



# Report di sostenibilità 2024

[entando.com](http://entando.com)

**entando**  
the composable way.

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# Founder's Letter

## Walter Ambu

## Founder & CEO



**Walter Ambu**

Amministratore Unico e fondatore

Dear All,

We are pleased to share the results and commitments achieved by Entando in 2024, reaffirming our ongoing dedication to environmental, social, and governance sustainability. As highlighted in previous reports, for us sustainability is much more than a goal: it is a responsibility that guides every aspect of our daily operations.

This year, we have consolidated and expanded the initiatives we have undertaken, with new projects that have generated a positive impact not only in the environmental sphere but also in the social and economic domains. Our

philosophy remains rooted in a holistic approach, where every business decision aims to improve our impact both from an environmental perspective and in terms of the well-being of the people involved in our activities.

In 2024, we strengthened the objectives and practices outlined in our previous plans, taking a further step forward in creating shared value with our employees, customers, and partners. This year of growth has seen Entando engaged in concrete actions, with a strong focus on enhancing human capital and continuously improving our governance.

It is essential to acknowledge that the results achieved are the outcome of ongoing work, constant collaboration with our stakeholders, and the vision of a sustainable future that guides us. We would like to express our sincere gratitude to all those who have supported us along this journey, contributing their commitment to our success.

We will continue to work with determination to ensure that Entando not only meets the highest sustainability standards but also becomes a concrete example of how a company can grow in harmony with the environment and the communities it supports.

# Premise

## Our Roots

The history of Entando is an example of evolution and constant adaptation to market needs. Founded as a company providing customized software services and solutions in Sardinia, the company quickly identified new opportunities for growth and innovation. Under the visionary leadership of Walter Ambu, Entando transformed over the years, evolving from a service company creating web portals for businesses and public administrations into a product company by developing an application composition platform.

# 2020

In 2020, leveraging the experience gained, Ambu launched an innovative idea: a platform to modernize companies' traditional applications through the concept of "Composability." This approach offered greater agility, faster development, reduced maintenance costs, and superior scalability, enabling companies to assemble applications using pre-existing components in a flexible and scalable way.

# 2023

In 2023, Entando received further recognition. In its reports, Gartner highlighted Entando's key role in facilitating the adoption of composable and cloud-native architectures and methodologies. The Entando platform accelerates application modernization, enabling the rapid integration of business components and meeting customers' evolving expectations for faster application delivery.

# 2022

In 2022, the technology landscape saw a significant change when Gartner, a multinational leader in strategic consulting, market research, and analysis in the field of information technology, identified a new category of software products called "Application Composition Platform." In this context, Entando evolved its offering, becoming a vendor of Application Composition Platforms. This transformation allowed Entando to be recognized as one of the first Sample Vendors globally in this category and the first in the open-source field.

# 2024

In 2024, Entando was included in several Gartner reports, including the "Emerging Tech Impact Radar," as a relevant vendor in cloud-native technologies. In February, it launched version 7.3 of its platform, and in June, it signed a strategic agreement with the Slovak government to promote its adoption in Eastern Europe.

Today, Entando is not only a leader in the Application Composition Platforms sector, but also an example of how innovation and strategic vision can transform a company, enabling it to adapt and thrive in a constantly evolving market. With a solid foundation of recognition and a promising future, Entando continues to drive innovation in the field of composable platforms, demonstrating that with determination and vision, it is possible to redefine the standards of the technology sector.

## Our Directions



### Passion

We believe in what we do



### Semplicity

We make things easy



### Transparency

We stay real



### Adaptability

We embrace change

## The Context

In 2024, companies operated in a context of economic and geopolitical uncertainty, characterized by a slowdown in inflation in certain sectors, but with high capital and raw material costs that continue to influence investment strategies. International tensions are redefining supply chains, while ESG regulations and the growing focus on cybersecurity impose new challenges in terms of compliance and risk management.

At the same time, the spread of artificial intelligence is profoundly transforming business models. The adoption of generative AI and advanced automation enables improved productivity, optimization of decision-making processes, and accelerated innovation. However, the effective integration of these technologies requires flexible and scalable digital infrastructures, capable of supporting sustainable growth and responding quickly to market changes.

In this scenario, digital transformation represents an essential lever for maintaining competitiveness and flexibility. Technologies such as artificial intelligence, advanced automation, and cloud computing are transforming operational models, enabling companies to optimize processes and respond quickly to changing market demands. The ability to innovate and adapt to new

challenges has now become a fundamental requirement for business sustainability.

The need for an ultra-agile application environment has become essential to support the evolution of business strategy, optimizing costs, increasing workforce efficiency, and fostering competitive innovation. The composable application architecture (ACP) has emerged as an effective solution, enabling IT and business teams to collaborate in the creation, maintenance, and continuous adaptability of business-critical applications with great responsiveness. In this context, a scalable platform represents a decisive factor, fully enabling the benefits of ACP, as demonstrated by the experience of many companies.

Organizations require tools that facilitate synergy between IT experts and business professionals, allowing them to design applications in an agile and responsive manner. A broad catalog of reusable components, tailor-made within the organization and covering different functional areas, helps bridge the gap between technical and business needs, ensuring applications that meet both strategic objectives and operational requirements.

The integration of new components or the creation of customized solutions fosters a culture of continuous innovation. This approach enables the development of modular business

capabilities, the curation and updating of components in use, and the dynamic management of the application lifecycle. The result is a reduction in development and maintenance costs, along with an increase in speed and efficiency in development processes

## key benefits



### Greater Agility

The ability to quickly create and adapt applications enables companies to respond promptly to market changes.



### Cost Optimization

The intelligent use of IT resources allows for reducing expenses related to the development, maintenance, and updating of applications.



### Accelerated Innovation

A flexible and composable environment facilitates experimentation and the creation of new products and services, effectively responding to customer needs.

The adoption of a composable architecture, supported by a unified low-code platform, enables companies to develop and adapt their applications quickly while maintaining a high level of efficiency and operational resilience. This approach allows organizations to select and integrate the components that best fit their business needs, optimizing IT resource usage and reducing implementation time.

Entando is an open-source Application Composition Platform designed to support the creation of cloud-native applications on cloud infrastructures. The platform enables business and IT teams to collaborate seamlessly, simplifying application management, reducing operational complexity, and accelerating innovation processes. Thanks to its modular and scalable ecosystem, enterprises can enhance organizational agility, lower development costs, and respond more swiftly to market changes.



## Solid roots for a sustainable future: our governance

Entando's corporate governance system is built on strong ethical principles and aligned with best practices at both national and international level, with the goal of ensuring transparent management, clear communication with the market, and protection of key social interests.

In 2023, Entando adopted the Organization, Management, and Control Model pursuant to Italian Legislative Decree 231/2001, designed to ensure regulatory compliance and prevent the commission of corporate crimes. This model applies to all employees, collaborators, and business partners, with the aim of ensuring that operations are carried out lawfully and ethically.

The model includes, among other aspects, the monitoring of specific risk areas, such as cybercrimes and unlawful data processing, which are essential to safeguarding sensitive information and protecting corporate data. It also addresses crimes against public administration, ensuring that every interaction with public entities is conducted with full transparency and in compliance with regulations.

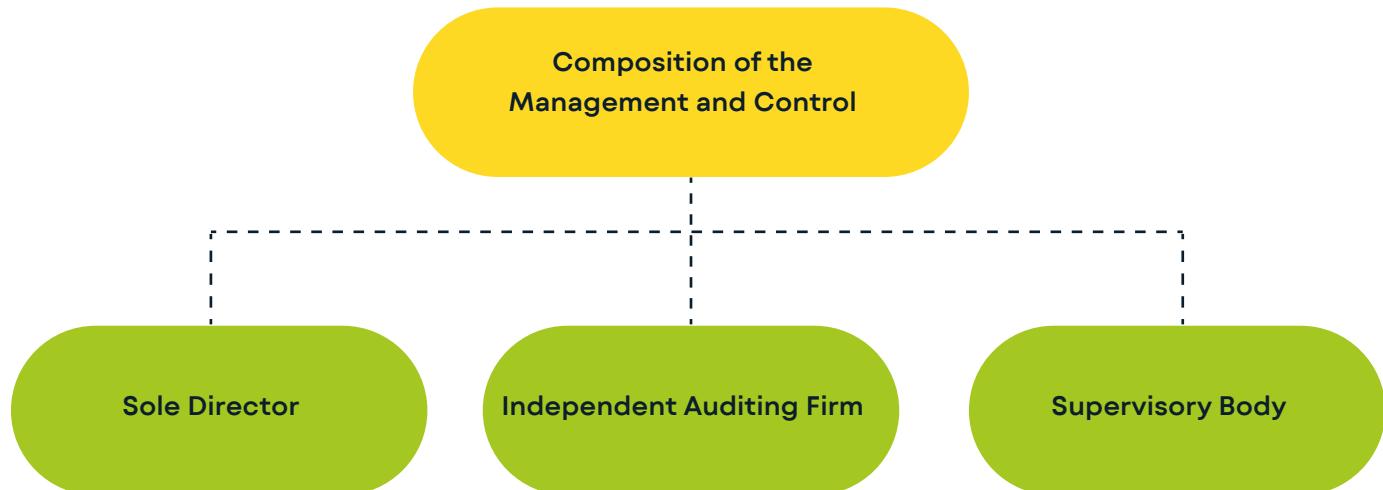
To further strengthen the control system, Entando has implemented a rigorous whistleblowing procedure that enables employees, collaborators, suppliers, and any other party interacting with the company to report potential misconduct or violations of the model safely and anonymously. The reporting channel, available on the dedicated "Model 231" section of the company website, guarantees maximum confidentiality and protection against retaliation. Use of this channel is governed by the whistleblowing policy, also available online, which sets out the rules and principles for proper handling of reports.

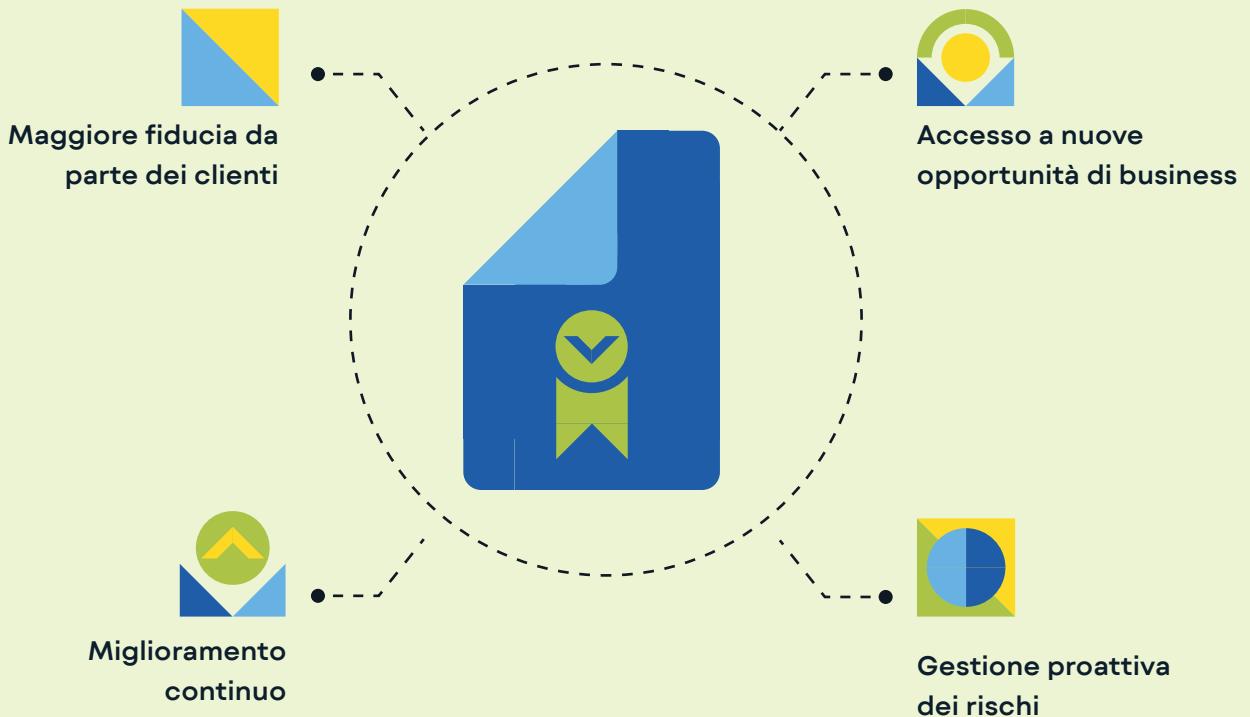
The Code of Ethics is a cornerstone of the corporate governance system and an integral part of Model 231. It defines the standards of conduct that guide all company activities. Based on integrity, transparency, and accountability, the Code applies to employees, collaborators, suppliers, and stakeholders, ensuring that every action is carried out in compliance with

regulations and the highest ethical standards. Beyond regulating conflict-of-interest situations, the document promotes fairness in both internal and external relations, guaranteeing impartiality in business decisions. It also fosters a culture of legality and compliance, reinforced by control mechanisms such as the whistleblowing procedure, which allows irregularities to be reported securely and confidentially. The application of the Code strengthens stakeholder trust and supports sustainable growth in line with the company's values and strategic goals.

Entando has adopted a traditional governance model, with a Sole Director as the management body and an external audit firm responsible for accounting oversight. The Sole Director also holds responsibility for the company's sustainability strategy, confirming Entando's commitment to responsible and transparent growth.

The implementation of this governance system not only ensures compliance with regulations, but also reflects Entando's dedication to building a corporate environment rooted in integrity, accountability, and stakeholder protection.





## Our Certifications

### ISO 9001

Our Quality Management System complies with the requirements of the ISO 9001 standard and is applied to the field of "Consulting, design, and development of software solutions" (IAF: 33). This structured approach ensures control and continuous improvement of the quality of our services and the software solutions we deliver. The certification reflects our commitment to maintaining high operational standards, meeting customer needs, and promoting innovation and efficiency in business processes.

The adoption of the ISO 9001 standard in the consulting and software development sector provides several key benefits, including:

- **Increased customer confidence:** demonstrates our commitment to delivering high-quality and reliable services.
- **Continuous improvement:** supports ongoing performance analysis to identify areas for optimization and growth.
- **Access to new business opportunities:** serves as a value-added credential for collaborations and partnerships with organizations requiring certified suppliers.
- **Proactive risk management:** enables effective identification and mitigation of potential risks in consulting and development projects through a structured approach.

### ISO 27001: Information Security Management System (ISMS)

The ISO 27001 certification demonstrates our commitment to protecting corporate information and sensitive data. Through a structured security management system, we monitor and mitigate data protection risks, ensuring the confidentiality, integrity, and availability of critical information while supporting business continuity.

## **ISO 27017: Information Security Controls for Cloud Services**

Compliance with ISO 27017 reinforces our focus on data security within cloud services. This standard is essential to our cloud-native technology platform, enabling us to implement advanced security controls that safeguard customer data and ensure a reliable and secure cloud environment.

## **ISO 27018: Protection of Personal Data in Cloud Services**

The ISO 27018 certification highlights our dedication to privacy and the protection of personal data in cloud environments. This standard sets strict guidelines for data processing, ensuring transparency, security, and compliance with personal information protection regulations. Our goal is to provide a digital environment where privacy and data security are consistently upheld.

These certifications not only confirm our adherence to international standards of excellence, but also represent a concrete commitment to delivering the highest levels of quality, security, and reliability in the services we provide to our clients.

## **Our Clients**

At Entando, we place great value on the care and importance we dedicate to our clients' feedback, which we consider a cornerstone for the continuous improvement of our work. We implement targeted strategies to actively engage clients in assessing their satisfaction, with the aim of consistently monitoring and enhancing our products and services.

We promote engagement through various channels, such as conferences, public presentations, email communication, and face-to-face meetings. Our goal is to refine our business approach by focusing on customer needs and satisfaction, while also raising awareness on key issues such as privacy, health, and safety.

Dialogue with our clients is central to our strategy. We organize dedicated opportunities for discussion and listening, with the intent of improving the quality of our services and products, ensuring they fully meet the expectations and preferences of our clients.

To ensure accurate monitoring and continuous improvement, we actively involve clients in satisfaction assessments. This process allows us to gather detailed feedback and implement timely changes to our products and services, ensuring an optimal experience for every client.

## **Our Services**

The services we offer are designed to provide advanced technological solutions characterized by high performance, scalability, flexibility, reliability, and security. These solutions are tailored to meet the most complex IT needs in physical, virtual, and hybrid cloud environments. Our technologies enable clients and partners to access software that we develop, integrate, test, certify, deliver, maintain, and support—always with a focus on continuous improvement. We offer a comprehensive portfolio of services, including consulting, support, and training.

Entando stands out for the breadth and completeness of the services we provide, designed to adapt to the specific needs of each client, regardless of industry or organizational complexity. Among our services, we offer multi-level support as well as specialized technical consulting and training.

## Subscriptions

While Entando is a free open source software, enterprises require specific support for enterprise-grade and mission-critical environments. Entando Product Support Subscriptions provide these essential services, ensuring that our customers benefit from a secure and reliable experience.



### Guaranteed security:

subscriptions include alerts and updates on security issues, helping maintain high levels of protection in production environments.



### Support with defined SLAs:

we offer support with clearly defined SLAs, 24/7 and 365 days a year, for timely resolution of bugs.



### Operational support:

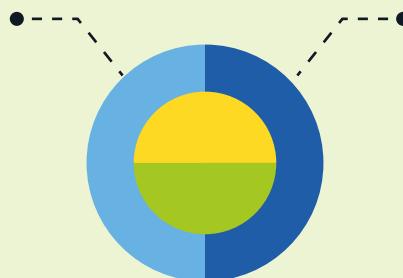
our team assists clients with software implementation, ensuring a smooth and seamless transition.

## Certifications and Training

Entando offers training courses covering a wide range of topics, suitable for all skill levels—from introductory to advanced. Courses are available for both public groups and enterprise partners.

### Developer Training:

these sessions enable developer partners to explore the platform in depth, culminating in a certification exam that validates advanced skills.



### Training for Architects and Business Technologists:

these courses are designed for IT managers, architects, and business technologists, helping them use Entando effectively.

## Technical Consulting

Our expert engineers provide specialized technical support, delivering high-quality, customized solutions tailored to meet each client's specific needs.

## Creating Value Together: Our Supplier Network

In 2024, Entando collaborated with 167 suppliers, strengthening a strategic supply network built on quality, reliability, and innovation. Most of our suppliers are based in Italy, while 22% operate in international markets—reflecting a balance between local presence and global openness.

Our supplier selection is always made with great care, focusing on those who meet high standards of quality, transparency, and reliability. To reinforce this commitment and ensure a rigorous selection process, we chose to obtain ISO 9001 certification. This certification is a value-added element, demonstrating our attention to supplier selection and ensuring we work only with partners who share our principles of excellence and continuous improvement.

Among our suppliers, 17% specialize in internet services, highlighting the importance of digital infrastructure within our ecosystem. The remaining 83% consists of providers of other services, carefully selected to meet the quality and operational standards required by our organization.

This approach allows us to build a resilient and sustainable supply chain that supports our growth and innovation, ensuring advanced technological solutions capable of addressing the challenges of the global market.

## Sustainability

The 2024 Sustainability Report includes Environmental, Social, and Governance (ESG) data covering the entire reporting period from January 1 to December 31, 2024.

### Transparency and Innovation: Our Approach to Sustainability 2024

Throughout 2024, we launched a comprehensive initiative to evaluate and analyze the current and potential impacts of our business activities and relationships on the environment and people's well-being. This process included an assessment of both positive and negative aspects, aligned with Entando's commitment to sustainability. The objective is to ensure a responsible and informed management of our operations, with a constant focus on improving business performance and our overall impact on the community and the environment.

**The materiality analysis was divided into three main phases:**

#### **Identification:**

in line with Entando's strategic priorities, all potential material topics were identified through a detailed review of internal documentation, an analysis of major socio-environmental trends in the industry, and a benchmarking study. The latter involved evaluating a sample of comparable and competing companies operating in Italy, with a focus on relevant ESG aspects, based on publicly available sources.

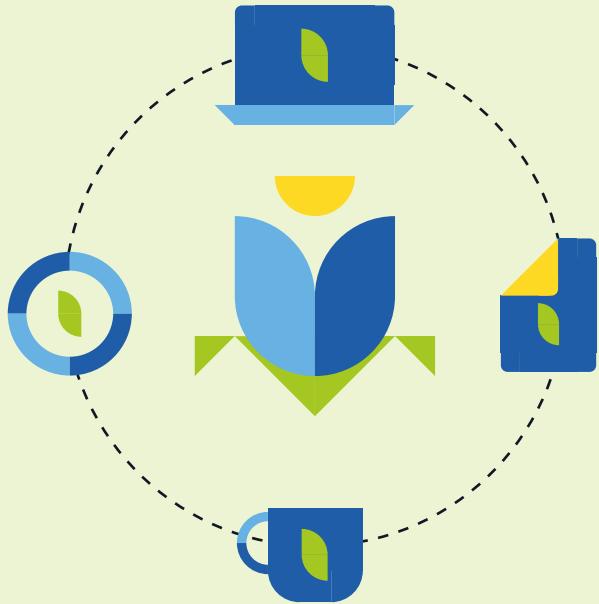
#### **Survey:**

a questionnaire was administered to a selected group of stakeholders to explore key ESG priorities. This step allowed for the evaluation of potential material topics and their associated indicators.

#### **Reprocessing and Analysis:**

the results were analyzed and reprocessed to identify the main material trends.

The material topics identified relate to the areas of Environment, Social, and Governance. Within these areas, the most relevant themes for our stakeholders were selected.



# Environmental Sustainability: Actions and Results

Throughout 2024, Entando continued its commitment to environmental sustainability, strengthening and expanding its efforts to reduce the environmental impact of its operations. The company further integrated environmental protection and energy efficiency principles into its business model, with the aim of optimizing resource consumption, minimizing waste, and preventing pollution. Environmentally friendly policies, procedures, and practices have become core pillars of the company's philosophy.

Over the course of the year, Entando implemented new initiatives to reduce plastic use, adopting innovative strategies to monitor energy consumption and waste production. The company continued to promote the correct collection and disposal of waste generated at its headquarters, thus contributing to the responsible management of materials.

Entando also reinforced its commitment to selecting equipment, work tools, and consumer goods with a low environmental impact, favoring solutions that respect the environment without compromising operational efficiency. This approach has not only strengthened Entando's reputation as a socially responsible company but has also produced tangible benefits in terms of reducing the overall environmental footprint of its activities.

Entando's daily commitment to environmental sustainability reflects its awareness of the importance of adopting responsible business practices to help preserve the environment for future generations.

## A Sustainability Journey: Strong Roots, Forward Vision

For Entando, sustainability is not an abstract concept but a guiding principle that shapes every strategic and operational decision. Reducing environmental impact is a responsibility the company has consciously and resolutely embraced, turning it into concrete and measurable actions. The progress achieved to date reflects not only the consolidation of choices made in previous years but also the foundation for future developments. Reviewing these results highlights the consistency of a path that, year after year, continues to grow stronger and broader, integrating new solutions to ensure increasingly sustainable operations.



## Clean Energy, Reduced Consumption: Entando's Sustainable Future

Energy management has always been a key pillar of Entando's environmental strategy. In 2024, as in previous years, the company ensured that 100% of the energy it used came from renewable sources, further reinforcing its low-impact operating model. Energy consumption in 2024 decreased by 10% compared to 2023, despite the gradual return of some employees to the office. This result is particularly significant, as overall consumption was about than in 2022—a year in which most staff were working remotely.



## Reducing Waste, Increasing Efficiency: Our Commitment to the Planet

Responsible waste management is a core component of Entando's environmental policies. Waste sorting, already well established within company practices, has been further optimized to enhance resource efficiency and reduce the environmental impact associated with production and operational waste.

This is complemented by a focus on the management of electronic equipment. The implementation of recycling and reuse programs for obsolete devices has helped reduce the accumulation of technological waste and extend the lifecycle of IT resources, in line with the principles of the circular economy. Devices that are no longer functional are either traded in or sold, while those still fit for use are reintegrated into the operational cycle, thereby reducing the need for new production and, consequently, the environmental impact of the technology sector.

In pursuit of increasingly sustainable operations, since 2023 Entando has strengthened its environmental efforts by adopting procurement practices that prioritize reusable and recyclable goods for its headquarters, while progressively phasing out single-use devices. This policy has led to a significant reduction in plastic waste, promoting a corporate culture rooted in environmental responsibility and conscious resource usage.



## Yesterday, Today, and Beyond: Open Source Supporting the Environment

Since its inception, the Entando platform has been developed as open source, laying the foundation for a technology model built on flexibility, efficiency, and sustainability. The adoption of open source solutions remains a key element of the company's environmental strategy, helping reduce reliance on proprietary, energy-intensive software and supporting the optimization of digital resources. This approach improves consumption efficiency, extends the lifecycle of IT infrastructure, and reduces the need for frequent hardware upgrades, thereby limiting electronic waste production.

Moreover, the use of open technologies ensures greater interoperability and scalability, enabling a more sustainable transition for the company's digital ecosystem.

The results achieved so far are not an endpoint, but a step in a process of continuous improvement. Every initiative implemented and every choice made reflects a broader commitment to operating in an increasingly sustainable and responsible way.



## Minimal Impact, Maximum Value: Our Sustainability Journey

Entando is committed to integrating ESG principles into its business processes by adopting a strategic and measurable approach to sustainability. In this context, we conducted a detailed assessment of the environmental impact of one of our corporate events, with the aim of quantifying, reducing, and offsetting the CO<sub>2</sub> emissions generated.

Thanks to the collaboration with a certified B Corp consultancy, we were able to calculate the carbon footprint of an Entando event, which amounted to a total of 2,541.56 kg of CO<sub>2</sub> equivalent. The main sources of emissions were identified as meals served, participant travel, distributed giveaways, and accommodations.

Based on these findings, Entando implemented targeted measures to reduce the event's environmental impact. In particular, selecting a conveniently located venue helped minimize travel-related emissions. The event was also organized according to eco-efficient principles, adopting a plastic-free and paperless format that eliminated the use of plastic and paper-based giveaways. Additionally, awareness initiatives were launched to encourage participants to adopt sustainable practices.

Acknowledging that not all emissions can be eliminated, Entando chose to offset the remaining carbon footprint by purchasing Verified Carbon Standard (VCS) certified carbon credits.



## Innovation and Sustainability: Green Giveaways for a Better Future

In 2024, Entando further strengthened its commitment to environmental sustainability by introducing giveaways made exclusively from recycled materials. This initiative is part of a broader corporate strategy aimed at reducing the consumption of primary resources and promoting a responsible and efficient production model.

As part of its events and corporate activities, Entando carefully selected recycled-paper notebooks and inkless pens, ensuring both quality and functionality. The notebooks, made from certified recycled paper, help reduce the use of virgin cellulose, while the inkless pens, offer an innovative and sustainable alternative in the stationery sector.

This initiative supports a wider transition toward a responsible supply chain, where the selection of materials and suppliers is based on environmental sustainability criteria. It also raises awareness among employees and stakeholders about the importance of low-impact solutions, encouraging the adoption of sustainable practices in daily operations.

Through this responsible sourcing policy, Entando continues to advance its environmental sustainability efforts, in alignment with ESG goals and its commitment to embedding sustainability into every aspect of its operations.

# Our Team: The Driving Force of Change

As of December 31, 2024, Entando is proud to rely on a team of 20 professionals, including employees and consultants, who represent a key asset in our journey of growth and innovation. Each team member is selected for their expertise, commitment, and ability to face market challenges with professionalism. We work with individuals who share our core values of excellence, collaboration, and innovation, and who actively contribute to strengthening our position in the industry.

We firmly believe that our success is closely tied to the quality of our team. For this reason, we place great importance on their well-being and on fostering their skills and potential. At Entando, every individual plays a crucial role in achieving our business objectives and addressing future challenges. Our commitment to creating

**The breakdown of Entando's personnel in 2024 is as follows:**

**PIEDMONT**

- 1 Employees
- 1 Permanent Employees
- 1 Full-Time Employees

**SARDINIA**

- 15 Employees
- 15 Permanent Employees
- 15 Full-Time Employees

**20**  
**TOTAL EMPLOYEES**

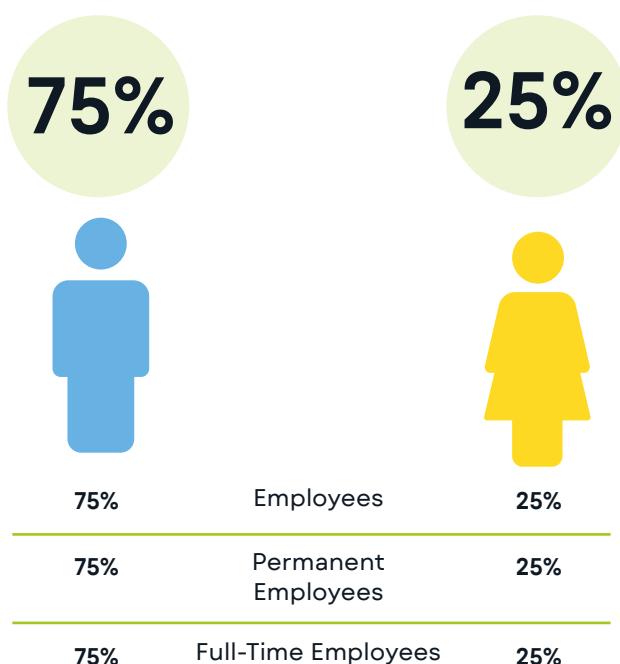
a stimulating, inclusive, and growth-oriented work environment guides every decision we make. We are dedicated to maintaining the high quality of our team by ensuring the ongoing development and continuity of internal expertise.

To this end, employees have access—based on specific needs—to tailored training programs aimed at enhancing their knowledge in the fields of innovation, digital transformation, and sustainability.



All employment relationships are governed in accordance with the provisions of current legislation regarding the legal, economic, and social security treatment of workers under the Metalworking SMEs National Collective Agreement (PMI CONFAPI).

The breakdown of Entando's personnel in 2024 is as follows:



## Iniziative a sostegno dei dipendenti

Per Entando, il welfare aziendale rappresenta un insieme di strumenti concreti pensati per agevolare il lavoro quotidiano e migliorare la qualità della vita professionale. L'obiettivo è fornire soluzioni pratiche che permettano al team di operare in un ambiente più efficiente e flessibile, riducendo le difficoltà organizzative e supportando le esigenze individuali.

Investire nel benessere dei dipendenti significa creare le condizioni per un lavoro più sereno e produttivo, garantendo strumenti che semplifichino la gestione delle attività quotidiane e favoriscano un migliore equilibrio tra impegni professionali e personali.

### Daily Well-being and Employee Care: Meal Vouchers

Meal vouchers are a company benefit that provides employees with practical and financial support in managing their daily food expenses. Entando offers meal vouchers that can be used at restaurants, cafés, pizzerias, supermarkets, agritourisms, and fish farms, ensuring a wide range of options to meet diverse needs.

The main advantages of this benefit include:

- **Usable for grocery shopping:** in addition to dining, meal vouchers can be used to purchase food items at participating supermarkets, offering practical support for household groceries.
- **Nationwide and digital availability:** vouchers can be used throughout the national territory and are available in electronic format, simplifying transactions and providing greater ease of use.
- **Tax exemption:** meal vouchers benefit from favorable tax treatment, being exempt from social security contributions and income tax up to the limits established by current regulations.
- **Better lunch break management:** they allow employees to access a wide range of options without having to pay in advance, reducing personal expenses and making lunch breaks easier to manage—whether in the office or while working remotely.
- **Cumulative use:** depending on the merchant's policy, vouchers can be combined to cover expenses exceeding the value of a single ticket, increasing their flexibility of use.

This initiative is part of Entando's ongoing commitment to providing its employees with practical tools to better manage daily expenses, offering a tangible and accessible benefit.

## Smart Working: Flexibility and Autonomy

Entando has adopted smart working as an organizational model to provide employees with greater autonomy in managing their work. This approach, based on trust and responsibility, allows team members to organize their tasks with increased flexibility, choosing where and when to work according to their individual needs and company objectives.

Agile work not only supports a better work-life balance but also reduces the environmental impact associated with commuting and contributes to greater operational efficiency. The opportunity to work remotely therefore represents an added value for both employees and the company, fostering a results-oriented and well-being-focused culture.

## Health and Safety: Prevention, Well-being, and Responsibility

At Entando, employee safety and well-being are top priorities. In accordance with Legislative Decree 81/2008 on health and safety in the workplace, we rigorously comply with current regulations, with a particular focus on risk information and prevention.

Each employee, upon hiring, receives and signs a workplace safety notice, which includes proper conduct guidelines to be followed also while working remotely. Additionally, employees are required to undergo medical examinations to assess their fitness for work, as mandated by law and the applicable National Collective Labour Agreement (CCNL). Failure to comply with medical assessments results in suspension from work without pay, following a written notice. The outcomes of these examinations are treated confidentially and are not shared with the company, except for the fitness-for-duty confirmation issued by the occupational physician.

Occupational health is monitored by qualified professionals, including the company physician, in collaboration with Human Resources. The health protocol includes medical check-ups every five years for employees under the age of 50 and every two years for those over 50 or with specific medical requirements. Employees may also request assessments to verify fitness for specific duties. All medical data is handled in compliance with privacy regulations and shared in aggregated form with the relevant stakeholders.

Since 2018, Entando employees and managers have benefited from EBM Salute, the supplementary healthcare fund provided by the Metalworkers' National Collective Labour Agreement dated July 3, 2017. Established in 2018 by Unionmeccanica Confapi, Fim-Cisl, Fiom-Cgil, and Uilm-Uil, EBM Salute offers supplementary health services to the National Health Service for employees of participating companies, operating on a non-profit basis.

Entando is committed to promoting a safe and healthy work environment that also supports the physical and mental well-being of its employees. Through internal communication tools and regular meetings organized by Human Resources, we foster open dialogue, enabling team members to express their needs and feel fully integrated into the company.

## AGENDA ENTANDO 2025

In 2025, Entando will further strengthen its commitment to continuous improvement in environmental, social, and governance (ESG) matters. With a particular focus on resource efficiency and reducing environmental impact, the company aims to implement significant changes that reflect its dedication to sustainable and responsible development. Entando is determined to move forward consistently, reinforcing its role as a benchmark in the ethical and sustainable management of resources.

entando  
the composable way.