



2020 Consolidated Non- Financial Statement

pursuant to Legislative decree no. 254/2016

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

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CORPORATE INFORMATION

Openjobmetis S.p.A.

Aut. Ref. No. 1111 – SG of 26/11/2004

Registered Office

Via G. Fara 35 – 20124 Milan

General Management and Offices

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

Legal Data

Share capital approved and subscribed Euro 13,712,000

Enrolled in the Companies Register of Milan Tax Code 13343690155

Website

www.openjobmetis.it

Professional.
Personal.



Chairman's Letter

Dear Shareholders,

2020 was an exceptional year for all of us, for our Organisation, for our country and for the whole world. This was perhaps the only period, since the end of the Second World War, in which two cornerstones of our civilisation were shaken at the same time: health and economic prosperity. The impact of the pandemic on our lives has been and still is cross-cutting. Little more than a year after the beginning of this new "era", there is not a moment of our day, a gesture we make or a detail that does not remind us of what we are going through. In the "*Chairman's Letter*" presenting last year's Consolidated Non-Financial Statement, I had stated that we had just started to tackle the sudden new difficulties that had arisen, in order to safeguard our employees' health and well-being and at the same time allow the Group to operate normally.

In the course of 2020, also due to the events linked to the pandemic, the opportunity arose for further awareness of the fact that ESG issues should be at the heart of the actions of enterprises and of their stakeholders at least as much as economic and financial issues. This is why we decided to set up an ESG Committee, which took office in October 2020. The Committee submits proposals and provides advice to the Board of Directors on issues relating to environmental, social and governance factors. Among other things, as it is listed in the STAR segment, Openjobmetis complies with particularly stringent obligations as regards the composition of its corporate bodies, in line with ESG best practices. Lastly, as a further demonstration of our commitment, we continued to improve our reporting in this area: starting this year, the DNF has been drawn up in accordance with the GRI Standards, "Core" option. We are confident that this additional effort will certainly be appreciated by our shareholders, our employees, and all other stakeholders.

The Chairman

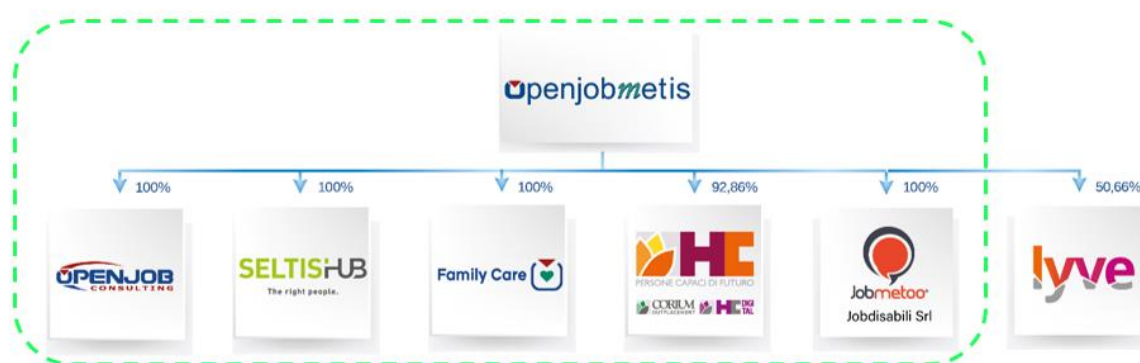
Marco Vittorelli

(signed on the original)

1. Note on methodology

This Consolidated Non-Financial Statement (the "Statement") of the Openjobmetis Group, drafted in accordance with Legislative Decree no. 254 of 30 December 2016 and drawn up annually, is a separate document from the Management Report but an integral part of the 2020 Annual Financial Report. The scope of accounting is limited to Openjobmetis S.p.A. and its subsidiaries, fully consolidated as at 31 December 2020, excluding the 50.66% owned subsidiary Lyve S.r.l., acquired on 9 November 2020, for which, considering prevailing trends, as also represented by Assonime Circular Letter No. 13 of 12 June 2017, it was decided that the consolidation of non-financial information would take place from 1 January 2021. The subsidiaries included in the consolidation scope for the purposes of this Consolidated Non-Financial Statement are as follows:

- Openjob Consulting S.r.l.
- Seltis Hub S.r.l.
- HC S.r.l.
- Family Care S.r.l. – Employment Agency
- Jobdisabili S.r.l.



The scope of accounting is consistent with the above content. The ownership structure has not undergone significant changes in terms of the scope and reporting period considered; however, it should be noted that on 5 June 2020, a shareholder communicated that the relevant threshold of 10% had been exceeded as a result of the accrual and attribution increased voting rights, accrued after two years of ongoing ownership of shares.

The data and information reported are as at and for the year ended 31 December 2020 (from 1 January to 31 December 2020) and, in order to compare the changes during the 2018-2020 three-year period, the data and information regarding the 2018 and 2019 financial years are also reported, where available. Useful elements for understanding the performance during the two-year period have been included in appropriate notes within the document. The document was drafted in accordance with **GRI Standards: Core option**. The breakdown by geographical region required by some GRI indicators has not been provided for data concerning personnel as the Group's businesses activities are conducted in Italy.

The Statement contains information on environmental and social issues, employees, respect for human rights and the fight against corruption, which can be used to understand the activities conducted by the Group, its performance trends, its results and the impact of its activities. The breadth and quality of the reporting reflect the principle of materiality (relevance), an aspect introduced by the reference regulations and inherent in the GRI standards: following careful assessment, the issues covered in the Statement were deemed to be most relevant in terms of reflecting the impacts of the Group's specific activities or influencing the decisions of its stakeholders. The

process of identifying the stakeholders, the definition of the material (relevant) issues and the drawing up of the Statement were coordinated by a Working Group. It is specified that issues relating to the environment, which are not relevant precisely because of the type of activity carried out by Openjobmetis S.p.A. and its subsidiaries, pursuant to Legislative decree no. 254/16, have nonetheless been examined in depth in this Statement. To collect information on the material issues, the subject matter of this Statement, the Working Group used data collection sheets, which were issued to representatives of the company departments involved. The data were processed and checked by the various department managers. There were no significant changes compared to previous reporting periods in the list of material issues and scope of issues.

The Board of Directors of Openjobmetis S.p.A. approved this document on 16 March 2021.

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

The Consolidated Non-Financial Statement as at 31 December 2020 pursuant to Legislative decree no. 254/2016 was filed with the financial report and will be made available to the public at the registered office and Borsa Italiana S.p.A. within the timeframes established by law. The documentation will also be available on the company website at <http://www.openjobmetis.it>.

2. Corporate identity

Openjobmetis S.p.A. is an Employment Agency that has been present on the Italian market for 20 years and is listed on the Stock Market - STAR segment - managed by Borsa Italiana (market capitalisation €92.0 million as at 31 December 2020). It mainly operates in general labour outsourcing and in specialised labour outsourcing for the family care sector through its subsidiary Family Care S.r.l. - Employment Agency. Furthermore, through other subsidiaries, it offers a wide range of services in the search for, and recruitment, change management, relocation and training of personnel. The Openjobmetis Group's revenue in 2020 amounted to €517.0 million. The company's current configuration dates from the 2011 merger between the companies Openjob S.p.A. and Metis S.p.A.

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

- **Seltis Hub S.r.l.**, focused on the search for and recruitment of personnel for third parties and on digital headhunting. It incorporated Meritocracy S.r.l. during 2020;
- **Openjob Consulting S.r.l.**, focused on the management of financed training activities;
- **Family care S.r.l. - Employment Agency**, focused on the provision of family carers for elderly people and non-self-sufficient people;
- **Jobdisabili S.r.l.**, owner of the "Jobmetoo" brand (<https://www.jobmetoo.com>). This online platform is specialised in the search and selection of personnel with disabilities, facilitating the bringing together of people belonging to protected categories and the world of work and business.

Furthermore, Openjobmetis S.p.A. controls 92.86% of **HC S.r.l.** (following the merger between Corium S.r.l. and HC S.r.l. in 2020), a company focused on training, coaching and outplacement. Lastly, Openjobmetis S.p.A. controls 50.66% of **Lyve S.r.l.**, acquired during 2020, a training company that operates mainly in the insurance and financial services sector. As previously mentioned, the scope of consolidation of this document, does not include Lyve S.r.l..

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

Operating across Italy, The Openjobmetis Group is headquartered in Gallarate, in the province of Varese, and had a network of over 130 branches as at 31 December 2020, 16 of which entirely dedicated to the family care services offered by the subsidiary Family Care S.r.l. - Employment Agency. Its widespread presence is a source of major added value, as its extensive knowledge of various areas of Italy enables the Group companies to guarantee companies operating in every sector, families and candidates utmost professionalism, support and immediate, personalised and effective solutions. The figure below shows the distribution of the Group's branches across Italy. As seen from the figures, the branches of Openjobmetis S.p.A. cover the entire country, while the activities of Family Care S.r.l. - Employment Agency are concentrated in northern Italy.



Impacts of the Covid 19 pandemic and the resilience of the Openjobmetis Group

The impact of the Covid 19 pandemic also affected the performance of the Openjobmetis Group, particularly during the second quarter of the year. During this period, in fact, due to the lockdown imposed by the Italian government, most of the production activities in Italy were forced to close, except for so-called 'essential' activities which were allowed to continue their normal operations, including Openjobmetis S.p.A..

Starting on 4 May (from 27 April only for certain companies and districts in the manufacturing sector, as well as companies in the construction sector), the Government implemented a return to normality plan, known as Phase 2, including the gradual reopening of business activities. This had an impact on the Group's revenue trend, which sharply recovered in May compared to April, but obviously did not reach May 2019 levels. The recovery continued in June, accelerating in the third quarter of 2020 and in the latter part of the year: even the gap compared to the previous year gradually narrowed and reached levels in the final months of the year that were actually in line with those of 2019, despite the continuation of the complicated context and a resurgence of Covid 19 infections in the autumn months, with contextual measures launched by the Government in order to contain the pandemic. The trend described above shows that Openjobmetis, and in general the Employment Agency sector in Italy, has shown considerable resilience to the economic crisis due to the pandemic. There are two specific reasons: a) Openjobmetis is only very slightly exposed to the sectors most affected by the crisis, i.e. tourism, Ho.Re.Ca. (Hotel, Restaurant and Catering) and logistics and transport; b) Openjobmetis provides general labour: by offering work to companies operating in all sectors, the Company is able to diversify the risks associated with specific sectors. This observation leads us to consider that, in relation to the Group's business model and the context in which it operates, the impact of the pandemic and the consequent crisis is not structural in nature, but limited to the specific moment in time. With regard to occupational safety aspects in relation to the pandemic, please refer to Chapter 4. *Management of company staff issues* in this report. For further information and details please refer to the 2020 Annual Financial Report.

2.1 Main historical milestones

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

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

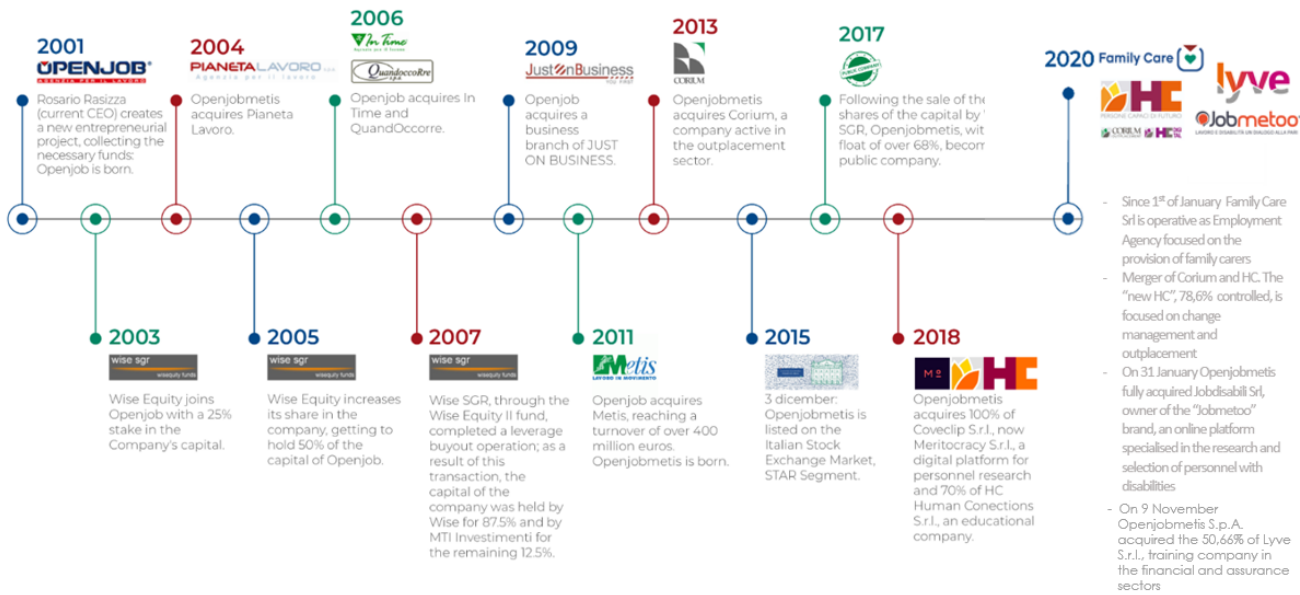
Furthermore, Family Care S.r.l. - employment agency (Prov. Auth. Ref. No. 199 of 18/11/2019), incorporated in October 2019 and fully controlled by Openjobmetis S.p.A. has been operating since January 2020. The creation of this independent Company and subsequent transfer of the activities of the previous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

Also in January 2020, Openjobmetis S.p.A. fully acquired Jobdisabili S.r.l., owner of the "Jobmetoo" brand (<https://www.jobmetoo.com>). This online platform is specialised in the search for and selection of personnel with disabilities, facilitating the bringing together of people belonging to protected categories and the world of work and business.

Last in order of time but not least, the 50.66% acquisition in November 2020 of Lyve S.r.l., a training company in the field of insurance and financial services.

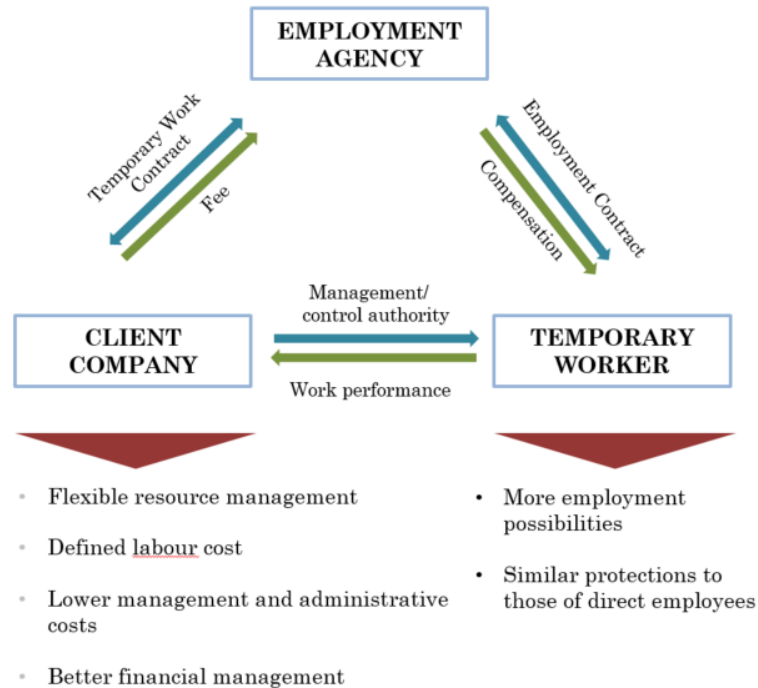
On 25 January 2021, Openjobmetis announced that it had entered into an agreement to acquire 100% of the share capital of Quanta S.p.A. and 100% of the share capital of Quanta Ressources Humaines SA, as well as of their respective Italian and foreign subsidiaries indirectly. The transaction is conditional upon authorisation from the National Competition Authority; the closing is expected to take place by May 2021.

The main milestones in the history of the Group up to 2020 are reported below.



2.2 Mission, values and Business Model

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



Through its business activities, the Group undertakes to:

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

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

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

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

2.3 Governance model

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

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

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

The Company also has four internal Board Committees:

- **The Control and Risk Committee** has the task of supporting the Board of Directors' assessments and decisions regarding the management of risks arising from detrimental events of which the Board has become aware, or regarding the Company's internal control and risk management system, as well as those concerning the approval of periodic financial reports.
- **The Related Parties Committee**, established in compliance with the provisions of Article 2391-bis of the Italian Civil Code and Consob Regulation No. 17221 of 12 March 2010, as subsequently amended and supplemented.
- **The Remuneration Committee** has, inter alia, the task of submitting proposals so that the Board of Directors can define a policy for the remuneration of the directors and executives with strategic responsibilities.
- **The ESG Committee**, established in 2020 in order to promote the constant integration of environmental, social and governance factors in our corporate strategies, creating at the same time value for the shareholders and stakeholders in the medium-long term, in compliance with the principles of sustainable development.

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

c) **The Shareholders' Meeting** is responsible for passing resolutions, among other things, on the approval of the financial statements and the allocation of profits, the appointment and dismissal of the members of the Board of Directors, the appointment of members of the Board of Statutory Auditors and respective fees, the acquisition

and transfer of treasury shares, the shareholding plans, amendments to the Articles of Association and the issuing of convertible bonds.

With its listing on the Italian stock market (Mercato Telematico Azionario - "MTA"), STAR segment, managed by Borsa Italiana, and its adherence to the current Corporate Governance Code for Listed Companies (formerly the "Code of Conduct for Listed Companies"), Openjobmetis S.p.A. has become subject to a series of other constraints - established as part of a varied and structured regulatory framework - whose main inspiration is the need to protect and provide guarantees to savers/investors. The applicable rules consist of legal provisions, regulatory provisions, private-sector regulations and administrative provisions and have a significant impact on the organisation and functioning of the Company. Respect for these rules, together with the adoption of internal controls and policies (e.g. for the detection and management of conflicts of interest or as regards diversity), represent a guarantee of the quality of the governance practices adopted by the Company in the area, for example, of significant equity investments, the composition of administrative, management and control bodies or management or of transactions with related parties. An up-to-date snapshot of the Company structure, also regarding these issues, can be found in the Report on Corporate Governance and ownership structures pursuant to article 123-bis of Legislative decree no. 58/1998.

Openjobmetis S.p.A. decided to adopt an Organisation, Management and Control Model for the purpose of drawing up and creating a system of governance that adheres to high ethical standards, capable of encouraging the constant dissemination of the control culture and a heightened appreciation of responsible and aware conduct as well as defining clear safeguards to prevent possible offences. The purpose of the Model, adopted for the first time with the approval of the Board of Directors on 28 May 2012 and subsequently updated, is to prevent the risk of the crimes detailed in Legislative decree no. 231/2001 being committed and is directed at subjects that engage in relations with Openjobmetis S.p.A. The Company established the Supervisory Body in accordance with article 6 of Legislative decree no. 231/01 and decided to appoint a body made up of multiple subjects to guarantee the presence of a wider range of and more effective skills. The objective of the SB is to supervise the operation and effectiveness of the Organisation, Management and Control Model and the Code of Ethics adopted by the Company, and to promote their updating. It should be noted that the Company constantly disseminates the Model among its stakeholders, with particular reference to its direct staff and the staff of its subsidiaries.

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

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

Mapping of the Group's main stakeholders

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



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

<u>STAKEHOLDER</u>	<u>MAIN COMMUNICATION CHANNELS</u>	<u>MAIN EXPECTATIONS</u>
<i>Employees</i>	<ul style="list-style-type: none"> • Ongoing dialogue with HR Department • Corporate Intranet (Op&Go) • Periodic reporting by Company Management on key results, future business goals or the main aspects of any extraordinary transactions • Training activities 	<ul style="list-style-type: none"> • Information about Group strategies and results • Responsible company management • Professional training and development • Stimulating working environment • Equal opportunities
<i>Clients</i>	<ul style="list-style-type: none"> • Direct and ongoing relationship with sales network • Telephone, mail and email interactions 	<ul style="list-style-type: none"> • Competent and professional sales network • Rapid processing of requests • Highly flexible • Perfect match between the need for and the supply of adequately trained outsourced staff

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

Material non-financial issues for the Group

After mapping the relevant stakeholders, the Openjobmetis Group carried out a materiality analysis¹ to identify material non-financial matters. Through a detailed analysis of internal documentation and external sources, such as benchmarks with its main competitors, a list of potentially material issues for the Openjobmetis Group was drawn up.

Each potentially material issue was assessed by the company's top management by defining its degree of materiality for the Group and for its stakeholders. In particular, to provide an external point of view, the issues were assessed by the individual members of the working group, who put themselves in the shoes of the key stakeholders. By comparing this assessment with the materiality assigned to each issue at internal Group level, the following issues, of varying materiality, emerged with regard to its specific business activities:

¹ The Group did not feel it was necessary to repeat the materiality analysis for the non-financial report as there were no significant changes in the type of business or operating methods of the Company and its subsidiaries in 2020 compared with 2019.

Very material	Material
Training, education and development	Work creation
Anticorruption	Health and safety at work
	Criteria and selection policies
	Inclusion and diversity
	Respect for human rights
	Privacy
	Support for the community
	Responsible supply chain management
	Compliance
	Incentive-based remuneration systems

The process of identifying stakeholders and defining the material issues was coordinated internally by an ad hoc working group created for the purposes of the Consolidated Non-Financial Statement. This working group was coordinated by the Administration and Finance Department and involved the managers of the main company departments. The list of material and very material non-financial issues for the Group was approved by the Board of Directors of Openjobmetis S.p.A. on 12 December 2019. The materiality matrix in this report has not changed compared to the 2019 Consolidated Non-Financial Statement. The purpose of the following table is to describe the scope of every material issue and related implications and the main goals for the Group.

<u>MATERIAL ISSUE</u>	<u>SCOPE</u>	<u>MAIN IMPLICATIONS AND MAIN GOALS</u>
<i>Training, education and development</i>	<i>Company staff</i> The training of Group employees is mainly managed by the HR Department. Training is delivered using digital platforms and also through classroom-based activities.	Openjobmetis seeks to create an integrated and structured system to offer both its head office and branch employees efficient and effective training.
	<i>Outsourced staff</i> Openjobmetis uses the "Candidate Manager" function to follow the progress of outsourced candidates. The Sales Department is in charge of selecting third-party companies able to deliver the courses. These courses are funded through the bilateral body Forma.Temp.	For Openjobmetis, the training it delivers to its outsourced workers is of strategic importance. Training increases the resources' skills and the likelihood of being sent on assignments in companies operating in various sectors and perhaps of being hired directly by that company at the end of the outsourcing experience, thus facilitating continuity of employment.
<i>Anticorruption</i>	Openjobmetis S.p.A. has adopted the 231 Organisational Model. It was last updated in December 2019. The subsequent risk assessment activity for the subsidiaries did not reveal risks different from those to which the parent company is subject.	The Group's objective is to achieve zero episodes of corruption.

<u>MATERIAL ISSUE</u>	<u>SCOPE</u>		<u>MAIN IMPLICATIONS AND MAIN GOALS</u>
Work creation	Thanks to its activities, the Group promotes the creation of formal jobs in Italy. This is achieved by matching the qualities of the selected resources with the needs of user companies, and by training our people.		In some cases, at the end of the outsourcing period, the worker is hired by the user company, thus strengthening the relationship with the client and contributing to job creation.
Health and safety at work	Company staff	The Group oversees this issue through its "Safety at Work" function. The risks related to employee health and safety issues are managed through a range of procedures and operating instructions in which the behavioural principles, responsibilities and duties of the persons supervising the work environment are defined for the parent company and all subsidiaries.	Openjobmetis sets up specific safeguards to ensure that all its employees comply with health and safety regulations.
	Outsourced staff	With reference to article 35.4 of Legislative decree No. 81/2015, the outsourcing company is required to comply with the obligation to teach, inform and train outsourced workers about health and safety.	The Openjobmetis Group complies with the obligation to inform workers, but does not provide teaching and training, as this is usually the user's responsibility. In this case, in the event of an accident, Openjobmetis deals with the administrative management of the accident, although it is not involved in checking responsibility. A procedure is in place to monitor training obligations, also in relation to total risk exposure.
Criteria and selection policies	Company staff	This issue is overseen by the HR department. The process for selecting direct staff (head office, national branch, specialised division or subsidiary employees) starts with an initial contact through to several individual and group interviews. Many people enter the company through internships and professional mentoring.	New resources are recruited using various channels (e.g., use of search and selection platforms, company website, etc.), the direct search for candidates who have the experience and skills being sought, and internal job posting. The department manager or team leader is responsible for defining the specific job requirements and the respective selection criteria.
	Outsourced staff	Candidates can apply by entering their data on the group company websites or going to a branch, where they can register with the system.	Openjobmetis supports candidates throughout their training and qualification and accompanies them as they enter the world of work. Consequently, to improve the efficiency in managing outsourced candidates, Openjobmetis introduced the position of "Candidate Manager" in 2019.
Inclusion and diversity	Company staff	As specified in the Code of Ethics, Openjobmetis opposes any kind of discrimination based on race, language, colour, faith and religion, political opinion and orientation, nationality, ethnicity, age, sex and sexual orientation, marital status, disability and physical appearance, and economic and social condition.	The group expressly declares that no favouritism and/or discrimination is shown against candidates.

<u>MATERIAL ISSUE</u>	<u>SCOPE</u>		<u>MAIN IMPLICATIONS AND MAIN GOALS</u>
<i>Respect for human rights</i>	<i>Company staff and outsourced staff</i>	The protection and promotion of human rights are considered essential elements of the modus operandi of all the Group's companies.	The company is committed to respecting the human rights of its employees and outsourced workers, in accordance with relevant Italian legislation. The labour consulting function supports employees and outsourced workers in the event of violations or injustice against them.
<i>Privacy</i>	The Group has a privacy office, which reports to the HR Department, and a Data Protection Officer (DPO) who has been granted powers by the Board of Directors.		A comprehensive privacy policy is available on the websites of the group's companies, concerning the processing of the candidates' and workers' personal data, as well as the other categories in which personal data are processed.
<i>Support for the community</i>	The Group is committed to promoting and enhancing local areas and to supporting the labour market and, indirectly, the economy of our country.		Openjobmetis takes part actively in projects and activities to support the community in which it operates. Through its offices and branches spread throughout the country, the Company is able to dialogue with the representatives of local communities and so return value to local areas.
<i>Responsible supply chain management</i>	In its Code of Ethics, the Openjobmetis Group requires its suppliers and collaborators to adopt legal and ethical conduct that complies with internationally recognised standards and principles regarding the treatment of workers and respect for the environment.		Due to the nature of the business carried out by the group, the suppliers of Openjobmetis and its subsidiaries are small (the majority: <€1,000 of services and/or materials supplied per year). Since 2017, a questionnaire has been submitted to the most significant suppliers in order to check that they meet the requirements and characteristics. Since 2018, the questionnaire has also included questions on ESG issues.
<i>Compliance</i>	Openjobmetis has developed a Code of Ethics and 231 Organisational Model. Risk assessment analysis activities have identified areas for improvement and intervention for 231/01 compliance purposes, considering the possible adoption of the 231 model for subsidiaries.		Openjobmetis is committed to complying with current legislation with the aim of not incurring accidents or penalties.

<u>MATERIAL ISSUE</u>	<u>SCOPE</u>		<u>MAIN IMPLICATIONS AND MAIN GOALS</u>
<i>Incentive-based remuneration systems</i>	<i>Company staff</i>	Openjobmetis is committed to formally setting up an incentive system to attract, motivate and retain people with the professional qualities required by the growth perspective of the Group's business.	The start of the new incentive system has been postponed to 2021 due to the difficulties that emerged during the year related to the impact of the Covid 19 pandemic.

3. Risks

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

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

Of all the risks identified, those connected with the management of the company, already presented in the Directors' report, are as follows:

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

Please refer to the Directors' report for further details on the main risks identified and their monitoring.

In order to respond in full to all legal requirements, the Group has also identified a number of risks connected with the issues outlined in Legislative decree no. 254/2016 and with topics regarded as material.

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

The Group assesses and manages the risk of corruption and the implementation of unethical or fraudulent conduct through a painstaking and accurate risk mapping process in line with the Organisation and Control Model pursuant to Legislative decree no. 231/01 and through the adoption of company policies and practices that prioritise honesty, loyalty and integrity.

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

<u>TOPIC</u>	<u>POTENTIAL ASSOCIATED RISKS</u>	<u>IMPACT (Stakeholders)</u>
<p><i>Management of social issues and respect for human rights</i></p>	<p><u>With regard to clients and outsourced workers</u> – Risks connected with:</p> <ul style="list-style-type: none"> • Legal-regulatory non-compliance regarding the health and safety of outsourced workers • Inadequate professional expertise • Failure to protect privacy • Errors or failure to pay wages due • Payroll errors <p>Errors in the invoicing of services</p> <p><u>With regard to suppliers</u> – Risks connected with:</p> <ul style="list-style-type: none"> • Legal-regulatory non-compliance on matters of health and safety • Corruption by intermediation <p><u>With regard to local communities</u> – Risks connected with:</p> <ul style="list-style-type: none"> • Reputational damage <p><u>With regard to trade unions and trade associations</u> – Risks connected with:</p> <ul style="list-style-type: none"> • Pursuit of association interests different to the interests of other Employment Agencies <p>Openjobmetis S.p.A. believes that the risk of instability in relations with trade unions of outsourced workers is very unlikely thanks to the excellent relationship between the Group and its key stakeholders, who appreciate the reputation of Openjobmetis S.p.A.</p>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> - Openjobmetis Group <p><u>External:</u></p> <ul style="list-style-type: none"> - Outsourced workers - Clients - Investors and shareholders - Suppliers - Communities - Trade unions - Non-governmental organisations - Institutions - Trade associations
<p><i>Company staff management</i></p>	<p>Risks connected with:</p> <ul style="list-style-type: none"> • Legal-regulatory non-compliance on matters of health and safety • Legal-regulatory non-compliance on labour issues <p>As regards issues concerning company staff, Openjobmetis believes that the sound, good management of human resources, as shown by the low level of staff turnover and the limited number of disputes to date, mitigates these risks, both for personnel and for the Group itself.</p>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> - Openjobmetis Group
<p><i>Management of issues connected with the fight against active and passive corruption</i></p>	<p>Risks connected with:</p> <ul style="list-style-type: none"> • Corruption • Litigation • Fraud by company staff • Non-compliance with current regulations • Failure to comply with the measures regarding organisational model no, 231/2001 	<p><u>Internal:</u></p> <ul style="list-style-type: none"> - Openjobmetis Group <p><u>External:</u></p> <ul style="list-style-type: none"> - Clients - Investors and shareholders - Suppliers - Institutions
<p><i>Management of environmental issues</i></p>	<p>Considering the characteristics of the sector in which the Group operates and its internal processes, the only risk currently identified concerns non-compliance with environmental legislation/regulations.</p>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> - Openjobmetis Group

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

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

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

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

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

The risks connected with anti-corruption issues can take the form of actions designed to commit specific crimes with an impact on both the Group and its stakeholders in general, considering the risks as both active and passive. The adoption of a Control and Management Model pursuant to Legislative decree no. 231/01 is specifically designed to reduce the risk of corruption through the introduction of specific procedures, in addition to the Code of Ethics, for the clear management of spending processes, the choice of suppliers, entertainment expenses and relations with public bodies, for example. The staff training specifically focused on these issues and the adoption of dedicated contractual clauses in relations with clients, suppliers and business partners, are designed to reduce this risk. It should be noted that the training on anti-corruption involved all direct staff of the parent and the subsidiaries as part of a broader training project on the adoption of the Organisational Model pursuant to Legislative decree no.

231/01. Approximately 26% of the course focused on anti-corruption. As may be seen from the table below, in 2020, training on the topic of anti-corruption involved part of the staff (71 employees) for a total of around 36.6 hours (about 30 minutes per person). In the previous year, training involved 66 employees for a total of around 34 hours. Finally, all employees were asked to view the Organisational Model on the company Intranet *Op&Go*, following its update in 2020.

	2018	2019	2020
Overall hours of anti-corruption training	28.3	34.1	36.6
No. of trained employees	55	66	71

4. Management of company staff issues

4.1 Group policies

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

Currently there is no official Group policy regarding the various issues concerning HR management, such as recruitment, training and career development. Since January 2020, the Openjobmetis Group has received support from an experienced HR Consultant for the purpose of preparing and adopting over time a policy based on merit recognition, equal opportunities and human resources development, in keeping with the policies already put into practice in all Group Companies.

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

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

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

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

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

1. Job Analysis
 - Description of the areas of responsibility and activities for which the resource will be responsible and reporting lines
 - Qualifications, previous experience and technical skills required for the job (computer skills, knowledge of foreign languages, etc.)
 - Definition, on the basis of the job task, aptitudes, soft skills, expected behaviours and motivations

- Definition of contractual aspects (type of contract, classification level, gross annual salary, benefits, start date)
2. Recruitment

Initial phase defined according to two possible sources of candidates:

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

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

3. Evaluation

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

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

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

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

4. Placement

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

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

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

In 2020, due to the Covid emergency and to protect the health of both employees and candidates, the Openjobmetis Group carried out the search and recruitment process using video conferencing platforms. Zoom and Teams were especially used depending on whether the candidate was familiar with the tool and used it.

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

% Breakdown of employees assessed by role and gender						
%	31.12.18		31.12.19		31.12.20	
	Women	Men	Women	Men	Women	Men
Managers	100%	100%	100%	100%	100%	100%
Junior managers	100%	100%	100%	100%	100%	100%
White-collars	100%	100%	100%	100%	100%	100%

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 emergencies, the ability to adapt to carrying out different tasks, the ability to integrate and collaborate with colleagues, the ability to work in a team and, for Department Managers, People Management skills (coordination, development and coaching of their resources) and change management skills.

Career development paths and promotions of the Group's resources are proposed by the Department Managers to Management on the basis of the results of their performance analysis over the years, as previously described. Management will make the final decision about whether to accept the proposals received or postpone them for subsequent evaluation. A feedback survey system has been set up for 2020 which the Team Leaders shall prepare every three months and will regard the work of commercial parties.

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

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

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

The Openjobmetis Group incentive scheme: in 2020, the Group introduced an incentive plan that takes the form of a bonus pool, which is decided during Budget preparation and its payment depends on the achievement of a target EBITDA. The bonus system includes:

- a) A bonus calculated on the basis of "quantitative" criteria, strictly linked to economic and financial performance, which will be paid when the target thresholds of the identified KPIs are reached. The bonus pool of each branch will be allocated on the basis of the results achieved. An "incentive curve" identifies the bonus percentage to pay out to team leaders and branches, taking account of the extent to which targets have been achieved.
- b) A bonus calculated on the basis of "qualitative" criteria, at Management's discretion, aimed at rewarding performance not related to economic and financial results (e.g. motivation, organisation and ability to handle extraordinary events).

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

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

Due to the impact of Covid 19 on company performance, the incentive system was ineffective in rewarding deserving performance. Consequently, exceptions had to be made in order to award bonuses (even if not of very high amounts); otherwise some employees would have been penalised for no reason whatsoever.

With regard to office personnel, new assessment criteria for correctly assessing performance will be identified in 2021.

The following paragraph provides a quantitative and qualitative comparison 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 Openjobmetis Group's workforce as at 31 December 2020 consisted of 656 people, 80% of which are women. Their dominating presence has been an element of continuity over the years and is proof of the Group's commitment to supporting the principle of gender equality. The workforce grew by 3.3% compared to 2019². All employees are hired under the national collective labour contract (NCLC) and are therefore covered by collective bargaining agreements.

Breakdown of employees by role and gender									
%	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Managers	-	1.7%	0.3%	-	1.7%	0.3%	-	1.5%	0.3%
Junior Managers	5.1%	16.0%	7.2%	5.2%	18.3%	7.7%	5%	16.2%	7.3%
White collars	94.9%	82.3%	92.5%	94.8%	80.0%	92.0%	95%	82.4%	92.4%

92.4% of employees fall under the white collars category while 7.3% are junior managers and 0.3% senior managers. The 2020 figures are in line with those recorded for 2019.

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

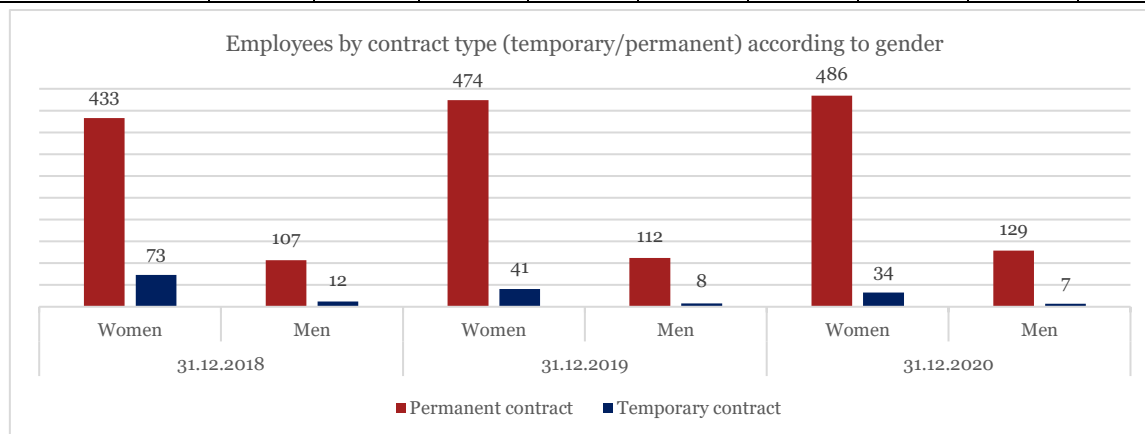
Employees that have received bonuses, according to role			
%	31.12.18	31.12.19	31.12.20
Managers	50.0%	50.0%	50.0%
Junior Managers	60.0%	49.0%	18.8%
White collars	67.1%	14.5%	8.1%

Female employees received 79.3% of the bonuses paid out in 2020, in line with the previous year. This gender-based preponderance is due to the higher number of female workers among the Group's employees. The trend in the distribution of bonuses paid in 2020 compared to 2019 reflects the impact of the Covid 19 pandemic. For this purpose, the unconditional and irrevocable waiver by all the beneficiaries identified for the first tranche of the

² It should be noted that Jobdisabili S.r.l. entered the accounting perimeter in 2020.

Phantom Stock Option plan of the right to exercise the options accrued for a value of €441 thousand should be noted.

Employees by contract type (temporary/permanent) according to gender									
No.	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Permanent contract	433	107	540	474	112	586	486	129	615
Temporary contract	73	12	85	41	8	49	34	7	41
Total	506	119	625	515	120	635	517	136	656



The Group's commitment to forging long-term relationships with its employees is also shown by the high percentage of employees hired on permanent contracts, 93.8% of the overall workforce, which is up compared with 2019 (92.3%) and with a clear prevalence of female workers (around 79% of total employees). The remaining 6.2% of the employees have temporary contracts.

Incoming staff by age range ³									
%	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	57.6%	100.0%	60.0%	64.1%	150.0%	69.1%	34.6%	100.0%	39.3%
30 - 50 years	11.5%	14.9%	12.2%	11.0%	14.3%	11.7%	8.6%	15.3%	10.0%
≥ 51 years	0.0%	7.1%	1.9%	7.0%	11.1%	8.2%	4.0%	9.5%	5.6%
Total	16.6%	16.8%	16.6%	17.3%	18.3%	17.5%	10.8%	16.9%	12.0%

In 2020, 79 people joined the Openjobmetis Group compared to 111 in 2019. The Group therefore recorded an incoming turnover rate of 12.0%⁴.

Outgoing staff by age range ³									
%	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	36.4%	75.0%	38.6%	39.1%	100.0%	42.6%	23.1%	25.0%	23.2%
30 - 50 years	13.3%	15.8%	13.8%	12.3%	15.3%	12.8%	8.6%	4.5%	7.8%
≥ 51 years	0.0%	21.4%	5.6%	11.6%	11.1%	11.5%	6.0%	4.8%	5.6%
Total	15.2%	18.5%	15.8%	15.5%	17.5%	15.9%	9.8%	5.1%	8.8%

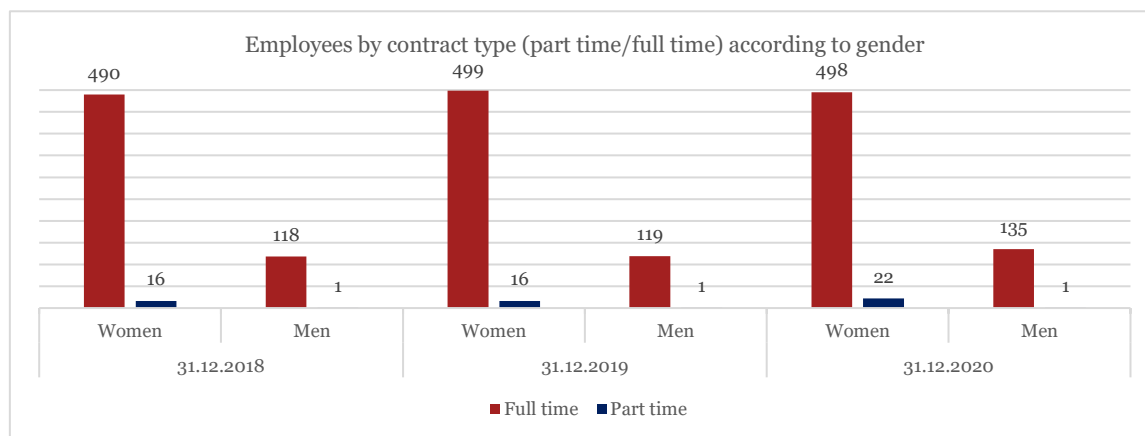
In 2020, 58 people left the Group, compared to 101 in 2019. In most cases, these were voluntary departures. Other departures are mainly due to the termination of temporary contracts and replacements. In 2020, both incoming

³ Incoming staff is calculated as the ratio of employees joining the Group to the total number of employees. Outgoing staff is calculated as the ratio of employees leaving the Group to the total number of employees.

⁴ For the purposes of consistent comparison with 2019, it should be noted that 6 new arrivals in 2020 refer to employees of Jobdisabili S.r.l., included in the reporting perimeter as of 2020.

and outgoing staff figures show a downward trend compared to 2019. This is mainly due to the pandemic that slowed down and in some cases prevented normal labour market flows during the year.

Employees by contract type (part time/full time) according to gender									
No.	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Full time	490	118	608	499	119	618	498	135	633
Part time	16	1	17	16	1	17	22	1	23
Total	506	119	625	515	120	635	520	136	656



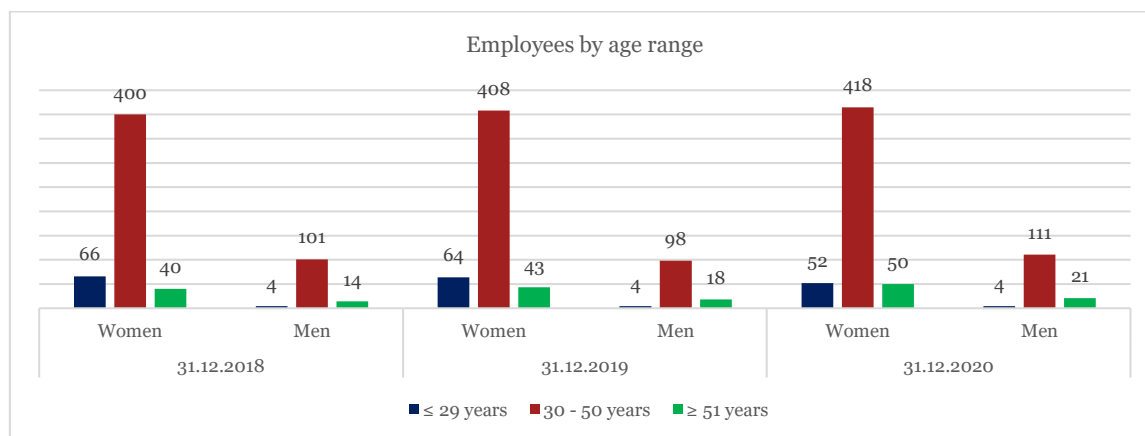
96.5% of staff are hired on full-time contracts while the remaining 3.5% have part-time contracts. The figure is in line with 2019.

The HR Department is tasked with guaranteeing its personnel suitable working conditions so they can carry out their duties to the best of their ability. Even when acquiring new companies over the years, the Group has always been able to amalgamate and successfully integrate diverse groups of people. In fact, the Openjobmetis Group has never engaged in harmful conduct with regard to either the protection of diversity or the protection of human rights. Moreover, no instances of discrimination have ever been identified. On 19 December 2017, the Openjobmetis S.p.A. Board of Directors adopted the "Policy on matters of diversity for the composition of administrative, management and control bodies", which aims to ensure the proper functioning of the Group's corporate bodies, regulating their composition and ensuring that the personal and professional attributes of their members guarantee the highest possible level of diversity and expertise, contributing to greater independence of judgement and capacity for comparison. The ordinary shareholders' meeting of 24 April 2018 appointed the Board of Directors and the Board of Statutory Auditors in office until the Shareholders' Meeting is called to approve the financial statements as at 31 December 2020. As at 31 December 2020 the Group's Board of Directors was composed as follows:

Members of the Board of Directors by age range as at 31.12.20						
	Women	Men	Total	% Women	% Men	% Total
≤ 29 years	-	-	-	-	-	-
30 - 50 years	1	-	1	11.1%	-	11.1%
≥ 51 years	1	7	8	11.1%	77.8%	88.9%
Total	2	7	9	22.2%	77.8%	100.0%

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

Employees by age range									
No.	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
≤ 29 years	66	4	70	64	4	68	52	4	56
30 - 50 years	400	101	501	408	98	506	418	111	529
≥ 51 years	40	14	54	43	18	61	50	21	71
Total	506	119	625	515	120	635	520	136	656



As regards the age of the Group's employees, most of the workforce (80.6%) are between 30 and 50 years of age. 8.5% of employees are under 29 and 10.9% are over 51. The figures are in line with those of 2019.

Employees by age range and role												
%	31.12.18				31.12.19				31.12.20			
	Managers	Junior managers	White collars	Total	Managers	Junior Managers	White collars	Total	Managers	Junior Managers	White collars	Total
≤ 29 years	-	-	11.2%	11.2%	-	-	10.7%	10.7%	-	-	8.5%	8.5%
30 - 50 years	-	5.3%	74.9%	80.2%	-	5.5%	74.2%	79.7%	-	5.0%	75.6%	80.6%
≥ 51 years	0.3%	1.9%	6.4%	8.6%	0.3%	2.2%	7.1%	9.6%	0.3%	2.1%	8.5%	10.9%
Total	0.3%	7.2%	92.5%	100.0%	0.3%	7.7%	92.0%	100.0%	0.3%	7.1%	92.6%	100.0%

The Group is committed to hiring disadvantaged people, recognising the value of diversity and promoting the integration of the differently-abled (*Article 1 of Law no. 68/99*) and protected categories (*Article 18 of Law no. 68/99, art. 18*).

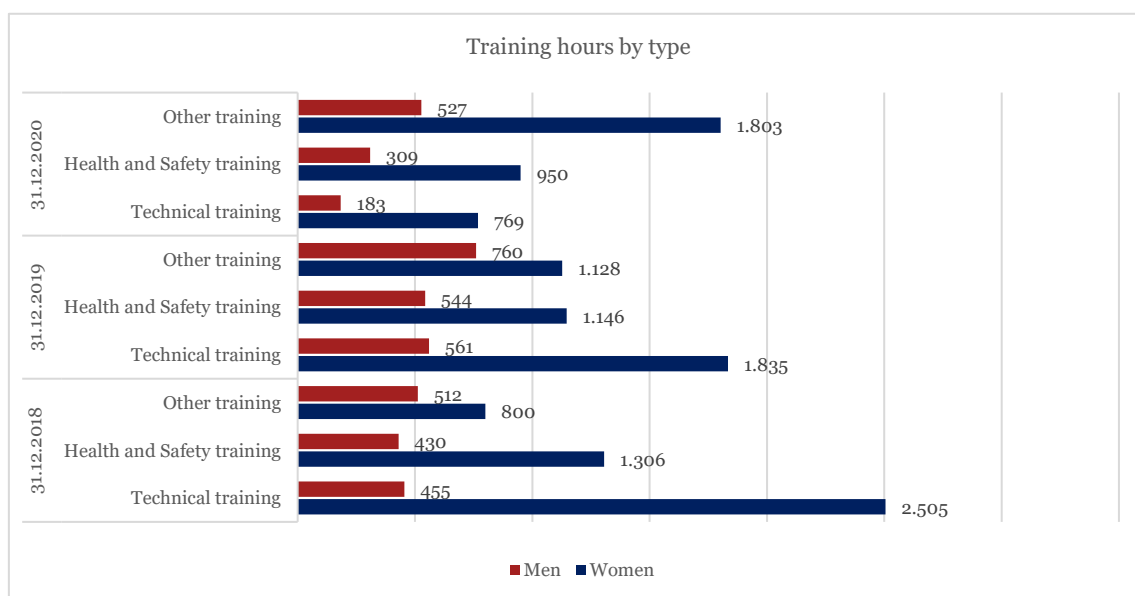
Differently-abled employees and protected categories									
No.	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Junior managers	1	-	1	-	-	-	1	-	1
White collars	29	5	34	27	3	30	28	6	34
Total	30	5	35	27	3	30	29	6	35

The Group had 35 differently-abled employees and employees belonging to protected categories as at 31 December 2020, higher than 2019 (five more people than at the end of 2019).

Company staff training

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

Total training hours by role									
No.	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Managers	-	8	8	-	-	-	-	1	1
Junior managers	733	366	1,099	780	540	1,319	317	237	554
White collars	3,878	1,023	4,901	3,329	1,325	4,654	3,205	781	3,986
Total	4,611	1,397	6,008	4,109	1,865	5,973	3,522	1,019	4,541
<i>Technical training⁵</i>	2,505	455	2,960	1,835	561	2,395	769	183	952
<i>Health and Safety Training</i>	1,306	430	1,736	1,146	544	1,690	950	309	1,259
<i>Other training</i>	800	512	1,312	1,128	760	1,888	1,803	527	2,330



A total of 4,541 training hours were provided in 2020, dropping by about 24% compared to the previous year. The trend in the number of training hours delivered was mainly influenced by the Covid 19 pandemic. It should also be noted that during the year Openjobmetis attended to the quality of course programmes for new recruits, seeking to make the programmes more efficient and effective. In this respect, the number of training hours per course dropped from 22 to 14. Despite this, the same amount of knowledge was transferred to the trainees.

As regards other types of training, a 23% increase was recorded in 2020 compared to 2019. New courses were delivered in 2020, mainly addressing the sales network and focusing on the development of leadership skills, performance assessment, communication skills and the creation and management of relationships with customers and candidates. This training was mainly delivered through digital platforms.

⁵ Commencing from 2020, technical training only includes new recruits. In 2019, training for new recruits stood at 1,874 hours and in 2018 at 2,439 hours.

Each Team Leader or Department Manager is responsible for assessing whether any training courses need to be delivered in their departments, according to specific requirements.

Average number of training hours by role									
No.	31.12.18			31.12.19			31.12.20		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Managers	-	4.0	4.0	-	-	-	-	0.5	0.5
Junior managers	28.2	19.3	24.4	28.9	24.5	26.9	12.2	10.8	11.5
White collars	8.1	10.4	8.5	6.8	13.8	8.0	6.5	7.0	6.6
Total	9.1	11.7	9.6	8.0	15.5	9.4	6.8	7.5	7.0

In 2020, the Group provided an average of 7.0 training hours per employee, down compared to 2019. This trend is mainly due to the impact of the pandemic, which affected the delivery of classroom training courses. The Group reacted immediately to the situation caused by the pandemic crisis and, where possible, organised courses that were delivered on digital platforms.

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

New welfare projects for company staff

Two projects were launched in 2020, mainly to improve the work-life balance of employees at the Gallarate (VA) operating site:

- "OJM Delivery" parcel and personal mail collection service: since September, all employees have been allowed to use the Openjobmetis office as the delivery address for their private online purchases. After the parcel/mail has been delivered to the Openjobmetis Logistics Office, the employee receives an email with instructions for collection.
- "Easy Clean Laundry" service: in cooperation with a local laundry, a free laundry pick-up and delivery service was provided to employees at the Openjobmetis Logistics Office.

Instructions for use

★ **Where?**
At the logistics office on the ground floor, where staff will provide you with all the support you need

★ **When?**
Monday to receive your washed and ironed laundry on Friday, and Thursday to receive it the following Monday

★ **Payment?**
You can conveniently pay at the offices by credit card/debit card at the end of each month

Easy Clean



Make your purchase and enter these details as shipping address:
Name Surname c/o Openjobmetis SpA
Via Marsala 40/C, 21013, Gallarate (VA)

Complete the online payment:
remember that this service does not allow you to pay by cash on delivery

Logistics staff will let you know when your purchase arrives at our offices so that you can collect it from their offices




Safety at work for company staff

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

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

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

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

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

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

As regards accidents, two were recorded in 2020 (as in 2019), all of which took place while commuting with none occurring in the workplace. In 2020 the number of days lost due to accidents fell by 50% compared to the previous year (15 days compared to 30 in 2019). In relation to direct staff, there were no cases of fatal accidents or occupational diseases in 2020. No accidents with serious consequences have been recorded over the past three years.

Accidents, hours worked and frequency index ⁶			
No.	2018	2019	2020
Accidents while commuting	7	2	2
Accidents in the workplace	-	-	-
Total hours worked ('000)	1,077	1,090	1,080
Frequency index for accidents while commuting	6.5	1.8	1.9
Frequency index for accidents in the workplace	-	-	-

As regards the health and safety indices, the Group's severity index in 2020 stands at 0.1, down compared with 2019. Similarly, the frequency index is in line with the previous year, although rising slightly (from 1.8 to 1.9), since it only regards accidents while commuting. The absenteeism rate is up on previous year's figure, mainly due to the

⁶ Frequency Index = (no. accidents * 1,000,000)/(total hours worked)


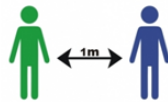




pandemic situation, which encouraged the occurrence of illnesses or suspected illnesses. It is pointed out that for 2018, 2019 and 2020, all of the accidents came under the category of "accidents while commuting", that is, those that occurred during the home-work and work-home transit of employees.



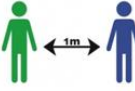










Safety at work and Covid 19

Openjobmetis S.p.A. continued to operate regularly during the lockdown period and in the remaining part of the year, providing its normal support to user companies. The head office and branch activities were carried out in complete safety thanks to an agile and highly efficient work plan, based on the use of digital sharing and communication platforms. The company officially reopened its offices on 18 May 2020.

To tackle the Covid 19 emergency, Openjobmetis S.p.A. and its subsidiaries adopted the "Company protocol of measures adopted to contrast and contain the spread of the SARS.CoV-2 Coronavirus", setting forth the measures adopted within the Company to contrast and contain the biological risk deriving from the virus. Furthermore, the document regulates certain aspects of Smart Working and the procedures for accessing the company by head office and branch employees, suppliers and any external visitors, and candidates at branches. It also contains recommendations on special hygiene precautions to be taken and on how employees should behave while using the company's common areas. Automatic body temperature measuring systems and hand sanitiser gel dispensers were installed at the entrances of company offices. In addition, adjacent workstations were separated by plexiglass panels. All employees were given a PPE kit consisting of masks, face shields and hand sanitiser gel. An appropriate number of masks is periodically delivered to each employee. Lastly, to better organise all the operational aspects linked to the Covid 19 emergency, a specific email was created to which all company staff may send communications and questions relating to the pandemic. This safeguard was very useful for identifying and avoiding potential exposure to the virus; on several occasions (e.g., when returning from summer and winter holidays), Group staff were given the opportunity to carry out serological tests or swabs free of charge. The initiative was highly appreciated by all employees.

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

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

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

5. Management of social issues and respect for human rights

The Openjobmetis Group believes in the importance of managing stakeholder relations, deemed indispensable also for guaranteeing its credibility. The Group and its personnel act with transparency, fairness and respect for the human rights of all its stakeholders. The Group monitors this aspect, even in the absence of official policies and procedures, since the protection and promotion of human rights are considered essential elements 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 its relations with its key stakeholders. Specifically, these regard:

- The management of relations with clients and outsourced workers and the protection of their privacy
- The 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 outsourced workers: Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency policies and performance indicators

Openjobmetis S.p.A. offers an integrated system of services to over 7,500 user companies, whereas Family Care S.r.l. - Employment Agency offers its family care services to over 1,000 families.

Through the outsourcing service, the Group's core business, Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency guarantee workers the same rights, the same protection and the same remuneration as workers (with the same duties) employed directly by the companies or families to which they are "seconded". Equal pay is in fact one of the pillars of outsourced work in Italy and a right established by article 35.1 of Legislative decree no. 81/2015 (*for the entire duration of the secondment at the client company outsourced workers are entitled to the same economic and legal conditions as workers of the same level at the client company that carry out the same role*) and by article 30.1 the national collective labour contract for employment agencies (*workers are entitled to the same conditions as employees of the user company of the same level, according to the collective bargaining agreement applied to same*). The flexibility guaranteed by temporary work in Italy today represents an effective solution in an increasingly unstable and complex labour market. Openjobmetis S.p.A. facilitates the relocation of workers and, at the same time, represents an excellent opportunity for young people to enter the world of work. Family Care S.r.l. – Employment Agency offers family caregiver candidates the opportunity for a formal job, with all the related employment protection. The family care sector is indeed widely exposed to informal work: it is estimated⁷ that about 60% of family caregivers working in Italy are not employed under a formal employment contract. Moreover, thanks to outsourced work and to training incentives, Openjobmetis S.p.A. and Family Care S.r.l. - Employment Agency contribute to identifying and developing highly specialised professional and technical figures, now a rarity in Italy. As a result, as well as having a significant impact on its user companies, the Group's business also generates value for the entire community and the production network with which it interacts.

⁷ Source: The European House Ambrosetti

Openjobmetis S.p.A.

Openjobmetis S.p.A. provides its services mainly to private sector companies and covers all outsourced processes, from finding the professional figures required by the client to managing employment contracts, performing its activities by virtue of the permanent authorisation issued to it by the Ministry of Employment. The characteristics of its services are defined by the Management and are in line with the UNI EN ISO 9001:2015 Quality Certification obtained both for the head office and the branches. Furthermore, on 20 February 2019, the Italian Antitrust Authority resolved to grant Openjobmetis S.p.A. a Legality Rating with a score of **2 stars** (out of 3), subsequently renewed on 12 January 2021, with a score of **2 stars +** (out of 3). Openjobmetis S.p.A. operates throughout the country thanks to an extensive network of 122 branches (as at 31 December 2020). Given the Company's nationwide presence, every geographical area is overseen by a Team Leader who manages the various branches in their area of responsibility.

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

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

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

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

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

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

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

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

Family Care S.r.l. – Employment Agency

Family Care S.r.l. – Employment Agency has been operating since 1 January 2020. It offers Italian families an integrated home care service for the elderly and disabled, as well as hospital assistance, ensuring personalised, secure and appropriate help. The company supports families through a network of 16 branches (as at 31 December 2020) located in strategic positions in the main cities of northern Italy. User families are assisted throughout the entire outsourcing process: from the search for a family caregiver who meets all their requirements, to the management of the employment relationship. The company conducts its activities on the basis of a provisional ministerial authorisation pursuant to article 4.1.a) of Legislative decree no. 276/2003 (according to the provisions of law for new Employment Agencies, a provisional ministerial authorisation is granted, which after a period of 2 years can be applied for indefinitely).

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

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

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

In 2020, the Openjobmetis Group employed more than 48,000 people, compared to over 56,000 in 2019. The change is mainly attributable to the Covid 19 pandemic.

The following tables show the main characteristics of the Group's outsourced workers between 2018 and 2020.

Outsourced workers by gender			
%	2018	2019	2020
Women	44.3%	44.4%	44.2%
Men	55.7%	55.6%	55.8%

In 2020, 55.8% of the outsourced workers were male and 44.2% female, unchanged compared to the previous year.

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

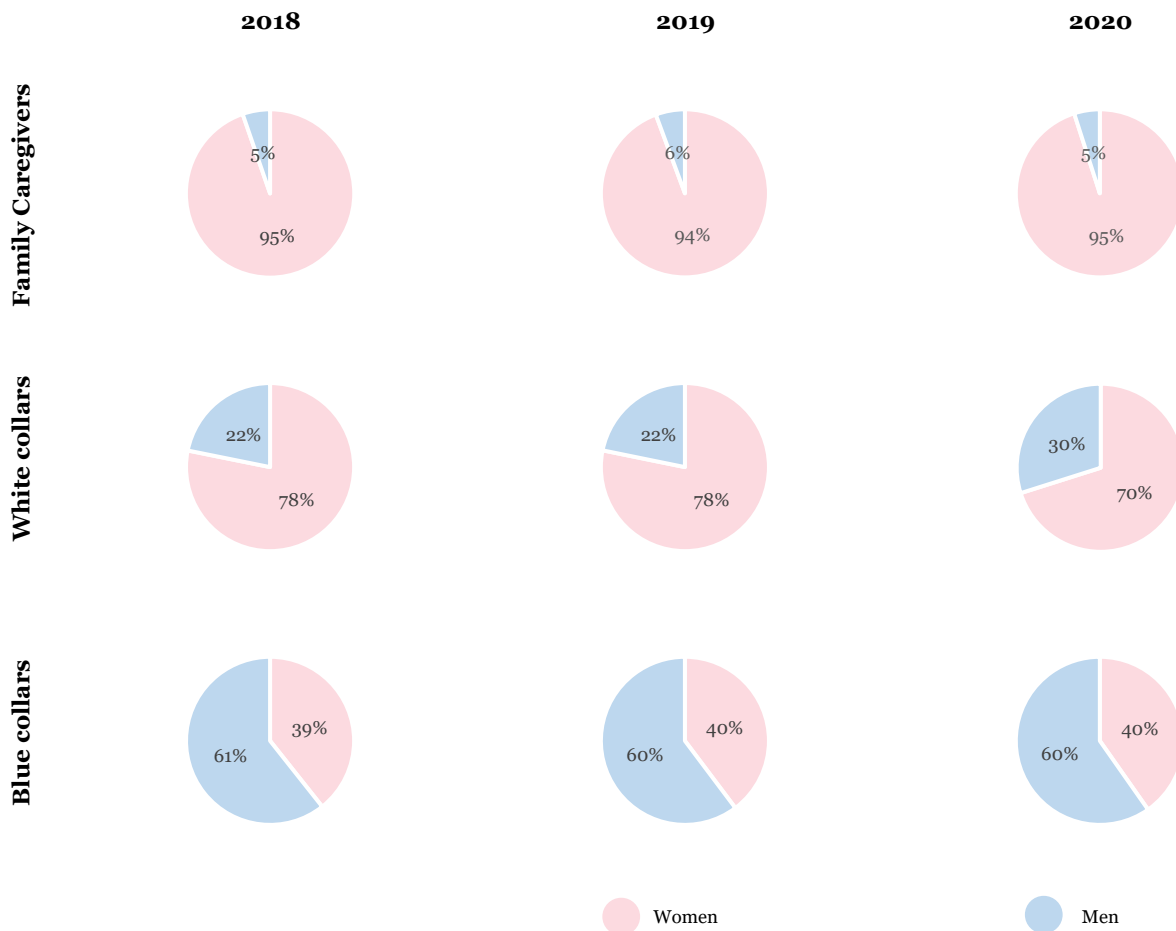
Due to the uniqueness of the service, around 93% of the outsourced workers had temporary contracts in 2020⁸. This figure was slightly down compared with 2019 (96%).

Active missions by role			
%	2018	2019	2020
Family Caregivers	1.8%	2.9%	5.0%
White collars	30.7%	32.1%	23.8%
Blue collars	67.5%	65.0%	71.2%

In 2020, 71.2% of the outsourced workers were blue collars, while the rest were white collars, which represent 23.8% of the total, and family caregivers, equal to around 5% of the total. In 2020, the number of missions attributable to family caregivers increased compared to the 2019 figure (2.9%), in line with the business

⁸ The values reported were calculated on the basis of the number of active missions in the year, i.e. the ongoing missions on 31.12 of the reporting period.

development plan. The change in the mix of office staff and manual workers compared to 2019 is mainly due to the different impacts of the pandemic on the various sectors. The graphs below show gender distribution among the different profiles. There have been no significant changes over the years except for the proportion of women among white collars in 2020, which is probably due to the Covid 19 pandemic.



Openjobmetis S.p.A. also contributes to the integration of non-Italian workers, which represent around 22% of outsourced workers seconded in 2020 (20% in 2019), as shown in the following table.

Outsourced workers by nationality			
%	2018	2019	2020
Italy	82.0%	80.0%	78.0%
Rest of the EU	5.5%	5.7%	6.8%
Rest of the world	12.5%	14.3%	15.2%

Lastly, almost half of the outsourced workers in the year were between 30 and 50 years of age (45.9%). 40.1% were under 29 years of age. Only 14.0% of workers were above 51 years of age:

Outsourced workers by age range			
%	2018	2019	2020
≤ 29 years	41.4%	42.2%	40.1%
30 - 50 years	45.1%	45.2%	45.9%
≥ 51 years	13.5%	12.5%	14.0%

Safety at work for outsourced staff

As regards principles of conduct and workplace health and safety responsibilities with regard to outsourced workers, having greater knowledge of its working environment and organisation, the user business is able to control the risk factors that affect the outsourced worker. For this reason, the client is usually requested to specifically and effectively inform, train and instruct the outsourced workers supplied during the mission. The fulfilment of the obligations on matters of safety are, in fact, normally placed under the responsibility of the user business. In any case, as established by the category collective labour agreement, upon being employed and before the employee's mission at the user company, Openjobmetis S.p.A. provides each outsourced worker with the "Workplace safety notice for staff" (Legislative decree no, 81/2008 as amended) in order to increase the level of awareness of outsourced staff as regards the protection of workplace health and safety at the user company.

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

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

Total accidents, hours worked and frequency index ⁹			
No.	2018	2019	2020
Accidents while commuting	84	126	101
Accidents in the workplace	699	661	507
Fatal accidents	2	4	2
Total accidents	785	791	610
<i>Of which</i>			
<i>Accidents with serious consequences¹⁰</i>	-	2	2
Total hours worked ('000)	29,067	27,069	22,627
Frequency index for accidents while commuting	2.9	4.7	4.5
Frequency index for accidents in the workplace	24.0	24.4	22.4
Frequency index for fatal accidents	0.1	0.1	0.1
Frequency index for total accidents	27.0	29.2	27.0
Frequency index for accidents with serious consequences	-	0.1	0.1

In 2020 the number of accidents per million hours worked came to 27.0, slightly down compared with 2019 (29.2). In 2020 there were 2 fatal accidents involving outsourced workers at user companies, down compared to 2019 (4 fatal accidents).

Occupational diseases									
% of total outsourced workers	2018			2019			2020		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Occupational diseases	0.011%	0.052%	0.034%	0.024%	0.019%	0.021%	0.047%	0.033%	0.039%

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

¹⁰ In 2020, both accidents with serious consequences occurred at the workplace. In 2019, 1 occurred while commuting.

In 2020 the number of occupational diseases among outsourced workers increased compared to the previous year, rising from 0.021% in 2019 to 0.039% in 2020.

In 2020, the absenteeism rate among outsourced workers was 3.62%, compared with 2.64% in 2019¹¹. The trend is attributable to an increase in the hours of illness and suspected illness due to the Covid 19 pandemic.

Training for outsourced workers

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

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

Total training hours			
No.	2018	2019	2020
Outsourced workers	35,139	42,630	36,236
Unemployed	47,044	48,541	25,530
Total	82,183	91,171	61,766

Overall, more than 60,000 training hours were provided in 2020, down compared to 2019 (-32.3%): 41.3% of the training hours provided were for unemployed workers. The drop in total training hours is mainly due to the impact of the Covid 19 pandemic.

Students			
No.	2018	2019	2020
Outsourced workers	2,557	2,169	2,122
Unemployed	5,659	5,698	4,120
Total	8,216	7,867	6,242

¹¹ For the purposes of the calculation, the hours of illness, accidents, maternity, Legislative Decree 104, breast-feeding, blood donation, matrimonial leave and leave of various types were considered.

The decrease in the number of students (dropping from 7,867 in 2019 to 6,242 in 2020) is once again attributable to the pandemic. On the start date of the courses, most of the students were unemployed (66.0%) and the remaining 34.0% were outsourced workers.

The courses provided involved various work sectors. The regulations lay down four types of training for outsourced workers on temporary contracts¹².

1. Basic training

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

2. Professional training

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

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

3. On the job training

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

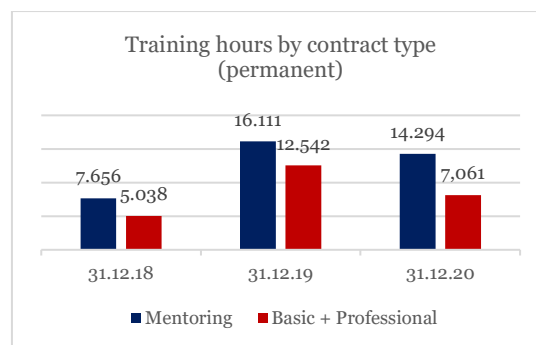
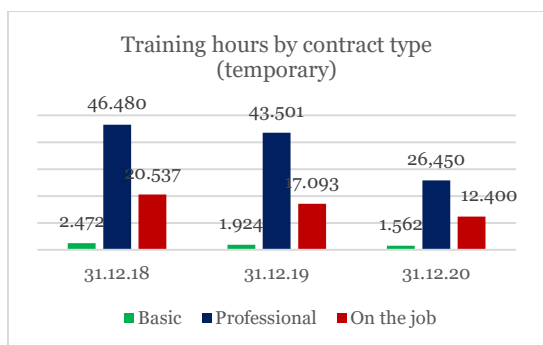
4. Training for employees with permanent contracts

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

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

Training hours by type (temporary)			
No.	2018	2019	2020
Basic	2,472	1,924	1,562
Professional	46,480	43,501	26,450
On the job	20,537	17,093	12,400
Total	69,489	62,518	40,412

¹² The Memorandum of Understanding for renewal of the National Collective Labour Contract for Employment Agencies entered into by the Social Partners on 21 December 2018 provided for the "Temporary Work training fund" to be used for delivering training to audiences other than those established, up to a maximum amount of 60% of available resources as at 31 December 2018 in the "Temporary Work training and supplement to income" account of each Employment Agency.



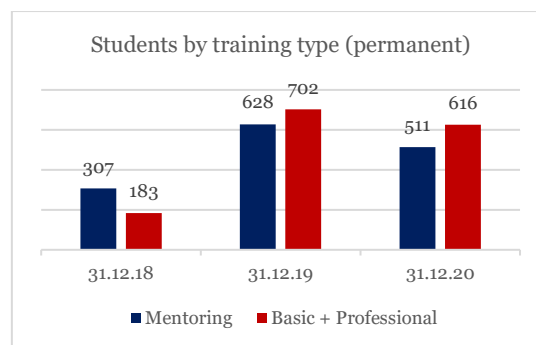
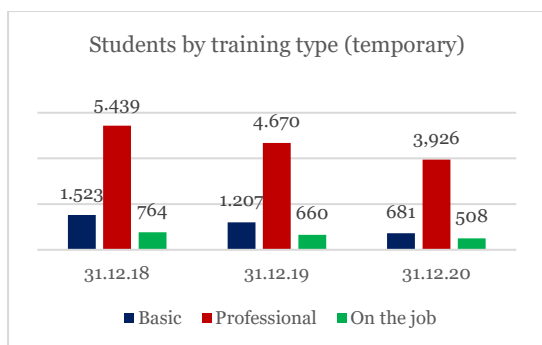
The number of training hours provided to outsourced workers on temporary contracts fell by 35.4% in 2020 compared to the previous year. The decrease can be seen in all types of training delivered to workers hired on temporary contracts. The trend is mainly due to the impact of the Covid 19 pandemic. The same trend may be found, although to a lesser degree, in the training hours provided to outsourced workers hired with permanent contracts, which in 2020 dropped by about 25.5% compared to 2019, as may be seen in the following table.

Training hours by type (permanent)			
No.	2018	2019	2020
Mentoring	7,656	16,111	14,294
Basic + professional	5,038	12,542	7,061
Total	12,694	28,653	21,355

The following tables show the number of students by type of course, whether hired on a temporary basis or permanently. In 2020, students hired on a temporary basis decreased by 21.8% compared to 2019, while those on permanent contracts decreased by around 15.3%.

Students by training type (temporary)			
No.	2018	2019	2020
Basic	1,523	1,207	681
Professional	5,439	4,670	3,926
On the job	764	660	508
Total	7,726	6,537	5,115

Students by training type (permanent)			
No.	2018	2019	2020
Mentoring	307	628	511
Basic + professional	183	702	616
Total	490	1,330	1,127



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

Finally, it is pointed out that appropriate training courses are provided for disadvantaged categories. In 2020, 1,700 training hours were provided (up by 36% compared to 2019, in correlation with the training requests of our client companies) for a total of 71 students in 2020 and 56 in 2019.

Work creation

Every year, Openjobmetis S.p.A. calculates the percentage¹³ of unemployed people who find outsourced employment after attending a professional course (training-related placement index). In 2020 this percentage was 47.32% as at 31 January 2021, compared to 46.82% as at 31 January 2020 (the final placement figure for 2019 was 49.63%). The figure for 2019 will only be definitive in June 2020 as, in order to contribute to this statistic, recruitment can take place within six months from the date of the end of the course.

In addition to direct placement, as described above, Openjobmetis also promotes the creation of jobs indirectly. Many temporary workers seconded at client companies are hired directly by the companies at the end of their temporary work period. During 2020, 1,809 resources were hired using this method, compared to 2,775 in 2019. This decrease is attributable to the impact of the Covid 19 pandemic.

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

Privacy protection

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

¹³ The percentage is calculated according to the parameters laid down by Forma.Temp, as reported in the Handbook containing the operating notes for the management of the training activities financed by the Fund. In particular, the percentage indicates the ratio between the number of recruitments communicated within six months of the end of the course and the number of the students that received the certification of participation in professional courses. People with disabilities that took part in the courses are not included in the calculation, neither are those that did not receive the certificate.

Lastly, it was envisaged that these powers would also be extended to Seltis HUB S.r.l. (former Seltis S.r.l., ref. deed of merger with Meritocracy S.r.l. and subsequent company name change), HC S.r.l. (former Corium S.r.l., ref. deed of merger and company name change) and Openjob Consulting S.r.l., in compliance with the authorisation granted by article 37. 2 of the GDPR.

It should also be noted that at the time of the acquisition by Openjobmetis S.p.A., Jobdisabili S.r.l. had appointed its own DPO who held the position until 31 December 2020.

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

Openjobmetis S.p.A., Seltis HUB S.r.l., HC S.r.l., Jobdisabili S.r.l., Family Care S.r.l. and Openjob Consulting S.r.l. have also updated their paper forms, where applicable, containing the privacy policy on the processing of personal data by them and have made the necessary forms available to the Group branches via the intranet.

The Openjobmetis S.p.A. and the Family Care S.r.l. websites allow candidates wishing to apply for temporary jobs and/or a job at the head office to register with the websites. First, candidates must read the privacy policy and give their specific consent to the processing of their personal data, where necessary. If their personal data are processed using paper media, ISO 9001 procedures and operating instructions have been drawn up and kept up to date to regulate the obligations requested from branch operators.

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

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

Data subjects can request the deletion of their personal data or exercise their privacy rights by sending an email to privacy@seltishub.it, privacy@familycarebadanti.it, privacy@jobmetoo.com or privacy@hu-co.it.

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

5.2 Industrial relations and trade associations

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

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

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

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

Every year since the first edition in 2016, Openjobmetis has participated in the event promoted by Assosomm linked to the "Filiali in rosa" (Pink Branches), a day celebrating the presence of women in the world of work, which was scheduled for Saturday 7 March 2020, just before International Women's Day. Unfortunately, the event was cancelled due to the Covid 19 pandemic that was spreading in Italy in those very days.

Work:
let's talk about it over breakfast!
#filialeinrosa2020

Employment Agency:
an open house morning for women only!

We look forward to meeting you on **Saturday 7 March** to do some constructive talking.

We'll be able to discuss about the following issues over a good coffee:

- Returning to work after a break
- Updating your CV
- Assessing your professional skills
- Sickness and maternity: let's look at all your doubts
- Employment and training prospects

Book your appointment in advance by calling your nearest branch.
The list of partner branches is available at: www.assosomm.it

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

The Openjobmetis Group – in line with its territorial coverage through over 130 branches throughout Italy as at 31 December 2020, 16 of which focusing entirely on home care (through the subsidiary Family Care S.r.l. - Employment Agency) - is committed to supporting the labour market and indirectly supporting Italy's economy thanks to the many initiatives it implements to promote and enhance local areas. Its in-depth knowledge of the regional manufacturing districts and of the industrial focus of many different cities and local areas allows it to support, ultimately, the national economic system in which SMEs are not only a matter of pride but a true, fundamental pillar. By matching the supply and demand for employment, cultivating the talent of young or trained workers, identifying the most suitable professional figures and offering help and support to the elderly and non-self-sufficient people and to their families, the Group seeks to meet the specific requirements of user companies, with an eye towards the specific features of the local area in which they operate. All of this favours the activation of a virtuous circle that generates wellbeing for the entire community. Finally, thanks to the entry of Jobdisabili S.r.l., Openjobmetis has been able to expand its range of actions in all of those contexts where people with disabilities or belonging to protected categories have equal opportunity to play a part in success, thanks to their human and professional contribution.

2020 was certainly a difficult year, marked by the Covid 19 pandemic which put a strain not only on the entire production system, but also on the way we viewed relationships and trade. New ways of working took hold as the months went by, thanks to the potential offered by digital sharing and communication platforms. During this complicated period, Openjobmetis also played a leading role in the intense search for, selection and supply of particularly valuable professional figures: for example, the recruitment campaign in the agri-food sector which involved a large number of people in the harvesting of fruit and vegetables to avoid the risk of them not being cultivated at production sites, or professional nurses, a highly sought-after position.

The Group often promotes the spread of culture, sponsoring sporting and artistic events, organising press conferences and meetings to promote the culture of work, and supporting charity and fundraising projects. With regard to 2020, no Openjobmetis Group company received sanctions related to marketing communications for these activities in support of the community or more generally related to communications, advertising, promotions or sponsorships.

Some of the most significant initiatives in 2020 are described below¹⁴:

URBAN AWARD - As a partner, Openjobmetis supported the 2020 edition of Urban Award, created by Viagginbici. The aim of the initiative is to promote sustainable mobility and reward virtuous Municipalities that submit innovative projects and encourage the increasing use of environmentally friendly transport, such as bicycles and scooters.

DYNAMO CAMP: during the 2020 Christmas holidays, Openjobmetis made a donation to the Dynamo Camp NPO, the first camp in Italy designed to host ill children and youngsters receiving treatment or who are in the post-hospitalisation phase.

¹⁴ Total donations relating to the projects amounts to around Euro 95,000

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

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

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

COLLISIONI GRAZIE: Openjobmetis is a partner of the Collisioni GRAZIE project consisting of a number of summer concerts held by stars of the national and international music scene, exclusively dedicated to the people who during the dark months of the Covid emergency worked hard to make sure that everything could continue.

PARCO DEI NONNI: devised by Family Care Apl and borrowed from the foreign concept of healing gardens, the Parco dei Nonni (Grandparents' Park) is not only a resting place, but also offers fun equipment for safe and comfortable physical exercise.



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

As indicated in the Code of Ethics, Annex I to the Organisation, Management and Control Model pursuant to Legislative decree no. 231/2001, the Openjobmetis Group requires its suppliers and workers to adopt lawful and ethical conduct in compliance with internationally recognised standards and principles on the treatment of workers, with particular regard for the protection of fundamental human rights, the prohibition of discrimination, the protection of children, the prohibition of forced labour, the protection of trade union rights, the protection of health and safety in the workplace, respect for working hours and the principle of equal pay and respect for the environment. Currently, the Openjobmetis Group has more than 1,700 suppliers. To illustrate the Group's supply chain and the main types of suppliers involved, the following table shows, in percentages, the breakdown of the Group's suppliers as at 31 December 2018-2019 and 2020, with reference to the acquisition value of the supply. As shown by the table, and in line with the reference sector, most purchases involve amounts of less than €1,000/year. Furthermore, the Group's main purchases concern professional, consultancy and training body services and are provided by entities that operate in Italy.

Supplies by purchase value			
	2018	2019	2020
≤ €1,000	62.3%	67.7%	57.98%
€1,001 - €10,000	20.9%	19.2%	24.21%
> €10,000	16.8%	13.1%	17.82%

Since 2017 the issue of the sustainability of the supply chain has been subject to extensive investigation within the Group. To this end, the Procurement procedure gives the various department managers responsibility over the selection, management and assessment of suppliers and the supervision of different supplies, through dedicated methods.

Supplier accreditation began in late 2017 and, through the completion of a dedicated questionnaire, seeks to verify the requirements and characteristics of the most important suppliers. Since 2018 the accreditation questionnaire put to suppliers has also included questions on environmental and social issues (e.g. it asks suppliers to declare whether or not they possess environmental certification or a code of ethics, whether they have adopted an organisational model pursuant to Legislative decree no. 231/01, whether they draft a CSR report etc.). Owing to the nature of the company and the type of suppliers, ESG issues are not usually taken into account by its stakeholders, given their average size and the nature of the services and products they provide. In addition, with a view to promoting and enhancing the local area in which the registered office (Milan) and operational offices (Gallarate, VA) are located, and also in order to minimise the environmental impact of the movement of goods and people, the department managers, whenever possible, choose suppliers operating in that area, giving priority to this aspect over other ESG issues, which are in any case assessed when analysing the accreditation questionnaires. All departmental managers ensure their suppliers fill in the questionnaire before signing the contract and making the purchase. When the checks have been carried out and the accreditation form submitted, the supplier is considered "accredited". All departmental managers are responsible for choosing suppliers also based on the ESG replies given and for ensuring that the requisites contained in the accreditation form are maintained and that the statements therein are respected. The Group believes that the activities performed by each supplier must be carefully supervised by each individual department manager in question in order to prevent inefficiencies, anomalies and problems.

As such, suppliers undergo assessment according to the following criteria:

- failure to comply with mandatory prerequisites
- detection of serious breaches or nonconformities
- loss of the prerequisites required of the supplier
- problems of an ethical/reputational nature

In any event, in addition to the criteria indicated every departmental manager must take account of valuation elements such as the exclusivity of the supplier, references or professional qualifications, and economic-financial availability and capacity.

6. Combating active and passive corruption

6.1 Group policies and performance indicators

Openjobmetis S.p.A. set up 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 awareness of responsible, conscious conduct, appropriate to avoid and/or reduce the risk of the commission of the offences laid down by Legislative decree no. 231/2001. The willingness of Openjobmetis S.p.A. to adhere to the principles of Legislative decree no. 231/2001 is also reflected in its Code of Ethics which constitutes a legally relevant, guiding principle for everything laid down by the organisational model (the “Model”).

On 13 November 2020, Openjobmetis S.p.A. completed the seventh update – since 2012, the year it was adopted – of its Model in order to keep the document in line with the changes to Legislative decree no. 231/2001, as well as with relevant best practices. In its most recent update, the Company maintained the layout and structure of the document according to the previous amendment of December 2019 consisting of the introduction of a Special Part which replaced previous Protocols (having a procedural/operational approach). The Model was updated to include the new so-called tax offences that have recently become part of the predicate offences under Legislative decree no. 231/01. Overall, the Model identifies, for each category of offences regarded as applicable and relevant to the company pursuant to Legislative decree no. 231/2001, the list of company processes involved and relevant general rules of conduct; more specifically, the organisational units involved and the controls implemented by the Company for each relevant process are identified. The Model also includes the safeguards against corporate offences which the company, owing to its status as a listed company, is subject to as a result of its listing on the Italian stock market (Mercato Telematico Azionario - "MTA"). The requirements of Legislative decree no. 231/01 on Whistleblowing (Article 6.2-bis of Legislative decree no. 231/01) transposed into the Model as of the December 2019 amendment, are also implemented through the adoption of a specific Speak up Policy and a dedicated reporting channel.

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

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

Following the update of 13 November 2020, the Company has scheduled a training course in 2021 for direct employees aimed not only at updating them on the most recent changes made to the document but also at reading and examining the principles underlying the legislation and the Model. This will allow staff - albeit in different ways depending on the category they belong to - to become increasingly aware of all potential risks if the measures implemented by the Company are not adopted, with a view to reducing the possible commission of the offences set out under Legislative decree no. 231/01.

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

The Company considers its Organisational Model, drawn up in accordance with Legislative decree no. 231/2001, to be a safeguard against corruption. Suitable internal procedures have been adopted and correctly applied at operational level, in particular the commercial process, the process of managing entertainment expenses and the process of managing purchases.

With reference to the Group's subsidiaries, it should be noted that - also as a result of the Group's operating dynamics and of the internal control system structure - their internal processes are analysed in order to detect any risk of commission of offences relating to Legislative decree no. 231/01 and consequently to identify suitable operating safeguards. To date, the results of these activities did not reveal any divergence in the awareness of the risks pursuant to Legislative decree no. 231/01 between the subsidiaries and the parent, also because the activities they carry out independently of the parent mainly regard customer services only. In any case, areas of improvement and action with regard to Legislative decree no. 231/01 compliance were identified regardless of the adoption of a solution dedicated to Legislative decree no. 231/01 risk prevention. Direct employees of the subsidiaries are also aware of Organisational Model pursuant to Legislative decree no. 231/01 of the parent and must comply with it wherever applicable; in addition to the full version of the Organisational Model they also receive the training provided to employees of the parent when they start working.

As regards compliance with the current regulations, the Openjobmetis Group will act so that all the necessary measures are implemented to ensure compliance with and the fulfilment of these regulations, including with regard to the risks connected to changes in the national regulatory framework concerning outsourcing contracts. Please refer to the 2020 Annual Financial Report for more information regarding nonconformities and labour and tax law disputes during 2020.

7. Management of environmental issues

7.1 Openjobmetis Group policies

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

Some of the initiatives aimed at reducing its environmental impact and raising the awareness of employees and outsourced workers with regard to these issues are reported below:

- 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 newly opened branches, where possible;
 - ✓ introduction of an operating instruction that enables clients to choose the digital contracting of the outsourced personnel hired. The same method can now be used to send payslips to outsourced workers, who can choose to receive them via email rather than pick them up in paper form at the branch;
 - ✓ supply of FSC (Forests for all forever) certified paper for the Group, highlighting its commitment and rigour with regard to environmental issues;
 - ✓ with a view to protecting the environment, the traditional plastic cups of the water dispensers located on the office floors have been replaced with recyclable and eco-friendly cups;
 - ✓ to encourage zero-impact travel by its employees, Openjobmetis has equipped its head offices and branches with electric bicycles and scooters which staff can book and use free of charge.



In 2020, the number of hybrid cars in the company's fleet increased, adding two more KIA Niro Hybrids to the three already available. In addition to these, the Group is testing a further type of car known as a "mild hybrid", which has an electric engine that unlike the "full hybrid" does not provide traction in certain circumstances, but supports the endothermic engine. This makes the vehicle's operation more efficient and guarantees greater energy efficiency. In 2020, the fleet consisted of 268 cars (254 in 2019), of which 261 are long-term rentals and seven owned by the company. The increase in the corporate fleet is mainly due to an expansion of the Group's sales network. All vehicles are *diesel* (two of which are "mild hybrids"), except for five "full hybrid" cars, and four petrol cars, three of which are owned by the Group. In 2020, the Group thoroughly tested a Fiat 500 full electric car, but considered the range of this type of car not to be sufficient yet and lower than expected. Furthermore, the recharging infrastructure in Italy continues to not meet the Group's requirements. The possibility of trialling new electric vehicles in the future has not been ruled out.

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

With regard to the production of waste, this is generally very limited. For the most part paper is consumed and separate waste collection depends on the methods used to manage condominiums or the local municipality. Any superfluous wood, paper and iron is disposed of in the materials deposit through a qualified supplier. Finally, spent printer toner and cartridges, produced by the personnel of the Group's head office and branches, are disposed of in accordance with current regulations.

7.2 Performance indicators

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

	Energy consumption			
	Unit of measurement	2018	2019 ¹⁵	2020 ¹⁶
Electricity	MWh	807.2	771.9	725.1
Natural gas	m ³	86,264	84,157	89,209
Electricity	GJ	2,906.1	2,778.8	2,610.2
Natural gas ¹⁷	GJ	3,398.8	3,315.8	3,514.8
Total GJ	GJ	6,304.9	6,094.6	6,125.0

In 2020, the Group consumed around 725.1 MWh of electricity at its head offices and branches, less than the previous year figure (6.0%). The change is mainly due to the closing of offices due to the Covid 19 pandemic. It should be noted that electricity consumption was also down in 2019 compared to 2018, despite the Group's acquisitions and a growing workforce. As regards natural gas, consumption came to 89,209 cubic metres, slightly higher than 2019 figures (84,157).

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

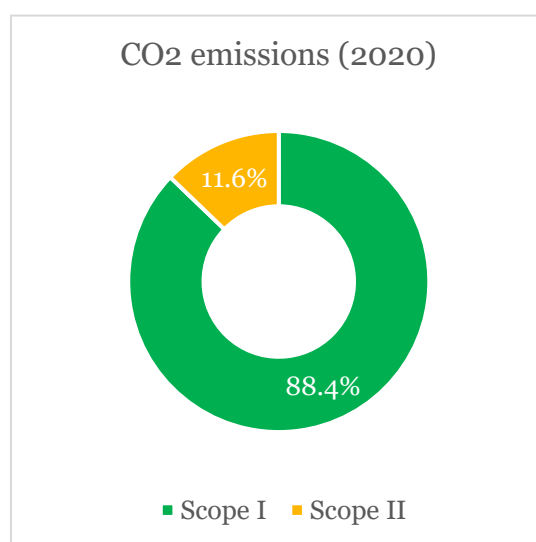
¹⁵ The end-year figure was estimated by using the partial October figures for electricity and September figures for natural gas.

¹⁶ The end-year figure was estimated by using the partial October figures for electricity and September figures for natural gas.

¹⁷ On the basis of an average upper calorific value 39.4 MJ/MC

	Greenhouse gas emissions ¹⁸			
	Unit of measurement	2018	2019	2020
Scope I	tCO2	1,287	1,488	1,568
Scope II	tCO2	267	220	206
Total	tCO2	1,554	1,708	1,774

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 in the fleet, including both owned and rented vehicles, the latter of which are controlled by the Openjobmetis Group. 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.



It is estimated that the Group's overall emissions in 2020 were equal to 1,774 tons of CO₂, a slight increase of around 3.9% compared to 2019. This difference is mainly due to the expansion of the corporate car fleet. Scope I (direct) greenhouse gas emissions account for 88.4%, while Scope II (indirect) emissions made up the remaining 11.6%, in line with the previous year.

As regards the consumption of paper, FSC-certified paper is the main type used by the Group in over 90% of cases.

	Paper consumed ¹⁹			
	Unit of measurement	31.12.18	31.12.19	31.12.20
FSC paper	t	31.5	28.2	19.8
Virgin paper	t	2.9	3.6	1.8
Total	t	34.4	31.8	21.6

The Group consumed 21.6 tonnes of paper in 2020, approximately 10.2 tonnes less than in 2019. The figure reflects the impact of the Covid 19 pandemic, which led to lockdown phases and extensive use of work-from-home arrangements.

¹⁸ 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, the average emissions factors of ISPRA were used, updated based on the last available version on the website (<http://www.sinanet.isprambiente.it/it/sia-ispra/fetransp/>)

¹⁹ Volume procured during the reporting period.

8. GRI Content Index

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
General Information and profile			
102 General Disclosure 2016			
102-1: Name of the organization	2.0 Corporate identity, page 8		
102-2: Activities, brands, products, and services	2.0 Corporate identity, page 8		
102-3: Location of headquarters	Company data, page 3		
102-4: Location of operations	2.0 Corporate identity, page 8		
102-5: Ownership and legal form	2.0 Corporate identity, page 8		
102-6: Markets served	2.0 Corporate identity, page 8		
102-7: Scale of the organization	2.0 Corporate identity, page 8 4. Management of company staff issues, page 28 5.1 Openjobmetis S.p.A. policies, page 38		
102-10: Significant changes to the organization and its supply chain	8. GRI Content Index, page 58		There are no significant changes related to the supply chain in the organisation
102-11: Precautionary principle or approach	3.0 Risks, page 21		
102-12: External initiatives	8. GRI Content Index, page 58		There are no particular external initiatives joined by the Group in 2020
102-13: Memberships of associations	5.2 Industrial relations and trade associations, page 48		
102-14: Statement from senior decision-maker	Chairman's Letter, page 5		
102-16: Values, principles, standards and norms of behavior	2.2 Mission, values and Business Model, page 12		
102-18: Governance Structure	2.3 Governance model, page 13		
102-40: List of stakeholder groups	2.4 The Group's stakeholders and relevant non-financial issues, page 14		
102-42: Identifying and selecting stakeholders	2.4 The Group's stakeholders and relevant non-financial issues, page 14		
102-43: Approach to stakeholder engagement	2.4 The Group's stakeholders and relevant non-financial issues, pages 15 and 16		
102-44: Key topics and concerns raised	2.4 The Group's stakeholders and relevant non-financial issues, pages 15 and 16		
102-45: Entities included in the consolidated financial statements	1. Note on methodology, page 6		
102-46: Defining report content and topic boundaries	2.4 The Group's stakeholders and relevant non-financial issues, page 14		
102-47: List of material topics	2.4 The Group's stakeholders and relevant non-financial issues, page 14		
102-48: Restatements of information	8. GRI Content Index, page 58		There are no changes to previously published data
102-49: Changes in reporting	1. Note on methodology, pages 6 and 7		
102-50: Reporting period	1. Note on methodology, page 6		
102-51: Date of most recent report	8. GRI Content Index, page 58		The 2019 DNF was published on 30 March 2020
102-52: Reporting cycle	1. Note on methodology, page 6		
102-53: Contact point for questions regarding the report	8. GRI Content Index, page 61		
102-54: Claims of reporting in accordance with the GRI Standards	1. Note on methodology, page 6		
102-55: GRI Content Index	8. GRI Content Index, page 58		
102-56: External assurance	9. Report of the auditing firm on the consolidated non-financial statement, page 62		
Training, education and development			
404: Education and training 2016			

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 17 4. Management of company staff issues, pages 32-33		
404-1: Average hours of training per year per employee*	4. Management of company staff issues, page 33 5.1 Clients and outsourced workers: Openjobmetis S.p.A. policies and performance indicators – The training of outsourced workers, pages 43, 44, 45 and 46	-	
Incentive-based remuneration systems			
404: Education and training 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 14 4. Management of company staff issues, pages 25-26-27-28		
404-3: percentage of employees receiving regular performance and career development reviews	4. Management of company staff issues, page 27		-
Remuneration of outsourced staff			
102: General Disclosure 2016			
102-36: Process for determining remuneration	5.1 Clients and outsourced workers: Openjobmetis policies and performance indicators, page 38	Relates exclusively to Openjobmetis S.p.A. and Family Care S.r.l., since outsourcing activities are performed only by these companies.	
Anticorruption			
205: Anti-corruption 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.3 The governance model, pages 13 2.4 The Group's stakeholders and relevant non-financial issues, page 17 6. Combating active and passive corruption, pages 53 and 54		
205-3: Confirmed incidents of corruption and actions taken	6. Combating active and passive corruption, pages 53 and 54		
Work creation			
203: Indirect economic impacts 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, pages 18 and 19 5.1 Clients and outsourced workers (Work creation), page 46		
203-2: Significant indirect economic impacts	5.1 Clients and outsourced workers (Work creation), page 46	-	
Health and safety at work			
403: Occupational health and safety 2018			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 18 4. Management of company staff issues, pages 34-36 5.1 Clients and outsourced workers, pages 42-43		
403-1: Occupational health and safety management system	4. Management of company staff issues, page 34	-	
403-2: Hazard identification, risk assessment, and incident investigation	4. Management of company staff issues, page 34		
403-3: Occupational health services	4. Management of company staff issues, page 34		
403-4: Worker participation, consultation, and communication on occupational health and safety	4. Management of company staff issues, page 34		
403-5: Worker training on occupational health and safety	4. Management of company staff issues, page 34 5.1 Clients and outsourced workers, page 42		
403-6: Promotion of worker health	4. Management of company staff issues, pages 27 and 34		

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4. Management of company staff issues, pages 34-35		
403-9: Work-related injuries*	4. Management of company staff issues, pages 34 and 42		
Recruitment criteria and policies*			
401: Employment 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 18 4. Management of company staff issues, pages 25-28		
102-8: Information on employees and other workers	4. Management of company staff issues, pages 28-31		
102-41: Collective bargaining agreements	4. Management of company staff issues, page 28		
401-1: New employee hires and employee turnover by age, gender and geographical area	4. Management of company staff issues, pages 29-30	-	
Inclusion and diversity*			
405: Diversity and equal opportunities 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 18		
102-22: Composition of the highest governance body and its committees	4. Management of company staff issues, page 30 For further information regarding the Openjobmetis S.p.A. Corporate Governance system and the respective Committees established, please refer to chapter 4.0 ("Board of Directors") of the Report on Corporate Governance and Ownership Structures.		
405-1: Diversity of governance bodies and employees	4. Management of company staff issues, pages 28-31	-	
Respect for human rights			
406: Non-discrimination 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 19 4. Management of company staff issues, page 29		
406-1: Incidents of discrimination and corrective actions taken	4. Management of company staff issues, page 30	-	
Privacy			
418: Customer privacy 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 19 5.1 Clients and outsourced workers, page 46		
418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	5.1 Client and outsourced workers, page 46	-	
Support for the community			
413: Local communities - 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 19 5.3 Support for the community, pages 49-50		
413-1: Operations with local community engagement, impact assessments, and development programs	5.3 Support for the community, pages 49-50		
Responsible supply chain management			
308: Supplier environmental assessment			
414: Supplier social assessment			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 19 5.4 The supply chain, page 51		
102-9: Supply chain	5.4 The supply chain, page 51		

GRI Content Index	Section/Paragraph of reference	Omissions	Notes
308-1 New suppliers that were screened using environmental criteria	5.4 The supply chain, page 51	Although Openjobmetis already uses a questionnaire that includes questions for assessing ESG criteria, as described in this report, the Group aims by 2022 to use a more detailed assessment process tailored to the type of suppliers used.	
414-1: New suppliers that were screened using social criteria	5.4 The supply chain, page 51		
Compliance			
419: Socioeconomic compliance 2016			
103-1, 103-2 and 103-3 of the Management Approach	2.4 The Group's stakeholders and relevant non-financial issues, page 19 6. Combating active and passive corruption, pages 53-54		
419-1: Non-compliance with laws and regulations in the social and economic area	Please refer to the 2020 Annual Financial Report for more information regarding nonconformities and labour and tax law disputes during 2020.		
417-3: Incidents of non-compliance concerning marketing communications	5.3 Support for the community, page 49		
Environmental aspects			
103-1, 103-2 and 103-3 of the Management Approach	7.1 Openjobmetis Group policies, pages 55-56		
301-1: Materials used by weight or volume	7. Management of environmental issues, page 57		
302-1: Energy consumption within the organization	7. Management of environmental issues, page 57		
305-1 Direct (Scope 1) GHG emissions	7. Management of environmental issues, page 57		
305-2 Energy indirect (Scope 2) GHG emissions	7. Management of environmental issues, page 57		

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

Contacts

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Milan, 16 March 2021

On behalf of the Board of Directors

The Chairman

Marco Vittorelli

(signed on the original)



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

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

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

Pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of the Consob (the Italian Commission for listed companies and the stock exchange) Regulation adopted with Resolution no. 20267 of 18 January 2018, we have been engaged to perform a limited assurance engagement on the 2020 consolidated non-financial statement of the Openjobmetis Group (the "Group") prepared in accordance with article 4 of the decree and approved by the board of directors on 16 March 2021 (the "NFS").

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

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

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

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



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

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

Auditors' independence and quality control

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

Auditors' responsibility

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

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

Specifically, we carried out the following procedures:

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



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

Moreover, we checked the above against the disclosures presented in the NFS and carried out the procedures described in point 5.a).

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

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

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

- at Parent and subsidiaries level:
 - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the NFS and, specifically, the business model, the policies applied and main risks for consistency with available evidence,
 - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;
- we visited Openjobmetis S.p.A., Family Care S.r.l., Openjob Consulting S.r.l. and Seltis Hub 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.



Openjobmetis Group
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31 December 2020

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2020 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.

Milan, 24 March 2021

KPMG S.p.A.

(signed on the original)

Luisa Polignano
Director of Audit

OPENJOBMETIS S.P.A.

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