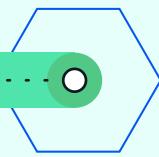


# Sustainability 2022





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# Letter from the founder

We are pleased to present our first Sustainability report with great pride.

The decision to prepare this report arose from a sincere desire to communicate our values, to share with all of you our firm commitment to protect the environment and enhance the lives of the people who we work with everyday.

In 2022, Entando set an objective to track and follow a sustainable path, to undertake corporate projects and actions that reduce our environmental impact while increasing positive social influence. In fact, people are the heartbeat of the Company each of them plays a fundamental role as they contribute to the growth of our organization, not only from a professional point of view but also with their uniqueness. The green approach and corporate social responsibility have been central elements of our modus operandi since the foundation of Entando.

We want to highlight that our commitment comes from the fact that we firmly believe in promoting positive and lasting change.

We thank our invaluable stakeholders for the support and trust you have shown us on this fascinating and challenging adventure.



**Walter Ambu**  
*Sole Director and founder*



# Premise

## Our roots

The story of Entando is a testament to continuous evolution and adaptation to market needs. Founded in Sardinia as a company providing custom software solutions and services, it quickly identified new opportunities for growth and innovation. Under the visionary leadership of Walter Ambu, Entando has transformed over the years, evolving from a service company focused on building web portals for enterprises and public administrations into a product company, developing an Application Composition Platform.

In 2020, Ambu had an innovative idea thanks to the experiences of the previous years: create a next-generation platform that would allow organizations to modernize traditional business applications with a completely new methodological approach and architectural model, based on modularity and the composability of business processes. Composability is an approach where business applications are assembled from pre-existing components in a flexible and scalable way. This approach offers many advantages, including:

- **Greater agility and speed of development**
- **Reduction of development and maintenance costs**
- **Improved scalability and flexibility of applications**

In 2022, Gartner, one of the largest strategic consulting and market research firms, identified a new category of software products called the application composition platform (ACP).

This is how Entando changed from a platform for creating modern portals to an application composition platform Vendor. Today, Entando is considered one of the first Sample Vendors in this category in the world, and the first in the open source field.

Entando aims to become the world's leading platform for composing enterprise applications. The Company began repositioning itself in the market as the first open source product in the application composition platform category.

A point of reference in the Italian technological landscape, the Company actively collaborates with public entities and private companies, offering innovative digital solutions built on its platform. The story of Entando illustrates how a small company can grow and transform with the determination and continuous innovations of its founder and all those who contributed to its growth. By developing new solutions and meeting the needs of businesses, Entando is working towards a promising future, faithful to its mission of helping enterprises modernize and become more agile.

## Starting point



## The context

We live in a time of uncertainty. Organizations face unprecedented challenges, including inflation, geopolitical instability, rising interest rates, labor and skills shortages, supply chain disruptions, and ongoing pandemic issues. These challenges are closely interrelated, and their interactions result in a business environment where conditions change from week to week, if not day to day. In this context, the only certainty is uncertainty.

Business priorities can change suddenly and unexpectedly. Organizations may need to scale back abruptly, postpone or cancel strategic initiatives, accelerate previously lower-priority projects, or kick off initiatives that weren't planned. Furthermore, budgets can become increasingly limited.

### Problem

In this environment, organizations need an ultra-agile application that can support the twists and turns of business strategy, keeping costs under control, optimizing workforce productivity, and enhancing competitive innovation.

### Solution

The application composition platform (ACP) is a solution that addresses these issues. An ACP enables IT organizations and business teams to collaborate, to continuously build, maintain, and adapt business-critical applications in a highly responsive manner.

### Benefits

Benefits of ACP include:

- Increased agility: an ACP enables organizations to build and adapt applications quickly and easily, promptly responding to changing business needs.
- Cost reduction: an ACP enables organizations to use IT resources more efficiently by lowering costs associated with developing, maintaining and updating applications.
- Increased innovation: an ACP allows organizations to experiment and innovate continuously and with ease, creating new products and services that meet customer needs faster.

An application composition platform is a powerful solution that can help organizations thrive in an increasingly complex business environment. Entando is a leading ACP provider, offering a comprehensive, scalable platform to help organizations realize the benefits of composable architecture.

# Entando

Entando is the only open-source Application Composition Platform for creating composable applications on Kubernetes for a cloud native environment.

Entando enables enterprise teams to improve collaboration by composing and recomposing cloud-native applications, thereby accelerating development, simplifying maintenance, reducing total lifecycle costs, and improving overall business agility.



# Governance: Moving toward a sustainable future

Entando's corporate governance system has the primary objective of promoting transparency in management activities, ensuring accurate communication toward the market and protecting socially relevant interests. The system is based on internal principles and guidelines formalized through rigorous procedures and in full compliance with best practices at national and international levels. The essence of this initiative is to ensure responsible and ethical operations in the interest of all stakeholders involved.

The adopted Corporate Governance model is a traditional one. It consists of a management body, represented by the Sole Director who is currently the founder of the company, and an accounting control body, represented by an external auditing company. As a sustainability committee has not yet been formed, the Sole Director is responsible for outlining the objectives and strategies for the sustainable progress of the Company, highlighting the essential value of a far-sighted and responsible approach in managing Company operations. Through it, a concrete commitment for a conscientious and future-oriented management of the Company can be promoted.



## Our certifications - ISO 9001

The Quality Management System, compliant with ISO 9001 and applicable to the 'Consulting, design and development of software solutions' sector (IAF: 33), is a structured and uniform approach to managing and improving the quality of our consulting services and the software solutions we develop. The certification demonstrates Entando's commitment to achieving operational efficiency, customer satisfaction, and the continuous search for improvements.

ISO 9001 certification in software consulting and development offers several significant benefits, including:

**Building customer trust:** The certification demonstrates Entando's adherence to its high standards in delivering software development and consulting services, instilling confidence and customer trust in the quality of the results.

**Continuous improvement:** The ISO 9001 standard promotes a permanent commitment to improving performance and processes, encouraging the growth of the Company through the continuous identification of improvement measures.

**Access to new business opportunities:** Certification can open doors to new business opportunities as many private organizations and public entities require certified suppliers to ensure high-quality services.

**Smarter risk management:** Adopting a quality management system helps to proactively identify and address risks associated with software development and consulting projects.



# Customers

Entando operates both in the public administration and private enterprise sectors. Customer feedback is of great importance to us as it is an essential tool for improving satisfaction. To this end, Entando launched initiatives to better understand customer needs in an in-depth and personalized way. The results helped to provide optimal solutions, consolidating the relationship of trust with customers.

# Our Services

Entando provides a suite of services designed to meet the specific needs of each client, regardless of industry or organizational complexity. Entando services offer various levels of support, from training and certification to technical consulting.



## Subscriptions

Entando is a free and open source platform, but organizations may need key services for enterprise and mission-critical applications. Entando Product Support Subscriptions provide these services to ensure a reliable and secure environment.

- **Guaranteed security:** Subscriptions include notification services for security alerts and new security patches to maintain a high level of protection for the production use of Entando.
- **Support with defined SLAs:** Subscriptions offer support with defined SLAs for up to 365 days a year and 24 hours a day for bug fixing.
- **Operational Support:** The Entando team offers assistance in implementing Entando ACP, helping to ensure a smooth transition while using the software.



## Certifications and training

Entando offers training courses that cover a wide range of topics, from basic to advanced complexity. Courses are available for both public and partner levels.

**Developer training:** Training sessions to help partner developers explore the full capabilities of the Platform, culminating in a certification exam that demonstrates developers' advanced skills

**Training for Architects and Business Technologists:** training courses to help IT managers, architects and business technologists use Entando effectively



## Technical consulting

Entando's experienced engineering teams can support customers and provide high-quality solutions.

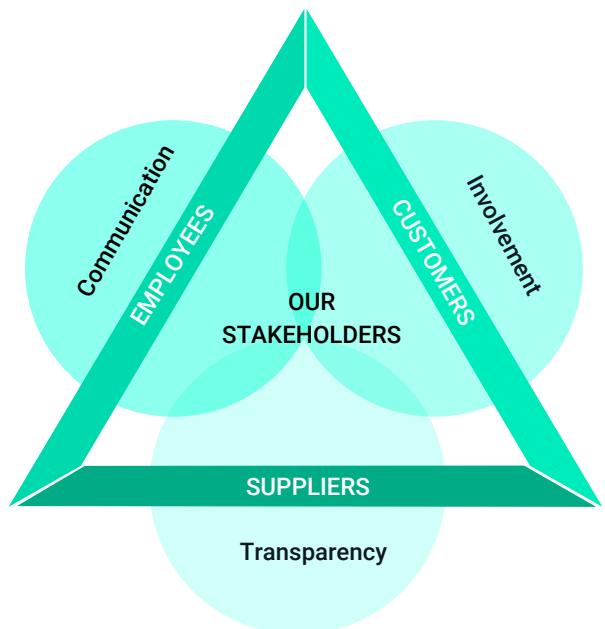
## Supply chain

In 2022, Entando worked with a total of 150 suppliers. Of these, 81% were Italian companies, while 19% were international.

Among the various categories, 15% of suppliers specialized in internet services, while the remaining 85% provided other types of services.

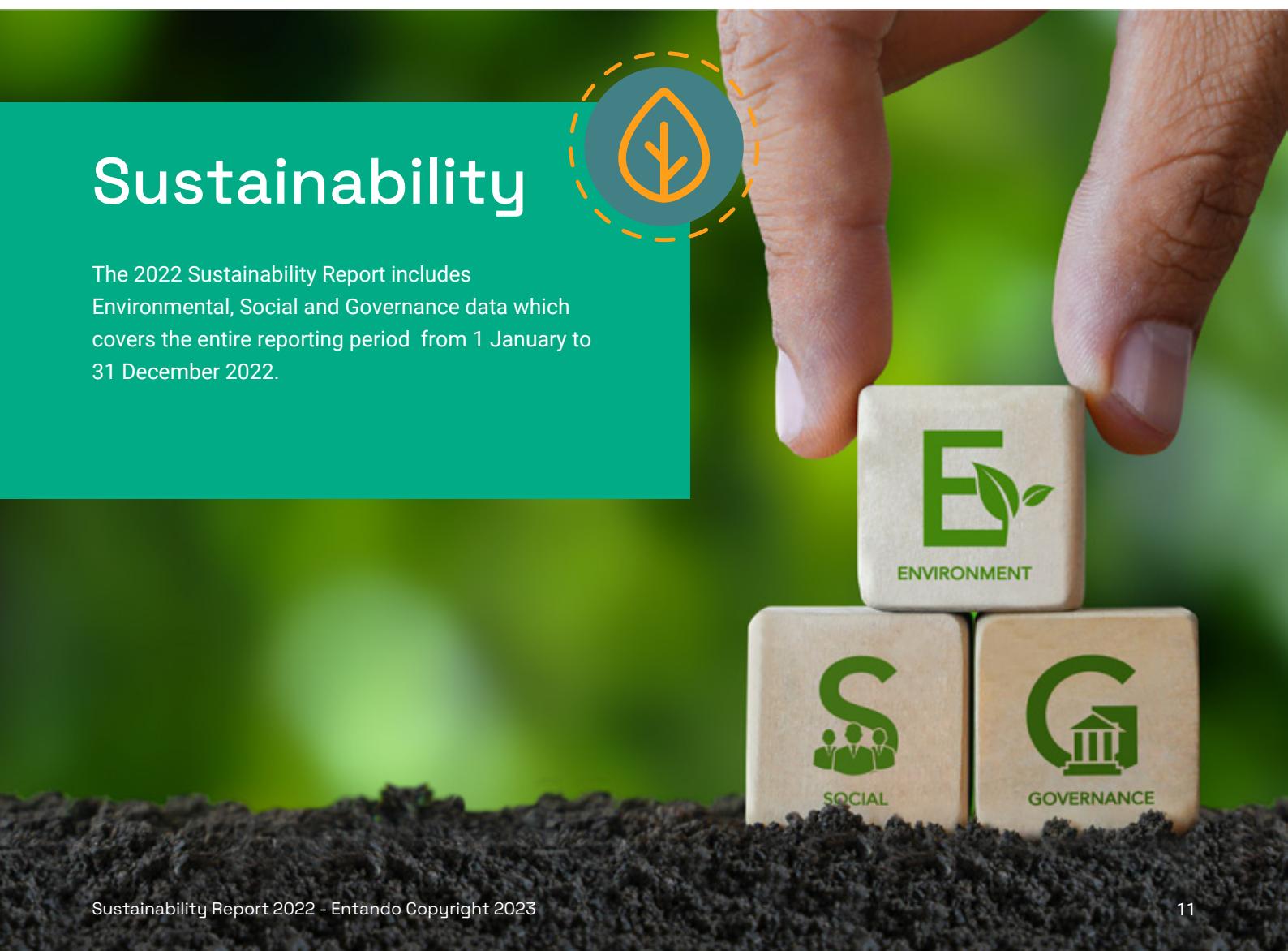
Supplier selection is guided by principles of transparency and integrity, followed by criteria of efficiency and effectiveness to secure the best procurement options under the most favorable conditions.

Before signing contracts, the company conducts thorough assessments to evaluate the professionalism, commitment to high quality, punctuality, guarantees, and reliability of the suppliers involved.



## Sustainability

The 2022 Sustainability Report includes Environmental, Social and Governance data which covers the entire reporting period from 1 January to 31 December 2022.



# Materiality analysis

In 2022, an in-depth process was launched to identify and evaluate the current and potential impacts of the organization's activities and its business, environmental and social well-being. The evaluation included both positive and negative aspects, in line with Entando's commitment to sustainability. This initiative aimed to ensure prudent and responsible management of our activities, continually focused on improving Company performance and the overall impact on the community and the environment.

The materiality analysis involved three main phases:



The identification of potentially relevant topics from the examination of existing Company documentation, the analysis of the most significant socio-environmental trends in the sector, and benchmarking, all consistent with the strategic priorities of Entando. Specifically, benchmarking was completed by examining a panel of comparable competing companies operating in Italy for which the main ESG elements were evaluated with the relevant public documentation



The creation of a survey, administered to a sampling of internal and external stakeholders, aimed at investigating the top ESG priorities through a process of evaluating potential topics and related indicators



The analysis and elaboration of the results obtained



## ENVIRONMENT

- Energy saving
- Reduction of pollution effects
- Open Source Software Implementation



## SOCIAL

- Welfare and training
- Staff growth
- Percentage of female quotas in Entando
- Health and Safety Information



## GOVERNANCE

- Drafting of the Code of Ethics
- Policy ESG
- Report annual ESG
- Green Actions
- Anti-Corruption Policy
- ESG indicator reports for Stakeholders
- Presence of ESG Manager

# Environment



Entando adopted the principles of environmental protection and energy efficiency by implementing an environmentally friendly business model with responsible policies, procedures and actions that reduce consumption, minimize waste, and prevent pollution. On a daily basis, the Company is committed to:

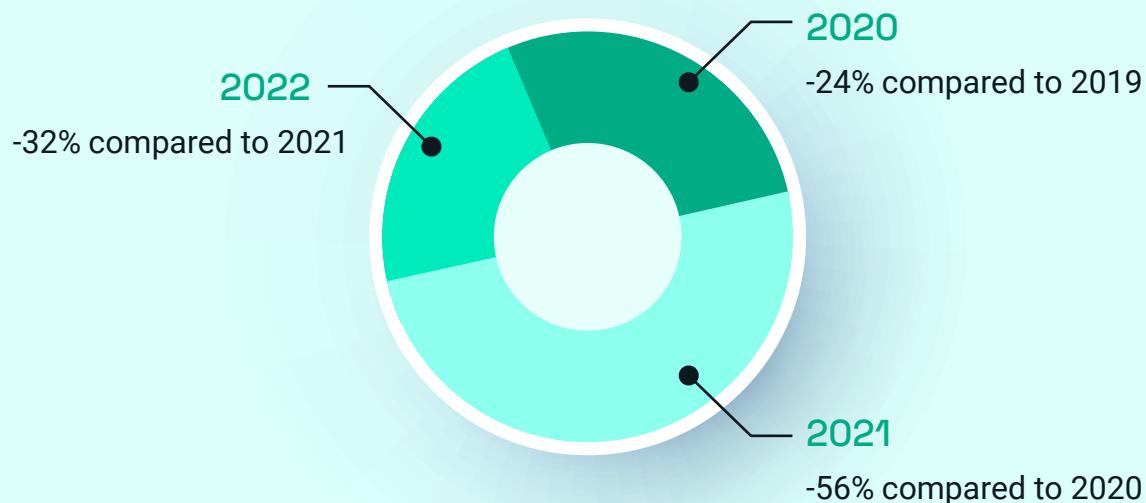
- Reduce electricity consumption and CO2 emissions
- Monitor energy consumption and waste generation
- Collect and properly dispose of waste produced at Company headquarters
- Improve energy use practices to minimize consumption and reduce carbon dioxide emissions through agile forms of work
- Favor equipment, tools and consumer goods with lower energy consumption and environmental impact



## Energy savings

Over the last three years, Entando has diligently pursued a policy to save electricity. This policy resulted in a significant decrease in consumption between 2020 and 2021, followed by a further reduction in 2022.

This success was achieved by the implementation of sustainably responsible procedures such as preventative maintenance of heating and cooling systems to reduce energy waste.



## Separate waste collection

Entando is a producer of non-hazardous waste due to its business activities, and has therefore adopted an approach to mitigate its environmental impacts. This is achieved by an accurate and meticulous implementation of separate waste collection and an in-depth assessment of electronic equipment returned by employees, including personal computers, monitors and smartphones. Equipment that demonstrates continued high performance is reassigned or made available to employees for purchase. However, if the equipment can no longer support its requirements, their disposal is carried out in full compliance with the laws and regulations in force to reduce its environmental impact.

The proper implementation of a separate collection system in the local municipality and the appropriate electronic recycling centers allows the collection and disassembly process to begin, where raw materials can be collected for reuse, and reduce the environmental impact of refuse and e-waste.

Entando works persistently to mitigate its impact on the environment. The continued effort not only reduces waste but also limits the need to grow, harvest and extract raw materials, protecting the ecosystem. This also reduces the emissions of gases harmful to human health and the environment that would have been required. Less damage to flora and fauna, less felling of forests, and less pollution of air, water, and soil allow us to cultivate higher-quality products and raw materials in a sustainable way for the long term, preserving the health of the planet.



## Reduction of emissions

Entando follows an agile organizational model, and as such, most of the company's employees work remotely. This guarantees several advantages such as benefits to employee well-being. It also guarantees significant advantages for the company, including a decrease in energy costs, in waste products like plastics and paper, and a reduction in CO2 emissions from the decline in home-office commutes.





# Open source: contributing to environmental sustainability

Due to the implementation of an open-source business model, Entando helps reduce the impacts on climate change in several ways:

## Collaboration and innovation

Open-source software encourages collaboration and knowledge sharing among developers worldwide. In general, this collective effort enables the development of innovative solutions to address the challenges of climate change more effectively. By allowing everyone to contribute to the codebase, the platform benefits from different perspectives and expertise, leading to applications that are more efficient and sustainable.

## Resource optimization

Open-source software tends to be lightweight and optimized for performance, which reduces the consumption of computing resources. This optimization is critical to mitigating the carbon footprint associated with software development and use. By employing efficient coding practices, Entando helps minimize energy consumption and reduce greenhouse gas emissions.

## Extended hardware lifecycle

Open-source software can run on hardware of older devices. This allows users to extend the life of the hardware and as there is no need to purchase new hardware, the amount of obsolete electronic equipment that ends up in landfills decreases.

## Flexibility and customization

The open source nature of Entando allows organizations and developers to tailor the Platform to their specific needs. Such flexibility enables the creation of lightweight, bespoke applications that can be optimized for energy efficiency and sustainability. For example, developers can create software with minimal resource requirements or design applications that promote environmentally friendly practices.

## Reuse and extension

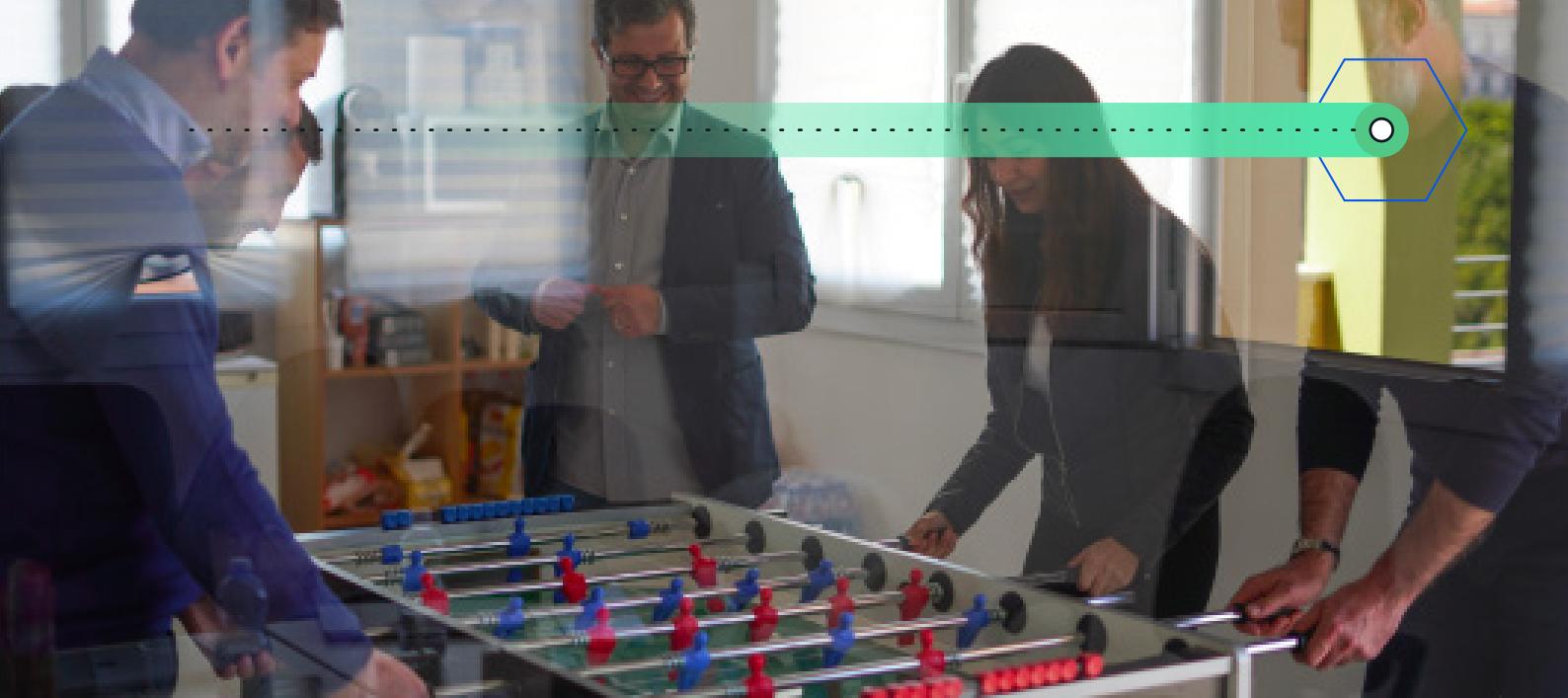
Open-source software can be repurposed and extended to address climate-related challenges. Developers can leverage Entando's modular architecture to create applications to monitor, analyze or mitigate the impacts of climate change. Reusing existing code and building on it can accelerate the development process and promote innovation in climate solutions.

## Community involvement

Open-source projects often have active communities who collaborate, share knowledge, and contribute to the growth of the project. This commitment promotes a culture of sustainability and environmental awareness. The Entando community can work together to develop eco-friendly practices, share ideas to reduce carbon footprints, and create applications that promote environmental awareness.

As an open-source platform, Entando enables developers to create sustainable applications, optimize resource usage, and collaborate on innovative solutions to address the challenges of climate change. The Platform's flexibility and community engagement further enhance its potential to contribute to global efforts to reduce environmental impacts.





# Social

At Entando, every single employee is considered an added value, with each playing a central role in the growth of the Company. They contribute their skills, talent and commitment to the realization of company goals and successes.

Human resources management at Entando promotes an inclusive and stimulating work environment to attract and retain the best talent. We use various initiatives, such as surveys and an anonymous intranet channel, to foster dialogue and alignment between staff and the Company.

As of 31 December 2022, Entando's workforce consisted of 34 employees and 3 contract staff members, the majority of whom reside in Sardinia where the Company's technology hub is located.

If these, 91% of employees have a permanent contract, while only 9% have a fixed-term contract.

All employment relationships are regulated according to the conditions established by current legislative provisions regarding the legal, economic and social security treatment of etalmeccanico P.I.C.O. API workers.

Entando staff breakdown in 2022 is as follows:

Female	Male	Total
<b>Number of employees</b>		
5	29	34
<b>Number of permanent employees</b>		
5	26	31
<b>Number of temporary employees</b>		
0	3	3
<b>Number of full-time employees</b>		
5	29	34
<b>Number of part-time employees</b>		
0	0	0

As regards non-employee personnel, Entando utilizes three consulting professionals.

Female	Male	Total
<b>Number of consultants</b>		
1	2	3
<b>Number of full-time consultants</b>		
1	2	3

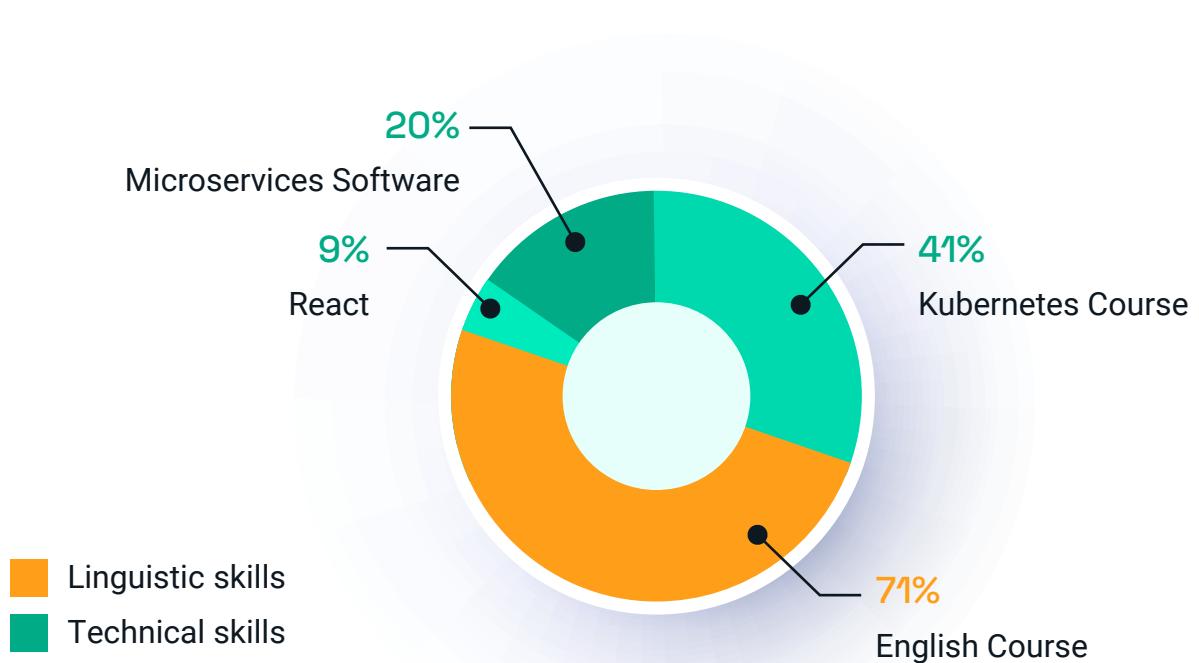
## Training

To best satisfy the needs of its personnel, the Company adopted a people-centered system that aims to create a stimulating and receptive work environment, to attract and develop talent and enhance the potential of its people.

In 2022, training activities, skills management tools, performance evaluation mechanisms, and awards that highlight the unique skills of each individual were implemented.

Entando's growth is inextricably linked to the professional growth of its employees. The goal is to cultivate the hard and soft skills of employees, affirming the value they provide and enabling them to best fulfill their professional duties. All employees have free access to participate in training courses useful for improving skills during work hours.

On average, employees attended courses lasting 20 hours. During 2022, the most popular courses were those related to linguistic and technological skills.



## Attracting talent

In addition to supporting the growth of its personnel through training, Entando searches externally to find valuable skills for continuous innovation and improvements. During 2022, Entando increased its positive turnover to 0% and encouraged the inclusion of young talent in the Company while focusing more on the search and retention of senior figures with the technological skills necessary to face the challenges of an ever-changing and competitive market. To find the best talent, Entando utilizes a recruitment strategy with multiple channels. Once the selected candidates have been hired, we implement a structured on-boarding process involving three phases: onsite welcome, mentor assignment, and placement into the company system.

Turnover					
2021	2021		2022	2022	
	Positive	Negative		Positive	Negative
2021	44%	17%	2022	70%	26%

## Initiatives to support employees

Entando pays great attention to the well-being of its employees, implementing a complete package of wellness solutions. The initiative offers a diverse range of benefits and services to meet the needs and expectations of workers. With this approach, the Company aims to ensure a more satisfying and sustainable work environment for all team members, contributing to both their professional and personal well-being.

## Performance bonuses

At Entando, the contribution of each colleague plays a fundamental role in achieving the Company's objectives. The valorization of human resources is closely linked to the recognition of the commitment demonstrated by employees during the year.

Entando's reward policy is based on meritocracy, and employees are awarded a monetary bonus every year in recognition of their dedication during the working period.

Furthermore, the Company provides a Christmas bonus which, in 2022, was paid to all employees as a shopping voucher.

## Health & safety

For Entando, employee safety is a priority. In accordance with Legislative Decree 81/2008, the health and safety standards for the workplace, compliance is a fundamental requirement for our Company. We are particularly interested in ensuring that workers are adequately trained on the risks and the adopted preventive measures.

Once hired, each employee receives and signs informational materials regarding health and safety in an agile work environment. This information explains the Smart Working guidelines to follow during work hours.

Pursuant to Company regulations and Legislative Decree 81/2008, Entando employees are required to undergo a medical examination to determine their suitability for work. In case of failure to comply with the medical tests required by law and/or by the CCNL, the employee will be suspended from work without pay until the required tests are completed, following a written communication from the Company. The results of the medical examinations are not shared with the Company, but the doctor is responsible for informing the Company regarding the worker's suitability for work.

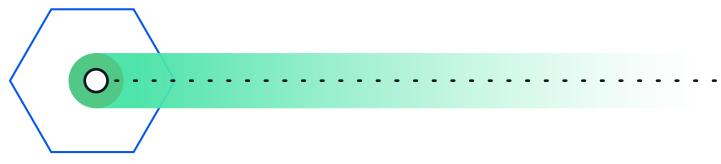
The well-being of our workers is a priority from a physical, moral and psychophysical point of view. At Entando, we are committed not only to providing a healthy and safe working environment and respecting the rights of employees but also to encouraging dialogue with them. Through the use of internal communication tools and regular meetings organized by the Human Resources department, we offer employees the opportunity to express their needs and feel an integral part of our corporate reality.

## Food Vouchers

In the wellness package, a particularly well received initiative that deserves mention is the provision of meal vouchers, which can be used at affiliated establishments, including bars, restaurants, pizzerias, farmhouses, fisheries, and supermarkets. This benefit provides effective support to our employees, and in conjunction with the Smart Working model, helps to improve quality of life.

# Entando

# Agenda 2023



Entando firmly believes in sustainability as a fundamental value for its development. We want to make a difference, not only from an economic perspective but also from an environmental, social and governance point of view. We want to meet the expectations of our stakeholders with a positive and concrete impact.

Sustainability is not just a buzzword for us. Since our foundation, our values have always embraced this cause; so we decided to share our commitment with you through this report.

At Entando, we are passionate about the environment. We have always encouraged our stakeholders to make responsible decisions to preserve nature. And we don't just stop at words: in recent years, we have taken more concrete actions to reduce our environmental impact. And we won't stop here. We have big plans for the future to further improve our sustainability policies, implementing innovative strategies that allow us to become a model to follow.

But sustainability isn't just about the environment—it's also about people. At Entando, we believe that our workplace should not only be a place to get things done but a unique opportunity. We want people to feel valued, engaged in a common purpose, and working together in an environment of trust and cooperation.

Over the years, we have taken several steps to make this goal a reality. We have introduced flexible working hours, which allows our employees to better balance their work and private lives. We've also implemented a system based on merit, where talent and commitment are rewarded not only with professional advancement but with tangible recognition. Our 2023 goal is to continue to improve by following up on what we have done so far.

In line with this commitment, we plan to achieve several key initiatives in 2023, including the implementation of the Organization, Management and Control Model pursuant to Legislative Decree 231/2001, as well as the creation of documents such as the Anti-Corruption Policy and the Code of Ethics. These guidelines will shape our work according to ethical and transparent principles, reflecting our commitment to promoting a responsible and sustainable corporate culture to protect the interests of all parties involved.

We're proud of what we've accomplished so far, but we're motivated to do even more. We want to be an example of responsibility and sustainability, and we will continue to work tirelessly to achieve our goals.



entando