication. On one hand, it provides information on the company's main projects and, on the other, it allows all employees to express their opinions, responding to surveys and participating in initiatives launched during the year, confirming its status as a powerful tool for maintaining a constant feedback channel with employees.

This year's discussion and corporate culture activities focused on identifying synergies between work tasks and the pillars of Fastweb's purpose on one hand and spreading a culture of awareness of the new facets of technology that will shape the future of work, foremost artificial intelligence, on the other.

There was a steady stream of updates about STEP FuturAbility District activities, especially the many science and culture events on the 2023 calendar, as well as the meetings for families that Fastweb employees and their families attended.

One notable change in 2023 was the arrival of the new CEO, **Walter Renna**. In addition to being announced in the usual internal updates, the passing of the baton was discussed during five meetings held at Fastweb's five different sites. This gave the outgoing CEO the chance to say goodbye to employees and the incoming CEO the opportunity to introduce himself. To mark this pivotal transition, a farewell event was held for the outgoing CEO, with the new CEO acting as the master of ceremonies. The event officially commemorated the succession and enabled everyone to officially and actively celebrate the past 10 years at the company.

Another big project of the year was the **renovation of the Sicilian site in Aci Castello**. A series of co-design meetings was held with the residents of Aci Castello and the Catania area and the Real Estate and Internal Communication & Inclusion departments, so that the local population's needs and wishes could be reflected in the design.

Fastweb continued to use some of the activities originally created in-house to encourage communication with the outside world. Indeed, the **#connessicontroilbullismo** anti-bullying campaign continued with an event in 2023 where the video "**Una storia di ordinario cyberbullismo**"[21] ("An ordinary cyberbullying story") was presented and subsequently discussed with experts.

20. 7Layers may access all communications and news published in Agorà on a read-only basis
21. The video is available on Fastweb's YouTube channel.

An innovative well-being system based on listening to employees 5.4.3

Wellbeing@Fastweb is the company well-being model that promotes employees' well-being not only at work but in their personal lives as well. The model, geared towards making the work-life balance more flexible while providing tangible financial support, focuses in particular on health, prevention and family needs and is managed taking an incremental approach and to ensure a continuous offer, so that it is always packed with services. The name was changed to Well-being specifically to overcome the concept of benefits and move towards an idea of support in every aspect of employees' lives, with a positive impact on how they feel personally and professionally.

The results of the survey conducted in 2023 by Great Place to Work underscored, for the third consecutive year, the huge popularity of the work-from-home policies and the new well-being services, ranging from a positive work-life balance to varied support services for people.

As in previous years and in line with the supplementary company agreement, in addition to offering free well-being services, Fastweb S.p.A. and Fastweb Air confirmed **flexible benefits** again in 2023. This tax-free model offers employees who receive a performance bonus to convert it - entirely or in part - into credit for the purchase of goods and services. Employees may then spend their credit on **Fast4Me**, the company well-being platform. Since 2021, the supplementary company agreements of Fastweb S.p.A. and Fastweb Air have included a cash back option whereby employees may receive their unused credit converted into cash in their year-end payslip.

In 2023, many of the initiatives already carried out as part of the well-being strategy applied by Fastweb S.p.A. and Fastweb Air were repeated and the well-being portfolio was enhanced with new offers for the well-being of people and their families. The entire company population is informed of these initiatives on the Agorà intranet and the services are available on the dedicated **Fast4Me** portal, which divides them into four categories: Time & Money, Art & Fun, Feel Better and Family & Future.

Furthermore, some well-being initiatives have been shared with 7Layers, like participation in sports activities and mutual benefit agreements which are useful for receiving discounts and special offers.

FAST4ME WELLBEING@FASTWEB INITIATIVES IN 2023

TIME&MONEY

MONEY SAVING

- Flexible benefits: workers may convert performance bonuses into well-being services
- Free tax assistance at the office
- Requests for advances on post-employment benefits
- Company promotions: special fixed and mobile offer for employees
- Electronic meal vouchers* (for all employees)
- Unicredit Gold Plan Benefits for soft rate loans
- **Financial training (in cooperation with Unicredit) especially for women: two webinars with experts from the financial sector and a psychologist**
- Special affiliations and discounts
- Legal advice at discounted rates
- Telemaco* supplementary pension fund
- Remote working*
- Flexible hours*
- Paid leave for parents*
- Possibility to work part-time until employees' children turn seven*
- Possibility to receive compensation for holidays that fall on Sundays*
- Use of half vacation days*
- Paid leave for visits to the doctor
- Paid leave for time spent assisting children with learning disabilities

HEALTH AND INSURANCE

- Free life insurance
- Free permanent disability due to illness insurance
- Professional and non-professional risk insurance
- UniSalute* company health insurance policy
- DOC 24: 24h telemedicine

FAMILY & FUTURE

WE CARE

- Services for caregivers, consisting of a call centre, €250 vouchers for caregiving and attending services, caregiver training

PARENTING

- SOS help for parents: support for parents with a focus on adolescent children and specific webinars
- New parenthood: €200 vouchers for services for new parents, such as: help preparing for the birth, what to eat during pregnancy, pre and postnatal psychological counselling, home care for newborns, breastfeeding, baby's sleeping schedule, weaning and feeding newborns, the "terrible twos" and finding daycare, webinars

FASTWEB EDU

Training program for employees' children aged 6 to 23, consisting of:

- €400 voucher for 100 employees to use for educational services like coaching, English courses, education counselling, tutoring and help with homework, foreign language certification, advanced maths courses, help studying for the Politecnico entrance exam and purchases on campus
- Guidance in choosing a university with the possibility of 1-to-1 coaching sessions

In 2023, Fastweb EDU rewarded merit with **13 scholarships for deserving students**. In addition to the merit-based scholarships, as of 2022, **solidarity scholarships** for the children of employees who have died will be available to help them continue their education.

PUSH TO OPEN JUNIOR

- Guidance program for middle school students to help boys and girls choose their high school

FEEL BETTER

MENTAL WELL-BEING

GRI 403-6

free psychological counselling service: for the third year running Fastweb offers employees five individual remote sessions with a professional, via chat, email, telephone or Microsoft Teams, ensuring utmost confidentiality of each session. In 2023, Fastweb made this service available to cohabiting adult family members of employees as well.

SPORTS AND NUTRITION

- **Well-being lab** is a space at our Milan headquarter where employees can use new machines any time for aerobic, functional and strength training. Yoga, functional trainer, pilates and mindfulness classes are offered during the lunch break.
- In 2023, Fastweb also launched the in-house initiative: **Call to Action**, for personal training classes led by certified Fastweb employees. The employee trainers receive credits that they can then spend in flexible benefits or they can count the lessons they give towards their participation in "Settimana del Futuro" (see section 5.6).

HEALTH AND PREVENTION

- Awareness **webinars** on preventive health care for men and women and webinars on "Love and Prevention", especially for employees under 35.
  These webinars are held by experts and are recorded so employees can watch them any time.

ART & FUN

THEATRES AND MUSEUMS

- Free tickets to 2022/2023 performances at the Franco Parenti Milano theatre

OTHER EVENTS

- Rugby championships
- Venice boat show
- Free tickets for the Atalanta football season
- Professional basketball games
- European Show Jumping Championship
- Events held at STEP
- Free open family tickets for STEP visits
- Redbull Wake The City
- Wakeboard performance opening party

* based on the national collective bargaining agreements and/or trade union agreements All initiatives are for office staff and middle managers

Protecting health to protect human capital

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9

Fastweb always puts people and their needs first, guaranteeing health and safety. At Fastweb, responsibility for occupational health and safety has been assigned to the company's **Health & Safety** unit, headed by the Prevention and Protection Service Officer, who constantly monitors developments in directives regarding occupational health and safety standards and establishes, as the need arises, the measures and guidelines necessary to best protect employees' health. Fastweb's organizational model for the management of health and safety is a voluntary system that it has had certified in accordance with the international standard ISO 45001. It is applied to all workers for all Fastweb S.p.A. and Fastweb Air S.r.l. activities and locations.

The Health & Safety unit defines the company policies and guidelines necessary to ensure compliance with current legislation on health and safety in the workplace, analyses and assesses the risks to workers and defines a hierarchy of controls and improvement actions to be implemented to reduce the extent of such risks. This unit is also responsible for guaranteeing health monitoring for all workers and identifying the appropriate measures for managing emergencies, ensuring the provision of compulsory safety training and, in general, implementing risk prevention and protection measures to continuously improve workers' health and safety.

The Health & Safety team members receive specific training and have certified skills to carry out their duties and ensure the quality of the processes they manage.

Workers' Safety Representatives on health and safety committees represent the company's entire workforce. The 19 representatives, who are employees from all sites and offices, meet at least once a year. The Workers' Safety Representatives collaborate with the Prevention and Protection Service and the Prevention and Protection Service Officers with respect to health and safety at Fastweb and Fastweb Air sites (offices, stores and equipment facilities) throughout their territory.

Fastweb appointed a Coordinator Physician and a staff of physicians for each location. At least one a year, they inspect the workplaces and help identify and eliminate any dangers and minimise risks. Occupational health services are guaranteed for workers during working hours at the offices or occupational health centre sites according to the specific requirements.

These rules also apply to 7Layers.

Fastweb followed the company protocol establishing measures to prevent and contain the spread of Covid-19 in the workplace until **30 June 2023** to help keep the epidemic in check. Infections and suspected infections were monitored during the year, and none occurred in the workplace. The email account where, since 2020, employees have been able to report any information on their health status is still active. In the last few months of 2023, reports sent to this email account diminished, if not dropping off completely. **"Covid Newtiquette", the section in Agorà devoted to Covid-19 regulatory updates**, was maintained in 2023, to encourage a clear understanding of the rules of conduct and encourage the widespread adoption of good prevention practices by everyone at Fastweb.

In the remote work agreement with the trade unions, which establishes flexibility on a quarterly basis in which employees have the option of working two thirds of their workdays each quarter remotely and at least one third in the office, Fastweb established special allowances for inclusion-like cases (e.g., caregivers, victims of domestic violence, vulnerable or disabled people and new parents), which must be approved by a committee. In order to protect health and safety and to meet the needs of its employees and their families, Fastweb extended the option of **working from home** 100% of the time until 31 December 2023 for the entire company population.

In 2023, the company continued its vaccination campaign, providing flu vaccines free of charge for employees and at reduced rates for their families, with **443** people signing up.

With everyone opting to work remotely, in 2021, Fastweb began a work-related stress assessment to evaluate people's health after adopting this new work model. This initiative was particularly popular among employees, so the company took steps to conduct another assessment in 2023, which covered issues related to technostress in order to gain a deeper understanding of the effects of working remotely on employees' mental and physical well-being.

This new assessment also considered aggression and harassment (gender-based) as psychosocial factors of work-related stress.

The emergency management teams are being reorganized to guarantee an adequate number of **workplace evacuation officers** according to the specific risks of the work activities being carried out, the size of the premises and the number of people present. The latter is no longer predictable following the adoption of the remote work model. The aim is to designate **250 new officers** for emergencies, in addition to the **current 222 officers** responsible for fighting fires at the sites, ensuring they are adequately informed about the steps to take in the event of workplace evacuation. In 2023, the reorganization also entailed the delivery of training for 82 new site safety officers, in addition to the 159 that had already been identified.

There are first aid boxes at every site with QR codes that any employee may use to report when a medical product is used or when one that is usually available is missing.

All workers may report any situations that could potentially give rise to an accident or injury using a specific tool accessible on the company intranet. They may also make reports using the channels indicated in section 3.2.1.

A specific **system of safety proxies** has been set up as part of the corporate safety organization, clearly identifying everyone with an active role in the safety management system.

In 2023, the system of safety proxies was updated to reflect changes in the company organization. New safety delegates were designated and specifically trained in occupational health and safety. The proxies were validated in a notarial deed and formally accepted by the **11 safety delegates.**

The current **30 safety executives** and **159 safety officers** were designated in accordance with the recommendations of, respectively, the delegates and executives, based on the organization of tasks in each area.

To ensure that there is always at least one **safety officer** at every site, including Fastweb stores, the Prevention and Protection Service Officers and Fastweb and Fastweb Air supervisors with more than five employees in all, with the exception of Store Managers, have also been designated as safety officers.

In January 2024, **82 new safety officers** (14 Prevention and Protection Service Officers + 68 supervisors) received a letter of designation signed by the designating delegate or executive and they were given a special badge in Agorà.

Mandatory health and safety training for all workers continued in 2023. To ensure safety in the workplace at all times even in the event of an emergency, first aid and fire-fighting training continued to be provided online[22].

In 2023, employees took **5,719** hours of compulsory training, **3,324** of which in the classroom and **2,395** online.

In addition, at 7Layers, the safety training and refresher courses required by current legislation were provided in 2023 for a total of **376** hours (3.27 hours per person).

During the year, Fastweb recorded **14 accidents at work** (involving 5 women and 9 men). Of these, **12** occurred in transit (travel not organized by the company) or near the premises during lunch breaks and resulted in **257** days of absence, and **2** involved employees working from home, resulting in **50** days of prognosis. No Fastweb employees are involved in activities with a high incidence or high risk of specific work-related ill health.

22. The basic first aid and fire-fighting courses are not meant to train emergency team members. They are basic modules for the entire company population to ensure that every employee receives the minimum instructions on how to respond to an emergency to better protect people.

Being an attractive employer 5.4.5

Attracting new talent with modern skills and different points of view is crucial to the company's development.

This is why, again in 2023, Fastweb focused on the **Employer Branding strategy**[23] in line with the company's brand identity, vision, values and corporate purpose "YOU ARE FUTURE", consisting of five pillars:

1. YOUNG & TALENT ATTRACTION
2. WORKPLACE AS THE PLACE TO BE
3. DIGITAL & INNOVATION SKILLS
4. SMART WORKING EVOLUTION
5. MOBILITY

In 2023, the strategy was updated with the launch of a new awareness and company positioning campaign. The campaign was designed to offer people aspiring to work at Fastweb a complete picture of the world they'll find by telling them about its people, atmosphere, places and actions with multi-channel communications on Linkedin, Instagram and TikTok, taking both an institutional approach and a more relaxed stance in order to reach a younger audience.

Fastweb engages in communication activities both internally using the company intranet and externally on the corporate website and through specific initiatives, like the video it created and posted in 2023 in collaboration with the influencer Fabiana Andreani (@fabianamanager) to engage the under 35 crowd.

The company pursues a number of projects every year, ranging from partnerships with universities to specific initiatives to promote employability and attract new talent. Fastweb also continues to invest in the people it already has at the company, implementing internal policies to improve job satisfaction, well-being and personal and professional growth.

PARTNERSHIPS WITH UNIVERSITIES

As in previous years, Fastweb has renewed its partnerships with universities. The initiatives carried out with universities and accredited partners have included online events and virtual career days for students, undergraduates and recent graduates, so they could meet and learn about Fastweb.

RECRUITING & EMPLOYER BRANDING 2023

ASSOCIATE PROGRAM	2	Partnership: Politecnico di Milano and Luigi Bocconi University
	11	Events
	3	Scholarships and research stipends
INDUCTION PROGRAM	149	Newly recruited colleagues involved
	7	Welcome day

23. The employer branding strategy applies to Fastweb S.p.A. and Fastweb Air.

In 2023, Fastweb S.p.A. renewed its partnership with two universities: Luigi Bocconi University and Politecnico di Milano. The partnership between the company and universities led to Fastweb's participation in the **Associate Programs**, a form of affiliation to enhance university students' experiences and reach out to the business world. With its participation in these programs, Fastweb maintained its commitment of contributing to activities and initiatives that improve the employability of young generations, in line with the strategic vision "YOU ARE FUTURE".

This program, for both the Bocconi and Politecnico universities, entailed various online and in-person meetings to discuss skills and know-how and to promote the spread of innovative and digital skills through training in the form of talks and seminars, or design projects in response to challenges, with the inclusion of sessions on how to effectively handle a job interview, as well as discussions and reflections on gender equity and women in STEM.

Fastweb also partnered specifically with Politecnico di Milano, participating in the 5th edition of the **Cyber Security Academy**, which the university devotes to developing the most innovative skills in the fields of cybersecurity and ethical hacking, being the most sought-after skills for the new professions in the job market. The program, which ended in February 2023, included a recruiting session to fill positions at Fastweb with matching candidates. 27 recruitees participated. One candidate was placed in the Technology area.

BOCCONI	BREAKFAST	Networking event for female students at Bocconi University with a Fastweb manager to empower women and encourage them to develop the skills they'll need to start a career in marketing.
	CHAT WITH ALUMNI	Networking event for university students with a Bocconi alumnus who now works at Fastweb, who presented the company's marketing function.
	DROP-IN SESSION	Networking and recruiting event where students learn about Fastweb and share their CVs.
	MOCK INTERVIEWS	Real simulations of job interviews. This is a crucial exercise to encourage a reflection on one's strengths and weaknesses and on how to present oneself effectively. The sessions are led by Fastweb colleagues.
	CASE STUDIES	The company's inclusion, with an initial case study in November 2023, in communication lectures of the master's degree course Economics and Management of Innovation and Technology.
	NETWORKING EVENT	In November 2023, a networking event was held at Fastweb's headquarters in Milan, in which students had the opportunity to gain a better understanding of the company's strategy and consider the possibilities of joining the company.
POLITECNICO DI MILANO	ONLINE RECRUITING DAY	Publication of job openings on social media and university websites, gathering CVs and holding interviews with individual students in the recruitment target.
	CAREER TALK	Event devoted to talking about the company's innovative projects.
	ROUND TABLE WITH ENGINEERING STUDENTS	A company point person took part in a round table discussion for computer engineering students to talk about the person's career path and the company's main activities and projects.
	MEET YOUR CAREER ADVISOR	Meeting with a career advisor to assess CVs and get career advice.

As part of Fastweb's partnership with the Politecnico di Milano, again in 2023, Fastweb took part in the "**Girls@Polimi - Scholarships for future female engineers**" project to develop female talent in the STEM subjects by awarding a scholarship to a deserving female student who shows an interest already in her final year of high school for one of the **engineering courses at the Politecnico di Milano in which a small number of women are enrolled**.

Another initiative dedicated to professional women was the **call for theses 'Ingenio al Femminile. Storie di donne che lasciano il segno" (Female Genius. Stories of women who made their mark)**, promoted by the National Council of Engineers in collaboration with Cesop to support female talent and professionalism in engineering and encouraging their entry into the professional world. Specifically, Fastweb contributed to award the best dissertations on the 5Ps of Sustainable Development. As in 2022, for the 2023 edition, Fastweb colleagues shared their stories with the young participants in order to provide useful advice and tell from their perspective the positive impact that women can have in the working world and in the STEM fields.

These projects reflect Fastweb's commitment to breaking down gender stereotypes, especially in the STEM subjects.

Fastweb's engagement with universities continues with the renewal of the partnership with the **Università Cattolica del Sacro Cuore master's degree in Sales Management**, with the master's program students shadowing colleagues from Fastweb's Enterprise department, who also shared their experience with the company. For example, Fastweb employees who previously completed the master's course contributed their experience for the white paper on sales & marketing professions.

Fastweb's partnership with the **5G Academy Postgraduate program** at the Federico II University of Naples also continued in 2023. This initiative included in-person lectures on a cross section of vertical topics such as Fixed Wireless Access (FWA) technology, IoT, 5G, and more. The company also participated at the business level in the design of prototypes for project work. Fastweb was involved in two of the four projects presented at the closing event.

In the field of 5G, Fastweb partnered with the University of Cagliari in 2023 for a seminar on the **5G Experience**. In 2023, it began new partnerships with the University of Pavia, Sapienza University of Rome, Roma Tre University and the Politecnico di Torino for corporate speaking events and actual experiences. Specifically, Fastweb took part in an orientation day organised by the Faculty of Economics of the University of Pavia, focusing on marketing and the skills most in demand in the sector. The initiative also included the presentation of professional opportunities at Fastweb.

In addition, Fastweb continued its collaboration with the University of Salerno and Ca' Foscari University with the **Inspiring Ability** project in partnership with Diversity Opportunity. The aim is to promote telecommunications job orientation activities for students with specific learning or other disabilities.

To celebrate **"The International Day of Persons with Disabilities"** established by the United Nations (UN) in 1992 to promote the rights and well-being of persons with disabilities, the Politecnico di Milano held a series of awareness-raising events to support students with learning and other disabilities. In particular, Fastweb took part in the mentoring for inclusiveness: after the launch event, mentors from various companies (including Fastweb) met students one-to-one in a path that enabled them to talk and learn about each other to gain greater awareness about the world of work, covering topics like teamwork, preparing for interviews and joining a company, and develop the skills necessary for professional growth.

CAREER DAYS

Fastweb participated in various career days again in 2023. In cooperation with the Politecnico di Bari, an online multibrand career fair and an exclusive recruiting day for Fastweb were held in the year, giving job seekers the chance to meet Fastweb professionals, interview for jobs and submit their CVs.

As part of the career days organized by its employer branding partners, Fastweb participated for the first time in the **Virtual Job Meeting STEM Girls** event held by Cesop - a multibrand event focused on women's careers in the STEM fields - and in the **Digital Talent Fair** organized by Employerland.

SUPPORTING YOUNGER GENERATIONS

In 2023, Fastweb endorsed the **Youth in Action for Sustainable Development Goals** initiative. This call for ideas promoted by the Accenture Foundation under the patronage of ASviS - Italian Alliance

for Sustainable Development - receives and rewards the most innovative project ideas submitted by people under 30 to respond to the challenges facing the business world and the third sector, contributing to the achievement of the Sustainable Development Goals set forth in the United Nations 2030 Agenda.

As part of this initiative, Fastweb called for "Technological solutions to decrease environmental impact in smart cities", a challenge to find solutions that make cities more sustainable and more responsive to the needs of their citizens, for a better quality of life through the use of innovative technologies like 5G, the cloud and AI.

Fastweb's commitment to supporting the growth and development of younger generations continued in the year through new work experience projects under the national **Pathways for Transversal Skills and Orientation** ("PCTO") program. For the 2023 edition, Fastweb partnered with Junior Achievement, a globally active non-profit organization that aims to engage young people in entrepreneurship. The project, designed for the third, fourth and fifth year of Italian high schools, will run for three years and focus on entrepreneurial education. Fastweb's activities fell into one of two initiatives for the school year ending in July 2023:

- **Business in Action,** a course in which each participating class simulated a mini-company asked to develop an actual business idea, from concept to market launch. The students, with the support of a Fastweb dream coach, then participated in regional and national competitions. The Lombardy, Piedmont and Liguria competitions were hosted at STEP;
- **The Orientation Marathon,** a cycle of webinars on the jobs of the future in which each webinar focused on one specific job. Fastweb contributed by holding a masterclass.

Acknowledging its commitment to young people within the scope of the PCTO program, for the fifth year, Fastweb was awarded the "**BAQ", recognition for the high quality work experience it offers students**.

FASTWEB'S WORKPLACE

Fastweb remained committed to young people with the relaunch of **Young@Fastweb**. The aim of this initiative is to present Fastweb as an attractive workplace that effectively meets the needs of the new generations. In particular, in 2023, the initiative began with the **Young Mentoring** development path, in which Fastweb people under the age of 35 were paired with a mentor who had more experience and skills. Along the same line, to facilitate the relationship between the younger generations and the job market, Fastweb participated in the **Open Jam** event organized by The European House Ambrosetti held at the Pala Congressi in Rimini in October 2023, with the participation of 50 Fastweb employees under 30. The event consisted of two days of workshops, talks and seminars to reflect on the future of the job market.
The collaboration with Ambrosetti went one step further with the design of development levers for programs devoted to Fastweb employees. These programs include **Leaders of the Future**, which will involve ten talented people under the age of 35, and **Share the Voice**, which, through the creation of infographics and project proposals, will let young people make their voices heard throughout the company.

For the sixth consecutive year, Fastweb was a partner in **Milan Digital Week**[24], Italy's largest digital education and innovation event. Fastweb hosted some of the events at STEP FuturAbility District. Specifically, Fastweb took part in "**Tram dell'Innovazione - Speed date**" at Palazzo Giureconsulti, an initiative promoted by Women&Tech® ETS to actively engage younger generations through meetings with representatives of institutions and companies, including Fastweb managers, to discuss the challenges of work and professional development.

INDUCTION PROGRAM

Since 2018, everyone joining Fastweb has been welcomed into the company through the **Induction Program**, created to offer an effective on-boarding experience for new hires, improve engagement and facilitate networking among colleagues.
In 2023, the Welcome Day, which is held quarterly, reverted to a two-day in-person event. The first day focuses on getting to know the company's purpose and opportunities for employees (including initiatives that benefit their families too) and ends with a visit to the STEP FuturAbility District. On the second day, Fastweb's business and strategy are presented, followed by a visit to Fastweb's Tier IV certified data centre.

24. For additional information, visit: https://www.fastweb.it/corporate/media/comunicati-stampa/fastweb-e-partner-della-milano-digital-week-2023/

The Induction Program also includes a series of courses accessible on Cornerstone, the company's online training platform, which is periodically updated and expanded. Fastweb has continued to assign company tutors (a peer or more experienced colleague to guide and support new hires as they become familiar with the organization) and there are follow-ups with the HR Business Partners. When people join the company, they receive a digital welcome kit in the dedicated area of the company intranet, which contains useful information for new recruits. New hires are also assigned someone to shadow based on their role and the skills they need.

Development and training at Fastweb[25] 5.4.6

THE DEVELOPMENT OF NEW SKILLS

GRI 404-2

In 2023, Fastweb responded to the ANPAL (the National Agency for Active Labour Policy) call for tenders for the **New Skills Fund**, co-financed by the European Social Fund and established to counter the economic effects of Covid-19, allowing companies to help workers upskill by allocating part of their working hours to training.

As part of this project, Fastweb has structured a training plan dedicated to the **Digital Transformation** for all employees with the exception of executives. This plan entailed e-learning training modules for a total of **43 hours per employee** between mid-June and mid-September 2023, which **97% of employees** completed. The courses focused specifically on digital transformation, cybersecurity and digital communication.

The "**All in the game**" program continued in 2023. Kicked off in 2020 and slated to continue until 2025, it is a genuine change management and talent development tool that involves the entire company population.

It started in 2020 with a meticulous analysis of the skills development needs in light of the identified business challenges and each year, additional training is planned to close the gaps and equip people with the necessary skills to facilitate the transition to an Over The Top (OTT) Company.

"All in the game" focuses on specific upskilling projects to update and improve skills for current positions, along with reskilling to acquire new enabling skills for positions necessary in fields like 5G, the cloud, cybersecurity and artificial intelligence.

There was a total of 2,081 mapped training transactions in December 2023, 217 more than in December 2022.

Another tool that Fastweb maintained in 2023 is the "**Pocket Workout**", a skills training chart that translates corporate values into real-life behaviours, structured in five macro-areas. In addition to the values of Courage, Care and Sustainability, it includes **Evolutionary Transformation**, which relates to the ability to innovate and seize evolutionary challenges and to innovate, and **Learning Agility**, i.e., the virtuous propensity for learning and continuous improvement. Each area is broken down into tangible, distinctive and successful behaviours to help Fastweb people identify where they need to improve.

One of the tools developed to help train behaviour is the **web app named HEI** (Human Engagement Interaction). Designed to promote a widespread culture of accountability, the app is a voluntary peer feedback tool in which users ask for and offer instant feedback from/to colleagues with whom they work on their behaviours, both one-to-one and within groups. In addition to surveys, this tool enables employees to gather **360° feedback**, meaning they may ask multiple

25. Unless otherwise specified, the development and training initiatives described apply to Fastweb S.p.A. and Fastweb Air

stakeholders in the company population for an evaluation. HEI was released in September 2023, replacing The Feedback and in just three months the number of active users rose to 1,858, equal to 54% of the company's population. In the same period, 11 360° feedback reports were provided.

The **Talent program** is another line of the training program at Fastweb. Launched in May 2023, it consists of several initiatives and actions for women in the company to help them grow and develop.

Specifically, "**Your Evolution**", a program that will continue in 2024, involves 100 women selected from within the organization on the basis of a performance review and management assessment. The initial assessment phase was conducted by external assessors in 2023. It included a self-assessment based on psychometric questionnaires and a face-to-face session with group activities involving business cases and individual interviews with the assessor. In 2024, the program will continue with the design of customized training and development paths.

In 2023, Fastweb updated the training and development page on the corporate intranet. The purpose of this update is to make the training offer clearer and more accessible to all employees, with particular emphasis on the distinction between "**What you can do for yourself**" and "'**What we do for you**". To this end, a clear separation was made between what employees can do independently for their own development and what the company offers so they can develop specifically within their individual roles. The purpose of this distinction is to shed light on how employees can proactively contribute to their own growth and development, separately from the company's actions for their specific professional development.

FASTWEB'S DEVELOPMENT LEVERS

In 2023, Fastweb confirmed that the company's entire workforce would have access to the development levers successfully adopted in recent years (such as mentoring, coaching and the tour of duty). Whether or not to use these levers is evaluated, both by the manager and the worker, following performance reviews, based on the needs that have emerged and each person's role within the organization, or whenever specific needs emerge.

Mentoring is a development path in which mentees are each assigned a mentor. It includes group sharing and opportunities for periodic meetings between the mentors and mentees.

In 2023, Fastweb designed a new mentoring program for people who are younger and/or newer to the company. Named **Young Mentoring**, the program focuses on the model of conduct (Pocket Workout) adopted by the entire company. In 2023, Young Mentoring involved around 70 mentor and mentee pairs in two editions.

Coaching, which can be either individual or group based, runs for about six months in which an in-house or external coach helps improve managerial skills based on a development objective. Again in this case, the possibility of gathering comprehensive feedback is essential, as feedback is the initial diagnostic tool used to begin the coaching process. In 2023, 70 people participated in coaching. To improve the coaching program, the "**MASPI**" (individual perception strategy listening model) questionnaire developed by Bocconi University was integrated into the HEI web app in 2023. It is a voluntary aptitude test that explores employees' potential, giving them the possibility to gain a clearer and more complete view of their abilities and aptitudes within the organization. In 2023, 29 people took the test.

The **Tour of Duty** gives employees the chance to try out a different area of the company for three months to a year, where they develop new skills and expertise. The ability for employees to gain, through direct experience, a different perspective on duties and expand their knowledge of the company is one of the factors that makes the tour of duty strategic for the company. In 2023, seven people from different company teams participated.

TRAINING INITIATIVES

In January 2023, the new "**My Talent**" training platform went live, with access to learning modules, the performance review process and each employee's annual objectives all in a single tool.

In 2023, Fastweb continued designing online courses to ensure they could be delivered remotely so the entire company population could benefit from the training sessions on a flexible basis. In-person lessons had resumed in 2022 and continued in 2023.

Again in 2023, Fastweb confirmed FOM, the specific training program for managers, who make up nearly 20% of its population.

There are two versions of **FOM**, i.e., the Fundamentals of Management: FOM for managers who have recently become responsible for a team and FOM RELOADED for those with resource management experience. A total of 128 supervisors took part in the program in 2023, for a total of 1,581 training hours delivered in 10 editions. Inclusion was added to the course content to supplement and enhance it.

Fastweb also organized several technical training **courses** for specific skills in the year. The courses were certified by third parties who guarantee the quality and suitability of the content.
Since Fastweb participated in the **ANPAL** training program mentioned earlier, traditional training was held up until the end of May and then from October on, skipping the 14 weeks covered by the ANPAL program between June and September.

Training was delivered to **2,007 employees** in 2023 and consisted of technical and professional training on topics like PowerBi, Qlik Sense, data analytics, cybersecurity, design thinking, content design, Agile/ Scrum and OTN.

In addition, a few important certification courses were offered in 2023 for technical certificates of crucial importance to the company, including Prince2, PMP, CISM and ITILv4.

Technical and professional training continued in the year. In addition to specific courses held by external providers and partners, the ILEX (Internal Learning Experience) project continued with both remote and live classroom sessions. These training courses are held by the employees themselves, who decide to share their skills with colleagues.
In 2023, participation in the program grew significantly, tripling on previous years, due to the fact that the company released the new MyTalent training platform in February 2023. It is more practical for employees to use, making it easier for them to find out about courses and enrol in them. There were 90 editions of ILEX courses in 2023, involving 1,617 participants. A few of the course titles were: Excel day by day; Don't do what Python can do; 5G; Finance for no Finance; Business Case; Cloud & FastCloud: everything you need to know; Basic Networking; etc.

7Layers offers development paths relating to its core business for senior expert technicians so they may earn specific certificates for the cybersecurity market. In 2023, three 7Layers employees earned these certificates.

In 2023, the members of the Executive Committee, the people reporting directly to them and Fastweb executives took part in an innovative training program called "**Break the Bias**" for the first time. This 4-hour course, taught by qualified external lecturers, focused on analysing bias, with specific attention devoted to gender stereotypes. It was designed not only to raise awareness among company management but also to promote a deeper understanding of how Fastweb is seen not only as a corporate entity but as an inclusive and diverse environment.

GRI 404-1

In 2023, Fastweb group employees received 19,710 hours (13%) of live training and 134,557 hours (87%) of pre-recorded training[26]. The latter included 130,983 hours of ANPAL training.

The training hours delivered in the three-year period between 2021 and 2023 are detailed in the technical annex by position and gender. In addition to these activities, several hours of specialized training (for example, on safety, the environment, Model 231, anti-corruption and data protection) were provided by the individual company units, as described in the relevant paragraphs.

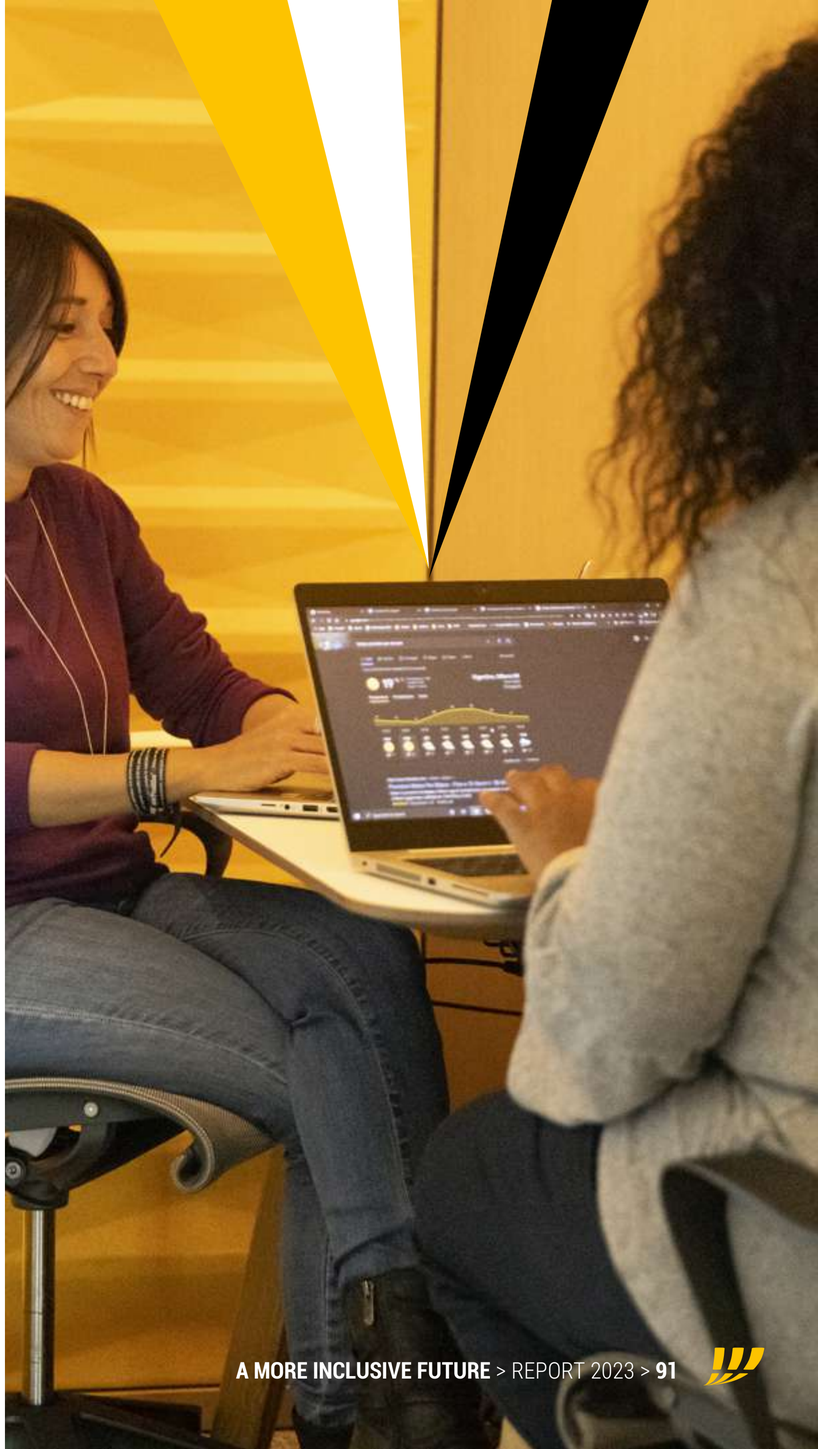
26. Live training delivered in both physical and virtual classrooms

EVALUATION AND SUPPORT TOOLS TO DEVELOP EMPLOYEES' FULL POTENTIAL

Fastweb's organizational model focuses on accountability for each position, rather than being based on functional positions within the organization. This model consists of two key parts: the **job family model**, which breaks the company population down into "families", "sub-families" and "roles", based on the professional skills and activities of each role; and **banding**, which involves the reclassification of company roles into bands based on cross-cutting elements such as decision-making autonomy, level of responsibility and the ability to influence the business.

This approach was designed to gradually give everyone a greater awareness of the **value of their role in the company**, to provide more advanced management and development levers and to develop an **across-the-board view of the organization** by making it clearer to all workers. The goal is to put everyone in a position to play an increasingly important role in the company, based on an awareness of their own position and potential. Fastweb has continued conducting performance reviews for all employees with open-ended contracts. The performance reviews are based on two elements: the assessment of individual objectives, which each employee agrees at the start of the year with their direct manager, and the assessment of overall performance, which is an expression of a more qualitative assessment of individual performance. The results of the performance review help define the training, growth and development path of each individual, using the tools described in the previous paragraphs.

In order to implement a new model for the assignment of objectives, Fastweb introduced the **OKR** (Objectives and Key Results) system in 2023 with a pilot project for the performance review of two corporate functions. This organizational approach entails a direct link between an employee's objectives and the key results used to assess their performance, considering the initiatives that make them feasible. In this way, objectives are integrated into daily activities, so the entire organization is focused on achieving results.



Service quality

5.5

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

CSA STAR - 2 Level (security and trust of cloud services)

ISO 22301 (business continuity)

OUR APPROACH

Listening to and caring for customers

Customer relationships

The conciliation process

GRI 3-3

In 2023, Fastweb continued implementing the NeXXt Generation 2025 plan launched in 2021, reflecting its commitment to making Gigabit connectivity available to all households and businesses based on the key pillars of Transparency, Social Accountability and Technological Leadership.

LISTENING TO STAKEHOLDERS: A STRATEGIC TOOL AND GUIDING PRINCIPLE

Fastweb takes a continuous improvement approach in order to strengthen its trust-based relationship with its customers and, in general, with anyone having a stake in the company's choices. Fastweb takes a multi-stakeholder approach to listening, engaging external stakeholders on a monthly to annual basis.

Fastweb's commitment has been steadfast since 2015, as it actively listens to stakeholders' requests in collaboration with The RepTrak Company, through interviews, surveys and questionnaires in order to understand their perceptions, needs and expectations.

2023 was a difficult year for Italian industry, with companies suffering a sharp decline in trust and reputation. Inflationary pressure and public sentiment about purchasing power have led users to turn away from brands.

The telco market in particular is the sector least affected by diminished reputations in this critical context, despite presenting a 2-point decrease since the start of 2022.

Although this is a very difficult time, Fastweb has managed to maintain its solid reputation, even slightly increasing its advantage over the telco market average.

This accomplishment demonstrates the extent to which the public recognizes Fastweb's commitment to meeting requests and responding to users' expressed needs.

Fastweb has excelled in particular in the product and service parameters (outperforming the market average by +1.5), in ethics and market practices (+1.6) and in areas relating to how its employer practices are perceived (+1.0).

In general, the survey recognised that telecommunications companies, despite a post-pandemic decline, enable society and citizens to change their habits through connectivity and digitalization.

Fastweb in particular was able to achieve these reputational milestones by reinforcing its purpose #YouAreFuture, which took tangible shape in the form of Sustainability, Future and Inclusion, and through public recognition of this vision.

Listening to and caring for customers

5.5.1

In our vision of an increasingly connected future and to meet the growing need for high-performance connectivity, Fastweb has upgraded connection speeds on its proprietary FTTH network to 2.5 Gbps at no extra cost and indiscriminately for all its new and existing customers. And now, thanks to the FiberCop agreement, activities are under way to further expand the FTTH coverage immediately without any additional costs.

The delivery of various services continued in 2023, in line with the most recent technological developments, to improve customers' user experience. One example is the **VoLTE** service, which allows customers to make high-definition calls while they continue using the internet at the maximum speed during the telephone conversation. FastwebUP, the residential and freelance business customer engagement and loyalty program, remained a key customer care lever and was expanded with an enhanced version, **FastwebUP** Plus, which, for a fee, offers customers a choice of additional advantages each month.

In addition to the digital assistance that it already offers, the new Plus version is now available for residential customers with the Fastweb Casa Plus offer, putting them in touch with an operator in just one click and giving them free technical assistance (even if Fastweb is not responsible for the connection problem).

FastwebAI launched in 2023. This virtual assistant was developed to bring the potential of AI to Fastweb's official website and help customers navigate the many different available offers. This generative AI solution offers 360° customer assistance, promptly responding to any user request any time of day, 365 days a year.

In addition to its residential customers, Fastweb listen to small, medium and large companies and the public administration, adapting its services to meet the needs of each type of business. Fastweb's relationships with enterprise customers underwent a profound transformation in the year, as they shifted from relationships based solely on trust to relationships in which enterprise customers not only trust Fastweb but are proud to be Fastweb customers.

During the year, Fastweb found several ways to take the time to meet with enterprise customers at a number of major industry events (AWS Summit Milano, It's All B&I, Security Summit Clusit, Codemotion Tech Conference, Sap Now, RedHat Summit Connect). Fastweb also held **eight workshops** in various Italian cities (Milan, Rome, Misano, Bologna and Bari).

In collaboration with STEP, Fastweb kicked-off an inspirational pathway to guide companies into the future, holding **three workshops** on the cloud, cybersecurity and AI. The workshops were called "**Inspire Your Future**", and even the CEO attended, demonstrating Fastweb's active commitment to listening to customers. The purpose of the meetings was to discuss potential scenarios of change in the business market and highlight how new technological paradigms are drivers of growth and sustainable development.

Through these activities, Fastweb was able to engage with more than 1,500 participants, including customers and potential customers, and reach the same number through streaming.

Fastweb conducted another **market analysis** on Enterprise customers again in 2023. Carried out with Ernst & Young, it looked at how infrastructure and business needs have changed. The market analysis was aimed at identifying the typical problems and requirements of Fastweb's customers and shed light on the increasingly large lag in the skills needed to shift a business to the cloud with an adequate level of security.

In addition, Fastweb continued to participate in various observatories of the Politecnico di Milano in 2023, using this collaboration to gain in-depth knowledge of market trends.

As a result of the listening and customer focus activities described above, Fastweb identified **several action areas** on which to focus its efforts in 2023: the cloud, security and connectivity and artificial intelligence.

Therefore, in 2023, Fastweb developed all its products and services organically, focusing mainly on **AI-based** solutions in response to the customer needs it had encountered and the keen interest that companies have shown in the digital transformation of their processes. Fastweb's goal is to bring valuable solutions to all levels of the business market, adapting them to meet the needs of not only large, but also small and medium-sized companies through process standardization and AI. Fastweb's success in the enterprise market lies in its ability to offer an end-to-end service: Fastweb is one of the few players in Italy to offer cloud and cybersecurity solutions as well as network solutions.

In particular, Fastweb has strengthened its **cloud** services to help customers migrate their traditional systems to a new ICT paradigm, and it has rolled out innovative new services like the proprietary **FASTEdge** platform[27], which helps companies fast-track their digital transformation. Leveraging a network of regional data centres and integration with Fastweb's ultra-fast fixed and 5G mobile networks, FASTedge bring high computing capacity to the direct vicinity of companies and applications, processing vast volumes of data in real time while guaranteeing maximum security and information protection at all times (see section 4.2.2).

Specific attention was devoted to an innovative cybersecurity service for SMEs that, using AI, makes it possible to handle potential cybersecurity issues in a prompt and structured manner (Defender AI). Fastweb continues to focus on cybersecurity awareness, i.e. the training of company personnel on cybersecurity issues, with a dedicated security awareness service (Fast Security Coach).

Moreover, Fastweb continues to develop various partnerships with reputable partners to gain technological leadership in the creation of joint solutions to support its customers, offering services that simplify internal processes and streamline the usability of business services. A few examples are the collaboration with AWS - Amazon Web Services, the NeXXt Communication service and the partnership with SAP.

In 2023, thanks to the partnership with AWS, jointly with IDC (International Data Corporation), Fastweb developed market analyses of predictions, i.e. forward-looking analyses to anticipate the biggest evolutionary trends among companies with respect to the cloud and cybersecurity. To respond to customer needs before they arise, Fastweb is setting up vertical IoT machine-to-machine platforms with AI-based software.

As part of the offer for SMEs, Fastweb participated in Phase 2 of the government voucher program managed by Infratel Italia (a company owned by the Italian Ministry of Enterprise and Made in Italy) to drive the spread of ultra-broadband in Italy, consisting of a government grant of up to €2,500 for the delivery of internet connections to companies and freelance professionals.

In addition, specifically for SMEs, Fastweb continued to offer its dedicated Unified Communication & Collaboration solutions again in 2023. More than just a simple adaptation of working practices to a virtual environment, these solutions focus on collaboration, potentially transforming the customer's office into a mobile workstation.

To provide comprehensive support to its customers, Fastweb devotes training courses to its SME customers. The tailor-made courses are provided by the Fastweb Digital Academy to SMEs. In particular, these courses explore cybersecurity issues for a more knowledgeable management of the security of company data, cover digital marketing strategies for the use of social media to improve a company's reputation and increase its customer base, and address e-commerce management for the operation and use of online stores.

This initiative comes on top of the other customer care programs that Fastweb offers to support its Enterprise customers, with the promise that it will always provide the best technology available with connectivity upgrade campaigns.

27. For more information, visit: https://www.fastweb.it/grandi-aziende/cloud/scheda-prodotto/fastedge/ or https://www.fastweb.it/corporate/media/comunicati-stampa/fastweb-lancia-fastedge-la-piattaforma-cloud-distribuita-e-vicina-ai-clienti-per-lo-sviluppo-delle-applicazioni-del-futuro/

CUSTOMER SATISFACTION SURVEY

One strategic tool to monitor customer satisfaction, including the measurement of satisfaction with the improvement measures taken, is the survey that the company has conducted for several years now: the **Net Promoter Score** (NPS). Surveys are carried out weekly, monthly or semi-annually, depending on the customer group considered and the parameter under analysis.

The NPS measures customer satisfaction and is calculated based on customers' response to the question "What is the likelihood that you would recommend the company to a colleague or friend on a scale of 1 to 10?" Specifically, it is calculated as the difference between the percentages of satisfied and unsatisfied customers and is analysed both with respect to the overall customer experience with Fastweb (relational NPS) and a specific interaction (transactional NPS).

All of Fastweb's efforts to focus on its end customers have resulted in an improvement in the churn rate, i.e., the percentage of customers who terminate their subscription, and an increase in the NPS. Again in 2023, the service quality was rated excellent, with a stable NPS. This testifies to the high quality of the services provided in an increasingly challenging competitive context. This result is also due to the proactive and timely management of the customer base, to offer better and better technology and the best mobile limit available.

Teaming up with consumers to rewrite the rules of the game 5.5.2

Listening and collaboration are two key principles at Fastweb to manage ongoing relationships with consumers and consumer associations.

This is why Fastweb has maintained a **direct relationship** with consumer associations since 2003 - the year when a task force was formed within the organization to manage complaints forwarded by all associations in the area - as Fastweb firmly believes that day-to-day interaction is a valuable tool for improving business processes and enhancing the customer experience.

Through this direct line of communication, 2,155 reports were handled in 2023, out of a total of 2,236 reports received at 31 December 2023.

In particular, with the consumer associations Adiconsum, Adoc, Altroconsumo, Federconsumatori and U.Di.Con, Fastweb completed the revision and digitalisation of its **Service Charters**[28] for both fixed and mobile telephony with the aim of making services clearer and more transparent and making consumers better informed and more aware of their rights.

In collaboration with Altroconsumo, Fastweb has published on its corporate website the digital pocket guide to fifth-generation connectivity "**5G, the future is a step away**", with the aim of providing clear and simple information on 5G, illustrating the main aspects of this technology and its potential, which will enable the development of increasingly innovative services in the immediate future, to the benefit of people and businesses.

28. Document describing the performance standards of the services provided and the rules for the relationship between Fastweb and its customers in order to protect their rights.

Conciliation procedures

5.5.3

The regulatory framework governing disputes about electronic communications between users and operators requires the parties to attempt conciliation. Fastweb participates in conciliation procedures to handle and rapidly resolve any disputes out of court.

The management of conciliation procedures is entrusted to the Co.Re. Com. (Regional Communications Committees), the regional bodies of AGCOM (the Italian Communications Regulator) that perform the Entity's functions of governance, guarantee and control with respect to communications system throughout the country. The parties participate in the conciliation proceedings before an official acting as conciliator. The terms of settlement drawn up following the proceedings constitute an enforceable agreement.

Since July 2018, the conciliation procedure is available online using the "ConciliaWeb" platform at **http://conciliaweb.agcom.it.** The online procedure simplifies the submission of applications for conciliation and does not require users to be physically present for at the conciliation venues. In March 2021, procedural changes were introduced for access to the platform, more clearly defining the access rules. In particular, all users must register using either their SPID or CIE credentials. Users may also submit a request through the accredited parties that AGCOM has identified in the following categories: "consumer associations, bodies protecting collective interests and lawyers and chartered accountants registered in their respective professional registers, which are registered with the platform in order to initiate and manage dispute resolution procedures in the name of and on behalf of their clients".

The Conciliaweb platform data confirm the downwards trend in conciliation requests received by Corecom. In 2023, 8,196 requests for conciliation were submitted involving Fastweb. 14% of all requests submitted in 2023 and discussed (7,835) were concluded with a report that no agreement had been reached.

As an alternative to handling conciliation requests via ConciliaWeb, customers may follow the joint conciliation procedure through the consumer associations that have signed the related protocol with Fastweb. The list of these associations is published on the Fastweb website.

A Single Joint Guarantee Body and the single protocol for the conciliation procedure for all telecommunications companies facilitate consumers' adherence to this procedure and the reaching of a positive agreement. The Single Joint Guarantee Body evaluates whether the joint negotiation procedures are compliant.

If they do not receive a response to their complaint within 45 days or if they are dissatisfied with the response they have received, Fastweb customers may contact the signatory associations, entitling them to initiate the ADR procedure. The two ways to submit the application are through a dedicated portal (available at https://www.fastweb.it/corporate/governance/conciliazioni-e-associazioni-consumatori/?lng=EN) for online processing, or by writing directly to the Conciliation Office by registered mail or by email: adrfastweb@pec.fastweb.it. The conciliation requests are then forwarded on the dedicated portal through a Conciliator identified by the Conciliation Office according to shift criteria. Individual applications are evaluated by a Joint Conciliation Commission composed of a Fastweb Conciliator and a Conciliator of the selected association.

In 2023, 684 applications were received from Consumer Associations at the Conciliation Secretariat. Based on analyses conducted to verify their admissibility, a total of 641 conciliation cases were handled, 190 of which had been submitted in 2022 and 451 in 2023. 93% of the time (594 cases), the matter was concluded with a positive report, i.e., with the customer fully satisfied. In just under 7% of the cases that were heard, no agreement was reached, while the remaining cases are still being discussed and will be concluded in 2024.

Support for the area and local communities

5.6

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Social Responsibility Policy

Donations Policy:

Sponsorships Policy

SA 8000 (Social Accountability)

OUR GOALS

Continuation of "Settimana del Futuro", in which all Fastweb employees can dedicate five days a year to achieving social responsibility, digital skills and environmental sustainability objectives.

MAIN ACCOMPLISHMENTS IN 2023

2,108 workers participated in Future Week for a total of 6,956 days

OUR APPROACH

Support for people affected by the earthquake in Turkey and Syria

Emilia-Romagna emergency

Solidarity for Morocco and Libya

Fastweb for ActionAid

Fastweb for peace with Save the Children

Environmental initiatives

GRI 3-3, 413-2

Fastweb has always supported the local areas in which it operates by financing local projects and initiatives, and this includes involving its employees and customers.

Throughout 2023, Fastweb took action by participating in projects and donating money, time, materials and the skills of its people, with the ultimate goal of protecting health, supporting people through technology, providing education and spreading the values of solidarity and sustainability.

As in previous years, all proposed donations were screened in advance by a **Donations Committee** made up of members from all company teams to ensure transparency and fairness. The donations were assessed on the basis of their consistency with Fastweb's main areas of focus in the area of sustainability and, in general, considering the eligibility of the projects presented. The beneficiary associations and entities were selected after checking their compliance with the requirements of the specific company policy.

Only the largest donations are reported below.

SUPPORT FOR PEOPLE AFFECTED BY THE EARTHQUAKE IN TURKEY AND SYRIA

Fastweb showed solidarity with the people affected by the earthquake in Turkey and Syria, holding a fundraiser with the independent humanitarian organization ActionAid Italia to offer solid help in the emergency caused by the earthquake.

Employees donated **€66,000**, which the company matched for another €66,000, so Fastweb could help ensure safe and timely access to humanitarian assistance for the earthquake-affected communities and that their basic needs could be met. Fastweb's donation, together with that of its employees, was used for large-scale relief in which 250 families, or about 1,250 people, were given ready-to-eat food and drinking water, basic necessities like thermal clothing and blankets to protect them against the cold, and temporary shelters were built with initial welcoming services.

To help the people of Turkey and Syria and to facilitate communications, Fastweb also eliminated the cost of landline calls, text messages and mobile roaming to and from Turkey and Syria for a period of about two months for all its residential, freelance business and SME customers.

EMILIA-ROMAGNA EMERGENCY

After the flooding in the Emilia-Romagna region in May, Fastweb and its employees launched a fundraising campaign in solidarity with residents and to help finance the reopening of shelters and socio-educational centres for disadvantaged children in Castel Bolognese, one of the worst-hit towns in the province of Ravenna.

Thanks to its employees' donations, which Fastweb matched, €148,000 was donated to the **CESVI Foundation**. The money will go to **Educare Insieme**, a social cooperative that operates various activities and shelters in Castel Bolognese for people in difficult circumstances,

in order to help reopen schools and shelters for children with problematic family situations and mothers with children in need of help. This donation made it possible to replace the household appliances, plumbing and electrical systems damaged by the flood, in addition to furniture and the rooms used for cooking. It also helped the cooperative replace the van used to transport the children. The donation by Fastweb and its employees meant that over 100 sheltered people, especially children, could return to the shelter and find support from the association again.

To show its solidarity, Fastweb also waived all landline costs for three months for its freelance business customers and SME customers cut off from the internet in the areas affected by the flooding. In addition, for customers who had to move their line, the process was carried free of charge.

SOLIDARITY WITH MOROCCO AND LIBYA

To support the people affected by the earthquake in Morocco and those affected by the flooding in Libya, Fastweb eliminated the cost of landline calls, text messages and mobile roaming to and from Morocco and Libya for about two months for all its residential, freelance business and SME customers.

FASTWEB FOR ACTIONAID

As in previous years, in 2023 Fastweb supported local charities, doubling the amount donated by its customers through their subscriptions.

In particular, for the third year, Fastweb's contribution focused on **ActionAid's Ripartire** project. ActionAid is an international organization committed to fighting the causes of poverty, including preventing kids from dropping out of school and mitigating educational poverty, in order to encourage the training and development of new skills and drive the engagement of students, families, schools and civil society in disadvantaged contexts in the country.

The ActionAid project runs for two years, during which 3,250 students from five high schools, together with 200 teachers, 500 parents and 55 representatives of local institutions from the cities of L'Aquila, Ancona, Pordenone, Trebisacce and Rome's Municipality VI build a new model of civic engagement together. Students have the opportunity to participate in activities to develop cognitive, interpersonal and social skills including technological, communication and problem-solving skills. Furthermore, there are activities to promote new spaces for engagement and governance of the school and the local area, also with a view to the co-design of goods and services with public bodies.

FASTWEB FOR PEACE WITH SAVE THE CHILDREN

Considering the international situation and the many conflicts around the world, Fastweb decided to send a strong message to the community urging people to work together to "close the gap" and build peace. The street artist Giulio Gebbia, a.k.a. Rosk, updated the mural in Via de Castilla, Milan, originally created in 2021 with the message "Close the Gap. Peace is our Future".

To help children suffering in every corner of the world as a result of conflict, Fastweb donated €50,000 to Save the Children's **Emergency Fund**, offering concrete help to alleviate children's suffering.

ENVIRONMENTAL INITIATIVES

As part of the "**1 million euros for the planet**" initiative, which started in 2022 and will continue in the coming years, in 2023, Fastweb pledged its support for three different environmental projects focused on **climate, urban regeneration, healthy seas and biodiversity protection**.

Refer to section 6.4 for a detailed description of these three projects.

SETTIMANA DEL FUTURO

Fastweb is personally committed to genuinely sustainable development and a more inclusive future, making its purpose of "Helping everyone build their future with confidence" a reality.

"Settimana del Futuro" is the project that Fastweb kicked off in 2022 and that continued 2023, in which Fastweb S.p.A. and Fastweb Air employees can devote **five workdays** per year to community work, social volunteering, spreading a digital culture, empowering people

or doing environmental work. In 2023, 2,108 people at Fastweb devoted 6,956 days to initiatives organized as part of Future Week. The initiatives were developed in **thematic macro-areas in line** with Fastweb's strategy for a more connected, more inclusive and more eco-sustainable future.

- **Environment,** in partnership with associations involved in environmental sustainability initiatives throughout the country, like Legambiente, Retake, Worldrise, WAU! and PlasticFree and other local associations, reforestation, land protection, environmental reclamation and clean-ups were organized;

- **Social,** in partnership with associations, bodies and local non-profit organizations, like Airc, Opera San Francesco, Pane Quotidiano, AISM and many more local associations, activities were organized to prepare, collect and distribute food and materials for people in need, and to raise funds for good causes;

- **Spreading a digital culture,** offering its know-how to spread a digital culture in schools, universities and various bodies and associations and to provide digital literacy activities to foreigners and the elderly, prison inmates, in libraries and in community centres. In certain cases, the volunteering in this area consists of offering support, as a business angel, to start ups and small businesses.

- **People empowerment**, with mentoring, role modelling and direct support to people with disabilities.

The 6,956 days of volunteering in 2023 can be broken down as follows into the different areas:

- **The environment 25%**
- **Social 41%**
- **Digital education 7%**
- **People Empowerment 27%**

The Settimana del Futuro is based on the concept of corporate volunteering as a form of social inclusion, in which the company offers its support to a spectrum of initiatives ranging from environmental protection, like cleaning up parks, beaches, woods and urban areas - which involved 1,447 people and led to the collection and disposal of unsorted waste in parks, undeveloped areas and beaches in a number of Italian cities - to social-impact projects specifically devoted to diversity and inclusion, without overlooking the spread of digital skills, which is always at the core of the company's strategy. In this respect, through this initiative, Fastweb employees delivered training on digital skills at various associations, prisons and organizations, including local organizations. This was another way to help close the digital divide, an area in which Fastweb has always been committed.

As for the social-impact activities, many employees collaborated with associations, bodies and local non-profit organizations to prepare and gather food and materials for people in need, while others collaborated with help centres for teens in difficult circumstances, offering support with their studies, free time and sports.

Other volunteering activities involved Fastweb people as instructors at Fastweb Digital Academy, in addition to acting as mentors and sharing testimonials at universities, schools, centres for the elderly and refugee shelters. The mentoring included support for equal opportunities and attracting interest, especially girls' interest, in the STEM subjects, in order to foster young people's awareness of their future and eliminate stereotypes, including gender stereotypes, that could prevent them from pursuing their ambitions. The digital learning projects include a partnership with the Municipality of Milan for the upskilling and reskilling of people to be re-employed and others lacking digital literacy.

The Settimana del Futuro included actions in all the regions where Fastweb is present, even with specific implications. Volunteer work to support social inclusion and D&I included tutoring students for the middle school leaving examination in cooperation with Save The Children.

06

A more Eco-sustainable future

A tangible commitment in the fight against climate change 6.1

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

- Environmental Policy
- Energy Policy
- ISO 14001 (Environmental management systems)
- ISO 14064-1 (Design, development, management and reporting of GHG emission inventory)
- ISO 50001 (Energy management systems - Tier IV Data centre in Milan Caracciolo)

OUR GOALS	MAIN ACCOMPLISHMENTS IN 2023
Achieve SBTi reduction targets by 2030 and Carbon Neutrality by 2025	Reduction of Scope 1 emissions by 54% in 2023 compared to 2018 All electricity purchased from renewable sources throughout 2023 111,034 tonnes of CO_{2eq} were offset
Set even more ambitious targets for reducing the company's carbon footprint	SBTi's approval of Fastweb S.p.A.'s voluntary target update to 2030 SBTi's approval of Swisscom Group's new Net Zero targets by 2035
Continue the partnership with Legambiente on the Sustainability Brand in 2023	Partnership with Legambiente confirmed for 2023

OUR APPROACH

- Swisscom's Net Zero target to 2035
- The Science Based Targets initiative reduction targets to 2030
- The path to Carbon Neutrality by 2025
- Monitoring the carbon footprint
- Carbon footprint reduction initiatives
- Mobility management at Fastweb

Fastweb firmly believes that fighting climate change requires a serious, ongoing commitment over time: **since 2015, it has purchased 100% of its electricity** from **renewable sources** and has set carbon footprint reduction targets that are in line with the Paris Climate Accords and that have been approved by the Science Based Targets initiative. **Fastweb already offsets all direct emissions** and indirect emissions from **the provision of services and the use of products by customers.**

GRI 3-3

The fight against climate change is Goal 13 of the 17 **SDGs (Sustainable Development Goals)** defined in 2015 by the United Nations as part of the Agenda 2030 to ensure a sustainable future for our Planet.

To do its part, Fastweb has made two important pledges:

• It has set ambitious **targets to reduce its carbon footprint**, in line with the Paris Climate Accords and approved by the **Science Based Targets initiative** (SBTi);

• It has outlined a plan to progressively offset the emissions it cannot eliminate, with the goal of **becoming completely Carbon Neutral by 2025.**

SWISSCOM'S NET ZERO TARGET TO 2035

Since late 2022, the Swisscom Group has been committed to achieving the **Group-wide target of Net Zero by 2035,** a target approved in November 2023 by SBTi and which Fastweb approved in February 2023 as a Swisscom subsidiary, pledging to achieve the target together with Swisscom. This initiative is five years ahead of other telecommunications companies, which expect to reach the Net Zero target by 2040.

SCIENCE BASED TARGETS TO 2030

In 2023, Fastweb voluntarily updated the **emission reduction targets** to 2030 that it had set in 2020 with the approval of the **Science Based Targets initiative,** an international initiative that has set guidelines for calculating climate change targets based on scientific criteria[29].

Fastweb was the first telco in Italy to set its own targets for reducing CO_2 emissions by 2030 and to present them for approval by the Science Based Targets initiative.

Fastweb's updated greenhouse gas emission reduction targets approved by the SBTi are:

1. Reduce the quantity of direct emissions (Scope 1) by 64% by 2030 compared to 2018;

2. Uphold the commitment to purchase 100% of electricity (Scope 2) from renewable sources, at least until 2030 (this commitment has been in place since the beginning of 2015);

3. Reduce indirect emissions (Scope 3) by 46% by 2030 compared to 2018.

Fastweb will achieve these goals through a number of actions, including engaging its suppliers in the reduction of emissions, replacing its car fleet with electric and hybrid cars, eliminating natural gas power plants, adopting more efficient fiber-laying techniques and cutting consumption.

THE PATH TO CARBON NEUTRALITY BY 2025

In line with these targets, Fastweb has remained committed in 2023 to achieving its goal of becoming completely **Carbon Neutral by 2025.** In addition to reducing its own emissions, the company already offsets all residual direct and indirect emissions from the provision of services and the use of products by customers[30].

Since September 2022, Fastweb has **offset** residual emissions generated during the production, transportation, use and disposal of its products **on behalf of its customers,** at no extra charge. This way, Fastweb customers also contribute to protecting the environment.

29. The Science Based Target initiative (SBTi) is the result of the collaboration between the United Nations Global Compact, the CDP (formerly the Carbon Disclosure Project), the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF), with the aim of containing the effects of climate change by establishing specific commitments to cap the rise in global temperature at 1.5 °C, in line with the targets set by the Paris Climate Accords of 2015 and with the levels considered necessary according to the most recent scientific evidence.

30. The Carbon Neutrality target and the related emissions offsetting initiatives are not considered in the achievement of the reduction targets approved by the SBTi

This is an important commitment for the future, which in these years has led to the achievement of significant results.

Since 2021, Fastweb has been **Carbon Neutral** for:

• all **direct emissions** (Scope 1), i.e., the emissions under the company's direct control;

• all indirect emissions associated with the use of **purchased electricity** (Scope 2);

• all the emissions associated with **operations**, i.e., activities for the provision of services to customers, like the laying of fiber optics (part of Scope 3 emissions).

Since September 2022, the company has also offset the emissions generated by the **use of its services** by customers, i.e. the emissions generated by the purchase of equipment for customers, the use of products sold and products' end-of-life (another part of Scope 3 emissions).

In 2023, a total of 111,034 tonnes of CO_{2eq}[31] were offset through the purchase of carbon credits from major **international projects of forestation, forest protection and the production of renewable energies[32],** which were identified in collaboration with **AzzeroCO$_2$ and Legambiente.**

31. The figure refers to carbon credits purchased in 2023. Any additional credits will be purchased upon completion of the audit activities required for ISO 14064 certification.

32. Go to: https://www.fastweb.it/corporate/futuro-piu-ecosostenibile/fastweb-carbon-neutral/?lng=EN for details of offset emissions and to download the certificates.

33. The mapping of impacts excludes only multi-brand stores, the impact of which is in any case negligible.

FASTWEB EUROPE CLIMATE LEADER 2023

Fastweb was named Europe's Climate Leader again in 2023, retaining its spot in the special ranking that the *Financial Times* and Statista publish every year on the European companies that have reduced their environmental impact the most by reducing their greenhouse gas (GHG) emissions.

With a score of 67.9, Fastweb came in 6th among the Italian companies in the ranking, underscoring yet again the company's ongoing commitment and dedication in pursuing its sustainability strategy with the goal of becoming completely Carbon Neutral by 2025.

MONITORING THE CARBON FOOTPRINT

Target setting and adherence to the Science Based Targets initiative was the next natural step in the carbon footprint monitoring that Fastweb began in 2015 in accordance with the main international standards.

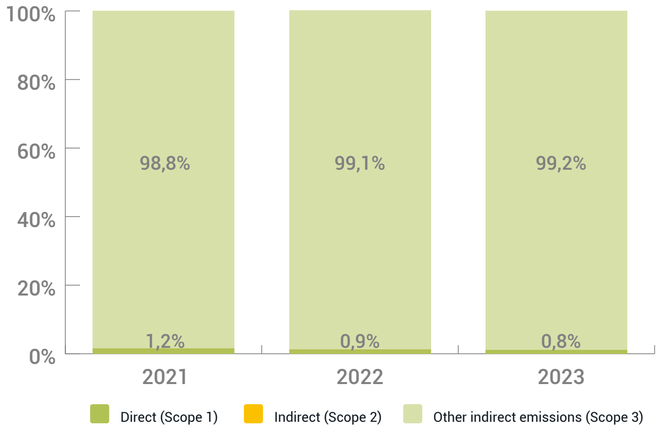
The assessment model enables the company to calculate the **direct emissions** (Scope 1) of its activities or those that it controls (e.g. heating/cooling fuels and transport using company cars and car sharing), **indirect energy emissions** (Scope 2) from the purchase of electricity and **other indirect emissions (**Scope 3) from greenhouse gas sources that are not owned or that are controlled by external parties.

Using this carbon footprint calculation model, which was revised in 2023 to improve the monitoring process, Fastweb gains a bird's eye view of all company impacts, from its offices to network infrastructure, owned and franchised stores, the supply chain, distribution and retrieval of equipment, the use of services by customers and the management of product end-of-life[33].

GRI 305-1, 305-2, 305-3, 305-4, 305-5

In 2023, the company's carbon footprint (Scope 1, Scope 2 and Scope 3) is equal to 214,821 tonnes of CO_{2eq}, mainly generated by Scope 3 emissions.

BREAKDOWN OF CO_{2eq} EMISSIONS



A detailed analysis of the individual scopes shows that direct emissions (Scope 1) decreased from 2,090 to 1,712 tonnes of CO_{2eq} (-18% compared to 2022)[34], a trend mainly due to lower natural gas consumption and the increase in the share of hybrid vehicles within the company car fleet.

Recorded Scope 2 emissions were zero in the three years from 2021 to 2023, since 100% of the electricity that the company purchases directly is produced from renewable sources. Thanks to its policy of sourcing energy from renewable sources, in 2023 Fastweb avoided the emission of 37,235 tonnes of CO_{2eq}[35].

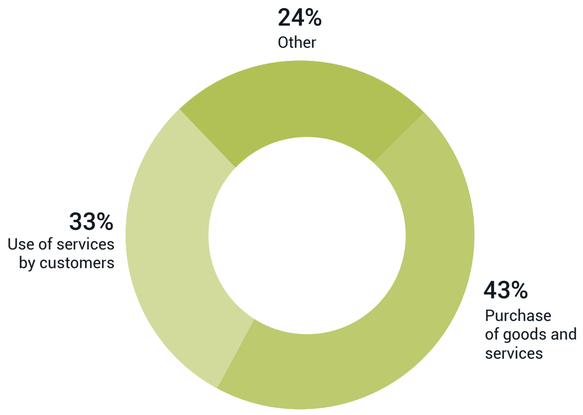
Other indirect emissions (Scope 3) decreased from 219 to 213 thousand tonnes of CO_{2eq} (-3%).

By calculating the intensity of the emissions, it is possible to evaluate Fastweb's efficiency in terms of greenhouse gas emissions as the ratio between total emissions (expressed in kilograms of CO_{2eq}) and the volume of traffic recorded on the network (expressed in TByte).

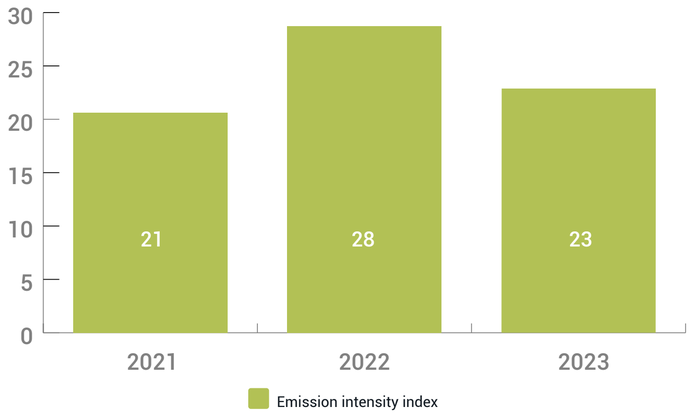
For 2023, the index is equal to 23, down 20% on 2022. The reduction in emission intensity is mainly due to the drop in overall emissions, especially as a result of the aforementioned reduction in Scope 3 emissions, which account for 99.2% of total emissions.

Since 2018, Fastweb has also calculated the **enabling effects** (Scope 4) that represent the emissions avoided by customers thanks to the use of the services provided. This analysis quantifies avoided emissions based on a model that considers video conferencing, housing and hosting services, remote working and services that enable customers to avoid printing documents and using online services[36].
It is estimated that in 2023, Fastweb enabled its customers to avoid the emission of 289,216 ton CO_{2eq}. The 8.5% increase in avoided emissions recorded in 2023 compared to the previous year is associated with the increasingly greater demand for digital services, particularly connectivity, cloud and storage services.
The analysis of the enabling effects has made it possible to assess the net climate change impact by calculating the ratio between avoided emissions and emissions from Fastweb's operations, which was 1.3 in 2023. This ratio shows that the environmental benefits of Fastweb's services offset and exceed the impacts generated directly and indirectly by its activities.

OTHER INDIRECT EMISSIONS (SCOPE 3) BY ORIGIN



EMISSION INTENSITY INDEX (Kg CO_{2eq}/TByte)



34. The Scope 1 emission data for 2022 differ from the data reported in the Sustainability Report 2022 because they have been restated following audits conducted for ISO 14064 certification. Likewise, there could be a similar restatement in the 2023 data between this Report and the 2024 Report.

35. Emissions calculated using a location-based calculation considering the national energy mix.

36. The model was developed based on the guidelines of the Global e-Sustainability Initiative (GeSI) "Evaluating the carbon-reducing impacts of ICT" and the framework adopted by Swisscom.

COLLABORATION WITH LEGAMBIENTE: THE "FASTWEB FOR SUSTAINABILITY" LABEL [37]

Since 2019, the "Fastweb for sustainability" label has helped customers recognize the environmental benefits of using certain digital services over traditional services. For products and services with this label, Fastweb provides customers with information on the amount of climate-altering emissions avoided. There are 19 Fastweb Sustainability Label solutions (four for households, six for freelancers and small businesses and nine for medium and large businesses). They enable individuals and businesses to reduce their environmental impact by, for example, travelling less by car or public transport, using energy-efficient infrastructure or cutting their paper consumption[38].

For these services, a model has been developed to calculate the average avoided emissions for each service unit/product marketed according to a methodology developed by Fastweb together with Quantis, a leading international climate change advisory firm. The basic assumptions and calculation methodology, available to everyone in a methodological note on the company's corporate website, were approved by a panel of experts from Legambiente, the Italian league for the environment, which considered the document scientifically valid and transparent in line with its intended purposes.

CARBON FOOTPRINT REDUCTION INITIATIVES

Fastweb has several types of carbon footprint reduction initiatives under way.

To reduce direct emissions, Fastweb is switching its car fleet over to hybrid and fully electric cars (see Mobility management at Fastweb: Go Fast, Go Green) and replacing natural gas heating systems with heating systems that run on electricity from renewable sources.

To reduce indirect emissions, Fastweb's strategy is to take action on the supply chain and equipment like modems and NeXXt internet boxes, as well as on energy efficiency.

In 2023, several workshops were held with the involvement of the company departments concerned to develop concrete initiatives to reduce emissions. These collaborative sessions encouraged the sharing of ideas and the outlining of targeted actions, consolidating the company's commitment and direct involvement in the path to more sustainable operations with a smaller environmental impact. Specifically, the sessions covered two strategic macro-areas for the sector: improving the energy efficiency of products and extending product life.

The last two years have seen numerous **energy efficiency** measures at Fastweb's equipment facilities and network, with a focus on decommissioning and producing renewable energy, as detailed in section 5.2.

Taking a circular economy approach, Fastweb has also undertaken on a campaign to **make modems more efficient and regenerate them,** as detailed section 5.3.

In the field of international cooperation, Fastweb participated in the European Union's Workshop on Sustainability Indicators as a member of the ECTA (European Competitive Telecommunications Association). ECTA is the European association of OLOs (Other Licensed Operators - i.e. network operators competing directly with the national provider). Its mission is to promote the deregulation of telecommunications markets and ensure new players gain free access to these markets.

The objective of the workshops was to establish sustainability indicators for the telecommunications sector. Fastweb contributed by proposing relevant indicators for companies in the sector.

37. For additional information, visit: https://www.fastweb.it/corporate/futuro-piu-ecosostenibile/soluzioni-digitali-per-l-ambiente/?lng=EN

38. For additional information, visit: https://www.fastweb.it/corporate/futuro-piu-ecosostenibile/soluzioni-digitali-per-l-ambiente/?lng=EN/

MOBILITY MANAGEMENT AT FASTWEB: GO FAST, GO GREEN

Fastweb's **“Go Fast, Go Green”** sustainable mobility strategy focuses on three key areas:

1. Corporate emissions
2. Commuting
3. Employees' personal use of cars

This program includes the planning of various initiatives to organize the mobility of Fastweb people in an increasingly environmentally way.

One fundamental factor in achieving the Scope 1 carbon reduction emissions targets is the company car fleet, which has been upgraded repeatedly in recent years in a shift away from thermal fuels towards more eco-sustainable solutions. The aim of the project is to have a **company car fleet consisting of 75% hybrid/electric cars and 25% diesel cars by 2025** and to reach the target of **70% fully electric and 30% hybrid cars** by 2030. In 2023, Fastweb neared its target with about 60% hybrid/electric cars.

To drive the achievement of these goals, the 2023 car list was updated to include a preponderance of hybrid models and another increase in the number of fully electric models. In addition, the co-financing mechanism that rewards greener choices remained in place.

The “Recharge Anywhere” initiative continued in 2023 in which:

- All employees with plug-in or electric company cars were also assigned **virtual cards** that enable them to charge their car at any of the public charge stations in the Enel X circuit, for a total of around 160 activated cards;

- **Charging stations** were installed for e-cars in the parking areas of the Nexxt headquarters in Milan. Thousands of recharges were recorded in 2023, resulting in more than 30 thousand kWh of recharges delivered.

- In addition, an agreement with Fastweb's partner Enel X was activated, and now all employees, whether they have been assigned a company car or not, were given the opportunity to **install a domestic wall box at home** to charge their plug-in or electric car at a very attractive price.

To update the analysis of employees' commutes, again in 2023, a new **online mobility** survey was offered to all Fastweb S.p.A. and Fastweb Air employees around the country. The purpose of the survey is to analyse people's commutes each year to monitor any changes compared to previous years, especially after the end of the emergency situation caused by the pandemic and the introduction of the new hybrid work model, and to assess their willingness to make a change for sustainable mobility. So the questions reflected, as closely as possible, employees' everyday lives and therefore meet their needs, the mobility management team collaborated with other units to draft the questionnaire. The survey was given to employees in July and had a high response rate, with 68% of the company population participating. The results were significant in terms of employees' propensity to change. The results were used to update the **Home-Work Travel Plan** and to better plan future sustainable mobility initiatives tailored to Fastweb people.

As in the previous year, the **Mobility Company portal** created in collaboration with “Movesion”, a key player in the mobility management and sustainable mobility sector, continued to be developed in 2023. The portal is dedicated to all Fastweb people, who can access it anywhere and from any device, and gathers all the services to make employee mobility easier, cheaper and more environmentally friendly. Specifically, this mobility tool provides practical information for everyday travel, useful content to raise awareness about sustainable mobility issues and various agreements, such as mobility vouchers or the possibility to buy public transport passes by paying in instalments directly in employees' pay slips. These agreements can be used for both commuting to/from work and for personal travel. In 2023, employees purchased more than 2,000 vouchers for their transport needs and registered for around 140 public transport passes. These figures are expected to continue to grow for several reasons, first because the numbers of both sharing carriers and local public transport operators (Catania and Bari) have

grown, and second because it is now possible to buy local public transport passes tickets for family members as well.

In 2023, the mobility program offer was further enhanced with additional sections in the new app:

- **Carpooling,** for the entire company population, encouraging the sharing of private vehicles, which brings employees together and reduces the cost and environmental impact of commuting;

- **Activities,** the app feature where employees can earn points based on their mode of transport, kilometres travelled and the emissions generated when they commute;

- **Gamification,** the reward system where users can pick the reward they have earned.

Again in 2023, to commemorate **European Mobility Week**, an initiative promoted by the European Commission, Fastweb organised several workshops on sustainable mobility for employees and their families:

- in Bari, in collaboration with the Municipality of Bari, sailing trips with readings on environmental sustainability were organised for children;

- in Naples, in collaboration with Città della Scienza, interactive labs were held on environmental topics;

- in Rome, in collaboration with the children's museum Explora, employees could bring their children to various workshops organized for the various children's age groups;

- in Milan, in collaboration with the city's Museum of Natural History, Fastweb organized a workshop with a science show at the end, directly at the Nexxt offices.

Last but not least, in collaboration with Movesion, the "STEP TO THE FUTURE" meeting was held where companies could discuss the habits and scenarios they expect to see in the future with regard to sustainable mobility.

Energy consumption and energy efficiency initiatives 6.2

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Energy Policy

ISO 50001 (Energy management systems - Tier IV Data centre in Milan Caracciolo)

OUR GOALS

Improve the energy efficiency of the network infrastructure with an overall potential annual nominal reduction in electricity consumption of 5 GWh

MAIN ACCOMPLISHMENTS IN 2023

Annual nominal reduction of 13 GWh through action taken in 2023

OUR APPROACH

Network and system energy efficiency

Decommissioning and optimizing the network

Monitoring consumption

Optimizing operations

On-site and off-site renewable energy production

The growth in data traffic and the consequent expansion of networks put many challenges for the telecommunications sector in terms of energy consumption. It is therefore a **top priority** for Fastweb to **promote actions and projects to limit** the impact. This is why Fastweb purchases 100% of its electricity from **renewable sources,** constantly strives to **improve the energy efficiency** of the network and operates the Tier IV data centre in accordance with ISO 50001 best practices.

GRI 3-3

Fastweb's energy consumption mainly consists of the consumption of electricity used to operate the network infrastructure - comprising data centres, equipment facilities and cabinets on the street - and to a marginal extent to run the offices and stores.

The strategy it has adopted for the management and reduction of consumption consists of several actions:

- energy efficiency of the network and facilities;
- decommissioning and optimizing the network;
- continuous monitoring;
- optimizing operations;
- on-site and off-site production of renewable energy.

ENERGY EFFICIENCY

To constantly improve the **energy efficiency** of its infrastructure, including both ICT/network devices and systems, again in 2023, Fastweb invested in implementing major energy efficiency measures in its equipment facilities, with positive benefits not only in the short term but also in the medium to long term. In terms of system efficiency, these upgrades have involved both the introduction of free cooling to cool the rooms without the use of traditional air conditioners, using external air when temperatures allow it, and revamping of both mechanical and electrical systems for greater efficiency and effectiveness.

Furthermore, Fastweb always adopts the best available technology when building new sites. This means that Fastweb selects equipment that already offers the highest level of energy efficiency performance, aligning with the most advanced technology on the market.

ENERGY EFFICIENCY OF SITES

As evidence of Fastweb's dedication to sustainability even when choosing its sites, two of the buildings that house Fastweb's offices are LEED certified. Specifically, Fastweb's NEXXT headquarters in Milan is rated LEED BD+C (Building Design & Construction: Core and Shell) Platinum (the highest level of LEED certification), while the building housing Fastweb's Rome office is rated LEED Gold.

DECOMMISSIONING AND OPTIMIZING THE NETWORK

Another line of strategic action in Fastweb's energy management is based on **decommissioning and optimizing the network,** i.e., assessing, site by site, which network technologies can be decommissioned or which devices are compatible with a compacting and optimization process to reduce the energy impact. Decommissioning was one of Fastweb's top priorities in 2023, in response to the energy crisis and the resulting increase in costs. Fastweb introduced this project structurally within the company, with the creation of a decommissioning project management team. The main decommissioning project relates to the “FTTH metroring” network, which is based on many periphery devices that are active near service delivery points and the concurrent migration to the FTTH GPON network, which does not provide for active devices between the power plant and the service delivery point, making it more energy efficient in addition to higher-performance.

MONITORING CONSUMPTION

Energy consumption is monitored by the company's Energy Management unit, which checks and reports consumption and analyses the performance of specific indicators to keep track of network efficiency. These indicators include, for example, PUE (power usage effectiveness) of the data centres and telephone exchanges. Other indicators are used to assess the impact of electricity leaks or the effectiveness of the air conditioning systems installed.

Using approximately 26,050 meters (about 8,500 fewer than in the previous year due to decommissioning), the platform developed in 2022 automates the collection of energy consumption data. Following its implementation, in 2023, Fastweb focused more on managing and automating the sub-metering of its internal instrumentation. In the future, the data transmitted by the sub-meters (metering devices installed downstream from the main meter to monitor the energy consumption of a given space) will be collected automatically, ensuring constant monitoring of consumption that can quickly signal any irregularities, process flows and improve the management of energy contracts.

In 2023, 17 energy diagnoses were conducted on Fastweb sites pursuant to Italian Legislative Decree 102/2014, covering over 50% of the sites' needs. The diagnoses were entrusted to an external company and revealed additional opportunities to improve the energy efficiency of the sites.

OPTIMIZING OPERATIONS

Fastweb is also committed to monitoring and optimizing operations at sites. In 2023, Fastweb S.p.A. continued activities to maintain its certification in accordance with the international standard **ISO 50001** for its Tier IV Data Centre in Milan, state-of-the-art infrastructure 100% powered by energy purchased from renewable sources.

Demonstrating Fastweb's commitment to ensuring a reliable network, Fastweb ensures that it maintains high levels of site maintenance through regular checks by both internal teams and external professionals.

ON-SITE RENEWABLE ENERGY PRODUCTION

In terms of on-site renewable energy production, Fastweb can count on 8 photovoltaic systems for the **on-site self-production** of renewable energy in 2023: in addition to the 4 plants it already had, another 4 plants were installed in the year, two of which were already active (Padua and Latina) and two of which were being commissioned (Rome). In addition to these, 7Layers has a photovoltaic system operating at the Montelupo site.

Another initiative related to renewable energy production involves the construction by 2025 of 26 photovoltaic plants located above shelters, metal containers used for long-distance signal regeneration and located in remote areas.

As a result of the steps taken in 2023 (energy efficiency, decommissioning, optimization and the installation of on-site photovoltaic systems) Fastweb will save a nominal total of 13,017,231 kWh per year (46,862 GJ[39]).

OFF-SITE RENEWABLE ENERGY PRODUCTION

In 2022, Fastweb S.p.A. signed an off-site power purchase agreement (PPA) for the supply of electricity produced from renewable sources. The 12-year agreement provided for the construction of a new photovoltaic system in the Lazio region, near Latina, which began operating in 2023. It will meet part of Fastweb's energy needs with renewable energy. In June 2023, Fastweb signed a **second PPA** for the construction of two new photovoltaic systems in Piedmont, which will generate around 19 GWh of electricity per year exclusively for Fastweb. The first of the two plants, with an output of 10 GWh, will begin operating in the first quarter of 2024, while work is under way on the second with the aim of having it up and running by the end of 2024.

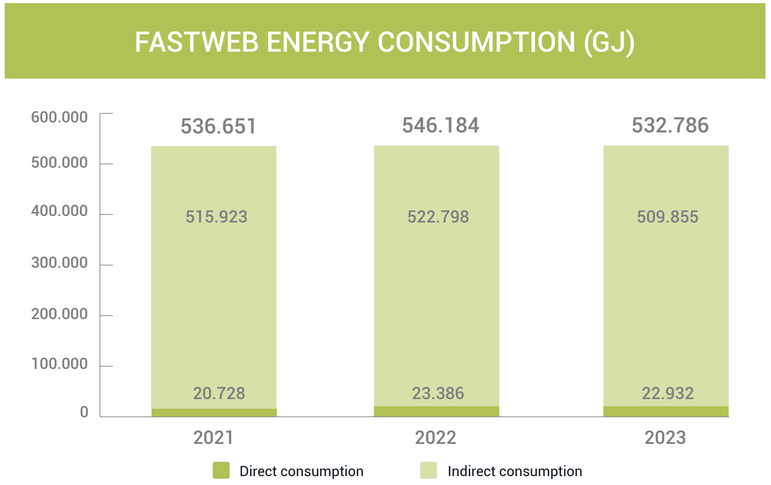
In December 2023, Fastweb signed a **third** off-site **PPA** with a start date of January 1st, 2024. This PPA is based on an existing wind farm located in the province of Foggia with output of about 20 GWh.

These PPAs are steps forward in the path to carbon neutrality, which the company had already undertaken in 2015 when it began **purchasing of 100% of renewable energy** certified with Guarantees of Origin.

FASTWEB'S CONSUMPTION

GRI 302-1, 302-3, 302-4

Fastweb's energy consumption amounted to 532,786 GJ in 2023. In particular, this figure was affected by the consumption of electricity[40] and, to a residual extent, the consumption of fuel and natural gas[41]. Compared to 2022, there is a reduction in consumption of about 2.5%, related to the implementation of energy efficiency measures.



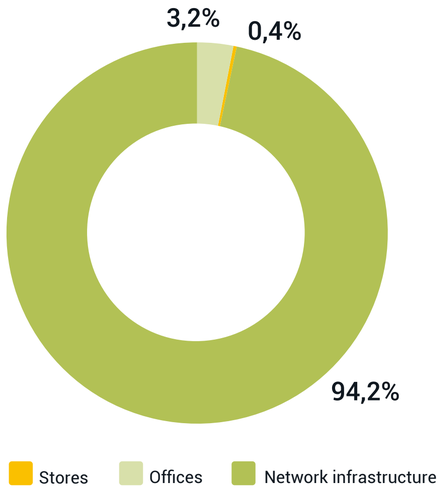
39 The energy savings figure is an annual nominal figure that expresses the theoretical annual savings of a given project, regardless of when it was carried out. The Energy Manager estimates the figure for all projects carried out during the reporting year.

40. Electricity consumption monitoring includes all Point of Delivery (POD) for which Fastweb has entered into a direct contract with the supplier, i.e., all those directly managed by Fastweb, whose operating decisions may affect consumption.

41. The direct consumption data include self-production (photovoltaic systems).

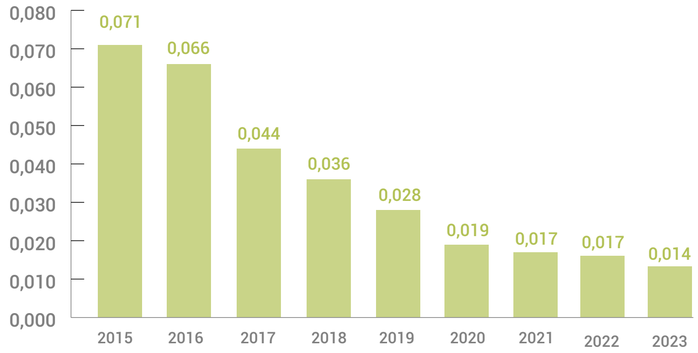
Indirect energy consumption (purchased electric energy) amounts to 509,855 GJ and is mainly attributable to the electricity consumed by the network infrastructure, while the electricity consumption of the headquarters and stores contributes about 3.6% of the total. Direct and indirect consumption decreased by 1.9% and 2.5% respectively compared to 2022.

INDIRECT ENERGY CONSUMPTION BY USE



The comparison of the energy consumption of the fixed network infrastructure with data traffic over the last few years gives a measure of the Fastweb network's energy efficiency. The trend, calculated as follows, shows a progressive reduction in the energy intensity of the network, with a 80% decrease in the kWh consumed per Gigabyte of traffic since 2015. In 2023, the energy intensity of the network was 0.014. The energy intensity was lower than in 2022, with higher data traffic and lower consumption.

ENERGY INTENSITY OF THE NETWORK (KWh/GByte)

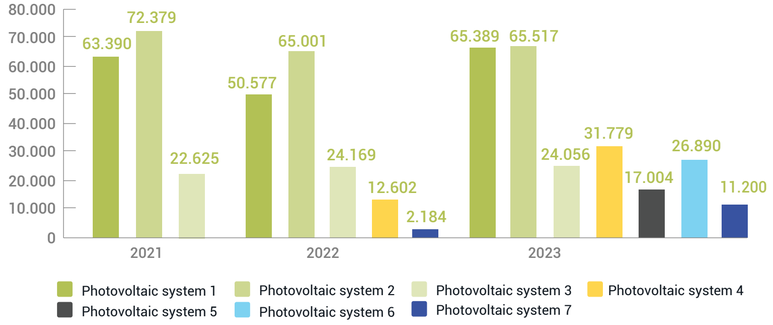


These results underscore the effectiveness of the work done to improve network efficiency, an accomplishment that came thanks to the many projects to upgrade, extend and strengthen the infrastructure in recent years. Thanks to these projects, Fastweb was able to meet the significant demand for connectivity in recent years and the sharp increase in data traffic volumes (up 21.5% compared to 2022).

Considering total electricity consumption (network infrastructure, offices, stores and radio base stations), total energy intensity was 0.015 in 2023.

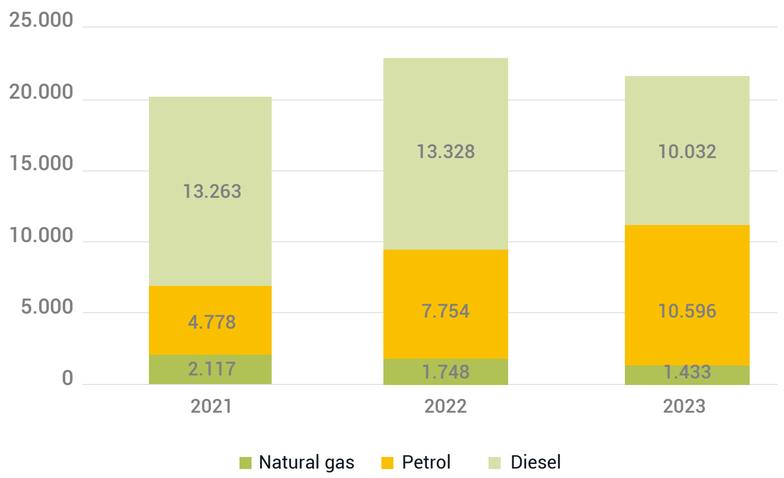
Thanks to the photovoltaic systems installed since 2016 at Fastweb sites, in 2023, a total of 241,834 kWh was produced and used for self-consumption, up about 56% on the previous year due to the activation of two new photovoltaic systems in Latina and Padua (respectively "photovoltaic system 5" and "photovoltaic system 6" in the chart).

ELECTRICITY PRODUCED BY PHOTOVOLTAIC SYSTEMS (KWh)



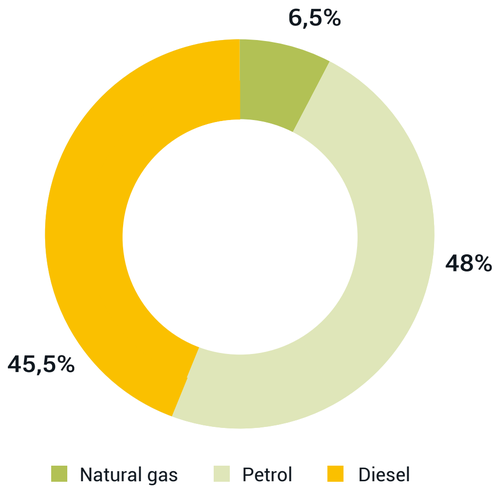
In addition to the consumption of energy generated by the photovoltaic systems, direct energy consumption is mainly attributable to the consumption of natural gas, petrol and diesel fuel. Natural gas is used to heat offices[42] and, to a lesser extent, to power vehicles, while petrol and diesel are mainly used to fuel cars (the company car fleet) and, to a residual extent, to run the generators in the equipment facilities to guarantee network continuity.

NATURAL GAS AND FUEL CONSUMPTION (GJ)



42. Monitoring of natural gas consumption is only available for the sites where a direct contract has been signed with the gas supplier and they have the largest weight in the overall volume of the company's gas consumption. In particular, the Catania site, the Milano Caracciolo site, the Padua site and the Milano Garibaldi store have been considered. The Bologna, Genoa, Naples, Sesto Fiorentino and Turin sites were excluded.

NATURAL GAS AND FUEL CONSUMPTION (GJ)



In 2023, there was a 18% reduction in natural gas consumption compared to 2022, which reflects the company's energy savings initiatives.

Petrol consumption increased on 2022 while diesel consumption was down about 25% due to the replacement of the company fleet with hybrid cars.

For the future, energy management will increasingly require monitoring the growth of Fastweb's business, in order to estimate, insofar as possible, the increase in network consumption and implement the best efficiency and consumption reduction actions.

Our contribution to a circular economy and better waste management

6.3

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Environmental Policy

ISO 14001 (Environmental management systems)

OUR APPROACH

Packaging

Modem design

Regenerated smartphones

EcoSIM and eSIM cards

Waste management

GRI 3-3, 306-1, 306-2

For Fastweb, acting with environmental responsibility means striving for continuous improvement and making a tangible commitment to using resources responsibly as well.

Fastweb's commitment to guaranteeing a more eco-sustainable future also extends to its offer of increasingly sustainable products and services.

Fastweb began a life cycle assessment of the NeXXt internet box in 2022 to identify the environmental impacts of its use. NeXXt's life cycle assessment (LCA) led to the planning of circular economy initiatives in 2023.

One of the main initiatives was the design of software solutions that reduce the energy consumption of the NeXXt internet box and the new modems, which, combined with the energy efficiency of the components, will be part of a new, more efficient and sustainable product to be offered in 2024.

In addition, Fastweb continued its campaign to raise customers' awareness to use their modems more carefully in 2023. In particular, the campaign urged them to switch off their NeXXt internet box when not using it.

PACKAGING

Other ideas for improvement were the result of research into the materials used to produce and package the NeXXt internet box. For example, in 2023, Fastweb improved the packaging of the modems by reducing its size, making it plastic-free through the use of only FSC (Forest Stewardship Council) mix recyclable cardboard and/or FSC-recycled cardboard with the use of vegetable ink.

In particular, Fastweb decided to replace the white ink with black ink, which requires fewer treatments to print the packaging. In addition, the shape and size of the packaging was optimized, with obvious logistical benefits: the new packaging was designed to fit more efficiently in the transport vehicles. Even the smaller parts of the packaging, like the paper stickers, were carefully studied, and are made of recycled cardboard.

MODEM DESIGN

The focus on using materials that are more environmentally friendly will also extend to the modems, with the use of recyclable, untreated and non-glossy plastic for the cases; the matte finish makes any scratches or defects on the surface less visible, so that at the end of the product's life it may be more easily regenerated and therefore put back on the market, reducing waste.

Fastweb started a process to regenerate modems, in which it withdraws used modems to recycle and reuse them. The used modems are sent to special technical assistance centres (CAT) where they are tested to check that they work properly and assess whether they can be reused. In 2023, 70% of the tested devices were assessed positively and were regenerated to be put back on the market. When this is not possible, modems are sent to processes to recover materials and components like metals, plastics and rare earth elements, for their reuse in new products, while the remainder is sent by CAT for disposal In 2023, 140,022 modems were regenerated and put back on the market.

The design of the future modems was also revised to make them easy to dismantle apart, in order to increase the percentage of devices that can be recovered. The case now consists of two sides that are easy to take apart in order to access the internal electronic components inside without damaging the protective case. The improvement of these aspects relating to the product's look and design could have a significant positive impact on the regeneration rate of these modems.

Additional improvements are planned in terms of reducing the overall size and weight of the products, with clear benefits in that this will result in a smaller amount of raw materials used and reduce the impacts of transport and end-of-life.

Fastweb's aim of guaranteeing the continuous improvement of its products has also led the company to create an in-house tool that can calculate the carbon footprint of various products and highlight changes in their carbon footprint following changes in their components. The tool's output is a series of parameters that will enable Fastweb to conduct analyses to determine a product's impact before it is launched on the market, and therefore monitor its emissions, even in relation to the corporate carbon footprint, including built-in product circularity in the design stage.

REGENERATED SMARTPHONES

In 2023, Fastweb officially launched its **"Mobile Re-Generation" circular economy** initiative. In partnership with Recommerce®, a company specialized in buying back, recycling and reconditioning smartphones, tablets and gaming consoles, Fastweb is offering customers the chance to recycle their used smartphones in exchange for payment credited directly to their bank account. Fastweb sells the reconditioned A+ and A-grade smartphones packaged with Fastweb mobile offers.

The purpose of this initiative is to encourage its customers to engage in a more mindful and sustainable use of technology by reusing devices, thereby limiting the impact on environmental resources, carbon emissions and the disposal of electronic waste.

ECOSIM AND ESIM CARDS

In mid-2023, Fastweb launched its new **eco-friendly SIM cards** made of 100% recycled plastic with certified carbon neutral production by Thales, a leading eco-SIM card maker. The new SIM cards, which will gradually replace the traditional plastic SIM cards that are currently produced, are **made from recycled plastic** deriving from the **disposal of old refrigerators** through an eco-friendly raw material recycling process. The packaging of these new SIM cards is also **half the size** of the previous SIM card packaging, which has been updated using biodegradable polyester and FSC-certified cardboard.

Furthermore, to further reduce the impact of its SIM cards, in September 2023, Fastweb launched **embedded SIM** cards (eSIM cards), the new virtual SIM cards with the same functionality as traditional SIM cards but without the need for a physical SIM card inside the device. The eSIM cards, which are available at all Fastweb stores, reduce the amount of plastic used in the production of traditional SIM cards. In addition, the outer film is made of biodegradable material and the packaging is made of FSC-certified cardboard.

WASTE MANAGEMENT

With respect to internal consumption as well, Fastweb is committed to pursuing initiatives that encourage the reduction of resources and the proper disposal of waste generated by its operations.

In 2023, Fastweb confirmed its decision to take part in the **#PlasticFree**[43] initiative promoted by the Italian Ministry of the Environment and Energy Security. This entailed renewing its pledge to ensure the responsible consumption of single-use plastic in its offices. At Fastweb S.p.A.'s offices, automatic vending machines dispense hot beverages in biodegradable cups with wooden stirrers, and people may even use their own mug. The pods and capsules are compostable or made of poly-bonded material and they are returned to the supplier so they can be properly recycled. Drinking water is available in 100% tetra pak or recyclable aluminium cans, but the company encourages employees to refill their reusable water bottles at the drinking fountains in the common areas.

For this purpose, new water dispensers were installed at all Fastweb S.p.A. and Air sites in 2023. The new water dispensers are an improvement on the previous ones; they are cleaner and more energy-efficient with adjustable temperature systems, a switch so they can be turned off when not in use and lights that can be turned off as well. In terms of **reducing paper consumption**, an assessment was conducted in previous years to identify the business processes that still required paper and to begin a digitalization process that led, at the end of 2020, to roughly 90% of the business process becoming fully digital. The residual use of paper is mainly tied to meeting regulatory requirements or the specific needs of customers or the public administration. In 2023, 1.5 tonnes of printing paper was purchased, a sharp decrease on 2022 when 5 tonnes of paper was purchased.
A few key processes (such as the acquisition of purchase offers) with customers have also been digitalized and the quantity of advertising material (brochures, flyers, etc.) has been halved, as the company shifts to using screens inside points of sales to promote offers.

Projects are under way to digitalize the equipment installation processes at customers' premises. In particular, in 2023, for the wholesale business, around 12,800 bills of lading and about 13,100 work reports were created digitally, saving 416.8 kg CO_{2eq}.

The **waste generated** by Fastweb's **operations** can be mainly divided into that resulting from operations in offices and stores and that resulting from the installation of optical fiber and the maintenance of infrastructure, equipment facilities and data centres. In particular, in the first case, the main types of waste are: urban waste, including packaging, plastic, paper and cardboard for which Fastweb uses the municipal sorted waste collection service, and waste from maintenance and cleaning, which is managed directly by the service provider. Similarly, the global printer, copier and fax machine service provider also handles the management of used toner cartridges.

The types of waste most frequently generated by Fastweb are:

• waste from electrical and electronic equipment, which is deposited in specific spaces for its storage until it can be collected by the providers authorized to transport WEEE (Waste from Electrical and Electronic Equipment).
• bulky waste, specifically office and store furnishings. In order to minimise the generation of this type of waste, Fastweb moves unused office and store furniture to alternative company sites, thereby optimizing the use of resources.

The waste deriving from work sites for the development and maintenance of fiber optics is managed directly by Fastweb's supplier. In any event, the company periodically performs sample checks to ensure that the waste generated is managed in accordance with current regulations. During the activities at the work sites, the main types of waste generated are soil and rocks from excavating, materials from the removal of road asphalt and other waste like fiber optics, cables, plastic and mixed packaging.

43. https://www.mase.gov.it/pagina/come-aderire-alla-campagna-plasticfree

Biodiversity

6.4

THE MAIN POLICIES AND CERTIFICATIONS IN THIS AREA

Environmental Policy

ISO 14001 (Environmental management systems)

OUR GOALS

Continue the Mosaico Verde tree planting campaign

MAIN ACCOMPLISHMENTS IN 2023

7,000 trees and shrubs were planted in Milan, Rome, Pescara, Cagliari, Turin and Pomigliano d'Arco

OUR APPROACH

Seaty project

Mosaico Verde project

Marine Biomass Regeneration project

GRI 3-3, 304-3

To further strengthen its contribution to protecting the environment, in 2023, Fastweb renewed its support for three environmental projects, **Seaty, Mosaico Verde and Marine Biomass Regeneration.**

The **Seaty project,** in partnership with the non-profit organization Worldrise, focuses on safeguarding areas of the sea of particular ecological importance through a strategy that embraces exploration, education, awareness-raising and scientific research. The project is part of the 30x30 Italia campaign, a national project by Worldrise to protect at least 30% of Italian seas by 2030.

In 2023, **two new Seaty** projects were inaugurated in the **marine protected area of Capo Testa** - Punta Falcone in Sardinia and the **marine protected area of Capo Milazzo in Sicily,** joining the marine protected area established in 2022 in **Golfo Aranci, Sardinia.** The Golfo Aranci Seaty area covers a surface area of just over 79,000 m^2, about 36% of which is occupied by Mediterranean tapeweed, creating a habitat that plays a crucial role in marine ecosystem biodiversity.

FASTWEB PROTECTS THE SEAS

Human life depends on the sea and the oceans for their influence on climate, for food, for CO_2 absorption. Fastweb is committed to supporting projects that protect the health of the seas and biodiversity.

The objective was to raise awareness among citizens and tourists about the importance of sea health and protection, through workshops and educational activities on beach cleaning, coastal marine exploration and monitoring, as well as snorkelling tours to discover marine biodiversity and yoga sessions on the beach. In 2023, more than 880 people participated in snorkelling tours and about 250 people attended yoga classes on the beach. Beach clean-up events were held with the participation of over 50 people, and a variety of workshops were held for children and summer schools, involving 303 children. The new Seaty areas have been named local marine education areas within marine protected areas, and two areas encompass more than 5,000 hectares in all. Permanent information panels were installed along the coast and in the sea to inform the public about the preservation of marine biodiversity in the protected areas.

The **Marine Protected Area of Capo Testa – Punta Falcone** is distinctive for its vast biological diversity and rich variety of marine habitats. In its deepest parts it is possible to come across species of particular natural interest, such as red coral (Corallium rubrum) and gold coral (Savalia savaglia), as well as species at risk of extinction, like Patella ferruginea. When this marine protected area was inaugurated, Fastweb met with 83 students from the "P.F.M. Magnon" school district, to engage students and promote Seaty in schools.

The **Marine Protected Area of Capo Milazzo** is, on the other hand, one of the few places in the Mediterranean where you can see whales during their migrations, as well as dolphins and sea turtles. It is a privileged position for scientific research and education, as well as for the protection of species vital to the well-being of the marine ecosystem.
To help promote the effective management of the marine protected areas, with Fastweb's support, Worldrise has also developed the AMP Academy toolkit, which provides all sea lovers with free online resources for an experience of the marine protected areas.

The Mosaico Verde project is a national campaign for the forestation of urban and suburban areas kicked off by AzzeroCO_2 with Legambiente, in which Fastweb has participated since 2021 with the initial goal of planting 9,000 trees and bushes in three years. The ultimate objective is to preserve biodiversity, restore value to the land and offset the effects of climate change.

After the 4,000 trees planted in 2021 and 2022 in the cities of Milan, Rome, Bari and Catania, planting continued in 2023, with the addition of the town of Pomigliano d'Arco, in the suburbs of Naples, and the cities of Pescara, Cagliari and Turin, for a **total of 7,000 trees** and shrubs planted. The students of the Sulmona-Catullo school district and the Pomigliano San Rocco daycare and preschool were invited to the inauguration of the new forest area in Pomigliano d'Arco. They tried their hand at planting 25 aromatic plants in the aromatic garden area.

REFORESTATION IN ITALY

In addition to supporting international projects in India, Brazil, Nicaragua and Uganda, Fastweb is committed to improving land in Italy. This is why it has decided to collaborate with AzzeroCO_2 and Legambiente on the national Mosaico Verde campaign, an important reforestation and protection project for a number of Italian cities.

Fastweb employees actively participated in the initiatives in Milan, Cagliari and Rome as part of Future Week. They could even bring their children with them to tangibly contribute to urban regeneration and spread awareness of the importance of respecting the environment to future generations as well.

The **Marine Biomass Regeneration project** is an international research project of the Centre for Climate Repair at Cambridge designed to regenerate marine biomass, combat ocean desertification and resolve the problem of CO_2 removal. It is a solution of potentially planetary importance due to the removal of CO_2 and other greenhouse gases. Whaling is another of the many activities that is most harmful to our oceans, as these animals are essential to the nutrient cycle. The lack of whales is leading to a drop in phytoplankton, a vital component

of the food chain of fish and to produce oxygen. This project therefore consists of studying how to regenerate ocean biomass and restore the whale population to what it once was, so that oceans can be regenerated and perform their natural function of CO_2 absorption.

OCEAN REGENERATION

With Fastweb's support, the Centre for Climate Repair Cambridge is conducting a series of analyses and models and collaborating internationally on targeted experiments to determine whether the oceans can be revitalised and how they could help absorb carbon dioxide, a major challenge of our time.

07

Supplementary information

Methodological note

7.1

GRI 2-2, 2-3

THE APPROACH TO REPORTING AND THE PRINCIPLES FOR DEFINING THE QUALITY OF THE REPORT

Now in its 12th edition, Fastweb's Sustainability Report was prepared in compliance with the "GRI Sustainability Reporting Standards" of the Global Reporting Initiative (GRI) according to the "in accordance" option.

To ensure the quality of the information reported, the GRI reporting principles were followed in the preparation of the Report:

• accuracy: the level of detail of the contents reported is adequate for understanding and assessing the sustainability performance of Fastweb and its impacts;

•verifiability: the internal control system and decision-making process documentation ensures that the data and information are gathered, compiled, recorded and analysed in a way that ensures they can be examined to confirm their quality;

• clearness: the choice of a clear and accessible language and the use of graphs and tables to represent the performances make this Report usable and easy to understand for stakeholders;

• comparability: the indicators presented in the Report, which represent Fastweb's impacts, are shown for the three-year period 2021-2023 and accompanied by a comment on their performance in order to allow the comparison and comparability of the company's performance over time;

• balance: this document illustrates the group's positive and negative impacts in a fair and impartial manner;

• timeliness: Fastweb undertakes to report the information regularly and to make it available immediately, ensuring the quality of the information in line with other reporting principles;

• completeness: the material topics that guide the contents of this Report are addressed in their entirety and represent the most significant environmental, social and economic impacts for Fastweb's activities, allowing a complete assessment of the company's performance in the reporting year;

• sustainability context: the impacts of Fastweb's performance are analysed in the broader context of sustainable development, including numerous scenario information in relation to the main material topics dealt with.

GRI 2-3

Fastweb publishes the Sustainability Report on an annual basis to ensure constant reporting of its performance; in particular, this document covers the period between 1 January and 31 December 2023.

For further information and suggestions please write to: sustainability@fastweb.it.

SCOPE OF THE REPORT

GRI 2-2

Fastweb includes the subsidiaries in which it holds more than 50% in the reporting boundary. The reporting boundary therefore includes

Fastweb S.p.A., the subsidiary Fastweb Air S.r.l. since 2020 and the 70%-owned subsidiary 7Layers S.r.l. since 2021. Data are consolidated on a straight-line basis regardless of the parent company's percentage of ownership of the subsidiaries. However, the data relating to 7Layers are not always available, in which case this is noted in the tables at the end of this section. In any case, Fastweb undertakes to continuously improve data collection, including with regard to the subsidiary 7Layers.

In this document "Fastweb" refers to Fastweb S.p.A., Fastweb Air S.r.l. and 7Layers S.r.l. To indicate the characteristics of only one of the companies, specific reference is made to Fastweb S.p.A., Fastweb Air S.r.l. or 7Layers S.r.l.

Unless otherwise stated, the policies and certifications mentioned in the Report apply to Fastweb S.p.A. and/or Fastweb Air, as indicated in section 3.2.1.

DATA COLLECTION AND REPORT VALIDATION PROCESS

The data and information reported in this document were collected through interviews with representatives and data collection forms, in accordance with the Standards. The approval and information sharing processes form the basis of preparation of Fastweb's Sustainability Report: the structure of the document and the topics on which the reporting is focused (material topics) are approved by the CEO and the text of the Report is validated by the functions involved.

The final version of the Sustainability Report is presented to and approved by the Board of Directors.

REPORT ASSURANCE

Once again this year, Fastweb decided to submit the report for revision to an independent third party whose verification statement is in the "Declaration of Assurance" annex.

CALCULATION METHODOLOGY

The methodological indications for some of the indicators shown in this Sustainability Report are outlined below.

Workforce indicators

All workforce indicators, with the exception of 2-8, which refers to the total workforce including trainees and temporary workers, refer to employees with open-ended contracts, employees with fixed-term contracts and apprentices on 31/12 of the year in question. The reinstatement of employees was not included in the calculation of new hires.

Turnover rate

The incoming turnover rate is calculated as the number of hires during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

The outgoing turnover rate is calculated as the number of terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

The total turnover rate is calculated as the number of hires and terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

Parental leave

Parental leave refers to mandatory maternity and paternity leave.

The post-parental leave retention rates are calculated on the data recorded in 2023 (number of people returning from parental leave in 2023 divided by the number of people who took parental leave in 2023). This is the best possible estimate, although it does not take into account parental leave across different years, which can be assumed to be homogeneous over time.

The retention rate after parental leave is calculated as the number of employees (with open-ended and fixed term contracts and apprentices) still in service 12 months after returning from maternity/paternity leave compared to the number of employees who took parental leave during the previous year.

Information on management procedures

The scope of application of the health and safety management system relates exclusively to Fastweb sites, where both the activities

of Fastweb employees and the activities of workers of third party companies are assessed.

Injury rates

The injury rates were calculated as follows:

• Fatality rate: number of fatal accidents/workable hours*1,000,000;

• Rate of injuries with serious consequences: number of injuries, including injuries in transit, leading to more than 40 days of absence from work (excluding accidents that caused fatalities) / hours worked * 1,000,000;

• Recordable injury rate: number of injuries that occurred during the year (including illnesses) / hours worked * 1,000,000.

The rates are calculated including workers with permanent and fixed-term contracts and apprentices, but they exclude interns and temporary workers. The first day is the date when the injury is reported. Recorded injuries are those with a prognosis of three days or more.

ENERGY CONSUMPTION

The coefficients indicated in the international GRI 3.1 standard were used for the reporting of the three years from 2021 to 2023 to convert the volume of energy consumed by each primary source into GJ, specifically 1MWh=3.6 GJ. Petrol and diesel were converted from litres to kg considering the conversion factors indicated in the GHG protocol document - Stationary Combustion Tool - ver. 4.0, in particular: 1 litre of petrol = 0.74 kg of petrol; 1 litre of diesel = 0.84 kg of diesel (http://www.ghgprotocol.org/calculation-tools/all-tools). Compressed natural gas was converted from cubic metres into kg using the conversion factor indicated in the same document (1 m³ of natural gas = 0.7 kg of natural gas).

Energy has been converted into Gigajoules (GJ) to calculate 2023 energy consumption related to diesel, petrol and natural gas for the comparability of data. The conversion rates in the "Defra - Department for Environment, Food and Rural Affairs" (2023) database have been used for this conversion.

The energy savings figure is an annual nominal figure that expresses the theoretical annual savings of a given project. The Energy Manager estimates the figure for all projects carried out during the reporting year.

The energy consumption of devices sold to customers was considered to calculate consumption outside the organization. This information was collected and used to calculate Category 11 of Scope 3 emissions in accordance with the Global Greenhouse Gas Protocol. The coefficients indicated in the international GRI 3.1 standard were used to convert consumption into GJ (1MWh=3.6 GJ).

Greenhouse gas emissions

The calculation of emissions (Scope 1, Scope 2 and Scope 3) was carried out on the basis of internationally recognized guidelines, in particular the "Corporate Accounting and Reporting Standard" of the Global Greenhouse Gas Protocol (the reference standard for monitoring climate-altering emissions) and the "ICT Footprint - Pilot testing on methodologies for energy consumptions and carbon footprint of the ICT - sector" developed by the European Commission.

The main database used for the emission factors is Ecoinvent v3.9 and the impact method used is Environmental Footprint v 3.1 (based on IPCC AR6, GWP 100). The gases included in the calculation are CO_2, CH_4, N_2O, NF_3, SF_6 and, where applicable, other groups of GHG (HFCs, PFCs, etc.), expressed in CO_{2eq}. There are no direct biogenic emissions.

7Layers' emissions have been excluded from the reporting boundary as they are negligible.

Average gross salary and total remuneration

To calculate the average gross salary of the men and women in the reporting boundary, the weighted average of the average gross salary of Fastweb S.p.A. and Fastweb Air employees and the average gross salary of 7Layers employees was calculated for both men and women. The same type of weighted average was used for the data relating to total men's and women's remuneration.

Assurance statement

7.2

Assurance Statement addressed to Fastweb S.p.A.

1. INTRODUCTION

Fastweb S.p.A. ("Fastweb") has commissioned Bureau Veritas Italia S.p.A. ("Bureau Veritas") an independent assurance of its 2023 Sustainability Report ("Report"), for the purpose of providing findings over.

- *the accuracy and quality of published information concerning its sustainability performance;*
- *the correct application of those reporting principles outlined in the Report's methodology, in particular Global Reporting Initiative version 2021 (GRI).*

2. RESPONSIBILITY, METHODOLOGY AND LIMITATIONS

Fastweb alone had the responsibility of collecting, analyzing, collating and presenting information and data included in its Report. Bureau Veritas responsibility has been to perform an independent assurance against defined objectives and to reach the conclusions reported in this Statement.

The assurance performed has been a Limited Assurance in accordance to the ISAE 3000 standard, through sample application of audit techniques, including:

- *review of Fastweb's policy, mission, values, commitments;*
- *review of records, data, procedures and information-gathering systems;*
- *interviews to members of the working group responsible for drafting the Report;*
- *interviews to company representatives from various functions and levels;*
- *overall verification of information and general content of the 2023 Sustainability Report.*

The assurance activities have been performed at the company's site in Piazza Olivetti, 1, Milan and we believe we have obtained sufficient and adequate evidence to support our conclusions.

The assurance has covered the whole 2023 Sustainability Report, including data and information on Fastweb S.p.A. and its subsidiaries Fastweb Air S.r.l. and 7Layers S.r.l., with the following limitations: for economic and financial information, Bureau Veritas only verified their consistency with the company's centralized data collection and consolidation systems that contribute to the preparation of the financial annual statements and accounts as of 31 December 2023 of Fastweb S.p.A., Fastweb Air S.r.l. and 7Layers S.r.l, which were not audited; for activities conducted outside the reference period (1 January 2023 - 31 December 2023) and for statements of policy, intent and objective, Bureau Veritas limited itself to verifying their consistency with the underpinning methodological assumptions.

3. CONCLUSIONS

Following the assurance activities described above, nothing has come to our attention to indicate that information and data in the Report are inaccurate, incorrect or unreliable. In our opinion, the Report provides a trustworthy representation of Fastweb activities conducted by during the year 2023 and of main results achieved. Information is reported generally in a clear, comprehensible and balanced manner; in those exceptional cases where data and indicators could not be collected and analyzed with absolute precision, this has been reported in a transparent manner. In illustrating activities and results, in particular, Fastweb has paid attention to adopting neutral language, avoiding self-referentiality as much as possible.

Conserning the reporting principles declared by the organization in the methodological note, in our opinion the principles envisaged by GRI 1: Foundation 2021 (accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, verifiability) have been observed. We also confirm that the Report complies with GRI requirements for an "in accordance" Application Level and that our assurance activities also met the GRI requirements for external assurance.

Regarding the materiality analysis process, Fastweb has clearly reported the list of material topics connected to the impacts considered most significant.

4. DECLARATION OF INDEPENDENCE, IMPARTIALITY AND COMPETENCE

Bureau Veritas is a global organization specialized in independent assurance, inspection and certification activities, with over 190 years history, 82.000 employees and an annual turnover of more than 5,6 billion euro in 2022. Bureau Veritas applies internally a Code of Ethics and we believe there were no conflicts of interest between members of the assurance team and Fastweb at the time of the assurance.

Gloria Focetola
Local Technical Manager

GRI content index

7.3

Statement of use	Fastweb has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023.
GRI 1 used	GRI 1 - Key Principles - version 2021
Applicable GRI Sector Standards	N/A

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
General Disclosures						
GRI 2 - General Disclosures - version 2021	2-1 Organizational details	1.1 About Fastweb				
	2-2 Entities included in the organization's sustainability reporting	7.1 Methodological note				
	2-3 Reporting period, frequency and contact point	7.1 Methodological note				
	2-4 Restatements of information	7.5 Technical Appendix				The restatements are indicated in the notes in the Technical Appendix and relate to the tables of the following GRI indicators: 305-1, 305-3, 404-1, 405-2.
	2-5 External assurance	7.1 Methodological note				
	2-6 Activities, value chain and other business relationships	1.1 About Fastweb 4.4.1 Fastweb's procurement				
	2-7 Employees	7.5 Technical Appendix				
	2-8 Workers who are not employees	7.5 Technical Appendix				
	2-9 Governance structure and composition	3.1 Governance to safeguard business value				
	2-10 Nomination and selection of the highest governance body	3.1 Governance to safeguard business value				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
General Disclosures						
GRI 2 - General Disclosures - version 2021	2-11 Chair of the highest governance body	7.3 GRI Content Index				The Chairman of the Board of Directors is not a senior manager of Fastweb.
	2-12 Role of the highest governing body in overseeing the management of impacts	3.1 Governance to safeguard business value				
	2-13 Delegation of responsibility for managing impacts	3.1 Governance to safeguard business value				
	2-14 Highest governance body's role in sustainability reporting	3.1 Governance to safeguard business value				
	2-15 Conflicts of interest	3.1 Governance to safeguard business value				
	2-16 Communication of critical concerns	3.2.1 The Internal Control and Risk Management System 7.3 GRI Content Index				The BoD did not receive any reports in 2023 through the reporting mechanisms.
	2-17 Collective knowledge of highest governance body	7.3 GRI Content Index				The BoD, CEO and C-suite, who are respectively responsible for approving the Sustainability Report, verify and approve the letter to the stakeholders and approve the results of the materiality analysis and are knowledgeable in sustainable reporting. In 2023, no additional measures were taken to expand the collective knowledge of the highest governance body with regard to sustainable development.
	2-18 Evaluation of the performance of the highest governance body	7.3 GRI Content Index				There is no performance evaluation system for the highest governance body in the supervision of the management of impacts on the economy, the environment and people.
	2-19 Remuneration policies	3.1 Governance to safeguard business value	Point a	Confidentiality obligation	This information is strictly confidential	
	2-20 Process to determine remuneration	3.1 Governance to safeguard business value 7.3 GRI Content Index				The only stakeholder involved in the remuneration process is the shareholder.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
General Disclosures						
GRI 2 - General Disclosures - version 2021	2-21 Annual total compensation ratio		Yes	Confidentiality obligation	This is information that is guarded and managed by the Human Capital Division, which has classified it as being "Strictly Confidential". Said information if published without the proper and complex comments, could be incorrectly or misleadingly interpreted by readers.	
	2-22 Statement on sustainable development strategy	Letter to the stakeholders				
	2-23 Policy commitments	3.2.1 The Internal Control and Risk Management System				
	2-24 Embedding policy commitments	3.1 Governance to safeguard business value 3.2.1 The Internal Control and Risk Management System				
	2-25 Processes to remediate negative impacts	3.2.1 The Internal Control and Risk Management System				
	2-26 Mechanisms for seeking advice and raising concerns	3.2.1 The Internal Control and Risk Management System				
	2-27 Compliance with laws and regulations	3.2.1 The Internal Control and Risk Management System				
	2-28 Membership associations	1.1 About Fastweb				
	2-29 Approach to stakeholder engagement	2.1 Stakeholder engagement				
	2-30 Collective bargaining agreements	5.3.1 The Diversity, Equity and Inclusion strategy 5.4.1 Working smart(er): beyond work from home 5.4.3 An innovative well-being system based on listening to employees 7.3 GRI Content Index				All Fastweb employees are covered by a collective agreement for the "Telecommunications" sector in accordance with the provisions of national employment legislation.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topics						
GRI 3 - Material topics 2021	3-1 Process to determine material topics	2.2 Materiality analysis				
	3-2 List of material topics	2.2 Materiality analysis				
Material topic: Ethics and compliance						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 3.2 Ethics and compliance				
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	3.2.1 The Internal Control and Risk Management System	Omission for 7Layers	Confidentiality obligation	This information is subject to confidentiality obligations since 7Layers is 70% owned by Fastweb S.p.A.	
	205-2 Communication and training about anti-corruption policies and procedures	3.2.1 The Internal Control and Risk Management System 7.5 Technical Appendix	Omission for 7Layers	Confidentiality obligation	This information is subject to confidentiality obligations since 7Layers is 70% owned by Fastweb S.p.A.	
	205-3 Confirmed incidents of corruption and actions taken	7.3 GRI Content Index	Omission for 7Layers	Confidentiality obligation	This information is subject to confidentiality obligations since 7Layers is 70% owned by Fastweb S.p.A.	There were no incidents of corruption in 2023
GRI 207: Taxes 2019	207-1 Approach to tax	3.2.2 Tax approach				
	207-2 Tax governance, control, and risk management	3.2.2 Tax approach				
	207-3 Stakeholder engagement and management of concerns related to tax	3.2.2 Tax approach				
	207-4 Country-by-country reporting	7.5 Technical Appendix				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topic: Contribution to economic development						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 4.1 Fastweb's contribution to the country's economic development				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	4.1 Fastweb's contribution to the country's economic development 4.2 Digital infrastructure for the country				
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	4.1 Fastweb's contribution to the country's economic development 4.4.1 Fastweb's procurement				
Material topic: Digital infrastructure for the country						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 4.2 Digital infrastructure for the country				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	4.1 Fastweb's contribution to the country's economic development 4.2 Digital infrastructure for the country				
Material topic: Data protection and cybersecurity						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 4.3 Data protection and cybersecurity				
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	4.3.2 Privacy protection				
Material topic: Supply chain management						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 4.4 Responsible supply chain management				
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	4.1 Fastweb's contribution to the country's economic development 4.4.1 Fastweb's procurement				

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topic: Supply chain management						
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	4.4.1 Fastweb's procurement				
	308-2 Negative environmental impacts in the supply chain and actions taken	4.4.1 Fastweb's procurement				
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.4.1 Fastweb's procurement				
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	7.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers were identified in which the right to freedom of association and collective bargaining could be at risk.
GRI 408: Child labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	7.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers at significant risk for incidents of child labour were identified.
GRI 409: Forced or compulsory labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	7.3 GRI Content Index				These aspects were evaluated when the company obtained SA8000 certification, and no operations or suppliers at significant risk for incidents of forced or compulsory labour were identified.
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	4.4.1 Fastweb's procurement				
	414-2 Negative social impacts in the supply chain and actions taken	4.4.1 Fastweb's procurement				
Material topic: Digital skills for the future and digital inclusion						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.1 Digital skills for the future and digital inclusion				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	5.1 Digital skills for the future and digital inclusion				
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	7.3 GRI Content Index				There were no significant negative impacts on the communities due to Fastweb.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topic: Digital well-being						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.2 Digital well-being				
Tema materiale: Diversity, equity and inclusion						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.3 A corporate culture of Diversity, Equity & Inclusion				
GRI 401: Employment 2016	401-3 Parental leave	5.3 A corporate culture of Diversity, Equity & Inclusion 7.5 Technical Appendix				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	5.3.2 Protecting diversity 7.5 Technical Appendix				
	405-2 Ratio of basic salary and remuneration of women to men	5.3.2 Protecting diversity 7.5 Technical Appendix				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective action taken	5.3.2 Protecting diversity				
Material topic: Working Smart: putting people first						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.4 Working Smart(er): putting people first				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	7.5 Technical Appendix				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	7.3 GRI Content Index				There are no differences between the benefits of full-time employees and those of part-time employees. The differences between open-ended and fixed-term contracts include insurance policies, which are given to employees with open-ended employment contracts only. The company health plan is only available for workers with a minimum contractual term of 12 months.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topic: Working Smart: putting people first						
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	5.4.4 Protecting health to protect human capital				
	403-2 Hazard identification, risk assessment, and incident investigation	5.4.4 Protecting health to protect human capital				
	403-3 Occupational health services	5.4.4 Protecting health to protect human capital				
	403-4 Worker participation and consultation and communication on occupational health and safety	5.4.4 Protecting health to protect human capital				
	403-5 Worker training on occupational health and safety	5.4.4 Protecting health to protect human capital 7.3 GRI Content Index				In accordance with legislation (Legislative Decree 81/2008), Fastweb provides this training to employees only, as external staff must receive training from their employer. Fastweb requires self-certification of compliance with all health and safety obligations when acquiring new suppliers.
	403-6 Promotion of worker health	5.4.3 An innovative well-being system based on listening to employees 5.4.4 Protecting health to protect human capital				
	403-8 Workers covered by an occupational health and safety management system	5.4.4 Protecting health to protect human capital 7.3 GRI Content Index				7Layers has a health and safety management system in place that complies with current legislation.
	403-9 Work-related injuries	5.4.4 Protecting health to protect human capital 7.1 Methodological note 7.5 Technical Appendix	Point b	Information not available	The qualitative information required by the indicator is not available for suppliers. The company manages this aspect using procedures and structured controls in the management of the various suppliers. The company does not believe that data on these indicators can be collected in the short and medium term.	
	403-10 Work-related ill health	7.3 GRI Content Index				No cases of work-related ill health were recorded in the three-year period 2021-2023.
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee by gender and by employee category.	5.4.6 Development and training at Fastweb 7.5 Technical Appendix				
	GRI 404-2 Programs for upgrading employee skills and transition assistance programs	5.4.6 Development and training at Fastweb				
	404-3 Percentage of employees receiving regular performance and career development reviews	7.3 GRI Content Index				All employees receive feedback on their performance in the company for their own improvement, regardless of their contractual period of employment.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Material topic: Service quality						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.6 Support for the area and local communities				
Material topic: Support for the area and local communities						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 5.6 Support for the area and local communities				
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	7.3 GRI Content Index				There were no significant negative impacts on the communities due to Fastweb.
Material topic: Fight against climate change						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 6.1 A tangible commitment in the fight against climate change				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	6.1 A tangible commitment in the fight against climate change 7.1 Methodological note 7.5 Technical Appendix				
	305-2 Energy Indirect (Scope 2) GHG emissions	6.1 A tangible commitment in the fight against climate change 7.1 Methodological note 7.5 Technical Appendix				
	305-3 Other indirect (Scope 3) GHG emissions	6.1 A tangible commitment in the fight against climate change 7.1 Methodological note 7.5 Technical Appendix				
	305-4 GHG emissions intensity	6.1 A tangible commitment in the fight against climate change 7.1 Methodological note				
	305-5 Reduction of GHG emissions	6.1 A tangible commitment in the fight against climate change 7.1 Methodological note 7.5 Technical Appendix				
Material topic: Energy efficiency						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 6.2 Energy consumption and energy efficiency initiatives				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	6.2 Energy consumption and energy efficiency initiatives 7.1 Methodological note 7.5 Technical Appendix				
	302-2 Energy consumption outside the organization	7.1 Methodological note 7.3 GRI Content Index				The measurement of the 2023 carbon footprint includes energy consumption associated with the use of ICT devices by customers. This energy consumption is estimated to total 203,700.76 Gjoule/year.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION	
Tema materiale: Efficienza energetica						
GRI 302: Energy 2016	302-3 Energy intensity	6.2 Energy consumption and energy efficiency initiatives 7.1 Methodological note 7.5 Technical Appendix				
	302-4 Reduction of energy consumption	6.2 Energy consumption and energy efficiency initiatives 7.1 Methodological note 7.5 Technical Appendix				
Material topic: Circular economy and waste management						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 6.3 Our contribution to a circular economy and better waste management				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	6.3 Our contribution to a circular economy and better waste management				
	306-2 Management of significant waste-related impacts	6.3 Our contribution to a circular economy and better waste management				
	306-3 Waste generated	7.5 Technical Appendix				
	306-4 Waste diverted from disposal	7.5 Technical Appendix	Sub-points i, ii and iii of points b and c	Information not available/incomplete	The data on the breakdown of the total weight of hazardous and non-hazardous waste by type of recovery are unavailable. It is not possible to collect data on these indicators in the short to medium term.	All waste collected in 2023 was sent for recovery/ reuse at authorised external sites.
	306-5 Waste directed to disposal	7.5 Technical Appendix				All waste generated in 2023 was directed to recovery.
Material topic: Biodiversity						
GRI 3 - Material topics 2021	3-3 Management of material topics	2.2 Materiality analysis 6.4 Biodiversity				
GRI 304 Biodiversity 2016	GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		Yes	Information not available/incomplete	The map of sites under management is not currently available	The owned sites are all outside protected areas. A complete map of the operational sites under management that would make it possible to identify any impacts on protected areas of high biodiversity is not currently available.
	GRI 304-3 Habitats protected or restored	6.4 Biodiversity				

Glossary

White areas. Areas with low population density, that until 2018 had not received any private investments for the development of ultra-broadband infrastructure.

Grey areas. Areas of medium population density with only one ultra-broadband network.

Ultra-broadband. The term "broadband" refers to a transmission scheme where multiple signals share the bandwidth of a single medium (usually fibre optics, more rarely over the air or metal cable), allowing more information to be transmitted simultaneously and more rapidly. Ultra-broadband is the term used when the transmission speed exceeds 30 Mbps.

Carbon neutrality. Carbon neutrality refers to a state in which the greenhouse gas emissions generated by an activity are balanced by measures to remove or offset the same amount of emissions, thus reducing the net impact on the environment.

Direct energy consumption. Consumption of primary energy sources (natural gas, fuel etc.) in areas that the organization owns or controls. An example of this is the consumption of natural gas to operate heating systems installed in the organization's facilities and the consumption of photovoltaic systems serving the organization.

Indirect energy consumption. Consumption of primary energy sources (coal, natural gas, fossil fuels etc.) in areas that the organization does not own or control. An example of this is the consumption of electricity purchased from a supplier company, which uses primary energy sources in its own facilities in order to generate electricity.

Digital divide. This is the gap in access to and use of information and communication technologies between different communities, social groups or regions.

Digital readiness. This refers to the ability of individuals, organizations or communities to effectively use and exploit digital technologies to achieve their goals and participate meaningfully in the digital society.

Edge computing. This is a form of data processing that is performed at or near a specific data source, greatly reducing the need to process data in a remote data centre.

Direct emissions. Emissions generated by sources that the organization owns or controls (ex. emissions from mobility and office heating).

Indirect emissions. Emissions that are the result of the organization's activities, but that are generated by sources owned or controlled by other organizations (ex. emissions originating from the generation of energy consumed).

Fiber Optics. Thin strands (fiber) of glass, silicon or plastic forming the infrastructure base for data transmission. A fiber cable contains a number of individual fibers, each of which can transmit the signal (light waves) at a practically unlimited bandwidth. They are mainly used for long-distance transmissions to transfer large amounts of data, because signals travel along them with less loss and are also immune to electromagnetic interference. Fiber optic cables can carry a lot more data than traditional cables and copper wires. They come in the form of flexible cables and are immune to electrical interference as well as extreme weather conditions; they are also not over-sensitive to temperature variations. They usually have a cladding diameter of 125 micrometers (roughly the size of a strand of hair) and weigh next to nothing: 1 km of optical fiber weighs less than 2 kg, without considering the sheath protecting it. Fiber optics are classified as dielectric waveguides. In other words, they can transfer and conduct an electromagnetic field of sufficiently high frequency (in general, close to infrared) with extremely limited loss.

FTTH. Fiber to the Home refers to all connections in which the fiber covers the entire line from the telephone exchange to the user's home/business.

FTTN. Fiber to the Node refers to all connections in which the fiber, starting from the telephone exchange, reaches the proximity control unit, i.e. the cabinet, thus retaining the copper wires to cover the last section between the cabinet and the user's home/business.

FWA. The acronym for fixed wireless access, this refers to all connections with a mixed network, consisting partly of optical fiber and partly of a network using radio frequencies.

GDPR (General Data Protection Regulation). The GDPR is the European regulation that governs how companies and other organizations process personal data. The European GDPR has shifted the approach from data ownership, whereby data cannot be processed without consent, to the concept of data control, which encourages the free movement of data while reinforcing the rights of data subjects, who must be able to know whether their data are being used and how their data are being used in order to protect data subjects and the entire community from any risks related to incorrect data processing.

GPON (Gigabit Passive Optical Network). FTTH network architecture in which the optical fiber arrives inside the customer's home. It allows for extremely high performance, superior to 1 Gbit/s. The GPON network uses passive "splitters" to split the fiber up repeatedly and route it towards various buildings, reducing the amount of fiber and necessary apparatus compared to other FTTH architecture used in the past. The passive nature of the GPON network allows for the elimination of "active" network elements in the access network (which are therefore limited to the plant and in the customers' homes), reducing the use of electricity and increasing efficiency from an energy standpoint.

ICT (Information and Communication(s) Technology). All the methods and technologies used for the transmission, reception and processing of data and information.

IoT (Internet of Things). This is the network of connected objects and devices ("things") equipped with sensors (and other technologies) that enable them to transmit and receive data to and from other things and systems.

Network infrastructure. All the physical and software components that form the technological basis for the communication and exchange of data between devices and users within a communication system. These components include, but are not limited to, cables, routers, switches, servers, network devices and management software.

AI (artificial intelligence). This is the technology that simulates human intelligence processes using algorithms.

OTT (Over-The-Top). Over-the-top refers to companies that offer services, content and applications over the internet, although they do not manage the infrastructure. These companies are frequently characterized by a strong focus on customer needs, simple and immediate customer experiences and very high levels of service quality. In addition, processes and systems for service delivery are typically highly scalable.

SOC (Security Operation Centre). These are operational structures for proactive monitoring and mitigation of cyber attacks. They provide around-the-clock surveillance and are responsible for monitoring, vulnerability analysis, prevention and defence against cyber threats.

User Experience. User experience refers to a person's behaviours, attitudes and emotions about using a particular product, system or service. User experience includes the practical, experiential, affective meaningful and valuable aspects of human-product interaction and product ownership. Additionally, it includes a person's perceptions of system aspects such as utility, ease of use and efficiency. It may be considered subjective in nature to the degree that it is about individual perception and thought with the respect to the system, user experience is also dynamic as it is constantly modified over time due to changing usage circumstances.

5G. This is the fifth generation of cellular wireless technology, offering faster upload and download speeds, more consistent connections and more capacity than previous networks.

Technical Appendix

SECTION 3.2 ETHICS AND COMPLIANCE

205-2 Communication and training about anti-corruption policies and procedures		
Communication about anti-corruption procedures	2023	
	no	%
The members of Fastweb S.p.A.'s BoD who have been informed of the anti-corruption procedures	6	100%
Members of Fastweb Air's BoD who have been informed of the anti-corruption procedures	4	100%
Employees who have been informed of the anti-corruption procedures	**3,165**	**99.9%**
Executives	76	100%
Middle managers	452	99.6%
Office staff	2,637	100%
Business partners that have been informed of the anti-corruption procedures	2,682	100%
Anti-corruption training	2023	
	no	%
Members of Fastweb S.p.A.'s BoD who have received anti-corruption training	3	50%
Members of Fastweb Air's BoD who have received anti-corruption training	4	100%
Employees who have received anti-corruption training	**3,125**	**98.7%**
Executives	76	100%
Middle managers	450	99,1%
Office staff	2,599	98.6%

SECTION 3.2.2 TAX APPROACH

GRI 207-4 Country-by-country reporting			
	2021 (€/000000)	**2022 (€/000000)**	**2023 (€/000000)**
Names of resident entities	See the methodological note		
Primary activities of the organization	See section 1.1 About Fastweb.		
Number of employees	See the paragraph 5.4.1. table of this appendix		
Revenues from third-parties sales	2,354	2,475	2,633
Revenues from intra-group transactions with other tax jurisdictions	38	8	6
Profit/loss before tax	278	171	35
Tangible assets other than cash and cash equivalents[44]	3,685	3,660	3,672
Corporate income tax paid on a cash basis[45]	16	21	61
Corporate income taxes accrued on profits/losses	28	42	55
Reasons for the difference between the corporate income tax accrued on profits/losses and the tax due, if the statutory tax rate is applied to profits/losses before tax	The differences are due to the components of tax consolidation with the Group's parent company.		

44. Excluding financial assets, deferred tax assets and other non-current assets.

45. The amount shown is gross of the tax credit used in the year to offset the balance.

SECTION 5.4.1 WORKING SMART(ER): BEYOND WORK FROM HOME

GRI 2-7 Employees				
Number of employees as at 31.12.23 by gender and contract type		**2021**	**2022**	**2023**
Employees with open-ended contracts	Men	1,801	1,934	1,988
	Women	1,034	1,226	1,284
Total open-ended contracts		**2,835**	**3,160**	**3,272**
		2021	**2022**	**2023**
Employees with fixed-term contracts	Men	3	2	3
	Women	2	6	7
Total fixed-term contracts		**5**	**8**	**10**
Total employees		**2,840**	**3,168**	**3,282**
		2021	**2022**	**2023**
Full-time employees	Men	1,775	1,845	1,908
	Women	779	878	943
Full time		**2,534**	**2,723**	**2,851**
Part time employees	Men	49	91	83
	Women	257	354	348
Total part-time		**306**	**445**	**431**

GRI 2-8 Workers who are not employees			
Number of non-employee workers as at 31.12.23	**2021**	**2022**	**2023**
Total interns and trainees	13	13	21
	2021	**2022**	**2023**
Employees with on-call contracts	0	0	0
	2021	**2022**	**2023**
Temporary workers	208	204	185
Freelancers	0	6	4

GRI 401-1 New employee hires and employee turnover						
Company turnover rate and employee breakdown						
Turnover and total turnover rate	**2021**		**2022**		**2023**	
	no.	%	no.	%	no.	%
Incoming – total	136	4.8%	196	6.2%	155	4.7%
Outgoing – total	94	3.3%	143	4.5%	89	2.7%
Turnover – total	230	8.1%	339	10.7%	244	7.4%
Turnover and turnover rate by gender	**2021**		**2022**		**2022**	
	no.	%	no.	%	no.	%
Incoming – men	104	3.7%	135	4.3%	90	2.7%
Incoming – women	32	1.1%	61	1.9%	65	2.0%
Outgoing – men	32	1.1%	103	3.3%	61	1.9%
Outgoing – women	62	2.2%	40	1.3%	28	0.9%
Turnover and turnover rate by age	**2021**		**2022**		**2022**	
	no.	%	no.	%	no.	%
Incoming < 30	24	0.8%	57	1.8%	54	1.6%
Incoming 30 ≤ x ≤ 50	102	3.6%	129	4.1%	93	2.8%
Incoming > 50	10	0.4%	10	0.3%	8	0.2%
Outgoing < 30	9	0.3%	13	0.4%	9	0.3%
Outgoing 30 ≤ x ≤ 50	54	1.9%	95	3.0%	55	1.7%
Outgoing > 50	31	1.1%	35	1.1%	25	0.8%

SECTION 5.4.4 PROTECTING HEALTH TO PROTECT HUMAN CAPITAL

GRI 403-9 Work-related injuries				
Employee injury rates		**2021**	**2022**	**2023**
Number of injuries	**Total recordable injuries[46]**	**1**	**2**	**3**
	Of which fatal	0	0	0
	Fatality rate	0.0	0.0	0.0
	Of which with high-consequence	0	1	0
	Rate of injuries with high-consequence[47]	0.0	0.22	0.0
	Recordable injury rate[48]	0.22	0.44	0.62

46. The total number of accidents does not include the 12 accidents in transit mentioned in section 5.4.4, because they occurred during journeys not organized by the company, in accordance with GRI indicator 403-9.

47. This indicator refers to employees only

48. This indicator refers to employees only

SECTION 5.4.5 BEING AN ATTRACTIVE EMPLOYER

GRI 401-3 Parental leave			
Parental leave - type	**2021**	**2022**	**2023**
Number of employees that were entitled to maternity leave	1,066	1,220	1,291
Number of employees that were entitled to paternity leave	1,774	1,885	1,991
Total	**2,840**	**3,105**	**3,282**
Number of employees that took maternity leave	29	39	44
Number of employees that took paternity leave	39	52	52
Total	**68**	**91**	**96**
Number of employees that returned after maternity leave	29	39	44
Number of employees that returned after paternity leave	39	52	52
Total	**68**	**91**	**96**
Number of employees that returned to work after maternity leave ended that were still employed 12 months after their return to work	39	25	38
Number of employees that returned to work after paternity leave ended that were still employed 12 months after their return to work	58	38	50
Total	**97**	**63**	**88**
Return rate - Women	100%	100%	100%
Return rate - Men	100%	100%	100%
Return rate - Total	**100%**	**100%**	**100%**
Retention rate - Women	95%	86%	97%
Retention rate - Men	98%	97%	96%
Retention rate - Total	**97%**	**93%**	**97%**

SECTION 5.3 A CORPORATE CULTURE OF DIVERSITY, EQUITY & INCLUSION

GRI 405-1 Diversity of governance bodies and employees

Executives

Number of executives by gender and age		2021		2022		2023	
		no.	%	no.	%	no.	%
GENDER	Men	79	82%	71	83%	62	82%
	Women	17	18%	15	17%	14	18%
AGE GROUP	< 30 years	0	0%	0	0%	0	0%
	30 - 50	32	33%	21	24%	14	18%
	> 50 years	64	67%	65	76%	62	82%

Middle managers

Number of middle managers by gender and age		2021		2022		2023	
		no.	%	no.	%	no.	%
GENDER	Men	294	77%	288	76%	342	73%
	Women	90	23%	93	24%	126	27%
AGE GROUP	< 30 years	0	0%	0	0%	2	0%
	30 - 50	159	41%	144	38%	185	40%
	> 50 years	225	59%	237	62%	281	60%

Office staff

Number of employees by gender and age		2021		2022		2023	
		no.	%	no.	%	no.	%
GENDER	Men	1.428	61%	1,577	58%	1,587	58%
	Women	927	39%	1,124	42%	1,151	42%
AGE GROUP	< 30 years	94	4%	117	4%	132	5%
	30 - 50	1.887	80%	2,084	77%	1,991	73%
	> 50 years	374	16%	500	19%	615	22%

49. The previously reported 2022 figure relating to the gross annual salary of female executives has been revised due to a reporting error.

50. The previously reported 2021 and 2022 figures have been revised due to a reporting error.

GRI 405-2 Ratio of basic salary and remuneration of women to men

Average gross annual salary by employee category (€)	2021			2022[49]			2023		
	Women	Men	%	Women	Men	%	Women	Men	%
Executives	102,182	115,514	88%	101,200	120,030	84%	108,357	117,271	92%
Middle managers	60,804	65,951	92%	62,039	66,983	93%	59,561	66,523	90%
Office staff	33,085	38,499	86%	32.,894	38,331	86%	31,400	35,338	89%
Total remuneration by worker category (€)	**2021**			**2022**			**2023**		
	Women	**Men**	**%**	**Women**	**Men**	**%**	**Women**	**Men**	**%**
Executives	144,932	171,298	85%	150,133	180,182	83%	155,893	178,442	87%
Middle managers	73,760	81,992	90%	75,179	83,886	90%	72,949	82,985	88%
Office staff	35,020	42,284	83%	34,598	41,792	83%	33,082	38,720	85%

SECTION 5.4.6 DEVELOPMENT AND TRAINING AT FASTWEB

GRI 404-1 Average hours of training per year per employee[50]

Hours of training provided by category	Total hours			Number of employees			Average hours		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Executives	2,721	427	447	96	86	76	28,34	4,97	5,88
Middle managers	8,744	2,971	21,956	384	381	468	22,77	7,80	46,91
Office staff	39,619	21,149	131,864	2,355	2,701	2,738	16,82	7,83	48,16
Total	**51,084**	**24,547**	**154,267**	**2,835**	**3,168**	**3,282**	**18,02**	**7,75**	**47,00**
Average hours of training by gender	**Total hours**			**Number of employees**			**Average hours**		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Women	16,525	8,146	60,370	1,034	1,232	1,291	15,98	6,61	46,76
Men	34,559	16.401	93,897	1,801	1,936	1,991	19,19	8,47	47,16
Total	**51,084**	**24.547**	**154,267**	**2,835**	**3,168**	**3,282**	**18,02**	**7,75**	**47,00**

SECTION 6.1 A TANGIBLE COMMITMENT IN THE FIGHT AGAINST CLIMATE CHANGE

GRI 305-1 Direct (Scope 1) GHG emissions GRI 305-2 Energy indirect (Scope 2) GHG emissions GRI 305-3 Other indirect (Scope 3) GHG emissions GRI 305-5 Reduction of GHG emissions			
Calculation of emissions (in tonnes of CO_{2eq})			
Type of emissions	**2021**	**2022[51]**	**2023**
Direct (Scope 1)	1,991	2,090	1,712
Indirect (Scope 2)	0	0	0
Other indirect emissions (Scope 3)	170,269	218,816	213,109
Total	**172,260**	**220,905**	**214,821**
Enabling Effects (Scope 4)	253,894	266,630	289,216
Offset emissions	61,300	77,878	111,034

51. The Scope 1 and Scope 3 data relating to 2022 were restated following audits carried out to maintain the ISO 14064 certification. These restatements occurred after the publication of the 2022 Sustainability Report. For the same reason the data on Scope 1, 2 and 3 emissions reported in this Sustainability Report could be subject to restatement in the next Sustainability Report.

52. Electricity and natural gas consumption data are partially estimated for the months of November and December as bills were not available at the closing date of the Report.

SECTION 6.2 ENERGY CONSUMPTION AND ENERGY EFFICIENCY INITIATIVES[52]

GRI 302-1 Energy consumption within the organization				
Calculation of indirect energy consumption (purchased electricity)		**2021**	**2022**	**2023**
Offices	GJ	15,765	16.035	16,299
	kWh	4,379,186	4.454.123	4,527,424
Fastweb Air (radio base stations)	GJ	10,963	16.092	11,062
	kWh	3,045,249	4.469.928	3,072,896
Stores	GJ	2,166	2.306	2,214
	kWh	601,602	640.527	614,893
Network infrastructure	GJ	487,029	488.365	480,280
	kWh	135,285,772	135.656.989	133,411,100
Total	**GJ**	**515,923**	**522.798**	**509,855**
	kWh	**143,311,809**	**145.221.567**	**141,626,313**
Direct energy consumption		**2021**	**2022**	**2023**
Petrol	GJ	4,778	7,754	10,596
	l	144,239	234,667	320,824
Diesel	GJ	13,263	13,328	10,032
	l	367,042	370,026	277,486
Natural gas	GJ	2,117	1,748	1,433
	Sm^3	58,775	55,248	44,984
Photovoltaic systems	GJ	570	556	871
	KWh	158,394	154,533	241,834
Total	**GJ**	**20,728**	**23,386**	**22,932**

SECTION 6.3 OUR CONTRIBUTION TO A CIRCULAR ECONOMY[53]

GRI 306-3 Waste generated[54]		
Waste generated (t)	**2022**	**2023**
Packaging (paper, cardboard, wood and mixed material)	8.94	8.82
Scraps from electric and electronic devices	8.15	15.41
Batteries	0.05	0.13
Construction and demolition waste	-	1.75
Fractions collected separately (excluding paper and cardboard packaging)	0.83	0.53
Bulky waste (furniture)	15.51	22.11
Total	**33.48**	**48.75**
Hazardous and non-hazardous waste generated (t)	**2022**	**2023**
Hazardous waste	0.13	1.9
	0.38%	3.89%
Non-hazardous waste	33.35	46.85
	99.62%	96.11%
Total	**33.48**	**48.75**

53. Sorted waste collected by the municipal waste collection service is excluded from the calculation of waste. The waste data for 7Layers data are nil as the company disposes of all its waste through the municipal waste collection service.

54. The 2022 figures for waste generated were converted from kilograms to tonnes.