



Consolidated Non-Financial Statement

at 31 december 2017 pursuant to Italian Legislative Decree No. 254 of 2016

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Chairman's Letter

Dear Shareholders,

This year, we are presenting you with the first “Consolidated Non-Financial Statement” of the Openjobmetis Group. The document has been drafted in compliance with the provisions of the Legislative Decree no. 254 of 30 December 2016, which introduced the obligation for certain types of businesses, including our own, to present a Consolidated Non-Financial Statement starting from the financial year 2017.

The spirit of the legislation, and therefore of this document, is to broaden the corporate communication, no longer regarding it only as reporting financial information but supplementing it with a realistic representation of the capacity of the company to create value, also demonstrating its commitment through indicators concerning social and environmental issues, without neglecting the impact and risks arising from the normal business operations.

In this logic, our fundamental objective remains that of meeting the needs of the labour market, marked by a high demand for flexibility, in an increasingly effective way, matching demand with supply, including through the development of substantial training and reskilling courses for personnel.

We hope that the undertaking to broaden the Group's information briefing through more detailed reporting of the impacts that the business has on society as the generator of economic and social value will meet the needs and expectations of all the interest-bearers that, in recent years, have shown interest in this regard.

The Chairman

Marco Vittorelli

1. Note on methodology

This constitutes the first Consolidated Non-Financial Statement (hereinafter, also referred to as “Statement”) of the Openjobmetis S.p.A. Group, drawn up in accordance with Legislative Decree n. 254 of 30 December 2016 and is a separate document from the Management Report but an integral part of the documentation regarding the Financial Statements 2017. The reporting is limited to Openjobmetis S.p.A. and the companies controlled by it, fully consolidated at 31 December 2017. The following are the subsidiaries included in the consolidation scope:

- Openjob Consulting S.r.l.
- Seltis S.r.l.
- Corium S.r.l.

The scope of reporting is consistent with the contents given above, apart from any limitations of extent explicitly reported within the document. The ownership structure has not undergone any significant changes to the scope or the period of reporting considered.

The data and information reported refer to the reporting year at 31 December 2017 (from 1 January to 31 December 2017) and, for the purpose of providing a comparison of the variances during the two-year period 2016-2017, the data and information regarding the financial year 2016 are reported, where available. The elements useful for understanding the performance during the two-year period have been included in appropriate comment notes within the document. The document was drawn up in accordance with the GRI-Referenced option laid down by the GRI Standards of the Global Reporting Initiative, and using the Reporting Principles defined by the “GRI Standards: 101 Foundation”. In particular, the document makes reference (Referenced) to the “Topic specific standards” listed in the “GRI-Referenced Table”. The detail by geographical region required by some GRI indicators has not been provided for data concerning the personnel, since the Group’s activities are conducted in Italy.

The Statement contains information concerning environmental and social issues, personnel matters, respect for human rights and the fight against corruption, useful to ensure comprehension of the activities conducted by the Group, its performance, its results and the impact produced by these. The breadth and quality of the reporting reflect the principle of materiality (relevance), an aspect laid down by the legislation in question and inherent in the GRI standards: the issues dealt with in the Statement are those that, after careful assessment, were considered relevant in that they are able to reflect the impacts of the Group's activities or to influence the decisions of its stakeholders. The process of identifying the stakeholders, the definition of the material (relevant) issues and the drawing up of the Statement were coordinated by a Working Group. It is made clear that, even though issues concerning the environment are not relevant for the Group, in accordance with the Decree n. 254/16, the subject has been examined within this Statement. To collect the information on the material issues, the subject of the reporting of this Statement, the Working Group made use of data collection sheets, delivered to the key figures in the corporate departments involved. The data were processed and checked by the various departmental managers.

The Board of Directors of Openjobmetis S.p.A. approved this document on 9 March 2018.

The consolidated non-financial statement is subject to “*limited assurance engagement*” examination in accordance with the provisions of the principle “*ISAE 3000 Revised*” by KPMG S.p.A.

The Consolidated Non-Financial Statement at 31 December 2017, in accordance with Legislative Decree 254/2016, was filed with the Financial Statements folder and will be made available to the public at the corporate registered office and Borsa Italiana S.p.A. within the periods laid down by law. The documentation will also be available on the company’s internet site at the address: <http://www.openjobmetis.it>.

2. The corporate identity

Openjobmetis S.p.A. has acted as an Employment Agency on the Italian market for more than 16 years, operating in the temporary work employment sector, the Group's core business, in the search, selection, relocation and training of personnel. The company's current configuration dates from the 2011 merger between the companies Openjob SpA and Metis SpA.

Openjobmetis S.p.A, which primarily deals with temporary work employment, has 100% direct control of:

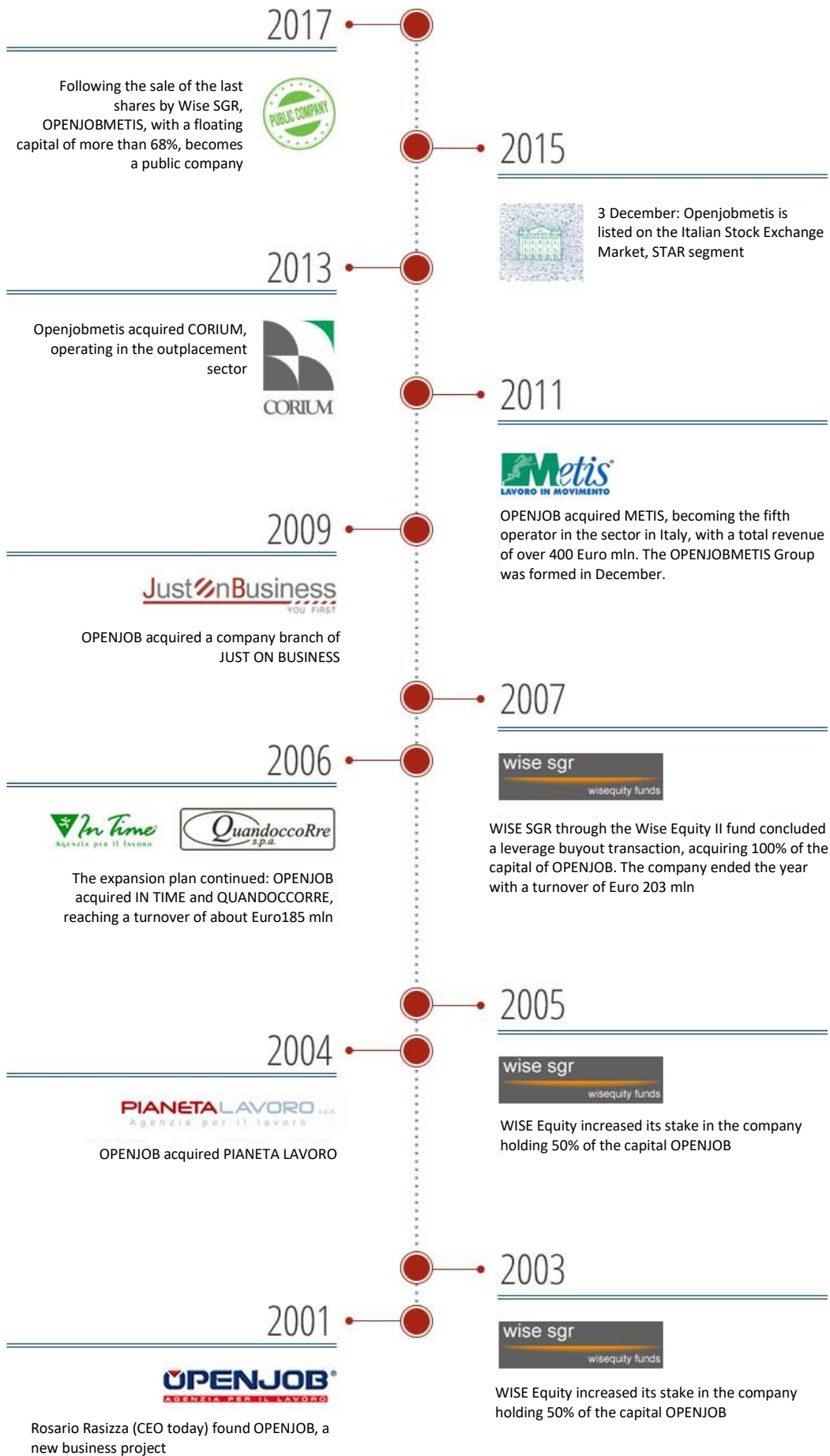
- Seltis S.r.l.: focused on the search and selection of personnel for third parties;
- Corium S.r.l.: focused on the activities of support in professional relocation;
- Openjob Consulting S.r.l.: focused on payroll processing for the parent company, delivering services to the companies and personal welfare organisation as well as telemarketing and call centre activities.

Thanks to concrete experience acquired over time, Openjobmetis acts as a bridge connecting businesses seeking personnel and resources seeking employment, with the aim of optimising the matching supply and demand in the labour market and ensuring the swift employment of qualified personnel in observance of the rights and duties of workers.

Openjobmetis operates throughout Italy with its headquarters in Gallarate, in the province of Varese, and a network of 127 branches, of which 36 are in Lombardy at 31 December 2017. The increasingly widespread presence represents a major added value, since the extensive knowledge of the various Italian territorial contexts makes it possible for Openjobmetis to guarantee companies and candidates professionalism and immediate, personalised and effective responses.

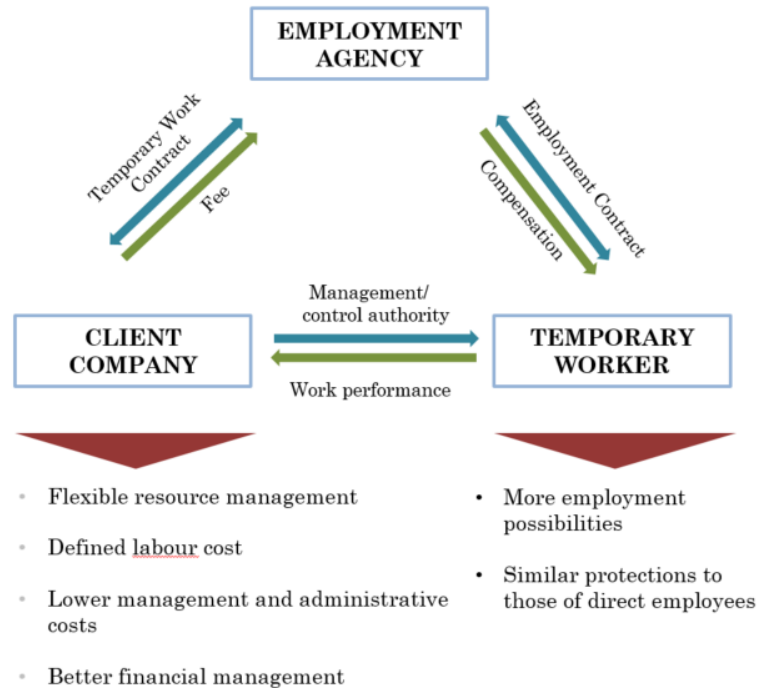
2.1 Main historical milestones

Openjobmetis was the first operator in the sector to be listed on the Italian Stock Market's Mercato Telematico Azionario (online stock exchange). This goal was attained through the intensive growth that has marked the Group out from the beginning. The adventure began in 2001, the date of the founding of Openjob S.p.A. In 2003, "Wisequity", a private equity fund managed by Wise SGR, entered the shareholding structure. In December 2004, through a series of acquisitions of major operators in the sector (including Pianeta Lavoro, In Time, QuandoccoRre, JOB), an expansion project began that achieved a decisive step in 2011 through the merger operation with Metis SpA, an Employment Agency active since 2000 and operating on a national scale. In December of that year, the Openjobmetis Group was created. Finally, in January 2013, Openjobmetis acquired Corium Srl, the leading outplacement company operating in Italy, founded in 1986. The subsidiary company Seltis Srl completes the picture, which specialises in the search and selection of middle and top management. The main milestones in the history of the Group are reported below:



2.2 Mission, values and Business Model

The world of work is continuously changing and Openjobmetis has set itself the target of being a leading player in the human resources sector, standing as the partner of reference for companies interested in the services offered and a point of reference for workers interested in entering, re-entering or repositioning themselves in the world of work.



Through its activity, the Group undertakes to:

- Contribute to the growth of employment in the country
- Create value for its shareholders
- Contribute to the wellbeing and professional growth of its employees
- Transfer factors of economic and civil progress to the community in compliance 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 control of management, professionalism, integrity and targeted solutions. Through teamwork, Openjobmetis' people are able to identify new opportunities and find the optimal solutions for their clients. At the same time, Openjobmetis promotes the development of human relations, preventing individualism in favour of synergies directed towards the quality of the service offered. Moreover, the Group believes in the added value of diversity, made up of 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 a rich resource for this type of business.

Making available not only the usual services of temporary work employment, intermediation, search and selection, support for relocation, training and HR consultancy, but also increasingly relying on innovation as a plus capable of making the difference, Openjobmetis aims to contribute in an increasingly decisive way to satisfy

the needs of companies and workers by offering targeted solutions and efficient, innovative services that enable the continuous developments in the world of work to be tackled, always putting people at the centre.

Through the corporate communication, the Group disseminates the content of the business's mission in order to ensure all the employees take part in attaining the corporate objectives and keeping the qualitative standards underpinning the delivery of its service uniformly high.

2.3 The governance model

Corporate governance refers to a company's system of administration and control, that is, the entirety of the mechanisms and rules, legal and technical, for the governance of the business, aimed at the creation of value for the shareholders and all the company's stakeholders. The governance model is a cornerstone of the company's activity and, alongside the business strategy, it is aimed at sustaining the relationship of trust between Openjobmetis and its stakeholders and contributing to the attainment of the business results, creating sustainable value in the long term.

Openjobmetis 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 of the accounts is assigned to an independent audit firm. Specifically, Openjobmetis is governed by:

- a) The Board of Directors with responsibility for corporate management.

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

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

Openjobmetis 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. The purpose of the Model, approved by the Board of Directors on 28/5/2012 and subsequently updated, is to prevent the risk of the commission of the offences laid down by Legislative Decree 231/2001 and is aimed at subjects that engage in relations with Openjobmetis S.p.A. The Company established the Supervisory Board in accordance with article 6 of Legislative Decree n. 231/01 under a resolution of the Board of Directors of 4 December 2015. 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 arrange their updating.

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

The Consolidated Non-Financial Statement contains the environmental and social information, regarding human rights and the fight against corruption, that were considered relevant for the Group.

In order to identify these issues, Openjobmetis implemented a detailed mapping of its stakeholders, selected from among those involved in the most significant way in the Group's activities and services and deemed fundamental for attaining the business objectives, identifying their degree of influence/dependency. The map of the main stakeholders identified is given below:



Following the mapping of the relevant stakeholders, Openjobmetis carried out an analysis of materiality to identify the non-financial matters relevant for the Group and its stakeholders. Through a detailed analysis of the Group's internal documentation and external sources, such as, for example, benchmarks with the main competitors, a list was drawn up of the issues with potential relevance for Openjobmetis.

Each potentially relevant issue was assessed by the company's top management, by means of the definition of the degree of importance from the Group's point of view and the stakeholders' point of view. In particular, to provide a point of view outside the Group, the issues were assessed by the individual members of the Working Group, who were identified among the key stakeholders. By comparing this assessment with the importance assigned to each issue according to the Group's internal point of view, the following issues of greater or less relevance regarding the specific business activities emerged:

Very relevant	Relevant
Training, education and development	Work creation
Anticorruption	Health and safety at work
	Criteria and selection policies
	Inclusion and diversity
	Respect for human rights
	Privacy

Very relevant	Relevant
	Support to the community
	Management of the responsible supply chain
	Compliance
	Incentivising evaluation remuneration systems

The process of identifying the stakeholders and the definition of the material issues was internally coordinated by a Working Group created for the purpose in order to provide the Consolidated Non-Financial Statement. This Working Group was coordinated by the Administration and Finance Department and involved the managers of the main corporate departments. The list of non-financial issues relevant and very relevant for the Group was approved by the Working Group.

3. Risks

Openjobmetis undertakes to effectively guarantee the safeguarding of the rights of all its stakeholders, from employees to shareholders. To attain this end, the Group manages its business risks through controls aimed at defining, minimising and eliminating those risks. Poor management of these risks could have negative repercussions for the whole Group, both with regards to its reputation and its future as a going concern, and in terms of lost business opportunities. In particular, the company is furnished with an internal control and risk management system, defined as “the entirety of the rules, procedures and organisational structures aimed at enabling the identification, measurement and monitoring of the main risks”.

The risks identified, connected with the management, already presented within the Report on Operations, are the following:

- Risks connected to the general economic performance
- Risks regarding market competition
- Risks connected to the evolution of the national regulatory framework
- Risks connected to the reputation and the maintenance of the Ministerial authorisations
- Liquidity risk
- Risks connect to legal and/or arbitration proceedings and the possible inadequacy of the risks provision
- Interest rate risk
- Credit risk

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

In order to respond in a comprehensive manner to the requirements of the legislation, the Group also identified a number of risks connected with the issues made clear by Legislative Decree n. 254/2016 and the sustainability issues considered material.

With regard to the context and the activity conducted by the Group, the main risks regarding the clients and temporary workers mainly regard potential interruptions of the temporary work relationship and the lack of regulatory compliance, including changes in the context of the world of work that increasingly require new and updated professional expertise. Moreover, the high number of temporary work contracts necessarily requires careful management of the issues concerning the regulations on Privacy. The main risks regarding the suppliers concern issues connected to corruption and any issues of regulatory non-compliance on matters of health and safety. Openjobmetis requires its suppliers to adopt a high standard of conduct and, at the same time, a high

quality of the goods or services delivered. With regard to local communities, the main risk identified is reputational, which can negatively impact the relations of the Group with its clients and, consequently, the prospects for the business's development.

Openjobmetis assesses and manages the risk of corruption and the adoption of unethical or fraudulent conduct through a painstaking and accurate mapping of the risks for the purpose of Model 231 and the definition of corporate policies and practices that are directed towards honesty, loyalty and integrity.

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

<u>ISSUE AREA</u>	<u>POTENTIAL ASSOCIATED RISKS</u>	<u>IMPACT (Stakeholder)</u>
<i>Management of the environmental issue</i>	Due to the fact that environmental issues are not relevant for the Group, including in consideration of the characteristics of the sector in which Openjobmetis operates, the only issue currently identified concerns environmental legal-regulatory non-compliance.	<u>Internal:</u> - Openjobmetis Group
<i>Management of the social issues and respect for human rights</i>	<p>With regard to the clients and the temporary workers– Risks connected to:</p> <ul style="list-style-type: none"> • Interruption of the service: • Legal-regulatory non-compliance on matters of health and safety of the temporary workers • Inadequate professional expertise • Failure to protect privacy <p>With regard to the suppliers – Risks connected to:</p> <ul style="list-style-type: none"> • Legal-regulatory non-compliance on matters of health and safety • Failure to respect the ISO:9001 certification <p>With regard to the local communities: Risks connected to:</p> <ul style="list-style-type: none"> • Reputational damage <p>With regard to the trade unions and trade associations – Risks connected to:</p> <ul style="list-style-type: none"> • Pursuit of association interests different to the interested other Employment Agencies <p>Openjobmetis believes that the risk of instability in relations with the trade unions for the temporary workers is very unlikely, thanks to the excellent current relations between the Group and the key interlocutors, which appreciate Openjobmetis' reputation.</p>	<p><u>Internal:</u> - Openjobmetis Group</p> <p><u>External:</u> - Temporary workers - Clients - Investors and shareholders - Suppliers - Communities - Trade unions - Non-governmental organisations - Institutions - Trade associations</p>

<u>ISSUE AREA</u>	<u>POTENTIAL ASSOCIATED RISKS</u>	<u>IMPACT (Stakeholder)</u>
<i>Management of the organisation's staff</i>	<p>Risks connected to:</p> <ul style="list-style-type: none"> • Legal-regulatory non-compliance on matters of health and safety • Legal-regulatory non-compliance on labour <p>With respect to the issues concerning the organisation's staff, Openjobmetis believes that the sound, good management of the human resources, as shown by the low level of turnover and the limited number of disputes to date, mitigates these risks, both for the personnel and the Group itself.</p>	<p><u>Internal:</u></p> <p>- Openjobmetis Group</p>
<i>Management of the issues regarding the fight against active and passive corruption</i>	<p>Risks connected to:</p> <ul style="list-style-type: none"> • Corruption • Litigation • Fraud by the organisation's personnel • Non-compliance with the current regulations • Failure to comply with the measures regarding the organisational model 231/2001 	<p><u>Internal:</u></p> <p>- Openjobmetis Group</p> <p><u>External:</u></p> <p>- Clients</p> <p>- Investors and shareholders</p> <p>- Suppliers</p> <p>- Institutions</p>

4. Management of the issues concerning the organisation's personnel

4.1 The policies practised by Openjobmetis

For Openjobmetis, people are the fulcrum of all the corporate activities. They are the promoters of a *modus operandi* that marks the Group, characterised by constant growth and specialisation, a high-level of professionalism and creativity in the search for the best solutions for its clients and its temporary workers.

Currently, there is no official Group policy regarding the various issues concerning the management of the human resources, such as the selection, training, career development and incentivising remuneration systems. Indeed, in consideration of the high number of the organisation's personnel, the Group did not consider it necessary to adopt an official policy. However, Openjobmetis does not exclude, in the coming years, including in relation to the growth of the numbers of employees, acting in this regard and adopting a policy that deals with the essential principles of ethics, transparency and meritocracy, reflecting the policies applied in all the Group's companies, as indicated below.

At the organisational level, the responsibility for the correct management of employees is exercised by the Personnel Director and the Chief Executive Officer. With regards to the selection of the organisation's personnel, in the event of the necessity for new professional figures, it is the responsible of the Manager of the local corporate department or the Team Leader to communicate the request for staff requirements to the Personnel Management and the Chief Executive Office who, in the final analysis, authorises the process of the search and selection of the new resources. The recruitment of new resources may take place through different channels (for example, job advertisements, corporate website etc.), including internal *job posting*. It is the responsibility of the Manager of the local corporate department or the Team Leader to define the specific prerequisites required and the respective selection criteria. The corporate department that conducts the interview is responsible for collecting the candidate's Curriculum Vitae, compiling the "direct personnel data collection sheet" and drawing up the "direct personnel search sheet" summarising the research history. Depending on the role and the

responsibilities that the candidate will carry out, an interview with the management in question may be arranged. On the selected candidate's sheet, the reasons for preference over the other candidates must be indicated.

The process that involves the direct office personnel is reported in more detail below.

The selection process aimed at hiring the direct personnel (direct Office, national Branch, Specialised Division or Subsidiaries): the selection process is conducted independently by the respective organisational office Departmental Managers or by the Team Leaders of the Area or Division in question and is completed with the approval of the Personnel Director and/or the Chief Executive Office. The selection process is broken down into a series of coordinated phases through *ad hoc* specific instruments based on the figures sought. In the most general form, the process consists of four main parts:

1. Job Analysis

- Description of the activities/peculiarities concerning the task to be performed, with the definition of the contractual aspects
- Definition, on the basis of the task, of the attitudinal characteristics, the specific expertise/knowledge and the personality characteristics

2. Recruitment

Initial phase defined according to two options of finding candidates:

- within OJM – Through Job Postings, published on the corporate website or notifications by the Departmental Managers on meritocratic criteria
- outside OJM – Through advertisements on the web, in print or direct search and selection (head hunting)

Having completed the gathering of potentially interesting candidates and having arranged the authorisation for the processing of the candidate's sensitive data, next comes a pre-screening phase through the examination of the CVs sourced or spontaneously submitted.

3. Evaluation

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

- First 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 personal, experiential, attitudinal and motivational characteristics of the candidate

The instruments used for the selection vary depending on the needs of the role, and are:

- Technical/professional, motivational, attitudinal, psychological interviews
- Assessment centre and group interviews
- Questionnaires and specific tests

4. Placement

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

- The drawing up of the contract by the OJM Personnel Office and the subsequent placement of the candidate deemed suitable for the role
- The training process and on-the-job training involved in the role

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

Performance assessment and career development: Every employee of the Group is currently assessed annually by their manager, based on their performance. Specifically, the assessment hinges 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 career development and promotion of the Group's resources are proposed by the Departmental Managers to the top Management on the basis of the results of the performance analysis of the years of activity, as previously described. The top Management will make the final decision whether to accept the proposals received or postpone them for subsequent evaluation.

Incentivising remuneration system: Every year, the Group rewards its organisation on the basis of the results produced in the course of the financial year. The variable remuneration system is based directly on results for the sales network (according to attainable targets agreed in advance). With regard to the office personnel, reference is made mostly to the fulfilments connected to the respective responsibilities. Indeed, it is more complex to link the personnel's performances to the actual economic results of the business. The main drivers of attribution are: having taken part in special projects that required particular effort, having demonstrated ability in replacing colleagues temporarily prevented from carrying out their work (for maternity leave, accidents, illnesses etc.), having demonstrated ability in successfully carrying out their assignments in the time required.

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

4.2 Performance indicators

The overall workforce of the Openjobmetis Group at 31 December 2017 was made up of 620 people, a rise of 5.4% compared to 2016. All the employees are hired on the national collective labour contract.

Employees by professional category divided by gender						
%	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Senior Managers	0.0%	1.8%	0.3%	0.0%	1.7%	0.3%
Middle Managers	3.6%	9.6%	4.8%	4.8%	10.7%	6.0%
Office staff	96.4%	88.6%	94.9%	95.2%	87.6%	93.7%

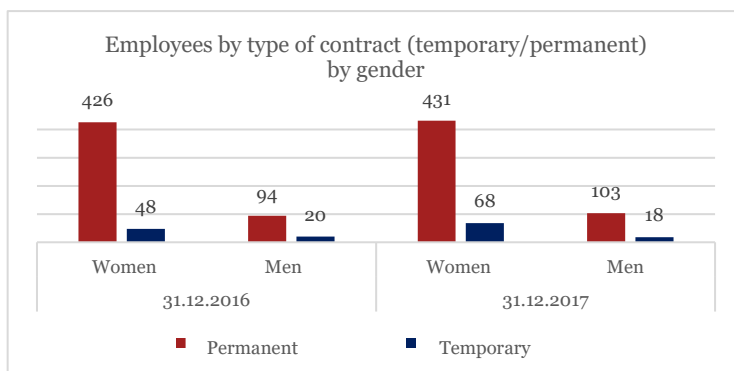
93.7% of the employees belong to the professional category of office staff with the remaining 6.0% belonging to the category of middle managers and 0.3% to that of senior managers.

The following table shows the percentage of employees that have been rewarded based on the results obtained.

Employees by professional category that have benefitted from incentivising remuneration		
%	31.12.16	31.12.17
Senior Managers	50.0%	50.0%
Middle Managers	53.6%	70.3%
Office staff	45.2%	60.2%

The incentivising remuneration has been distributed in 2016 to employees of female gender for 82% of the total and in 2017 for 81%.

Employees by contractual type (temporary/permanent) by gender						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Permanent contract	426	94	520	431	103	534
Temporary contract	48	20	68	68	18	86
Total	474	114	588	499	121	620



The commitment of the Group to a long-term collaboration with its employees is shown by the high percentage of employees hired on permanent contracts, which stands at 86.1% of the overall workforce, with a marked predominance of women. The remaining 13.9% of the employees have temporary contracts.

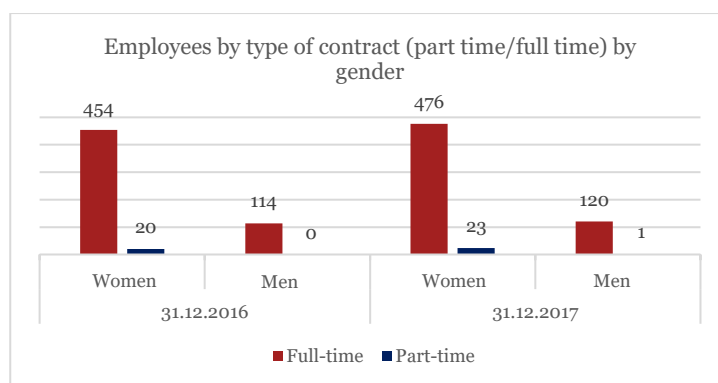
Turnover in recruitment by age bracket						
%	2016			2017		
	Women	Men	Total	Women	Men	Total
≤ 29 years	57.7%	77.8%	60.7%	77.8%	85.7%	78.6%
30 - 50 years	9.0%	26.3%	12.3%	10.9%	16.8%	12.1%
≥ 51 years	19.4%	0.0%	14.6%	0.0%	30.8%	8.5%
Total	15.0%	28.1%	17.5%	18.6%	22.3%	19.4%

In 2017, 120 people joined Openjobmetis (17 more than in 2016), of which 93 were women. The Group therefore recorded a turnover in recruitment of 19.4%.

Outgoing turnover by age bracket						
%	2016			2017		
	Women	Men	Total	Women	Men	Total
≤ 29 years	38.5%	44.4%	39.3%	31.7%	85.7%	37.1%
30 - 50 years	7.9%	16.8%	9.7%	11.7%	10.9%	11.5%
≥ 51 years	9.7%	10.0%	9.8%	2.9%	23.1%	8.5%
Total	11.4%	18.4%	12.8%	13.6%	16.5%	14.2%

In 2017, 88 people left the Group (13 more than in 2016). In most cases, these were voluntary departures. The other departures concern retirements, termination of temporary contracts and dismissals.

Employees by contractual type (part time/full time) by gender						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Full time	454	114	568	476	120	596
Part time	20	0	20	23	1	24
Total	474	114	588	499	121	620



96.1% of the personnel were hired on full-time contracts, the remain 3.9% have part-time contracts.

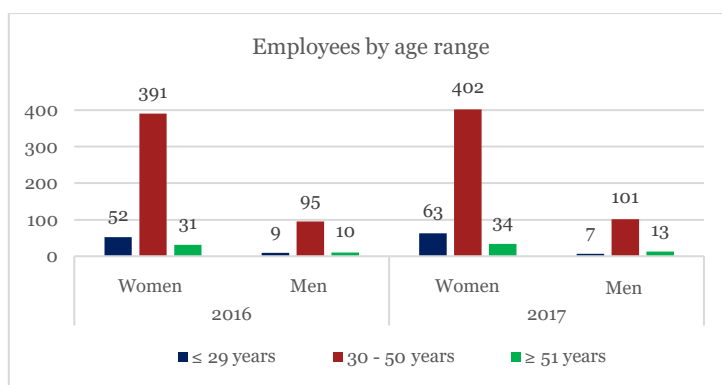
The objective of the Personnel Management is to ensure its personnel enjoy the most suitable conditions for happily carrying out their duties. On matters of corporate welfare, the Group has currently initiated specific agreements aimed at the office personnel and their families. The Group believes that this approach is a distinctive element compared to other *peers and competitors*, since it makes possible a personalised commitment to its employees, and pays specific attention to every circumstance with regard to the individual needs.

One of the primary corporate objectives with regard to the human resources is characterised by respect for fairness and balance. Even during the numerous occasions of acquisitions of new companies over the years, the Group has always been able to amalgamate diverse groups of personnel, thereby obtaining a good level of integration among them. Openjobmetis, in fact, has never engaged in harmful conduct either with regard to the protection of diversity and with regard to the protection of human rights. Moreover, no discriminatory conduct has ever been identified. The Group's Board of Directors adopted, on 19 December 2017, the "Policy on matters of diversity for the composition of the administrative, management and control bodies", which aims to ensure the proper functioning of the Group's corporate bodies, regulating their composition and laying down that its members must be in possession of the personal and professional prerequisites that ensure the highest grade of diversity and expertise, contributing to greater independence of judgement and capacity for comparison. The Group's Board of Directors is composed as follows:

	Women	Men	Total	% Women	% Men	% Total
≤ 29 years	0	0	0	0%	0%	0%
30 - 50 years	1	3	4	11.1%	33.3%	44.4%
≥ 51 years	0	5	5	0%	55.6%	55.6%
Total	1	8	9	11.1%	88.9%	100%

In addition to what has been previously indicated regarding the Group's Governance Model, for further information regarding Openjobmetis' Corporate Governance system and the respective Committees established, please refer to the Report on the Corporate Governance and Ownership Structures.

No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
≤ 29 years	52	9	61	63	7	70
30 - 50 years	391	95	486	402	101	503
≥ 51 years	31	10	41	34	13	47
Total	474	114	588	499	121	620



As regards the age of the Group's employees, most of the workforce (81.1%) belong to the age bracket between 30 and 50 years. The percentage of employees aged under 29 years is marginal (11.3%), even if, in 2017, there was an increase in those belonging to this age bracket of 14.8% compared to the previous year, especially women (from 52 to 63 people).

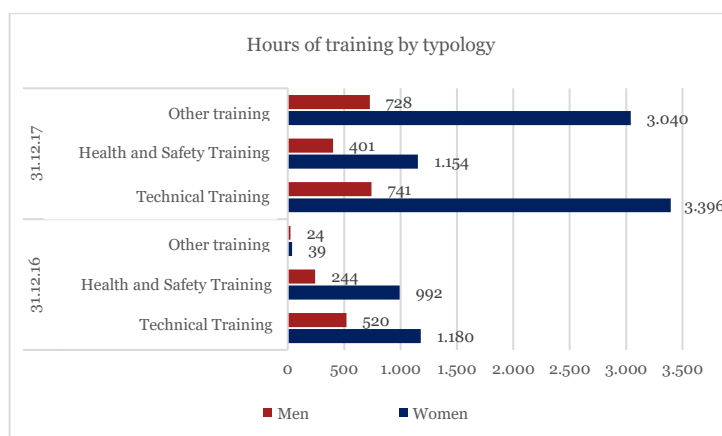
Openjobmetis undertakes to encourage the hiring of disadvantaged people, recognising the value of diversity and promoting the integration of the diversely able (*Law 68/99, article 1*) and protected categories (*Law 68/99, article 18*).

Diversely abled employees and protected categories						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Middle Managers	1	0	1	1	0	1
Office staff	25	3	28	33	4	37

The number of diversely abled employees and those belonging to protected categories totalized 37 people in 2017 (+32.1% compared to 2016).

Openjobmetis has always regarded professional training as a priority. From the initial days of recruitment, all employees are given a training course dealing with the specific aspects of the job, and the more general aspects of the corporate policies and practices. The following tables indicate the training hours and the number of participants in the courses.

Total training hours by professional category						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Senior Managers	0	0	0	0	8	8
Middle Managers	91	12	103	201	108	309
Office staff	2120	776	2,896	7,389	1,754	9,143
Total	2,211	788	2,999	7,590	1,870	9,460
<i>Technical training</i>	1,180	520	1,700	3,396	741	4,137
<i>Health and Safety Training</i>	992	244	1,236	1,154	401	1,555
<i>Other training</i>	39	24	63	3,040	728	3,768



In the course of 2017, more than 9,400 training hours were delivered overall. There was a remarkable increase in training hours delivered by the Group compared to the year 2016, an increase mainly due to the hours dedicated to the technical training and other training. Specifically, courses were held in 2017 by the parent company Openjobmetis and the subsidiary Openjob Consulting on *Negotiation Techniques and Management Skills*. These courses involved around 500 Group employees and were aimed at developing participants interpersonal skills and management to meet targets by the participants. 43.8% of the training delivered to the employees regarded technical training, 39.8% dealt with other training and 16.4% was training on health and safety (*Legislative Decree 81*). The professional category including office staff was the main beneficiary of this increase, the hours of which correspond to 96.6% of the total. Training dedicated to health and safety also increased (+25.8% compared to 2016).

Each team leader or departmental manager is responsible for assessing any training courses for candidates depending on the specific needs.

Average training hours by professional category						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Senior Managers	0	0	0	0	4.0	4.0
Middle Managers	5.4	1.1	3.7	8.4	8.3	8.4
Office staff	4.6	7.7	5.2	15.6	16.5	15.7
Total	4.7	6.9	5.1	15.2	15.5	15.3

In 2017, the Group delivered 15.3 hours of training per employee on average.

The working conditions of Openjobmetis employees meet the requirements on matters of safety at work, as well as the proper ergonomic and environmental standards for office work. With regard to these issues, the Group has established a precise protocol that lays down both suitability inspections and the training laid down by the law, as well as the respective updates.

Accidents						
No.	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Travel accidents	5	1	6	7	0	7
Accidents during working hours	1	0	1	0	2	2
Total	6	1	7	7	2	9

As regards accidents, 9 were recorded during 2017, of which 7 involved travel and 2 were in the workplace. In 2017, the days lost due to accidents displayed an increase of 11.7% compared to the previous year (143 days compared to 128 in 2016). In 2017 there were no cases of fatal accidents, nor cases of occupational diseases.

Health and safety indicators ¹						
	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Absenteeism rate	3.2	1.0	2.8	3.3	1.2	2.8
Severity index	1.4	1.7	1.5	1.1	2.6	1.4
Frequency index	8.7	5.8	8.1	8.9	9.7	9.1

As regards the health and safety indices, the Group's severity index stands at 1.4, in line with 2016. The absenteeism rate is also in line with the previous year, while the frequency index shows a slight increase due to an increase in reported accidents (from 7 to 9). It is pointed out that, both for 2016 and 2017, most of these accidents came under the category of "travel", that is, those that occurred during the home-work and work-home transit of employees.

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

Openjobmetis believes in the importance of managing the relations with its stakeholders, and deems it indispensable for ensuring the Group's credibility. The Group and its personnel act with transparency, fairness and with respect for the human rights of all the interest-bearers. Openjobmetis supervises this aspect, even in the absence of official policies and procedures, since the protection and promotion of human rights are considered essential factors of the *modus operandi* of all the Group's companies.

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

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

5.1 Clients and temporary workers: policies practised by Openjobmetis and performance indicators

Openjobmetis offers an integrated system of services to around 7,500 client businesses.

Through the temporary work service, the Group's *core business*, Openjobmetis guarantees workers the same rights, the same protections and the same remuneration as workers (with the same duties) employed by the client companies to which they are "seconded". The form of flexibility guaranteed by the temporary work is today, in Italy, an effective solution with regard to an increasingly unstable and complex labour market. Openjobmetis facilitates the relocation of workers and, at the same time, represents an excellent opportunity for the entry of young people into the world of work. Moreover, thanks to temporary work and the facilitation of the sector regarding the training sphere, the Group contributes to intercepting and training professional figures and highly

¹ As regards the item regarding absenteeism, absences due to illness and all other absences other than holidays and days off were calculated. The calculation made was the following: (total absence hours * 100)/(total hours worked). Severity Index = ((gT + gP + gM) * 10,000)/(total hours worked), where: gT = the sum of days lost due to temporary incapacity; gP = ((summation of degrees of permanent incapacity in %) * 7,500)/100; gM = number of fatal cases Frequency Index = (no*accidents * 1,000,000)/(total hours worked)

specialised technicians, currently a rarity on Italian soil. It follows that the Group's business has a considerable impact not only with regard to the client companies but also generates value for the entire community and the productive fabric with which it interfaces.

Openjobmetis provides its services both to private companies and public entities throughout the entire temporary work process, from finding the professional figure required by the client to managing the employment contract, and it conducts its activity by virtue of the permanent authorisation issued by the Ministry of Labour. The characteristics of the services are defined by the Management and are in line with the Quality Certification UNI EN ISO 9001:2015 obtained both for the headquarters and the branches. The Group acts through an extensive network of branches on all national territory. Given the Group's coverage of the territory, every geographical area is assigned to the responsibility of a Team Leader, who manages the various branches operating in their area of responsibility.

The management of the temporary work services is structured in the following areas:

- management of the commercial relations with the clients (or "users");
- recruitment, selection and training of the temporary workers;
- management of the mission;
- administrative fulfilments, during and after the mission.

For the purpose of finding potential new clients, the Group's resources implement the constant mapping of the territory and the continuous monitoring of the market. Once a new client is identified, the Group arranges to contact it to identify its needs, analyse the intended working context, define the profile of the most suitable professional resource and plan the activities of recruitment and selection.

Following the positive outcome of the preliminary verification of the new client's solvency, Openjobmetis searches its database of professional profiles that potentially meet the needs of the end user. In the event that none are found, an *ad hoc* selection process is launched to find one or more candidates with a suitable profile in 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 Branch, in close collaboration and with the support of the operational headquarters, proceeds to carry out the administrative procedures for the definition of the employment contract, which including the formalisation, on one hand, of a part-time or full-time contract with the selected resource and, on the other, of a commercial temporary work contract with the client.

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

- analyses of any complaints and notifications by either the client or the employed workers;
- information acquired by Management during meetings with the key clients;
- customer satisfaction surveys.

As defined in the basic principles of the Group's "Quality Policy and Objectives", Openjobmetis pursues the objective of guaranteeing the Client's satisfaction. Indeed, the Group ensures the success of its services through a dynamic quality system, the involvement of all the corporate personnel and the development of a culture based on the analysis and awareness of the risks. These objectives are monitored through:

- constant headquarters and branch audits, understood as instruments of verification and active comparison;
- constant monitoring of the processes in being and the respective documentation.

The following tables show the characteristics of Openjobmetis' temporary workers in the two-year period 2016-2017.

Temporary workers by gender		
%	31.12.16	31.12.17
Women	45.9%	44.8%
Men	54.1%	55.2%

In 2017, 55.2% of the temporary workers were male, compared to 44.8% of females.

All the temporary workers are hired in compliance with the applicable collective contract. The most significant national collective labour contracts in the sphere of the specialities of the temporary work service offered by Openjobmetis in 2016 and 2017 were the following: commerce, metalworking, tourism, foodstuffs, cleaning services, rubber, textiles, wood and furniture, public enterprises and haulage.

Due to the peculiarity of the service, 98.8% of the temporary workers have temporary contracts². In 2017, the impact of this on the entirety of the contracts remained unchanged compared to 2016.

Active missions by professional category		
%	31.12.16	31.12.17
Office staff (and domestic workers)	47.0%	42.7%
Workers	53.0%	57.3%

57.3% of the temporary workers belong to the professional category of Workers, while the remaining part belong to the category of office staff (a category that also includes domestic workers), which represents 42.7% of the total³.

Temporary workers by nationality		
%	31.12.16	31.12.17
Italy	84.2%	83.9%
Rest of Europe	5.5%	5.4%
Rest of the world	10.3%	10.7%

Openjobmetis also contributes to the integration of workers of non-Italian nationalities, offering its services to its temporary workers, more than 15% of whom are not Italian.

Temporary workers by age bracket		
%	31.12.16	31.12.17
≤ 29 years	38.7%	39.0%
30 - 50 years	49.6%	48.2%
≥ 51 years	11.7%	12.8%

Almost half of the average temporary workers in the year belonged to the age bracket from 30 to 50 years (48.2%). 39.9% were less than 29 years of age.

As regards the principles of conduct and the responsibilities on matters of health and safety at the workplace with reference to temporary workers, it is understood that the user business is the subject actually able to know its own specific working environment and its organisation, and so is able to control the risk factors that affect the temporary worker. For this reason, the client is requested to specifically and effectively inform, train and instruct

² The values reported were calculated on the basis of the number of active missions in the year, that is, the missions in being at 31.12 of the reporting period.
ibidem.

the temporary workers intended to carry out the working performance in the course of the mission. The fulfilment of the obligations on matters of safety is, in fact, contractually placed under the responsibility of the user business.

In some cases, or on the specific request of the client, unless this leads to a different division of the responsibilities in safety matters, Openjobmetis organises training on Health and Safety in the Workplace through qualified third-parties.

The user company is, in any event, responsible for assessing the training activity and, where necessary, to supplement it on the basis of its own risk assessment document and depending on the job that will actually be filled by the worker.

Accidents						
% compared to the total of temporary workers	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Travel accidents	0.23%	0.18%	0.20%	0.16%	0.27%	0.22%
Accidents during working hours	0.38%	1.65%	1.07%	0.30%	1.59%	1.01%
Total	0.61%	1.83%	1.27%	0.47%	1.86%	1.24%

During 2017, the accidents recorded were equal to 1.24% of the total number of temporary workers, slightly less than 2016. In the two-year period, there were no cases of fatal accidents.

Occupational diseases						
% compared to the total of temporary workers	31.12.16			31.12.17		
	Women	Men	Total	Women	Men	Total
Occupational diseases	0.013%	0.045%	0.031%	0.019%	0.018%	0.019%

In 2017, a reduction in the rate of occupational disease was recorded among the temporary workers compared to the previous year, passing from 0.031% in 2016 to 0.029% in 2017.

In 2017, the absenteeism rate among the temporary workers remained substantially unchanged, standing at 1.93%, compared to 1.86% in 2016, with a deviation of 0.11 percentage points with reference to the absenteeism rate calculated for women (from 2.25% in 2016 to 2.36% in 2017)⁴.

The training of the temporary workers

Openjobmetis provides candidates and the temporary workers, on both temporary and permanent contracts, with all the training required to improve their skills and therefore to be more easily inserted 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 activity is controlled and supervised by the Ministry of Labour and Social Policies. Forma.Temp is financed by the contribution, equal to 4% of taxable income for welfare purposes, of the workers hired on temporary and permanent employment contracts. Based on what is laid down by the Forma.Temp Handbook, for the purposes of financing, the training must be delivered by entities accredited by the Fund itself. These entities are subject to the control of the Forma.Temp Fund through appropriate audits.

⁴ For the purposes of the calculation, the hours of illness, accidents, maternity, Legislative Decree 104, breast-feeding, blood donation, matrimonial leave and days off of various kinds were considered.

None of the courses involved costs of any kind for the participants. The identification of the subjects 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 required for the conduct of the activities, including at the premises of the end client. The contents and organisational aspects of the courses (duration, hours, location of delivery) are decided by Openjobmetis in agreement with the client and on the basis of its specific, effective requirement.

Total training hours		
No.	31.12.16	31.12.17
Employed	28,420	33,613
Unemployed	36,077	45,250
Total	64,497	78,863

Overall, more than 78,000 hours of training were delivered (+22.3% compared to 2016): 57.4% of the hours delivered were directed to unemployed workers.

Students		
No.	31.12.16	31.12.17
Temporary workers	1,996	2,423
Unemployed	6,078	6,571
Total	8,074	8,994

At the start date of the courses, most of the students were unemployed (73.1%) compared to the remaining 26.9% of temporary workers.

In the two-year period 2016/2017, courses were delivered that concerned various work sectors. The Regulations lay down four types of training of temporary workers on temporary contracts⁵.

1. Basic training

Financed interventions within this type of training are aimed at the transfer and development of basic skills that meet the need to improve the employment of the human resources. These are short programmes that concern the transfer of across-the-board skills that can be used in any work context. This category includes training courses on safety in the workplaces, foreign language courses and computer courses. The targets are unemployed, under-employed and workers with temporary work employment contracts.

2. Professional training

The professional training is aimed at the creation of skills and professional specialisations. This is the most significant type due to the amount of the economic resources used. This is a very effective instrument for the process of matching the demand for labour with the supply. Training courses for qualifications, reskilling, specialisation and updating fall within 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 appropriate trained resources for those corporate organisations that, being immediately operative, reduce the times associated with instruction in the job.

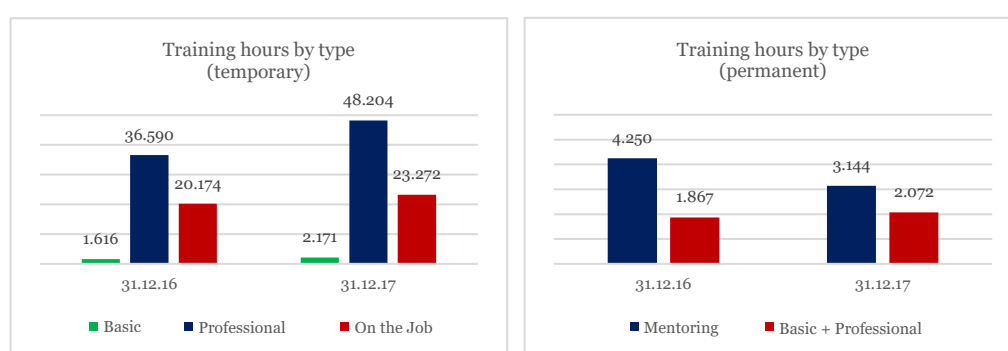
⁵ In the presentation of the data, the type of continuous training that was financed with the ceiling assigned to the one-off payment by the Forma.Temp Fund and calculated on the average contribution paid in the period 2009/2013 has not been considered

3. On the job training

On the job training is intended to “accompany” the temporary workers in the initial phase of placement in a new working context and mainly aims to link the worker's professionalism with the needs most closely connected to the conduct of the job in the identified contexts. This takes place through education activities alongside a tutor within the user company and monitored by an external mentor.

4. Training for permanent employment

This incorporates all the three training types outlined above and is reserved for workers hired on permanent work employment contracts. In the presentation of the data, account was not taken of the professional training courses governed by the Agreement "Forma.Temp T1 Residuals" signed by the Social Parties on 29 May 2015. These resources amounted to 70% of the capacity at 31 December 2014 of the account “Employment agency training and supplement to income”. These funds were only used in 2016. No allocation was made for 2017.

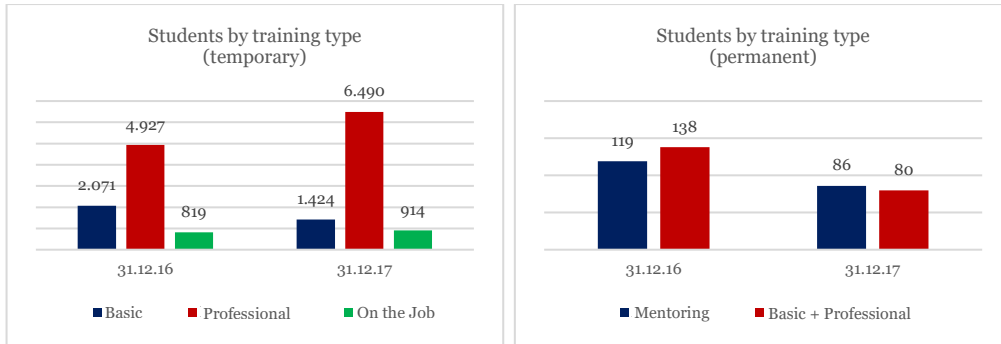


In the following tables, the panorama of the training activity offered by the Group is reported, which includes both the training hours delivered, divided by type, and the number of participants to these courses.

Training hours by type (temporary)		
No.	31.12.16	31.12.17
Basic	1,616	2,171
Professional	36,590	48,204
On the job	20,174	23,272
Total	58,380	73,647

The training hours delivered to the temporary workers on temporary contracts were increased in 2017 by 26.2% compared to the previous year, with significant increases for all the categories described above, in line with the needs of the market. In contrast, the training hours delivered to temporary workers with permanent employment contract were reduced by 14.7%, following a reduction of the demand from clients.

Training hours by type (permanent)		
No.	31.12.16	31.12.17
Mentoring	4,250	3,144
Basic + professional	1,867	2,072
Total	6,117	5,216



Students by training type (temporary)		
No.	31.12.16	31.12.17
Basic	2,071	1,424
Professional	4,927	6,490
On the job	819	914
Total	7,817	8,828

Students by training type (permanent)		
No.	31.12.16	31.12.17
Mentoring	119	86
Basic + professional	138	80
Total	257	166

The identification of the subjects of the training courses delivered with the financing of the Forma.Temp Fund, is closely tied to the needs of the labour market or the individual user company. The courses of the two-year period 2016-2017 concerned different work sectors, the main ones of which were: footwear, leather goods, welding, advanced information technology and the very latest generation of Industry 4.0. The roles in major retail were also given training (for example, butchers, shop assistants, bakers, pastry chefs, shelf-stackers, sales staff), tax operators, various call centre operators, family care personnel. All these courses obtained a high level of satisfaction among participants and good results in job placements for them.

A separate note should be reserved for the course on drone piloting aimed at people with a disability, which saw Openjobmetis become one of the pioneers in such a new and distinctive sector. The course was also appreciated by the experts in the sector who named it as a candidate and then gave it the Rome Drone Award 2017, an acknowledgement that rewards companies and organisations have successfully encouraged the development and use of drones in the civil and/or military sphere.

Work creation

Every year, Openjobmetis calculates the percentage⁶ of unemployed people who obtain employment after a professional course. For the year 2017, this percentage stood at 46.13% at 31 January 2018, compared to a final

⁶ The value is calculated according to the parameters laid down by Forma.Temp 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 those recruited, notified within six months from the end of the course, and the number of the students that received the certification of participation in professional courses. People with disabilities who took part in the course do not come within the calculation, nor those that did not obtain the certificate.

figure of 47.62% for the year 2016. It is noted that the figure for 2017 may undergo change until June 2018, due to the fact that recruitment, in order to contribute to this statistic, can take place within six months from the date of the end of the course. The Group believes that this index is representative of the added value that Openjobmetis' business generates with regard to society.

Moreover, appropriate training courses are provided for disadvantaged categories. In 2017, 3,228 training hours were delivered (+6.5% compared to 2016) for a total of 260 students in 2017 and 288 in 2016.

The protection of Privacy

Openjobmetis has appointed its own Data Protection Officer (DPO) pursuant to article 37 and subsequent of the EU Regulation 2016/679. The tasks assigned to the DPO with reference to Openjobmetis will also be extended to the Group's other companies in compliance with the right granted by article 37, paragraph 2, of this Regulation.

A large percentage of Openjobmetis' candidates access the services offered by the Group through registering on the internet site. In a context in which the great changes brought by digitisation require greater protection for the citizens on the issue of the processing of personal data, Openjobmetis also deemed it of fundamental importance to carry out a review of its policy to protect privacy.

The Group's companies have published complete information on their own internet sites, with reference to the corporate policy, with regard to the processing of the candidates' and workers' personal data, as well as the other categories in which personal data are processed. It is made clear that, with reference to Corium, the corporate policy on the treatment of personal data, which will reflect the policies already practised and in line with those of the Group's other companies, is currently being drawn up and is expected to be made available by May 2018.

Openjobmetis' website offers the option of registration to candidates seeking a job in outsourcing and/or at the organisation, subject to reading the information briefing and issuing the appropriate consent to the processing of personal data. Should the personal data be processed by paper means, ISO 9001 operating instructions and procedures have been provided that regulate the fulfilments under the responsibility of the branch operators. Furthermore, appropriate documents containing the information briefing and, where necessary the request for consent by the interested parties, are made available at the Group's branches through the intranet.

In the same way, it is mandatory for Seltis' candidates to be registered, through the corporate website or other recruiting portals connected to it, on the Company's databank. The registration is dependent on having seen the appropriate information briefing and the release of appropriate consent to data processing according to the preferences freely expressed by each candidate. In the event of the receipt of curricula through different methods, appropriate procedures have been provided so that candidates are informed about registration on the corporate databank; this registration is, in any event, dependent on the release of consent by the candidate, who has a limited time to complete registration on pain of the termination of any data processing by Seltis.

With reference to the websites of the Group's companies, registered users can request deletion by sending an email to the address privacy@openjob.it or privacy@seltis.it.

These email addresses are made available to candidates, clients and workers to forward any type of request concerning the processing of personal data. Any requests received by means of ordinary post or at the Group's other email addresses are forwarded for the attention of the Data Protection Officer, who verifies and processes the requests received. Through the same email channel, or by contacting one of the Group's branches, it is possible to request the deletion of the data processed through the use of paper forms. The disposal of the paper

documents containing personal data takes place through the cyclical sending of this documentation to Openjobmetis' headquarters, which arranges the disposal through a supplier, within the periods laid down by the law.

The documentation and procedures are currently being revised in compliance with the European Regulation 679/2016 on matters of personal data that will become definitively effective from May 2018. As part of the process of adjustment to the European regulations through the analysis of the procedures and practices in force at the Company, an initial analysis assessment phase of the formal procedures is envisaged, followed by an interview with the corporate figures responsible for the various processes. A report will then be drawn up on the areas that require adjustment to the new regulations and the respective suggestions. On the outcome of the assessment of the Group's governing bodies, the processes and procedures will be implemented so that it is in full compliance with Italian and European regulations on the processing of personal data.

In 2017, Openjobmetis and the other Group companies did not undergo any loss of personal data, moreover there were no complaints on issues concerning compliance with the Privacy regulations.

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 the future of the business as a going concern. The excellent relations between Openjobmetis and the aforementioned stakeholder categories are a guarantee of the commitment of the Company to conducting its business in compliance with the rules of the specific temporary work employment sector and in the complete safeguarding of the rights of the temporary workers.

The corporate office assigned to this purpose handles the direct relations with Assosomm and the national representatives and general secretaries of the trade unions, also as a member of the joint contractual commission.

The main meetings with the trade unions concern the procedures of relocating temporary workers on permanent contracts or for economic requirements, almost always linked to economic elements not communicated to Openjobmetis by the clients and laid down by their supplementary contracts.

Openjobmetis is associated with Assosomm, the Italian Association of Employment Agencies. The Group actively collaborates with the association's initiatives, sharing the aim of providing and receiving the utmost assistance in operational, legal and contractual terms regarding the applications of all the Employment Agencies.

In recent years, Openjobmetis has been very active in the sphere of initiatives organised by Assosomm. Indeed, in 2016, the first "Let's get working" conference was held, organised in collaboration with The European House – Ambrosetti and Assosomm. The conference, which saw the participation of the Minister of Agriculture, Food and Forestry Policies, Maurizio Martina, and the general secretary of the CGIL, Susanna Camusso, was focused on a very important issue: the potential of the temporary work employment in the agricultural sector, as opposed to the hiring of day labourers through intermediaries.

In 2017, the second "Let's get working" conference was organised by Assosomm, again in collaboration with The European House – Ambrosetti, to celebrate twenty years of temporary work employment in Italy, in which, as well as professors Sacchi and Treu, Susanna Camusso, Gigi Petteni, Carmelo Barbagallo and the Minister of Labour and Social Policies, Giuliano Poletti, took part.

Another Association initiative was linked to the "Branches in pink", when the branches of the employment agencies opened their doors on Saturday to answer all the doubts and questions of female candidates or workers.

This was a day devoted to the female contingent in the world of work, organised for the first time in 2016 and repeated, with increased participation, in November 2017.

5.3 Support for the community: policies practised by Openjobmetis and performance indicators

The Openjobmetis Group contributes, through its business, to support the nation's economy. On one hand, it provides help to the economy of Italian families, offering work opportunities and placing faith in the young generations. On the other, it takes part in attaining the corporate objectives of its clients, providing suitable professional figures and, also in this case, initiating a virtuous circle for the wellbeing of the communities.

The Group also supports other initiatives with regard to the territories in which it operates, in respect of the needs and prevailing circumstance. In particular, it supports and sponsors many sporting, cultural and artistic activities or, for example, fund-raising events to support Italian territories struck by natural calamities or conferences/meetings to promote the value of women in society and the workplace.

Some of the most significant initiatives in 2017 are described below:

- Donations to the gymnasium of the Amatrice municipal high school
Together with Mens Sana Basket 1871, Openjobmetis supported an initiative promoted in the earthquake-hit municipality, offering a contribution for the acquisition of new baskets and balls for the high school's gym.
- Product placement within Alessandro Gassman's film "Il Premio"
Within Alessandro Gassman's film "Il Premio", a brand positioning operation was conducted, aimed not only at increasing the brand's visibility but also boosting its social value thanks to a screenplay written *ad hoc* by the director. Mention of the name of the company was intended to describe it in a deliberate way: "Openjobmetis... they believe in talent". The operation also enabled various placement communication activities to be developed through the involvement of the Group's branches and the creation of a co-branding advertisement that was shown in cinemas in the two weeks around the date the film came out.
- Sponsorship of the Varese Theatre
For the second consecutive season, the Group is helping disseminate art and culture in the area of Varese.
- Family Care Sponsor Division of the Alzheimer Fest
Thanks to the Family Care Division, specialised in integrated home care, created in 2014 to respond to the needs of a mainly elderly Italian population, the Group actively participates in events with the purpose of delivering care and attention to the elderly and the disabled. One example among many is the support for the Alzheimer Fest exhibition during the national Alzheimer festival.
- "Designing a bench"
Openjobmetis supported the Competition of ideas as part of Varese Design Week 2017, established with the aim of revitalising a number of places in the city of Varese through green design.
- Dynamo Camp
The Group, during the Christmas festivities in 2017, made a donation dedicated to the support and promotion of Dynamo Camp, the first recreational therapy camp in Italy, appropriately structured to provide holidays and recreation for sick children and young people in therapy or following periods in hospital.

- Shakejob

Openjobmetis also contributes to the development of the community through the promotion of innovation, placing faith in challenging proposals, especially those from young people with worthy objectives. Indeed, in 2017 the Group decided to develop and implement the idea of four recent graduates in engineering management who saw the need to find an innovative solution to the complex world of catering. *Shakejob* is a new “App” that, through a technological platform dedicated to businesses in the Ho.Re.Ca sector, helps overcome the two typical difficulties of the industry: the need to rapidly find personnel on one hand and fighting illegal labour practices on the other.

5.4 The supply chain: policies practised by Openjobmetis and performance indicators

As indicated in the Code of Ethics, Attachment I to the organisation, management and control model in accordance with Legislative Decree 231/2001, Openjobmetis requires suppliers and collaborators to adopt legal and ethical conduct in compliance with internationally recognised standards and principles on the treatment of workers, with particular regard for the protection of the fundamental human rights, the prohibition against discrimination, the protection of children, the prohibition against forced labour, the protection of trade union rights, the protection of health and safety in the workplace, respect for working hours and the principle of equal pay and respect for the environment. Currently, Openjobmetis has more than 1,700 suppliers. For the purpose of providing a description of the Group’s supply chain and the main types of suppliers involved, the following table shows, in percentages, the division of the Group’s suppliers at 31 December, with reference to the procurement value of the supply. As shown by the table, consistent with the key sector, most of the procurements involve amounts of less than €1,000. Furthermore, the Group’s main procurements concern professional services of consultancy and training bodies that are delivered by subjects operating in Italy.

Supplies by volume of procurement		
	31.12.16	31.12.17
< €1,000	62.7%	65.3%
€1,001 - €10,000	23.2%	19.6%
> €10,001	14.1%	15.1%

During 2017, the issue of the sustainability of the supply chain was subject to extensive investigation within the Group, including through the updating of the current procedures regarding procurements. In particular, the part of the procedure dedicated to the method of accrediting new suppliers and those already operating is undergoing revision.

The main novelties of the Procurements Procedure regard the responsibilities of the selection, management and assessment of the supplier of the various departmental managers and the supervision of different supplies through dedicated methods.

The accreditation of the suppliers came into force in October 2017. The procedure consists in the filling in of a dedicated questionnaire, aimed at checking the prerequisites and characteristics of the supplier. Every departmental manager ensures their supplier fills in the questionnaire before signing the contract and implementing the procurement. Once the checks have been carried out and the accreditation form has been delivered, the supplier is considered “accredited”. Every departmental manager is responsible for supervising the effective retention of the prerequisites contained in the accreditation form and compliance with the statements issued in it. The procedure will be standardised during 2018.

The Group believes it necessary that the activity performed by every supplier must be carefully supervised by each individual departmental head in question in order to avoid inefficiencies, anomalies and problems.

It is envisaged that a formal periodic assessment be conducted, usually annually, with the following criteria:

- checking anomalies regarding mandatory prerequisites
- detection of any serious breaches or non-compliance
- loss of the prerequisites required of the supplier
- problems of an ethical/reputational nature

It is, in any event, deemed necessary that every departmental head, in addition to the criteria indicated, takes into consideration any elements of assessment, such as the exclusivity of the supplier, references or professional qualification, the economic-financial availability and capacity.

The work conducted in the sphere of updating the procedure is still only a first step towards the formalisation of responsible management of the supply chain with the aim of supplementing assessment criteria that also takes account of the social and environmental aspects.

6. Management of the fight against active and passive corruption

6.1 The policies practised by Openjobmetis and performance indicators

Openjobmetis is furnished 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 Legislative Decree 231/2001. The willingness of Openjobmetis to adhere to the principles of Legislative Decree 231/2001 is also reflected in its Code of Ethics that constitutes a legally relevant, guiding principle for everything laid down by the organisation Model (hereinafter, referred to simple as the Model or MOG).

On 9 March 2018, Openjobmetis completed the fourth update – since 2012, the year of adoption – of its MOG in order to keep the document in line with changes in the regulations on the matter under Legislative Decree 231/2001. Among other things, the Model safeguards against the corporate offences to which, by virtue of its status as a listed company, the entity became subject since the listing on the Italian Stock Exchange's MTA; with the latest update, the Model adopted the provision referred to in article 6, paragraph 2-bis of Legislative Decree no. 231 (on matters of so-called *whistleblowing*), checked the correspondence of the company's organisational safeguards with regard to the risk factors linked to the criminal cases, recently stressed for the purpose of 231/01, such as the Incitement of corruption among private parties (article 2635-bis of the civil code) and Illegal brokerage and exploitation of labour (article 603-bis of the criminal code). Following the update of the Organisation Model, its dissemination was conducted for the purposes of its correct adoption; since the adoption of the MOG by the Company in the year 2012, the Corporate Organisational Model – of which the Code of Ethics is an integral part – was disseminated to the stakeholders in the following ways:

- publication of the Code of Ethics on the corporate website;
- adoption of specific contractual clauses with the aim of both communicating the existence of the Code of Ethics and binding its counterparty to respect it. In particular, these clauses were adopted with regard to direct employees, clients, employees in outsourcing, suppliers, trainees and collaborators;
- training the organisational personnel.

Currently, there have been no episodes attributable to offence of corruption. The company considers its Organisational Model, drawn up in accordance with Legislative Decree 231/2001, to safeguard against corruption offences. At the operational level, suitable internal procedures have been adopted, the correct application of which has been verified, with particular reference to the commercial process and the management process of the representation costs.

With reference to the subsidiary companies, it is noted that preparatory activities are underway for the eventual adoption of safeguards as a guarantee of the risks on the issue of the administrative liability of entities in accordance with Legislative Decree 231/01, firstly launching an analysis of the criminal risks as well as evaluating the appropriateness of furnishing the companies with a Group Code of Ethics. So far, the direct employees of the subsidiaries are aware of the existence of the parent company's Code of Ethics in addition to the entire Organisational Model under Legislative Decree 231/01, including through the participation in a training course at the start of the employment assignment and by making available to them of a copy of the entire model.

As regards compliance with the current regulations, the Openjobmetis will act so that all the necessary measures are implemented for the compliance with and fulfilment of these regulations, including with regard to the risks connected to a change in the national regulatory framework concerning the temporary work contract. Please refer to the Annual Financial Report for more information regarding any non-compliance and labour and tax law disputes during 2017.

7. Management of the environmental issues

7.1 The policies practised by Openjobmetis

All organisations should consider issues such as emissions, climate change and the consumption of natural resources. Specifically, it is necessary to extensively assess the impacts that the business activities generate on the external environment. In consideration of the type of services offered, the activities of Openjobmetis involve limited environmental impacts in terms of energy consumption, greenhouse gas emissions and the consumption of natural resources. However, the Group is committed in its activities to ensuring energy consumption is reduced and that the regulations in defence of the environment are constantly respected.

Some of the initiatives are reported below aimed at the reduction of the environmental impact and the development of the awareness of employees and temporary workers with regard to these issues:

- safeguarding the environment as made clear in the Code of Ethics;
- initiatives aimed at minimising its environmental impact:
 - the installation of new LED lights in all the newly opened branches, where possible;
 - introduction of an operating instruction that enables clients to choose the digital contracting of the personnel hired under temporary work employment contracts. The same method can now be used to send the payslip to a temporary worker, who can choose to receive it via email rather than pick it up in paper form at the branch;

- the Group's paper supply bears the “ecological responsibility” brand which bears witness to the commitment and rigour with regard to environmental issues.

Moreover, during 2017, two hybrid rental cars were introduced in Openjobmetis’ corporate fleet in order to reduce the polluting emissions and thereby reduce the environmental impact. In 2017, the vehicle fleet was made up of a total of 233 cars (the group’s fleet had 193 cars in 2016), of which 226 are long-term rentals and 7 are owned. All the vehicles have diesel engines, apart from one petrol car among those owned. The Group is currently testing a hybrid model and the option is being scrutinised of also introducing fully electric automobiles. In this latter case, however, due to the fact that the electric vehicle recharging infrastructure in Italy is still rather limited, the likely difficulties in this regard are known.

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

With regard to the production of waste, it is generally very limited. Mostly, paper is consumed and the differentiated collection depends on the methods of managing condominiums or by the respective municipality. Any superfluous wood, paper and iron is disposed of in the materials deposit through a qualified supplier. Finally, the spent toner and cartridges of the printers, produced by the personnel of Openjobmetis’ headquarters and branches, are disposed of in accordance of the current regulations.

7.2 Performance indicators

Openjobmetis is committed to limiting its energy consumption. The main energy sources consumed by the Group are electricity and natural gas; the consumption of electricity refers mostly to lighting and the air-conditioning of the administrative offices and the branches located throughout the national territory; the consumption of natural gas, on the other hand, is linked to heating of the administrative offices and the branches.

	Energy consumption ⁷		
	Unit of measurement	31.12.16	31.12.17
Electricity	MWh	556,116	594,976
Natural gas	m ³	124,356	155,151

In 2017, the Group consumed little more than 590 MWh of electricity for its central headquarters and branches, registering an increase of 7.0% compared to 2016. With regard to natural gas, consumption increased (+24.8%) compared to 2016, mainly due to the greater number of the Group’s branches, especially in the north of Italy.

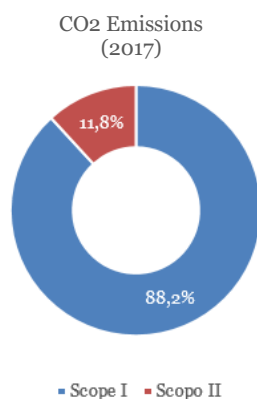
The Group has quantified the emissions of greenhouse gas associated directly or indirectly with its typical activities. The emissions of greenhouse gas of Scope I and Scope II are given below.

	Emissions of greenhouse gas ⁸		
	Unit of measurement	31.12.16	31.12.17
Scope I	tCO ₂	1,209	1,467
Scope II	tCO ₂	184	197
Total	tCO₂	1,393	1,664

⁷ The value is given by the actual calculation of gas and electricity consumption in the period of reference (from 1 January to 31 December) weighted for the consumption of the three branches taken as a sample, representatives of the three geographic areas (North; Centre; South) where Openjobmetis operates. The method used takes account of the three different bands of climatic temperature that characterise the country and influence the consumption and the distribution of the branches in the territory.

⁸ For the calculation of the emissions of CO₂ deriving from the consumption of natural gas and electricity, the national standard parameters defined by ISPRA were used. For the calculation of the CO₂ deriving from the corporate fleet of vehicles, the average emissions factors of ISPRA were used, updated based on the last available version (2015).

All emissions deriving from assets possessed or controlled by the Group were considered to be part of Scope I. The calculation includes tons of CO₂ produced by the use of natural gas and the cars of the fleet, including both owned and rented, the latter under Openjobmetis' control. Emissions deriving from the production of electricity consumed by the Group come under Scope II since the calculation includes emissions for which the organisation is indirectly responsible.



In 2017, it is estimated that the Group's overall emissions were equal to 1,664 tons of CO₂, an increase of 19.4% compared to 2016. This was mainly due to the increase in the number of cars in the Group's fleet which, for operational reasons, reached 233 vehicles in 2017 compared to 193 in 2016, as well as the increase in the number of the Group's branches (+7 branches compared to 2016). The Scope I (direct) emissions of greenhouse gas constitute 88.2%, while Scope II (indirect) emissions made up the remaining 11.8.

With regard to the consumption of paper, virgin paper is the main type used by the Group.

	Paper consumed ⁹		
	Unit of measurement	31.12.16	31.12.17
Virgin paper	t	35.2	36.9

In 2017, the Group consumed 36.9 tons of paper, an increase of 4.8% compared to 2016. In the light of the increased focus on environmental issue and in view of the incorporation of this commitment within the procedure regarding procurements, from 2018 the Group will aim to procure only certified sustainable paper.

⁹ Volume procured during the period of reference.

8. GRI-Referenced Table

The Consolidated Non-Financial Statement makes reference (Referenced) to the following “Topic Specific Standards”;

MATERIAL ISSUE	GRI-Referenced Topic-Specific Standard	GRI-Referenced Topic-Specific Disclosure	Section/Paragraph of reference	Accounting Perimeter	Notes
Training, education and development	404: Education and training 2016 103: Management Approach 2016	404-1: Average hours of annual training per employee, divided by gender and category 103-1, 103-2 and 103-3 of the Management Approach	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-
Incentivising remuneration evaluation systems	404: Education and training 2016 103: Management Approach 2016	103-2 of the Management Approach 404-3: % of the employees that regularly receive a performance evaluation and career development	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	The Group has launched a formalisation process of practices already implemented in this regard. Moreover, in section 4.2, the % of employees that have received incentivising remuneration is given.
Anticorruption	205: Anticorruption 2016 103: Management Approach 2016	205-3: Incidents of corruption and actions taken 103-1, 103-2 and 103-3 of the Management Approach	6. Management of the fight against active and passive corruption	205-3: The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note 103: Openjobmetis SpA, as indicated in Section 5	On 27/02/2018, the Board of Directors of the subsidiaries resolved to launch preparatory activities for the eventual adoption of safeguards as a guarantee against the risks under 231.
Work creation	203: Indirect economic impacts 2016 103: Management Approach 2016	203: Relevant indirect economic impacts 103-1, 103-2 and 103-3 of the Management Approach	5.1 Client and administered workers (Work creation)	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-
Health and safety at work*	403: Health and safety at work 2016 103: Management Approach 2016	403-2: Types of accidents, rate of accident, occupational diseases, working days lost, absenteeism and total number of deceased 103-1, 103-2 and 103-3 of the Management Approach	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-
Selection criteria and policies*	401: Employment 2016 103: Management Approach 2016	401-1: Total numbers and rates of new recruits and turnover of personnel by age, gender and geographical area 103-1, 103-2 and 103-3 of the Management Approach	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-
Inclusion and diversity*	405: Diversity and equal opportunities 2016 103: Management Approach 2016	405-1: Diversity of governing bodies and employees 103-1, 103-2 and 103-3 of the Management Approach	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-
Respect for human rights.	406: Non-discrimination 2016 103: Management Approach 2016	406-1: Discriminatory incidents and corrective actions taken 103-1, 103-2 and 103-3 of the Management	4. Management of the issues concerning the organisation's personnel	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-

MATERIAL ISSUE	GRI-Referenced Topic-Specific Standard	GRI-Referenced Topic-Specific Disclosure	Section/Paragraph of reference	Accounting Perimeter	Notes
		Approach			
Privacy	418: Clients' privacy 2016 103: Management Approach 2016	418-1: Substantial complains regarding the breaches of the privacy of the client and leaks of clients' data 103-1, 103-2 and 103-3 of the Management Approach	5.1 Clients and temporary workers (Protection of Privacy)	418-1: The Openjobmetis Group, all the consolidated companies, with the full method, as defined in the Methodological Note 103: The Openjobmetis Group, the consolidated companies with the full method, excluding the company Corium, as indicated in Section 4.1.	-
Support for the community	203: Indirect economic impacts 2016 103: Management Approach 2016	203-1: investment in infrastructure and support in the development of services 103-1, 103-2 and 103-3 of the Management Approach	5.3 Support for the community	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	All the Group's "operations" are involved in the initiatives in being for the local community and provide a significant social and economic contribution, in particular in the province of Varese. For this reason, the issue has been identified as material.
Management of the responsible supply chain	102: General Disclosure 2016 103: Management Approach 2016	102-9- Description of the supply chain 103-1, 103-2 and 103-3 of the Management Approach	5.4 The supply chain	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	The Group has launched a process of updating the current procedure regarding the management of the supply chain, with the aim of supplementing the supplier evaluation criteria that take account of the social and environmental aspects (by 2018).
Compliance	419: Socio-economic compliance 2016 103: Management Approach 2016	419-1: Non-compliance with the laws and regulations in the socio-economic area 103-1, 103-2 and 103-3 of the Management Approach	6. Management of the fight against active and passive corruption	The Openjobmetis Group, all the consolidated companies, with the full method as defined in the Methodological Note	-

Even though the issues regarding the environment are not relevant for the Group, in accordance with Decree 254/16, the issue was examined within this Statement. To this end, the Group made reference, where possible, in terms of availability and monitoring, to the indicators of the Global Reporting Initiative:

- 301: Materials; Disclosure 301-1: Materials used by weight and volume;
- 302: Energy; Disclosure 302-1: Energy consumed within the organisation;
- 305: Emissions; Disclosure 305-1: Direct emissions of greenhouse gas (Scope 1); Disclosure 305-2: Direct emissions of greenhouse gas (Scope 2).

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

Contacts

The drawing up of this document was under the responsibility of the Administration and Finance Department. For any further information, comment or request, please contact investor.relator@openjob.it.

Milan, 9 March 2018

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 Consob Regulation no. 20267

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

Pursuant to article 3 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of Consob (the Italian Commission for listed companies and the stock exchange) Regulation no. 20267, we have been engaged to perform a limited assurance engagement on the 2017 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 9 March 2018 (the "NFS").

Responsibilities of the directors and board of statutory auditors ("Collegio Sindacale") of Openjobmetis S.p.A. (the "Company") 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 in 2016 by GRI - Global Reporting Initiative (the "GRI Standards"), selected as specified in the "Methodology for reporting non-financial information" section of the NFS (the "GRI Standards – GRI-Referenced option").

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 Code of Ethics for Professional Accountants 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. KPMG S.p.A. 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 – GRI-Referenced option. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board (IAASB) applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the 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 Company'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:

- 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.
- Analysing and assessing the identification criteria for the reporting scope, in order to check their compliance with the decree.
- 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 point 5.a).



- 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 Company's management personnel and personnel of the subsidiaries Openjob Consulting S.r.l., Seltis S.r.l. and Corium 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 Company 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 selected procedures to check the correct aggregation of data in the quantitative information;
- we visited Openjobmetis S.p.A., Openjob Consulting S.r.l. and Seltis S.r.l., 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.

Conclusions

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2017 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 – GRI-Referenced option.

Other matters

The 2016 comparative figures presented in the NFS have not been reviewed.

Milan, 22 March 2018

KPMG S.p.A.

(signed on the original)

Luisa Polignano
Director of Audit

Openjobmetis S.p.A.
Employment agency
Authorisation No. 1111-SG dated 26/11/2004

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