



Sustainability Report 2023

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the composable way.

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Letter from the Founder



Walter Ambu
Founder and Sole Director

Dear all,

We are pleased to share the progress and commitments that Entando has pursued in 2023, which align with our ongoing commitment to environmental, social, and governance sustainability. As highlighted in the 2022 report, we consider sustainability not only a goal but a fundamental responsibility for our business.

The year 2023 has been one of significant progress and achievements for Entando. We have strengthened our efforts on the path to sustainability by implementing projects and actions aimed at generating a positive social impact and reducing our environmental footprint. Our mission continues to be guided by the awareness of the importance of a holistic approach, where sustainability is not just a buzzword but a tangible commitment embedded in our corporate philosophy.

Entando has remained faithful to the objectives outlined in the 2023 Agenda of our previous sustainability report. This consistency results from a constant commitment and a methodical approach to addressing environmental, social, and governance issues. We are aware that our mission goes beyond merely pursuing corporate interests, and we are tirelessly striving to become a beacon of sustainability in the business landscape.

It is essential to emphasize that our dedication to promoting positive and lasting change is driven by the belief that we can influence both our industry and society as a whole.

A special thank you goes to our stakeholders for their vital support during this important phase of our growth.

We will continue to work tirelessly to ensure that Entando Srl not only meets sustainability standards but also serves as a tangible example of how a company can thrive and grow in harmony with the planet and the society it serves.



Introduction

Our Roots

The story of Entando is an example of constant evolution and adaptation to market needs. Founded as a company providing tailored software services and solutions in Sardinia, the company 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 provider for web portals for businesses and public administrations into a product company, creating an application composition platform.

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

In 2022, the technology landscape saw a significant shift when Gartner, a leading multinational firm in strategic consulting, market research, and information technology analysis, identified a new category of software products called "Application Composition Platform." In this context, Entando evolved its offering by 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 space.

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.

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

Our direction



Passion

We believe in what we do



Simplicity

We make it easy



Transparency

We stick to reality



Adaptability

We welcome change

The Context

In 2023, companies faced a complex and dynamic economic landscape. On one hand, they managed persistent inflation, geopolitical instability, and fluctuating interest rates. A shortage of specialized labor became a significant challenge, further complicated by the long-term effects of the pandemic, which reshaped the labor market and exposed vulnerabilities in global supply chains.

In this scenario, organizations also benefited from the drive toward digitalization and the adoption of new technologies, which became essential for maintaining competitiveness. The ability to quickly adapt to sudden changes and adjust strategic priorities in response to market conditions became crucial. Companies had to develop greater operational agility, resizing, postponing, or accelerating strategic initiatives promptly and efficiently.

The need for an ultra-agile application environment has become evident to support rapid shifts in business strategy, maintain cost control, maximize workforce efficiency, and drive competitive innovation. Composable Architecture Platform (CAP) has proven to be an effective solution, enabling IT and business teams to collaborate in creating, maintaining, and continuously adapting business-critical

applications with high responsiveness. In this context, a scalable platform can make a difference by fully supporting the benefits of CAP, as demonstrated by the experience of various organizations, including Entando.

Today's companies require tools that facilitate collaboration between IT experts and business professionals to design applications in an agile and responsive manner. A rich catalog of reusable components covering diverse functional areas helps bridge the gap between technical and business needs, ensuring applications meet both strategic goals and technical requirements.

The integration of new components or the creation of custom ones fosters a culture of continuous innovation. This approach supports the creation of business capabilities in packages, component curation, and the composition and re-composition of applications, simplifying application lifecycle management. The result is reduced development and maintenance costs and improved speed and efficiency of development processes.

Increased Agility:

The ability to quickly create and adapt applications enables rapid responses to changing business needs.

Cost Reduction:

Efficient use of IT resources reduces the costs associated with developing, maintaining, and updating applications.

Enhanced Innovation:

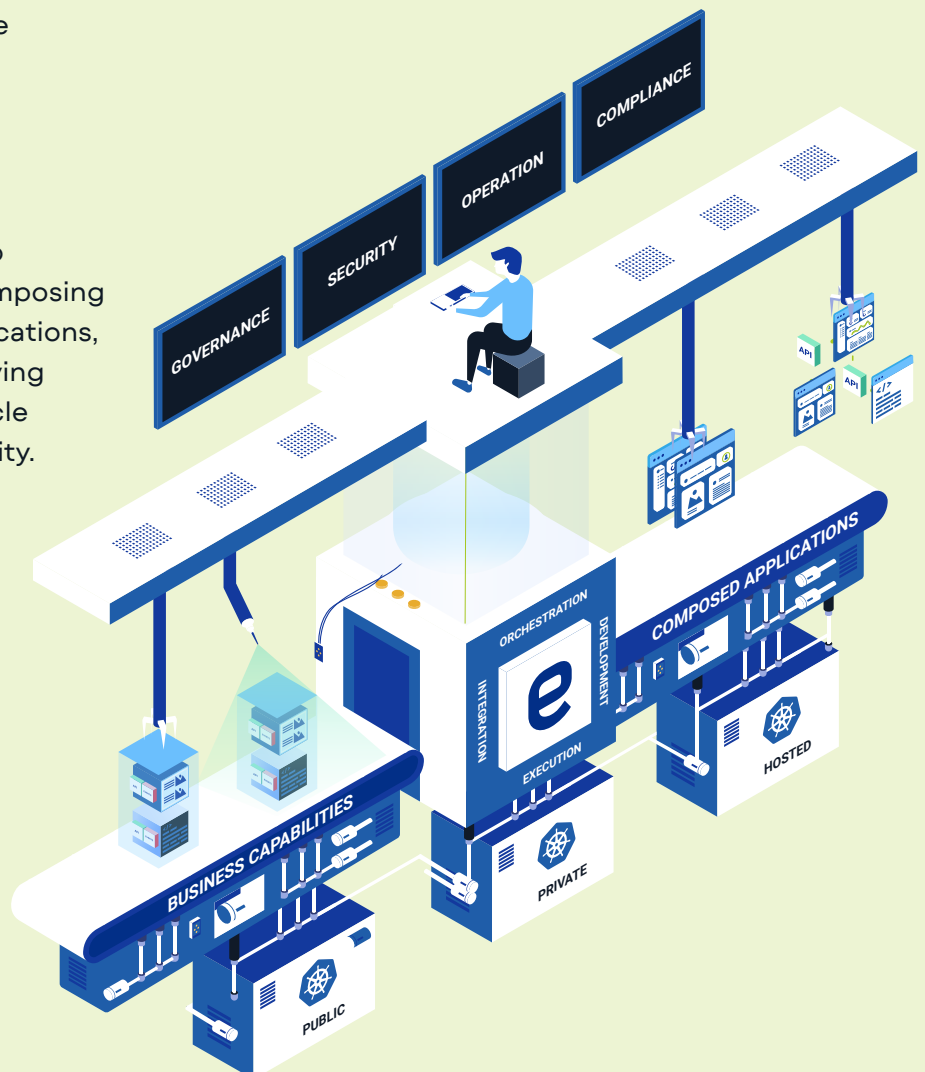
The ease of experimentation and innovation allows for the creation of new products and services that meet customer needs.

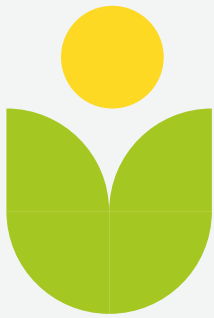
Implementing services as packaged business capabilities and identifying the best components to assemble in a unified low-code development platform allows companies to swiftly compose and recompose applications in response to evolving requirements, enhancing business efficiency and resilience.

Entando

Entando is the leading open-source Application Composition Platform designed to create composable applications on Kubernetes in a cloud-native environment.

Entando enables business teams to collaborate more effectively by composing or recomposing cloud-native applications, accelerating development, simplifying maintenance, reducing total lifecycle costs, and enhancing business agility.

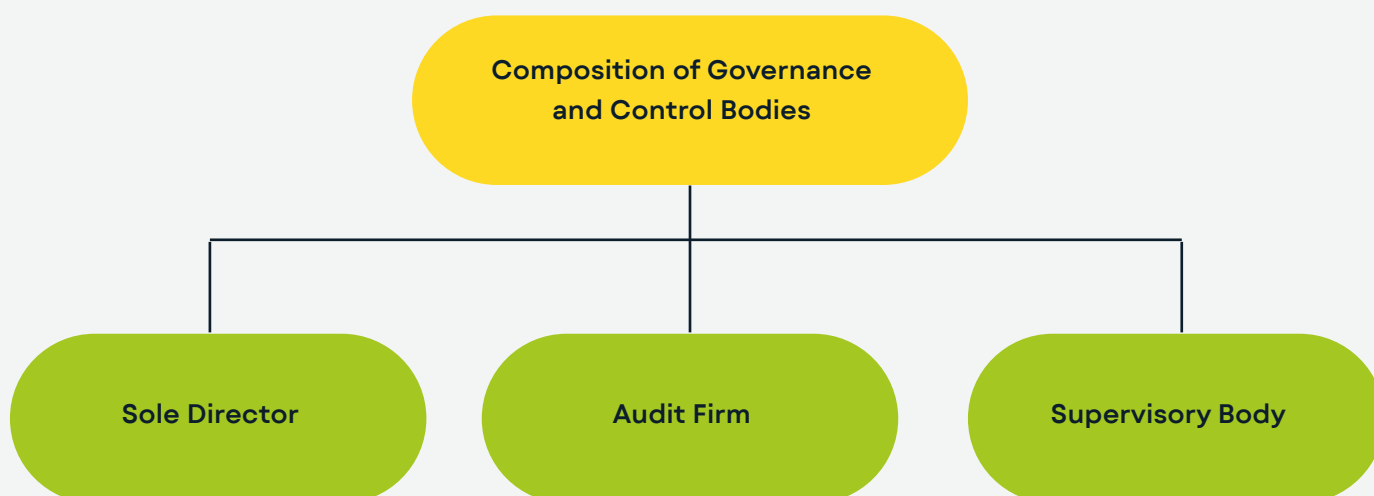




Sustainability and Governance: Entando Leading the Way to a Responsible Future

Entando's corporate governance system is firmly rooted in ethical principles and national and international best practices, ensuring transparency in management activities, clear communication with the market, and the protection of relevant social interests. This approach is based on principles and internal guidelines formalized through rigorous procedures. In line with the commitments made in 2023, Entando implemented Model 231, renowned for its effectiveness in corporate management, to ensure responsible and ethical operations in the interests of all stakeholders involved.

The adopted corporate governance model is traditional, with the Sole Director acting as the company's management body and founder. Additionally, an external accounting oversight body is in place, entrusted to a reputable external audit firm. The Sole Director is responsible for defining and strategizing sustainable progress within the company. Their direct involvement underscores the importance Entando places on sustainability and its commitment to leading the company toward responsible corporate behaviors.





Our Certifications

ISO 9001

Our Quality Management System, compliant with ISO 9001 standards, is integrated within the operational scope of "Consulting, design, and development of software solutions" (IAF: 33). This system represents a methodical and consistent approach aimed at managing and enhancing the quality of our consulting services and the software solutions we create. The certification underscores Entando's commitment to operational efficiency, customer satisfaction, and ongoing improvement.

Achieving ISO 9001 certification in the field of software consulting and development brings several key benefits, including:

- **Strengthened customer trust:** Demonstrates that Entando adheres to high standards in service delivery, building client confidence in the quality of outcomes.
- **Continuous improvement:** ISO 9001 fosters a continuous commitment to performance and process enhancement, supporting company growth through the ongoing identification of improvement actions.
- **Access to new business opportunities:** Certification can open doors to new commercial opportunities, as many organizations require certified suppliers to ensure high-quality service.
- **Better risk management:** Adopting a quality management system helps proactively identify and address risks associated with consulting and software development projects.

ISO 27001: Information Security Management System (ISMS)

The ISO 27001 certification demonstrates our commitment to ensuring the security of information managed by our organization. Through a rigorous Information Security Management System, we can identify, assess, and mitigate data security risks, underscoring our dedication to protecting sensitive information and ensuring operational continuity.

ISO 27017: Information Security for Cloud Services

The ISO 27017 certification focuses on information security in cloud services, emphasizing our commitment to providing a secure and reliable cloud environment. This certification is particularly relevant for our platform, which leverages the capabilities of cloud computing. We ensure the implementation of specific security measures to protect customer data and maintain the confidentiality, integrity, and availability of the cloud services we offer.

ISO 27018: Personal Data Protection in Cloud Services

The ISO 27018 certification focuses on the protection of personal data in cloud services. This standard highlights our commitment to data privacy and establishes guidelines for the responsible handling of personal information. Our platform adheres to principles of transparency, control, and security in processing personal data, ensuring an environment where data confidentiality is central to our operations.

These certifications not only demonstrate our compliance with international standards but also underscore our dedication to providing the highest level of data security and protection for our clients.

Our Customers

At Entando, we highly value the care and importance we place on our clients' opinions as the foundation for continuously optimizing our work. We implement targeted strategies to actively engage our clients in satisfaction assessments to constantly monitor and enhance our products and services.

We promote engagement through various channels, including conferences, public presentations, email communications, and face-to-face meetings. Our goal is to refine our business approach by focusing on client needs and satisfaction while raising awareness of crucial issues like privacy, health, and safety.

Client dialogue is at the heart of our strategy. We organize dedicated moments for discussion and listening, with the aim of elevating the quality of our services and products to fully meet our clients' needs and preferences.

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

Our Services

Our offering is designed to provide cutting-edge technology solutions characterized by high performance, scalability, flexibility, reliability, and security, capable of meeting complex IT needs in physical, virtual, and hybrid cloud environments. Our solutions enable clients and partners to benefit from the quality and value of the software we develop, integrate, test, certify, deliver, maintain, enhance, and support. We provide a broad range of services, including consulting, support, and training.

Entando stands out with a comprehensive range of services tailored to meet each client's specific needs, regardless of industry or organizational complexity. Our services include various levels of support, training, and technical consulting.

Subscriptions

While Entando is a free open-source software, enterprises require essential services for enterprise and mission-critical environments. Entando Product Support Subscriptions provide these fundamental services, ensuring a reliable and secure experience.

Guaranteed Security: Subscriptions include notifications about security alerts and new patches, maintaining high levels of protection for Entando in production environments.

Defined SLA Support: We offer support with defined SLAs, available up to 365 days a year and 24/7 for bug fixing.

Operational Support: The Entando team provides assistance with software implementation, ensuring a smooth and seamless transition.

Certifications and Training

Entando offers training courses covering a wide range of topics, from foundational to advanced levels, available for both public classes and partners.

Developer Training: Training sessions enable partner developers to explore the full potential of the platform, culminating in a certification exam that validates advanced skills.

Training for Architects and Business Technologists: The training courses are designed to help IT managers, architects, and business technologists effectively utilize Entando.

Technical Consulting

Our team of experienced engineers provides high-level technical support, delivering tailored, high-quality solutions to meet our clients' specific needs.

Solid Partnerships for an Innovative Future: Our Supply Chain

In 2023, Entando strengthened its supplier network, partnering with 152 providers—a slight increase from the previous year. The majority, 78%, operate within Italy, while the remaining 22% come from international markets.

Our supply chain includes a significant share of internet service providers, accounting for 21% of total collaborations. This reflects our strategy of diversification and specialization.

Entando's supplier selection process is guided by strict criteria, emphasizing transparency, integrity, and adherence to high-quality standards. Beyond assessing efficiency and operational effectiveness, we strive to build long-term, reliable partnerships aligned with our standards of excellence. Before finalizing any agreement, we conduct thorough evaluations to assess the professionalism, reliability, and quality commitment of each supplier, ensuring collaborations that meet our stringent requirements. This approach not only allows us to maintain high service standards but also ensures a resilient and sustainable supply chain, capable of successfully navigating global market challenges. In doing so, we support our growth and innovation ambitions, delivering cutting-edge technology solutions tailored to the complex needs of our clients across physical, virtual, and hybrid cloud environments.

Sustainability

The 2023 Sustainability Report includes Environmental, Social, and Governance (ESG) data covering the entire reporting period from January 1 to December 31, 2023.

Transparency and Innovation: Our 2023 Approach to Sustainability

Throughout 2023, we launched a comprehensive initiative to assess and analyze the current and potential impacts of our business activities and relationships on the environment and people's well-being. This process involves examining both positive and negative aspects, in alignment with Entando's commitment to sustainability. The goal is to ensure responsible and conscious management of our operations, with a constant focus on improving business performance and overall impact on the community and the environment.

The materiality analysis was divided into three main phases:

Identification:

In alignment with Entando's strategic priorities, all potential material topics were identified through a detailed review of company documentation, an analysis of key socio-environmental trends within the industry, and a benchmarking analysis. This benchmarking involved evaluating a sample of competitors and comparable companies operating in Italy, with a focus on relevant ESG aspects, based on publicly available documentation.

Survey:

A survey was conducted with a sample of internal and external stakeholders to explore key ESG priorities. This process allowed for the assessment of potential material topics and associated indicators.

Reworking and Analysis:

The results were analyzed and refined to identify key material trends.

The identified material topics cover the areas of Environment, Social, and Governance, with the most relevant topics within these areas selected for our stakeholders.

Environment

In 2023, Entando continued its commitment to environmental sustainability, strengthening and expanding its efforts to reduce the environmental impact of its operations. The company further integrated principles of environmental protection and energy efficiency into its business model, aiming to optimize consumption, minimize waste, and prevent pollution. Eco-friendly policies, procedures, and practices have become fundamental pillars of the company's philosophy.

Throughout the year, Entando implemented new initiatives aimed at reducing plastic usage, adopting innovative strategies to monitor energy consumption and waste production. The company continued to promote proper waste collection and disposal at its headquarters, contributing to responsible materials management.

Entando also reinforced its commitment to selecting eco-friendly equipment, work tools, and consumables, prioritizing solutions that respect the environment without compromising operational efficiency. This approach not only solidified Entando's reputation as a socially responsible company but also yielded tangible benefits in reducing the overall environmental impact of its activities.

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

Sustainability: A Well-Established Journey

Our commitment to sustainability is unwavering, which is why we aim to revisit and deepen discussions already presented in the 2022 Sustainability Report. The environmental practices we outline are core principles of our business approach—not merely a legacy of the past but a vital force driving the present and future of our operations.

Energy and Environmental Commitment

During 2023, we recorded a 12% increase in energy consumption compared to 2022, primarily due to the gradual return of some employees to the office after the challenges imposed by the global pandemic. Despite the increase in energy consumption, we are pleased to confirm that all electricity used by Entando in 2023 was entirely green, sourced exclusively from renewable resources. This achievement represents a significant step towards fulfilling our mission to reduce environmental impact, ensuring that all our activities are sustainably powered.

Waste Sorting

Entando's commitment to sustainable waste management is evident through its implementation of waste sorting practices. These measures, already thoroughly discussed, are integral to our operational routine and reflect our ongoing dedication to minimizing environmental impact.

Emissions Reduction

Entando's Agile organizational model, with the majority of the workforce working remotely, continues to offer substantial benefits in terms of employee well-being and CO2 emissions reduction. This approach, previously outlined, is now a well-established part of our operations, providing advantages for both the company and the environment.

Open Source

Entando's open-source approach remains central to our sustainability mission. Collaboration, resource optimization, hardware lifecycle extension, and other core aspects previously explored are now essential elements of our corporate identity.

Plastic-Free, Unlimited Commitment: Our Pledge to the Planet

In an era where environmental awareness is essential, we have taken concrete measures to reduce the environmental impact associated with polluting materials. Our transition from single-use items to reusable and recyclable solutions marks significant progress towards sustainability. Each single-use item avoided helps mitigate the escalating waste crisis. By adopting durable, easily recyclable systems, we have effectively reduced the constant use and disposal of single-use solutions, drastically lowering our environmental footprint. This choice fosters a company culture rooted in ecological responsibility.

In parallel, the introduction of low-impact, environmentally friendly individual devices has further reduced the use of polluting materials. This policy has had a positive impact on our community, inspiring employees and collaborators to adopt more environmentally responsible behaviors in their daily lives. The result is a workplace that concretely reflects our commitment to protecting the ecosystem.

Eco-Tech: Electronic Waste Management

As part of our ongoing commitment to sustainability, we have implemented targeted programs for the responsible collection and recycling of electronic waste, ensuring that hardware obsolescence does not result in a negative environmental impact. This strategy is designed to manage the end-of-life phase of our electronic devices responsibly.

Our collection and recycling program is designed to ensure that every discarded electronic component is processed in compliance with environmental regulations. Devices deemed obsolete or non-functional are utilized in a trade-in process, facilitating the purchase of new, sustainable technology. This mechanism not only promotes the adoption of more eco-friendly technology but also helps reduce the overall volume of electronic devices sent to waste.

For computers that are not yet obsolete but no longer meet the needs of the original user, we have implemented a refurbishment program. These devices are carefully inspected, upgraded, and reassigned to other employees, thereby extending their useful life and reducing the environmental impact associated with producing new devices.

Social

In 2023, Entando reaffirmed its commitment to enhancing and developing its team, with a strong focus on advancing the technical skills of each member. We implemented innovative strategies to ensure that all our collaborators could expand and apply their knowledge in the technology field.

Every individual on our team is a vital asset to the company's success and growth. Their contributions, enriched by talent and dedication, are the heartbeat of our initiatives and the driving force behind our achievements.

Our approach to people management is centered on creating a stimulating and inclusive work environment designed to attract

and retain top talent. To facilitate open and constructive dialogue, we introduced tools such as regular surveys, confidential interviews, and an anonymous intranet channel, allowing us to align team expectations with company goals.

As of December 31, 2023, Entando has a team of 31 professionals, with a significant presence in Sardinia, home to our advanced technology factory. This setup not only highlights our local roots but also emphasizes the strategic importance of our location in achieving our business objectives.

The breakdown of Entando's staff in 2023 is as follows:

Sardinia	Lazio	Piedmont	Lombardy	Veneto	Campania	Sicily	Total
Number of employees							
20	6	1	1	1	1	1	31
Number of permanent employees							
20	6	1	1	1	1	1	31
Number of temporary employees							
0	0	0	0	0	0	0	0
Number of full-time employees							
20	6	1	1	1	1	1	31
Number of part-time employees							
0	0	0	0	0	0	0	0

All employment relationships are governed according to the conditions established by current legislative provisions regarding the legal, economic, and social security treatment of workers under the Metalmeccanico PMI CONFAPI agreement.

The breakdown of Entando's staff in 2023 is as follows:

M	F	Total
Number of Employees		
77%	23%	100%
Number of permanent employees		
77%	23%	100%
Number of temporary employees		
0	0	0
Number of full-time employees		
77%	23%	100%
Number of part-time employees		
0	0	0

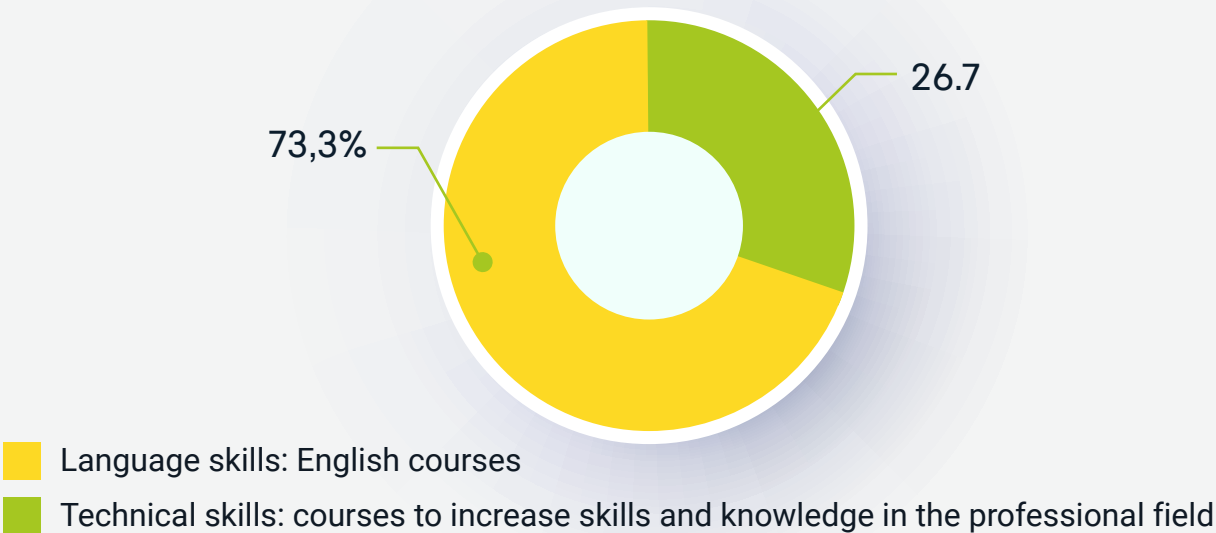
Corporate Training: Growth and Innovation

In order to optimally meet the needs of its collaborators, the Company has implemented a people-centered system aimed at creating a stimulating work environment open to external influences. The goal is to enhance the potential of its employees and foster an attractive environment for talent development.

Throughout 2023, training activities, skills management tools, performance evaluation mechanisms, and recognition systems were introduced to value the unique characteristics of each individual. Entando's growth is closely linked to the professional progress of its employees, focusing

on improving both hard and soft skills, enabling them to feel appreciated and perform their job duties effectively.

The primary objective is to support the development of staff competencies, allowing them to participate in training courses during working hours and providing free access to resources useful for refining their professional abilities. The Company has also made a monetary fund available for those who wish to expand their technical knowledge in their specific work areas, acknowledging and rewarding their commitment to professional growth.



Employee Support Initiatives

Entando has placed great emphasis on maximizing employee well-being by implementing a comprehensive Welfare package. This initiative was adopted with the goal of offering a diverse range of benefits and services that meet employees' needs and expectations. Through this approach, the company aims to ensure a more fulfilling and sustainable work environment for all team members, contributing to their professional and personal well-being.

Smart Working

Smart Working, or agile work, is an organizational model based on flexibility. Employees, in agreement with the company, can choose where and when to work, adjusting their work hours to suit their own needs and requirements.

Meal Vouchers: Tangible Support for Employee Well-being

Among the company's most appreciated initiatives, meal vouchers play a primary role. These vouchers, usable at a wide network of affiliated establishments (cafés, restaurants, pizzerias, farm stays, fish farm stays, and supermarkets), provide substantial support for employee well-being. The advantages of this benefit are numerous:



Cost Savings:
Meal vouchers offer a tangible economic advantage, whether used for grocery shopping or for dining out.



Time Savings:
They allow employees to conveniently have lunch at nearby establishments, eliminating the need to prepare meals at home.



Support for the Local Area:
Meal vouchers help stimulate the local economy, supporting nearby businesses.

A Best Practice Example: The Training Bonus

In line with the values that have always distinguished the company, Entando has introduced an annual monetary training bonus for each employee, applicable towards courses relevant to their role or professional aspirations. This bonus partially or fully covers the cost of professional development courses, language courses, master's programs, and other specialized training beneficial for the employee's professional growth. The advantages of this benefit are numerous:

- **Increased Autonomy and Responsibility:** Employees have the freedom to choose the training paths that best suit their needs and interests.
- **Professional Growth:** Employees gain new skills and stay updated on the latest industry technologies and methodologies.
- **Improved Work Performance:** Professional development enhances efficiency and productivity at work.
- **Boosted Motivation and Sense of Belonging:** The company demonstrates its belief in its employees and their future, strengthening their sense of belonging and motivation.

Health and Safety

At Entando, employee safety is an absolute priority. In compliance with Legislative Decree 81/2008 on workplace health and safety, adhering to these regulations is a fundamental requirement for our company. A key focus for us is ensuring that employees are fully informed about risks and the preventive measures in place.

Upon hiring, each employee receives and signs an information document regarding health and safety in the agile work environment. This document explains the proper conduct to follow during working hours in a smart working mode.

In accordance with company regulations and Legislative Decree 81/2008, Entando employees are required to undergo a work fitness medical examination. If an employee fails to comply with the medical examinations mandated by law and/or the applicable labor contract (CCNL), they will be suspended from work without pay until the required checks are completed, following written notice from the company. The results of medical examinations are not shared with the company; however, the physician is responsible for informing the company of the employee's fitness for work.

The well-being of our employees is a priority from both a physical and psychological perspective. At Entando, we are committed not only to providing a healthy and safe work environment respecting employee rights but also to fostering open dialogue with them. Through internal communication tools and periodic meetings organized by the Human Resources department, we offer employees the opportunity to express their needs and feel like an integral part of our corporate community.

2024 Entando Agenda

In 2024, Entando is committed to strengthening its efforts for continuous improvement in environmental, social, and governance areas. With a particular focus on resource optimization and environmental impact, the company aims to implement significant changes that reflect our commitment to sustainable and responsible development. Entando is determined to make steady progress, solidifying its position as a leader in the ethical and sustainable management of resources.

entando
the composable way.