



# 2021 Consolidated Non- Financial Statement

pursuant to Italian Legislative Decree 254/2016

(Translation from the Italian original which remains the definitive version)



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# Company Data

Openjobmetis S.p.A.

Auth. Prot. No. 1111 - SG of 26/11/2004

*Registered Office*

Via Bernardino Telesio 18- 20145 Milan

*General Management and Offices*

Via Marsala 40/C Centro Direzionale Le Torri, 21013 Gallarate (VA)

*Legal Data*

Share capital approved and subscribed Euro 13,712,000

Enrolled in the Companies Register of Milan Tax Code 13343690155

*Website*

[www.openjobmetis.it](http://www.openjobmetis.it)

Professionally.  
Personally.



## Chairman's Letter

Dear Shareholders,

2021 was a very important year for our company. In January, we announced the acquisition of Quanta, one of the leading employment agencies in Italy, which was completed in May.

We rapidly integrated all the activities of the Quanta Group companies over the course of 2021, which have recently been or will be merged into the Openjobmetis Group companies with effect from January 2022, thus putting the growth strategy that we had illustrated prior to our listing on the STAR segment of Euronext Milan into practice.

During 2021, we also followed up on our work that began in 2020 regarding the *"awareness that ESG issues will be at the heart of the work of companies and their stakeholders, at least as much as economic and financial issues"*, as I described in the Chairman's Letter of our 2020 Non-Financial Statement.

We wanted to put ourselves to the test and asked Sustainalytics, a Morningstar Group company and a leader in ESG research, ratings and data, to rate the *Environmental, Social and Governance* risk of Openjobmetis. We achieved a rating of 12.5 (LOW ESG RISK), which put Openjobmetis among the top listed companies in the HR service sector.

Strengthened by this good result, we have continued on the path towards enhancing ESG issues within the Group's activities with even greater conviction, also through the formalisation of specific Policies (Anti-Corruption Policy, Whistleblowing Policy, Outsourced Staff Management Policy, Human Resources Management Policy), in order to make the Company's commitment in the respective fields of application known.

The Openjobmetis Shareholders' Meeting of 30 April 2021 appointed the new Board of Directors, which consists of ten members, the majority of whom are independent, and with four directors belonging to the least represented gender.

Lastly, we further refined the Group's non-financial reporting, also by updating the Materiality Analysis and publishing the Materiality Matrix in this document, as well as reporting new indicators aimed at verifying the gender pay gap, analysing the difference between the average annual salary received by women and by men.

We are confident that the Group's further efforts to improve its ESG impact and reporting of the relative KPIs will be appreciated by all our stakeholders, starting with our shareholders and employees.

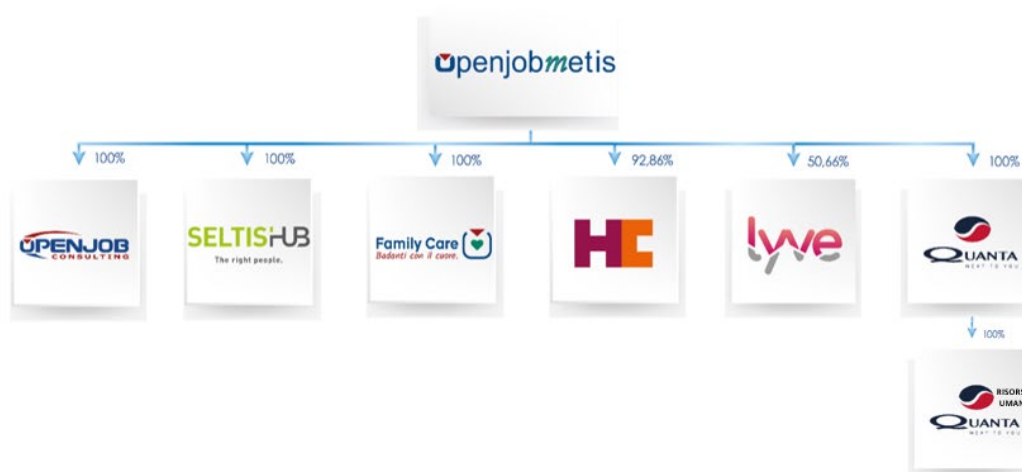
The Chairman

Marco Vittorelli

## 1. Note on methodology

This Consolidated Non-Financial Statement (hereinafter also “Statement”) of the Openjobmetis Group, drafted in accordance with Italian Legislative Decree 254 of 30 December 2016 and drawn up annually, is a separate document from the Management Report but an integral part of the 2021 Annual Financial Report. The reporting is limited to Openjobmetis S.p.A. and the companies controlled by it and consolidated at 31 December 2021. Quanta S.p.A. was acquired on 26 May 2021 and is included in the reporting from June to December 2021, except where otherwise indicated in the text of the Statement. In the following table and in the related graphic depiction, the subsidiaries included in the area of consolidation as at 31 December 2021 for the purposes of this Consolidated Non-Financial Statement are as follows:

<b>SUBSIDIARIES</b>	<b>% CONTROL</b>	<b>CONSOLIDATION PERIOD</b>
<i>Openjob Consulting S.r.l.</i>	100.00%	January-December
<i>Seltis Hub S.r.l.</i>	100.00%	January-December
<i>Family Care S.r.l. – APL</i>	100.00%	January-December
<i>HC S.r.l.</i>	92.86%	January-December
<i>Lyve S.r.l.</i>	50.66%	January-December
<i>Quanta S.p.A.</i>	100.00%	June-December
<i>Quanta Risorse Umane S.p.A.</i>	100.00%, through Quanta S.p.A.	June-December



On 2 December 2021, the deed of merger by incorporation of Quanta S.p.A. into Openjobmetis S.p.A. was registered with the competent Companies Register. The statutory, accounting and tax effects of the merger took effect - pursuant to Article 2504-bis, paragraph 2, of the Italian Civil Code - on 1 January 2022.

The scope of accounting is consistent with the above content. The ownership structure has not undergone any significant changes in the scope and reporting period considered.

The data and information reported refer to the reporting year as at 31 December 2021 (from 1 January to 31 December 2021) and, in order to compare the variances during the 2019-2021 three-year period, the data and information regarding the 2019 and 2020 financial years are also reported, where available. Useful elements for understanding the performance during the three-year period have been included in appropriate notes within the document, which was drafted in accordance with the **GRI Standards: Core option**. The breakdown by geographical region required by some GRI indicators has not been provided for data concerning personnel as the Group's businesses activities are conducted in Italy.

The Statement contains information on environmental and social issues, employees, respect for human rights and the fight against corruption, which can be used to understand the activities conducted by the Group, its performance trends, its results and the impact of its activities. The breadth and quality of the reporting reflect the principle of materiality (relevance), an aspect introduced by the reference regulations and inherent in the GRI standards: following careful assessment, the issues covered in the Statement were deemed to be most relevant in terms of reflecting the impacts of the Group's specific activities or influencing the decisions of its stakeholders. The process of identifying the stakeholders, the definition of the relevant material topics and the drawing up of the Statement were coordinated by a Working Group and approved by the Board of Directors of Openjobmetis S.p.A. It is specified that issues relating to the Group's environmental impact, which are not particularly relevant precisely because of the type of activity carried out by Openjobmetis S.p.A. and by its subsidiaries, pursuant to Italian Decree 254/16, have nonetheless been examined in depth in this Statement. To collect information on the material issues, the subject matter of this Statement, the Working Group used data collection sheets, which were issued to representatives of the company departments involved. The data were processed and checked by the various department managers.

#### *Materiality Analysis Update*

In 2021, the Materiality Analysis was updated and streamlined with respect to the 2020 Consolidated Non-Financial Statement through the inclusion of two new relevant topics, namely: 1) *Training and development of our personnel* (in which, compared to the previous NFS, the topics *Training education and development* and *Incentive pay systems* are merged) and 2) *Support for creating jobs* (in which, compared to the previous NFS, the topics *Job creation* and *Selection criteria and policies* are merged). In addition, the topic of *Compliance* was merged with the relevant topics *Anti-Corruption* and *Privacy*. Finally, *Responsible Supply Chain Management* is no longer included among the relevant topics, given the Group's operational characteristics and our type of suppliers.

#### *The European Taxonomy*

As part of the European Commission's Action Plan to finance sustainable growth, the Commission has defined a specific classification system to identify environmentally sustainable economic activities (the so-called "Taxonomy of environmentally sustainable activities"), as an important enabling factor to support sustainable investments and to adopt the indications of the European Green Deal.

In accordance with Article 8 of Regulation 2020/852 ("EU Taxonomy Regulation") and its delegated acts, during 2021 Openjobmetis assessed the suitability of its activities in relation to the first two objectives of the EU Taxonomy (climate change mitigation and climate change adaptation). By virtue of the delegated acts and considering the type of services offered by Openjobmetis S.p.A. and its subsidiaries, in 2021 the Group did not record any activities that fall within the categories to be highlighted for the purposes of the EU Taxonomy, therefore there are no revenues, operating expenses and investments "eligible" for the purposes of said Taxonomy. The Board of Directors of Openjobmetis S.p.A. approved this document on 16 March 2022.

The consolidated non-financial statement is subject to a "limited assurance engagement", in accordance with the "ISAE 3000 Revised" principle, by KPMG S.p.A.

The Consolidated Non-Financial Statement as at 31 December 2021 pursuant to Italian Legislative Decree 254/2016 was filed with the Financial Report and will be made available to the public at the registered office in the timeframes established by law. The documentation will also be available on the company's website at: <http://www.openjobmetis.it>.



## 2. Corporate identity

Openjobmetis S.p.A. is an Employment Agency that has been present on the Italian market for more than 20 years and is listed on Euronext Milan - STAR segment - managed by Borsa Italiana (market capitalisation € 172.2 million as at 31 December 2021). It mainly operates in general labour outsourcing and in specialised labour outsourcing for the family care sector through its subsidiary Family Care S.r.l. - Employment Agency. Furthermore, through other subsidiaries, it offers a wide range of services in the search, recruitment, change management, relocation and training of personnel. Openjobmetis Group's revenue in 2021 amounted to € 720.8 million.

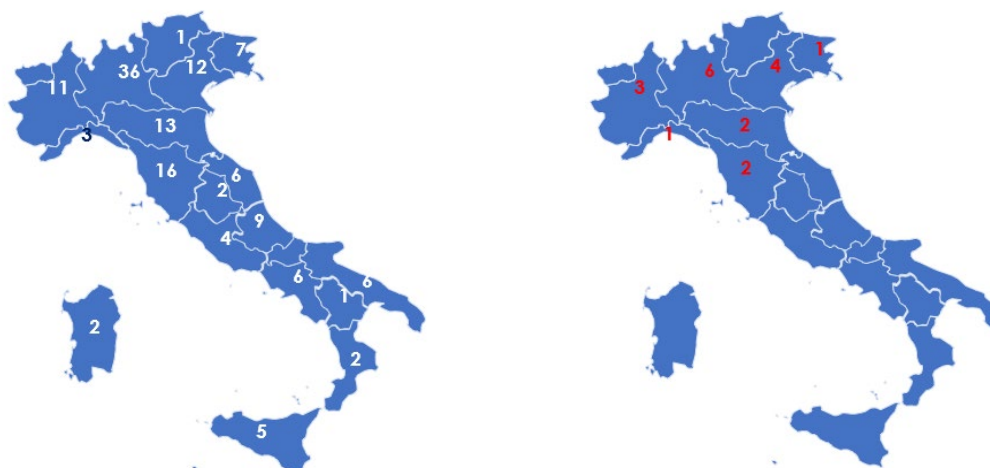
As at 31 December 2021, Openjobmetis S.p.A., which acts primarily as a general employment agency, has 100% direct control of:

- **Seltis Hub S.r.l.**, focused on the recruitment and selection of personnel (also with disabilities) on behalf of third parties and on digital head-hunting; it incorporated the company Jobdisabili S.r.l. with deed dated 19 April 2021 and effectiveness starting on 26 April 2021.
- **Openjob Consulting S.r.l.**, focused on payroll management and training-related activities in support of the parent company.
- **Family care S.r.l. - Employment Agency**, focused on the provision of family carers for elderly and dependent people.
- **Quanta S.p.A.**, focused on the provision of general labour outsourcing, as well as on the aerospace, ICT, naval and energy sectors and on personnel selection. The Company was acquired on 26 May 2021. Openjobmetis S.p.A., through Quanta S.p.A., indirectly controlled 100% of **Quanta Risorse Umane S.p.A.**, a company focused on the analysis, design and implementation of training, human resources training and updating, and other outsourced services.

In addition, Openjobmetis S.p.A. directly controls 92.86% of **HC S.r.l.**, a company focused on training, coaching and outplacement, and 50.66% of **Lyve S.r.l.**, a training company acquired in 2020 that operates mainly in the insurance and financial services sector.

Thanks to the solid experience it has acquired over time, Openjobmetis S.p.A. acts as a bridge between businesses seeking personnel and resources seeking employment with the aim of optimising the matching of supply and demand in the labour market and ensuring the swift employment of qualified personnel while respecting the rights and duties of workers.

Operating across Italy, Openjobmetis Group is headquartered in Gallarate, in the province of Varese, and has a network of over **150 branches** as at 31 December 2021, 19 of which are entirely dedicated to the family care services offered by the subsidiary Family Care S.r.l. - Employment Agency. Its widespread presence is a source of major added value, as its extensive knowledge of various areas of Italy enables the Group companies to guarantee companies operating in every sector, families and candidates the utmost professionalism, support and immediate, personalised and effective solutions. The figure below shows the distribution of the Group's branches across Italy. The branches of Openjobmetis S.p.A. and Quanta S.p.A., general branches, as at 31 December 2021 cover the entire country, while the activities of Family Care S.r.l. - Employment Agency are concentrated in northern Italy.



### *The impacts of the Covid 19 pandemic and the resilience of the Openjobmetis Group*

The impacts of the spread of Covid 19, although still present in the general economy, did not significantly affect the results achieved by the Openjobmetis Group. As in the previous year, the Group demonstrated remarkable resilience and adaptability, achieving even higher revenues than pre-pandemic levels (+39.4% compared to 2020 and +27.5% compared to 2019).

Openjobmetis S.p.A. operated regularly during the year, continuing to guarantee normal support to the businesses that use it. The Company Protocol of the measures adopted to combat and contain the spread of the Coronavirus SARS-Cov-2, adopted by the Company from the early stages of the spread of the virus, has been progressively refined and adjusted to the regulations in force in the various phases of the pandemic. To protect the health of its employees in the first part of the year, the Company has maintained an active Agile Work plan for all those activities that can be carried out from the worker's home, compatibly with business needs and in accordance with their duties and activities, also based on the size of the work environments.

The decision not to make use of the redundancy fund for office staff allowed the Group to remain vigilant and promptly operate in relation to the restart of the market, influenced by the progress of the vaccination campaign.

Other preventive measures that the Company has adopted and maintained include the obligation to measure one's temperature and sanitise hands upon each entry into the company, the supply of daily PPE to all employees, careful organisation and management of the common areas, as well as careful and precise cleaning and sanitation of the premises.

The Group has also set up a dedicated e-mail address in order to accurately track positive cases and quarantines. As required by Italian Decree Law 127/2021, the obligation to display the COVID-19 Green Certification for both office staff and outsourced workers was implemented as of 15 October.

For further information and considerations, please refer to the 2021 Annual Financial Report

## 2.1 Main historical milestones

Openjobmetis S.p.A. was the first operator in the sector to be listed on Euronext Milan of Borsa Italiana - STAR segment. This milestone was the result of an intensive growth path that has marked the Group out from the beginning. The adventure began in 2001, the date of founding of Openjob S.p.A. The expansion project began in December 2004 and consisted of a series of acquisitions of major operators in the sector (including Pianeta Lavoro, In Time, QuandoccoRe and a branch of JOB - Just on Business), culminating in the integration with Metis S.p.A., an Employment Agency founded in 2000 and active at national level, in 2011. The transaction also led to acquiring control of Seltis S.r.l., a company specialising in the search and recruitment of middle and top managers. Openjobmetis S.p.A. was founded in December 2011. In January 2013, Openjobmetis S.p.A. acquired Corium S.r.l., a company active in the outplacement sector. In 2018, Openjobmetis S.p.A. fully acquired Meritocracy S.r.l., a digital head-hunting platform, and acquired 70% of HC S.r.l., an educational company that carries out activities dedicated to the development and motivation of human resources in organisations.

In January 2020, HC S.r.l. merged with Corium S.r.l. and gave rise to the “new” HC S.r.l., expanding the range of services offered, no longer only in the field of change management but also in outplacement. The integration between the two companies will lead to greater efficiency and new cohesion.

Furthermore, Family Care S.r.l. - Employment Agency (Prov. Auth. Ref. No. 199 of 18/11/2019), incorporated in October 2019 and fully controlled by Openjobmetis S.p.A. is operating since January 2020. The creation of this independent Company and subsequent transfer of the activities of the previous Family Care Division, are the perfectly natural evolution of the experience gained by Openjobmetis S.p.A. since 2015 in the search and outsourcing of family carers for elderly and dependent people.

Still in January 2020, Openjobmetis S.p.A. fully acquired Jobdisabili S.r.l., owner of the “Jobmetoo” brand (<https://www.jobmetoo.com>). This online platform is specialised in the search and selection of personnel with disabilities, facilitating the encounter between people belonging to protected categories and the world of work and business. Subsequently, with effect from 26 April 2021, Jobdisabili S.r.l. was merged by incorporation into Seltis HUB S.r.l. The transaction was carried out in order to reorganise the Openjobmetis Group, centralising the high added value HR services within Seltis HUB S.r.l.

In November 2020, Openjobmetis acquired 50.66% of Lyve S.r.l., a training company in the insurance and financial services sector.

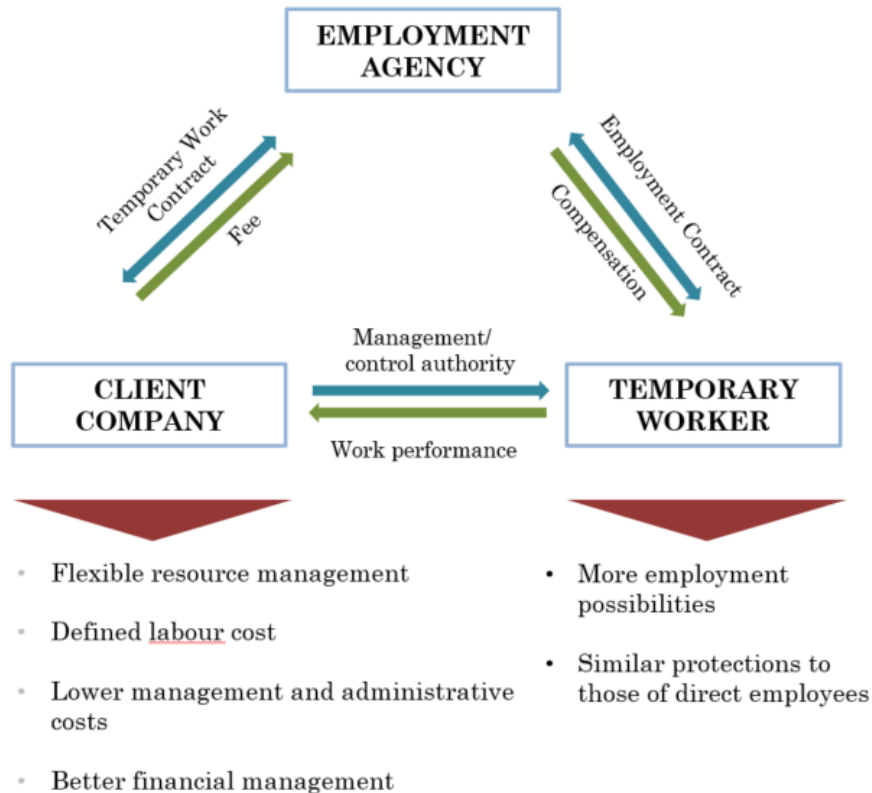
On 26 May 2021, Openjobmetis S.p.A. completed the acquisition of 100% of the share capital of Quanta S.p.A., and, indirectly, of 100% of the subsidiary Quanta Risorse Umane S.p.A., a transaction already announced in January of the same year. Subsequently, in December 2021, the deed of merger of Quanta S.p.A. into Openjobmetis S.p.A. was signed. The statutory, accounting and tax effects of the merger took effect - pursuant to Article 2504-bis, paragraph 2, of the Italian Civil Code - from 1 January 2022.

The main milestones in the history of the Group until 2021 are reported below.

- 2001** ● **Openjob SpA began its business adventure in 2001.** In **July** it joined the shareholding structure "Wisequity", a private equity fund managed by Wise SGR. In the following December, it began its expansion project, implemented over the years, with four acquisitions: Pianeta Lavoro, In Time, QuandoccoRre, JOB - Just On Business (business branch).
- 2011** ● In **March**, the integration with **Metis SpA** kicks off: **this is how Openjobmetis SpA began.**
- 2015** ● From **3 December 2015**, Openjobmetis SpA is **the first and only Employment Agency listed on the Euronext Milan (EXM) Italian Stock Exchange**, STAR segment.
- 2018** ● Openjobmetis consolidates its service diversification strategy by acquiring Coverclip Srl and its platform **Meritocracy**, specialized in staff search particularly for digital professions, and the majority of **HC Srl**, a training company that excels in consultancy on individual development and on support in organizational change.
- 2020** ● In January 2020 **Family Care Srl**, an employment agency for the search and selection of family carers, becomes operational. **Sellis Hub Srl** is born in November, grouping all experience, competences and opportunities in the HR field of Openjobmetis. Openjobmetis acquires Jobdisabili Srl and its platform **Jobmetoo** as well as 50.66% of **Lyve Srl**, a business training company for insurance companies and banks.
- 2021** ● In **May Quanta SpA** becomes part of the Openjobmetis Group.

## 2.2 Mission, Values and Business Model

The working world is continuously changing and the Openjobmetis Group has set itself the goal of being a leading player in the human resources sector, the go-to partner for companies interested in the kind of services it provides and a point of reference for workers interested in entering, re-entering or repositioning themselves in the world of employment.



Through its business activities, the Group undertakes to:

- Contribute to the growth of employment in Italy
- Create value for its shareholders
- Contribute to the wellbeing and professional growth of its employees
- Foster economic and civil progress in the community in accordance with the values that inspire the Group

This takes place through a process of growth and constant development, a strategy based on differentiation and specialisation, careful management control, professionalism, integrity and targeted solutions. Through teamwork, the people of the Openjobmetis Group are able to identify new opportunities and find the optimum solutions for their clients. At the same time, the Group promotes the development of human relations, discouraging self-interest in favour of synergies designed to enhance the quality of its services. Moreover, the Openjobmetis Group believes in the value added of diversity, i.e. the different cultures and experiences that people come into contact with every day. Workers and clients who think and act in a different way are regarded as valuable resources for this type of business.

By providing its well-established outsourcing, employment agency, search and recruitment, relocation support, training and HR consultancy services while increasingly viewing innovation as a critical success factor, the Openjobmetis Group aims to fulfil the requirements of user companies and workers by offering targeted solutions and efficient, innovative services that respond to the continuous evolution of the working world.

Through its corporate communications, the Group disseminates the content of its business mission in order to involve all employees in the process of achieving the company's goals objectives and maintain the high quality standards of its services.

### 2.3 Governance model

Corporate governance is the system of administration and control, i.e. all of the mechanisms and rules, legal and technical, for the governance of the business, aimed at creating value for shareholders and for all of the company's stakeholders. The governance model is a cornerstone of the company's activities and, alongside the business strategy, aims to strengthen the trusting relationship between Openjobmetis S.p.A. and its stakeholders and to contribute to achieving the business results, creating long-term sustainable value.

Openjobmetis S.p.A. is organised in accordance with the traditional administration and control model and its organisation, in compliance with the provisions of Italian legislation on listed companies, assigns corporate management to the Board of Directors and entrusts supervisory duties to the Board of Statutory Auditors. The statutory audit is assigned to an auditing firm. More specifically, Openjobmetis S.p.A. is governed by:

a) **The Board of Directors**, responsible for the management of the company and granted the broadest powers for ordinary and extraordinary administration, except for the powers that by law are strictly attributed to the General Shareholders' Meeting. The Openjobmetis Shareholders' Meeting of 30 April 2021 appointed the new Board of Directors, which consists of ten members, the majority of whom are independent, and with four directors belonging to the least represented gender. At the time of the renewal of the corporate bodies, the new Board of Directors, taking into account Recommendation 16, paragraph 1 of the Corporate Governance Code and the need to rationalise and systematise the functions to be attributed to the committees, resolved to set up the following internal committees:

- **The Control, Risk and Sustainability Committee<sup>1</sup>**, responsible for risk control, sustainability and transactions with related parties. It has the task of supporting the Board of Directors' assessments and decisions regarding the management of risks arising from detrimental events of which the Board has become aware, or regarding the Company's internal control and risk management system, as well as those concerning the approval of periodic financial and non-financial reports. The Committee also performs investigative, propositional and advisory functions vis-à-vis the Board of Directors in order to promote the continued integration of environmental, social and governance factors in corporate strategies, while at the same time creating value for shareholders and stakeholders in the medium/long-term, in compliance with the principles of sustainable development. Finally, it is responsible for carrying out activities relating to transactions with related parties, as well as for issuing specific reasoned opinions, in accordance with the provisions of Article 2391-bis of the Italian Civil Code and Consob Regulation no. 17221 of 12 March 2010, as subsequently amended and supplemented.

<sup>1</sup> The Control, Risk and Sustainability Committee has been assigned the prerogatives of the Related Parties Committee, the ESG Committee and the Control and Risk Committee

- **The Remuneration Committee** - already in place at the date of approval of the 2020 Financial Statements - has the task of assisting the Board of Directors in drawing up a policy for the remuneration of directors and executives with strategic responsibilities, monitoring its concrete application, making proposals or expressing opinions on remuneration as well as setting performance targets related to the variable component of such remuneration.

b) **The Board of Statutory Auditors**, responsible, among other things, for monitoring compliance with the law and the Articles of Association, as well as respect for the principles of correct administration; monitoring the adequacy of the Company's organisational structure for the aspects under its responsibility, the internal control system and the administrative-accounting system, as well as the reliability of the latter in terms of correctly representing management information; monitoring the adequacy of the instructions given by the company to subsidiaries for the fulfilment of the communication obligations established by law; supervising the financial reporting process.

c) **The Shareholders' General Meeting**, responsible for passing resolutions, among other things, on the approval of the financial statements and the allocation of profits, the appointment and dismissal of the members of the Board of Directors, the appointment of members of the Board of Statutory Auditors and respective fees, the acquisition and transfer of treasury shares, the shareholding plans, amendments to the Articles of Association and the issuing of convertible bonds.

With its listing on the Mercato Telematico Azionario (MTA), STAR segment (currently "Euronext STAR Milan") of the Italian Stock Exchange, and its adherence to the current Corporate Governance Code for Listed Companies (formerly the "Self-Regulation Code"), Openjobmetis S.p.A. has become subject to a series of other constraints - established as part of a varied and structured regulatory framework - whose main inspiration is the need to protect and provide guarantees to savers/investors. The applicable rules consist of legal provisions, regulatory provisions, private-sector regulations and administrative provisions and have a significant impact on the organisation and functioning of the Company. Respect for these rules, together with the adoption of both internal and public controls and policies (e.g., for the emergence and management of conflicts of interest or as regards diversity), represent a guarantee of the quality of the governance practices adopted by the company in the area, for example, of significant equity investments, the composition of administrative, management and control bodies or the management or of transactions with related parties. An up-to-date snapshot of the company structure, also regarding these issues, can be found in the Report on Corporate Governance and ownership structures pursuant to article 123-bis of Italian Legislative Decree 58/1998.

During the year 2021, the Company continued to enhance the value of ESG issues in its business with increasing conviction. This is the context in which specific Policies were updated at the beginning of 2022, with the aim of publicising (through publication on the company website) the company's commitment in the following areas:

- Anti-Corruption Policy
- Outsourced Staff Management Policy
- Human Resources Management Policy
- Whistleblowing Policy

Openjobmetis S.p.A. decided to adopt an Organisation, Management and Control Model for the purpose of drawing up and creating a system of governance that adheres to high ethical standards, capable of encouraging the constant dissemination of the control culture and a heightened appreciation of responsible and aware conduct as well as defining clear safeguards to prevent possible offences. The purpose of the Model, adopted for the first time with the approval of the Board of Directors on 28.05.2012 and subsequently updated, is to prevent the risk of the crimes detailed in Italian Legislative Decree 231/2001 being committed and is directed at subjects that engage in relations with Openjobmetis S.p.A. The company established the Supervisory Body in accordance with article 6 of Italian Legislative Decree 231/2001 and decided to appoint a Body made up of multiple subjects to guarantee the presence of a wider range and more effective skills in the Body. The objective of the SB is to supervise the operation and effectiveness of the Organisation, Management and Control Model and the Code of Ethics adopted by the company, and to promote their updating. Of note is that the company constantly disseminates the Model among its stakeholders, with particular reference to its direct staff and the staff of its subsidiaries. To this end, during 2021 Openjobmetis S.p.A. used the expertise of its subsidiary Lyve S.r.l. to launch an innovative online self-training course aimed at employees and new recruits of the Group companies which focused on the company's Organisation and Management Model pursuant to Italian Legislative Decree 231/2001.

#### **2.4 The Group's stakeholders and relevant non-financial issues**

The Consolidated Non-Financial Statement contains environmental and social information on human rights and the fight against corruption that was considered material for the Group.

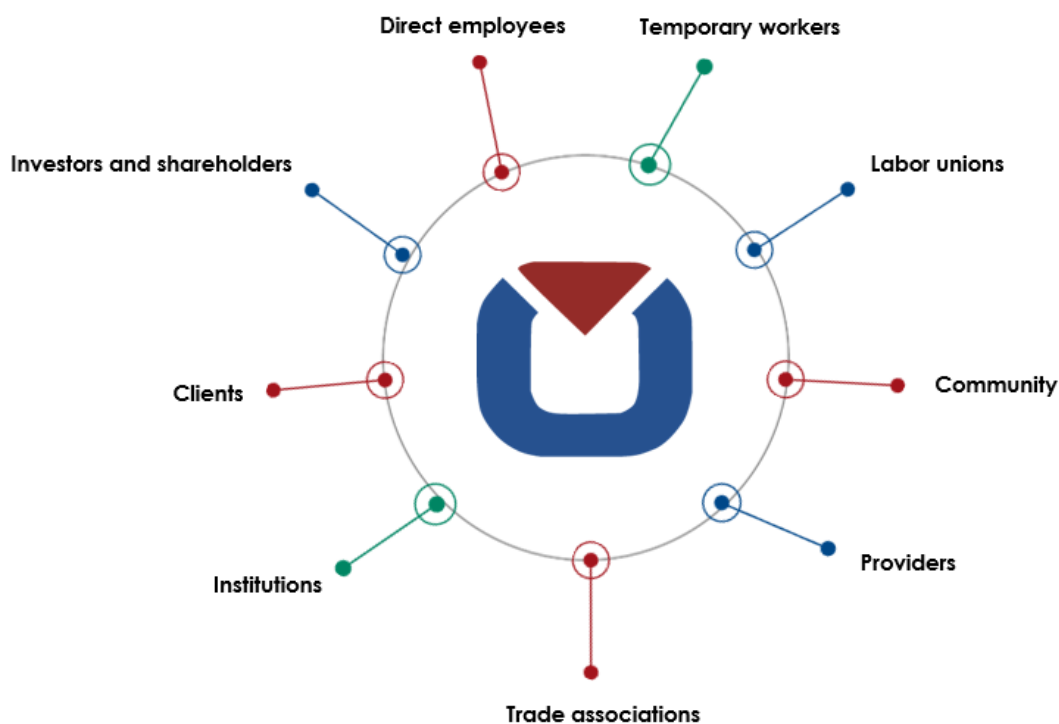
##### *Mapping of the Group's main stakeholders*

In order to identify these issues, the Openjobmetis Group carried out a detailed mapping of its stakeholders in 2021, selected from among those most affected by the Group's activities and services and deemed fundamental for achieving its business objectives, identifying their degree of influence/dependence. Below is the map of the main stakeholders identified:<sup>2</sup>

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<sup>2</sup> Compared to the previous Consolidated Non-Financial Statement of Openjobmetis S.p.A., non-governmental organisations are not included among the relevant stakeholders.





Openjobmetis considers it very important to constantly nurture its relations with its stakeholders, identifying the most effective dialogue channels for each category, in order to monitor expectations, needs and opinions. The following table summarises some of the channels of interaction with stakeholders and their main expectations.

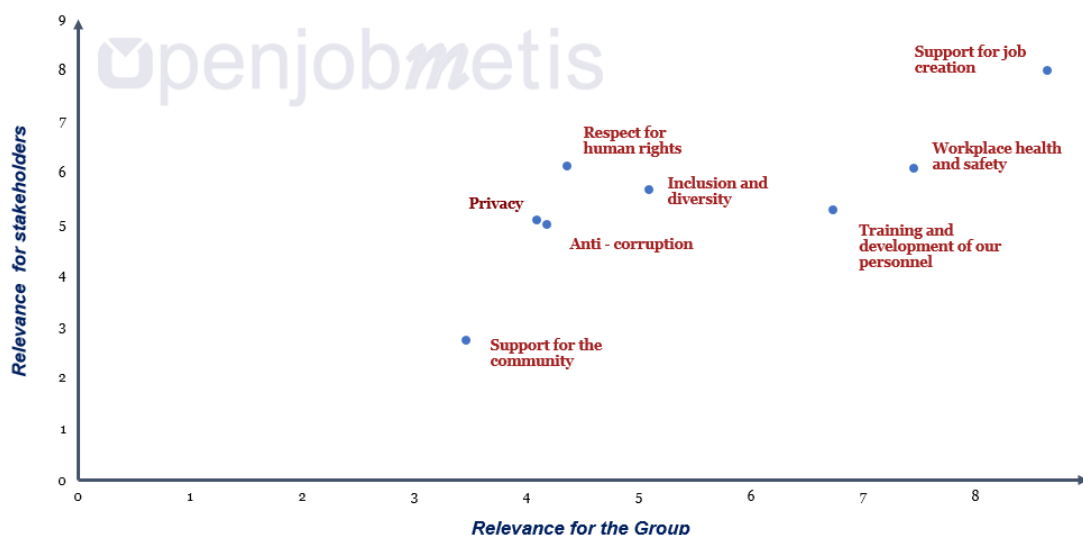
<b><u>STAKEHOLDER</u></b>	<b><u>MAIN DIALOGUE CHANNELS</u></b>	<b><u>MAIN EXPECTATIONS</u></b>
<b><i>Direct employees</i></b>	<ul style="list-style-type: none"> <li>• Ongoing dialogue with HR Department</li> <li>• Corporate Intranet (Op&amp;Go)</li> <li>• Periodic reporting by Company Management on key results, future business goals or the main aspects of any extraordinary transactions</li> <li>• Training activities</li> </ul>	<ul style="list-style-type: none"> <li>• Information about Group strategies and results</li> <li>• Responsible company management</li> <li>• Professional training and development</li> <li>• Stimulating working environment</li> <li>• Equal opportunities</li> </ul>

<b>STAKEHOLDER</b>	<b>MAIN DIALOGUE CHANNELS</b>	<b>MAIN EXPECTATIONS</b>
<b><i>Outsourced workers</i></b>	<ul style="list-style-type: none"> <li>• Direct and ongoing relations through branches spread across the country</li> <li>• Specific section on company website (<a href="https://www.openjobmetis.it/it/candidati">https://www.openjobmetis.it/it/candidati</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Employment opportunities that respond to desired needs</li> <li>• Adequate training to achieve professional and personal growth</li> <li>• Fast response of sales network (e.g., interview outcome)</li> </ul>
<b><i>Clients</i></b>	<ul style="list-style-type: none"> <li>• Direct and ongoing relationship with sales network</li> <li>• Telephone, mail and email interactions</li> </ul>	<ul style="list-style-type: none"> <li>• Competent and professional sales network</li> <li>• Rapid processing of requests</li> <li>• Highly flexible</li> <li>• Perfect match between the need for and the supply of adequately trained outsourced staff</li> </ul>
<b><i>Investors and shareholders</i></b>	<ul style="list-style-type: none"> <li>• Shareholders' Meeting</li> <li>• Conference calls in response to important communications</li> <li>• Price sensitive communications and information</li> <li>• Roadshows and ad hoc meetings</li> <li>• Daily dialogue (live meetings on request, by phone and email)</li> <li>• Website - Investors section (<a href="https://investitori.openjobmetis.it/it/investitori">https://investitori.openjobmetis.it/it/investitori</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidating and strengthening knowledge of the Company and its business model</li> <li>• Value creation</li> <li>• Transparent and responsible management</li> <li>• Rapid response and availability</li> <li>• Appropriate risk management</li> </ul>
<b><i>Suppliers</i></b>	<ul style="list-style-type: none"> <li>• Daily relations (telephone, mail and email interactions)</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing supply</li> <li>• Compliance with contractual terms and conditions</li> </ul>
<b><i>Institutions, trade unions, trade associations, communities in general</i></b>	<ul style="list-style-type: none"> <li>• Ad hoc meetings</li> <li>• Meetings between Openjobmetis management and the representatives of institutions, associations, organisations and local communities</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in public utility projects</li> <li>• Active participation in panel discussions</li> </ul>

Relevant non-financial topics for the Group - The Materiality Matrix

The Openjobmetis Group has also carried out a materiality analysis to identify the relevant non-financial issues related to the Group's activities. Through a detailed analysis of internal documentation and external sources, such as benchmarks with its main competitors, a new list of potentially relevant topics for the Openjobmetis Group was drawn up.

Each potentially relevant topic was assessed by the company's top management by defining its degree of importance for the Group and for its stakeholders. In particular, to provide an external point of view, the topics were assessed by the individual members of the Working Group, who put themselves in the shoes of the key stakeholders. By correlating this assessment with the importance attributed to each topic according to the Group's internal point of view, the **Materiality Matrix** of the Openjobmetis Group was identified. In fact, the Materiality Matrix highlights the degree of relevance attributed to relevant issues for the Group according to the internal perspective (horizontal axis) and according to the external perspective, i.e., that of the Group's stakeholders (vertical axis). The following image shows the Materiality Matrix of the Openjobmetis Group.



The process of identifying stakeholders and defining the material topics was coordinated internally by a Working Group created ad hoc for the purposes of the Consolidated Non-Financial Statement. This Working Group was coordinated by the Administration and Finance Department and involved the managers of the main company departments. The Group Materiality Matrix was updated and subsequently approved by the Board of Directors of Openjobmetis S.p.A. on 12 November 2021. The purpose of the following table is to describe the scope of every material topic and the relevant implications and main goals for the Group.

<b>RELEVANT TOPIC</b>	<b>SCOPE</b>		<b>MAIN IMPLICATIONS AND MAIN GOALS</b>
<b>Support for job creation</b>	<b>Outsourced staff</b>	Candidates can apply by entering their data on the group company websites or going to a branch, where they can register with the system.	<ul style="list-style-type: none"> <li>• Openjobmetis supports candidates throughout their training and qualification and accompanies them as they enter the world of work. Consequently, to improve the efficiency in managing outsourced candidates, Openjobmetis introduced the position of "Candidate Manager" in 2019.</li> <li>• Thanks to its activities, the Group promotes the creation of regular jobs in Italy. This is achieved by matching the qualities of the selected resources with the needs of user companies, and by training our people.</li> <li>• In some cases, at the end of the outsourcing period, the worker is hired by the user company, thus strengthening the relationship with the client and contributing to job creation.</li> <li>• As a demonstration of the Group's commitment, in February 2022 the Board of Directors of Openjobmetis approved the Outsourced Staff Management Policy, together with the Human Resources Management Policy, both of which can be downloaded from the Company's website (<a href="http://www.openjobmetis.it">www.openjobmetis.it</a>).</li> </ul>
<b>Workplace health and safety</b>	<b>Company employees</b>	The Group oversees this issue through its "Safety at Work" function. The risks related to employee health and safety issues are managed through a range of procedures and operating instructions in which the behavioural principles, responsibilities and duties of the persons supervising the work environment are defined for the parent company and all subsidiaries.	<ul style="list-style-type: none"> <li>• Openjobmetis sets up specific safeguards to ensure that all its employees comply with health and safety regulations.</li> </ul>
	<b>Outsourced staff</b>	With reference to article 35, paragraph 4, of Italian Legislative Decree No. 81/2015, the outsourcing company is required to comply with the obligation to educate, inform and train outsourced workers on health and safety.	<ul style="list-style-type: none"> <li>• The Openjobmetis Group complies with the obligation to inform workers, but does not provide education and training, as this is usually the user's responsibility. In this case, in the event of an accident, Openjobmetis deals with the administrative management of the accident, although it is not involved in checking responsibility. A procedure is in place to monitor training obligations, also in relation to total risk exposure.</li> </ul>
<b>Training and development of our personnel</b>	<b>Company employees</b>	The training of Group employees is mainly managed by the HR Department. Training is delivered using digital platforms and also through classroom-based activities.	<ul style="list-style-type: none"> <li>• Openjobmetis seeks to create an integrated and structured system to offer both its head office and branch employees efficient and effective training.</li> </ul>




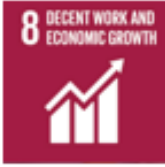









<b><u>RELEVANT TOPIC</u></b>	<b><u>SCOPE</u></b>		<b><u>MAIN IMPLICATIONS AND MAIN GOALS</u></b>
	<b><i>Outsourced staff</i></b>	Openjobmetis uses the "Candidate Manager" function to follow the progress of outsourced candidates. The Sales Department is in charge of selecting third-party companies able to deliver the courses. These courses are funded through the bilateral body Forma.Temp.	For Openjobmetis, the training it delivers to its outsourced workers is of strategic importance. Training increases the resources' skills and the likelihood of being sent on assignments in companies operating in various sectors and perhaps of being hired directly by that company at the end of the outsourcing experience, thus facilitating continuity of employment.
<b><i>Inclusion and diversity</i></b>	<b><i>Company employees</i></b>	As specified in the Code of Ethics, Openjobmetis opposes any kind of discrimination based on race, language, colour, faith and religion, political opinion and orientation, nationality, ethnicity, age, sex and sexual orientation, marital status, disability and physical appearance, and economic and social condition.	The group expressly declares that no favouritism and/or discrimination is shown against candidates.  Confirming its commitment to this issue, through its subsidiary Seltis Hub, Openjobmetis has appointed a Brand Ambassador for Inclusion and Diversity, Daniele Regolo, founder of Jobmetoo, a portal dedicated to finding people with disabilities and now a business line of Seltis Hub.
<b><i>Respect for human rights</i></b>	<b><i>Company staff and outsourced staff</i></b>	The protection and promotion of human rights are considered essential elements of the modus operandi of all the Group's companies.	The company is committed to respecting the human rights of its employees and outsourced workers, in accordance with relevant Italian legislation. The labour consulting department supports employees and outsourced workers in the event of violations or injustice against them.
<b><i>Anti-corruption</i></b>	Openjobmetis S.p.A. has adopted the 231 Organisational Model. It was last updated in November 2020. The subsequent risk assessment activity for the subsidiaries did not reveal risks different from those to which the parent company is subject.		The Group's objective is to achieve zero episodes of corruption.  As a demonstration of the Group's commitment, the Anti-Corruption Policy and the Whistleblowing Policy were approved by the Board of Directors of Openjobmetis in February 2022, both of which can be downloaded from the Company's website ( <a href="http://www.openjobmetis.it">www.openjobmetis.it</a> ).
<b><i>Privacy</i></b>	The Group has a Privacy Office, which reports to the HR Department, and a Data Protection Officer (DPO) who has been granted powers by the Board of Directors.		A comprehensive privacy policy is available on the websites of the group's companies, concerning the processing of candidates' and workers' personal data, as well as the other categories in which personal data are processed.

<u>RELEVANT TOPIC</u>	<u>SCOPE</u>	<u>MAIN IMPLICATIONS AND MAIN GOALS</u>
<i>Support for the community</i>	The Group is committed to promoting and enhancing local areas and to supporting the labour market and, indirectly, the economy of our country.	Openjobmetis takes part actively in projects and activities to support the community in which it operates. Through its offices and branches spread throughout the country, the company is able to dialogue with the representatives of local communities and so return value to local areas.

## 2.5 Openjobmetis' contribution to sustainable development




In September 2015, the 193 Member States of the United Nations adopted the 2030 Agenda for Sustainable Development, a revolutionary and comprehensive programme of action focused on the three key dimensions of sustainability: environmental, social and economic/governance. It sets 17 Sustainable Development Goals (SDGs) and 169 relative targets. Compared to the previous Millennium Development Goals, the SDGs represent a clear call to action by all nations, businesses and civil society as a whole in a context of comprehensive collaboration between developed and developing countries. Italy is institutionally committed to the achievement of the SDGs through the Italian Alliance for Sustainable Development (ASviS), established in 2016 to spread awareness of the relevance of the 2030 Agenda and to pursue the Sustainable Development Goals.

Following a careful analysis carried out during 2021, the Openjobmetis Group has identified 9 SDGs to which it most contributes with its business activity; Openjobmetis directly contributes through its core activities to three of these defined as priorities (**4-Quality education, 8-Decent work and economic growth, 10-Reduced inequalities**). Openjobmetis indirectly contributes to five of these, defined as secondary (**3-Good health and well-being, 5-Gender equality, 9-Industry, innovation and infrastructure, 11-Sustainable cities and communities, 16-Peace, justice and strong institutions**). Finally, Openjobmetis contributes to one identified objective (**17-Partnership for the goals**) across the board because of the activities it carries out. The following tables summarise the correlation between the identified SDGs and how the Group contributes to the achievement of the related goals.

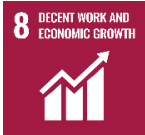









Primary SDGs	Secondary SDGs
	 
	    
	  

### SDG transversal



	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;">   </div> <p>With the support of Forma.Temp<sup>3</sup> and its accredited bodies, Openjobmetis S.p.A. guarantees training, upskilling and re-skilling courses for its own resources, guaranteeing resources that fully respond to the needs of client companies, thus indirectly contributing to the increase of employment rates in the industry. Furthermore, Openjobmetis is attentive to training its direct employees with courses covering many topics (cybersecurity, personal skills development, IT, etc.), including ESG topics. An online course is planned for 2022 to be given to all Group employees with the aim of training and raising awareness on general environmental issues such as saving energy, using paper responsibly, reducing the use of plastic, responsible travel and others.</p>
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<sup>3</sup> For information on the Forma.Temp bilateral agency, see Chapter 5.1 - Clients and outsourced staff: policies implemented by Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency and the performance indicators of this report

	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;">      </div> <p>Through its core business, Openjobmetis supports its client companies (mostly small and medium-sized Italian enterprises) operating across all sectors, including technology and labour-intensive ones, in achieving the highest standards of productivity, providing qualified and adequately trained staff, thus indirectly contributing to the increase of the national GDP.</p> <p>Furthermore, by putting workers, including the unemployed, in contact with the world of work and business, Openjobmetis is a primary actor in guaranteeing decent and regular work to men and women without any discrimination, including young people and even people with disabilities, thanks to the activity of the Jobmetoo business line of the subsidiary Seltis Hub S.r.l. The Group's activity also contributes to the reduction of both total and youth unemployment, considering the high incidence of young workers among outsourced workers.</p> <p>Equal pay<sup>4</sup>, a pillar of outsourcing in Italy, guarantees fair remuneration for work of fair value, making irregular work less attractive and helping to avoid real exploitation situations, as is the case with illegal employment.</p> <p>Through the activity of its subsidiary Family Care, which provides regular family carers to families in need, Openjobmetis indirectly contributes to the health and well-being of the dependent population.</p> <p>Openjobmetis S.p.A. has adopted an Organisation, Management and Control Model for the purpose of drawing up and creating a system of governance that adheres to high ethical standards, capable of encouraging the constant dissemination of the control culture and a heightened appreciation of responsible and aware conduct, indirectly contributing to the reduction of corruption and abuses of power.</p>
	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;">    </div> <p>The characteristic activity of Openjobmetis directly contributes to reducing inequalities, offering regular employment to all, regardless of age, gender, disability, race, ethnicity, origin, religion, economic status or any other aspect.</p> <p>The Openjobmetis Group has further strengthened its commitment to reducing inequalities by implementing the Human Resources Management Policy and the</p>



















<sup>4</sup> For more information on equal pay for outsourced workers, see chapter 5.1 *Clients and outsourced workers: policies implemented by Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency and performance indicators*




	Outsourced Staff Management Policy in February 2022, both of which can be downloaded from the Openjobmetis website ( <a href="http://www.openjobmetis.it">www.openjobmetis.it</a> )
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	Openjobmetis S.p.A., which carries out labour outsourcing by virtue of a ministerial authorisation pursuant to Article 4, paragraph 1, letter a) of Italian Legislative Decree 276/2003, offers its services as a partner of the public sector in the outplacement of recipients of the Citizenship Income, as established by Italian Budget Law 2022 (Law of 30 December 2021, no. 234).
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The following table highlights the links between the material topics that emerged from the materiality analysis carried out by Openjobmetis and the SDGs identified:

Material topics 2021	SDGs identified
Training and development of our personnel	  
Support of job creation	   
Workplace health and safety	 
Respect for human rights	 
Inclusion and diversity	  
Support for the community	 
Anti - corruption	
Privacy	



Legend: secondary SDGs in orange.

## 2.6 ESG rating

The events linked to the international pandemic crisis that occurred in 2020 have created an opportunity for further awareness in Openjobmetis of the importance that ESG issues should have in the work of companies, at least as much as economic-financial ones. This has prompted the company to measure not only its economic but also its environmental and social performance, and to take responsibility vis-à-vis its internal and external stakeholders for the impacts generated, identifying strategies and targets for improvement. Openjobmetis thus started the process of integrating sustainability into the corporate strategy in 2021, which led to the creation of several working tables on sustainability issues such as employee welfare, female leadership, employee training and others.

During 2021, Openjobmetis obtained an ESG risk rating of 12.5 (LOW ESG RISK) from Sustainalytics, a Morningstar Group company and leader in ESG (Environmental, Social and Governance) research, ratings and data.

The rating achieved allows Openjobmetis to rank among the top listed companies in the HR service sector.

In its analysis, Sustainalytics indicated a low level of ESG Risk Exposure, highlighting that the quality of data management and protection (Privacy and Cybersecurity) and human capital are strategic aspects for the company. In particular, a number of aspects have been taken into account in the management of both direct and contracted staff, including non-discrimination and inclusiveness, quality of work and continuous staff training. Openjobmetis was evaluated positively, also considering the management of work-related risks, hours worked and minimum wage.

In addition, Sustainalytics assessed ESG Risk Management, which refers to Openjobmetis' management of ESG policies, programmes and performance, and gave it a positive score (average). The activities adopted have proven to be compliant with the GRI standards, the internationally recognised reporting of economic, environmental and/or social impacts, in line with today's best practices.

In March 2021, Openjobmetis was also awarded a gold medal by the EcoVadis agency, one of the most important international eco-sustainability rating platforms, which ranks organisations on the basis of 21 criteria in four areas: Environment, Human Rights and Labour, Ethics and Sustainable Procurement.

These important evaluations reward the work of Openjobmetis as a whole in integrating sustainability into the company's strategy, in the conviction that choosing responsible values means contributing to generating social awareness and improving not only financial performance, but also relations with investors, suppliers and clients.



### 3. Risks

The Openjobmetis Group undertakes to effectively guarantee the safeguarding of the rights of all its stakeholders, from employees to shareholders through to the local communities involved in its business. To achieve this, the Company manages its business risks through activities and controls aimed at defining and monitoring these risks as best as possible in order to minimise and reduce their consequences. Poor management of these risks could indeed have negative repercussions for the whole Group, particularly as regards its reputation and its future as an ongoing concern, and in terms of lost business opportunities. In particular, the Company has adopted an internal control and risk management system, defined as “the set of rules, procedures and organisational structures designed to enable the identification, measurement, management and monitoring of the main risks”.

To this end, the Group has identified its risks and, through an Enterprise Risk Assessment, has evaluated them in terms of their probable occurrence and risk impact, both potential and residual. Internal controls are therefore planned by giving priority to control activities connected with risks with a higher residual risk, as well as risks showing a greater difference between potential and residual assessment. The risk assessment activity is periodically updated.

Of all the risks identified, those connected with the management of the Company, already presented in the Report on the management performance, are as follows:

- Risks related to the sector, to legislative changes and to the loss of Ministerial authorisations
- Risks connected with its reputation
- Liquidity risk
- Risks connected with legal and/or arbitration proceedings and the possible inadequacy of the risks provision
- Interest rate risk
- Cash flow and credit risk

Please refer to the Management Report for further details on the main risks identified and their monitoring.

In order to respond in full to all legal requirements, the Group has also identified a number of risks connected with the issues outlined in Italian Legislative Decree 254/2016 and with topics regarded as material.

With regard to the context and the business operations of the Group, the main risks regarding clients and outsourced workers regard potential interruptions of the outsourcing relationship and the lack of regulatory compliance, including changes in the working world that increasingly require new and updated professional expertise. Moreover, the high number of outsourcing contracts necessarily requires the careful management of issues connected with the Privacy law. The main risks regarding suppliers concern issues connected to corruption and any issues of regulatory non-compliance on matters of health and safety. The Openjobmetis Group requires its suppliers to adopt high standards of conduct and, at the same time, to guarantee the high quality of the goods or services they provide. With regard to local communities, the main risk identified is reputational, which can negatively impact on the Group’s relations with its clients and, consequently, on the business’s development prospects.

The Group assesses and manages the risk of corruption and the implementation of unethical or fraudulent conduct through a painstaking and accurate risk mapping process in line with the Organisation and Control Model pursuant to Italian Legislative Decree 231/2001 and through the adoption of company policies and practices that prioritise honesty, loyalty and integrity.

In 2021, the company identified and assessed specific sustainability risks with particular reference to its ability to promote and communicate ESG (environmental, social, governance) issues in its strategy and priorities. The impact of these risks is particularly evident in the area of human resources and in particular in the company's ability to attract and retain talent, i.e., people capable of further developing the business.

The following table shows the main risks, mapped on the basis of their impacts on the Group's stakeholders and their connection with the material issue in question.

<b>TOPIC</b>	<b>POTENTIAL ASSOCIATED RISKS</b>	<b>IMPACT (Stakeholders)</b>
<p><b>Management of social issues and respect for human rights</b></p>	<p><u>With regard to clients and outsourced workers</u> – Risks connected with:</p> <ul style="list-style-type: none"> <li>• Legal-regulatory non-compliance regarding the health and safety of outsourced workers</li> <li>• Inadequate professional expertise</li> <li>• Failure to protect privacy</li> <li>• Errors or failure to pay wages due</li> <li>• Payroll errors</li> <li>• Errors in processing service sales invoices</li> </ul> <p><u>With regard to suppliers</u> – Risks connected to:</p> <ul style="list-style-type: none"> <li>• Legal-regulatory non-compliance on matters of health and safety</li> <li>• Corruption by intermediation</li> </ul> <p><u>With regard to local communities</u> – Risks connected with:</p> <ul style="list-style-type: none"> <li>• Reputational damage</li> </ul> <p><u>With regard to trade unions and trade associations</u> – Risks connected with:</p> <ul style="list-style-type: none"> <li>• Pursuit of association interests different to the interests of other Employment Agencies</li> </ul> <p>Openjobmetis S.p.A. believes that the risk of instability in relations with trade unions of outsourced workers is very unlikely thanks to the excellent relationship between the Group and its key stakeholders, who appreciate the reputation of Openjobmetis S.p.A.</p>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> <li>- Openjobmetis Group</li> </ul> <p><u>External:</u></p> <ul style="list-style-type: none"> <li>- Outsourced workers</li> <li>- Clients</li> <li>- Investors and shareholders</li> <li>- Suppliers</li> <li>- Communities</li> <li>- Trade unions</li> <li>- Institutions</li> <li>- Trade associations</li> </ul>
<p><b>Company staff management</b></p>	<p>Risks connected with:</p> <ul style="list-style-type: none"> <li>• Legal-regulatory non-compliance on matters of health and safety</li> <li>• Legal-regulatory non-compliance on labour issues</li> </ul> <p>As regards issues concerning company staff, Openjobmetis believes that the sound, good management of human resources, as shown by the low level of staff turnover and the limited number of disputes to date, mitigates these risks, both for personnel and for the Group itself.</p>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> <li>- Openjobmetis Group</li> </ul>

<b>TOPIC</b>	<b>POTENTIAL ASSOCIATED RISKS</b>	<b>IMPACT (Stakeholders)</b>
<b><i>Management of issues connected with the fight against active and passive corruption</i></b>	Risks connected with: <ul style="list-style-type: none"> <li>• Corruption</li> <li>• Litigation</li> <li>• Fraud by company staff</li> <li>• Non-compliance with current regulations</li> <li>• Failure to comply with the measures regarding organisational model 231/2001</li> </ul>	<u>Internal:</u> - Openjobmetis Group  <u>External:</u> - Clients - Investors and shareholders - Suppliers - Institutions
<b><i>Management of environmental issues</i></b>	Considering the characteristics of the sector in which the Group operates and its internal processes, the only risk currently identified concerns non-compliance with environmental legislation/regulations.	<u>Internal:</u> - Openjobmetis Group

The environmental risks that can emerge within the Group have minimal impact and consequences due to the lack of relevance of the issue in the Group’s business area. More specifically, the risks are connected with office activities: from the correct disposal of toner and lighting systems to correct forms of separate waste collection, and through to the disposal of paper and obsolete computer equipment. The Group has adopted specific internal procedures for the correct disposal of toner and has outsourced the disposal of paper, wood, lighting systems and computer equipment to specifically accredited suppliers, also in accordance with the law.

The risks connected with social issues and respect for human rights can emerge in the Group or in the relations with the various stakeholders. In particular, there can be various different consequences deriving from multiple causes, as indicated in the table. More specifically, the Group centralises its technical and legal expertise in order to guarantee a high-quality service to its clients and outsourced workers. With regard to the risk of possible errors in the preparation of payslips and invoices, Openjobmetis S.p.A. has adopted a suitable internal system for recording the presence of personnel in the workplace and the subsequent processing of data in accordance with the applicable labour law. Any errors found in the payslips are solved after analysing the reason for such errors.

The company believes it is important to improve the quality of its services and detect any illegal situations, including through reports. It has therefore drawn up and adopted a specific Policy that makes it possible to confidentially receive and handle any reports both from internal personnel and from various stakeholders. The internal set of procedures, the internal control system and the staff training programme are very important for monitoring these risks. Regarding the risk connected with the workplace safety of outsourced workers, Openjobmetis S.p.A. has always been very attentive to this issue, adopting specific data collection procedures to provide workers with clear information, as well as specific control tools. Openjobmetis S.p.A. has also adopted specific procedures for managing reports so it can take action regarding any errors and/or anomalies in the performance of its business activities. With regard to the risks of corruption and non-compliance with health and safety regulations in relation to suppliers, Openjobmetis S.p.A. has adopted an Organisational Model pursuant to Italian Legislative Decree 231/2001, with procedures aimed at limiting these risks, and a Code of Ethics attached thereto.

The company adopts the precautionary principle (closely related to risk analysis) in managing its business processes in order to prevent any risks from arising. For example, the Group makes sure it does not provide outsourcing services to companies with a high risk in terms of safety at work, or conducts specific controls and authorisations to proceed in particular cases (such as the employment of underage staff).

Risks connected with the management of company staff can emerge within the Group in relation to the failure to comply with labour laws and regulations. The Group focuses particular attention on workplace safety, adopting specific procedures and instruments to manage this issue. In general, the Group views its human resources, their professional expertise and motivation as being of key importance, also in terms of the company's widespread geographical presence across Italy.

The risks connected with anti-corruption issues can take the form of actions designed to commit specific crimes with an impact on both the Group and its stakeholders in general, considering the risks as both active and passive. The adoption of a Control and Management Model pursuant to Italian Legislative Decree 231/2001 is specifically designed to reduce the risk of corruption through the introduction of specific procedures, in addition to the Code of Ethics, for the clear management of spending processes, the choice of suppliers, entertainment expenses and relations with public entities, for example. The staff training specifically focused on these issues and the adoption of dedicated contractual clauses in relations with clients, suppliers and business partners, are designed to reduce this risk. It should be noted that the training on anti-corruption involved all direct staff of the parent company and the subsidiaries as part of a broader training project on the adoption of the Organisational Model pursuant to Italian Legislative Decree 231/2001. Approximately 26% of the course focused on anti-corruption (equal to 30 minutes). The course was updated in 2021 for greater effectiveness and was followed in an online version by all active employees of all group companies. As can be seen from the table below, training therefore saw an increase in the number of people involved and total hours in 2021 compared to previous years. Finally, all employees were asked to view the Organisational Model on the company Intranet *Op&Go*, following the last update of 2020.

	<b>2019</b>	<b>2020</b>	<b>2021</b>
Overall hours of anti-corruption training	34.1	36.6	337
No. of trained employees	66	71	674

## 4. Management of company staff issues

### 4.1 Group policies

For the Openjobmetis Group, people are the fulcrum of all its business activities. They are the promoters of a *modus operandi*, characterised by constant growth and specialisation, high levels of professionalism and creativity in identifying the best solutions for its clients and outsourced workers.

In February 2022, the Openjobmetis Board of Directors approved the Human Resources Management Policy, the result of a process that had already begun years earlier, demonstrating that, for Openjobmetis, success is based, among other things, on the added value provided by the synergy of all those who work within it. The relationship between Openjobmetis and its direct personnel is based on the promotion of social, economic and employment development, as well as on the respect and protection of human rights. In managing relations with its direct staff, Openjobmetis adopts legal and ethical behaviours respectful of internationally recognised standards and principles on the treatment of workers, including: protection of human rights, impartiality in searches, selection and hiring, rejection of forced, child or irregular labour, development of individuals, and evaluation of performance and diversity, inclusion and non-discrimination.

At organisational level, responsibility for the correct management of employees lies with the HR Director and the Chief Executive Officer. As regards the recruitment of company staff, in the event new personnel is required, the Department Manager or Team Leader is responsible for making requests for new staff to the HR Department and to the Chief Executive Officer, who authorises the process of identifying and recruiting new resources. New resources are recruited using various channels (e.g., use of search and selection platforms, company website, etc.), the direct search for candidates who have the experience and skills being sought, internal job posting and word of mouth through the proprietary app Jonny Job. The Department Manager or Team Leader is responsible for defining the specific job requirements (qualification, experience, technical and soft skills) and the respective selection criteria. The department that conducts the interview is responsible for collecting the candidate's CV, filling out the "direct personnel data collection sheet" and drafting the "direct personnel recruitment sheet" summarising the history of the job search. Depending on the role and the responsibilities of the candidate, an interview with the relevant management team may be arranged. On the selected candidate's sheet, the reasons for choosing them over the other candidates must be indicated.

The process involving direct office personnel is reported in more detail below.

*Direct staff recruitment process (Head Office, National Branch, Specialised Division or Subsidiary employees):* the recruitment process is initially managed by the respective Department Managers or Team Leaders of the Area or Division in question who conduct a first interview and submit a short-list of at least 3 candidates to the HR Department.

The HR Department organises a second interview to examine the candidate's motivation for change and his/her soft skills, and the sharing of values with the team in which the new Resource will be placed and with the Group. At the end of this second meeting, the HR Department, together with the Department Manager, identifies the most suitable Resource and submits a summary profile to the HR Manager and/or Chief Executive Officer for final approval.

The recruitment process is broken down into a series of coordinated phases through specific instruments used ad hoc based on the figures being sought. Generally speaking, the process consists of four main parts:

1. Job Analysis



- Description of the areas of responsibility and activities for which the resource will be responsible and reporting lines
- Qualifications, previous experience and technical skills required for the job (computer skills, knowledge of foreign languages, etc.)
- Definition, on the basis of the job task, aptitudes, soft skills, expected behaviours and motivations
- Definition of contractual aspects (type of contract, classification level, gross annual salary, benefits, start date)

## 2. Recruitment

Initial phase defined according to two possible sources of candidates:

- within the Openjobmetis Group – Through Job Postings published on the corporate website or notifications by the Department Managers on meritocratic criteria
- outside the Openjobmetis Group – Through recruiting platforms (LinkedIn, Monster, Indeed, etc.) or direct search and recruitment processes (head hunting)

Having gathered together the candidates of potential interest and obtained authorisation for the processing of their sensitive data, next comes a pre-screening phase with the examination of the CVs received in response to the ad or together with speculative job applications.

## 3. Evaluation

Divided into two or more occasions, based on the department, role and the type of contract in question:

- Initial telephone contact, for the purpose of checking the basic prerequisites and an initial analysis of the reasons for the change and the expectations of the candidate
- Individual interviews, from two to four, for the purpose of checking and examining the candidate's past experience, technical expertise, soft and attitudinal skills, and motivation.

The instruments used in the recruitment process vary depending on the needs of the role, and comprise:

- technical/professional interviews,
- situational interviews and STARS (Situation, Task, Action, Results, Score) method
- Assessment centres and group interviews
- Questionnaires and personality tests

## 4. Placement

Final phase of the selection, in which the following take place:

- The drawing up of the contract by the Group HR Office and the subsequent placement of the candidate deemed suitable for the role
- The training process and on-the-job training involved as envisaged for the role

The entire selection process stands out for its respect for equal opportunities (in terms of gender, religion, ethnic origin, disability, age, sexual orientation, personal convictions, etc.).

In 2021, due to the continuation of the Covid emergency and to protect the health of employees and candidates, the Openjobmetis Group carried out the various stages of the search and selection process always using video

conferencing platforms such as Zoom or Teams, also depending on the candidate's availability and familiarity with the tool.

***Performance assessment and career development:*** All Group employees are assessed annually by their manager not only with regard to their performance but also their skills.

% Breakdown of employees assessed by role and gender						
%	31.12.19		31.12.20		31.12.21	
	Women	Men	Women	Men	Women	Men
Senior Managers	100%	100%	100%	100%	100%	100%
Middle Managers	100%	100%	100%	100%	100%	100%
Office staff	100%	100%	100%	100%	100%	100%

Specifically, the assessment takes place through discussions on: carrying out the work task assigned, the ability to take part in several lines of activity, demonstration of initiative in solving problems/operational difficulties, the ability to respond as necessary to unexpected events and urgencies, the ability to adapt in carrying out different tasks, the ability to integrate and collaborate with colleagues, the ability to work in a team and, for department managers, People Management skills (coordination, development and coaching of their resources) and change management skills.

Career development paths and promotions of the Group's resources are proposed by Department Managers to Management on the basis of the results of their performance analysis over the years, as previously described. Management decides whether to accept the proposals received or refer them back for subsequent assessment. A feedback survey system was set up by the Team Leaders and coordinated by the Human Resources Department in 2020, which enables feedback on the work of the sales figures to be collected and tracked periodically. A feedback collection and performance analysis was then also carried out for selection and administration staff.

In the two-year period 2020-2021, in order to face the Covid emergency and safeguard the health of employees, customers and outsourced staff, the Openjobmetis Group encouraged the use of smart working in a structured and organised manner, also for staff performing executive tasks. For more details on the issue of safety at work in relation to Covid 19, see chapter 4.2 Performance indicators – *Safety at work and Covid 19*.

In order to maintain staff engagement levels, continuous sharing and sense of belonging, and to support managers in the remote management of their teams, several training activities were planned using webinars. The activities specifically included People Management courses for department managers, staff management courses with special focus on feedback for Team Leaders, seminars on communication for recruiters, and webinars on the use of recruiting platforms for all personnel.

Lastly, it should be noted that the Group manages the transition of its staff towards retirement in accordance with the law.

***Openjobmetis Group incentive scheme:*** Again in 2021, the Group introduced an incentive plan that takes the form of a bonus pool, which is decided during Budget preparation and its payment depends on the achievement of a target EBITDA. The bonus system includes:

- a) A bonus calculated on the basis of “quantitative” criteria, strictly linked to economic and financial performance, which will be paid when the target thresholds of the identified KPIs are reached. The bonus pool of each branch will be allocated on the basis of the results achieved. An “incentive curve” identifies the bonus percentage to pay out to team leaders and branches, taking account of the extent to which targets have been achieved.

- b) A bonus calculated on the basis of “qualitative” criteria, at the Management’s discretion, aimed at rewarding performance not related to economic and financial results (e.g. motivation, organisation and ability to handle extraordinary events).

The “qualitative” bonus will be lower than the “quantitative” bonus, which will form the major part of the bonus pool. At the end of the process, a meeting will be held with Management to discuss the final data and for feedback on the year of reference.

The bonus system was presented to the staff concerned and the area targets were shared and discussed with the team leaders, who were also assigned qualitative goals relating to the management and development of staff and to feedback.

With regard to head office staff, the department managers carry out a periodic performance analysis with the support of the Personnel Department to suggest career development and promotions.

In the following section, a quantitative and qualitative comparison is given of the efforts made by the Group in implementing the principles of meritocracy, fairness and transparency in managing its direct workforce.

#### 4.2 Performance indicators

The Openjobmetis Group's total workforce as at 31 December 2021 is 767 people, 76% of whom are women, whose predominant presence constitutes an element of continuity over the years in contrast to the Italian situation. As noted above, the data reported include the companies Quanta S.p.A. and Quanta Risorse Umane S.p.A. (adding 91 employees for 2021). The workforce rose by 16.9% compared to 2020. All employees are hired under the national collective labour contract (NCLC) and are therefore covered by collective bargaining agreements.

Breakdown of employees by role and gender									
%	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Senior Managers	-	1.7%	0.3%	-	1.5%	0.3%	0.0%	1.7%	0.4%
Middle Managers	5.2%	18.3%	7.7%	5%	16.2%	7.3%	4.9%	19.9%	8.5%
Office staff	94.8%	80.0%	92.0%	95%	82.4%	92.4%	95.1%	78.5%	91.1%

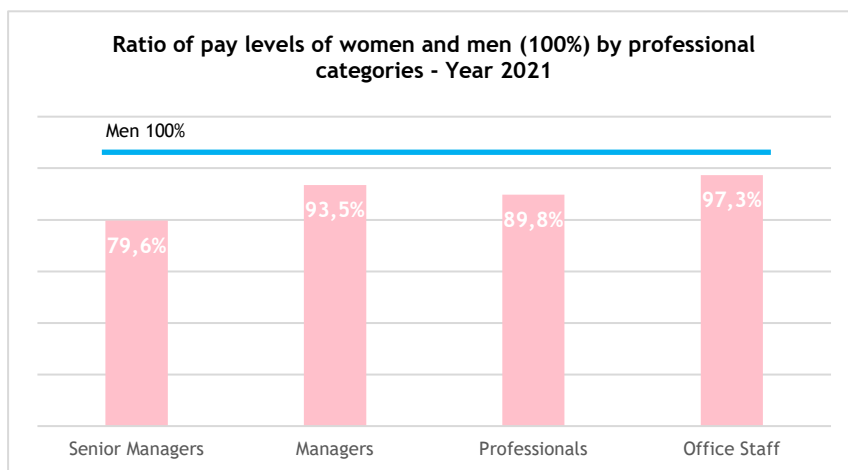
91.1% of employees fall under the office staff category while 8.5% are middle managers and 0.4% senior managers. The 2021 figures are in line with those recorded for 2020.

The following table shows the percentage of employees that have received performance-related bonuses.

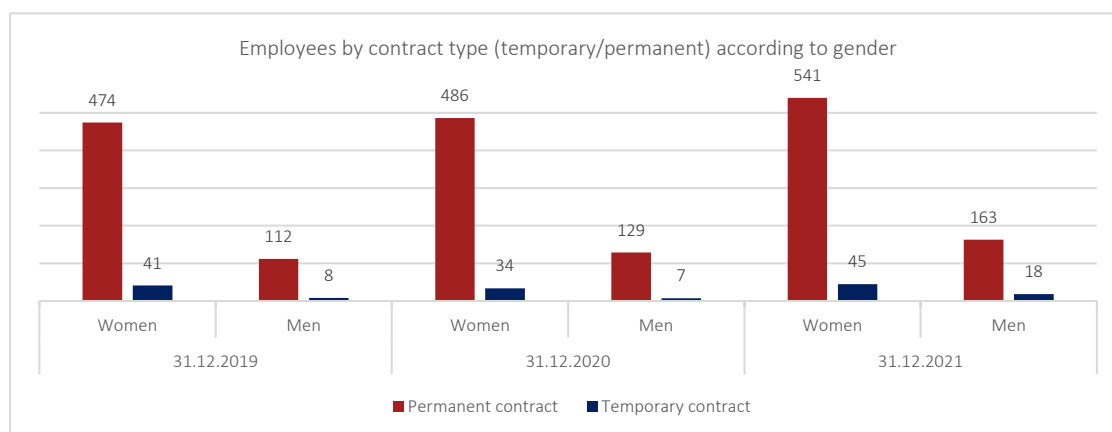
Employees that have received bonuses, according to role			
%	31.12.19	31.12.20	31.12.21
Senior Managers	50.0%	50.0%	66.7%
Middle Managers	49.0%	18.8%	70.8%
Office staff	14.5%	8.1%	19.5%

Female employees received 66.3% of the bonuses paid out in 2021. This gender-based preponderance is due to the higher number of female workers among the Group's employees. The incidence of those who received incentive pay in 2021 exceeds the pre-Covid 2019 levels.

As of 2021, the Group reports the ratio of women's and men's pay by level: Senior Managers, Managers (Commerce, Tertiary, Distribution and Services NCLC Middle Managers), Professionals (Commerce, Tertiary, Distribution and Services NCLC Level 1), and Office staff (Commerce, Tertiary, Distribution and Services NCLC Other levels). In the following graph, given 100% of men's pay levels for the year 2021, the pay levels for women are made explicit.



Employees by contract type (temporary/permanent) according to gender									
No.	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Permanent contract	474	112	586	486	129	615	541	163	704
Temporary contract	41	8	49	34	7	41	45	18	63
<b>Total</b>	<b>515</b>	<b>120</b>	<b>635</b>	<b>517</b>	<b>136</b>	<b>656</b>	<b>586</b>	<b>181</b>	<b>767</b>



Incoming staff by age range <sup>5</sup>									
%	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	64.1%	150.0%	69.1%	34.6%	100.0%	39.3%	68.5%	112.5%	74.2%
30 - 50 years	11.0%	14.3%	11.7%	8.6%	15.3%	10.0%	15.2%	36.0%	19.9%
≥ 51 years	7.0%	11.1%	8.2%	4.0%	9.5%	5.6%	21.2%	35.1%	26.2%
<b>Total</b>	<b>17.3%</b>	<b>18.3%</b>	<b>17.5%</b>	<b>10.8%</b>	<b>16.9%</b>	<b>12.0%</b>	<b>20.8%</b>	<b>39.2%</b>	<b>25.2%</b>

In 2021, 192 people joined the Openjobmetis Group, compared to 79 in 2020. The Group therefore recorded an incoming turnover rate of 25.1%.

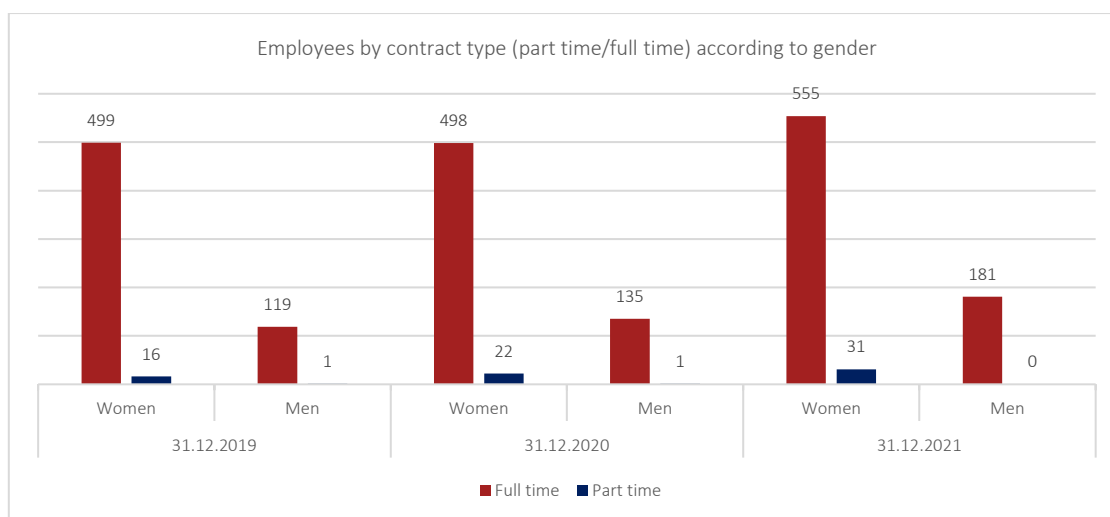
Outgoing staff by age range <sup>5</sup>									
%	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	39.1%	100.0%	42.6%	23.1%	25.0%	23.2%	16.7%	50.0%	21.0%
30 - 50 years	12.3%	15.3%	12.8%	8.6%	4.5%	7.8%	10.7%	10.3%	10.6%
≥ 51 years	11.6%	11.1%	11.5%	6.0%	4.8%	5.6%	7.6%	0.0%	4.9%
<b>Total</b>	<b>15.5%</b>	<b>17.5%</b>	<b>15.9%</b>	<b>9.8%</b>	<b>5.1%</b>	<b>8.8%</b>	<b>10.9%</b>	<b>9.9%</b>	<b>10.7%</b>

In 2021, 82 people left the Group, compared to 58 in 2020. In most cases, these were voluntary departures. Other departures are mainly due to the termination of temporary contracts and replacements. In 2021, both incoming and outgoing staff figures show an upward trend compared to 2020. The increase in incoming staff is mainly due to the consolidation of Quanta S.p.A. and the subsidiary Quanta Risorse Umane S.p.A.<sup>6</sup> Outgoing staff, on the other hand, rose to 10.7%, reaching pre-Covid 2019 levels (9.8%).

Employees by contract type (part time/full time) according to gender									
No.	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Full time	499	119	618	498	135	633	555	181	736
Part time	16	1	17	22	1	23	31	0	31
<b>Total</b>	<b>515</b>	<b>120</b>	<b>635</b>	<b>520</b>	<b>136</b>	<b>656</b>	<b>586</b>	<b>181</b>	<b>767</b>

<sup>5</sup> Incoming staff is calculated as the ratio of employees joining the Group to the total number of employees. Outgoing staff is calculated as the ratio of employees leaving the Group to the total number of employees.

<sup>6</sup> Only the employees of the Quanta Group remaining after the acquisition were taken into account in the calculation of turnover.



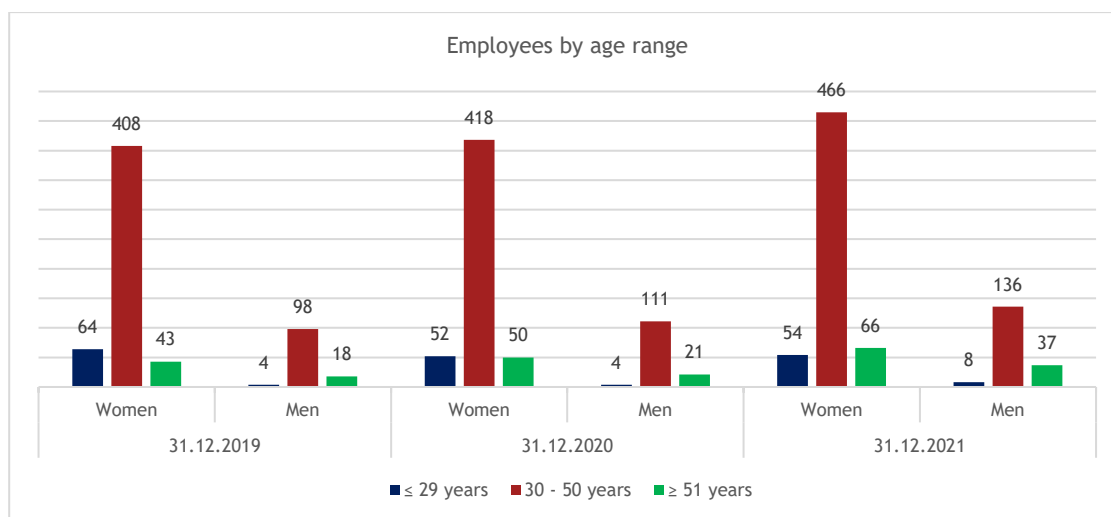
96.0% of staff are hired on full-time contracts while the remaining 4.0% have part-time contracts. The figure is in line with 2020.

The HR Department is tasked with guaranteeing its personnel suitable working conditions so they can carry out their duties to the best of their ability. Even when acquiring new companies over the years, the Group has always been able to amalgamate and successfully integrate diverse groups of people. In fact, the Openjobmetis Group has never engaged in harmful conduct with regard to either the protection of diversity or the protection of human rights, as indicated in its Staff Management Policy. Moreover, no instances of discrimination have ever been identified. On 19 December 2017, the Openjobmetis S.p.A. Board of Directors adopted the “Policy on matters of diversity for the composition of the administrative, management and control bodies”, subsequently most recently amended on 4 February 2021, which aims to ensure the proper functioning of the Group’s corporate bodies, regulating their composition and ensuring that the personal and professional attributes of their members guarantee the highest possible level of diversity and expertise, contributing to greater independence of judgement and capacity for comparison. The ordinary shareholders' meeting of 30 April 2021 appointed the Board of Directors and the Board of Statutory Auditors in office until the Shareholders’ Meeting will be called to approve the financial statements as at 31 December 2023. As at 31 December 2021, the Group’s Board of Directors was composed as follows:

Members of the Board of Directors by age range as at 31.12.21						
	Women	Men	Total	% Women	% Men	% Total
≤ 29 years	-	-	-	-	-	-
30 - 50 years	1	-	1	10.0%	-	10.0%
≥ 51 years	3	6	9	30.0%	60.0%	90.0%
<b>Total</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>40.0%</b>	<b>60.0%</b>	<b>100.0%</b>

In addition to previous indications regarding the Openjobmetis S.p.A. Governance Model, for further information regarding the Openjobmetis S.p.A. Corporate Governance system and the respective Committees established, please refer to chapter 4.0 (Board of Directors) of the Report on Corporate Governance and ownership structures.

Employees by age range									
No.	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	64	4	68	52	4	56	54	8	62
30 - 50 years	408	98	506	418	111	529	466	136	602
≥ 51 years	43	18	61	50	21	71	66	37	103
<b>Total</b>	<b>515</b>	<b>120</b>	<b>635</b>	<b>520</b>	<b>136</b>	<b>656</b>	<b>586</b>	<b>181</b>	<b>767</b>



As regards the age of the Group's employees, most of the workforce (78.5%) are between 30 and 50 years of age. 8.1% of employees are under 29 and 13.4% are over 51. The figures are in line with those of 2020.

Employees by age range and role												
%	31.12.19				31.12.20				31.12.21			
	Senior Managers	Middle Managers	Office staff	Total	Senior Managers	Middle Managers	Office staff	Total	Senior Managers	Middle Managers	Office staff	Total
≤ 29 years	-	-	10.7%	10.7%	-	-	8.5%	8.5%	0.0%	0.0%	8.1%	8.1%
30 - 50 years	-	5.5%	74.2%	79.7%	-	5.0%	75.6%	80.6%	0.0%	6.1%	72.4%	78.5%
≥ 51 years	0.3%	2.2%	7.1%	9.6%	0.3%	2.1%	8.5%	10.9%	0.4%	2.9%	10.2%	13.4%
<b>Total</b>	<b>0.3%</b>	<b>7.7%</b>	<b>92.0%</b>	<b>100.0%</b>	<b>0.3%</b>	<b>7.1%</b>	<b>92.6%</b>	<b>100.0%</b>	<b>0.4%</b>	<b>9.0%</b>	<b>90.6%</b>	<b>100.0%</b>

The Group is committed to hiring disadvantaged people, recognising the value of diversity and promoting the integration of the differently-abled (*Italian Law 68/99, art. 1*) and protected categories (*Italian Law 68/99, art. 18*).

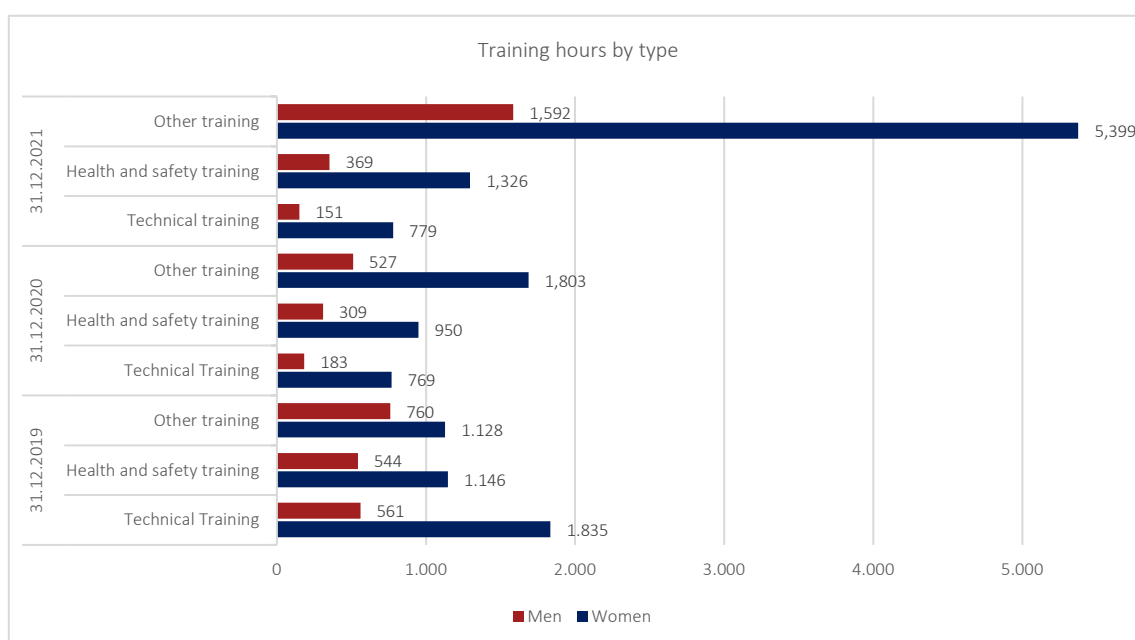
Differently-abled employees and protected categories									
No.	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Middle Managers	-	-	-	1	-	1	1	0	1
Office staff	27	3	30	28	6	34	29	6	35
<b>Total</b>	<b>27</b>	<b>3</b>	<b>30</b>	<b>29</b>	<b>6</b>	<b>35</b>	<b>30</b>	<b>6</b>	<b>36</b>

The Group had 36 differently-abled employees and employees belonging to protected categories as at 31 December 2021, in line with 2020 (35 people).

### Company staff training<sup>7</sup>

The Openjobmetis Group has always regarded professional training as a priority. From their first days with the company, all employees are followed via a training course that covers specific aspects of their role and the more general aspects of company policies and practices. The following tables show the number of training hours provided and the number of participants in the courses.

Total training hours by role									
no.	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Senior Managers	-	-	-	-	1	1	0	4	4
Middle Managers	780	540	1,319	317	237	554	718	558	1,276
Office staff	3,329	1,325	4,654	3,205	781	3,986	6,786	1,550	8,336
<b>Total</b>	<b>4,109</b>	<b>1,865</b>	<b>5,973</b>	<b>3,522</b>	<b>1,019</b>	<b>4,541</b>	<b>7,504</b>	<b>2,112</b>	<b>9,616</b>
Technical training <sup>8</sup>	1,835	561	2,395	769	183	952	779	151	930
Health and Safety Training	1,146	544	1,690	950	309	1,259	1,326	369	1,695
Other training	1,128	760	1,888	1,803	527	2,330	5,399	1,592	6,991



A total of 9,616 hours of training were provided in 2021, more than double the amount in 2020 (4,541 hours) and far more than in 2019 (5,973 hours). It should be noted that an ad hoc course (included in the "Other Training" category) was provided in 2021, administered to raise employees' awareness of cybersecurity in order to minimise the risks of potential hacker attacks. In addition, courses were provided to develop the listening and research skills of the sales department, courses to integrate the managerial skills of Team Leaders, as well as technical courses to develop the skills needed to use the company CRM and courses relating to training on the Organisational Model pursuant to Italian Legislative Decree 231/01.

<sup>7</sup> The data reported in the section "Company staff training" do not include Quanta S.p.A. and Quanta Risorse Umane S.p.A., as these companies had not set up adequate data collection systems.

<sup>8</sup> Commencing from 2020, technical training only includes new recruits. In 2019, training for new recruits stood at 1,874 hours and in 2018 at 2,439 hours.



Each team leader or department manager is responsible for assessing whether any training courses need to be delivered in their departments, according to specific requirements.

Average number of training hours by role									
no.	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Senior Managers	-	-	-	-	0.5	0.5	-	1.3	1.3
Middle Managers	28.9	24.5	26.9	12.2	10.8	11.5	24.8	15.5	19.6
Office staff	6.8	13.8	8.0	6.5	7.0	6.6	12.2	10.9	11.9
<b>Total</b>	<b>8.0</b>	<b>15.5</b>	<b>9.4</b>	<b>6.8</b>	<b>7.5</b>	<b>7.0</b>	<b>12.8</b>	<b>11.7</b>	<b>12.5</b>

In 2021, the Group provided an average of 12.5 hours of training per employee, a significant increase compared to 2020 (7.0 hours), but also compared to the pre-Covid period (9.4 hours in 2019). The Group is constantly engaged in setting up training programmes aimed at the development and continuous improvement of its staff. However, despite the increase in training hours, following the spread of the pandemic crisis which led many people to work remotely, the modes of provision of the training courses were reshaped, making them difficult to compare with previous years.

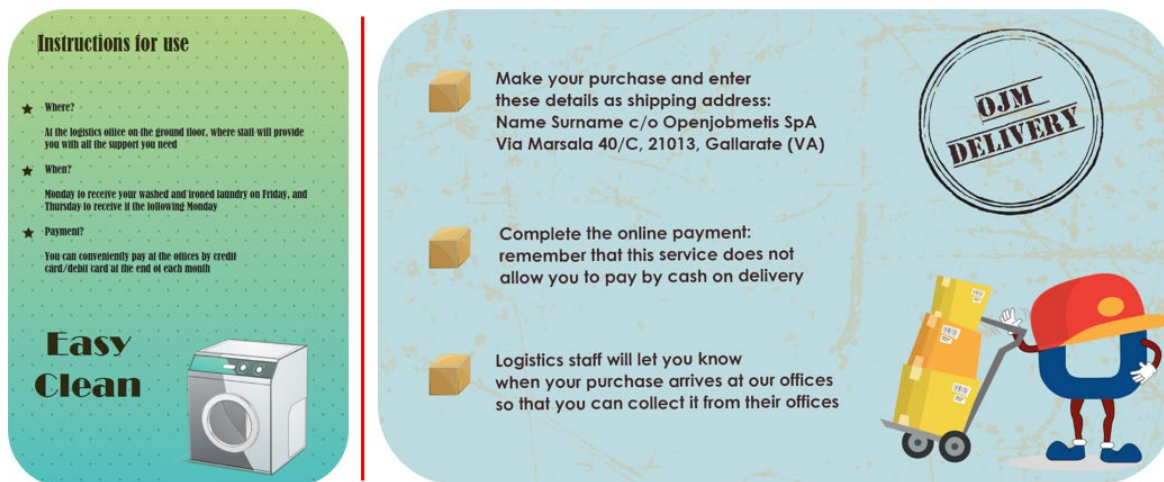
During 2021, in line with its commitments to promote sustainable development, the Group launched a series of activities to involve employees in and raise their awareness of ESG issues. In particular, a number of activities are being defined to raise awareness of environmental impacts and responsible behaviour in the office among Group employees.

Lastly, it should be noted that all Group employees have the chance to use the “OJM Channel” platform to access training courses (webinars) delivered by their colleagues on selected topics, such as new legislation, work procedures, personal skill development, etc.

*New welfare initiatives for company staff*

In 2021, two initiatives were confirmed that were highly appreciated by the employees of the Gallarate (VA) headquarters, who were able to benefit from an improved work-life balance for the second year running. The two initiatives are described below.

- "OJM Delivery" parcel and personal mail collection service: all employees have been allowed to use the Openjobmetis office as the delivery address for their private online purchases. The Company's Logistics Department is responsible for handling employee correspondence, from receipt and sanitisation to final delivery, as well as sending any returns.



- "Easy Clean Laundry" service: in cooperation with a local laundry in Gallarate, a free laundry pick-up and delivery service was provided to employees at the Openjobmetis Logistics Office.

The company will also implement a package of supplementary health insurance coverage for Middle Managers from 2022.

#### Safety at work for company staff

The working conditions of Openjobmetis Group employees meet all workplace safety requirements as well as the necessary ergonomic and environmental standards for office work.

With respect to these issues, the Group has assessed all the risks and drawn up the risk assessment document required by art. 28 of TUS (Consolidated Law on Health and Safety) both for the operational offices and for every branch throughout Italy. The Model adopted by the Company allows it to identify any occupational risks and hazards and envisages the periodic updating of the risk assessment.

Openjobmetis has appointed a Prevention and Protection Service Manager provided with the necessary knowledge and technical skills. In accordance with the provisions of the Risk Assessment Document (DVR), health surveillance and first aid activities are formally defined by the coordinating company doctor and, for matters falling within their remit, by first aid operators.

In order to comply with the obligations under articles 38 et seq. of TUS (Consolidated Law on Health and Safety) on health surveillance at the operational offices and at all branches throughout Italy, a Coordinating Company Doctor (hereinafter also referred to as "CD") has been appointed. The CD, together with other competent company functions, deals with the implementation of the safety obligations and with risk assessment activities. The CD is also in charge of coordinating the company doctors located throughout the country, with a view to standardising the health protocol and ensuring a global vision of related problems.

In compliance with the requirements of art. 47 of the TUS (Consolidated Law on Health and Safety), Workers' Safety Representatives ("WSR") have been appointed and duly trained in accordance with art. 37 of the TUS.

The Group has established a precise protocol that involves both the physical fitness check-ups and training laid down by the law, as well as relative updates.

Three accidents were recorded in 2021, including one while travelling, compared with two accidents in 2020. There were 113 days lost due to accidents in 2021, compared to 15 days in 2020. In relation to direct staff, there were no cases of fatal accidents or occupational diseases in 2021. No accidents with serious consequences have been recorded over the past three years.

Accidents, hours worked and frequency index <sup>9</sup>			
<i>no.</i>	2019	2020	2021
Accidents while travelling	2	2	1
Workplace accidents	-	-	2
Total hours worked ('000)	1,090	1,080	1,201
Frequency index of accidents while travelling	1.8	1.9	0.83
Frequency index of workplace accidents	-	-	1.66

As regards the health and safety indices, the Group's severity index in 2021 stands at 0.7, compared with 0.1 in 2020. There were two workplace accidents in 2021, giving a frequency index of 1.66 (there were no workplace accidents in 2020). The frequency index for accidents while travelling fell from 1.9 in 2020 to 0.83 in 2021, due to one commuting accident in 2021 compared with two in 2020.

<sup>9</sup>Frequency Index = (no. accidents \* 1,000,000)/(total hours worked)


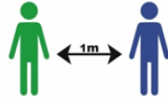




Safety at work and Covid 19



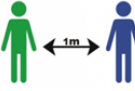










Openjobmetis S.p.A. operated regularly throughout 2021 (as it did during the pandemic peaks of the previous year), guaranteeing normal support to user companies. Headquarters and branch activities were carried out in complete safety thanks to careful and constant monitoring of positive Covid 19 cases among employees and family members, promoting the use of remote work in these cases.

The "Company protocol of measures adopted to contrast and contain the spread of Coronavirus SARS.CoV-2", which Openjobmetis S.p.A. and its subsidiaries adopted in 2020 to deal with the Covid 19 emergency, proved effective in limiting contagion and preserving the health of employees and company operations. The document regulates certain aspects of Smart Working and the procedures for accessing the company by head office and branch employees, suppliers and any external visitors, and candidates at branches. It also contains recommendations on special hygiene precautions to be taken and on how employees should behave while using the company's common areas. Automatic body temperature measuring systems and hand sanitiser gel dispensers were installed at the entrances of company offices. In addition, adjacent workstations were separated by plexiglass panels. All employees were given a PPE kit consisting of masks, face shields and hand sanitiser gel. An appropriate number of masks is periodically delivered to each employee. Lastly, to better organise all the operational aspects linked to the Covid 19 emergency, a specific email was created to which all company staff may send communications and questions relating to the pandemic. The latter was very helpful in detecting potential exposure to the virus and nipping it in the bud.

On several occasions (for example when returning from summer and winter holidays), the Group's personnel were given the opportunity to carry out serological tests or swabs free of charge. The initiative was highly appreciated by all employees.

The infographics shown below were installed on various premises and provide recommendations and best practices to help contain infection from the virus.

 <p>Always use a face mask</p>	 <p>Always keep a distance of 1 m from other people</p>	 <p>Ventilate the rooms during sanitising operations</p>	 <p>Throw away waste in the appropriate bins</p>	 <p>Don't touch your eyes, nose or mouth with your hands</p>
<p>To sanitise your workstation or commonly used equipment (handles, microwave ovens) you can use alternatively:</p> <ul style="list-style-type: none"> <li>- 70% Alcohol Spray</li> <li>- Rifrax San</li> </ul> 		<p>USE IT AS EXPLAINED BELOW: <b>70% Alcohol Spray</b></p> <p>Shake the can for a few seconds. Spray the product you want to sanitise at a distance of 25 cm from the surface. Wait at least <b>30 seconds</b>. Dry with a clean disposable paper towel.</p> <p><b>N.B.:</b> do not spray near heat sources. Keep away from heat, hot surfaces, sparks, open flames or other sources of ignition.</p> <p>Wash your hands or sanitise them with hand gel after you have finished cleaning.</p>		<p>USE IT AS EXPLAINED BELOW: <b>Rifrax San</b></p> <p>Spray the product onto the surface.</p> <p>Distribute the product over the surface with a clean disposable paper towel.</p> <p>Leave to act for <b>at least 15 minutes</b> without drying (the product is self-drying).</p> <p>Wash your hands or sanitise them with hand gel after you have finished cleaning.</p>

 <p>Line up in 2 rows:</p> <p>Left: you can go directly to the table to eat your meal</p> <p>Right: if you need to use the microwave oven or take your lunch out of the fridge</p>	 <p>Always use a face mask</p>	 <p>Always keep a distance of 1 m from other people</p>	 <p>Use the hand sanitising gel</p>	 <p>Maximum number of people allowed: 11</p>	 <p>When walking to your place, always wear a face mask</p>	
 <p>You can only take off your face mask to eat your meal</p>	 <p>Don't touch your eyes, nose or mouth with your hands</p>	 <p>Cover your mouth and nose with disposable tissues if you sneeze or cough; if you don't have any tissues, sneeze or cough into your elbow</p>	 <p>The microwave room may be accessed by maximum 2 people at a time</p>	 <p>Disinfect the surfaces you've touched (oven or fridge handles) BEFORE and AFTER you use them</p>	 <p>Throw away waste in the appropriate bins</p>	 <p>Remember to sanitise the containers you bring from home</p>

## 5. Management of social issues and respect for human rights

The Openjobmetis Group believes in the importance of managing stakeholder relations, deemed indispensable also for guaranteeing its credibility. The Group and its personnel act with transparency, fairness and respect for the human rights of all its stakeholders. The Group monitors this aspect also through the Outsourced Staff Management Policy, approved by the Board of Directors of Openjobmetis S.p.A. in February 2022. Openjobmetis is officially committed to promoting and supporting respect for human rights within its organisation and in its business relations. It also recognises this principle as an indispensable factor in how it operates.

The material issues identified by the Group concerning the social sphere are dealt with on the basis of its relations with its key stakeholders. Specifically, these regard:

- The management of relations with clients and outsourced workers and the protection of their privacy
- The management of the relations with trade unions and trade associations
- The initiatives implemented to support the local community

### 5.1 Clients and outsourced workers: Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency policies and performance indicators

Openjobmetis S.p.A. offers an integrated system of services to over 9,500 user companies, whereas Family Care S.r.l. - Employment Agency offers its family care services to over 3,000 families.

Through the outsourcing service, the Group's core business, Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency guarantee workers the same rights, the same protection and the same remuneration as workers (with the same duties) employed directly by the companies or families to which they are "seconded". Equal pay is in fact one of the pillars of outsourced work in Italy and a right established by Italian Legislative Decree 81/2015 art. 35 paragraph 1 (*for the entire duration of the secondment at the client company outsourced workers are entitled to the same economic and legal conditions as workers of the same level at the client company that carry out the same role*) and by the national collective labour contract for employment agencies, art. 30 paragraph 1 (*workers are entitled to the same conditions as employees of the user company of the same level, according to the collective bargaining agreement applied to same*). The flexibility guaranteed by temporary work in Italy today represents an effective solution in an increasingly unstable and complex labour market. Openjobmetis S.p.A. facilitates the relocation of workers and, at the same time, represents an excellent opportunity for young people to enter the world of work. Family Care S.r.l. - Employment Agency offers family caregiver candidates the opportunity for a regular job, with all related employment protection. The family care sector is indeed widely exposed to irregular work: it is estimated<sup>10</sup> that about 60% of family caregivers working in Italy are not employed under a regular employment contract. Moreover, thanks to outsourced work and to training incentives, Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency contribute to identifying and developing highly specialised professional and technical figures, now a rarity in Italy. As a result, as well as having a significant impact on its user companies, the Group's business also generates value for the entire community and the production fabric with which it interacts.

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<sup>10</sup> Source: The European House Ambrosetti

### Openjobmetis S.p.A.

Openjobmetis S.p.A. provides its services mainly to private sector companies and covers all outsourced processes, from finding the professional figures required by the client to managing employment contracts, performing its activities by virtue of the permanent authorisation issued to it by the Ministry of Employment. The characteristics of its services are defined by Management and are in line with the UNI EN ISO 9001:2015 Quality Certification obtained both for the head office and the branches. Furthermore, on 12 January 2022 the Italian Competition Authority confirmed Openjobmetis S.p.A.'s legality rating of **2 stars +** (out of 3). The Openjobmetis Group is present through an extensive network of 141 general branches (as of 31 December 2021, including the branches of Quanta S.p.A.), throughout the country. Given the nationwide presence, every geographical area is overseen by a Team Leader who manages the various branches in their area of responsibility.

The management of the outsourcing services is structured in the following areas:

- management of business relations with clients (or “users”);
- recruitment, selection and training of outsourced workers;
- management of the mission;
- administrative obligations, during and after the mission.

In order to identify potential new clients, Openjobmetis S.p.A. resources constantly map the territory and continuously monitor the market. Once a new client is identified, Openjobmetis S.p.A. contacts it in order to identify its needs, analyse the working context, define the profile of the most suitable professional resource and plan the recruitment and selection activities.

Following the positive outcome of the preliminary verification of the new client's solvency, Openjobmetis S.p.A. searches its database for professional profiles that potentially meet the needs of the end user. In the event none are found, an *ad hoc* selection process is launched to find one or more candidates with a suitable profile on the labour market. The hiring of the resource is usually preceded by a further interview to be held directly with the client. Once the user expresses its approval of the resource indicated, the Openjobmetis S.p.A. area branch, in close collaboration and with the support of the head office, carries out the administrative procedures for the definition of the outsourcing contract, which include the formal conclusion of a temporary or permanent contract with the selected resource and a commercial outsourcing contract with the client.

Each branch plays an essential role in the management of the client. In particular, it verifies the client's satisfaction with the employed resource by means of:

- the analysis of complaints or reports by either the client or the outsourced workers;
- information acquired by the Management during meetings with key clients;

As defined in the basic principles of the "Quality Policy and Objectives", Openjobmetis S.p.A. strives to guarantee the satisfaction of the Client. In fact, Openjobmetis S.p.A. guarantees the success of its services through a dynamic quality system, the involvement of all company personnel and the development of a culture based on risk analysis and awareness. These objectives are monitored through:

- constant head office and branch audits, understood as instruments of verification and active comparison;
- constant monitoring of current processes and respective documentation.

Quanta S.p.A.

Quanta S.p.A. - Employment Agency was active in general labour outsourcing. As already indicated in this report, the company has been included in the Openjobmetis consolidation for the months of June to December. With effect from 1 January 2022, Quanta S.p.A. was merged by incorporation into Openjobmetis S.p.A.

Family Care S.r.l. – Employment Agency

Family Care S.r.l. – Employment Agency has been operating since 2020. It offers Italian families an integrated home care service for the elderly and disabled, as well as hospital assistance, ensuring personalised, secure and appropriate help. The company supports families through a network of 19 branches (as of 31 December 2021) located in strategic positions in the main cities of northern Italy. User families are assisted throughout the entire outsourcing process: from the search for a family caregiver who meets all their requirements, to the management of the employment relationship. The company conducts its activities on the basis of a provisional ministerial authorisation pursuant to article 4, paragraph 1, letter a) of Italian Legislative Decree 276/2003 (according to the provisions of law for new Employment Agencies, a provisional ministerial authorisation is granted, which after a period of 2 years can be applied for indefinitely).

The management of the outsourcing services is structured in the following areas:

- management of relations with client families;
- recruitment, selection and training of family caregivers;
- management of the mission;
- administrative obligations, during and after the mission.

Finally, each branch is the first point of contact for the outsourced workers and client families for any complaints or reports.

In 2021, the Openjobmetis Group employed about 62,000 people, compared to over 48,000 in 2020. The change is mainly due to the recovery from the Covid 19 pandemic, as well as the consolidation of Quanta.

The following tables show the main characteristics of the Group's outsourced workers between 2019 and 2021.

Outsourced workers by gender			
%	31.12.19	31.12.20	31.12.21
Women	44.4%	44.2%	44.5%
Men	55.6%	55.8%	55.5%

In 2021, 55.5% of the outsourced workers were male and 44.5% female, unchanged compared to the previous year.

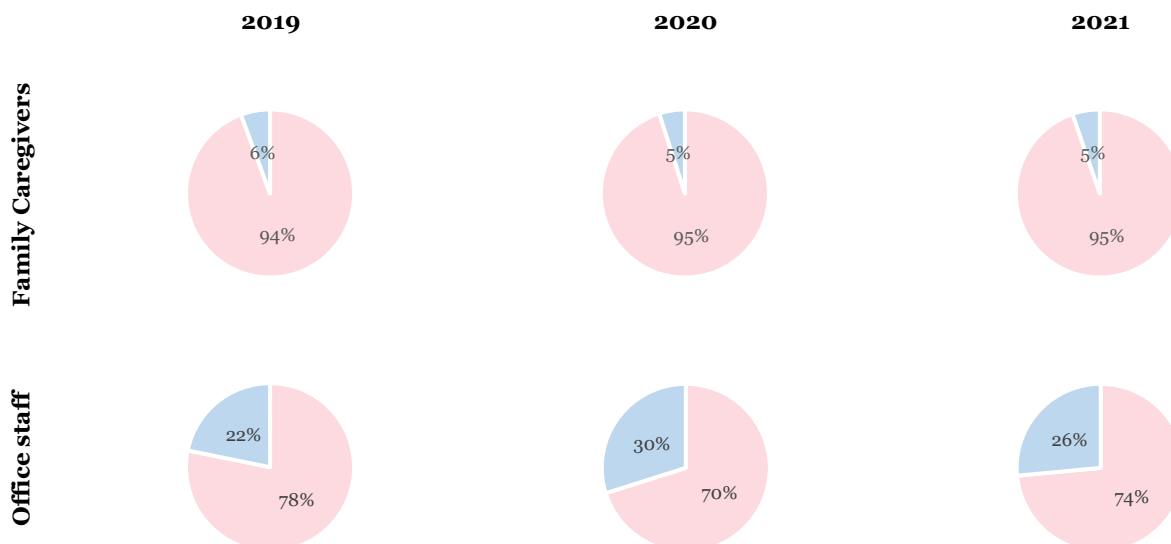
All outsourced workers are hired in compliance with the applicable collective bargaining agreement. The most significant national collective labour contracts in terms of outsourced workers over the years were the following: commerce, engineering, tourism, food, cleaning services, rubber, textiles, wood and furniture, public enterprises and haulage.



Due to the uniqueness of the service, around 91.4% of the outsourced workers had temporary contracts in 2021<sup>11</sup>. This figure was slightly down compared with the 2020 value (92.6%).

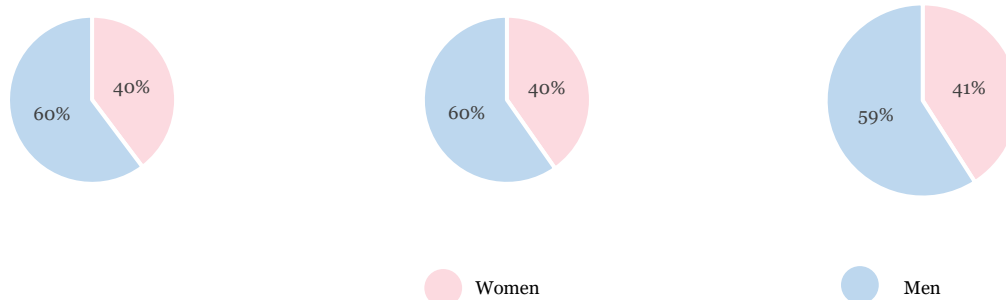
Active missions by role			
%	31.12.19	31.12.20	31.12.21
Family Caregivers	2.9%	5.0%	4.8%
Office staff	32.1%	23.8%	30.1%
Manual workers	65.0%	71.2%	65.1%

In 2021, 65.1% of the outsourced workers belonged to the professional category of Manual workers, while the remaining part belong to the category of Office staff, which represents 30.1% of the total, and to the category of Family caregivers, equal to 4.8% of the total. The change in the mix of office staff and manual workers compared to 2020 is mainly due to the different impacts of the pandemic on the various sectors in 2020. Indeed, it can be seen that the share of categories in the total returned to pre-Covid levels in 2021. The graphs below show gender distribution among the different profiles. There have been no significant changes over the years except for the proportion of women among office workers in 2020 (70%), which is probably due to the Covid 19 pandemic. In 2021, we see a reversal of the trend in the proportion of women among office workers (74%) to a level closer to the pre-Covid level (78%).



<sup>11</sup> The values reported were calculated on the basis of the number of active missions in the year, i.e., the ongoing missions on 31.12 of the reporting period.

Manual workers



Openjobmetis also contributes to the integration of workers of non-Italian nationality, which represent around 21.8% of outsourced workers seconded in 2021 (22% in 2020), as shown in the following table.

Outsourced workers by nationality			
%	31.12.19	31.12.20	31.12.21
Italy	80.0%	78.0%	78.2%
Rest of the EU	5.7%	6.8%	5.4%
Rest of the world	14.3%	15.2%	16.4%

Finally, almost half of the average outsourced workers in the year belonged to the age group up to 29 years old (45.0%), an indication of the positive contribution of Openjobmetis to the creation of jobs in the youngest segment of the population, which has historically always had a higher unemployment rate in Italy (in November 2021 the youth unemployment rate stood at about 28%, according to ISTAT). 42.9% are between 30 and 50 years old. Only 12.1% of workers are above 51 years of age:

Outsourced workers by age range			
%	31.12.19	31.12.20	31.12.21
≤ 29 years	42.2%	40.1%	45.0%
30 - 50 years	45.2%	45.9%	42.9%
≥ 51 years	12.5%	14.0%	12.1%

Workplace safety for outsourced staff

As regards principles of conduct and workplace health and safety responsibilities with regard to outsourced workers, having greater knowledge of its working environment and organisation, the user business is able to control the risk factors that affect the outsourced worker. For this reason, the client is usually requested to specifically and effectively inform, train and instruct the outsourced workers supplied during the mission. The fulfilment of the obligations on matters of safety are, in fact, normally placed under the responsibility of the user business. In any case, as established by the category collective labour agreement, upon being employed and before the employee's mission at the user company, Openjobmetis S.p.A. provides each outsourced worker with the "Workplace safety notice for staff" (Italian Legislative Decree 81/2008 as amended) in order to increase the level of awareness of outsourced staff as regards the protection of workplace health and safety at the user company.

In some cases, or following specific agreements with the client, Openjobmetis S.p.A. organises training on Health and Safety in the Workplace through qualified third parties.

The following table shows the number of accidents by type and the relevant frequency index.

Total accidents, hours worked and frequency index <sup>12</sup>			
no.	2019	2020	2021
Accidents while travelling	126	101	182
Workplace accidents	661	507	865
Fatal accidents	4	2	-
<b>Total accidents</b>	<b>791</b>	<b>610</b>	<b>1,047</b>
<i>Of which</i>			
<i>Accidents with serious consequences</i> <sup>13</sup>	2	2	-
Total hours worked (*000)	27,069	22,627	34,491
Frequency index of accidents while travelling	4.7	4.5	5.3
Frequency index of workplace accidents	24.4	22.4	25.1
Frequency index fatal accidents	0.1	0.1	-
Frequency index total accidents	29.2	27.0	30.4
Frequency index accidents with serious consequences	0.1	0.1	-

During 2021, the number of accidents per million hours worked stood at 30.4 compared to 27.0 in 2020, returning to around pre-Covid levels (29.2 in 2019). In 2021, there were no fatal accidents involving outsourced staff seconded to user companies (compared with two fatal accidents in 2020).

Occupational diseases									
% of total outsourced workers	31.12.19			31.12.20			31.12.21		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Occupational diseases	0.024%	0.019%	0.021%	0.047%	0.033%	0.039%	0.011%	0.035%	0.024%

In 2021, a reduction in the incidence of occupational disease was recorded among the outsourced workers compared to the previous year, passing from 0.039% in 2020 to 0.024% in 2021. The indicator has returned to pre-Covid levels (0.021%).

In 2021, the absenteeism rate<sup>14</sup> among outsourced workers stood at 3.37%, down from 3.62% in 2020, but still not in line with pre-Covid levels (2.64% in 2019).

### Training outsourced workers

Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency provide candidates and outsourced workers, on both temporary and permanent contracts, with all the training they require to improve their skills and be integrated more easily in the world of work. This training is promoted by the Fund for the professional training of temporary workers, Forma.Temp, the bilateral entity whose activities are controlled and supervised by the Ministry of Employment and Social Policies. Forma.Temp is financed by the contribution, equal to 4% of taxable income for welfare purposes, of workers hired on temporary and permanent outsourcing contracts. On the basis of the

<sup>12</sup>Frequency Index = (no. accidents \* 1,000,000)/(total hours worked)

<sup>13</sup> In 2020, both accidents with serious consequences occurred at the workplace. In 2019, one occurred while travelling.

<sup>14</sup> For the purposes of the calculation, the hours of illness, accidents, maternity, Italian Legislative Decree 104, breast-feeding, blood donation, matrimonial leave and leave of various types were considered.

Forma.Temp Handbook, for the purposes of financing, the training must be delivered by entities included in the lists of the Fund itself. These entities are subject to the control of the Forma.Temp Fund through appropriate audits.

None of the courses involve costs of any kind for the participants. The identification of the subject matter of the training courses, organised with the financing of the Forma.Temp Fund, is closely tied to the needs of the labour market or the individual user company. Indeed, should it be necessary or specifically requested by the client, selected candidates may be asked to take part in appropriate professional training courses aimed at providing these subjects with the expertise they need to conduct the activities, including at the premises of the end client. The contents and organisational aspects of the courses (duration, hours, location) are decided by Openjobmetis S.p.A., Quanta S.p.A. and by Family Care S.r.l. - Employment Agency; with regard to the first two, general Employment Agencies, generally in agreement with the client, on the basis of its specific and actual requirements.

Total training hours			
no.	31.12.19	31.12.20	31.12.21
Outsourced workers	42,630	36,236	57,548
Unemployed	48,541	25,530	47,289
<b>Total</b>	<b>91,171</b>	<b>61,766</b>	<b>104,837</b>

Overall, **more than 100,000 training hours** were provided in 2021, an increase compared to 2020 (+69.7%): 45.1% of the training hours provided were for unemployed workers. The increase in total training hours is mainly attributable to the recovery from the Covid 19 pandemic, as well as the consolidation of Quanta.

Students					
no.	31.12.19	31.12.20	31.12.21		
			Women	Men	Tot
Outsourced workers	2,169	2,122	1,929	1,332	3,261
Unemployed	5,698	4,120	2,996	2,144	5,140
<b>Total</b>	<b>7,867</b>	<b>6,242</b>	<b>4,925</b>	<b>3,476</b>	<b>8,401</b>

Recovery from the pandemic and Quanta are also responsible for the increase in the number of students from 6,242 in 2020 to 8,401 in 2021. On the start date of the courses, most of the students were unemployed (61.2%) with the remaining 38.8% outsourced workers. As of 2021, Openjobmetis will report data on training course students broken down by gender, demonstrating the company's focus on sustainable issues.

The courses provided involved various work sectors. The Regulations lay down four types of training for outsourced workers on temporary contracts<sup>15</sup>.

<sup>15</sup>The Memorandum of Understanding for renewal of the National Collective Labour Contract for Employment Agencies entered into by the Social Partners on 21 December 2018 provided for the "Temporary Work training fund" to be used for delivering training to audiences other than those established, up to a maximum amount of 60% of available resources as at 31 December 2018 in the "Temporary Work training and supplement to income" account of each Employment Agency.

### 1. Basic training

The activities financed within this type of training aim to transfer and develop basic skills to improve the employability of human resources. These short programmes regard the transfer of across-the-board skills that can be used in any work context. This category includes training courses on workplace safety, foreign language courses and computer courses. The targets are the unemployed, first-time jobseekers and workers with temporary outsourcing contracts.

### 2. Professional training

Professional training is aimed at the creation of skills or professional specialisations. It is the most significant type in terms of economic resources used. It is a very effective instrument for the process of matching the supply and demand of labour. Qualification, requalification, specialisation and updating training courses fall under this category.

This type of training may also involve the direct personnel of the user company in the role of teachers. This enables the placement of resources specially trained for the company in question which, ready to begin right away, require less training on the job.

### 3. On the job training

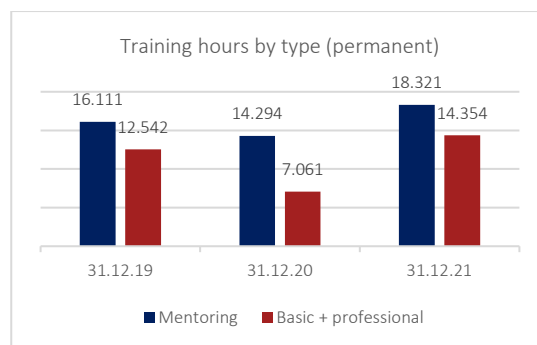
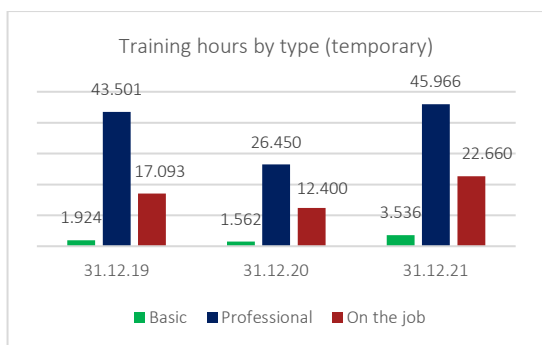
On the job training is designed to help outsourced workers during the first phase of a new work placement and mainly aims to match the worker's professional skills with the main requirements of their role. This takes place through educational activities accompanied by a tutor within the user company and monitored by an external mentor.

### 4. Training for permanent employment

This type, which incorporates all three training types outlined above, is reserved for workers hired on permanent outsourcing contracts.

The following tables illustrate the training activities provided by the Group, which include both the training hours provided, divided by type, and the number of participants on these courses.

Training hours by type (temporary)			
<i>no.</i>	31.12.19	31.12.20	31.12.21
Basic	1,924	1,562	3,536
Professional	43,501	26,450	45,966
<i>On the job</i>	17,093	12,400	22,660
<b>Total</b>	<b>62,518</b>	<b>40,412</b>	<b>72,162</b>



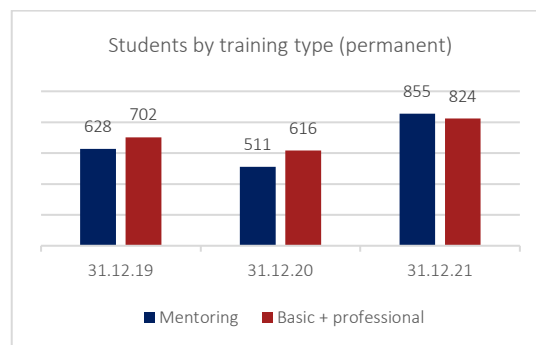
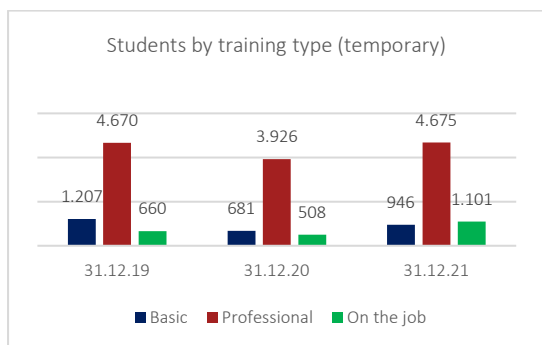
The number of training hours provided to outsourced workers on temporary contracts grew by 78.6% in 2021 compared to the previous year. The increase was found in all types of training delivered to workers hired on temporary contracts. The reason for this change is the recovery from the Covid 19 pandemic, as well as the consolidation of Quanta. The same trend may be found, although to a lesser degree, in the training hours provided to outsourced workers hired with permanent contracts, which in 2021 grew by about 53.0% compared to 2020, as may be seen in the following table.

no.	31.12.19	31.12.20	31.12.21
Mentoring	16,111	14,294	18,321
Basic + professional	12,542	7,061	14,354
<b>Total</b>	<b>28,653</b>	<b>21,355</b>	<b>32,675</b>

The following tables show the number of students by type of course, whether hired on a temporary basis or permanently. In 2021, students hired on a temporary basis grew by 31.4% compared to 2020, while those on permanent contracts increased by around 49.0%.

no.	31.12.19	31.12.20	31.12.21		
			Women	Men	Tot
Basic	1,207	681	528	418	946
Professional	4,670	3,926	2,805	1,870	4,675
On the job	660	508	588	513	1,101
<b>Total</b>	<b>6,537</b>	<b>5,115</b>	<b>3,921</b>	<b>2,801</b>	<b>6,722</b>

no.	31.12.19	31.12.20	31.12.21		
			Women	Men	Tot
Mentoring	628	511	507	348	855
Basic + professional	702	616	497	327	824
<b>Total</b>	<b>1,330</b>	<b>1,127</b>	<b>1,004</b>	<b>675</b>	<b>1,679</b>



The identification of the subject matter of the training courses financed by the Forma.Temp Fund is closely connected with the needs of the labour market or the individual user company. The courses concerned different work sectors, including: footwear, leather goods, welding, and advanced information technology. The training of retail personnel, tax operators and various call centre operators is also under continuous development. All these courses have obtained a high level of satisfaction among participants and led to good results in job placements.

Finally, it is pointed out that appropriate training courses are provided for disadvantaged categories. In 2021, 442 hours of training were provided (compared to 1,700 in 2020), in correlation with the training requests of our client companies, for a total of 18 students in 2021 and 71 in 2020.

### Job creation

Every year, Openjobmetis S.p.A. calculates the percentage<sup>16</sup> of unemployed people who find outsourced employment after attending a professional course (training-related placement index). For the year 2021, this percentage stood at 40.17% as at 31 January 2022, compared to 47.32% on 31 January 2020. The figure for 2021 will only be definitive in June 2022 as, in order to contribute to this statistic, recruitment can take place within six months from the date of the end of the course.

In addition to direct placement, as described above, the activities of Openjobmetis also indirectly promote stable employment. Many outsourced workers seconded at client companies are hired directly by the companies at the end of their temporary work period. During 2021, 2,526 resources were hired using this method, compared to 1,809 in 2020. The value has returned to around pre-Covid levels (2,775 hires in 2019).

The Group believes that both the training-related placement index and the number of resources hired by client companies at the end of the secondment are representative of the added value that Openjobmetis S.p.A.'s business activity generates for the community.

<sup>16</sup> The value is calculated according to the parameters laid down by Forma.Temp, as reported in the Handbook containing the operating notes for the management of the training activities financed by the Fund. In particular, the percentage indicates the ratio between the number of recruitments communicated within six months of the end of the course and the number of the students that received the certification of participation in professional courses. People with disabilities that took part in the courses are not included in the calculation, nor are those that did not receive the certificate.

### Privacy protection

With the resolution of 15 May 2018, the Openjobmetis S.p.A. Board of Directors appointed the Chief Executive Officer to oversee all privacy issues and to guarantee compliance with all regulatory obligations in this area. During the same Board meeting, powers were also assigned to the previously-appointed Data Protection Officer (DPO).

By resolutions of 13 April 2021 and 30 April 2021, the Board of Directors of Seltis Hub S.r.l. and the Board of Directors of Family Care S.r.l. appointed their own DPO, respectively, identifying him as the same person as the DPO of the Parent Company Openjobmetis S.p.A.

It should also be noted that at the time of the acquisition by Openjobmetis S.p.A., Quanta S.p.A. had appointed its own DPO, whose appointment ceased in May 2021 due to the natural expiry of the appointment. In view of the merger by incorporation into Openjobmetis S.p.A., which took effect on 1 January 2022, no formal appointment was made, although the function of DPO was immediately carried out by the DPO of the parent company Openjobmetis S.p.A.

In terms of the company policy, Openjobmetis S.p.A., Seltis HUB S.r.l., Family Care S.r.l., Lyve S.r.l. and Quanta S.p.A. have published comprehensive privacy policies on their websites with regard to the processing of the personal data of candidates and workers, as well as the other categories of data subjects whose personal data are processed.

All the companies managed and coordinated by Openjobmetis S.p.A. constantly update their paper forms, where applicable, containing the notice on their processing of personal data and have made the necessary forms available to the Group's branches via the intranet.

Candidates seeking an outsourced job and/or a position with the company can register with the Openjobmetis S.p.A. and Family Care S.r.l. websites. To do this, they must read the notice and consent to the processing of their personal data, where necessary. If personal data are processed by paper means, the ISO 9001 operating instructions and procedures, which regulate the obligations of branch managers, have been provided and updated.

Through its website, Quanta S.p.A. received applications from candidates wishing to apply for staff positions, after reading the privacy policy and giving their consent to the processing of their personal data, where necessary.

With regard to Seltis HUB S.r.l., candidates who wish to apply spontaneously or in response to an advert published by the company are required to register with the company database, through the company website or other recruiting portals connected to it. Registration is dependent on having seen the appropriate privacy policy and the release of appropriate consent to data processing according to the preferences freely expressed by each candidate, where necessary. In the event that CVs are received via other means, Seltis HUB S.r.l. personnel have been given instructions on creating a candidate account in the database; to conclude the registration process, the candidate must confirm by accessing the database, reading the privacy policy and consenting to the processing of their personal data. Candidates have a limited amount of time to complete their registration, after which Seltis HUB S.r.l. shall cease all data processing activities.

The database adopted by Seltis HUB S.r.l. was designed and implemented to comply with the GDPR and, for this reason, automated procedures for the storage/cancellation of personal data according to preferences expressed by candidates are in place. In addition, there are also procedures that grant company users limited access to the personal data of candidates as per a data segregation policy developed according to the candidate's willingness to work in one or more Regions of Italy (each of which is assigned to one or more branches of the company), again on the basis of the preferences freely expressed by the candidate when registering and which they can later change.



Data subjects can request the deletion of their personal data or exercise their privacy rights by sending an email to: [privacy@openjob.it](mailto:privacy@openjob.it), [privacy@seltishub.it](mailto:privacy@seltishub.it), [privacy@familycarebadanti.it](mailto:privacy@familycarebadanti.it), [info@lyveformazione.it](mailto:info@lyveformazione.it) or [privacy@hu-co.it](mailto:privacy@hu-co.it).

There have been no serious complaints filed about client privacy violations or data loss.

## 5.2 Industrial relations and trade associations

The management of relations with the Trade Union Organisations and with the trade associations is of fundamental importance for business continuity of Openjobmetis S.p.A. The excellent relations between the Company and these stakeholders are a guarantee of its commitment to conducting its activities in accordance with the rules of the specific employment sector and fully safeguarding the rights of its outsourced workers.

The responsible company office manages direct relations with Assosomm and the national representatives and general secretaries of the trade union organisations.

Openjobmetis S.p.A. (as well as Family Care S.p.A. - Employment Agency and Quanta S.p.A. until its integration into Openjobmetis S.p.A.) is a member of Assosomm, one of the Italian Associations of Employment Agencies. The Company actively collaborates with the association's initiatives, sharing its aim of providing, and receiving, the utmost assistance in operational, legal and contractual terms regarding the petitions of all the Employment Agencies. Since 2020, industry work groups have been set up, which hold monthly meetings, except in urgent cases. Each group includes an Openjobmetis representative and is coordinated by the Labour Consulting office. Furthermore, Openjobmetis is also a member of the Joint Contractual Commission, which meets monthly to clarify any interpretative doubts regarding the sector National Collective Labour Contract. The 2021 meetings also had the aim of acknowledging the changes in legislation resulting from the health emergency, and implementing them within the sector.

The main meetings with the trade union organisations concern the procedures of relocating outsourced workers on permanent contracts or regard economic requests almost always linked to economic issues not communicated to Openjobmetis S.p.A. by clients and established by their supplementary contracts.

### 5.3 Support for the community: Openjobmetis Group policies and performance indicators

Openjobmetis, with its various subsidiaries, is a company with strong territorial roots. In close contact with local communities, the company is naturally inclined to meet people and cultural, social and sports associations. By making listening a founding value of its nature as a service company, Openjobmetis has found, including in 2021, numerous ways to support not only the world of work, but also the social economy that people and companies are now called upon to navigate. These are delicate scenarios, often made even more fragile by the pandemic. Some of the most significant initiatives for 2021<sup>17</sup> are described below:

**URBAN AWARD - As partner, Openjobmetis** supported the 2021 edition of Urban Award created by Viagginbici. The aim of the initiative is to promote sustainable mobility and reward virtuous Municipalities that submit innovative projects and encourage the increasing use of environmentally friendly transport, such as bicycles and scooters. For this edition Openjobmetis - always attentive to issues of inclusiveness thanks to its subsidiary Seltis Hub and its business line **Jobmetoo** - proposed establishing "**Jobmetoo Special Mention**", an award dedicated to the Municipality that has most distinguished itself for the inclusive mobility initiatives presented.

**4 WEEKS 4 INCLUSION** - With its subsidiary **Seltis Hub**, Openjobmetis participated in the second edition of the 4Weeks 4Inclusion initiative organised by TIM, which took place from 22 October 2021 to 22 November 2021. Four weeks of webinars, over 200 participating companies to promote an interdisciplinary debate with representatives of institutions, business communities and trade unions aimed at enhancing diversity. In this important setting, **Daniele Regolo, Brand Ambassador D&I of Seltis Hub** addressed and elaborated on two important issues - the gender gap and disability - in the webinar "Women and the deaf: the sound of success!". The voices and stories of the guests Consuelo Agnesi, Valeria Cotura and Ilaria Galbusera, three deaf women and three established professionals, enriched and gave value to the webinar.

**DYNAMO CAMP** - in parallel with the 2021 Christmas holidays, **Openjobmetis** made a donation to the Dynamo Camp NPO, the first camp in Italy designed to host ill children and youngsters receiving treatment or during the post-hospitalisation phase.

**SUMMIT CONFINDUSTRIA BRESCIA** - **Openjobmetis** supported Confindustria Brescia during the eleventh edition of SummIT, the annual appointment with innovation and digital technologies promoted by the Tertiary Sector of Confindustria Brescia. It focused on the balance between the goal of environmental sustainability and social and economic protection. During the Process of Sustainability event, the various critical aspects of sustainability were analysed, as well as possible activities to be implemented in order to strengthen social and economic protection, starting from the production and work environment.

**SURVEY ON SUSTAINABILITY** - At Il Salone del Risparmio, AcomeA, an investment management company, organised the event "Survey on Sustainability: Entrepreneurs Speak Out", in which our Chairman **Marco Vittorelli** participated as a speaker. The event was dedicated to the theme of sustainability and moderated by Alessandro Sallusti, journalist and Director of Libero Quotidiano. It was a round table discussion between companies to reflect on and explore the role of sustainability in business.

**BLU PULITO**: a donation by **Openjobmetis** to support the cleaning of the water and shore of the Porto Ceresio lakeside in Varese.

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<sup>17</sup> Total donations relating to the projects amounts to around Euro 223,000

ORGOGGIO VARESE: **Openjobmetis** joined Orgoglio Varese, a project created to support sports in the Varese area, starting from the main sports club (in terms of community of fans and history), i.e., **Pallacanestro Varese**, through to amateur and youth clubs. Through tangible economic support, we give value to the commitment of many young people and sportsmen/women.

TAXI CON IL CUORE (TAXIS WITH HEART): Thanks to this initiative, the subsidiary company **Family Care** dedicated to caring for the elderly has provided free taxi rides together with Radio Taxi Varese throughout the year to the nearest vaccination centres in the city of Varese. Family Care later expanded the service by offering the same opportunity to all over-70s for any medical need. Specialist visits, rehabilitation treatments, operations: for all these care needs, the elderly community has been able to count on Taxis with Heart in Varese, under the operational management of the city's Family Care branch.

MILAN DIGITAL WEEK 2021: Participation of the subsidiary **Lyve S.r.l.** in the digital talk show dedicated to promoting good practices to **ensure sustainability** and inclusion in the world of work and training.

WOMEN GO DIGITAL WEBINAR: a series of meetings with the participation of **Lyve**, organised by Women Go Digital, a project of the Consulta Femminile di Milano, with the aim of promoting the conscious construction of one's own digital identity, building the right awareness of one's own actions linked to the theme of security of data and information published and shared, in order to seize the opportunities offered by social channels.

The **Corporate Social Responsibility** activities of Openjobmetis are also articulated in the field of **labour and social inclusion**. We uphold the dignity of work, the opportunity of employment for any individual, promoting legality and respect, condemning any form of labour exploitation of people, especially of the fragile, disadvantaged and minors.

We have therefore signed partnerships with associations and companies in order to be able to together share a path aimed at:

- Creating awareness of the world of work and the tools to access it
- Creating training and employment opportunities

We strongly believe that personal redemption comes through the possibility of a job. The Group has launched a number of initiatives in this area. Some of the most significant initiatives in 2021 are described below:

EXTRAPULITA: **Openjobmetis** decided to support this project for the reintegration into employment of socially weak persons (Italian and foreign, with a special focus on asylum seekers, holders of international and national protection).

PROJECT ABANTU - LAI MOMO - ANGELI DEL BELLO ONLUS - We have begun collaborating with the associations Abantu and Lai Momo to facilitate and promote social and labour inclusion for the achievement of the goals of the 2030 Agenda for Sustainable Development, with particular attention to the objectives 1-No poverty, 5-Gender equality, 8-Decent work and economic growth, 10-Reduced inequalities.

BABELE A.P.S. Social Promotion Association PROJECT - A collaboration to facilitate and promote the social and labour inclusion of migrants, guests of the Sai/Siproimi Babele A.P.S. projects.

WELCOME. WORKING FOR REFUGEE INTEGRATION - At the end of November 2021, Openjobmetis applied for Welcome recognition for 2022. This is the annual award of the UNHCR - UN Refugee Agency for companies that have employed asylum seekers and beneficiaries of international protection or have facilitated their integration into the labour market through internship and training programmes.

Our numbers: 1,101 asylum seekers and holders of international protection placed from 1 January 2021 to 31 November 2021 with a contract of more than 30 days, of whom 1,033 were men and 68 women.

C.R.I. - MOI Fondazione Compagnia di San Paolo - OPENJOBMETIS - PAVIMENTAL - Openjobmetis has launched a partnership with C.R.I. and Pavimental, a company of the Autostrade Group, to design and develop activities to promote the social and labour inclusion of applicants.

A.L.S. - Associazione Lavoratori Stranieri MCL Sicilia/Umana Solidarietà - OPENJOBMETIS - Companies of the Distretto DOP dei Fichi d'India: Openjobmetis started a partnership with MCL and Umana Solidarietà to design and develop activities to promote the social and labour inclusion of asylum seekers in Sicily.

NOWALLS: We partnered with Nowalls to design and develop activities to promote the social and labour inclusion of vulnerable people and migrants, following an Italian language learning and coaching course. Specifically, we simulated selection interviews, provided feedback and evaluation on skills, and supported some people in finding job opportunities.

#### 5.4 The supply chain: Openjobmetis Group policies and performance indicators

As indicated in the Code of Ethics, Annex I to the Organisation, Management and Control Model pursuant to Italian Legislative Decree 231/2001, the Openjobmetis Group requires its suppliers and workers to adopt lawful and ethical conduct in compliance with internationally recognised standards and principles on the treatment of workers, with particular regard for the protection of fundamental human rights, the prohibition of discrimination, the protection of children, the prohibition of forced labour, the protection of trade union rights, the protection of workplace health and safety, respect for working hours and the principle of equal pay and respect for the environment. Currently, the Openjobmetis Group has more than 2,200 suppliers. To illustrate the Group's supply chain and the main types of suppliers involved, the following table shows, in percentages, the breakdown of the Group's suppliers as at 31 December 2019-2020 and 2021, with reference to the acquisition value of the supply. As shown by the table, and in line with the reference sector, most purchases involve amounts of less than Euro 1,000/year. Furthermore, the Group's main purchases concern professional, consultancy and training body services and are provided by entities that operate in Italy.

Supplies by purchase value			
	31.12.19	31.12.20	31.12.21
≤ 1,000 €	67.7%	58.0%	56.8%
1,001 € - 10,000 €	19.2%	24.2%	21.9%
> 10,000 €	13.1%	17.8%	21.3%

Given the characteristics of the Group's business and the type of suppliers, following the results of the materiality analysis carried out in 2021, the Responsible Supply Chain is no longer included among the relevant topics of Openjobmetis.

## 6. Combating active and passive corruption

### 6.1 Group policies and performance indicators

Openjobmetis is equipped with an Organisation, Management and Control Model for the purpose of drawing up and implementing a governance system that adheres to high ethical standards, able to encourage the constant dissemination of the culture of control and greater sensitivity of responsible, aware conduct, appropriate to avoid and/or reduce the risk of the commission of the offences laid down by Italian Legislative Decree 231/2001. The willingness of Openjobmetis S.p.A. to adhere to the principles of Italian Legislative Decree 231/2001 is also reflected in its Code of Ethics, which constitutes a legally relevant, guiding principle for everything laid down by the Organisational Model (hereinafter, referred to simply as the Model).

On 13 November 2020, Openjobmetis S.p.A. completed the seventh update – since 2012, the year it was adopted – of its Model in order to keep the document in line with changes to Italian Legislative Decree 231/2001, as well as with relevant best practices. With the latest update, the Company maintained the layout and structure of the document according to the previous amendment of December 2019 consisting of the introduction of a Special Part that replaced previous Protocols (having a procedural/operational approach). The Model was updated to the new so-called tax offences that have recently become part of the predicate offences under Italian Legislative Decree No. 231/2001. Overall, the Model identifies, for each category of offences regarded as applicable and relevant to the company pursuant to Italian Legislative Decree No. 231/2001, the list of company processes involved and relevant general rules of conduct; more specifically, the organisational units involved and the controls implemented by the company for each relevant process are identified. The Model also includes the safeguards against corporate offences to which the company, owing to its status as a listed company, is subject as a result of its listing on the Italian stock exchange Euronext STAR Milan (MTA) managed by Borsa Italiana. The requirements of Italian Legislative Decree 231/2001 on Whistleblowing (Article 6, paragraph 2-bis, of Italian Legislative Decree 231/2001) transposed into the Model as of the December 2019 amendment, are also implemented through the adoption of a specific Whistleblowing Policy (already existing as an internal Policy since 2019) and a dedicated reporting channel.

It should be noted that during the year 2021, the company did not receive any reports of facts or acts attributable to significant illegal conduct.

The updating of the Organisational Model is always followed by its disclosure to ensure its correct adoption and implementation. Since the adoption of the Model by the Company in 2012, the Corporate Organisational Model – of which the Code of Ethics is an integral part – has been disseminated to stakeholders in the following ways:

- publication on the company website of the General Part of the Organisation Model, as well as the Code of Ethics and the Disciplinary System;
- adoption of specific contractual clauses with the aim of both communicating the existence of the Organisational Model and Code of Ethics and binding their recipients to respecting them. In particular, these clauses have been adopted with regard to direct employees of the parent company and subsidiaries, clients, outsourced employees, suppliers, trainees and collaborators;
- training, particularly of company staff; for the benefit of outsourced workers, an extract of the Organisational Model is posted on the company notice boards in branches.

The Company carried out a training course in 2021 for direct employees aimed not only at updating them on the most recent changes made to the document in November 2020, but also at reading and examining the principles

underlying the legislation and the Model. This allowed staff - albeit in different ways depending on the category to which they belong - to become increasingly aware of all potential risks if the measures implemented by the company are not adopted, with a view to reducing possible commission of the offences under Italian Legislative Decree 231/01. Provided online with the expertise of the subsidiary Lyve S.r.l., the course is particularly effective and accessible thanks to the simplicity of its exposition, the concrete customised examples and the exercises.

To date, no Openjobmetis Group company has received administrative liability sanctions pursuant to Italian Legislative Decree 231/2001 and there have been no episodes attributable to the offence of corruption.

The company considers its Organisational Model, drawn up in accordance with Italian Legislative Decree 231/2001, to be a safeguard against corruption. Suitable internal procedures have been adopted and correctly applied at operational level, in particular the commercial process, the process of managing entertainment expenses and the process of managing purchases.

With reference to the subsidiaries - and net of what will be added below in relation to the companies of the Quanta group, subject to acquisition in the course of 2021 - it should be noted that, also as a result of the Group's operating dynamics and the structure of the internal control system, their internal processes are analysed in order to detect any risks of commission of offences relating to Italian Legislative Decree 231/2001 and to identify suitable operating safeguards. To date, the results of these activities did not reveal any divergence in the awareness of the risks pursuant to Italian Legislative Decree 231/2001 between the subsidiaries and the parent company, also because the activities they carry out independently of the parent company mainly regard customer services only. In any case, areas of improvement and action with regard to 231/2001 compliance were identified regardless of the adoption of a solution dedicated to 231/2001 risk prevention. Direct employees of the subsidiaries are also aware of the Organisational Model of the Parent Company pursuant to Italian Legislative Decree 231/2001 and must comply with it wherever applicable; as well as being provided the full version of the Organisational Model they also receive, at the start of their jobs, the training provided to employees of the Parent Company both at the beginning of their work assignment, and at the time of subsequent periodic training, including that carried out during 2021. It should be noted that prior to the acquisition by Openjobmetis, the companies Quanta S.p.A. and Quanta Risorse Umane S.p.A. had already adopted their own Organisational Models on the basis of an analysis of the risks of commission of offences pursuant to Italian Legislative Decree 231/2001, and had also appointed a Supervisory Body consisting of persons external to the companies themselves; they also consider the Organisational Model drafted pursuant to Italian Legislative Decree 231/2001 to be a fundamental element for protection against corruption offences.

As regards compliance with the current regulations, the Openjobmetis Group will act so that all the necessary measures are implemented to ensure compliance with and the fulfilment of these regulations, including with regard to the risks connected to changes in the national regulatory framework concerning outsourcing contracts. Please refer to the 2021 Annual Financial Report for more information regarding nonconformities and labour and tax law disputes during 2021.



## 7. Management of environmental issues

### 7.1 Openjobmetis Group policies

All organisations should consider issues such as emissions, climate change and the consumption of natural resources. Specifically, it is necessary to evaluate the impacts that business activities have on the external environment in detail. Considering the type of services offered, the activities of the Openjobmetis group have limited environmental impacts in terms of energy consumption, greenhouse gas emissions and the consumption of natural resources. However, the Group makes an effort every day in carrying out its activities to ensure that energy consumption is reduced and that rules to protect the environment are continuously respected.

Some initiatives aimed at reducing environmental impact and developing employee and contract worker awareness with respect to these matters are listed below:

- safeguarding of the environment as a topic laid out within the Code of Ethics;
- initiatives aimed at minimising environmental impact:
  - ✓ installation of new LED lamps in all newly opened branches, when possible;
  - ✓ use of IT platforms that make it possible for customers to choose to enter into digital contracts with contract workers. The same procedure may also be used to send payslips to contract workers, who can decide to receive them via email instead of picking up the hard copy at the branch.
  - ✓ supply of FSC (*Forests for all forever*) certified paper for the Group, highlighting its commitment and rigour with regard to environmental issues.
  - ✓ with a view to protecting the environment, the traditional plastic cups of the water dispensers located on the office floors have been replaced with recyclable and eco-friendly cups.
  - ✓ to encourage zero-impact travel by its employees, Openjobmetis has equipped its head offices and branches with electric bicycles and scooters which staff can book and use free of charge.

In addition, during 2021 Openjobmetis hired a **Mobility Manager** to promote and carry out interventions to organise and manage the mobility needs of human resources. The ultimate goal is the structural reduction of the environmental impact of vehicle traffic in urban and metropolitan areas caused by the travel needs of employees. In 2021, OJM launched a sustainable mobility project with the aim of optimising internal travel through an analysis of the company car fleet and the efficiency of home-work commutes.



Finally, it should be noted that Lyve S.r.l., 50.66% controlled by Openjobmetis S.p.A., a training company that operates mainly in the insurance and financial services sector, obtained **Carbon Neutral certification**, limited to its course delivery activities through digital platforms, from Climate Partner.



### The Group's car fleet

In 2021, the car fleet consisted of a total of 307 cars compared to 268 cars in 2020, of which 298 are leased and nine are owned. The increase in the company fleet is due both to the strengthening of the Group's commercial network and the consolidation of Quanta. After a successful test in previous years, and also with a view to reducing its environmental impact, the Group has decided to double its hybrid fleet. The number of hybrid cars will increase to ten in 2021, from five in 2020. In addition, petrol cars will increase from four in 2020 to 20 in 2021. All remaining vehicles are *diesel* (including four "mild hybrids"). With regard to the use of electric cars in the company fleet, the Group has tested this type of vehicle in the recent past, and in the next few years will evaluate its introduction in view of the technological evolution of vehicles and the greater diffusion of recharging stations.

Finally, water consumption is not considered by the Group to be a significant factor since it is only used for sanitary purposes. However, also in this case the Openjobmetis Group acts promptly in the event of notifications of possible faults in its offices and branches.

With regard to the production of waste, this is generally very limited. For the most part paper is consumed and separate waste collection depends on the methods used to manage condominiums or the local municipality. Any

superfluous wood, paper and iron is disposed of in the materials deposit through a qualified supplier. Finally, spent printer toner and cartridges, produced by the personnel of the Group's head office and branches, are disposed of in accordance with current regulations.

## 7.2 Performance indicators

The Group is committed to limiting its energy consumption. The main energy sources consumed by the Group are electricity and natural gas: the consumption of electricity mostly consists of lighting and the air-conditioning of administrative offices and the branches located throughout Italy; the consumption of natural gas, on the other hand, is linked to the heating of administrative offices and branches.<sup>18</sup>

	Energy consumption			
	UoM	31.12.19 <sup>19</sup>	31.12.20 <sup>20</sup>	31.12.21
Electricity	MWh	771.9	725.1	742.9
Natural gas	m <sup>3</sup>	84,157	89,209	90,217
Electricity	GJ	2,778.8	2,610.2	2,674.4
Natural gas <sup>21</sup>	GJ	3,315.8	3,514.8	3,554.5
<b>Total GJ</b>	<b>GJ</b>	<b>6,094.6</b>	<b>6,125.0</b>	<b>6,228.9</b>

In 2021, the Group consumed around 742.9 MWh of electricity in its headquarters and branches, not much more than the previous year's figure (725.1 MWh). The change is mainly due to the impacts of the Covid 19 pandemic during 2020. It should be noted that the electricity consumption decreased in 2021 compared to the pre-Covid period (771.9 MWh in 2019). As regards natural gas, consumption came to 90,217 cubic metres, slightly higher than the 2020 figures (89,209 MW).

The Group has quantified the greenhouse gas emissions associated directly or indirectly with its typical activities. Its Scope 1 and Scope 2 greenhouse gas emissions are reported below.

	Greenhouse gas emissions <sup>22</sup>			
	UoM	31.12.19	31.12.20	31.12.21
Scope 1	tCO <sub>2</sub>	1,488	1,568	1,459
Scope 2	tCO <sub>2</sub>	220	206	192
<b>Total</b>	<b>tCO<sub>2</sub></b>	<b>1,708</b>	<b>1,774</b>	<b>1,650</b>

All emissions deriving from assets possessed or controlled by the Group were considered to be part of Scope 1. The calculation includes tons of CO<sub>2</sub> produced by the use of natural gas and the cars in the fleet, including both owned and rented vehicles, the latter of which are controlled by the Openjobmetis Group. It should be noted that during 2021, approximately 301,000 litres of diesel and approximately 25,000 litres of petrol were consumed by the Group's vehicle fleet. Emissions deriving from the production of electricity consumed by the Group come under Scope 2 since the calculation includes emissions for which the organisation is indirectly responsible.

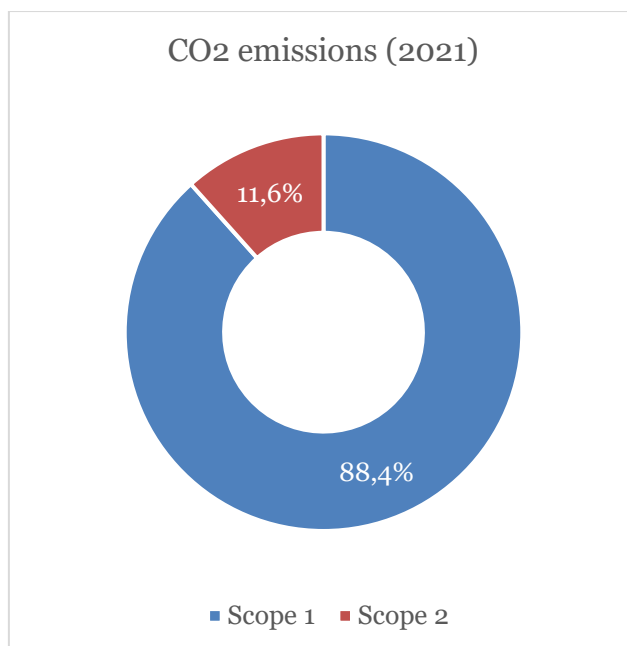
<sup>18</sup> The figures do not include Quanta's consumption, as its office and branch space was subject to intensive geographical rationalisation during the integration.

<sup>19</sup> The end-year figure was estimated by using the partial October figures for electricity and September figures for natural gas.

<sup>20</sup> The end-year figure was estimated by using the partial October figures for electricity and September figures for natural gas.

<sup>21</sup> On the basis of an average upper calorific value 39.4 MJ/MC

<sup>22</sup> For the calculation of the emissions of CO<sub>2</sub> deriving from the consumption of natural gas and electricity the national standard parameters defined by ISPRA were used. For the calculation of the CO<sub>2</sub> deriving from the corporate fleet, the average emissions factors of ISPRA were used, updated based on the last available version on the website (<http://www.sinanet.isprambiente.it/it/sia-isptra/fetransp/>)



In 2021, the Group's overall emissions were an estimated 1,650 tons of CO<sub>2</sub>, a slight decrease compared to 2020 (1,774 tons of CO<sub>2</sub>). Variations in the conversion factors used to calculate CO<sub>2</sub> emissions, which take into account, among other things, a less polluting car fleet on average, help to explain the delta. Scope 1 (direct) greenhouse gas emissions account for 88.4%, while Scope 2 (indirect) emissions made up the remaining 11.6%.

As regards the consumption of paper, FSC-certified paper is the main type used by the Group in over 80% of cases.

	Paper consumed <sup>23</sup>			
	UoM	31.12.19	31.12.20	31.12.21
FSC paper	t	28.2	19.8	21.0
Virgin paper	t	3.6	1.8	3.9
<b>Total</b>	<b>t</b>	<b>31.8</b>	<b>21.6</b>	<b>24.9</b>

The Group consumed 24.9 tonnes of paper in 2021, approximately 3.3 tonnes more than in 2020. The figure reflects the marked recovery of activity in the offices compared to 2020.

<sup>23</sup> Volume procured during the reporting period.

## 8. GRI Content Index

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
<b>General Information and profile</b>			
<b>102 General Disclosure 2016</b>			
102-1: Name of the organisation	2.0 Corporate identity, page 9		
102-2: Activities, brands, products, and services	2.0 Corporate identity, page 9		
102-3: Location of headquarters	Company data, page 4		
102-4: Location of operations	2.0 Corporate identity, page 9		
102-5: Ownership and legal form	2.0 Corporate identity, page 9		
102-6: Markets served	2.0 Corporate identity, page 9		
102-7: Scale of the organisation	2.0 Corporate identity, page 9 4. Management of company staff issues, page 35 5.1 Clients and outsourced workers: Openjobmetis S.p.A. policies, page 46		
102-10: Significant changes to the organisation and its supply chain	2.1 Main historical milestones, pages 11- 12 8. GRI Content Index, page 69		There are no significant changes related to the supply chain in the organisation
102-11: Precautionary principle or approach	3.0 Risks, page 30		
102-12: External initiatives	8. GRI Content Index, page 69		There are no particular external initiatives joined by the Group in 2021
102-13: Membership of associations	5.2 Industrial relations and trade associations, page 58		
102-14: Statement from senior decision-maker	Chairman's Letter, page 5		
102-15: Key impacts, risks and opportunities	3. Risks, pages 28-31		
102-16: Values, principles, standards and norms of behaviour	2.2 Mission, values and Business Model, page 13		
102-18: Governance Structure	2.3 Governance model, page 14		
102-40: List of stakeholder groups	2.4 The Group's stakeholders and relevant non-financial issues, page 16		
102-42: Identifying and selecting stakeholders	2.4 The Group's stakeholders and relevant non-financial issues, page 16		
102-43: Approach to stakeholder engagement	2.4 The Group's stakeholders and relevant non-financial issues, pages 16, 17 and 18		
102-44: Key topics and concerns raised	2.4 The Group's stakeholders and relevant non-financial issues, pages 16, 17 and 18		
102-45: Entities included in the consolidated financial statements	1. Note on methodology, page 6		
102-46: Defining report content and topic boundaries	2.4 The Group's stakeholders and relevant non-financial issues, page 16		
102-47: List of material topics	2.4 The Group's stakeholders and relevant non-financial issues, page 16		
102-48: Restatements of information	8. GRI Content Index, page 69		There are no changes to previously published data
102-49: Changes in reporting	1. Note on methodology, pages 6 and 7		
102-50: Reporting period	1. Note on methodology, page 6		
102-51: Date of most recent report	8. GRI Content Index, page 69		The 2020 NFS was published on 30 March 2021
102-52: Reporting cycle	1. Note on methodology, page 72		
102-53: Contact point for questions regarding the report	8. GRI Content Index, page 72		
102-54: Claims of reporting in accordance with the GRI Standards	1. Note on methodology, page 7		
102-55: GRI Content Index	8. GRI Content Index, page 69		
102-56: External assurance	9. Report of the auditing firm on the consolidated non-financial statement, page 73		
<b>Training and development of our people</b>			
<b>404: Education and training 2016</b>			

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 20 4. Management of company staff issues, pages 40-41		
404-1: Average hours of training per year per employee*	4. Management of company staff issues, page 41 5.1 Clients and outsourced workers: Openjobmetis S.p.A. policies and performance indicators – The training of outsourced workers, pages 51- 55	The GRI does not contain data from the consolidated company Quanta S.p.A., as the company was acquired during 2021.	
<b>Incentive-based remuneration systems</b>			
<b>404: Education and training 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 20 4. Management of company staff issues, pages 32-35		
404-3: percentage of employees receiving regular performance and career development reviews	4. Management of company staff issues, page 34		
<b>Anti-corruption</b>			
<b>205: Anti-corruption 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.3 The governance model, pages 14-16 2.4 The Group's stakeholders and relevant non-financial issues, page 216. Combating active and passive corruption, pages 54 and 55		
205-3: Confirmed incidents of corruption and actions taken	6. Combating active and passive corruption, pages 63-64		
<b>Support for job creation</b>			
<b>203: Indirect economic impacts 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 16 5.1 Clients and outsourced workers (Job creation), page 55		
102-36: Process for determining remuneration	5.1 Clients and outsourced workers: Openjobmetis policies and performance indicators, page 46	Relates exclusively to Openjobmetis S.p.A. and Family Care S.r.l., since outsourcing activities are performed only by these companies.	
203-2: Significant indirect economic impacts	5.1 Clients and outsourced workers (Job creation), page 55	-	
<b>401: Employment 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 204. Management of company staff issues, pages 32-34		
102-8: Information on employees and other workers	4. Management of company staff issues, pages 35-39		
102-41: Collective bargaining agreements	4. Management of company staff issues, page 35		
401-1: New employee hires and employee turnover by age, gender and geographical area*	4. Management of company staff issues, page 37		
<b>Workplace health and safety</b>			
<b>403: Occupational health and safety 2018</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 20 4. Management of company staff issues, pages 42-45 5.1 Clients and outsourced workers, pages 50-51		
403-1: Occupational health and safety management system	4. Management of company staff issues, page 42	-	
403-2: Hazard identification, risk assessment, and incident investigation	4. Management of company staff issues, page 42		
403-3: Occupational health services	4. Management of company staff issues, page 42		



GRI Content Index	Section/Paragraph of reference	Omissions	Notes
403-4: Worker participation, consultation, and communication on occupational health and safety	4. Management of company staff issues, page 42		
403-5: Worker training on occupational health and safety	4. Management of company staff issues, page 42 5.1 Clients and outsourced workers, page 50		
403-6: Promotion of worker health	4. Management of company staff issues, page 42		
403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4. Management of company staff issues, pages 42-43		
403-9: Work-related injuries*	4. Management of company staff issues, pages 43 and 51		
<b>Inclusion and diversity*</b>			
<b>405: Diversity and equal opportunities 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 21		
102-22: Composition of the highest governance body and its committees	4. Management of company staff issues, page 38 For further information regarding the Openjobmetis S.p.A. Corporate Governance system and the respective Committees established, please refer to chapter 4.0 ("Board of Directors") of the Report on Corporate Governance and Ownership Structures		
405-1: Diversity of governance bodies and employees	4. Management of company staff issues, pages 35-39	-	
<b>Respect for human rights</b>			
<b>406: Non-discrimination 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 21 4. Management of company staff issues, page 35		
406-1: Incidents of discrimination and corrective actions taken	4. Management of company staff issues, page 38	-	
<b>Privacy</b>			
<b>418: Customer privacy 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 21 5.1 Clients and outsourced workers, pages 56-57		
418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	5.1 Client and outsourced workers, pages 56- 57	-	
<b>Support for the community</b>			
<b>413: Local communities - 2016</b>			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 21 5.3 Support for the community, pages 59-61		
413-1: Operations with local community engagement, impact assessments, and development programmes	5.3 Support for the community, pages 59-61		
<b>Environmental aspects</b>			
103-1, 103-2 and 103-3 of the Management Approach	7.1 Openjobmetis Group policies, pages 65-66		
301-1: Materials used by weight or volume	7. Management of environmental issues, page 68		
302-1: Energy consumption within the organisation	7. Management of environmental issues, page 67	The GRI does not contain data from the consolidated company Quanta S.p.A., as the company was acquired during 2021.	
305-1 Direct (Scope 1) GHG emissions	7. Management of environmental issues, pages 67- 68	The GRI does not contain data from the consolidated company Quanta S.p.A., as the company was acquired during 2021.	
305-2 Energy indirect (Scope 2) GHG emissions	7. Management of environmental issues, pages 67- 68	The GRI does not contain data from the consolidated company Quanta S.p.A., as the company was acquired during 2021.	

\*The indicators identified for the aforementioned issues were adapted and also used in reference to the management of outsourced workers.

### **Contacts**

This document was drafted by the Administration and Finance Department. For any further information, comments or requests, please contact [investor.relator@openjob.it](mailto:investor.relator@openjob.it).

Milan, 16 March 2022

On behalf of the Board of Directors

The Chairman

Marco Vittorelli

(signed on the original)





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(Translation from the Italian original which remains the definitive version)

## **Independent auditors' report on the consolidated non-financial statement pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 and article 5 of the Consob Regulation adopted with Resolution no. 20267 of 18 January 2018**

*To the board of directors of  
Openjobmetis S.p.A.*

Pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of the Consob (the Italian Commission for listed companies and the stock exchange) Regulation adopted with Resolution no. 20267 of 18 January 2018, we have been engaged to perform a limited assurance engagement on the 2021 consolidated non-financial statement of the Openjobmetis Group (the "Group") prepared in accordance with article 4 of the decree and approved by the board of directors on 16 March 2022 (the "NFS").

Our procedures did not cover the information set out in the "The European Taxonomy" section of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

### ***Responsibilities of the directors and board of statutory auditors ("Collegio Sindacale") of Openjobmetis S.p.A. (the "Parent") for the NFS***

The directors are responsible for the preparation of a NFS in accordance with articles 3 and 4 of the decree and the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards"), which they have identified as the reporting standards.

The directors are also responsible, within the terms established by the Italian law, for such internal control as they determine is necessary to enable the preparation of a NFS that is free from material misstatement, whether due to fraud or error.

Moreover, the directors are responsible for the identification of the content of the NFS, considering the aspects indicated in article 3.1 of the decree and the Group's business and characteristics, to the extent necessary to enable an understanding of the Group's business, performance, results and the impacts it generates.



The directors' responsibility also includes the design of an internal model for the management and organisation of the Group's activities, as well as, with reference to the aspects identified and disclosed in the NFS, the Group's policies for the identification and management of the risks generated or borne.

The *Collegio Sindacale* is responsible for overseeing, within the terms established by the Italian law, compliance with the decree's provisions.

### ***Auditors' independence and quality control***

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. Our company applies International Standard on Quality Control 1 (ISQC Italia 1) and, accordingly, maintains a system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### ***Auditors' responsibility***

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the NFS with the requirements of the decree and the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the NFS is free from material misstatement. A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

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

Specifically, we carried out the following procedures:

- 1 Analysing the material aspects based on the Group's business and characteristics disclosed in the NFS, in order to assess the reasonableness of the identification process adopted on the basis of the provisions of article 3 of the decree and taking into account the reporting standards applied.
- 2 Analysing and assessing the identification criteria for the reporting scope, in order to check their compliance with the decree.



- 3 Comparing the financial disclosures presented in the NFS with those included in the Group's consolidated financial statements.
- 4 Gaining an understanding of the following:
  - the Group's business management and organisational model, with reference to the management of the aspects set out in article 3 of the decree;
  - the entity's policies in connection with the aspects set out in article 3 of the decree, the achieved results and the related key performance indicators;
  - the main risks generated or borne in connection with the aspects set out in article 3 of the decree.

Moreover, we checked the above against the disclosures presented in the NFS and carried out the procedures described in the following point, letter a).

- 5 Understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the NFS.

Specifically, we held interviews and discussions with the Parent's management personnel and personnel of Quanta S.p.A., Family Care S.r.l., Openjob Consulting S.r.l., Seltis Hub S.r.l., Quanta Risorse Umane S.p.A. and HC S.r.l.. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the work team that prepares the NFS.

Furthermore, with respect to significant information, considering the Group's business and characteristics:

- at Parent and subsidiaries level:
  - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the NFS and, specifically, the business model, the policies applied and main risks for consistency with available evidence,
  - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;
- we visited Openjobmetis S.p.A., Quanta S.p.A., Family Care S.r.l., Openjob Consulting S.r.l., Seltis Hub S.r.l. and Quanta Risorse Umane S.p.A., which we have selected on the basis of their business, contribution to the key performance indicators at consolidated level and location, to meet their management and obtain documentary evidence supporting the correct application of the procedures and methods used to calculate the indicators.

### **Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2021 consolidated non-financial statement of the Openjobmetis Group has not been prepared, in all material respects, in accordance with the requirements of articles 3 and 4 of the decree and the GRI Standards.



**Openjobmetis Group**  
*Independent auditors' report*  
31 December 2021

Our conclusions does not extend to the information set out in the “The European Taxonomy“ section of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Milan, 24 March 2022

KPMG S.p.A.

(signed on the original)

Luisa Polignano  
Director of Audit

# OPENJOBMETIS S.P.A.

Employment Agency

Auth. Prot. No. 1111-SG dated 26/11/2004

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