



SUSTAINABILITY REPORT **2025**

SUSTAINABILITY IS AN INTEGRAL PART OF OUR BUSINESS STRATEGY. THIS DOCUMENT REPORTS ON THE ESG RESULTS ACHIEVED IN 2025 AND OUTLINES THE PATH TOWARD FUTURE GOALS, IN LINE WITH THE UNITED NATIONS 2030 AGENDA.



SUSTAINABILITY REPORT

Reference year: 2025

Impresoft: the strategic partner for digital transformation

Impresoft is an Italian Group, founded in 2019, with a clear vision and concrete commitment: being the digital accelerator for businesses, supporting them at every stage of their technological transformation journey. With the motto "Your Digital Boost", the Group stands out for a complete and innovative solution portfolio, becoming a reference point for digitalisation, creating value for businesses, people and the environment. With an agile and scalable approach, the Group identifies the most suitable technological ecosystem to optimise business processes in compliance with current regulations. Thanks to its broad value proposition, it is able to design, develop and manage tailored solutions for companies of all sizes, from SMEs to multinationals, across various sectors.

Impresoft supports companies in selecting the best advanced technologies in the areas of Enterprise Resource Planning (ERP), Manufacturing Execution System (MES), Laboratory Information Management System (LIMS), Quality Management System (QMS), Customer Relationship Management (CRM), RevOps, e-Commerce, as well as Artificial Intelligence, Cybersecurity, Cloud, Digital Workplace, and CMMS solutions. The offering is complemented by proprietary products and services such as forSales, Net@PRO, DUE, StarNet, Star4, Star4Orto, Formula Analytics, QuartaEvo, Highstreet.io, ProLab.Q, Powngo, mainsim, and Amaltia, which increase productivity by simplifying processes and activities.

Impresoft was born from the integration of innovative and complementary companies, growing rapidly through both strong organic growth and the acquisition of leaders in their respective sectors. The synergies among these companies, combined with the combination of skills, technologies and talents, have enabled the creation of a unique market offering.

With decades of experience, the Group's companies have chosen to combine their skills and resources to build a single, solid and innovative entity, capable of fully addressing the technological needs of the Italian business landscape.

TABLE OF CONTENTS

| | |
|---|----|
| 1. Letter to Stakeholders..... | 4 |
| 2. Corporate Identity | 5 |
| 2.1 Who We Are | 5 |
| 2.2 Key Economic Data | 5 |
| 3. Governance | 6 |
| 3.1 Corporate Governance Structure | 6 |
| 3.2 Ethics and Integrity | 6 |
| 3.3 Compliance and Regulation..... | 6 |
| 3.4 Cybersecurity and Data Protection | 7 |
| 3.5 Stakeholder Engagement | 7 |
| 4. Environmental Dimension (E - Environmental) | 8 |
| 4.1 Energy and Climate Change..... | 8 |
| 4.1.1 Energy Consumption..... | 8 |
| 4.1.2 Greenhouse Gas Emissions (GHG) | 8 |
| 5. Social Dimension (S - Social) | 9 |
| 5.1 Human Capital and Employment | 9 |
| 5.1.1 Workforce Composition..... | 9 |
| 5.2 Training and Professional Development | 10 |
| 5.3 Community and Territory | 10 |
| 6. ESG Goals and the 2030 Agenda | 11 |
| 6.1 Alignment with SDGs (Sustainable Development Goals) | 11 |
| 7. Methodological Notes and Reporting Scope..... | 13 |
| 7.1 Report Scope | 13 |
| 7.2 Reference Standards and Frameworks | 13 |
| 7.3 Materiality Process | 13 |
| 7.4 Data Collection and Management..... | 13 |
| 8. Annexes | 14 |
| Annex A – ESG KPI Table..... | 14 |
| Annex B – Contacts and Information..... | 14 |

1. Letter to Stakeholders

Dear Stakeholders,

2025 closed for Impresoft with a balance of consolidation and renewed strategic momentum. Surpassing the threshold of 220 million euros in consolidated revenues, combined with an organic growth of 9%, confirms the strength of a development model that combines endogenous expansion and targeted acquisitions, delivering tangible and lasting value. Behind these results lies the strength of an articulate ecosystem: with almost 1,600 professionals, a qualified network of partners and a client portfolio that continues to regard Impresoft as a key reference for its own evolution.

Technological innovation forms the foundation of our value proposition. During 2025, we further accelerated the development of proprietary solutions in the field of Artificial Intelligence, with the precise intention of supporting the Italian business community, and in particular the mid-market, on a concrete, secure and measurable digital transformation journey. Our vision remains clear: Artificial Intelligence is not an end in itself, but a lever at the service of people and organisations, and it is in this perspective that we will direct our future investments.

Our commitment to communities and the environment is fully integrated into our business model and is not merely an afterthought. In 2025, we consolidated our ESG strategy, reinforcing our commitments under the UN Global Compact, and Women's Empowerment Principles. We have made progress in terms of gender equality, with women accounting for 28% of our workforce and 20% of managerial positions, and launched new initiatives within the People Empowerment program, in the belief that an inclusive corporate culture focused on people development is an essential prerequisite for any truly sustainable outcome.

We look to the future with ambition and with the determination to continue consistently along the path we have taken. Ongoing dialogue with all our stakeholders – clients, partners, employees, investors and the communities in which we operate – will continue to be the guiding principle of our strategic choices.

I wish to express my most sincere gratitude for the trust you place in Impresoft.



Alessandro Geraldi
Group Chief Executive Officer

2. Corporate Identity

2.1 Who We Are

Since 2019, some of the companies that today make up Impresoft have shared a common journey aimed at offering clients distinctive levels of experience and satisfaction, leveraging the expertise of their people to build a unique portfolio of partnerships, solutions and services supporting digital transformation, backed by qualified professionals and a proven track record of success.

With 1,676 professionals, Impresoft ranks among the leading players in the Italian IT landscape with the highest concentration of qualified resources operating synergistically. A characteristic that generates added value that is difficult to replicate in its market proposition, the result of an organic integration of fully complementary skills, solutions and services.

Impresoft is inspired by values consistent with the most advanced international governance practices and actively promotes them within its sphere of activity, recognising sustainability as a constitutive pillar of its way of doing business.

In line with this vision, Impresoft embraces a sustainable strategy translated into policies, management models, operational practices and initiatives tailored to its own specific characteristics, contributing to the development of a solid, inclusive and responsible global economy that respects human and labour rights, is attentive to environmental protection and committed to upholding integrity in every dimension of its business.

2.2 Key Economic Data

Main economic and financial indicators for the reference year:

| Indicator | Value | Unit of measurement |
|---------------------|-------|---------------------|
| Revenue | 227 | € million |
| Number of employees | 1.676 | FTE |
| R&D investments | 7 | € million |

3. Governance

3.1 Corporate Governance Structure

The composition and functioning of the governing bodies, starting from the Board of Directors, composed of six members including one woman, ensure representativeness and competence, aiming for maximum operational efficiency and integrity.

3.2 Ethics and Integrity

The Code of Ethics and the Sustainability Policies adopted by Impresoft explicitly reference the Ten Principles of the United Nations Global Compact and are inspired by the highest global standards. Through a sustainable approach aimed at creating shared value for society and the environment, Impresoft intends to explore further levers of success to increase revenues and profit margins, mitigate business risk, attract capital and investors, motivate its people and consolidate the brand.

Impresoft has adopted an Organisation, Management and Control Model, provided for by law but not mandatory, already extended to most of the Group's companies. It is aimed at preventing the risk of commission of specific relevant offences. Control activities are the responsibility of the Supervisory Body, appointed on the basis of autonomy and independence. In addition to specific periodic training, the adopted approach includes the whistleblowing procedure for reporting unlawful conduct, in order to offer employees and third parties confidential channels to raise concerns or violations of the procedure itself, without fear of retaliation, discrimination or disciplinary action.

3.3 Compliance and Regulation

Impresoft has obtained the Group certificate for the Integrated management system ISO 9001:2015 and ISO 27001:2022 which, for the Group, represents a fundamental asset to ensure activities fully aligned with the corporate strategy, in a logic of continuous improvement and information security. The integrated Audit strategy is of great relevance; integrating compliance topics into the annual audit cycles allows processes and procedures to be optimised and the improvement process to be accelerated by consolidating organisational, technological and behavioural best practices.

3.4 Cybersecurity and Data Protection

IT security is a cross-cutting pillar across all Group companies; the Group's strategy has been to extend the policies and procedures of companies subject to more stringent regulations (including, by way of example, NIS2) to all subsidiaries. During the annual audits, assessments are carried out on improvement activities in the Cybersecurity area, as well as at least a biannual review of risk analysis and treatment plans.

Since 2025, the Group has established the Security Committee in which the SOC findings are analysed, as well as the results of the security awareness campaigns carried out across all subsidiaries and the improvement projects planned for the current year; the participation of the CISO and CTO together with the Compliance Team allows all relevant Cybersecurity aspects to be integrated into daily activities.

3.5 Stakeholder Engagement

Impresoft carefully identifies its main business partners with whom to jointly develop strategies, also on the basis of a shared approach to sustainability. The business partners, in turn, certify the skills and operations of the Group's companies.

As a confirmation of the partnerships created, some Group companies have joined sustainability protocols and programmes of business partners. This is the case, for example, of Impresoft 4ward, which signed the Microsoft Partner Pledge, demonstrating its commitment to helping Italy thrive towards a future based on four key elements: Digital Skills, Responsible and Ethical AI, Environmental Sustainability and Equality & Inclusion.

In addition, Impresoft has adopted a Partnership Charter which defines the principles that suppliers of goods and services and contractors must align with, in their direct activities, in contractual relationships with any sub-suppliers or sub-contractors and, in general, in the creation and management of their respective value chains. In the pre-qualification process, all suppliers are invited to complete an online questionnaire covering human and labour rights, environmental respect and business integrity.

| Indicator | Value | Unit of measurement |
|---|-------|---------------------|
| Board composition (% women) | 17 | % |
| Training hours on ethics and compliance | 7 | Hours/employee |
| Whistleblowing reports received | 0 | n. |

4. Environmental Dimension (E - Environmental)

4.1 Energy and Climate Change

| Indicator | Value | Unit of measurement |
|---------------------------------|---------|---------------------|
| Total electricity consumption | 1.098 | MWh |
| Of which from renewable sources | 100 | % |
| Fuel consumption (fleet) | 474.859 | litres |

4.1.2 Greenhouse Gas Emissions (Greenhouse Gases)

Impresoft annually analyses and monitors its own carbon footprint.

Direct emissions (Scope 1) derive mainly from fuel consumption used by company vehicles. The Scope 1 emissions index in relation to annual revenues decreased by 3% compared to 2024. Indirect emissions (Scope 2), which derive from electricity consumption at offices, were also zeroed in 2025. Indeed, since 2022, 100% of electricity purchases are covered by certified renewable sources, through exclusive supply contracts or guarantees of origin certificates.

Value chain emissions (Scope 3) derive from business travel and other ancillary contributions. These emissions decreased by 3% compared to 2024. The increasingly detailed analysis of these emissions has made it possible to identify additional areas for carbon footprint mitigation.

| Indicator | Value | Unit of measurement |
|-------------------------------------|-------|---------------------------------|
| Scope 1 emissions (direct) | 1.248 | tCO ₂ eq |
| Scope 2 emissions (market-based) | 0 | tCO ₂ eq |
| Scope 2 emissions (location-based) | 0 | tCO ₂ eq |
| Scope 3 emissions (main categories) | 3.558 | tCO ₂ eq |
| Carbon intensity | 21 | tCO ₂ eq/€M revenues |

5. Social Dimension (S - Social)

5.1 Human Capital and Employment

5.1.1 Workforce Composition

Impresoft relies on a qualified and motivated workforce of 1,676 people, almost entirely employed on permanent contracts (98%). An inclusive working environment, diversity, plurality and professionalism are an essential part of the corporate culture and values, as well as a key driver for the Group's growth. The percentage of women in the workforce, at 28% in 2025, is increasing compared to 2024, while women in managerial positions stand at 20%. In line with its commitment to gender equality, the overall gender pay gap is contained at 8%.

The centrality of people is considered a fundamental element for the entire Group. Attention to existing talent and those wishing to join is ongoing and constant. Vertical training paths for different professional profiles are active, as well as cross-functional ones with team building activities across different areas. In 2025, the number of training hours per person stands at around 60 hours, confirming the Group's commitment to continuous skills development and the enhancement of human capital.

At Impresoft, people are involved in highly dynamic and stimulating strategic projects, becoming active participants and being able to contribute concretely to corporate growth. The opportunity for interaction across different roles and seniority levels enables effective cross-pollination for project success and allows talents to grow in their professional journey, while ensuring greater satisfaction as individuals and professionals.

In this context, the percentage of people receiving a performance review has grown significantly, rising from 65% in 2024 to 76% in 2025, confirming the Group's constant attention to the development and enhancement of its resources.

| Indicator | Value | Unit of measurement |
|-----------------------|-------|---------------------|
| Total employees (FTE) | 1.676 | n. |
| of which women | 473 | n. |
| of which men | 1.203 | n. |
| New hires in the year | 12 | % |
| Turnover rate | 9 | % |
| Permanent contracts | 98 | % |

5.2 Training and Professional Development

To Impresoft, the development of its people represents the main engine of growth. For this reason, in recent years the Group has invested significantly in policies aimed at providing all subsidiaries with clear and structured guidelines for employee management. At the same time, it has strengthened its commitment to training, making it accessible at all organisational levels: training hours have in fact risen from 47 per employee in 2022 to 60 in 2025. To further facilitate this journey, the Group has developed a platform organised by thematic areas, which provides both mandatory compliance courses (ISO, Model 231, GDPR, NIS2) and content dedicated to soft skill development as well as short informational snippets on practical topics such as reading one’s payslip.

| Indicator | Value | Unit of measurement |
|---------------------------------------|---------|---------------------|
| Total training hours delivered | 102.000 | hours |
| Average hours per employee | 60 | hours/employee |
| Employees with performance evaluation | 76 | % |

5.3 DEI – Community and Territory

Impresoft, always attentive to social issues, also positions itself as a promoter and accelerator of a culture oriented towards social responsibility. Since 2025, it has launched a structured People Empowerment programme, with the objective of gathering and developing projects capable of involving not only internal resources but also reference communities. Alongside the attainment by some Group companies of the UNI PdR/128 certification and the adoption of a Diversity & Inclusion policy, the Group has launched several initiatives. Among these, the Breakfast Boost project, aimed at raising young people’s awareness of technology, and an internal training programme dedicated to recognising signs of gender-based violence, structured in in-person sessions and digital content accessible via the Group’s training platform. In 2025, the Group strengthens its human capital development strategy by obtaining the Great Place to Work® certification for Formula and Impresoft 4ward, covering 35% of resources.

The objective is twofold: to create an internal support network among colleagues and to encourage involvement in volunteer activities in the local area, including with partners such as the Community of Sant’Egidio.

| Indicator | Value | Unit of measurement |
|---------------------------------|-------|---------------------|
| % women in managerial positions | 20 | % |
| Gender pay gap | 8 | % |

6. ESG Goals and the 2030 Agenda

6.1 Alignment with SDGs (Sustainable Development Goals)

The Group actively contributes to achieving the Sustainable Development Goals, with a sustainable strategy primarily targeting the following six objectives, aimed at creating shared value.



Achieving gender equality and empowering all women and girls, for operational efficiency and social inclusivity, actively promoting the implementation of the Women Empowerment Principles.



Fostering lasting economic growth, inclusive and sustainable, full and productive employment and decent work for all, through diversification, innovation, safe and secure working environments, and social and professional growth.



Aiming to build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation; To evaluate the annual progress of activities, SDG Action Manager is used as an analytical tool to carry out a precise self-assessment of processes.



Ensuring sustainable production and consumption patterns, through responsible use of resources, the implementation of regenerative production cycles, product stewardship and the promotion of lifestyles and consumption patterns oriented towards conservation.

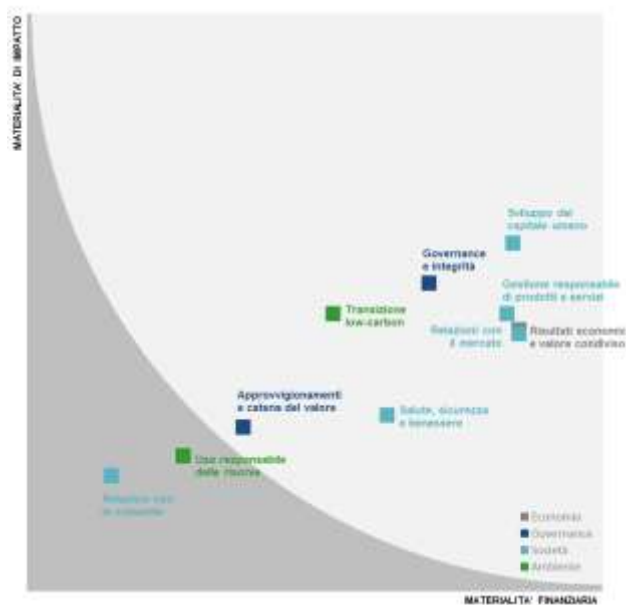
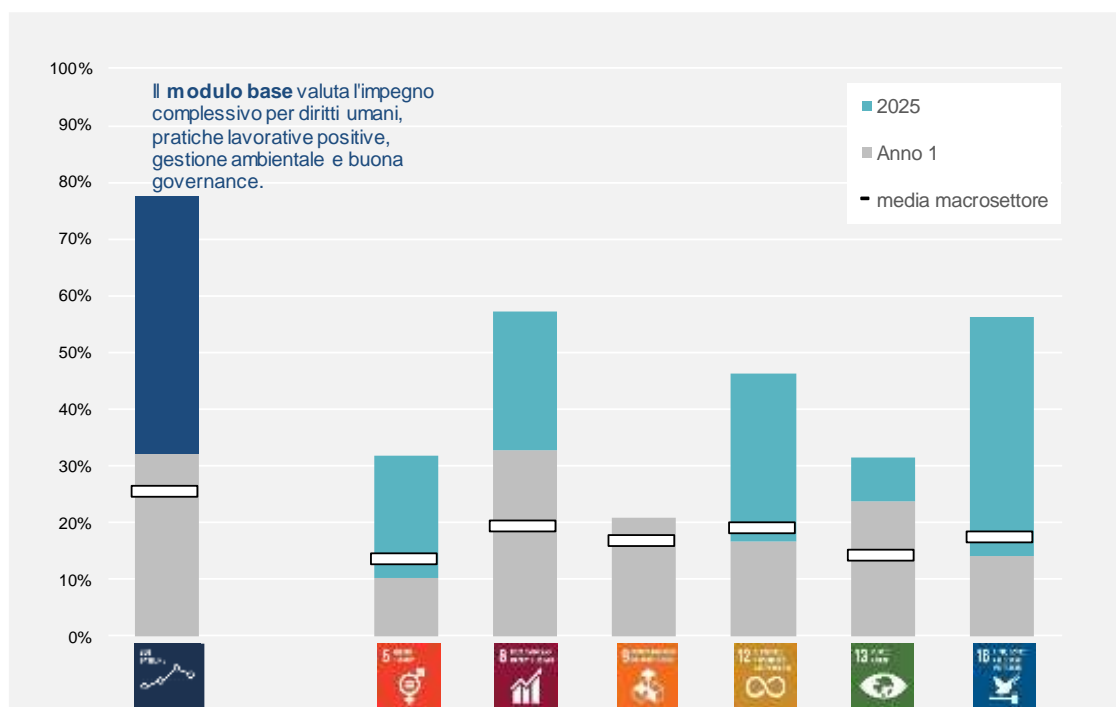


Taking urgent action to combat climate change and its consequences, supporting the low-carbon transition and implementing monitoring, mitigation and adaptation activities for resilient value chains.



Promoting peaceful and more inclusive societies for sustainable development; offering access to justice for all and creating effective, accountable and inclusive institutions at all levels, promoting sustainable governance and business integrity.

The following chart represents Impresoft's position with respect to the SDGs chosen as strategic reference:



In defining the sustainable strategy and action plans of **Impresoft**, the materiality analysis provides an effective tool for identifying relevant governance, economic, social and environmental topics, by crossing business interests with stakeholder expectations.

The **materiality matrix** is built by systematically evaluating risks, opportunities, positive or negative impacts, analysing all relevant aspects for the business with input from the first line of management, the majority shareholder and, finally, collecting the positions expressed by the most relevant stakeholders.

SDGs and materiality are the reference for the action plan adopted. The **ESG plan** is coordinated, monitored and discussed at the Board of Directors level and included in the variable remuneration of management.

7. Methodological Notes and Reporting Scope

7.1 Report Scope

Reporting is carried out annually considering all Group subsidiaries as the scope, including those that joined in Q1 and Q2 of the reporting year. All companies within the scope are Italian with no foreign offices.

7.2 Reference Standards and Frameworks

Standards used for the preparation of the ESRS report (European Sustainability Reporting Standards).

7.3 Materiality Process

The materiality matrix is built by systematically evaluating risks, opportunities, positive or negative impacts, analysing all relevant aspects for the business with input from the first line of management, the majority shareholder and, finally, collecting the positions expressed by the most relevant stakeholders.

The SDGs together with the materiality process are the reference for the action plan adopted. The ESG plan is coordinated, monitored and discussed at the Board of Directors level and included in the variable remuneration of management.

7.4 Data Collection and Management

The Group has organised ESG data reporting into two categories: there are data that are collected monthly and discussed both with top management and with the sustainability contacts of the individual companies on a quarterly basis, in addition to the annual reporting. The results of these monitoring activities, the action plan and the objectives achieved are discussed and approved by the Board of Directors.

8. Annexes

Annex A – ESG KPI Table

Summary of all the main ESG indicators reported in the document, with reference to the current year and comparison with previous years.

| | | 2021 | 2022 | 2023 | 2024 | 2025 |
|-------------------------------|---|------|-------------|--------|--------|--------|
| Code of Ethics | | | Yes | Yes | Yes | Yes |
| Sustainability Policies | | | In progress | Yes | Yes | Yes |
| Gender diversity on the Board | % women on the Board of Directors | | 0% | 0% | 17% | 17% |
| 231 Model | | | Yes | Yes | Yes | Yes |
| Supplier Code of Conduct | | | In progress | Yes | Yes | Yes |
| Non-compliance incidents | ethics, HSE, corporate, market and others | | 0 | 0 | 0 | 0 |
| Employees | | | 737 | 830 | 1577 | 1676 |
| Women | # | | 200 | 226 | 427 | 473 |
| Men | | | 537 | 604 | 1150 | 1203 |
| Contracts | % of permanent contracts | | 97% | 97% | 99% | 98% |
| New hires | % new hires out of total employees | | 23% | 19% | 23% | 12% |
| Departures | % departures out of total employees | | 14% | 10% | 8% | 9% |
| Women | % of total employees | | 27% | 27% | 27% | 28% |
| in managerial positions | % of total managers and executives | | 24% | 9% | 21% | 20% |
| Gender pay gap | | | 3% | 3% | 9% | 8% |
| Manager | | | 12% | 13% | 2% | -7% |
| Middle managers | % difference between average male and female salary relative to average male salary | | 0% | 18% | 8% | 7% |
| Employees (office) | | | 1% | -5% | 4% | 1% |
| Workers | | | 0% | | | 0% |
| Frequency rate | # workplace accidents per million hours worked | | 2,6 | 0,0 | 0,4 | 0,6 |
| Lost days | # days lost per accident | | 55,0 | 0,0 | 68,0 | 9,0 |
| Severity rate | # days lost per thousand hours worked | | 0,0 | 0,0 | 0,0 | 0,0 |
| Training | average training hours per employee | | 47,4 | 44,0 | 53,0 | 60,2 |
| Performance evaluation | % employees with formal performance review | | 45% | 45% | 65% | 76% |
| Raw materials | tonnes | | 0 | 0 | 0 | |
| of which renewable | % | | 0 | 0 | 0 | |
| of which recycled | % | | 0 | 0 | 0 | |
| Packaging materials | tonnes | | 0 | 0 | 0 | |
| of which renewable | % | | 0 | 0 | 0 | |
| of which recycled | % | | 0 | 0 | 0 | |
| GHG emissions | | | 1.376 | 3.513 | 4.856 | 4.803 |
| Scope 1 | tonnes of CO ₂ equivalent | | 947 | 938 | 1.185 | 1.248 |
| Scope 2 | | | 0 | 0 | 0 | 0 |
| Scope 3 | | | 429 | 2.576 | 3.670 | 3.555 |
| GHG intensity | tonnes of CO ₂ equivalent per million € revenues | | 14 | 22 | 23 | 21 |
| Energy consumption | GJ (thermal and electrical) | | 15.827 | 16.307 | 21.967 | 20.819 |
| of which renewable | % of renewable energy | | 17% | 17% | 29% | 19% |
| Energy intensity | GWh (thermal and electrical) per million € revenues | | 158 | 103 | 106 | 93 |
| Water discharges | tonnes of priority hazardous substances per million € invested | | 0,00 | | | |
| Hazardous waste | tonnellate | | 0,00 | 0,00 | 0,00 | 0,02 |
| Hazardous waste | tonnes of hazardous waste per million € invested | | 0,00 | 0,00 | 0,00 | 0,00 |

Annex B – Contacts and Information

Group Quality ESG & Compliance Manager

Costanza Tramontano

costanza.tramontano@impresoft.com