



# 2020 SUSTAINABILITY REPORT

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# Letter to Stakeholders

## Fastweb for Italy's digital growth

2020 will go down in history as a time of profound transformation for the company and the world. The pandemic and the unprecedented global public health crisis have forced organizations to be resilient and innovate. In response to the current difficulties, **Fastweb has found the strength to continue to grow, innovating its working model and forging a new relationship with its customers and the local areas.** **Care, courage and sustainability** are the values that continued to guide us in 2020 and that led to the year-end launch of **NeXXt Generation 2025**, a project designed to kick off Fastweb's transformation process based on **technological innovation, utmost transparency and simplicity with customers** and significant acts of **commitment and solidarity for the community**.

**Fastweb for the Country. Our initiatives and projects play a key role in speeding up Italy's digital transformation.** Fastweb has already invested over €10 billion in innovation and plans to invest another €3 billion by 2025 to continue the technological advancement and expand network infrastructure. In addition to improved connectivity, our strategic goal is to ensure customers enjoy a service on par with an OTT service in terms of immediacy, simplicity and efficiency.

Despite the difficulties created by the state of emergency, infrastructural investments continued in 2020 and key cloud and cybersecurity competencies were insourced, a process that included the acquisition of two leading cloud and cybersecurity companies, Cutaway and 7Layers.

During the year, we ramped up investments in networks to guarantee continuity and connection speed even as usage demand skyrocketed as a consequence of the lockdown. Our contribution to the country entailed helping workers continue working, even remotely, helping students continue learning from home and helping people stay in touch, partially bridging the physical distance that the pandemic had forced between them.

In the future, we want to deliver a new speed to the entire country by harnessing 5G technology applied to both the mobile and fixed networks. Fastweb will progressively make 5G mobile service available to all



Urs Schaeppi

customers at no additional cost, reaching 90% of the population by 2025.

Our 5G FWA network has already reached 50 Italian cities and will cover 2,000 by 2024. Not only does FWA technology enable us to increase connection speeds up to 1 Gbps, even in small and mid-sized urban centres but it radically reduces service activation time to under 24 hours from the customer's request. We are also working to further improve connectivity performance for customers already reached by the FTTH network, improving connection speeds from 1 Gbps to 2.5 Gbps by 2021 and thereby meeting the new need for ultrafast connections created by the changes in habits and lifestyles in response to the new ways we work, study and are entertained.

**Fastweb for people. In 2020, we continued to create value for customers, our employees and the community.**

In such a difficult year, Fastweb intensified its commitment to social responsibility, launching a number of solidarity projects together with its people. First and foremost, the company protected the health of its employees, while enabling customers to continue communicating, working, studying and having fun.

The pandemic has sped up the digital transition of the public administration, companies and schools in ways that were unthinkable only one year ago, but Italy's digital skills still lag behind. This is why we have ramped up **Fastweb Digital Academy, the digital profession school** to encourage a digital culture.



Online courses were rolled out for young job-seekers, teachers grappling with online teaching and workers in need of better skills for the digital revolution underway. In only one year, the school awarded over 4,600 certificates. But the need for training continues to grow and the current target is to expand the range of training and **reach 50,000 training graduates by 2025**.

Protecting the health and safety of our people and their families was crucial during this difficult year-long public health emergency: first, we revolutionised the programme for our employees, transforming it into "**Working Smart(er)**". In this new context, in which a flexible, independent working model is essential, Working Smart(er) entailed the implementation of a sophisticated management style based on the principles of independence and flexibility, offering **everyone the opportunity to work from home every day**. In a year as difficult as this, we also helped create new jobs, hiring 288 people.

To support communities grappling with profound financial and health insecurities, Fastweb initially donated €300 thousand and its employees pledged 3,364 hours of work to the hospitals in Milan, Rome and Bari. Additionally, Fastweb donated 1 million Giga to customers, 500 SIM cards to hospital patients and 10,000 WOW FI accounts to students without internet connections. Furthermore, in December, we established a **€1 million fund** to give grants to small business customers in distress and at risk of permanent closure, and we developed a customer care service to help the Lombardy Region **trace people who had tested positive for Covid-19** and support them, their families and their loved ones.

**Fastweb for the environment. In 2020, we renewed our environmental commitment with new, ambitious goals.**

Joining the international Science Based Target initiative, we identified targets and actions to reduce greenhouse gas emissions by 30,500 tonnes of carbon dioxide by 2030. Our targets were approved, demonstrating that, in this way, we will effectively



**Alberto Calcagno**

contribute to the achievement of the global climate target in the Paris Agreement.

We also renewed our partnership with Legambiente in 2020, with the "**Fastweb for sustainability**" label for products and services that help customers reduce their carbon footprint more than other more traditional products on the market. Our intent is to offer customers the chance to base their buying choices on the environmental effects of their purchases while raising everyone's awareness of the importance of sustainable development.

We ended 2020 with growth in customers and profit margins. In line with our parent company Swisscom, we intend to continue enhancing the potential of new technologies to the benefit of people and the environment, promoting a sustainable future capable of generating value for communities.

**Urs Schaeppi**

Chairman of the Board of Directors

A handwritten signature in black ink, reading 'U. Schaeppi'.

**Alberto Calcagno**

Chief Executive Officer

A handwritten signature in black ink, reading 'Alberto Calcagno'.



# Fastweb's response to the Covid-19 emergency

The Covid-19 pandemic that characterised 2020 is having an impact of epic proportions, transforming the entire macroeconomic and market scenario and triggering radical changes in the lifestyles of people everywhere.

In response to the effects of the pandemic, Fastweb took immediate action in three main areas: guaranteeing connectivity for all customers, protecting people's health and well-being and supporting the community.

## **Fastweb took action to guarantee connectivity for all customers, providing a service based on transparency, simplicity and trust.**

In 2020, Fastweb accelerated investments in networks to guarantee continuity and connection speed despite the exponential growth in demand for connectivity services, enabling people to continue working from home, studying remotely and staying in touch. The company invested more resources in the cloud and security to enable the work-from-home services of companies, universities and the public administration.

In addition, Fastweb never lost sight of its goal of becoming an infrastructured OTT player, committed to offering its customers a service on par with an OTT service in terms of immediacy, simplicity and efficiency.

*To learn about our infrastructure development plans, the steps we have taken to guarantee connectivity and our transformation into an infrastructured OTT operator* [»» Paragraph 3.2.](#)

## **Fastweb stayed with its people during this difficult time of physical distancing and fuelled the development of digital skills throughout the country.**

During the pandemic, the company's top priority has been to protect the health and safety of its people. It implemented many initiatives to better support its employees and their families. While some were strictly

related to their health and safety, other initiatives focused on their physical and mental well-being and engagement within the company.

The company also took immediate action with respect to employee development and training to offer new and meaningful online opportunities for growth.

The sudden and intense need to move all work, training and social activities online as a result of the pandemic increasingly brought into focus the widespread need for more skills in the use of digital instruments. In 2020, Fastweb confirmed and intensified its commitment to spreading digital skills through **Fastweb Digital Academy** these words need to be in bold format courses.

*For additional details on the Working Smart model and the initiatives rolled out for people* [»» Paragraph 4.3.](#)

*For additional information on Fastweb's commitment to spreading digital skills* [»» Paragraph 4.1.](#)

## **Fastweb took action to support the community in which it operates and offer services to the population.**

Fastweb stepped up in the very first days of the public health emergency to **support the community with genuine help**: cash donations to hospitals on the front line in the fight against the coronavirus, fundraising with employees, donations of SIM cards and connections for communications in intensive care units between medical personnel and between patients and their families, access to the WOW FI network and free connections to help people continue to attend school and train remotely.

Furthermore, in December, Fastweb began establishing a €1 million fund in collaboration with Fondazione Cesvi for microbusinesses affected by the crisis.

*For additional information on Fastweb's commitment for the community* [»» Paragraph 4.4.](#)

# 2020 Highlights

## Fastweb for the Country



**2.3 BILLION**  
in revenues  
(+4%)



**86 %**  
Purchases and  
investments in Italy



**3 BILLION**  
Contribution to GDP  
in 2020, and 489  
million euros on  
direct and indirect tax  
contribution



**25 %**  
Revenues invested  
in network  
infrastructure



**29,831**  
Jobs created  
in Italy



**10 BILLION**  
Investments in  
infrastructure since 1999



**2**  
companies acquired for the company's  
strategic development  
(cloud and security)



**2.7 MILLION**  
customers on the  
fixed network



**1.9 MILLION**  
customers on the  
mobile network



**22 MILLION**  
Households and businesses  
reached with Fastweb services  
throughout Italy



**50**  
Cities reached  
with 5G FWA  
technology



**1 DAY**  
Ultra FWA network  
activation time



**40%**  
increase in network demand peaks,  
up from 2.8 Tbit/s in 2019 to 3.9 Tbit/sec in 2020



**43 MILLION**  
cyber attacks on the  
network that were  
managed



## Fastweb for People



**8,797**

Digital competence certificates issued by Fastweb Digital Academy since 2016



**8,601 HOURS**

of free digital skills training provided by Fastweb Digital Academy since 2016 to young people and professionals



**1,300**

Teachers enrolled in Fastweb Digital Academy's free training on online teaching



**DIGITAL IQ: OVER 15,300**

digital skill self-assessments issued



**€1 MILLION**

Fund to support small businesses in distress



**€300,000 AND 3,364 HOURS**

of employees' work Donated to hospitals fighting the coronavirus



**540 SIM CARDS AND TABLETS**

Donated to hospital facilities together with Huawei so patients can stay in touch with their families



**1 MILLION GIGA**

In free internet traffic given to all residential and freelance business customers



**10,000**

Free access accounts to the WOW FI network given to students without internet connections so they could continue studying remotely



**OVER 1,300 MONITORS and 200 PCS**

Donated to BITeB and the Municipalities of Milan and Bari for local schools



**2,775 EMPLOYEES**

employees +8% compared to 2019



**288**

New hires in 2020 (including the employees of the acquired companies)



**100%**

Employees allowed to work from home



**2,056**

Blood, molecular and rapid Covid tests for employees



**100%**

Employees covered by the new insurance policy for Covid-19 infections



## Fastweb for People



**24 HOURS  
A DAY**  
Of available remote  
medical assistance



**950  
PARTICIPANTS**  
In employee webinars on  
health and safety issues



**195**  
Specialised training certificates  
issued by independent bodies



**41,677**  
Hours of classroom and  
online training provided  
to employees



**266**  
Free educational  
opportunities for  
employees' children



## Fastweb for the Environment



**-30,500 TONNES  
OF CO<sub>2</sub>EQ**

Carbon footprint reduction by  
2030 Objective approved by SBTi



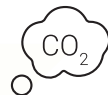
**61,623 TONNES  
OF CO<sub>2</sub>EQ**  
Emissions avoided each year  
by purchasing energy from  
renewable sources



**100%**  
Electric energy purchased  
from renewable sources



**1.4**  
Ratio of the CO<sub>2</sub> emissions  
avoided by customers to  
CO<sub>2</sub> emissions generated  
in one year of operations



**-69%**  
Reduction in energy  
consumption per  
Gigabyte of data traffic  
in the last 5 years



**OVER 245,000 TONNES OF CO<sub>2</sub>EQ**  
Emissions avoided by customers using our services



**400 TREES**  
Planted in Parco Nord in Milan,  
that will absorb a total of 266  
tons of CO<sub>2</sub>



A photograph of a modern building with a large glass facade and concrete X-shaped supports. The image is overlaid with a yellow geometric shape. The text '1' is positioned on the left side of the image.

1

**The Fastweb model.  
Always one step ahead**

## 1.1. ABOUT FASTWEB

Fastweb is a leading telecommunications operator in Italy with 2.7 million fixed network customers and 1.9 million mobile network customers. The company offers homes and businesses a wide range of fixed and mobile voice and data services.

Since it was founded in 1999, the company has focused on innovation and network infrastructure to ensure top quality ultra-broadband services. Fastweb pioneered bringing optical fibre to Italy, and in the past 20 years it has developed a national fibre infrastructure that spans 50,500 kilometres today, consisting of more than 4 million kilometres of fibre with investments of over €10 billion. As it has expanded and continued to strengthen its ultrabroadband network, Fastweb now reaches 22 million households and businesses, 8 million of them with its proprietary network, offering connection speeds of up to 1 Gigabit per second.

In 2020, having strengthened its fixed and mobile connection service and progressively rolled out the new generation 5G network, Fastweb announced the launch of NeXXt Generation 2025, its plan to connect millions of households and businesses across the country with the future. One of the company's main goals is to drive the digital growth of Italy and its citizens, and it is committed to making Gigabit connections available to all households and businesses by 2025. Fastweb's plan envisages reaching 500 municipalities with Ultra FWA (Fixed Wireless Access) technology by 2021 and reaching 2,000 by 2024, for a total of another 8 million homes in grey areas and 4 million homes in white areas reached, and covering 90% of the population with 5G mobile service by 2025.

Always an Italian innovation leader, Fastweb provides telecommunications services to businesses of all kinds, from start-ups and small and medium-sized companies to large corporations and the public sector, offering connectivity and advanced ICT services like housing, cloud computing, security and unified communications.

Since September 2007, Fastweb S.p.A. has been part of the Swisscom Group and owned by a sole shareholder, Swisscom AG, which manages and coordinates it through its subsidiary Swisscom Italia S.r.l. In turn, Fastweb S.p.A. wholly owns Fastweb Air S.r.l., a company set up on 7 August 2018, and in 2020 it acquired Cutaway S.r.l. directly and Cutaway Solution S.r.l. indirectly. Both companies were merged into Fastweb S.p.A. on 1 December 2020.

As from the current accounting period, Fastweb S.p.A. also holds a 70% interest in the companies 7Layers Group S.r.l. and 7Layers S.r.l.

Additionally, the company has minority shareholdings in Flash Fiber (20%) and Open Hub Med (11%). Flash Fiber is the company founded in 2016 as a joint venture between TIM and Fastweb to drive the construction of FTTH (Fiber To The Home) ultra-broadband infrastructure in major Italian cities, while Open Hub Med is a consortium that aims to become the first neutral hub in Italy for the exchange of communications throughout the Mediterranean, between Africa, the Middle East, Asia and the rest of the world.

Revenues totalled €2,304 million, up 4% on 2019, with total EBITDA of €784 million, up 5% on 2019.





### 1.1.1. FASTWEB'S VISION AND VALUES: THE GUIDING PRINCIPLES

Fastweb owes its success and ability to meet the challenges of the market to the vision and values it shares with its employees, who draw inspiration from them every day.

Fastweb's values, which it renewed in 2019, are an expression of the company and its forward-looking vision. They chart a clear, simple, common course for all of its employees.

2020 was undoubtedly the year in which Fastweb's ability to take care of people (CARE) was most evident, as Fastweb enabled customers to continue living and growing both personally and professionally, while creating a safe working environment for its employees. And the perseverance and rapidity with which Fastweb has accelerated the country's innovation process underscore its COURAGE. The investments that the company had planned for the medium term were brought forward to further strengthen the transmission capacity of the entire infrastructure, keeping the country connected and working. Another value underpinning Fastweb's actions in 2020 was the creation of value for everyone (SUSTAINABILITY), for the company, the community, people and the environment.



[Click here to discover more on our Vision and Values](#)

## 1.2. GOVERNANCE TO SAFEGUARD BUSINESS VALUE

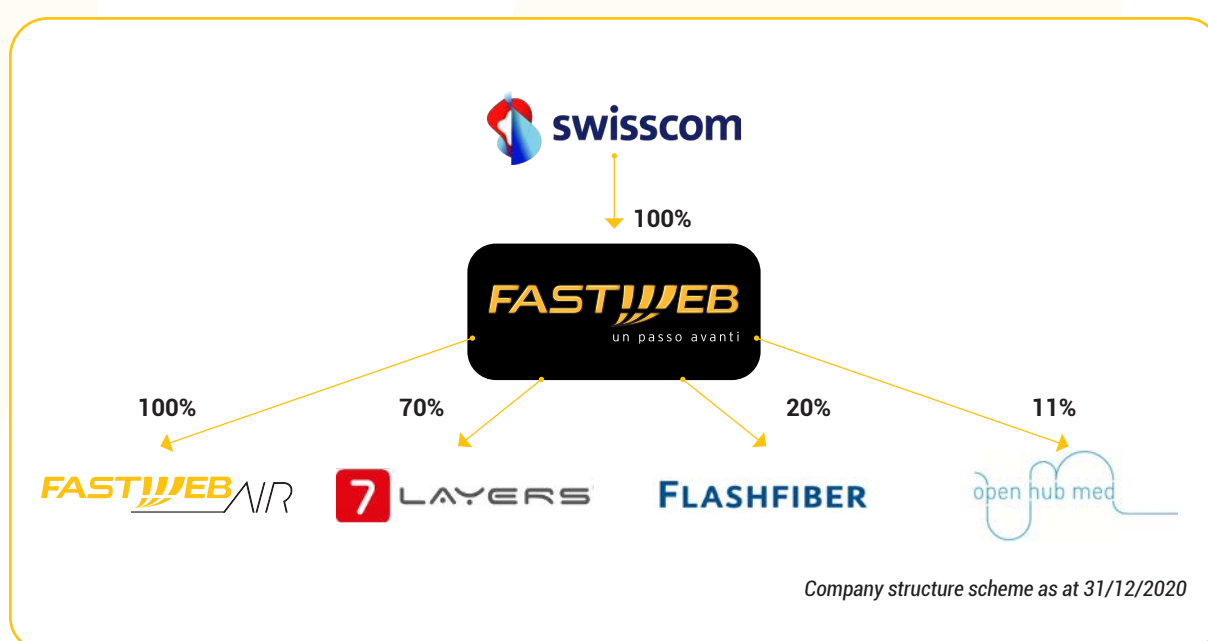
Fastweb S.p.A.'s governance structure comprises the following bodies: the General Meeting, Board of Directors (assisted by the Independent Control Committee and the Management Board) and the Board of Statutory Auditors.

The structure of Fastweb Air S.r.l.'s governance system comprises the following bodies: General Meeting, Board of Directors and Board of Statutory Auditors. On 30 September 2020, Fastweb acquired 70% of the shares in 7Layers Group S.r.l. directly and thus, indirectly, a 70% interest in 7 Layers S.r.l.

These companies (hereinafter collectively referred

to as "7Layers") are leading cybersecurity service providers. The companies' governance structure comprises a Board of Directors and a single auditor who is also the statutory auditor of the financial statements.

In addition, on 4 June 2020, Fastweb acquired 100% of the shares in Cutaway Solution S.r.l. directly and thus, indirectly, a 100% interest in Cutaway S.r.l. These companies (hereinafter collectively referred to as "Cutaway") specialise in cloud and ICT projects. The two companies were merged into Fastweb S.p.A. as from 1 December 2020.



### BOARD OF DIRECTORS - FASTWEB S.P.A.:

<b>Urs Schaeppi</b> 17/05/1960	<b>Chairman</b>	Legal representation before third parties and in legal proceedings
<b>Alberto Calcagno</b> 08/09/1972	<b>Chief Executive Officer and General Manager</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company
<b>Christoph Aeschlimann</b> 28/03/1977	<b>Director</b>	
<b>Peter Burkhalter</b> 23/09/1964	<b>Director</b>	
<b>Alberto Giussani</b> 23/08/1946	<b>Independent Director</b>	
<b>Eugen Stermetz</b> 10/04/1972	<b>Director</b>	
<b>Maria Antonietta Gervasio</b> 06/02/1960	<b>Secretary</b>	

The Board of Directors was appointed by the company in General Meeting on 26 March 2019 and will remain in office until the approval of the financial statements for the accounting period ending 31 December 2021.

## INDEPENDENT CONTROL COMMITTEE – FASTWEB S.P.A.

**Alberto Giussani** Chairman

**Klaus Rapp**

**Eugen Stermetz**

**Peter Burkhalter**

## BOARD OF STATUTORY AUDITORS – FASTWEB S.P.A.

**Michele Siri** Chairman  
22/09/1965

**Roberto Spada** Acting Auditor  
25/09/1963

**Francesco Turati** Acting Auditor  
23/05/1973

**Fabio Vittori** Alternate Auditor  
21/10/1967

**Cristiano Proserpio** Alternate Auditor  
14/10/1975

The Board of Statutory Auditors was appointed by the company in General Meeting on 25 March 2020 and will remain in office until the General Meeting called to approve the financial statements for the accounting period ending 31 December 2022.



## BOARD OF DIRECTORS – FASTWEB AIR S.R.L.

**Matteo Melchiorri** Chairman  
24/03/1972

Legal representation before third parties and in legal proceedings

**Andrea Lasagna** Chief Executive Officer  
26/05/1967

Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company

**Maria Antonietta Gervasio** Director  
06/02/1960

**Paolo Lesbo** Director  
27/02/1969

Fastweb Air S.r.l.'s Board of Directors was appointed on 3 December 2018 and will remain in office until revocation or resignation.

## BOARD OF STATUTORY AUDITORS – FASTWEB AIR S.R.L.

**Michele Siri** Chairman and Acting Auditor  
22/09/1965

**Gilberto Comi** Acting Auditor  
03/05/1964

**Francesco Turati** Acting Auditor  
23/05/1973

**Paolo Baruffi** Alternate Auditor  
08/05/1959

**Fabio Fusco** Alternate Auditor  
28/10/1974

Fastweb Air S.r.l.'s Board of Statutory Auditors was appointed on 3 December 2018 and will remain in office until the General Meeting called to approve the financial statements for the accounting period ending 31 December 2020.



## BOARD OF DIRECTORS - 7LAYERS GROUP S.R.L. AND 7LAYERS S.R.L.

<b>Augusto Di Genova</b> 5/01/1972	<b>Chairman</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company
<b>Riccardo Baldanzi</b> 11/09/1974	<b>Chief Executive Officer</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company, with mandate in the commercial area
<b>Fabrizio Rosina</b> 14/10/1978	<b>Chief Executive Officer</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company, with mandate in the technical area
<b>Marco Pennarola</b> 13/02/1967	<b>Director</b>	
<b>Andrea Romano</b> 24/09/1974	<b>Director and CFO</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company

7Layers Group S.r.l. and 7Layers S.r.l.'s Board of Directors was appointed on 30 September 2020 and will remain in office until the approval of the financial statements for the accounting period ending 31 December 2024.

## BOARD OF STATUTORY AUDITORS - 7LAYERS GROUP S.R.L. AND 7LAYERS S.R.L.

<b>Roberto Spada</b> 25/09/1963	<b>Acting Auditor</b>
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7Layers Group S.r.l. and 7Layers S.r.l.'s Board of Statutory Auditors was appointed on 30 September 2020 and will remain in office until the approval of the financial statements for the accounting period ending 31 December 2024.

## CUTAWAY S.R.L. AND CUTAWAY SOLUTION S.R.L.

<b>Augusto Di Genova</b> 5/01/1972	<b>Sole administrator</b>	Legal representation before third parties and in legal proceedings and powers for the ordinary and extraordinary management of the company
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The sole administrator of Cutaway S.r.l. and Cutaway Solution s.r.l. has been appointed upon the acquisition of the two companies and remained in office until the merger by incorporation of the two companies into Fastweb S.p.A.

## THE BOARD OF DIRECTORS

**Fastweb S.p.A.** is governed by a Board of Directors (BoD) with a three-year term of office and eligible for re-appointment. Fastweb S.p.A.'s Board is vested with the fullest powers for the ordinary and extraordinary management of the company and has the right to do whatever is necessary to achieve the corporate purpose.

The procedure for the appointment of the Board of Directors provides for the appointment of the directors at the General Meeting on the proposal of the sole shareholder. Their term of office expires on the date of the General Meeting called to approve the financial statements for the last year of their term of office.

The Board of Directors must be promptly notified if a Director has any conflicts of interest. The Director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other Directors and the Statutory Auditors to assess whether there is a conflict and, more generally, whether the transaction is in the financial interests of the company.

The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

The Board of Directors meets at least once each quarter, as needed, and is vested with full powers with the exception of those reserved for the General Meeting by law. At the first meeting of the year, the Board of Directors approves the budget for the year and the draft financial statements. 17 board meetings were held in 2020.

On 29 July 2020, Fastweb S.p.A.'s Board of Directors adopted the related party transactions procedure to ensure that transactions with related parties are carried out in a manner that is completely transparent and substantially and procedurally correct.

The procedure was adopted pursuant to Art. 2391-bis of the Italian Civil Code and Art. 2427, paragraph 1, point 22-bis of the Italian Civil Code, whereby unlisted companies are required to disclose in the notes to the financial statements any related party transactions that are both material and carried out at non-market conditions, and pursuant to IAS 24 on the disclosure of related party transactions.

The Directors' remuneration policies are decided in agreement with the Shareholder, whereas the Board of Directors is responsible for decisions relating to the fees for special duties and remuneration for the Management Board.

**Fastweb Air S.r.l.** is governed by a Board of Directors (BoD), which holds office until dismissal or resignation. Fastweb Air S.r.l.'s Board is vested with the fullest powers for the ordinary and extraordinary management of the company and has the right to do whatever is necessary to achieve the corporate purpose.

The Board of Directors must be promptly notified if a Director has any conflicts of interest. The Director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other Directors and the Statutory Auditors to assess whether there is a conflict and, more generally, whether the transaction is in the company's economic interests.

The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

The Board of Directors meets at least once each quarter, as needed, and is vested with full powers with the exception of those reserved for the General Meeting by law. At the first meeting of the year, the Board of Directors approves the budget for the year and the draft financial statements. 5 board meetings were held in 2020.

The Directors' remuneration policies are decided in agreement with the Shareholder and in compliance with group procedures.

The relationship between Fastweb S.p.A. and Fastweb Air S.r.l. is governed by specific intra-group contracts, which provide for the provision of technical and staff services to the subsidiary in compliance with the peculiarities and management autonomy of each company.

**7Layers Group S.r.l.** and **7Layers S.r.l.** are governed by a Board of Directors (BoD) with a three-year term of office and eligible for re-appointment.

The two companies' Board is vested with the fullest



powers for the ordinary and extraordinary management of the company and has the right to do whatever is necessary to achieve the corporate purpose.

The procedure for the appointment of the Board of Directors provides for the appointment of the directors at the General Meeting on the proposal of the shareholders. They remain in office until the date of the General Meeting called to approve the financial statements for the last year of their term of office.

The Board of Directors must be promptly notified if a Director has any conflicts of interest. The Director concerned must specify "the nature, terms, origin and extent" of his/her interest, providing any relevant information to allow the other Directors and the Statutory Auditors to assess whether there is a conflict and, more generally, whether the transaction is in the company's economic interests.

The Board of Directors may ask the Supervisory Body to conduct immediate or periodic verifications of the aspects underlying the conflict of interest.

The Board of Directors meets at least once each quarter, as needed, and is vested with full powers with the exception of those reserved for the General Meeting by law. At the first meeting of the year, the Board of Directors approves the budget for the year and the draft financial statements. Five board meetings were held in 2020 for 7 Layers Group S.r.l. and four board meetings were held for 7 Layers S.r.l.

The Directors' remuneration policies are decided in agreement with the majority Shareholder and in compliance with group procedures.

**Cutaway S.r.l.** and **Cutaway S.r.l.**, which Fastweb S.p.A. has acquired, were governed by a Sole Director up to 30 November 2020.

### INDEPENDENT CONTROL COMMITTEE

After the Company was delisted, Fastweb S.p.A.'s Board of Directors held a meeting on 27 April 2011 and established the Independent Control Committee responsible for internal control. Its composition and duties are simplified as compared with those required for listed companies with respect to, inter alia, the accounting policies for the preparation of the financial statements, the audit and the identification of risks.

The Committee's duties also include setting the guidelines for the internal control system for Fastweb S.p.A. and its subsidiaries and the annual assessment of the internal control system. To further ensure the Committee's independence, in addition to the independent Chairman, Prof. Alberto Giussani, the following people have a standing invitation to attend its meetings: the external member of the Supervisory Body set up by Fastweb pursuant to Legislative Decree 231/2001, the members of Fastweb's Board of Statutory Auditors and Fastweb's Chief Audit Executive and Head of Internal Audit. Any other person whom the Committee deems fit with respect to the matter to be discussed may also participate in the Committee's meetings.

The current Independent Control Committee was appointed by the Board of Directors on 26 March 2019 and its term will end with the General Meeting called to approve the financial statements for the accounting period ending 31 December 2021.

### THE BOARD OF STATUTORY AUDITORS

The Boards of Statutory Auditors, as detailed above, monitor compliance with the law and the articles of association, compliance with the principles of correct administration and the adequacy of the organizational, administrative and accounting structure and the working of that structure in practice, as well as the independence of the independent auditors.

### GENERAL MANAGER

Fastweb S.p.A.'s Board of Directors may appoint one or more general managers, deciding on their powers, including their powers of representation, as well as their remuneration. On 8 November 2010, Fastweb S.p.A.'s Board of Directors approved the appointment of Alberto Calcagno as General Manager, vesting him with full powers to manage the company. He is still in office. The General Manager reports to the Board and is responsible for all the company's Divisions and Departments.

### MANAGEMENT BOARD

Fastweb S.p.A.'s Board of Directors has formally established a Management Board composed of managers who are not on the BoD, with the exception of the CEO, who chairs the Management Board.

The Committee functionally coordinates the activities of Fastweb S.p.A.'s operational departments. This includes a preliminary examination of issues of strategic



importance to the company's future development and transactions with a significant impact on results, equity and the financial position. The Management Board also acts as an advisory body for issues and transactions that the Board of Directors sees fit to specify.

The members of the Management Board are currently: the Chief Executive Officer, the Chief Financial Officer, the Chief Product Officer, the Chief Human Capital Officer, the Chief Institutional & External Relations Officer, the Chief Consumer & Small Business Officer, the Chief Enterprise Officer, the Chief Wholesale Officer and the Chief Technology Officer.

In specific areas, members of the Management Board serve on Steering Committees focused on certain issues, with periodic meetings to receive the management's reports and discuss the achievement of targets, progress, critical issues and the areas for improvement.

### GENERAL MEETING

The articles of association establish the procedures for calling the General Meeting and the shareholders' right to participate and be represented at the General Meeting, which is chaired by the Chairman of the Board of Directors with the assistance of a secretary appointed by the General Meeting.

### SUSTAINABILITY GOVERNANCE

The Corporate Social Responsibility unit establishes strategies and oversees, coordinates and supervises

the main sustainability projects and initiatives in line with strategic objectives. Under the Chief Institutional & External Relations Officer's responsibility, this unit reports directly to the CEO. The CEO, together with the Board of Directors for the most significant issues, approves the sustainability strategy and related projects.

### PROCEDURES FOR TRANSACTIONS INVOLVING CONFLICT OF INTERESTS OR CONFLICTING WITH THE INTERESTS OF OTHER DIRECTORS OR EMPLOYEES

In 2014, Fastweb implemented a procedure establishing the principles and operational rules that directors and employees must follow to ensure the transparency and substantial and procedural correctness of transactions that may involve interests of other directors and employees, or that present a conflict between the personal interests of directors or employees and those of Fastweb.

In accordance with the provisions of article 2391 of the Italian Civil Code, these measures supplement the internal control system based on the Group Code of Ethics and Fastweb's Organizational, Management and Control Model. The procedure also applies to the members of the Board of Statutory Auditors.

In 2020 there were no cases that led to the application of the procedure for transactions involving a conflict of interests or conflicting with the interests of other directors or employees.



## 1.3. ETHICS AND COMPLIANCE: ACTING RESPONSIBLY FOR OURSELVES AND OTHERS

### THE INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM

The internal control and risk management system consists of a set of rules, procedures and organizational structures to identify, measure, manage and monitor the main business risks. As approved by the Board of Directors, since April 2019 the DPO and the Security & Real Estate Officer have been part of this system (in addition to the Board of Directors, CEO, Compliance & Risk Management, CFO, Board of Statutory Auditors, Management Board, External Auditors, Management and Employees).

The internal control system also makes use of the services of the Independent Control Committee, which advises and makes proposals to the Board of Directors, the Supervisory Body (see the paragraph below) and the Internal Audit Division, which is responsible for verifying that the internal control and risk management system is functioning and adequate.

Fastweb has also adopted an Enterprise Risk Management (ERM) policy and policies for identifying, analysing, monitoring and mitigating business risks. Within the Internal Audit, Compliance & Risk Management Division, the Risk Management department is responsible for maintaining this model and designing and managing periodic risk assessment cycles in collaboration with the various company departments involved. For each risk identified, a Risk Owner is named with responsibility for setting the risk mitigation or acceptance plan. With the support of the departments responsible for the individual risks, a risk status report is prepared with quarterly updates, differentiated on the basis of the needs of each relevant stakeholder (Swisscom, ICC, Board of Directors and senior management).

### MODEL 231

In compliance with Legislative Decree 231/01, Fastweb has adopted an organizational model - of which the [Code of Ethics](#) is an integral part - which establishes the main rules of conduct for all company employees and defines the processes, areas, "sensitive" activities (i.e. those posing a risk of offences under Legislative Decree no. 231) and the associated controls.

[Model 231](#) is updated periodically on the basis of regulatory and organizational changes. In the second half of 2020, a risk assessment was launched to assess the impact of the inclusion of additional offences under Legislative Decree no. 231/01, such as tax offences, public procurement fraud and smuggling, on the internal control system.

The risk assessment will lead to the update of the company's organizational, management and control model pursuant to Legislative Decree no. 231/01. Fastweb S.p.A.'s Code of Ethics was extended to Fastweb Air S.r.l. with the approval of the Board of Directors on 21 February 2019; Fastweb Air S.r.l. also has its own Model 231, approved by Fastweb Air's Board of Directors on 31 March 2020.

All employees are promptly notified of any updates to the Code of Ethics and the Model 231, while new recruits receive an e-mail informing them of the contents of the Code of Ethics and Model 231 and they are asked to take an e-learning course on these issues within two months of being hired.

The principles and standards in the Model are also communicated and applied to those who operate as independent contractors or otherwise on behalf of Fastweb although they are not employees.

Under specific contractual clauses, in the scope of the relationships with the company, these people undertake to act in compliance with the applicable regulations in force and to act in a way that prevents the committing of offences punishable under Legislative Decree no. 231/2001.

### THE ROLE OF THE SUPERVISORY BODY

Fastweb S.p.A.'s Supervisory Body (SB) is composed of the Chairman of the Independent Control Committee, the Chief Audit Executive and a criminal lawyer as an external member and has a term of office equal to that of the Board of Directors that appoints it. Fastweb Air S.r.l.'s SB is composed of one external member and the Senior Manager of Internal Audit and has a term of office equal to that of the Board of Directors that appoints it. The SB monitors the correct application of Model 231 through specific supervisory activities, especially with regard to its effective application in areas posing the greatest risk of offences, and then reports any critical issues detected to the Board of Directors.

As part of this responsibility, in 2020, the SB carried out continuous monitoring of the content of the periodic information flows received and numerous checks on the application of internal procedures and rules on sensitive activities concerning, in particular, relationships with the Public Administration and the procedures rolled out within the company in response to Covid-19 and to acquire the relevant personal protective equipment. The Compliance team reported the results of 15 audits of processes and sensitive areas for the purposes of Model 231 to the SBs. Furthermore, information is continuously reported to the SB as required by Art. 6 subsection 2 paragraph d) of Legislative Decree no. 231/01.



The SB discusses the type and frequency of the information with the respective Internal Managers of sensitive processes in line with the agreed methods and timing.

## FASTWEB AND COMPLIANCE WITH THE RULES: A PROACTIVE COMMITMENT AND A CONSTANTLY EVOLVING SYSTEM

Fastweb constantly and methodically seeks to ensure that all employees, suppliers and partners comply with currently applicable regulations, including through the adoption of internal procedures and rules.

In line with this crucial objective, each year the company voluntarily strengthens its internal compliance system through targeted initiatives.

Fastweb has implemented an **anti-corruption plan** and **Anti-corruption Guidelines** to further strengthen internal monitoring and risk management. All Fastweb's transactions are assessed for corruption risk; in particular, the processes included in the risk map for this area are: management of relations with the Public Administration, management of sales of product and services, management of financial resources, management of human resources and management of commercial relations for the purchase of goods and services ("accounts payable"). The risks are mapped in the Anti-Corruption Policy by identifying Sensitive Areas subject to specific monitoring to ensure compliance with the ban on bribery in the areas of management of relationships with the public administration, conflicts of interest, contributions to political parties, lobbying, donations and sponsorships, gifts, gratuities and hospitality, relationships with external stakeholders like customers and suppliers and the management of human resources.

The guidelines were developed based on the results of the risk assessment activities periodically conducted to update the 231 Model. In this way, Fastweb was able to explore certain sensitive areas and processes with regard to the

management of relationships with the Public Administration, suppliers and employees. Again in this case, Fastweb guarantees **utmost transparency** and has disseminated the guidelines internally to all personnel via the company's Intranet, Agorà, and through specific training activities for all employees, and externally on the Fastweb website.

In July 2020, Fastweb S.p.A.'s Board of Directors approved the **Antitrust Guidelines** and **Code of Conduct for all employees** of Fastweb S.p.A and subsidiaries.

The Antitrust Guidelines are a unified, consistent set of principles of integrity and transparency that establish:

- Roles and responsibilities in the prevention of antitrust violations
- Areas at greatest risk of antitrust violations
- Steps to be taken (Code of Conduct) in situations presenting antitrust risk

The guidelines are part of the voluntary antitrust programme that Fastweb adopted in 2019, when an Antitrust Officer was named.

In addition, in 2020, Fastweb updated the whistleblowing procedure in line with Swisscom's procedures. This procedure is part of the **whistleblowing policy** that was set several years ago and governs the reporting of any unlawful conduct by employees in the performance of their duties. The policy and the channel for sending whistleblowing reports have also been extended to Fastweb Air S.r.l.

As a demonstration of the importance to the company of complying with the law, Fastweb again participated in the **Business Integrity Forum (BIF)**, an initiative led by the NGO Transparency International. The 2020 forum, which was held remotely, explored the role of business intelligence in compliance and anti-corruption activities. The Business Integrity Forum brings together the largest Italian companies already active on the issues of integrity and transparency that, through the BIF, are committed to preventing and combating corruption in business practices by adopting specific tools and spreading the culture of legality.

## Integrated Training: the cornerstone of corporate compliance

The various compliance programmes, from the formal point of view as required by legislation and the relevant case law, require adequate and effective training. Moreover, Fastweb also considers training to be a fundamental component of the various organizational models, as compliance with Legislative Decree no. 231, anti-corruption, data protection and antitrust regulations is based on developing awareness and training.

For this reason, Fastweb has launched an integrated training project based on risk assessments of specific company activities/ areas to identify the various compliance risks and equip individuals with a bird's eye view that takes account of the business dynamics, so they are capable of not only recognising risks but also minimizing them through specific instructions as well. Furthermore, since training and developing the awareness of individual employees constitute the cornerstones of a company that complies with all applicable regulations, Fastweb is also committed to raising the standards of compliance training to make content more focused and specific

and to improve how it is delivered. In response to the urgency of the Covid-19 emergency, training programmes were intensified and went online, but without sacrificing personal interaction through direct interviews, questions and final tests to gauge whether participants effectively understood the material.

In 2020, 19 integrated training courses were held for a total of 47 hours of training for 771 people, including some Fastweb S.p.A. employees, all employees of Fastweb Air and Cutaway, all temporary staff, 32 of the main telemarketing and telesales agencies and 2 video surveillance companies. An integrated antitrust and GDPR training course was also launched for the entire company population with final deadline on 28 February 2021.

Fastweb sees compliance training as a driver for change and improvement. This is why the training process is constantly evolving: the results of the control matrices enable the company to identify the most critical areas where new training must be offered or existing training adjusted.

## VOLUNTARY STANDARDS: POLICIES AND CERTIFICATION

In addition to the internal structures cited above, the company has defined a series of **policies that**

**coordinate and express Fastweb's commitment** to aspects ranging from anti-corruption to the environment, security and data protection.

### FASTWEB'S MAIN GUIDING POLICIES

- **Anti-corruption Guidelines:** these are another tool to coordinate and optimize the existing anti-corruption policy framework with the aim of building an organic and efficient system to better promote anti-corruption principles, integrity and transparency within the company;
- **Anti-corruption Directive:** this directive states the rules of conduct to reduce the risk of committing bribery offences in the performance of company activities;
- **Anti-corruption Directive for events and invitations:** this directive outlines the operational procedure to minimize the risk of committing bribery offences when extending invitations to sporting, cultural and informational events to public and private customers;
- **Gifts Policy:** this policy sets the conditions for accepting or giving gifts in relationships with third parties such as suppliers, customers and public officials;
- **Customer Privacy and Data Protection Policy:** this document defines the methods that Fastweb uses to inform all customers about how personal data is processed in accordance with the user's rights expressed in the "Privacy Code";
- **Environmental Policy:** based on the international ISO 14001 standard, this policy outlines the framework for establishing and adjusting environmental protection objectives;
- **Safety Policy:** based on the international ISO 45001 standard, this policy implements the company's commitment to health and safety and establishes the framework of rules and best practices to be applied at all organizational levels;
- **Whistleblowing Policy:** this policy governs the handling of reports of unlawful conduct, specifying the communication channels and how they are managed by the company.





Reports can be made by telephone, by traditional post or anonymously using the public internet link containing the form for reports, which is also available on the company Intranet.

All reports are analysed and managed, where justified, through the most appropriate actions with the utmost confidentiality

■ **Donations Policy:** this policy defines the process, operating rules and controls for corporate donations in the form of goods, services or money. The purpose of the policy is to ensure that donations are made in accordance with the principles of transparency and fairness and in compliance with the company's Code of Ethics and Model 231.

Many of the internal policies were established in connection with Fastweb S.p.A.'s implementation of certified management systems in accordance with specific voluntary standards. The implemented systems have been integrated to create a **single management system that guides internal operations and ensures the correct application of company rules in the various operating areas.**

This system includes: process quality (ISO 9001), information and data security (ISO 27001), information and data security for cloud computing services (ISO 27017), public cloud services privacy management (ISO 27018), information security incident management (ISO 27035-1), environment (ISO 14001), health and safety in the workplace (ISO 45001), management of ICT services (ISO 20000) and business continuity (ISO 22301).





A photograph of an open-plan office environment. Several people are seated at long wooden desks, working on computers. In the foreground, a woman in a green shirt and a man in a light blue shirt are seen from behind, sitting in ergonomic mesh chairs. They are facing desks with multiple monitors. One monitor shows a landscape image, and another shows a website. In the background, other employees are visible, and a motorcycle helmet sits on a shelf. The office has large windows on the left, letting in natural light. The entire image is overlaid with a semi-transparent orange filter and large, abstract orange and grey geometric shapes.

# 2

**Sustainability for Fastweb: technology and innovation for sustainable development**



## 2.1. THE DIGITAL REVOLUTION'S CONTRIBUTION TO ACHIEVING THE SDGS

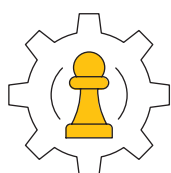
Digitalization and sustainable development are closely interrelated. The technologies of the fourth industrial revolution, such as artificial intelligence, robotics, the Internet of Things (IoT) and more generally the entire ICT industry, can significantly contribute to achieving the international sustainable development goals.

According to a recent World Economic Forum study, by harnessing these technologies, we can speed up the achievement of 70% of the 169 targets in the 17 Sustainable Development Goals to implement the 2030 Agenda<sup>1</sup>.

The digital transition is truly promising for the effective implementation of Agenda 2030 in areas such as promoting good health, education, the decarbonization of economic systems and the effective implementation of circular production and consumption patterns.

### Technologies for global sustainable development<sup>1</sup>

Which goals have the most Fourth Industrial Revolution (4IR) applications today?



Technology could have high impact across

**10** of **17** SDGs



**70%** of **169**  
SDG targets can be directly supported by technology innovation

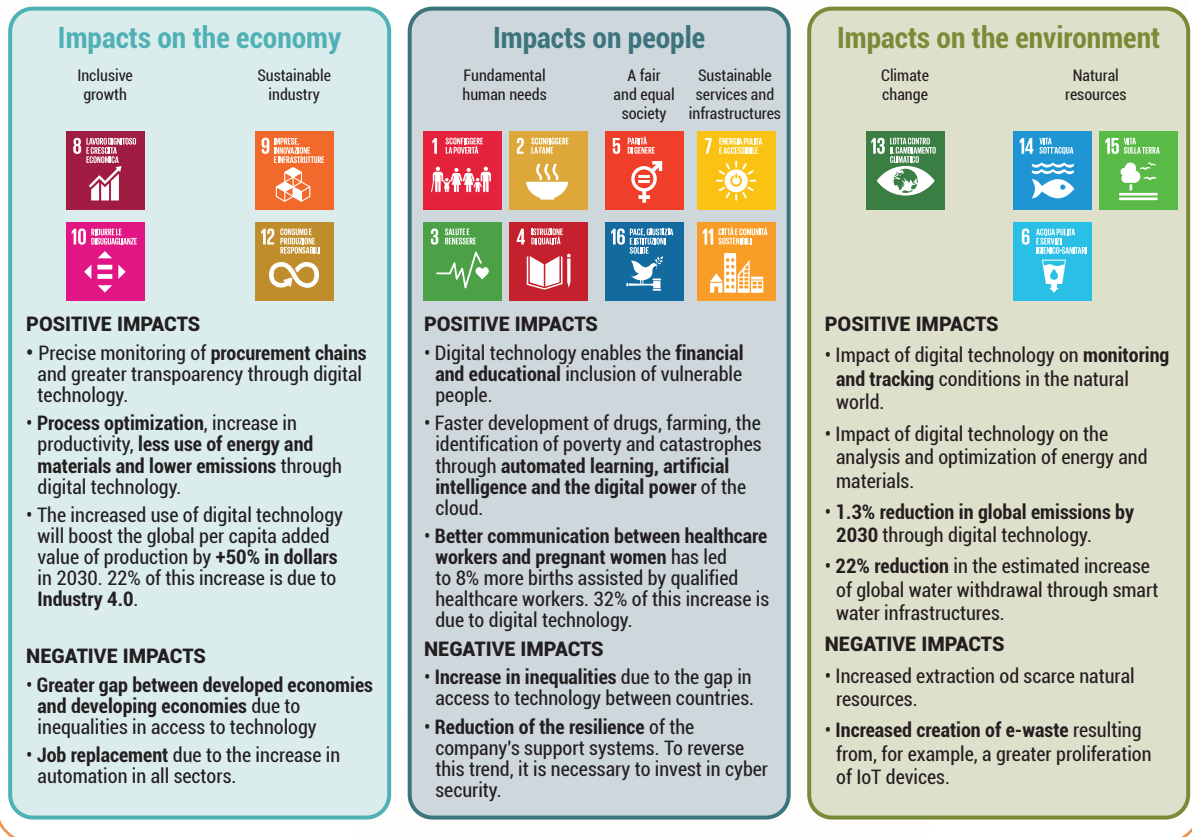
Global Goals with the highest number of present-day 4IR applications:



Global Goals with the lowest number of present-day 4IR applications:

1: World Economic Forum, 2020, Unlocking technology for the Global Goals

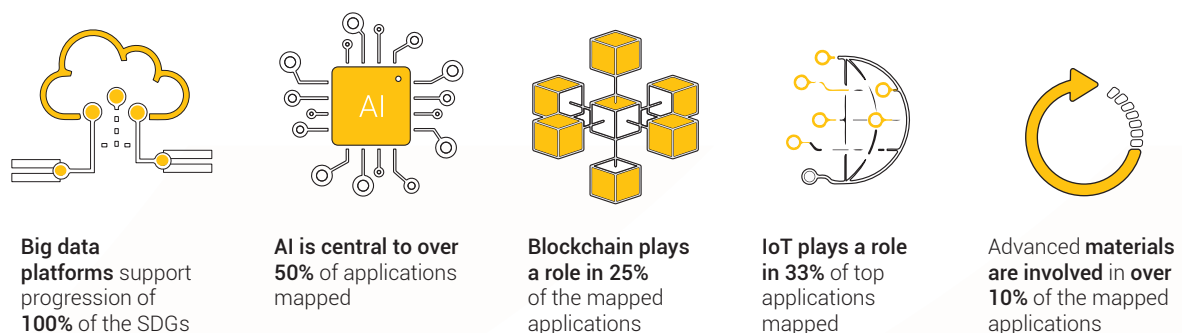
## Technologies for sustainable development: impact areas in detail<sup>2</sup>



Each technology contributes to the SDGs to a different extent: Big Data platforms have the capacity to sustain the advancement of all sustainable development

targets, followed by Artificial Intelligence, Blockchain and IoT solutions, robotics, virtual reality, 5G and ultrafast connections.

## Technologies for sustainable development: contribution by technology<sup>3</sup>



A series of key factors also plays a part in the achievement of the Sustainable Development Goals: responsible governance of technology, strong leadership to mobilize commitments and standards and collaboration and partnerships between the various players. Other factors include public policies and regulations applicable to the fourth industrial

revolution, the use of finance to stimulate new market solutions, the development of an agenda of breakthrough innovations to address the most pressing social and environmental challenges, the development of new models for collaboration in the collection and analysis of data and the need to upskill and reskill people and develop talent.

2. GeSI and Deloitte, 2019, "Digital with Purpose: Delivering a SMARTer 2030", data processed by Ernst&Young.

3. United Nations, 2020, "The Sustainable Development Goals Report 2020"



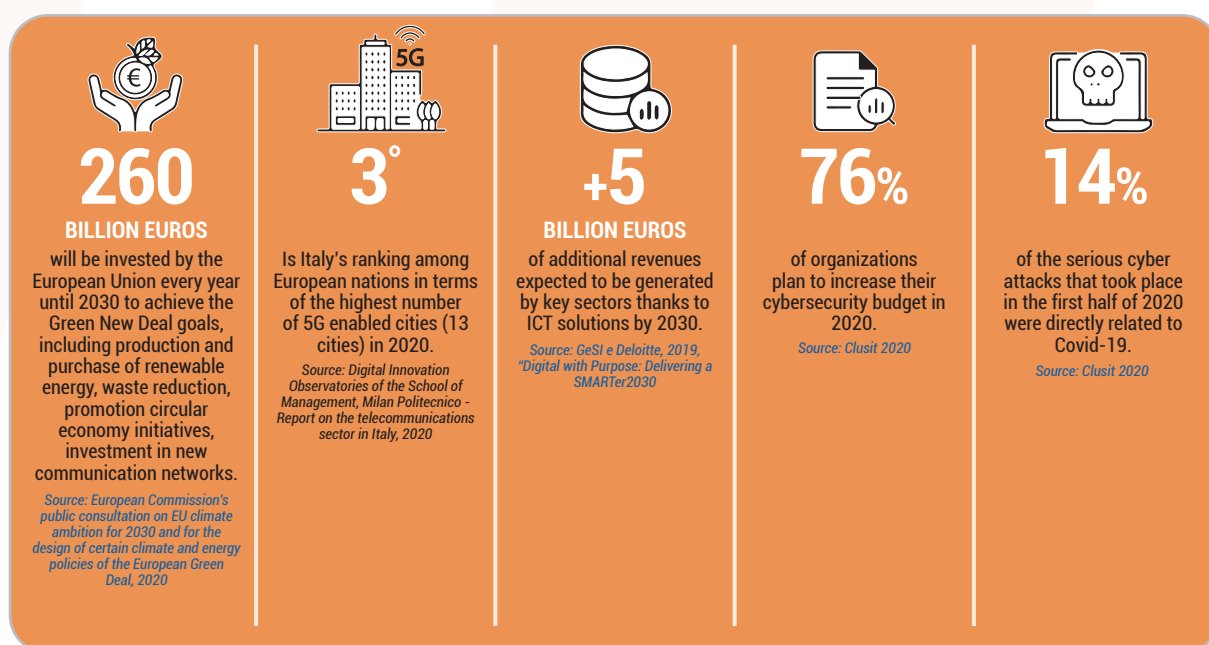
The importance of ICT technologies' contribution to the achievement of the SDGs is closely related to infrastructure capacity, connectivity and people's skills.

The challenges that ICT players face have become even more complex amidst the global public health emergency, which has abruptly put the brakes on the process started in various countries to achieve the SDGs. The pandemic has had a particularly negative impact on the poorest and most vulnerable, exacerbating inequalities and disparities. For example, according to the survey released

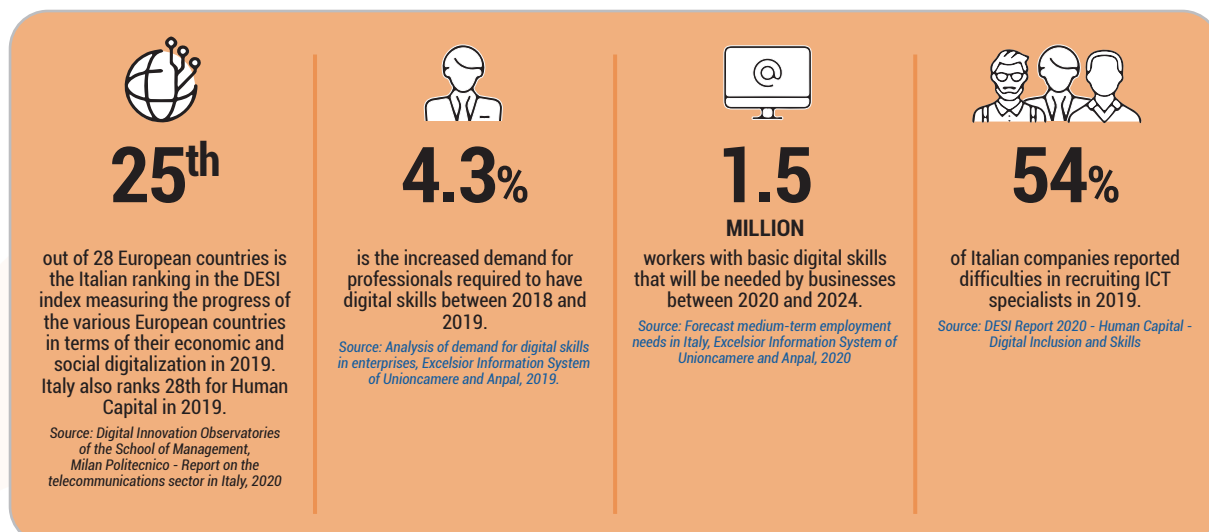
by the United Nations, "The Sustainable Development Goals Report 2020"<sup>3</sup>, 71 million people around the world were pushed into extreme poverty in 2020, for the first increase in global poverty since 1998.

Despite these difficulties, the values and principles of the SDGs are crucial to restarting a sustainable recovery plan that is inclusive and fair. Digital solutions play a vital role in this context, as they offer new possibilities and opportunities not only for business but for communities and the environment as well.

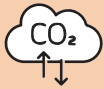
## Opportunities and economic challenges



## Opportunities and social challenges



Opportunities and environmental challenges



15%

is the percentage of global greenhouse gas emissions that could be reduced by the digital sector by 2030 thanks to direct intervention; 35% is the further reduction that could be obtained indirectly thanks to digital solutions, both influencing consumer and business decisions and through system transformations.

Source: Exponential Roadmap - Scaling 36 solutions to halve emissions by 2030, ver. 1.5, 2020



1.97%

is the ICT industry's estimated carbon footprint in 2030, an improvement on the 2.3% recorded in 2020.

Source: GeSI e Deloitte, 2019, "Digital with Purpose: Delivering a SMARTer2030"



30

MILLION

tonnes of CO<sub>2</sub> will be saved by 2040 thanks to ICT technologies applied to the management of available energy from renewable sources.

Source: Digitalisation and Energy, Technology Report 2017, IEA



30%

is the target set by the International Telecommunication Union for the recycling of e-waste by 2023, corresponding to a 12.6% improvement on the 2020 average.

Source: The Global E-waste Monitor 2020, UNU, ITU and ISWA



## 2.2. FASTWEB'S RESPONSE TO CONNECT THE PRESENT TO THE FUTURE

The digital transformation will involve all industrial sectors, from transport to energy, from health to education, and its many applications cannot overlook social and environmental issues.

Fastweb is aware of the opportunities associated with sustainability and digitalization, which is why it has undertaken a growing development process over the past few years in a way that integrates sustainability into its business.

Fastweb's **sustainability vision** may be summed up in three strategic areas.

**Fastweb for the country'** reflects Fastweb's goal of setting the benchmark in the **acceleration of the country's digitalization**.

The public health emergency drove demand for extraordinary connectivity to meet personal and professional needs in Italy and internationally. Fastweb's quick response entailed investing heavily in network infrastructure and in the deployment of 5G technology for the development of convergent fixed-mobile networks, with the end aim of delivering top-performance connectivity to all.

In response to the exponential use of digital solutions, cybersecurity and protecting customers' data and information are taking on an increasingly important role. Fastweb continues to invest in infrastructure, resources and skills to ensure the ever tighter security of its network.

The country will grow partly through a renewed selection of services that Fastweb offers its customers. The company has embarked on a path towards becoming an **infrastructured OTT** player in order to provide customers with an excellent experience and innovative services geared towards ease of use and transparency.

5G introduction - specifically the development of the new Ultra FWA and 5G Mobile technologies - further accelerates Fastweb's transformation into a convergent operator. These technologies will bring top-performance connections via the 5G FWA network to an ever expanding number of cities. The substantial investments to drive technological innovation and open innovation will make it possible

to harness the power of 5G in countless industries and regions.

**'Fastweb for people'** reflects the company's **commitment to the diffusion of digital skills and its focus on the needs of employees, customers and the local community**.

With **#GetDigital**, Fastweb continues to meet the challenge of digital skills through actions to narrow the Italian cultural gap in the use of digital tools, with the aim of transforming the technological transition into tangible opportunities for people and businesses. While the pandemic has undoubtedly accelerated the digital transformation of the public administration, companies and schools, it has also widened the current gap in digital skills. During the year, in addition to the courses already in place, the Fastweb Digital Academy held additional online courses for young job-seekers, teachers grappling with online teaching and workers in need of better skills for the digital revolution underway.

"Working Smart(er)" is Fastweb's exemplary response to protect the health and well-being of its employees. Based on a modern management approach and the principles of employee independence and flexibility, Working Smart(er) offers everyone the opportunity to work remotely every day. Many support initiatives were organized for those who work at Fastweb and their families for their health and well-being during this difficult year.

Fastweb has also expressed its care for people by **focusing on communities**. It has supported hospitals, schools, associations and small businesses as part of national and local projects and initiatives and monetary and non-monetary donations, in certain cases with the participation of Fastweb employees and customers.

The connectivity services that Fastweb provided in the reporting year were always of the highest quality with a completely transparent customer relationship, in keeping with the Niente Come Prima - Nothing Like Before - approach in which the company has pioneered a deep change for the better in customer management, based on clear offers and on the elimination of hidden costs.

**'Fastweb for the environment'** is the third pillar of the company's sustainability vision. Monitoring environmental impacts and setting targets for the future are key steps in reducing the company's carbon footprint.

Fastweb joined the Science Based Target Initiative in 2020, setting a clear climate change target. Specifically, it will reduce greenhouse gas emissions by 30,500 tonnes of carbon dioxide by 2030. This target is science based and confirmed to be in line with the targets in the Paris Climate Agreement of 2015.

Fastweb is also active through various initiatives, events and partnerships to support the fight against

climate change and promotes the spread of a culture of environmental awareness both inside and outside the company through webinars and other forms of communication.

It devotes significant attention to developing innovative solutions to help customers better manage resources and environmental aspects in order to prevent waste and improve environmental protection as a whole.

## Fastweb's key sustainability issues

### Fastweb for the Country

- Digital infrastructure for the country
- 5G as an enabling technology
- Digital revolution and technological innovation
- Economic performance and creation of value for stakeholders
- Privacy and cybersecurity

### Fastweb for People

- Digital growth of the country and its citizens
- Digital well-being
- Transparency, simplicity, listening and trust
- Working Smart: putting people first
- Commitment for the community

### Fastweb for the Environment

- Fight against climate change
- Energy efficiency
- ICT solutions for sustainable development
- Focus on the use of resources

### Transversal topic

- Ethics and compliance

Fastweb has presented these points in its **Sustainability Report** and they are the issues that it has identified as the most material for stakeholders and its strategy by carrying out a materiality analysis in accordance with the Global Reporting Initiative (GRI).

This year, Fastweb decided to **update the names of the relevant themes** in order to highlight certain specific aspects.

"Technological innovation and open innovation" has been renamed "digital revolution and open innovation"

to emphasize how the company is fuelling the acceleration of the development of digital technologies, while "transparency, listening and trust" has been renamed "transparency, simplicity, listening and trust" to highlight the company's commitment to offering solutions within everyone's reach, "closeness to the local area and communities" has been renamed "commitment for the community" and "climate change" has been renamed "fight against climate change" to express the active role that the company plays in protecting the environment.













## 2.3. COMMITMENTS FOR THE FUTURE

Fastweb has updated the framework of commitments and objectives set in 2019 to reflect its performance in 2020.

The following table illustrates the achievement of Fastweb's commitments/objectives in relation to the Sustainable Development Goals (SDGs).

### Fastweb for the Country

COMMITMENTS FOR 2020	2020 PERFORMANCE	SDG
<b>Reach 90% of the Italian population with a Gigabit service by 2026</b> , using a combination of new generation fixed-mobile convergent infrastructures	20% of the Italian population with a Gigabit service	
<b>Guarantee up to 1 Gigabit speed connections to 24 million households and businesses in Italy by 2024</b> , by extending services throughout the country and reaching agreements with other operators	80 new cities reached with 1 Gigabit-per-second connections through the agreement with Open Fiber	 
<b>Reach 8 million households and businesses with 5G FWA technology by 2023</b>	50 new Italian cities reached with NeXXt FWA technology, delivering speeds of up to 1 Gigabit per second	 
<b>Launch the 5G mobile service on the market by 2020</b>	NeXXt mobile 5G launch	 
Double the number of employees actively involved in the Open Innovation programme and further develop relationships with start-ups, innovation hubs and universities to create innovative products and services	200 innovative ideas generated: 80 by employees and 120 by start-ups 200 employees involved (+100 compared to 2019) 6 projects advanced to prototyping	 
Maintain and reinforce the protection of privacy and cybersecurity to best protect customer data and information (consumers and enterprises)	Strengthening the internal organization, processes and controls Acquisition of 70% of the company 7Layers S.r.l.	

### Commitments for the Future



#### ■ Guarantee connection speeds of up to 1 Gigabit to 24 million households and businesses in Italy by 2024

Bring FTTH coverage to **76% of real estate units in grey and black areas**, corresponding to roughly 16.5 million units in over 1,600 cities, by 2025

Reach **8 million households and businesses in grey areas and 4 million in white areas** (45% of the population) with Ultra FWA technology by 2024

#### ■ Cover **90% of the population with mobile 5G service** by 2025

#### ■ Launch a technological upgrade on the proprietary network by 2021 to bring connection speeds from **1 to 2.5 Gigabit** per second to 30 major cities with total coverage of 4 million homes

#### ■ Expand the number of employees actively involved in the Open Innovation programme and further develop relationships with start-ups, innovation hubs and universities to create innovative products and services

#### ■ Maintain and reinforce the protection of privacy and cybersecurity to best protect customer data and information (consumers and enterprises)



## Fastweb for people

COMMITMENTS FOR 2020	2020 PERFORMANCE	SDG
Help improve people's digital skills through the activities of the Digital Academy	8,797 certificates issued by the Digital Academy, including 4,687 in 2020	 
Extend the scope of Fastweb Digital Academy's courses to include the reskilling of older workers	Courses delivered to SMEs, teachers and workers for reskilling	 
Extend the study on digital well-being with Bicocca University to middle schools and make the digital skills test available to all middle schools	Four training modules developed for middle and high school teachers.	
Extend the educational welfare programme "Fastweb Edu" to reach more employees	266 employees received the benefits of the educational welfare programme	
Launch local welfare initiatives in order to offer the benefits enjoyed by employees to local communities as well	Introduction of welfare initiatives designed not only for employees but their families as well	 
Increase flexibility for all employees to promote a better work-life balance	100% of employees enabled to work from home every day of the week. New experimental union agreement to extend the work-from-home model even after the public health emergency	 
Develop the company's skills in response to the digitalization and business challenges under way	Launch of the new OTT learning programme 41,677 hours of training provided 195 people trained with certified training courses	 
Foster a feedback culture with the use of digital tools	Promote and roll out The Feedback, a new online app	 
Connections: Involve communities in an open dialogue with the company that aims to be seen as a place to share experience, knowledge and culture	Online publication of the "Connections, online edition" events	









## Commitments for the future



- **Contribute to citizens' digital growth through Fastweb Digital Academy courses. Issue 50,000 certificates by 2025**
- Disseminate the training modules on Digital Well-being to the largest number of secondary schools
- Making the employee welfare experience ever simpler and more immediate and further improving the range of services offered and the user experience
- Increase flexibility for all employees to promote a better work-life balance
- Develop the company's skills in response to the digitalization and business challenges under way
- Continue spreading the feedback culture in all company areas
- Maintain high levels of employee engagement and sense of belonging also with the adoption of the "extended smartworking".



## Fastweb for the environment

COMMITMENTS FOR 2020	2020 PERFORMANCE	SDG
<b>Make the network infrastructure more energy efficient</b> Reduction of electricity consumption by about 1,000,000 kWh per year by upgrading the infrastructure	Work began on one site and four equipment facilities, which Fastweb expects will result in energy savings of 900,000 kWh/year	 
Complete the elimination of disposable plastic from all Fastweb sites	The Plastic Free project was completed and confirmed even during the pandemic	 
Continue on the path of digital transformation of processes and identify digitalization priorities	Digitalization of 90% of business processes Digitalization of certain key processes with customers. Roll-out of new digital assistance tools in the My Fastweb app	 
Continue on the path of digital transformation of processes and identify digitalization priorities	Partnership with Legambiente confirmed in 2021	 

## Commitments for the future



### ■ Reduce CO2 emissions by 30,500 tonnes by 2030

- Reduction of Scope 1 emissions by 62% (compared to 2018)
- Confirmation of the purchase of 100% of energy from renewable sources up to 2030
- Reduction of Scope 3 emissions by 15% (compared to 2018)



### ■ Make the network infrastructure more energy efficient

Reduction of electricity consumption by about 1,000,000 kWh per year by upgrading the infrastructure

- Continue the digital transformation of processes
- Continue the partnership with Legambiente on the Sustainability Label in 2021



The background image shows a modern office interior with large windows overlooking a city. The scene is overlaid with semi-transparent blue geometric shapes, including lines and polygons, creating a dynamic and architectural feel. The number '3' is prominently displayed in white on the left side.

# 3

## Fastweb for the Country



### 3.1. FASTWEB'S IMPACTS ON THE COUNTRY'S SOCIO-ECONOMIC DEVELOPMENT

This year, with the help of the consulting firm EY, Fastweb updated the survey it had already carried out for the first time in 2018 to assess its economic and social contribution to the country in terms of its impacts on employment, GDP and tax revenue, using an economic-statistical model based on input-output tables and procurement data.

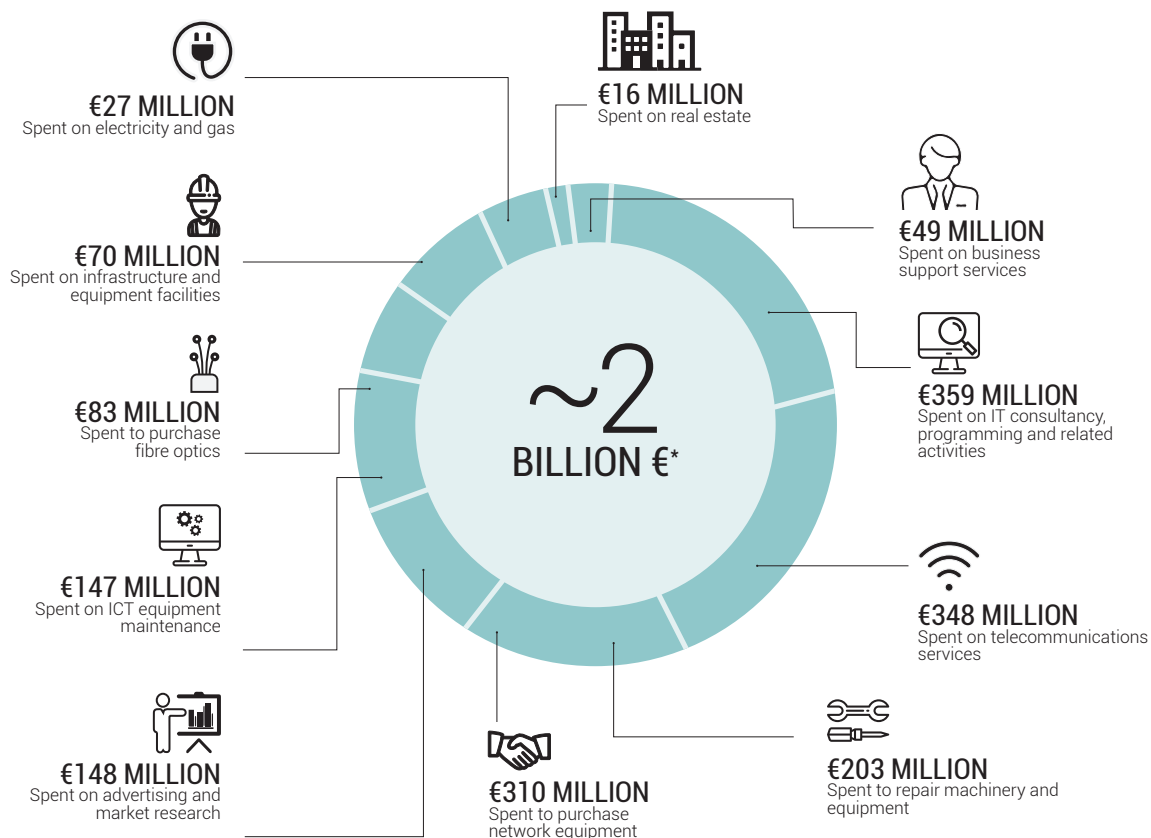
The analysis meets the company's need to provide a broader and more complete account of the impacts of its work. In addition to considering the **direct impact** of its operations, the analysis also covers the creation of value along the supply chain through the purchase of goods and services necessary for the company's business activities (**indirect impact**) and the impact of the wealth injected into the economy by the people directly and indirectly employed through their consumption (**induced impact**).

Its main expense items in Italy are concentrated




in the IT consultancy, programming and related activities (21% of procurement), telecommunications service sector (20% of procurement), the repair of machinery and equipment (12% of procurement), the purchase of IT equipment (11% of procurement), marketing and communication sector (9% of procurement), the maintenance of ICT equipment (7% of procurement), the purchase of fiber optics (5% of procurement), cable-laying sites and construction of technological sites (4% of procurement), in business support services (3% of procurement), the supply of electricity and gas (2% of procurement) and in property assets (1% of procurement).

Fastweb also outsources some of the processes necessary to provide services to large companies, reaching framework partnership agreements that guarantee adequate service levels and reliability and include social and environmental clauses.

#### Main expenses in Italy



\* The chart shows the main expenses in connection with the procurement of goods and services and investments by Fastweb S.p.A. and Fastweb Air S.r.l. in Italy (95% of total spending in Italy).

Fastweb's impacts*	29,831 jobs created 	€3 billion in added value 	€489 million in taxes paid 
Direct impacts	2,775 jobs (people)	€954 million in added value	€103 million in taxes paid
Indirect impacts	20,658 jobs (FTEs)	€1,440 million in added value	€295 million in taxes paid
Induced impacts	6,398 jobs (FTEs)	€404 million in added value	€91 million in taxes paid
<b>Cosa significa</b>			
	<b>12</b> jobs indirectly created for every €1 million spent by Fastweb	<b>added value of €0.84 million</b> generated indirectly for every €1 million spent by Fastweb	<b>€0.17 million</b> in taxes paid indirectly for every €1 million spent by Fastweb
	<b>14</b> jobs created for every €1 million spent by consumers with directly and indirectly activated connections	<b>added value of €0.87 million</b> generated for every €1 million spent by consumers with directly and indirectly activated connections	<b>€0.20 million</b> in taxes paid for every €1 million spent by consumers with directly and indirectly activated connections
	<b>10</b> jobs created for every Fastweb employee	<b>value added of €1.9 million</b> generated for every €1 million of Fastweb's value added	

\* The impacts include the operations of Fastweb S.p.A. and Fastweb Air S.r.l.

## Supply chain management

The procurement process is governed by Fastweb's **Procurement Policy**, which enshrines Fastweb's commitment to promoting integrity and transparency throughout the supply chain and ensures that suppliers work to guarantee the best possible quality, upholding and sharing the company's commitment to customers, society and the environment.

The **supplier qualification** process is an integral part of the procurement model and is a precondition for suppliers to be included in the Register of Suppliers, following which contracts may be signed and orders may be issued. The qualification process is applied to suppliers with a risk level above zero and therefore does not apply to specific categories or specific products and services, such as the rental of premises, subscriptions to newspapers or magazines, hotels. Furthermore, the process does not apply to some strategic suppliers who provide non-replaceable products or services, for which procurement is obligatory. In these cases, the

qualification process is modulated also on the basis of the contractual obligations. The purpose of supplier qualification is to ensure that any business risk relating to procurement is monitored and tracked and, where necessary, mitigated. Suppliers are qualified according to three risk levels: high, medium and low, which are assessed by reference to labour regulation, safety and environmental aspects in respect of the company's core business.

The qualification process is based on the fundamental principles of **transparency, economic efficiency and compliance** with current regulations. In order to successfully pass the accreditation process, all suppliers must sign specific clauses relating to **environmental and social responsibility themes** that include compliance with applicable legislation, possession of the required authorization certificates and the adoption of principles for the protection of workers, with particular attention to the protection of the fundamental rights of workers as internationally recognized.

Through these checks, the procurement department periodically monitors all suppliers and formalizes its analysis of suppliers presenting critical issues in a specific report.

Fastweb S.p.A. manages supplier qualification and handles all administrative requirements in connection with the issue of orders and final accounts for the services provided using a new **digital platform** that it implemented in 2019. In 2020 Fastweb Air S.r.l. also began using it, starting with supplier qualification.

Fastweb worked with about 1,300 suppliers in 2020 (including 190 newly registered suppliers and 160 qualified during the year). In addition, 86% of purchased goods and services by value came from Italian suppliers.

To integrate material sustainability aspects into procurement management, Fastweb intends to include **new sustainability requirements** for supplier qualification and develop a structured supplier assessment system that adds value to the business and progressively increases the culture of sustainability along the entire supply chain.

## 3.2. A NEW STRATEGY: THE INFRASTRUCTURED OTT

In 2020, Fastweb advanced its strategy of becoming an "infrastructured OTT (Over The Top)" operator, combining its calling as a service provider with its own infrastructure with the rapidity and ease of use that advanced digital platforms offer. Its goal is to deliver top-performance connectivity anywhere, anytime, a fast and easy customer experience, maximum cybersecurity and data protection.

This framework includes the initiatives launched this year for infrastructure development and the significant acquisitions of Cutaway (specializing in the development of ICT and Cloud projects for the Enterprise market) and of 70% of 7Layers (leader in innovative IT security services), which supplied additional, invaluable skills to help Fastweb meet customers' essential needs.

### 3.2.1. SVILUPPO INFRASTRUTTURALE E RETI DI NUOVA GENERAZIONE

In terms of infrastructure, Fastweb has continued developing and building upon its strategies, which are driven by technological innovation, fixed-mobile convergence and the continuous improvement of connection quality. Today, only 20% of Italy's population, typically people in large cities, can browse the web at 1 Gbps. In small and medium-sized towns, network access remains at significantly slower speeds, while connectivity needs have increased exponentially, partly due to the current health emergency, and will continue to increase in the future.

**Fastweb's goal is to eliminate the digital divide in Italy, closing the gap in connection speeds and service quality between large cities and small towns and providing all households and businesses with 1 Gigabit speed connectivity by 2025.**

To achieve this important goal, Fastweb has created a plan to upgrade its network infrastructure using the latest generation of fixed, mobile and convergence solutions.

Number one in Italy and a top player in Europe, Fastweb launched its Ultra FWA network at the end of 2020. Harnessing the power of fibre and 5G frequencies, this network delivers a next-generation fixed connectivity service at speeds of up to 1 Gbps, with no limits on traffic or the number of connected devices. The Ultra FWA network will be available primarily in cities situated in grey and white areas, so as to give small and medium-sized cities, which are currently unable to access 1Gbps connectivity, the same opportunities that till now have been available only in large cities.

The service was launched at the end of 2020 in the first 50 cities, but the goal is to extend the network to 500 municipalities by 2021 and 2,000 residential areas by 2024, for total coverage of 8 million households and businesses in grey areas and 4 million in white areas, accounting for 45% of the Italian population. Fastweb will reduce service activation times and costs by connecting the last mile not by fibre but by 5G mobile frequencies.

4. The Ultra FWA network is being rolled out under the agreement signed with Linkem in December 2019, and further extended in August 2020 to reach white areas as well.

### Ultra FWA technology

The Ultra FWA technology is based on a hybrid consisting of the fixed network and 5G frequencies, particularly the 26 GHz band spectrum that Fastweb was awarded as part of the Ministry of Economic Development's call to tender in 2018, to cover the last 250-500 meters via mobile technologies, and thereby delivering to homes, through small outdoor devices placed on roofs or balconies, ultra-performance connections that are the complete equivalent of fibre connections.

This solution allows Fastweb to connect homes and businesses in considerably less time and at far lower costs than traditional fibre networks, while still offering the excellent performance for which the FTTH network is known and achieving connection speeds of up to 1 Gigabit per second.

Further investments have also been made to expand the fixed network infrastructure in order to reach an ever larger segment of the population via FTTH. Fastweb has consolidated the partnerships established in recent years to create synergies that optimise resources and investments. With **Open Fiber**, Fastweb has further expanded its service coverage in areas where it does not have proprietary infrastructure. As a result, in 2020, it achieved and exceeded the goal of reaching **80 new cities with FTTH networks**, as established in the agreement signed in 2019.

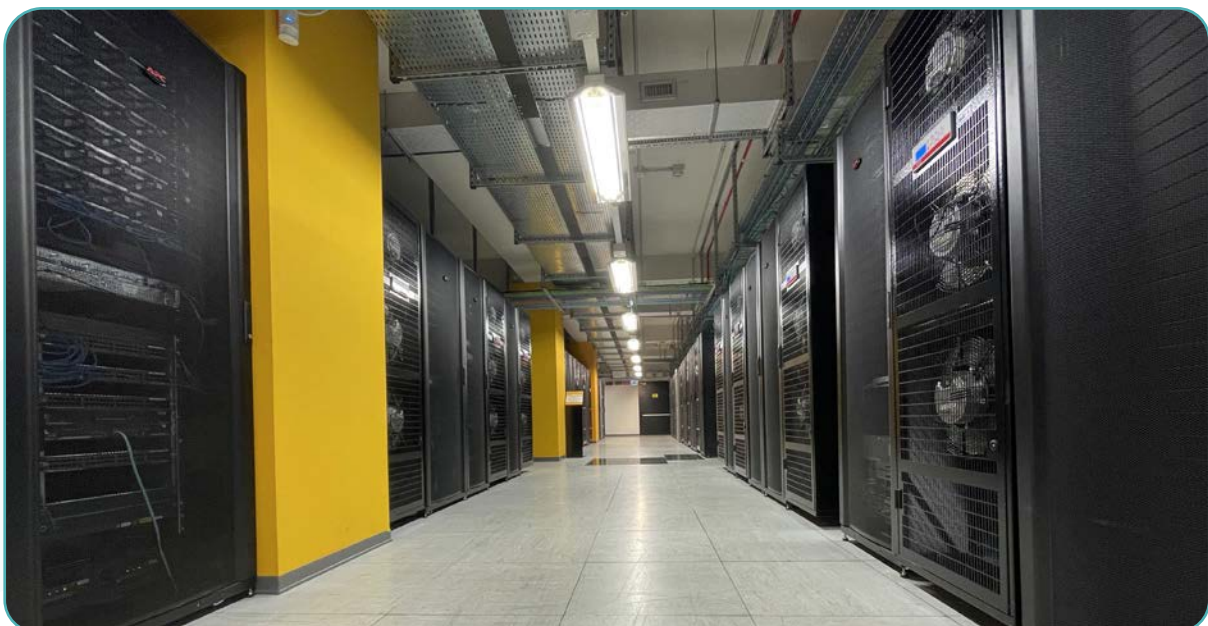
The expansion plan for **Flash Fiber S.r.l.**, the joint

venture created in 2016 with TIM, was implemented according to schedule and completed in 2020, allowing Fastweb to reach over 3 million households and businesses with FTTH in 29 cities at connection speeds of up to 1 Gigabit per second.

For the future, Fastweb intends to renew the partnership with the creation of **FiberCop** in 2021, a new company to which TIM's secondary copper network will be conferred, along with the fibre network developed by FlashFiber. Under the current agreement, FiberCop will be 58% owned by TIM, 4.5% by Fastweb and 37.5% by the infrastructural fund KKR. The new company's goal will be to continue rolling out the FTTH coverage plan with connection speeds of 1 Gbps and to reach 76% of real estate units in grey and black areas by 2025, corresponding to roughly 16.5 million real estate units in over 1,600 cities.

Overall, thanks to the new FWA technology and FiberCop's activities, the number of households and businesses covered by ultra-broadband will increase from the current 8 million, with FTTH and FTTN technology, to **23 million** in 2025. With respect to the fixed network infrastructure, as customers' use of connectivity services has increased significantly during the lockdown and, in general, for the duration of the public health emergency, Fastweb invested substantially to accelerate the increase in capacity, rolling out the upgrades planned for the next two years in just two months. This has ensured service continuity for all customers across all sectors.

Fastweb has planned an innovative technological upgrade of its proprietary network for existing FTTH



5. Pursuant to the agreement, Fastweb will contribute 20% of its stake in FlashFiber, in exchange for which it will hold 4.5% of the new entity.

connections. The upgrade will increase connection speeds from the current 1 Gbps to 2.5 Gbps in the first few months of 2021.

It will cover **30 large cities** for total coverage of approximately 4 million homes to meet the surge in demand for connectivity that the change in

habits and lifestyles imposed by the public health emergency has triggered in terms of work, education and entertainment. The ability to deliver high speed connections confirms how end-to-end network control and infrastructure ownership constitute the key enabler of innovation.

## Fastweb for network resilience during the Covid-19 emergency

In 2020, when the lockdown was ordered to contain the health emergency, internet traffic increased exponentially, putting a strain on network capacity. The total daily data volume on the fixed network almost doubled the pre-lockdown volume (going from 10-12 to 18-20 PetaBytes), while peaks in network use jumped by about 40% compared to normal (from 2.8 to about 3.9 Terabits/second).

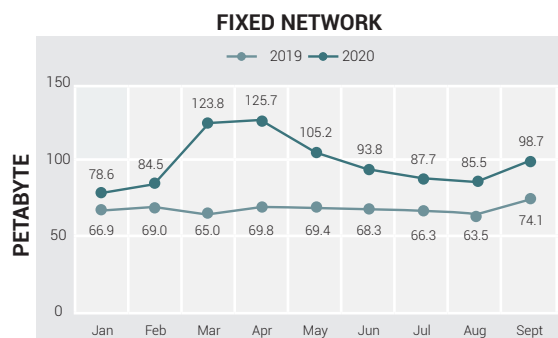
In particular, fixed network traffic increased by 90% in March and 80% in April compared to the same

periods of 2019. Fixed network traffic remained high in the autumn months of 2020, with a 33% increase in fixed network traffic in September compared to the same period in 2019. The mobile network experienced similar changes, with a 79% increase in

March and a 46% increase in September, compared to the same periods of 2019. In this context, Fastweb promptly intervened to upgrade its network infrastructure so it could handle peaks of up to 4.4 Terabits/second, far above the previously recorded peaks, thereby avoiding network congestion and ensuring that customers could use the service regularly without lags.

This was made possible by the network upsizing measures that Fastweb had already been implementing for several years and the March 2020 launch of an extraordinary plan to increase network capacity within an extremely short time. Over 100 projects were carried out nationwide in a record-breaking two-week period, relieving the network congestion that had built up and bringing Fastweb back to below the maximum capacity threshold of 90%, i.e. the threshold above which the network is overloaded and suffers lags.

## Average daily data traffic (download + upload) on the fixed and mobile networks<sup>6</sup>



### 1 Daily data traffic: average values for the period

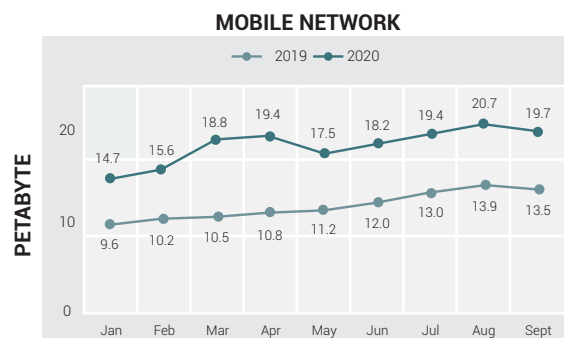
(Jan - Sept 2019) 68.0 petabyte → (Jan - Sept 2020) 98.2 petabyte  
↑ +44.4%

### 2 Monthly trends in 2020 (% changes)

Jan - Feb	+7.4
Feb - Mar	+46.5
Mar - Apr	+1.6
Apr - May	-16.4
May - June	-10.8
Jun - Jul	-6.5
Jul - Aug	-2.5
Aug - Sept	+15.5

### 3 Annual changes (2019-2020) (% changes)

Jan	+17.5
Feb	+22.4
Mar	+90.4
Apr	+80.2
May	+51.5
Jun	+37.3
Jul	+32.2
Aug	+34.5
Sept	+33.3



### 1 Daily data traffic: average values for the period

(Jan - Sept 2019) 11.7 petabyte → (Jan - Sept 2020) 18.2 petabyte  
↑ +56.4%

### 2 Monthly trends in 2020 (% changes)

Jan - Feb	+5.6
Feb - Mar	+20.7
Mar - Apr	+3.2
Apr - May	-9.8
May - June	+4.1
Jun - Jul	+6.7
Jul - Aug	+6.7
Aug - Sept	-5.0

### 3 Annual changes (2019-2020) (% changes)

Jan	+52.8
Feb	+53.3
Mar	+79.0
Apr	+78.9
May	+55.7
Jun	+51.9
Jul	+49.1
Aug	+48.6
Sept	+45.8

6. Communications Observatory - COVID-19 Monitor no. 2/2020-AGCOM.



In 2020, Fastweb also developed a 5G mobile network and launched its own 5G mobile service at year end, making it available to all customers - both new customers and those already using its services - for no extra cost. Fastweb's 5G service was first "switched on" in the cities of Milan, Bologna, Rome

and Naples first, and will gradually be extended to other municipalities, following the roll-out of the mobile network, to cover **90% of the population by 2025<sup>7</sup>**. The 5G network enables customers covered by the service to enjoy connection speeds of up to 1 Gbps, even when on the move.

### WOW FI: the largest Wi-Fi network in Italy

WOW FI is Fastweb's widespread Wi-Fi solution to ensure high-quality network coverage outside the home as well as in. With this service, every Fastweb modem is an access point available to customers for browsing anywhere, anytime without any additional costs. All Fastweb mobile customers can use the WOW FI network for unlimited internet traffic on their smartphones with simple, immediate access based on the authentication system offered by 4G SIM cards.

WOW FI is currently the largest Wi-Fi network in Italy, with about 2 million home spots, the modems of customers who have joined the initiative, in addition to more than 1,400 hotspots in the most frequented areas of Italy's main cities, such as Bologna, Catania, Genoa, Monza, Palermo, Rome, Turin and Verona, and in Milan in the main squares and the main metro stations. WOW FI covers all Italian municipalities reached by Fastweb services.

<sup>7</sup> Fastweb is developing its 5G mobile network under the 10-year agreement signed in 2019 with Wind Tre, which provides for the joint development of the 5G mobile network and the gradual provision of roaming services by Wind Tre on its network (4G and earlier technologies), enabling Fastweb to maintain nationwide mobile service coverage. At the same time, Fastweb will provide Wind Tre with wholesale access to its proprietary FTTH and FTTN network, improving Wind Tre's ability to offer ultra-broadband connections to its fixed network customers.

### 3.2.2. 5G AND IOT: THE SERVICES OF THE FUTURE

With its speed, latency and capacity in terms of the number of connections enabled, 5G will revolutionize the way we live and work, ushering in the age of the Internet of Things and radically transforming cities and many industries.

5G's extremely high performance is an enabler of the evolution of services and products with the ultimate goal of increasing communication and connection

capacity and improving people's quality of life in a wide array of areas like healthcare, mobility, tourism and city life. It will also improve the performance of many productive sectors, from agriculture to Industry 4.0.

5G networks are the natural evolution of fixed networks into FTTH. They are convergent and versatile networks, where the traditional difference between fixed and mobile network tends to blur, ensuring high performance connectivity both at home and on the move.

#### The advantages of 5G



##### High speed

Instantaneously download all types of files, including large files, at 3 Gigabits per second and transmission capacity of up to 10 times higher than current 4G networks.



##### Extremely low latency

Sending information in real time will be simple as response times are cut from 25-35 milliseconds today to just a few milliseconds.



##### Connection quantity

With 5G, rather than the few thousand devices that may be connected on current 4G networks, connecting a few million devices per square kilometre will become a reality. Devices will be connected and interactive on the 5G network, an essential requisite for the development of IoT in the near future.

### 5G and IoT: the first areas of application

#### Smart Health

Healthcare is becoming an increasingly strategic sector and is expected to entail ever greater expenditure in the future. Indeed, in general, the average life expectancy of the population<sup>8</sup> and the incidence of chronic diseases are on the rise<sup>9</sup>. Telemedicine is a way of delivering health care services through the use of innovative technologies in situations where the medical professional and the patient (or two professionals) are not in the same location. Telemedicine services do not replace traditional healthcare services because of the personal doctor-patient relationship, but complement them and potentially improve their effectiveness, efficiency and appropriateness.

On one hand, the solution benefits patients by reducing the number of trips they must take between their home and the hospital or by monitoring that they are correctly taking their medicine and attending the scheduled examinations that can be carried out locally, while on the other hand, it optimizes the time and costs spent by healthcare facilities and enables them to care for more patients.

In this field, Fastweb offers e-health solutions based on last-generation technology, on reliable and secure

cloud platforms, with a high-performance and stable connectivity service so several services can be used simultaneously. During 2020, several use cases were created in hospitals, for example for the management of patient care during the post-hospitalization phase, or for the assistance of fragile subjects.

#### Smart Security

In today's society, where the use of digital devices is increasingly widespread, there is a growing need for rapid and advanced security management. Smart Security is Fastweb's advanced video surveillance and integrated security service for public and private companies. Based on an advanced video-analysis platform that includes artificial intelligence tools that genuinely support security personnel, it automatically identifies threats in real time, highlighting them among the many ordinary events that occur, without false alarms, without violating the privacy and the personal rights enshrined in current regulations and allowing the people counting automation.

During 2020 some of these solutions were applied at an important football stadium of national significance. For this structure, control systems have been created for counting and monitoring access, for reading and controlling body temperature, for controlling the people distribution in order to prevent gatherings.

8. According to the latest data from the ISTAT BES Report (2019), the average life expectancy in Italy is 80.8 years for men and 85.2 years for women.

9. According to ResearchGates, for example, the number of diabetes patients worldwide will rise from 177 million in 2010 to 366 million in 2030.



### Smart Infrastructure

It has become a top priority to improve the safety of infrastructure, such as bridges, motorways and public buildings like schools, to protect citizens. Public bodies and operators of public infrastructure now have the opportunity to overcome the limits of current maintenance controls and radically change their approach, thanks to ever faster internet connections, the Internet of Things and innovative, automated monitoring technologies that make it possible to detect the status of any infrastructure easily, accurately and in the blink of an eye.

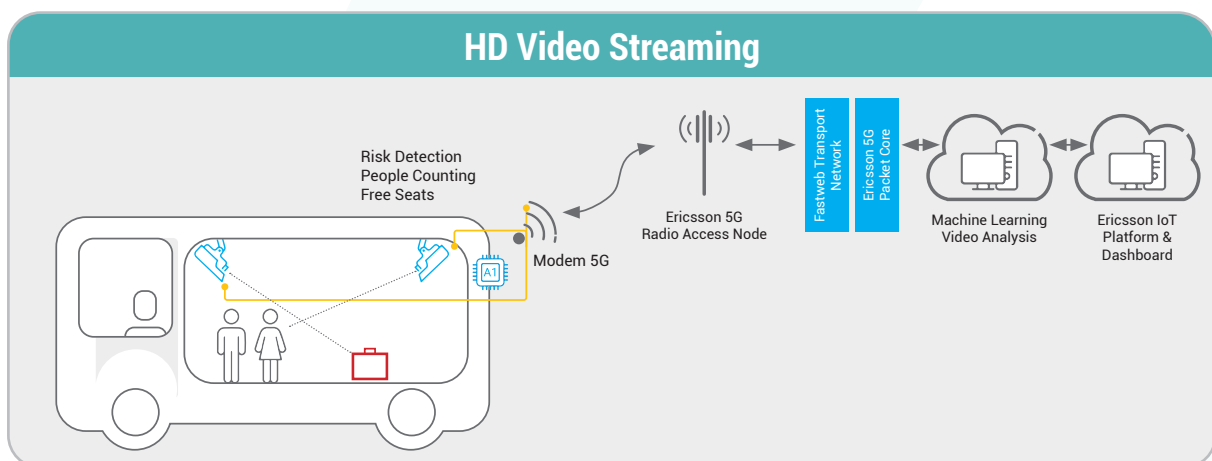
**Fastweb's IoT Smart Infrastructure** solution fully meets this need: it constitutes an excellent opportunity to ensure the rapid implementation of a complete, turnkey monitoring system that provides an accurate, real-time assessment of the status and safety level of any civil infrastructure and facilitate the planning and financing of the necessary restoration and maintenance work, based on the priority level.

Also in this case, during the year smart infrastructure solutions were created for the monitoring and control of road infrastructures, aqueducts, schools, through the use of fiber optic sensors and drones, combining the potential of IoT and 5G connectivity.

### #Roma5G

In order to have a positive impact on society, in collaboration with Ericsson and Roma Capitale, Fastweb has brought innovative Wi-Fi and 5G network services to certain areas in Rome. Rome was equipped with high-performance mobile connections and was able to **test new digital applications in strategic areas** such as tourism, with digital applications to make the most of its cultural assets; security, with extremely high definition remote surveillance; and urban mobility, with automatic tracking applications, new pricing models, on-board diagnostics telemetry and predictive failure analyses.

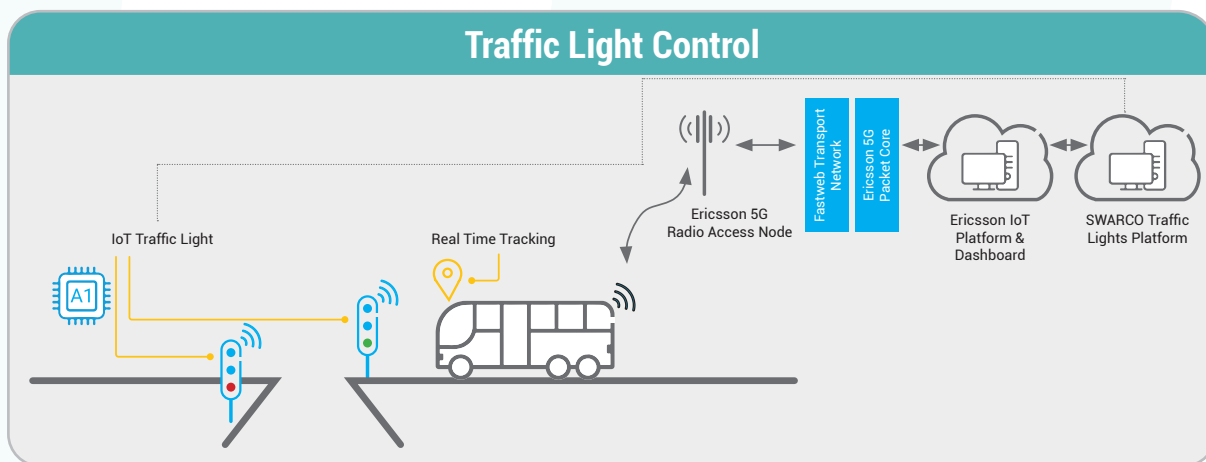
In particular, the first 5G connected bus was unveiled on 23 July 2020, along with a handful of possible scenarios to be used in significantly improving the efficiency and reliability of public transport. To safeguard passenger safety, a **video-surveillance platform was developed** to monitor operations and send an alert in the event of dangerous situations: three last-generation video cameras transmit high-definition images to the Atac command centre, which analyses them in real time using artificial intelligence in order to send an alert if there are any critical situations in the bus (e.g., unattended bags, panic or weapons).



The **real time telemetry and predictive maintenance** solution uses an on-board diagnostics system to monitor the conditions of the bus in order to carry out maintenance and repairs preventively.

Pilot projects also include the development

of a **smart traffic management system** which is integrated with the urban traffic light network and regulates traffic by reconfiguring traffic lights to give priority to public transport vehicles, shortening their travel times. The same solution can be used to help emergency or police vehicles pass.



Alongside the launch of these innovative solutions, a new app for residents was rolled out that gives them real time information on waiting times for public transport vehicles and how crowded they are and allows them to request assistance at a stop.

Also under the umbrella of #Roma5G, in collaboration with the local authorities, in 2020, Fastweb rolled out wireless coverage of the Municipal Libraries of Rome, offering both the WOW-Fi signal for its customers and the public Wi-Fi of Roma Capitale, with SSID "DigitRoma". After the project of the last few years at the Baths of Diocletian, Fastweb launched another initiative in collaboration with Roma Capitale, ZTE and the University of L'Aquila to test an innovative scenario to be used in monitoring buildings using 5G. It involves a network of sensors activated in two rooms of the

Capitolini Museums to regularly record information about the structure. Indeed, thanks to the 5G network, the data collected can be transmitted in real time, making it possible to monitor the maintenance status of the buildings at all times.

### Smart Parking

During 2020, in partnership with an important Italian municipality, Fastweb has developed a Smart Parking solution that, by installing sensors and cameras to monitor the occupancy of city parking spaces, reduces traffic and emissions and optimizes for a parking space. In real time, Big Data on available parking spaces and mobility, collected using the Smart Parking solution, feed an analytics platform that supports the Administration's governance decisions about vehicle mobility.

## Officina 5G

Officina 5G - the 5G workshop - is Fastweb's latest project open to all employees to share as much information as possible about the potential of 5G and Artificial Intelligence. The goal is to spread awareness about the potential of new technologies in generating value for businesses, customers and citizens, for widespread engagement in the design of new services.

Videos and detailed articles were made available to employees on Agorà, the company's Intranet, and two information and discussion webinars were held.

The first, "Learn (5G) to fly", held in April 2020, gave a national and international overview of the 5G market, explored the key elements of this new technology and presented related projects led by Fastweb. In September 2020, during the webinar "5G and health: let's clarify", organized in collaboration with the Umberto Veronesi Foundation and the Italian Association of Medical Physics, researchers answered the most pressing questions about health and responded to the abundant fake news on health.

The webinars were a great success, with 882 employees signed up for the live streaming and 982 views of the recordings made available to the entire company population on the company intranet Agorà afterwards.

During the health emergency, Officina 5G harnessed the potential of 5G to develop a new solution to facilitate remote working. In collaboration with leading companies in system integration and IT system development, Fastweb presented a Virtual Reality solution for virtual tours:

Ordinary citizens, techies, institutions and customers will be able to go on virtual guided tours of some of Fastweb's strategic infrastructure not currently accessible, such as the Data Center in Milan, which hosts the advanced ICT and Cloud services of Enterprise customers.

The solution designed will immerse virtual visitors completely in the environment thanks to special VR



(Virtual Reality) visors connected to a special cam (Ultra HD 4K) that each visitor controls remotely through facial movement. In addition to the visors, visitors will also be able to use boards equipped with smartphones and a dedicated VR visualisation app also available for desktops.

The set of high definition cams - mounted on a mobile support that moves through the spaces being visited - will enable visitors to interact in a personal and extremely realistic way with the spaces they are visiting thanks to ultra high-definition video streaming.

Company experts will guide visitors through the Tier IV Data Center and the Security Operations Center Enterprise, open around the clock to protect businesses and government agencies from cyber attacks, or take them to explore NEXXT, the new headquarters in Milan.

This new mode of interaction will exploit the potential offered by 5G data connections in Fixed Wireless Access (FWA) mode, integrated into Fastweb's fibre optic network, thanks to which visitors will enjoy a truly 360° experience.

The Virtual Tour functions based on Virtual Reality can be easily used in many other areas of application, such as the remote control of high-risk activities in certain production processes. They will also drive the development of other types of innovative use cases, which will be enabled and enhanced by last generation 5G and 5G FWA technologies boasting ultra broad bandwidth and very low latency.



### 5G and electromagnetism: what we know

In 2020, during the global pandemic, fake news about 5G spread around the world, raising doubts and fears about the possible harmful effects of electromagnetic fields emitted by antennas.

In this regard, Fastweb carefully monitors developments in scientific research in this field to ensure the protection of people's health and complete compliance with the particularly stringent regulations.

The power of the signal emitted by the antenna - which is directly proportional to the electromagnetic field generated - is regulated by precautionary international standards: the guidelines drawn up by the International

Commission on Non-Ionizing Radiation Protection (ICNIRP) and the IEEE International Committee on Electromagnetic Safety (IEEE ICES), which are recognized by the World Health Organization (WHO) and the EU.

Specifically, these guidelines, which were updated in 2020, set precautionary limits that are the same for all technologies (2G, 3G, 4G and 5G) and impose emissions limits 50 times lower than the minimum specific absorption rate (SAR) at which effects on people's health have been observed. Moreover, in Italy, these emissions are subject to even more stringent restrictions: the emissions limits of electromagnetic fields have been set at one tenth of those recommended at European level (6 V/m compared to 60 V/m established by the European directive).

### 3.2.3. CUTAWAY AND 7LAYERS: TWO STRATEGIC ACQUISITIONS

Fastweb carried out two major transactions in 2020: the acquisition of Cutaway and the acquisition of 70% of 7Layers. Both transactions were specific, targeted acquisitions to achieve the objective of becoming an infrastructured OTT player, as they brought valuable expertise to Fastweb to provide ever better support for companies as they digitalize.

Fastweb acquired Cutaway, a leader in the development of ICT and Cloud projects, with the aim of strengthening its position as a Cloud services provider in the Enterprise market through the development of innovative, reliable and secure solutions and the consolidation of the internal ICT centre of expertise.

Indeed, with this deal, Fastweb gained precious professional skills and expertise for the development of advanced ICT and Cloud Computing projects and services to more effectively and rapidly meet the needs of business customers and the public administration, creating increasingly sophisticated enabling platforms geared towards the Internet of Things and Artificial Intelligence and proposing advanced solutions that speed up the digitalization process and ensure business continuity, improving the customer experience.

The acquisition of 70% of 7Layers, a leading IT security services company, was also aimed at meeting

Enterprise customers' ever greater need for security, safeguards and protection of information and data.

The integration of 7Layers' solutions into Fastweb's offer will mean that Enterprise customers can now benefit from additional services that cover all their cyber threat protection and security needs. In addition to Fastweb's already solid range of services mainly for the protection of network infrastructures, which are constantly monitored by the Security Operation Center (SOC), the company now offers advanced Threat Management and Threat Intelligence solutions, the most innovative and fastest growing field of Security, in which 7Layers excels. This will significantly increase the level of business IT protection by taking a preventative approach and it will make it possible to manage and mitigate even the most sophisticated attacks (Managed Detection and Response).

The integration of services and collaboration with 7Layers' highly specialised professionals will mean Fastweb has direct end-to-end control over the entire lifecycle of the services provided and can respond even more rapidly to the needs of the business world.

Merging these two highly innovative realities also brings the benefit of a "cultural contamination" between Fastweb's people and the new arrivals, which will certainly be stimulating in the future, generating new innovative approaches.

The infrastructure OTT strategy has also changed the way in which products and services are designed and developed: by adopting an approach focused on products, Fastweb intends to significantly cut the amount of time it takes to develop initiatives while progressively improving the quality of the services it offers the market.

Whereas the traditional waterfall approach provides for the sequential management of activities to meet specific data requirements, the product-centric approach, based on the application of the principles of design thinking, quick and flexible responses, continuous integration & continuous delivery and devOps, makes it possible to release new products more frequently with incremental updates in response to user feedback. In this framework, even the way in which the service or product is financed is not defined from the outset but is continuously assessed on the basis of the progress and needs of the project.

In 2020, Fastweb has already applied this approach to several initiatives that have been very successful both in terms of their rapid development and implementation and of their quality. The product-centric model will be progressively extended to deliver another tangible improvement in the services provided.

Another fundamental factor for the improvement of services is the structured application of **Artificial**

**Intelligence.** Fastweb gained valuable new AI skills in 2020, recruiting 30 new employees to create a centre of excellence within the organization. The creation of this new hub of experts, which started up in late 2020, is part of a larger programme to enhance the skills that go beyond physical spaces: by having experts work remotely, Fastweb plans to develop a “distributed” technology hub in which ICT experts from various cities throughout the country can work together as a team towards a common goal.

This new area of expertise will enable the company to innovate products and services for customers and improve internal processes. Already in 2020, management has identified over 70 possible use cases for Artificial Intelligence, ranging from customer services to administration, across all business processes.

As it pursues its path towards becoming an infrastructure OTT player, Fastweb has grown over the past year with new resources and skills. The onboarding of young talent - mainly from the STEM disciplines in various regions throughout the country - has led to a complete team of excellent TLC professionals, creating an ideal combination of skills, experience and enthusiasm. The team's multidisciplinary nature is a determinant in the creation of synergies and the achievement of brilliant results.



### 3.3. OPEN INNOVATION: A WINNING PARADIGM TO PLAN THE FUTURE TOGETHER

A new generation of products, services and business models is being developed through an ecosystem of companies, incubators and research centres, now possible thanks to an open innovation paradigm.



Launched in early 2019, the Open Innovation programme has continued in a new edition to **cultivate and spread an open innovation culture**. Through the continuous exchange of ideas among internal experts and the dynamic world of start-ups, third party innovation hubs and research centres, Fastweb aims to create a virtuous ecosystem and accelerate the transformation of innovative ideas into concrete projects and respond to market challenges simply and quickly.

The Open Innovation programme saw the start of the first wave in 2019 with the Call for Ideas **"#CallFoRevolution"**. Targeting in-house staff only, the call led to the selection of three projects which, at the

end of 2020, were in the scale-up phase. In particular, the first Enterprise customers have already begun using one of the solutions developed during the first wave of the programme.

This initial experience made it possible to refine and optimize the management model for the various project process stages. Then, in 2020, the second wave, named **#OpenTheFuture**, could be launched. Developed in collaboration with Cariplo Factory, the initiative is open to Fastweb people and the larger external ecosystem of start-ups, SMEs, research centres and universities. This second wave confirmed the objective of gathering innovative ideas to be transformed into digital solutions to rapidly respond in a simple manner to the needs of families and businesses and accelerate the spread of a new culture of innovation.

The initiative is geared towards selecting and developing innovative ideas in two main areas of interest: **digital solutions** - to improve the quality of life of customers with respect to entertainment and leisure, Smart Home solutions, health and wellbeing, safety - **and data-driven solutions** - to support the transformation and improvement of business operational efficiency and customer experience through the use of big data, artificial intelligence and advanced automation tools.

The idea gathering and selection were carried out according to a structured process: the 200 ideas submitted were first evaluated by a large committee of Fastweb staff representing each department and office, and then by a group of the company's leading in-house experts. The best ideas were presented to the Management Board in July 2020 at the Concept Selection Event. Four ideas generated in-house and two ideas gathered from start-ups, selected on the basis of their level of innovation, impact on Fastweb's business and impact on customers or company operations, were then admitted to the next stage - finalizing the business model and evaluating economic feasibility. All the projects passed the evaluation stage at the Project Approval Event held in October and went on to the Prototyping stage.

Finally, in early 2021, the prototypes will be presented to the Management Board for approval to develop the definitive solution.





## #OPEN2THEFUTURE: THE SOLUTIONS DEVELOPED BY THE VIRTUAL TEAMS

<p>At Fastweb we are always <b>one step ahead</b>, which is why we want to build a <b>5G business platform</b> to enable companies to develop <b>low-latency IoT solutions</b>.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>By leveraging Edge Computing, Micro Data Centers, 5G and Coding, Fastweb is able to develop IoT solutions and low-latency digital services for Enterprises and Public Authorities through a unified 5G business platform.</p>
<p>At Fastweb we are always <b>one step ahead</b>, which is why we want to use a <b>software platform</b> that allows us to understand our <b>customers' needs</b> in real time.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>Software platforms enable companies to conduct market research independently and in real time, harvesting digital data sources for immediate information on consumers, opinions and trends, with the aim of creating customised, up-to-date offers.</p>
<p>At Fastweb we are always <b>one step ahead</b>, which is why we want to <b>improve our employees' experience</b> when searching for <b>data on company systems</b>.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>A tool that supports employees in data searches, ensuring a smoother, smarter experience while reducing costs and times.</p>
<p>At Fastweb we are always <b>one step ahead</b>, which is why we focus on the <b>potential of Artificial Intelligence</b> to improve digital support for <b>mobile customers</b>.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>The potential of AI to provide a more effective and engaging experience in the acquisition and recognition of mobile customers through digital onboarding.</p>
<p>At Fastweb we are always <b>one step ahead</b>, which is why we rely on <b>artificial intelligence algorithms</b> to improve digital customer service.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>A more immediate analysis of requests and more effective, faster solutions, using AI algorithms to support digital customer service.</p>
<p>At Fastweb we are always <b>one step ahead</b>, which is why we want to <b>personalise customer communications</b> through new technologies based on <b>Artificial Intelligence</b>.</p> <p><b>#OPENINNOVATION</b></p> <p>Open innovation   </p> 	<p>Updates to customers who have given their consent to receive them are customized using artificial intelligence to meet each customer's individual needs and requirements.</p>

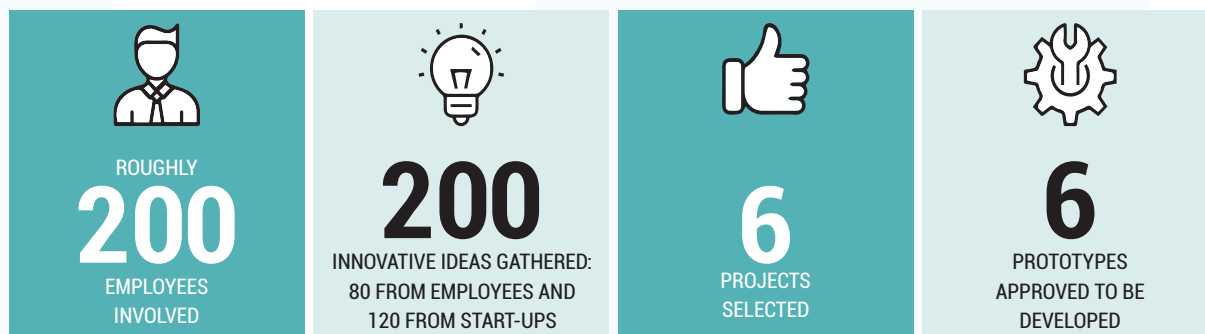


This initiative has made it possible to develop and implement new ways of working and tools to flexibly transform design ideas into business services and solutions and improve internal processes in the name of simplification and the expansion of digital technologies.

During this second wave, the Open Innovation programme was perfected and standardized. It should

continue in forthcoming years through the organization of periodic calls that are also open to the public, initiating ever greater collaboration between Fastweb and its innovative partners that will be integrated into the already extensive existing ecosystem. Open Innovation will be another source of ideas, solutions and skills for the future and on the path of constant innovation, both inside and outside the company.

## 2020 OPEN INNOVATION IN NUMBERS:



## 3.4. PRIVACY AND CYBERSECURITY: DATA AND INFRASTRUCTURE SECURITY

The [2020 Clusit Report](#)<sup>10</sup> of the Italian Association for Information Security confirmed that, in 2019 too, there was an increase in cybersecurity threats, and also recorded a dramatic rise in the number of cyber attacks, as well as an increase in their severity and resulting damage. This trend continued in Italy, which reported 1,670 serious attacks in 2019, a 7% increase over 2018 and an average of 139 serious attacks per month.

The spread of Covid-19 has further affected the quality and quantity of cybercrime incidents, particularly business and financial crimes. The pandemic has also driven an acceleration in the digital and technological advancement of businesses, ushering in the need for increased data protection and cybersecurity.

In addition to this, the progressive roll-out of 5G technology, which, as it enables, among other things, the extensive interconnection between devices (in the so-called IoT), will increasingly expand the "attack surface" in terms both of data and information transmission volumes and of the number of connected devices.

In light of these trends, Europe and Italy have intensified their focus on cybersecurity, and this has included new regulations. The Directive (EU) no. 2016/1148, known as the NIS Directive, which was transposed in

Italy with Legislative Decree no. 65/2018, is the first general measure adopted at European level concerning cybersecurity. The Directive introduced measures for a high common level of security of network and information systems across the Union, requiring parties operating in strategic sectors (OSE – Essential Services Operators - and FSD – Digital Services Providers) to implement technical and organizational measures to ensure the security of networks and information systems and introducing the duty to report serious incidents.

In implementation of Articles 16-bis and 16-ter of Legislative Decree no. 259/2003 (i.e., the Electronic Communications Code), the Decree of the Ministry of Economic Development of 12 December 2018 (i.e., the Telco Decree) outlined detailed regulations on the security and integrity of telecommunications networks, requiring Telco operators to adopt security measures aimed at reducing the interruption risk of services provided to users and to report incidents with a significant impact on the services to the Italian CSIRT (Computer Security Incident Response Team) and the ISCTI (Higher Institute of Communications and Information Technologies).

Another significant change in 2019 concerned the so-called Golden Power, that is to say the set of legal instruments in place to safeguard companies operating

<sup>10</sup> CLUSIT is the Italian Association for Information Security founded in 2000 to promote and spread a culture and awareness of information security in the country, through training and awareness initiatives, seminars, publications, etc. Every year CLUSIT drafts a report that provides an overview of cybercrime and cybersecurity in Italy.



in strategic areas or areas of national interest, in addition to high tech sectors. Decree-law no. 22 of 25 March 2019 extended the Golden Power to the new 5G technology for matters of national security, expanding the scope of application of the government's special powers, i.e., the power to veto or mandate specific provisions in agreements with non-EU entities that concern activities or assets that are functional to the implementation of 5G technology.

Most recently, Decree Law no. 105/2019 (i.e., the Cybersecurity Decree), converted into Law no. 133/2019, established the national cybersecurity perimeter of public and private entities performing essential functions or services that are dependent on networks, information systems and information services whose interruption could compromise national security. This legislation is meant to secure networks, information systems and information services relating to the entities within the perimeter by providing for, in addition to the implementation of specific technical-organizational measures and the obligation to report incidents involving information systems, an assessment by the CVCN (National Evaluation and Certification Centre) of contracts for the supply of ICT goods, systems and services that will be used on the networks.

The decree also determines that the penalties provided for by Legislative Decree 231/2001 are applied for the false communication of information to the bodies in charge provided for by the law and for the obstacle to the foreseen supervisory activities.

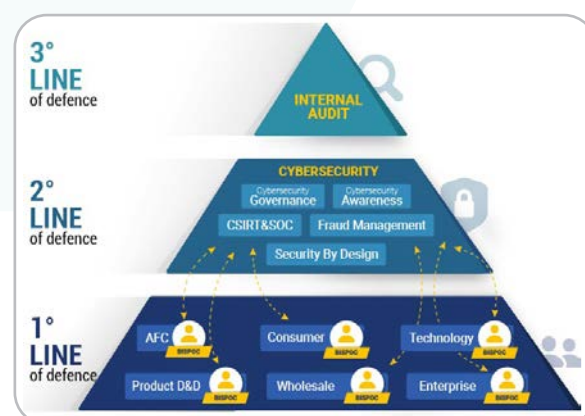
For this reason, during 2021 Fastweb will define the information to be reported to the SB to ensure the effectiveness of the 231 model for the prevention of the new predicate offense.

### 3.4.1. CYBERSECURITY

In order to reinforce ever more strongly its defences in a context where the risks of attack are on the rise, Fastweb has established a specific internal organization to prevent and counter attacks. A dedicated unit defines the technical security standards and the procedures to be followed in all phases of the network life: from the design stage (applying the principle of "security by design") to the procurement stage (in which rigorous controls have been adopted to guarantee the quality and safety of the products and services purchased from the partners), and up to the network development and operational stages.

In 2020, the internal organization for managing cybersecurity was further strengthened, in the belief that a system to counter cyber threats must permeate the entire company in order to be truly effective. Therefore, three lines of defence have been established, and they interact and cooperate to better counter cybercrime.

The first line of defence involves all the main company teams, with the appointment of a BISPoC (Business Information Security Point of Contact) in each of the teams, responsible for proactively coordinating and facilitating the Team, so that projects, products and customer services are managed in accordance with the corporate security guidelines. The Security Team is part of the second line of defence and oversees cybersecurity from different perspectives: from cybersecurity in its various forms (technical aspects, process aspects, attack counter-action, fraud and awareness) to business continuity and physical security aspects. Internal Audit is the third line of defence and has an independent audit and control function to ensure that any open issues are addressed in a manner consistent with the associated level of risk, to strengthen the Internal Control System. The three lines of defence work closely together in an integrated process to achieve the highest level of safety.



As in previous years, in 2020 Fastweb invested in resources both in terms of human and economic capital in accordance with the defined Security Plan. Additionally, Fastweb has organized awareness campaigns for all personnel on both cybersecurity issues and protecting people's physical safety.

As for more highly specialized courses, the "Information Security Crash Course", "Information Security for the Network" and "Secure Coding for Web Developers" modules were offered in 2020, involving 159 participants.

A cross-functional course was also held, in collaboration with the Data Protection and Internal

Audit areas, entitled "Education Awareness - login credentials and reports", with 284 participants.

Fastweb's commitment to preventing cyber crimes has also taken the form of **assisting customers** in the progressive strengthening of their defence systems with cutting-edge solutions and offers that are tailored to meet business customers' different needs.

Fastweb strives to best meet customer needs and expectations and this has made it a unique provider with an integrated package of connectivity and network and data protection services. Fastweb's **Managed Security Service Provider (MSSP)** model includes the provision of technology platforms and next generation firewall, anti-DDoS for anti-malware, cloud security and mail security services.

Fastweb has also set up a **Competence Center** specialized in analysing customer needs and the implementation of ad hoc solutions, and a **Security Operation Center (SOC)** dedicated to Enterprise customers for the proactive monitoring and mitigation of cyber attacks. Operating around the clock, the SOC records and collects data on events in real time from all points of the network, processing about 800 million signals every day and promptly identifying malfunctions and potential attacks.

In 2020, as companies grappled with the need to accelerate their digital transition in order to continue operating amidst the emergency, Fastweb supported customers and suppliers by highlighting critical issues and proposing the most appropriate solutions on a case-by-case basis. This contribution helped these companies to continue delivery their services safely despite the difficulties faced during the Covid-19 emergency.

In 2020, Fastweb acquired a majority shareholding in **7Layers**, a top cybersecurity services company. Because of this important acquisition, the company can now offer businesses even more advanced and complete cybersecurity solutions, integrating network protection services with solutions that protect devices and equipment installed at the customer's premises.

In 2020, Fastweb maintained its management system certifications in accordance with international standards: ISO 27001 on information and data security management, ISO 27018 on privacy management for Public Cloud services, ISO 27017 on the introduction of information and data security controls specific to cloud computing services and ISO 27035-1 on the handling of information security incidents.

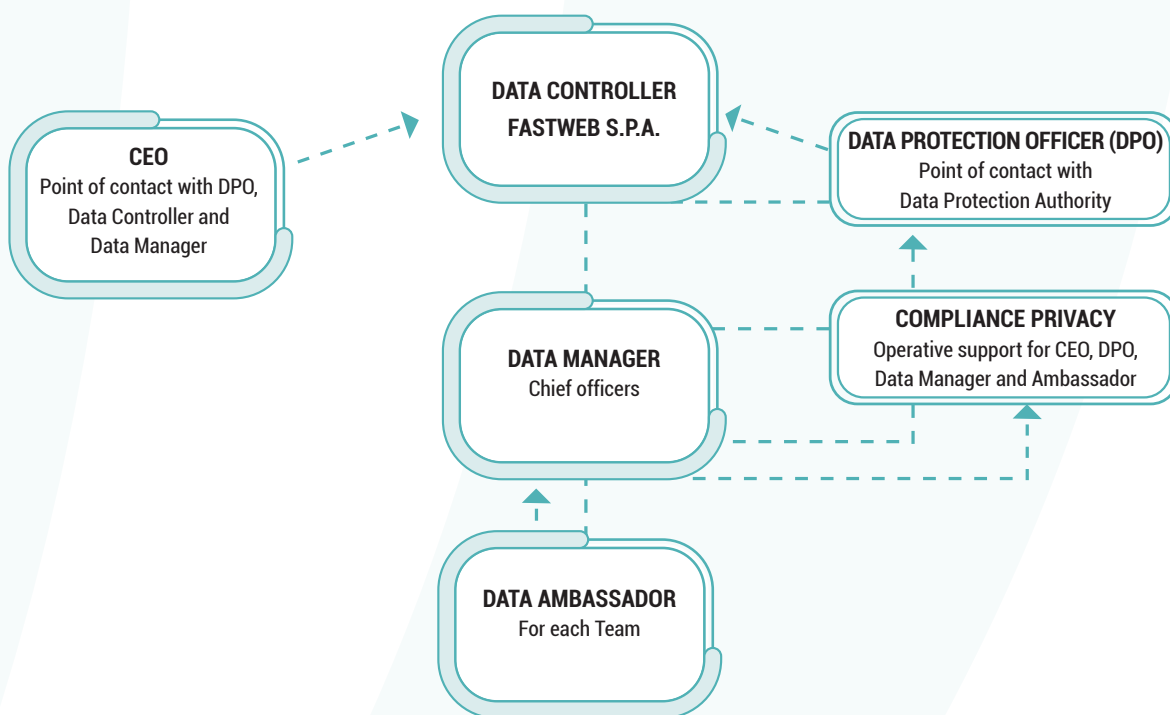




### 3.4.2. PRIVACY PROTECTION

Fastweb considers data protection to be at the heart of a transparent and trust-based relationship with its customers. To ensure that personal data are handled properly, Fastweb has an organizational

model developed in accordance with the principles of Regulation (EU) No. 2016/679 (the "GDPR")<sup>11</sup>. The process has been streamlined over time and data protection processes have been consolidated.



In accordance with the provisions of the GDPR, a **Data Protection Officer (DPO)** has been appointed. The DPO is an independent supervisor responsible for overseeing the processing and protection of personal data. The DPO's appointment was formalised in 2018 and was updated in 2020, extending the scope of the DPO's responsibility and competence to include Fastweb Air s.r.l. as well. Fastweb has publicly disclosed the DPO's contact information (dpo@fastweb.it, dpo@pec.fastweb.it and office address) both in the privacy policy and on the relevant web channels.

The GDPR also requires that organizations apply the principles of privacy by design and privacy by default. This is the responsibility of Fastweb's **Data Managers**. The Data Managers of all teams have been appointed; accordingly data processing is the direct responsibility of the teams and each Data Manager reports directly to the CEO of Fastweb S.p.A. The list of **Data Ambassadors** was updated in 2020. They are named by Fastweb to act as facilitators for the interaction between the various teams and the DPO and as contact people for personal data management issues.

The data protection organizational model also provides for a **Privacy Compliance** department that offers support and assurance for the DPO, CEO, Data Managers and Data Ambassadors.

In order to further consolidate the data protection processes, in 2019 Fastweb created an initial **Competence Center** within the Enterprise Team to set up a supervision unit and support the alignment of contracts to the GDPR. For example, the Competence Center offers support in the definition of the responsibilities and the technical and organizational measures that Fastweb must implement for the management of customers' personal data. A similar Competence Center is also being reinforced within the Consumer Team to provide support for the application of the GDPR to customer care management and sales channel management.

Finally, Fastweb has also set up a Privacy Committee responsible for assessing non-compliance with contractual provisions concerning data protection, in which case sanctions and other measures are applied.

<sup>11</sup>. Per maggiori informazioni: <http://www.garanteprivacy.it/>



Data protection for Fastweb also means ensuring that the telemarketing agencies engaged by the company manage personal data properly. In this regard, within the scope of its organizational model, Fastweb conducts a prior check of the lists used by the agencies to ensure quality and compliance. Only after passing this check may telemarketing agencies use the lists.

As concerns relations with data subjects, Fastweb ensures **a timely and transparent response** to reports regarding the processing of personal data by offering several different channels, including a dedicated email address ([privacy@fastweb.it](mailto:privacy@fastweb.it)) and a certified email address ([privacy@pec.fastweb.it](mailto:privacy@pec.fastweb.it)).

During 2020, 2,383 requests were received, of which 48 from the **Data Protection Authority** - the national authority for the protection of personal data. Approximately 50% of the requests received, were requests to exercise their right to object, 28% were requests to exercise their right to have the data erased, 22% were for other reasons. Fastweb provided a detailed response to each.

Since 2020, reports received in the dedicated mailbox have been indexed and monitored in a structured manner using a specific system. This enables Fastweb to monitor requests promptly, ensuring an adequate response and reducing response times from 30 days to about one day.

Description	2018	2019	2020
Total requests received	1,352	3,718	2,383
Including requests from the Data Protection Authority	8	17	48
Data Protection Authority sanctions	1	0	0

Moreover, Fastweb is committed to ensuring proper management of market competition. It reports complaints received from both its customers and non-customers to the authorities and provides support for the identification of the numbers reported. As a result, Fastweb helped file various complaints of violations in 2020.

In terms of data security and storage, ever since 2016 the company had held a declaration of compliance with the ISO 27018 Standard for the protection of personal data in public cloud services. This international standard certifies compliance with the cloud computing services privacy regulations and constitutes the best practice in the protection of personal data by public cloud providers.

## 3.5. FAIR COMPETITION AND TRANSPARENCY IN BUSINESS COMMUNICATIONS

Compliance with the rules of fair competition and transparency in communications to customers are two central aspects of the telecommunications

market; for this reason they are heavily regulated and monitored by various public authorities.

### Autorità Garante della Concorrenza e del Mercato (AGCM)

AGCM, the Italian Antitrust Authority, is an independent administrative authority responsible for enforcing compliance with the rules prohibiting anti-competitive agreements between companies, abuses of a dominant position and concentrations capable of creating or strengthening dominant positions that are detrimental to competition.

For additional information visit the website: [www.agcm.it/](http://www.agcm.it/)

### Autorità per le Garanzie nelle Comunicazioni (AGCOM)

AGCOM, the Italian telecommunications authority, is responsible for ensuring that telecommunications market players compete fairly. It reports to Parliament, which defines its powers and by-laws and appoints its members.

For more information, visit the website: [www.agcom.it/](http://www.agcom.it/)

11. For additional information, visit <http://www.garanteprivacy.it/>



**Transparent messaging and clear communication in offers are two key elements that reflect the service quality that Fastweb customers receive.**

Nevertheless, in 2020, the authorities noted discrepancies, which led to two disciplinary sanctions against Fastweb.

In March 2020, AGCM concluded the preliminary investigation started in February 2018 and ascertained the agreement between Tim, Vodafone, Fastweb and Wind Tre consisting in having coordinated their commercial strategies, when returning from the 4-weeks-billing (28 days) to the monthly billing model, with the aim of keep unchanged the 8.6% percentage increase in the annual expenditure incurred by customers. AGCM imposed a total penalty of €228 million to the 4 operators. In this context, Fastweb S.p.A. was fined €14.76 million. Fastweb challenged the provision to the Lazio TAR, reaffirming the autonomy and difference of their behavior compared to those of competitors.

In particular, Fastweb was the last company to switch to the "28 days billing" (March 2017), two years later than the other operators (Marzo 2015), and after having unsuccessfully opposed its legitimacy also through reports to the Competition Authority regarding the competitive legality of the switch to four-weekly billing done by mobile operators.

In fact, after the non-intervention of the Authorities and in order to make its offers commercially comparable with those of competitors, it decided to adapt the billing system to 28 days, allocating the nominal increase generated by the transition to 28 days not to increase its margins, but to a strategy of radical differentiation of its commercial policy. Nothing Like Before

(#nientecomeprima), focused on the total transparency of the offers and based on the progressive abolition of hidden costs in the bundle of services (for example, the costs linked to the answering machine and call waiting), the cancellation 'eliminazione of the so-called "Binding costs", which reduce customer mobility, as well as the progressive overall improvement of the service (through migrations to more advanced and performing technologies with the consequent transition to ultra-broadband connections, of indisputable greater value for the end customer).

In February 2020, once the preliminary process initiated in August 2019 had been completed, AGCOM ordered Fastweb S.p.A. to pay a fine of €1.5 million for not having automatically refunded the customers affected by the change in invoicing dates the amount corresponding to the days that were lost in the changeover from monthly invoicing to 28-day invoicing, although Fastweb had informed its customers that they could opt to request compensation or receive a refund through other alternative compensation processes.

In March 2020, AGCOM began disciplinary proceedings against Fastweb S.p.A. following certain unilateral contractual changes implemented by the company between August and December 2019. During the preliminary process, the Authority ascertained that Fastweb had not published adequate disclosure of these unilateral changes on its website, deeming that the text of the communications to customers was not sufficiently complete and transparent considering the actual scope of the changes introduced. To avoid having to pay the fine, Fastweb proposed commitments to the Authority, which the latter deemed adequate for improving competition in the industry. Accordingly, the Authority closed the disciplinary proceedings without imposing a fine and approved and made mandatory Fastweb's proposals, the implementation of which will be monitored for three years.



4

**Fastweb for people**



## 4.1. GETDIGITAL: DIGITAL GROWTH OF THE COUNTRY AND ITS CITIZENS

**#GetDigital** is Fastweb's answer to the digital skills challenge: a platform of actions to **narrow Italy's cultural gap in terms of digitalization**, contribute to the spread of new basic knowledge and transform the current technological transition into tangible benefits for people and businesses.

2020 was a year of **consolidation for the programme**, as Fastweb continued to develop the key strategic projects:

- **Fastweb Digital Academy**, the digital skills school launched with Cariplo Factory,
- **Digital IQ**, the self-assessment tool for digital skills and attitudes for citizens and businesses.

The company has further deepened its commitment to improve digital well-being within families, for parents and children through initiatives aimed at promoting a positive, well-informed experience of the internet and technology.

### FASTWEB DIGITAL ACADEMY: DIGITAL SKILLS FOR EVERYONE

[Fastweb Digital Academy](#) (FDA) is the school that prepares people for digital professions.

Created in 2016 through Fastweb's partnership with the Cariplo Foundation as part of Cariplo Factory, the FDA's mission is:

- Learning Digital: teaching digital reasoning and skills;
- Working Digital: contributing to the development of new digital professions;
- Acting Digital: encouraging attitudes and behaviours that drive the development of a culture of innovation in Italy.

In 2020, FDA continued to provide training despite the public health emergency. It even expanded its offer and quickly adapted to the new online teaching methods





by organizing new training initiatives to respond to the needs that emerged within the digital market. The main face-to-face courses were converted into online courses in only four days. The first online course was launched on 10 March - the first session of "Social Neuro Marketing" - and was a great success. Another three sessions were held within a few days.

This transformation enabled Fastweb Digital Academy to expand its catchment area to practically all of Italy, making it possible for anyone to enrol in the courses and take the training courses directly from their own home.

Furthermore, the type of trainees was also expanded. No longer concentrating on only young people, the Academy now also targets professionals for the reskilling and upskilling of workers. Specifically, new courses were designed and delivered to support teachers in the implementation of online learning, trade union leaders in the development of professions and skills for the jobs of the future and Fastweb store dealers and the professional customer segment (freelancers with VAT numbers) in seizing the opportunities offered by e-commerce.

FDA also provided training initiatives to high school students who were unable to participate in the "Pathways for Cross-Curricular Skills and Orientation" (PCTO) programme this year because everything had



been transferred online. The courses designed for these students were focused on introducing students to digital skills and advanced technologies.



The wide range of courses in four areas - Digital Design & Making, Digital Development, Digital Marketing & Communication, Digital Soft Skills - has been enriched to include new content. The highlights in 2020 were courses on Machine learning, Social Neuro Marketing, Photoshop, Advanced courses on Virtual Reality, Augmented Reality, Python and Industry 4.0 technologies.

The training activities provided by Fastweb Digital Academy are open to all and free of charge. The instructors are specialists and trainees receive certification of the skills they have acquired.

The 2020 results were extremely positive: the number of participants was much higher than in previous years, and further multiplied by the increase in the number of classes and the fact that courses could be taken online, so participants were no longer required to attend in-person lessons.

A total of 12 classroom courses and 92 online courses were offered in 2020.

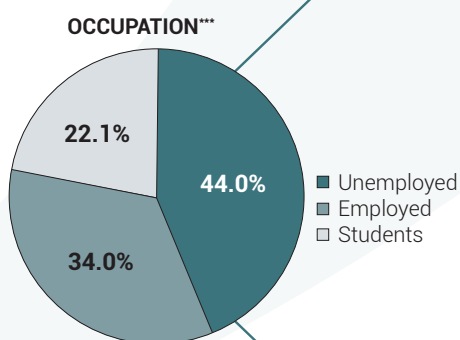
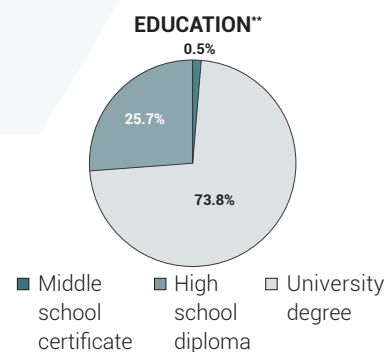
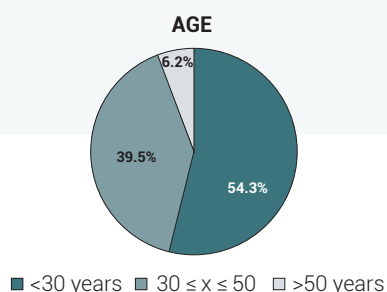
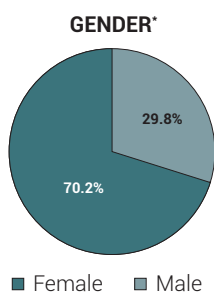
## FASTWEB DIGITAL ACADEMY AND FABBRICA FUTURO

One of the special courses held this year for the Italian Metalmechanics Federation, a member of the CISL trade union, is "Fabbrica Futuro". The Fastweb Digital Academy project consisted of three days of training with the aim of rethinking factory work in the light of new technologies: Cloud, 5G, Blockchain, Artificial Intelligence, Internet of Things and Cybersecurity. Thirty-two people took part

in the project, learning the skills required by the digital transformation under way in the industrial sector, including the ability to knowledgeably and effectively use social media and videos to promote themselves or their initiatives. In addition, participants had the opportunity to visit Fastweb's Tier IV Data Center and Security Operations Center Enterprise, operating around the clock to protect companies and government agencies from cyber attacks.

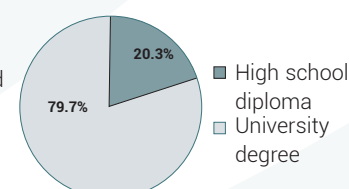
### Fastweb Digital Academy, background and numbers

Fastweb Digital Academy contribution since 2016	In 2018	In 2019	In 2020
<b>8,797</b> Certificates issued including <b>4,393</b> online	1,241	1,389	4,687 4,393
<b>388</b> Classes created including <b>92</b> online	72	83	104 92
<b>230</b> Courses started including <b>16</b> for SMEs including <b>1</b> for teachers	53 6	60 2	61 8 1
<b>8,601</b> hours of training provided including <b>1,294</b> online	2,102	1,929	1,604 1,294

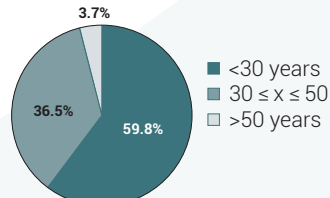


#### PARTICIPANTS TO COURSES, LOOKING FOR A JOB

##### By education level %\*\*\*\*



##### By age %\*\*\*\*



\* Calculated considering the people who provided data on their gender (97%)

\*\* Calculated considering the people who provided data on their education (95%)

\*\*\* Calculated considering the people who provided data on their occupation (94%)

\*\*\*\* Calculated on unemployed, considering the people who provided data on their age and education (92%)



As in previous years, FDA organized several events,

activities and special projects again in 2020.

2016	2017	2018	2019	2020
<b>New initiatives:</b> The compass of the future	<b>New initiatives:</b> <ul style="list-style-type: none"> <li>- Contentware Summit</li> <li>- Elle Active</li> <li>- Milan Film Festival</li> </ul>	<b>Initiatives continuing from the previous year:</b> <ul style="list-style-type: none"> <li>- Elle Active</li> <li>- Milan Film Festival</li> </ul> <b>New initiatives:</b> <ul style="list-style-type: none"> <li>- Milan Digital Week</li> <li>- Stem in the City</li> <li>- Digital work experience</li> <li>- Digital Meet (PD)</li> </ul>	<b>Initiatives continuing from the previous year:</b> <ul style="list-style-type: none"> <li>- Milan Digital Week</li> <li>- Stem in the City</li> <li>- Elle Active</li> <li>- Digital work experience</li> </ul> <b>New initiatives:</b> <ul style="list-style-type: none"> <li>- Millennials and Women Professionals</li> <li>- Lucania Future Lab</li> <li>- 99&amp;Lode</li> </ul>	<b>Initiatives continuing from the previous year:</b> <ul style="list-style-type: none"> <li>- 99&amp;Lode</li> <li>- Milan Digital Week</li> <li>- Stem in the City</li> <li>- Elle Active</li> </ul> <b>New initiatives:</b> <ul style="list-style-type: none"> <li>- Digital Meet</li> <li>- Restart Talent Meet</li> <li>- VR and art</li> <li>- L'Italia che fa</li> <li>- SI Factory Contest</li> </ul>



As part of the third session of **Milan Digital Week**, with over 500 online events and 120,000 participants, Fastweb Digital Academy and Fastweb held webinars, discussions, video on demand and virtual meetings.

The company also took part in "Hack for Goals", a virtual multi-hackathon involving around 800 participants, eight companies with eight challenges, each linked to one of the Sustainable Development Goals, under the patronage of the United Nations "SDG Global Action Programme". Fastweb participated with '**Hack for Goal #9**', the first hackathon organized by the company for young people and innovators on the SDG 9: Industry, innovation and infrastructure, particularly regarding sustainable solutions to benefit businesses and citizens for the future of Smart Cities.

The Fastweb Hackathon took place on a virtual platform where 73 young people, divided into 17 groups, were asked to develop innovative ideas to rethink the city of the future through solutions that, making extensive use of data, offer value-added services that can improve the quality of life and reduce red tape for individuals, families, businesses and communities in areas like health and wellness,

the environment, security, transport and energy.

In addition to this initiative, Fastweb and FDA were involved in several events on issues such as the use of webcams during meetings and online connections, the importance of people's individual reputation for themselves and the organizations to which they belong, digital well-being and the skills required for the jobs of the future. Two other important events were Fastweb CEO's participation in the "IAB Game Changers" talk and the live streaming in which Fastweb representatives described how a last generation Data Center (Tier IV) works, the advantages offered by the Cloud and the fundamental role played by the Security Operations Center (SOC).

Following on from previous years, Fastweb Digital Academy and Cariplo Factory, in collaboration with Io Donna, sponsored the **99 e lode** project in which the top 99 female Italian university graduates were offered a free training course, entirely online, on the digital professions most in demand on the job market. The project offers 99 recent female university graduates (33 in Northern Italy, 33 in Central Italy



and 33 in Southern Italy), selected for having demonstrated excellence, three weeks of free training and guidance on the key digital skills most in demand on the job market starting in January 2021. All the training was held online on a "digital campus" in order to adapt to the current public health emergency. At the end of the course, Fastweb offered an internship at the company and RCS will offer a scholarship for an online master's degree in Social Media Communication at the RCS Academy. All 99 graduates also enjoy priority access to Fastweb Digital Academy courses for one year.

For the third year in a row, FDA also took part in **#STEMintheCity**, the Milan municipality's initiative to promote technical-scientific subjects and digital culture. During the year, two webinars entitled "Digital Writing" and "Digital Fashion + Wearables" were held in which digital communication and fashion were discussed as a way to approach technology and the digital world.

With respect to promoting female talent, for the fourth year running, Fastweb Digital Academy took part in **Elle Active 2020**, held online for the first time. This session, entitled "Smart Working, Smart Women", was an opportunity for reflection and discussion on how the pandemic has revolutionized the way we work. It led to suggestions and useful tips on how to approach work the best way possible in an ever more rapidly changing, increasingly digital age.

In 2020, in a break with the previous year, FDA organized several first-time projects and events, such as **Restart Talent Meet**, a three-day online event with live streaming and social features, virtual rooms, hackathons and digital talks for the recovery of the job market and the development of new processes for sustainability and the circular economy (see paragraph 4.3.4).

As part of **DIGITAL Meet**, the Festival promoted by Comunica Foundation and Talent Garden Padua, two training webinars were held to explore the world of innovation, demonstrating how digital technology can be the key to unlocking change in the lives of people and businesses and the driver for the development of a new economy.

Fastweb Digital Academy sponsored two more projects in 2020.

The first was **'Virtual Reality and Art'**, an event for students of the Brera Academy of Fine Arts on how virtual reality can play a role in supporting art. The second was the **"SI\_Factory Competition"**, an initiative for technical training high schools in Lombardy involving the development of a project to create innovative ideas in areas like Robotics, Automation, IoT, Inter-institute and Video. The objective of the competition was to encourage the students to grow, bringing them closer to the workforce and developing their talent and creativity.

## FASTWEB AND THE SICILY REGION TOGETHER FOR DISTANCE LEARNING

In July 2020, through the joint efforts of Fastweb and the Region of Sicily, a training course for primary and secondary school teachers was developed to help them navigate the many digital solutions for distance learning.

The lockdown in response to the Covid-19 pandemic has radically changed the teaching methods of schools and educational institutions of all levels and types, making it necessary for faculty to understand and use digital tools. These tools are fundamental to online learning and could very well become complementary to traditional classroom teaching in the future.

The online training course **"Distance learning:**

**video tutorials to find your way around apps and platforms"** for primary and secondary school teachers was made available, free of charge, to school teachers throughout Italy on the Fastweb Digital Academy website. The course objective was to provide an overview of the basic functions of the main tools, closing the gap in digital knowledge and promoting the widespread use of the various remote teaching platforms. The training course, developed as five modules, was taught by Gianluigi Bonanomi, journalist and digital trainer.

The training course was a great success, with about 1,300 teachers from all over Italy enrolling to learn digital skills before the start of the new school year. The level of satisfaction was high, with teachers reporting an average score of 9.3 on a scale of 1 to 10.



## The training course modules:



### FASTWEB STARS ON "L'ITALIA CHE FA"

Fastweb and Fastweb Digital Academy featured in five episodes of "L'Italia che fa", a TV programme broadcast on Rai 2 that highlights solidarity initiatives in Italy through the stories, projects and desires of those who put themselves out for others, look to the future and work for recovery.

Over the course of those five episodes, the show told the stories of three young entrepreneurs who successfully attended Fastweb Digital Academy courses and went on to start their own

businesses. After them the series featured Le Farfalle of the national rhythmic gymnastics team and sprinter Filippo Tortu, all spokespeople for Fastweb. Sustainability was then discussed, with a talk by Fastweb S.p.A. CEO Alberto Calcagno, who stressed the importance of digital literacy that Fastweb Digital Academy has been promoting for some time. The final episode with Anna Lo Iacono, Fastweb's Head of CSR and Marco Gui of the Digital Well-being Centre of the University of Milan-Bicocca explored digital well-being, which is to say the knowledgeable and responsible use of digital media.

### DIGITAL IQ. THE KEY TO DIGITAL SKILLS

Again this year, Fastweb has promoted the expansion of **Digital IQ**, the **digital skill self-assessment** tool created by Fastweb and scientifically developed in collaboration with the Department of Sociology and Social Research of the Bicocca University in Milan and the consulting firm People&Business Value's team of psychologists and psychometricians.

It is an innovative test that mainly assesses the **soft skills and critical digital skills required by the academic and professional world**, allowing users to obtain an individual assessment of the digital skills and aptitudes learned, in addition to a digital badge that they can attach to a curriculum vitae or share on social media.

One special feature of this tool is that it also considers "digital well-being" as a key parameter. In addition to managing information overload, a

skill that is considered cross-disciplinary, the test has been expanded to include questions on the ability to focus and stay focused on specific information and many other aspects of digital well-being.

Two versions of Digital IQ are offered: a free version, available on the dedicated website ([www.digitaliq.it](http://www.digitaliq.it)) for anyone who wants to take the test on their own and receive the aforementioned badge, and a version for companies, which consists of a more in-depth test with which companies can test employees' skills and receive an aggregate report on the scenario, so they may identify the main training needs.

By the end of 2020<sup>12</sup>, 15,302 people had used Digital IQ, including 7,416 people who accessed the online version, 4,227 people who had completed the version for companies and 3,659 students who completed the school version developed in 2019.

12. Updated to 28/12/2020



## DIGITAL WELL-BEING: INITIATIVES FOR TEACHERS, CHILDREN AND THEIR PARENTS

With the **Digital Well-being** project, Fastweb aims to help families and young people in their daily experiences with new digital technologies, giving them the tools they need to understand the risks and opportunities of digital technologies by learning how to interpret the language and transformations of those technologies in a knowledgeable and positive way.

The project, developed in 2019 through a series of free events for parents and children on the responsible and knowledgeable use of the internet and new technologies, has evolved in 2020 with the aim of reaching even more young people and teenagers. This year, four training modules were developed for middle and high school teachers to provide useful tools for teaching students a healthy, aware approach to digital technologies.

The project was made available online at [www.benesseredigitalescuole.it](http://www.benesseredigitalescuole.it), with access to the Bicocca University e-learning platform for the four training modules, each with specific teaching units for teachers, to be used directly in the classroom. In addition to the training course, the e-learning platform offers a simplified version of the Digital IQ test that can be used to assess how much students have learned before beginning the more advanced lessons and to measure their improvement at the end of the course by having them retake the test.

Again on the subject of digital well-being, as part of Milan Digital Week, the seminar **"Digital well-being in the lockdown: the challenges parents face"** was organized in collaboration with the "Digital Well-being" research centre of the Department of Sociology and Social Research of the University

of Milan-Bicocca. During the seminar, the critical issues and opportunities for families and schools that arose during school closures were analysed to chart a better relationship with digital technology, even after the emergency.

During the first lockdown, the **#Restoacasaaprogramma** project was carried out in collaboration with Corriere Tecnologia for children aged 7 to 13 and their parents, with the aim of encouraging greater awareness of how digital tools work, even among their youngest users. The project, which was once more made available online in the second half of the year, included five weekly video lessons on coding taught by two animated characters. It ended with the creation of a video game using Scratch, the block-based visual programming language developed by MIT with the support of educators specializing in the introduction of digital technology into schools.

After collaborating informally for some years with **Parole O\_Stili**, an association that aims to spread non-hostile language on the web to reduce bullying and hate speech, in 2020 Fastweb officially joined the **"Manifesto of non-hostile communication"**.

Fastweb also participated in the **International STEM Awards 2020**, the first session of the international challenge for kids, teens and young adults with a passion for coding and STEM subjects. It was held entirely online with the webinar "Digital Parenting: being parents in the time of Instagram and TikTok" and the panel dedicated to Women and STEM subjects.

The first International STEM Awards contest was a great success among the young participants and ended on 1 February with 118 projects selected and about 300 participants aged 7 to 25 from 10 countries.



### The Manifesto of Non-Hostile Communication

#### 1. Virtual is real

On the Internet, I only write  
or say what I would dare to say in person.

#### 2. You are what you communicate

The words I choose define who I am.  
They represent me.

#### 3. Words shape the way you think

I take all the time I need to express my views  
in the best possible way.

#### 4. Listen before you speak

No one can always be right, and nor am I.  
I listen, with an honest and open-minded attitude.

#### 5. Words are bridges

I choose words to understand, make myself  
understood and get close to others.

#### 6. Words have consequences

I am aware that what I say or write can have  
consequences, small or serious.

#### 7. Share with care

I share texts and images only after I have read,  
assessed and understood them.

#### 8. Ideas can be discussed.

**People must be respected**  
Those whose views and opinions differ from mine  
are not enemies to be destroyed.

#### 9. An insult is not an argument

I accept no offensive and aggressive words,  
even if they support my point of view.

#### 10. Silence says something too

When it's better to keep quiet... I do.



## 4.2. TRANSPARENCY, TRUST, SIMPLICITY AND LISTENING IN RELATIONSHIPS WITH OUR CUSTOMERS

### LISTENING TO STAKEHOLDERS: A STRATEGIC TOOL AND GUIDING PRINCIPLE

Fastweb takes a continuous improvement approach to strengthen its trust-based relationship with its customers and, in general, with anyone with a stake in the company's choices. This is why, since 2015, the company actively listens to stakeholders' requests in collaboration with **The RepTrak Company**. It does this through interviews, surveys and questionnaires in order to understand their perceptions, needs and expectations with respect to the company.

Fastweb improved its reputation score more significantly in 2020 than the average improvement in the industry. The issues explored to determine the score refer to the extent to which the company is appreciated based on aspects that are both "emotional", i.e., linked to reputation in a general sense, and rational, i.e., related to the perceived quality of the company's products and its ability to innovate, the quality of jobs at Fastweb, its ethics and long-term strategic vision.

Specifically, Fastweb showed improvements in 2020 compared with the previous year in all the aspects analysed. It improved especially in the aspects relating to corporate social responsibility, all of which rose by more than two points on a scale of 1 to 100. The CSR area includes "Citizenship", which measures the company's social role, "Governance", which relates to transparency and fair market conduct, and "Workplace", which refers to the perception of the company's methods as an employer.

The method of analysis adopts a multi-stakeholder approach that involves external stakeholders (informed public opinion and residential mobile, fixed-network and convergence customers) and internal stakeholders (employees) on a monthly to annual basis depending on the stakeholder group. In addition to the positive scores received for all stakeholder categories, it is specifically with its own employees that Fastweb received an outstanding score and increase in 2020, with excellent ratings for almost all aspects. Fastweb also received significantly higher scores from its people, especially for the Workplace, Performance, which measures perceived company performance and profitability, and Leadership, which mainly refers to the effectiveness of company management.

In general, the survey recognised the leading role that Fastweb and other companies in the sector play in providing connectivity and facilitating new, previously unexplored ways of talking, listening and making contact. The specific initiatives carried out to support the community in coping with the emergency caused by Covid-19 have given concrete evidence of the social role that Fastweb plays, as it has made its resources and skills available to support society in difficult times.

Fastweb's initiatives in response to the public health emergency, which have improved the company's reputation, include giving 1 million Giga to all residential and freelance business customers who signed up for the pay-as-you-go mobile offer and donating €300,000 to help with the Covid emergency and support the national health system (see paragraph 4.4).

## #NIENTECOMEPRIMA: THE INNOVATION PROCESS CONTINUES

**#nientecomeprima** "nothing like before" in Italian, is the hashtag that Fastweb has chosen to drive its radical change in the world of telecommunications, as it rewrites the rules of the market through an innovative approach, in the name of **transparency, simplicity, speed** and **standing by its customers**.

Launched in 2017, #nientecomeprima primarily targets residential customers and consists of ten

"episodes" introducing new services and features over time with a significant impact for users and for the entire telecommunications sector.

The tenth and final episode was released in 2020, completing the path towards a clear and simple offer that meets all customer needs for transparency and freedom of choice. All the components of #nientecomeprima will be confirmed in future offers and will become part of the new strategic **NeXt Generation 2025** proposition in 2021.

### #nientecomeprima

Fastweb has embarked on a revolution in the telecommunications market, with a series of unique initiatives for both fixed and mobile services, offering increasing transparency to a market in which misleading promotions and hidden costs abound. And we won't stop there!



As noted earlier, in 2020, Fastweb developed and released the tenth and final chapter to launch a new feature that would further increase transparency and freedom and encapsulate and sum up all previous chapters of "like nothing before". By taking an "Over the Top" approach, **"Freedom: free to change your mind"**, describes the **Fastweb Casa** offer, in which all new customers can take advantage of a 30-day trial period to test the performance of Fastweb's ultra-broadband connections and all the advantages of having access to a transparent offer, with no time constraints or hidden costs, with certified speeds at home and simple, fast assistance.

This is how Fastweb combines the simplicity and immediacy of its services with the concept of a "trial period", giving customers utmost freedom to try Fastweb out and cancel the service if they are

not satisfied, with a full refund of the costs incurred by sending a request through the customer service area of the website.

This choice to embrace total transparency is also reflected in Fastweb's introduction of "all-inclusive" billing whereby the monthly price includes all amounts traditionally charged separately, such as the activation cost, the additional modem fee or the ultra-fibre option.

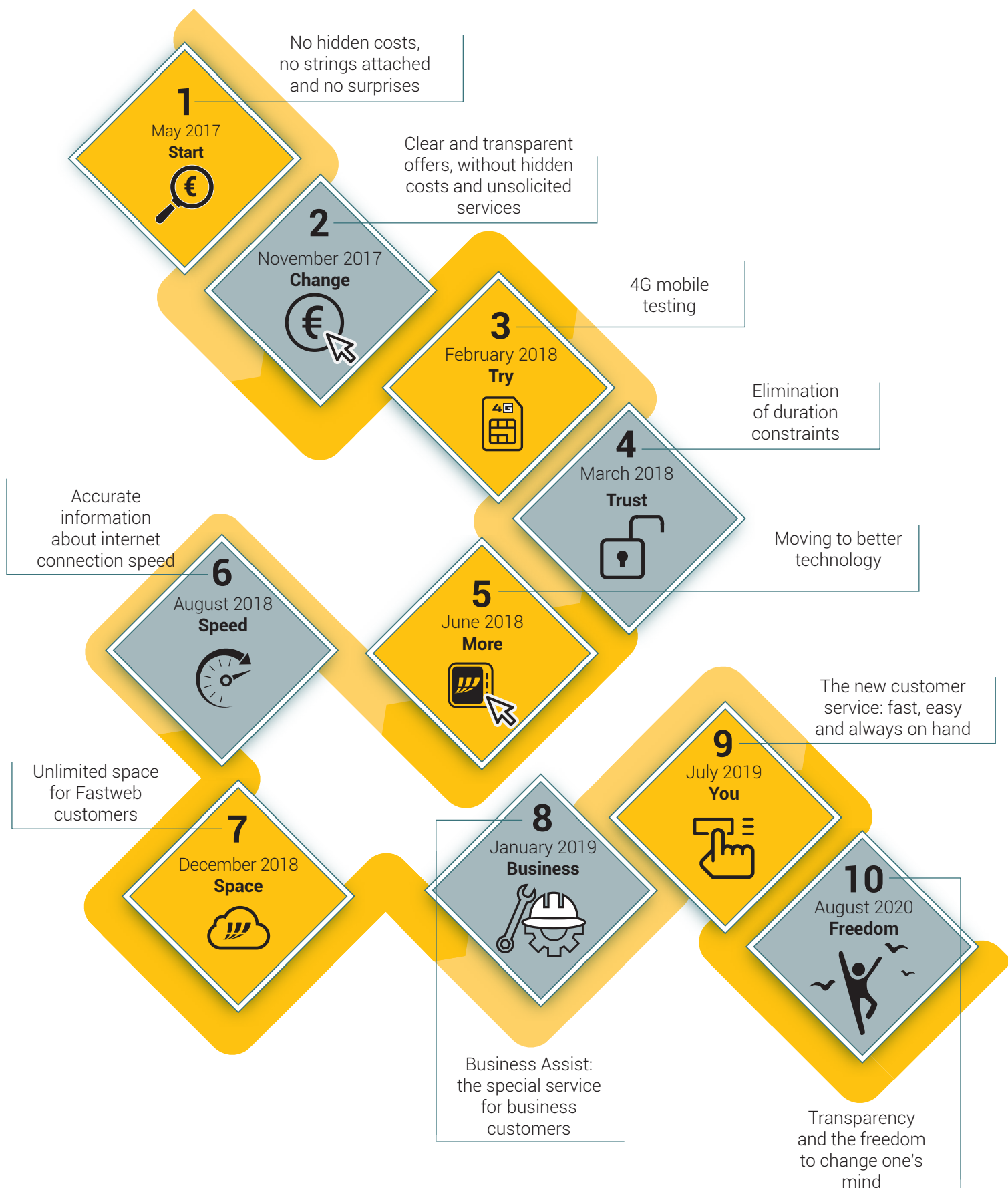
Fastweb was the first **operator on the market to inform customers, directly in their contracts about the exact speed of their home connection**

and is the only operator that gives customers the chance to decide whether or not to cancel their contract if the actual speed is lower.

They may do so with no restrictions and no fees.



## NIENTECOMEPRIMA: ALL 10 EPISODES



Market data highlights the success of #nientecomeprima, showing the direct relationship between the content of the episodes and the main factors that drive customers to choose a particular operator: **speed, connection stability**

#### **and transparency of offers.**

#nientecomeprima was highly appreciated by customers who clearly and immediately perceive the services as "Transparent, without constraints and with a better network".

### **#NIENTECOMEPRIMA: ALWAYS CLOSE TO CUSTOMERS**

The service digitalization process was completed in 2020, and now customers may directly access services from their smartphones via the MyFastweb app and from PCs using the desktop mode designed for residential customers. The aim is to deliver an extremely user-friendly, quick way for customers to customer manage their services and products independently and easily online.

With the MyFastweb app, wherever they are, 24 hours a day, 7 days a week, customers have all the information on their contracts at their disposal and may view and modify their options and active offers, monitor their consumption in real time, check the performance of their fixed line and much more.

In 2020, following its 2019 launch, the new "Fastweb Support" assistance area in MyFastweb was expanded. Customers can access many different services in "Fastweb Support", including customizing their offer, accessing their Fastweb Account, updating their data, activating new services, configuring their devices and receiving assistance with a simple click.

Another new feature that Fastweb has rolled out on the Italian telecommunications market is the possibility for customers to be called back for

information or assistance, so they don't waste time waiting on the phone. In MyFastweb, via "Fastweb Support", customers may select a topic of interest, answer simple questions to find the information and answers they need on their own and, if they still need assistance, click "I still need help" to be immediately contacted **by an expert operator**<sup>13</sup>.

This solution stems from Fastweb's desire to allow customers to choose the option that best suits their needs. Customers may prefer to self-diagnose and solve problems online or speak directly with an operator.

In 2020, Fastweb increased the level of digitalization in the customer acquisition phase, through a project to **digitize the agent channel** in the freelance and small business customer segment. This initiative goes beyond the need to communicate remotely due to the public health emergency, which simply accelerated a change which already had clear lines of development.

In May, the first partners of the "Sales Agencies" channel began to experiment with the new approach to business negotiations, 100% online, using the new sales tools in a **digital kit** of social posts to generate leads, email templates to set up video appointments, digital cards, videos and infographics made available for videolink negotiations.

13. The immediate call-back service is active from Monday to Saturday from 8 am to 9 pm for administrative/commercial assistance and from 8 am to midnight for technical assistance.



# liveFAST

## FASTWEB'S LOYALTY PROGRAMME IS ALSO RENEWED

**liveFAST** is a completely free and immediate digital programme for residential customers, designed to forge an increasingly personal and meaningful relationship with them by offering tailor-made services and benefits that increase as the years go by with Fastweb.

Designed and optimized to offer customers a unique, customized experience, liveFAST allows customers to personalize their benefits by indicating their interests and preferences, their individual approach to technology and the people with whom they want to share the expected benefits, to enjoy a multitude of opportunities. Since October 2020, access to the programme has become even easier thanks to the chance of winning prizes or entering competitions without needing to register.

In addition, liveFAST includes dedicated offers for Fastweb Mobile, Wow Space, Smart Home and FastGate services. Customers are eligible for special service rates that vary based, for example, on the number of years they have been with Fastweb.

As in previous years, liveFAST promoted "dreamFAST" again in 2020, an instant win competition for daily prizes featuring game interfaces.

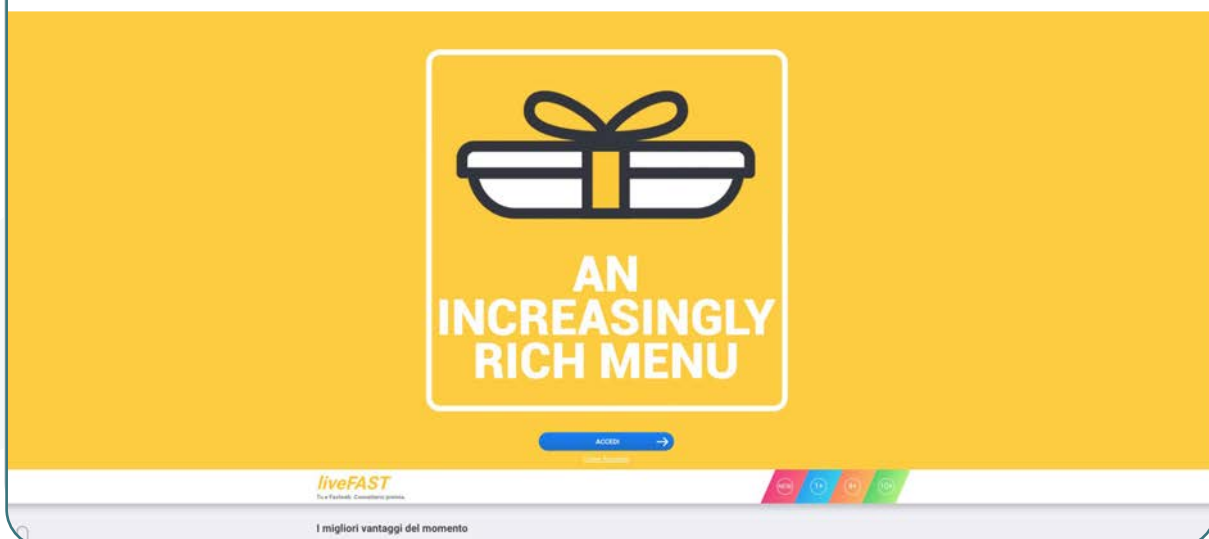
In 2020, the company also launched **#iorestoacasaconFastweb**, an initiative developed

to help people during the lockdown through the use of digital solutions. Fastweb customers could receive a free six-month subscription to a selection of Mondadori Group e-magazines, a discount voucher to be used to purchase an e-book on Rakuten Kobo and a free two-month subscription to Storytel, an audiobook and podcast platform. All digital content is available in the customer area of the liveFAST section or on the MyFastweb app and has been published on the digital solidarity site of the MID (Ministry for Technological Innovation and Digitalization). Fastweb customers rated the **#iorestoacasaconFastweb** programme highly, with 81% positive ratings.

Furthermore, in 2020, liveFAST offered residential customers the new **"Athletes Within"** engagement programme, created to fill the gap created by the cancellation of the Olympic Games due to the health emergency. In July and August 2020, liveFAST proposed five weekly events, with a virtual competition each week that was animated and interactive, with a rollover prize.

LiveFAST launched **"Road to 25"** for 2020, a campaign for Fastweb customers that, drawing on the tradition of the advent calendar, offers customers prizes and discounts from the beginning of December until Christmas Day.

Overall, there was a 60% increase in customers enrolled, with over 7.5 million vouchers downloaded and participation in competitions.



## CUSTOMER SATISFACTION SURVEY

One strategic tool to monitor customer satisfaction, including their response to the improvement measures that Fastweb has rolled out, is the survey that the company has conducted for several years now: the **Net Promoter Score (NPS)**. Surveys are carried out weekly or semi-annually, depending on the customer group considered and the parameter under analysis.

The NPS measures customer satisfaction and is calculated based on customers' response to the question "What is the likelihood that you would recommend the company to a colleague

or friend?" on a scale of 1 to 10. Specifically, it is calculated as the difference between the percentages of satisfied and unsatisfied customers and is analysed both with respect to the overall customer experience with Fastweb (relational NPS) and a specific interaction (transactional NPS).

In 2020, Fastweb received extremely positive scores, retaining its position as one of the most frequently recommended fixed network operators for residential customers in Italy. Specifically, Fastweb scored more than 10 percentage points higher than other major national telecommunications players.

## TEAMING UP WITH CONSUMERS TO REWRITE THE RULES OF THE GAME

Listening and collaboration are two key principles at Fastweb in managing ongoing relationships with consumers and consumer rights associations.

After having signed a protocol of understanding with five major Consumer Associations and having drafted, in 2019, the new [Service Charter for fixed telephone services](#) (the document that describes the standards for the provision of services and the rules for relationships between Fastweb and its customers to best protect their rights), in 2020, the company decided to create a new [Service Charter for mobile telephone services](#) as well.

Like the previous one, this new service charter was drawn up in collaboration with Adiconsum, Adoc, Altroconsumo, Federconsumatori and U.Di.Con and its purpose is to make services clearer and more transparent and keep consumers even more informed and aware of their rights.

**This new Service Charter contains a clear and detailed description of the main information useful to customers: conditions and procedures implemented when signing, activating and cancelling a contract, details about operations and the services included in the chosen package, the company's commitments in the event of issues and complaints.**

The new Mobile Service Charter is also available online at [www.fastweb.it](http://www.fastweb.it) and users may access

it at any time and from any device in a fully navigable digital version. Like the version for fixed telephone services, this document makes it easier to rapidly consult specific sections, each of which indicates the parties' reciprocal commitments at each stage of the customer experience, from subscription to cancellation.

The protocol of understanding that Fastweb signed with the Consumer Associations noted above provides for continuous dialogue and discussion to protect customers. It is not limited to updating and revising contractual documentation, but also covers many other activities for consumers. For example, since March 2020, after an initial testing stage throughout all of 2019, Fastweb has had in place a specific channel for direct communication between the five associations that signed the protocol of understanding, users and the company, which customers may use if they need to report any irregularities regarding the content and application of the Service Charter to the same associations. Furthermore, in 2020, thanks to dialogue with the Consumer Associations, the company undertook to eliminate the mobile service reactivation cost that it had charged delinquent customers after deactivating their service for non-payment of invoices within the established terms.

Lastly, in July 2020, an addendum to the protocol of understanding was signed to expand the scope of the collaboration and include the development and dissemination of correct information on the new 5G technologies through a series of joint projects and initiatives that will be developed starting in the first few months of 2021.



## THE CONCILIATION PROCESS

The regulatory framework governing disputes about electronic communications between users and operators requires the parties to attempt conciliation. Fastweb participates in conciliation procedures to handle and rapidly resolve any disputes out of court.

The management of conciliation procedures is entrusted to the Co.Re.Com. (Regional Communications Committees), AGCOM's regional bodies that perform the Entity's functions of governance, guarantee and control with respect to communications system throughout the country.

Since July 2018, the conciliation procedure is available online using the "ConciliaWeb" platform at <http://conciliaweb.agcom.it>. The online procedure simplifies the submission of applications for conciliation and does not require users to be physically present for at the conciliation venues.

Only if customers are unable to proceed using the online procedure may they use the traditional procedure by filing a claim in person at the conciliation venues. The parties participate in the conciliation proceedings before an official acting as conciliator. The terms of settlement drawn up following the proceedings constitute an enforceable agreement.

In 2020, Fastweb received over 11,500 conciliation requests through Co.Re.Com., 9,277 of which were concluded during the year. Of these, only 763 ended with a report of non-agreement, equal to 8.22% of the total number of cases.

As an alternative to submitting conciliation requests at the Co.Re.Com offices or on ConciliaWeb, customers may use the Alternative Dispute Resolution (ADR) procedure introduced in the Consumer

Protection Code by Legislative Decree 130/2015. This dispute handling method provides rapid, free, simple and out-of-court solutions to disputes.

A Single Joint Guarantee Body and the single protocol for the conciliation procedure for all telecommunications companies facilitate consumers' adherence to this procedure and the reaching of a positive agreement. The Single Joint Guarantee Body evaluates whether the joint negotiation procedures are compliant.

Fastweb customers may only contact the signatory associations, through which they are entitled to initiate the ADR procedure, if they do not receive a response to their complaint within 45 days or if they are dissatisfied with the response they have received. The two ways to submit the application are through a dedicated portal (available at <http://www.fastweb.it/corporate/governance/conciliazioni-e-associazioni-consumatori/>) for online processing, or by writing directly to the Conciliation Office by registered mail or by email: [adrfastweb@pec.fastweb.it](mailto:adrfastweb@pec.fastweb.it). The conciliation requests are then forwarded on the dedicated portal through a Conciliator identified by the Conciliation Office according to shift criteria. Individual applications are evaluated by a Joint Conciliation Commission composed of a Fastweb Conciliator and a Conciliator of the selected association.

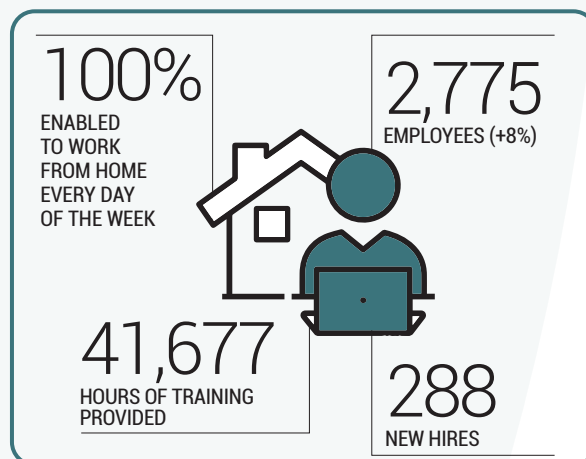
In 2020, 929 applications were received from Consumer Associations at the Conciliation Secretariat. The applications then underwent admissibility checks, with 848 conciliation cases being dealt with. 95% of the claims (808) were settled with a positive report, that is to say with full customer satisfaction. The other 1.6% of cases were closed without an agreement being reached.



## 4.3. WORKING SMART(ER): PUTTING PEOPLE FIRST

"Care" is the Fastweb value that guided its decisions in 2020: Fastweb wanted to stand by its people in such a singular time, when they were forced to stay physically distant and face profound uncertainty and vulnerability.

Fastweb showed it was a human-centric company by putting the health and safety of its employees and their families first, devoting significant energy to supporting people and their physical and mental well-being and to ensuring that they could continue to grow and develop personally and professionally.



“

**I really thank you! Attention and care that are not at all obvious. More and more proud to be part of this company**

**It is comforting to know, in this difficult period, that your company thinks about your health and daily life. Thank you**

**Thanks for the trust, for the constant attention to us, your employees and our families. #befastweb, forever!**

**Far away... but closer than ever! Thank you for this constant sharing that personally makes me more and more involved and increases the sense of responsibility and belonging to this great team that is our company.**

**Working for a company that takes care of its people can't be taken for granted! Thank you so much!**

**Trust and responsibility. I think these are the two things that make us hold to our course and that make us channel all our positive energy towards the goal. Self-confidence to believe it, trust in others to work "less-stressed", so as not to dissipate physical and mental energy. Responsibility to keep commitments and to give others the chance to trust! We work responsibly!**

**In a moment full of uncertainty, being able to rely on clarity of information, care and vision of the future, makes you ready for the next step to start with.**

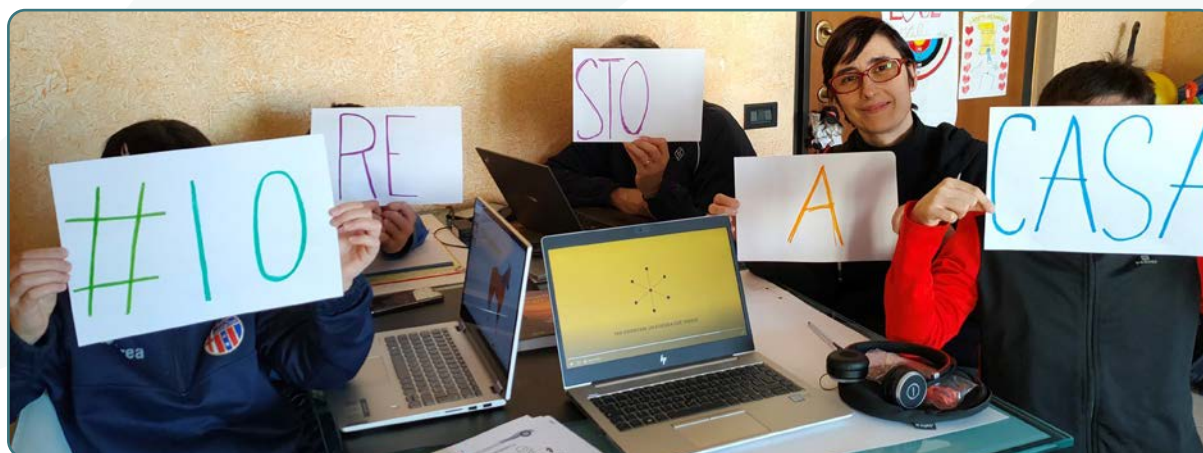
**Infinitely thank you! During these months you have always thought about keeping us and our families safe. Great company made up of great people! Thank you!**

**Thank you! For the timeliness of communications, for transparency, for courage. I am proud of being part of this great Fastweb family**

”

Some quotes from people working at Fastweb,  
shared spontaneously through the company intranet







### 4.3.1. WORKING SMART(ER): BEYOND REMOTE WORKING

In 2020, Fastweb introduced **"Working smart(er)"**, an operating model that embraces a new management style based not on control but on trust, whereby all employees can work from the office, from home or wherever is most functional for them to perform their duties according to their needs. This model turns traditional work patterns on their head, replacing control by a few with the responsibility of many and **gives individuals the freedom of choice of where and how to work**, so they may achieve their goals ever more effectively and thus optimize the balance between their personal and professional lives.

"Working smart(er)" is the result of a process that has been underway for years: Fastweb was one of the first companies in Italy to introduce remote working policies in 2015, which from the outset extended it to almost all categories of worker, and allowed people to work remotely four times a month. With the trade union agreement of 6 February 2020, Fastweb went one step further, extending the possibility of working remotely to six and then eight days a month. The Covid emergency and the desire to protect employees' health as much as possible led the company in early March to allow everyone to work from home every day of the week, including customer care staff, who had previously been excluded. Optional remote working was maintained for everyone even when the company was able to reopen its sites and allow staff to return to the office.

The trust-based relationships and empowerment of people have generated outstanding results in terms of both people's satisfaction and the company's performance, which have

remained extremely high. The new remote working policy therefore continued with the putting in place of a new experimental agreement reached with the national trade unions of the telecommunications sector, together with the local offices and workers' union representatives, establishing the start of a trial period from 16 October 2020 to 30 June 2021, regardless of whether the emergency is still underway. Under the agreement, the company's entire workforce has the right to work remotely, with complete flexibility and independence, every working day, and choose whether to come into the office or work from home, in agreement with their manager.

However, this "Working smart(er)" model does not overlook the need to ensure the separation of workers' personal and professional lives, which is why the agreement includes and governs the **"right to disconnect"**, a right that is not exercised in accordance with a specific timetable but according to one's own sense of responsibility. This is further, tangible evidence of the extent to which the management style that Fastweb has chosen constitutes a cultural revolution based on putting people first.

*"Fastweb's transformation process is, first and foremost, cultural, and only then technological and organizational. It is an approach already underway, tried and tested by a number of big tech companies, and it positions the company as "Over The Top" in HR management as well. The Covid-19 pandemic has accelerated a range of transformations in the way we live and work, and Fastweb's commitment has, from the outset, consisted of concrete actions. Working Smart(er) is a clear sign of this cultural change within the company."*  
(Alberto Calcagno, CEO Fastweb S.p.A.).

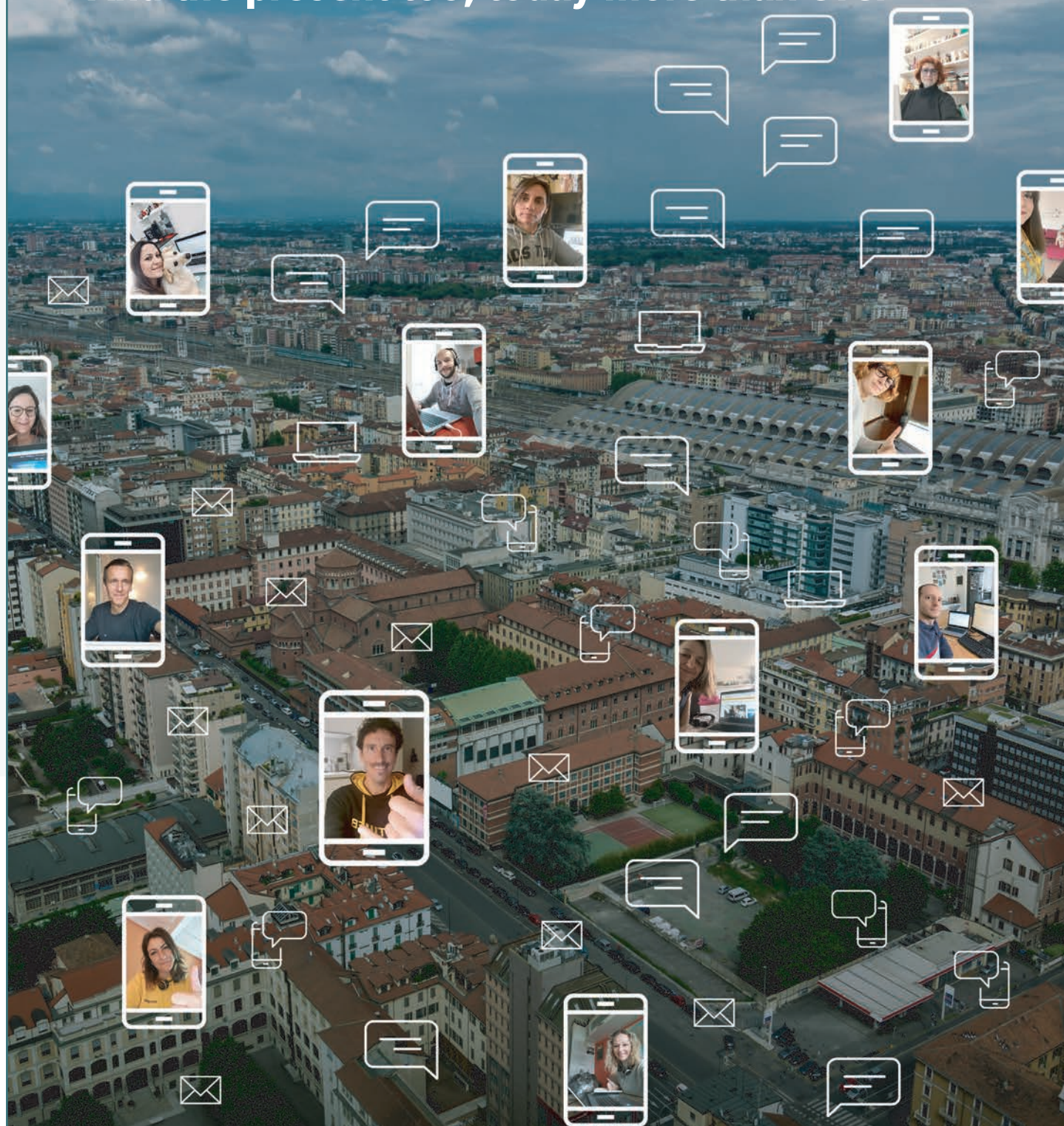
Item	unit of measure	2018	2019	2020
No. of smartworkers	no.	1,761	1,777	2,775
% of the workforce <sup>14</sup>	%	69%	72%	100%
Days of the month available	no.	4	4	Every day of the week

<sup>14</sup> Remote working is available to all employees with open-ended contracts who have been working at Fastweb for at least six months. The only positions that are not included are executives who by virtue of their position do not need to carry out their duties in a specific location, the sales force and professionals who, for organizational or technical reasons, cannot work remotely. During the public health emergency period, smart working was made accessible to all Fastweb employees, equipping them where necessary with the appropriate devices and work tools.





# Together we connect the future, simply. And the present too, today more than ever.



Never before has technology cared about man, putting him at the center of everything. We have suddenly found ourselves distant and yet very close. We have continued to work, to exchange ideas, to meet between a work table and a living room table. This is because we are the powerful connection that unites Italy. A goal that we have achieved through years of choices made with courage, always a bit ahead of our time and always one step ahead. An example? Smart working, a sustainability solution that we adopted years ago to take care of our people, their loved ones and all our customers: in a way that seemed unimaginable until recently and yet today is completely natural.

Connected  
together

**FASTWEB**  
un passo avanti





### 4.3.2. LISTENING, ENGAGEMENT AND DIALOGUE INSIDE AND OUTSIDE THE COMPANY

In 2020, Fastweb's dynamic nature could also be seen in the engagement of its people.

Over the years Fastweb has continued to invest in strengthening its channels and methods of communication with employees, creating more and more opportunities for engagement and interaction, harnessing the potential of new technologies.

These investments proved to be vital in maintaining high engagement and participation by all employees even during the pandemic that affected almost all of 2020, leading the entire company population to work remotely since the end of February.

**Agorà, the company Intranet**, has become the main point of contact between the company and its employees. It is a two-way communication channel that has made it possible to publicize the company's main projects while enabling all employees to express their opinion, respond to surveys and participate in initiatives launched during the year. The Intranet, accessible either by computer or by smartphone via the "AgorApp", has fostered collaboration, contributed to the adoption of the Working Smart(er) work model and affirmed itself as a powerful tool for the company to always listen to employees' real needs and monitor changes in their expectations over time.

Throughout 2020, internal communication was characterized by three main guidelines: first of all providing clear, timely and balanced information, in order to enable employees to clearly understand the evolutions of the public health emergency context and decisions regarding the precautions to be followed to ensure everyone's work safely. The second focus was on caring, listening

to needs, providing support in a moment of potential psychological and emotional fragility, also giving ideas for reflecting on the crisis situation and reading it from new perspectives. The third driver was that of engagement, through the launch of cultural, playful, musical, solidarity initiatives, which made it possible to maintain closeness and sharing between people, despite the physical distance.

During the difficult lockdown periods, **Agorà** was therefore the company's preferred way of offering all employees a schedule of activities and initiatives that went beyond mere "company" content, and that provided real support as they grappled with the new situation, keeping some points of reference and developing new modes of interpretation.

With this in mind, **"Connections"** continued through this year. It is a series of events featuring prestigious speakers covering stimulating and exciting topics for exploration and reflection. In January 2020, the Bari office organized the theatrical event "Me, Ludwig Van Beethoven", while the following month the NEXXT office in Milan addressed the theme of relationships between gen-Z and the world of work and society in the "Ok, boomer and Gen-Z" conference.

In the months that followed, "Connections" was converted into the **"Connections, online edition"**. This format featured online talks by exceptional speakers to spread cultural stimuli and share reflections and different ways of interpreting life in the new context of work and home. "Connections, online edition" was held under the patronage of Teatro Franco Parenti, Associazione Pier Lombardo and Fondazione di Comunità Milano.

Another event was organized as part of "Connections, online edition" in collaboration with DiverCity, a European magazine about inclusion and innovation, to address the issue of **"Sustainability Today"**.

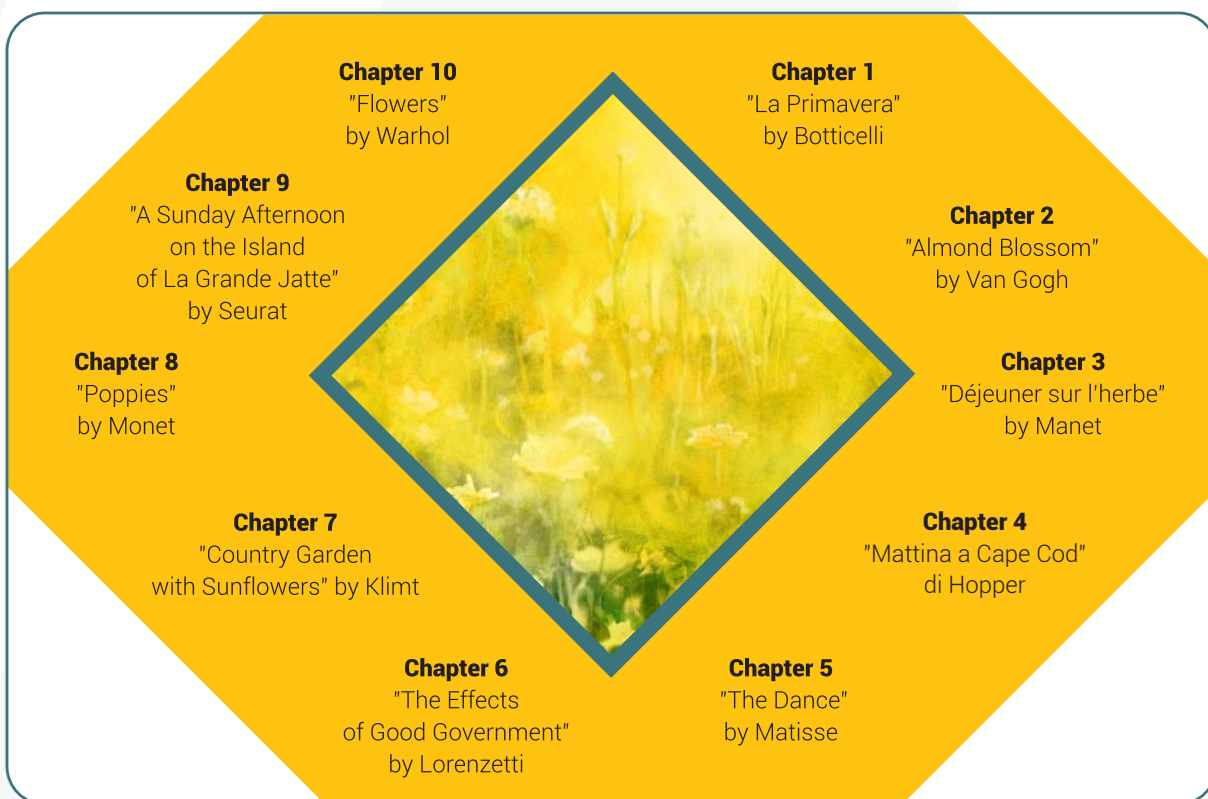
## CONNECTIONS, ONLINE EDITION



The second part of the online edition, **"Windows onto Spring"**, was developed with a focus on painting to experience great works of art that celebrate the spring, even from home. The ten chapters were created in collaboration with

the cultural association Casa Testori. Overall, the "Connections, online edition" was highly successful and widely popular, with 23,431 views of its content both inside and outside the company.

## CONNECTIONS, ONLINE EDITION - WINDOWS ONTO SPRING



In the last few months of the year, the "Connections, online edition" was organized as **"Art that looks ahead"**, a series of video events featuring artists who are pioneering new techniques and forms

of expression and who use their works to shake up, innovate and anticipate reality: Marina Abramovic - Liberating Deep Energies, Bill Viola - Renaissance of Slow Motion and Maurizio Cattelan - Reinventing Logic.



Using the same approach as was taken last year, the content designed for Fastweb's people was then posted online for the public outside the organization, confirming the company's desire to strengthen its ties with the world outside it, upport the community and help it grow.

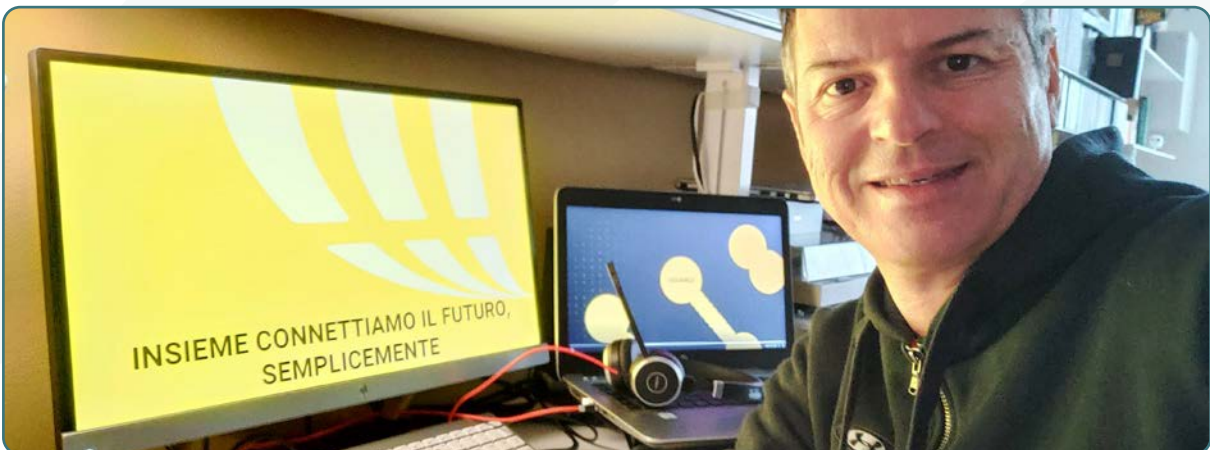
Another event dedicated to Fastweb's people and organized for the second year in a row was "The NEXXT Experience". This exhibition, first developed in 2019 at Fastweb's headquarters to recount the company's 20-year history through objects, photos, texts and images, has been transformed into a virtual exhibition that can be visited online from both within the company and outside of it. A number of other projects were developed on Agorà to keep people's engagement high and their spirit of participation alive: the company launched challenges, pieces of music, photograph collections and many other initiatives, fostering exchanges and participation. The Intranet also served as the main way of actively communicating up-to-date information on the Covid-19 emergency at all times, with recommendations on what to do at home, in the office (if accessible) and at shops to best protect one's own health and that of loved ones.

## THE REPUTATION SURVEY

In the course of 2020, the entire company was surveyed to gain an understanding of employee expectations in the periodic Reputation Survey conducted by the Reputation Institute.

Employees' opinions were gathered in an anonymous and voluntary questionnaire covering the seven Reputation areas (see par. 4.2), in addition to another two areas relating to communications within Fastweb and the connection with the Strategy area.

With an 89% response rate, the survey showed extremely positive results in all areas and a dramatic increase in overall appreciation (+12.2 points) and strategic alignment (+6.7 points). About 7,700 comments were recorded and more than 90% of respondents expressed a positive opinion of the company. Therefore, at the end of 2020, Fastweb employees are proving to be excellent ambassadors for the company and demonstrating a deep awareness of and agreement with company strategies, feeling that they are important players in their daily work.





### 4.3.3. AN INNOVATIVE WELFARE SYSTEM BASED ON LISTENING TO EMPLOYEES

**Welfare@Fastweb** is the advanced welfare model rolled out in 2014 to promote employees' well-being not only in the office but at home with their families as well. Consisting of an extensive portfolio of services, Welfare@Fastweb is geared towards offering greater flexibility in the work/life balance and tangible economic support, with a specific focus on health, prevention and family needs.

**A recent assessment by Mercer, a leading human capital consultancy firm, confirmed the competitiveness of Fastweb's welfare programme: all benefits are in line with or above market references.**

The Covid-19 outbreak, the consequent months of lockdown and the new remote working model implemented throughout the company during the year led to a complete revision of Fastweb's welfare strategy in order to update it to people's new needs and requirements. The initiatives already in place were confirmed and, where necessary, adjusted for remote working. New, ad hoc initiatives designed in response to the public health emergency were also added, considering employees' well-being in their personal and family lives. In terms of internal communications, a specific initiative needed to be created that would reach the company's entire

workforce with information and proposals on Agorà, the company's Intranet.

**"Let's connect with energy"** is a series of initiatives for employees with four main themes: Energy for the body, Energy for the heart and mind, Energy for health and Energy for socializing. The programme encompasses many different initiatives with the overall aim of helping people care for their psychophysical well-being, maintain a positive, proactive attitude, protect their health and take care of themselves, in compliance with national safety legislation.

In 2020, a number of additional Energy for health initiatives were developed. The **DOC24** service was launched, consisting of **qualified medical assistance that employees may use remotely, 24 hours a day, 7 days a week**, for "standard" requests and needs strictly related to health emergencies. An **insurance package**, already available free of charge for all Fastweb employees, was enhanced with free insurance cover **for hospitalizations for Covid-19 treatment**, an indemnity for convalescence and a post-hospitalization assistance package.

To help employees deal with their new daily routine during the national emergency, Fastweb has organized a busy **schedule of live streaming** on self-care, managing relationships and caring for your family, as well as tips on how to stay healthy and well. The live broadcasts were held by a group of professionals with whom participants were able to discuss and interact via *live chat*.

Let's take care of ourselves <i>Daily self-care talks and tips</i>	Managing relationships <i>New strategies for living together and caring for the family</i>	Health and Wellness beyond Covid <i>Tips for staying healthy and fit</i>
<ul style="list-style-type: none"> <li>■ Uncertainty in change: how to manage your emotions</li> <li>■ The psychology of working. from home Stay focused when working remotely.</li> <li>■ New time management and organization in a new daily life.</li> <li>■ The remote team. Let's learn a new way of interacting: technology and relationships.</li> <li>■ Preparing for what comes next: new challenges, new questions and new opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Schools closed and kids at home: how to reorganize your time</li> <li>■ The Digital Parent: navigating homework and lessons in a (semi) digital school</li> <li>■ Relationships and family affections: how they change and how best to manage them during isolation</li> <li>■ Living with and managing conflict with teenage children</li> <li>■ Caregivers and the elderly. Being there and arranging for assistance even remotely</li> </ul>	<ul style="list-style-type: none"> <li>■ Exercise and nutrition tips during Covid</li> <li>■ Notes for improving posture</li> <li>■ Breathing, relaxation and mindfulness exercises</li> <li>■ From stress management to a new concept of well-being</li> <li>■ Insomnia? Let's beat it by learning the causes</li> </ul>

Employees were also offered a free **psychological counselling** service managed by an outside firm to ensure utmost confidentiality.

Lastly, Fastweb has provided its employees with the opportunity to talk with an **educational consultant** for help successfully managing child rearing difficulties. This innovative form

of assistance, free and online, is meant to support parents in their role as educators and in dealing with the added complexity created by the current restrictions placed on children and adolescents.

These initiatives came in addition to the many programmes already in place as part of the corporate welfare programme:

## Welfare initiatives in 2020

*Welfare@fastweb: happiness is a good deal!*



### COVID INITIATIVES

#### Beneficiaries: all employees

- ✓ Insurance policy for compensation in the event of COVID 19 infection to cover hospitalization, post-hospitalization care and recovery
- ✓ 24-hours-a-day, 7-days-a-week medical assistance with DOC24
- ✓ Psychological support
- ✓ Pedagogical counselling
- ✓ Smart caring webinar
- ✓ "Pharmainfo" medical webinars



### EDUCATION

#### 335 opportunities taken

- ✓ Fastweb EDU
  - Free summer camps
  - Scholarships
  - Sessions with a coach
  - English course
  - Pedagogical counselling
  - Tutoring
  - Learning disability counselling
  - Advanced mathematics course
  - Study sessions for the Politecnico Uni entrance exam
  - Push to open junior
- ✓ School books, purchase online and pay in instalments in your payslip



### HEALTH

#### 5,550 opportunities taken

- ✓ Free blood, molecular and rapid Covid tests
- ✓ Flu vaccines
- ✓ UniSalute\* company health insurance policy
- ✓ Blood donation with AVIS



### INSURANCE

#### Beneficiaries: all employees\*\*

- ✓ Free life insurance
- ✓ Free permanent disability due to illness insurance
- ✓ Professional and non-professional risk insurance
- ✓ Insurance policy for compensation in the event of COVID-19 infection to cover hospitalization, post-hospitalization care and recovery



### SUPPLEMENTARY PENSION FUNDS

#### 1,089 participants

- ✓ Telemaco\* supplementary pension fund



### ECONOMIC BENEFITS

#### 4,531 opportunities taken

- ✓ Flexible benefits: workers may convert performance bonuses into welfare services
- ✓ Free tax assistance at the office
- ✓ Requests for advances on post-employment benefits
- ✓ Company credit cards
- ✓ Company promotions: special fixed and mobile network, Sky television and Eni offer for employees
- ✓ Special affiliate rates and discounts on purchases (use not tracked)
- ✓ Electronic meal vouchers\* (for all employees)



### SPORT

#### 1,063 opportunities taken

- ✓ Run Happy Crew
- ✓ Welfare Room
- ✓ Yoga Day
- ✓ Dynamo Bike



### CULTURE AND LEISURE

#### 92 opportunities taken

- ✓ Cultural events: free tickets for employees and their families



### MOBILITY

#### 135 opportunities taken

- ✓ Local public transport: discounts, deferred payment in payslips and delivery at the office



### LIFE/WORK BALANCE

#### Beneficiaries: all employees\*\*

- ✓ Remote working\*
- ✓ Flexible hours\*
- ✓ Paid leave for parents\*
- ✓ Possibility to work part-time until employees' children turn six\*
- ✓ Possibility to receive compensation for holidays that fall on Sundays\*
- ✓ Use of half vacation days\*

(\*) from the national collective bargaining agreement and/or trade union agreements

(\*\*) Employees hired under open-ended contracts  
All initiatives are for office staff and middle managers



The **'Fastweb Edu'** programme was also confirmed in 2020, an initiative developed to support children and families with education and training. For children, the programme includes free packages of private lessons, bursaries and orientation sessions on their chosen path of study.

The programme was designed in 2020 to be completely online for parents and children, and was supplemented with **counselling for learning disorders**, such as learning disabilities and special needs, and **advanced mathematics classes** for groups of elementary and middle school students, help with homework and remedial courses. The **Push to Open Junior** project continued for parents and 7th and 8th graders to help them choose a high school.

**Specific initiatives** were rolled out to prepare students for the **entrance exams** to the Polytechnic Universities of Milan, Turin and Bari, as well as the Alpha Test for admission to Bocconi University and Università Cattolica del Sacro Cuore, in addition to a number of state **universities**.

All content was delivered online due to the public health emergency, while opportunities such as **summer camps** and **scholarships** were **converted into welfare credits** to be used

or alternative online services (e.g. study support, tutoring, English courses with tutors).

Once more, "Fastweb Edu" was extremely popular with employees, attracting 716 applications, 266 of which were successful. Since the number of applicants far exceeded the number of available benefits, recipient employees were selected on the basis of clearly defined criteria in line with the principles of transparency and fairness, with random drawings in the presence of the representatives of the Company's Internal Auditing Department. The structured approach meant that no one employee was assigned benefits multiple times, with the ultimate goal of reaching the greatest number of people with the available benefits. The criteria adopted to assign the scholarships were merit-based and formally indicated in specific rules.

As part of the **Energy for the body** programme, the **Welfare Room** is now completely online, with free Yoga, Core&Balance and Functional Training courses held by professional personal trainers. The courses are broadcast live but are also available afterwards.



For running enthusiasts, **Run Happy Crew** continued. In October, the Fastweb runners participated in the "My DeeJay Ten", a new, special session of DeeJay Ten organized so that the runners could comply with social distancing and all safety regulations.

A new initiative for **"Walkers"** was launched in the second half of the year, taking the form of a Morning Workout in the virtual welfare room.

In addition, two charitable initiatives were held based on the sports activities organized by Welfare@Fastweb. In a "kilometre collection", the Run Happy Crew runners raised funds to donate to Legambiente, while another group of employees held a "kilometre collection" by bicycle to raise funds for Dynamo Camp as part of the +2 million km event organized by Bikevo.

Then, in September, the first Fastweb **Yoga Day** was held in Milan and Bari. A live event, Yoga Day provided people with the chance to safely meet again and focus on their own well-being.

As in previous years, Fastweb once more confirmed **flexible benefits** in 2020. This tax-free package allows employees who receive a performance bonus to convert it - entirely or in part - into a voucher for the purchase of goods and services. Fastweb also adds an additional 20% to the amount converted by employees, in accordance with the provisions of the supplementary company agreement. Employees may then spend the total amount earned on **Fast for me**, the company's welfare platform.

Fastweb employee satisfaction with the welfare programme was surveyed with the support of the Cattolica University of Milan and Jointly, the company's welfare provider.

The data showed a particularly positive reception, with a questionnaire response rate of over 50% and an average satisfaction score of 4 for the services used on a scale of 1 to 5.

To develop a welfare system capable of meeting the needs of its entire workforce, Fastweb intends to renew its **strategy in 2021 and 2022** to make the welfare experience ever more fast and simple and to further improve the range of services offered. By using Artificial Intelligence and Analytics, an analysis will be conducted to investigate the needs of specific clusters of the company's population and to calculate the ROI of welfare benefits, in order to allocate the value of investments.

#### 4.3.4. PROTECTING HEALTH TO PROTECT HUMAN CAPITAL

In 2020, throughout the emergency, Fastweb rolled out significant, continuous prevention, protection and people care measures, not only adapting its working models for compliance with the ministerial orders but going much further to provide the best possible protection for the health of its people, their families and loved ones. Over the entire period of the emergency, the company has always sought to put people and their needs first, to keep them informed and provide clear instructions on what to do and offer support in the event of difficulties.

The company's **Health & Safety** unit, headed by the Head of the Prevention and Protection Service, constantly monitored developments in the situation and established, as the need arose, the measures and guidelines to best protect employees' health in the context of pandemic management.





The Health & Safety unit establishes the company policies and guidelines necessary to ensure compliance with current legislation on health and safety in the workplace, analyses and assesses the risks for the health and safety of workers, sets a hierarchy of controls and outlines the improvement actions needed to reduce the extent of the risk, ensures health monitoring for all workers, establishes the necessary measures for emergency management, ensures that compulsory safety training is provided and, in general, carries out risk prevention and protection activities to continuously improve the conditions for workers' health and safety. The Health & Safety team members receive specific training and have certified skills to carry out their role and ensure the quality of these processes.

Workers' Safety Representatives on health and safety committees represent the company's

entire workforce. There are 19 representatives from all sites and offices. These committees meet at least once a year. The Workers' Safety Representatives collaborate with the Prevention and Protection Service and the Prevention and Protection Service Officers with respect to health and safety at Fastweb sites (offices, stores and equipment facilities) throughout their territory.

Fastweb has appointed a Coordinator Doctor and a staff of doctors for each Fastweb S.p.A. and Fastweb Air S.r.l. site. The Site Doctor, responsible for each site, inspects the workplaces at least once a year and helps identify and eliminate any dangers and minimize risks. Occupational health services are guaranteed for workers during working hours at the offices or occupational health centre sites according to the specific requirements.

In order to contain the public health emergency in the wake of the Covid-19 outbreak and in compliance with mandatory regulations, Fastweb established a company safety protocol to prevent the spread of infections and a task force made up of delegates of the employer, executives, Prevention and Protection Service Officers, Workers' Safety Representatives, the Coordinator Doctor and Site Doctor, trade union representatives, responsible for assessing the application of the infection prevention safety protocol rules throughout the company, verifying them and, if necessary, updating them. Fastweb's organizational model for the management of health and safety is a voluntary system that it has had certified in accordance with the international standard ISO 45001.

It covers all workers for all Fastweb S.p.A. and Fastweb Air activities and locations and has been appropriately updated for effective management of the pandemic. Fastweb S.p.A.'s management system is subject to internal and independent audits and Fastweb Air's is subject to an internal audit.

Since the onset of the Covid-19 pandemic in early February 2020, Fastweb answered a series of **FAQs** for all employees on the company Intranet, with practical information for their working and personal lives.

Since the effective start of the emergency in Italy, from the end of February for the Milan offices and stores and from early March for all other Fastweb sites, the company asked the entire workforce to **work from home** in order to protect



their own health and safety and those of their families. Within a few days, this way of working, which was already in place for the majority of the company's workers, was extended to those who had not yet been in a position to work remotely, that is to say staff at stores and in the customer care department, thereby creating conditions of utmost safety for 100% of the company's population.

For a smooth transition, the company had the necessary devices configured and assigned for performing work activities and provided specific training courses to help people adapt to the new work methods.

At the beginning of May, the company distributed a kit of PPE (personal protective equipment) to all employees, containing masks, gloves and hand sanitizer to keep them healthy even during travel should they need to go into work. The equipment was distributed at a time when it was not readily available, and it was, therefore, a Care action that people particularly appreciated. In addition, to reach all employees, following a survey carried out in advance, the kits were delivered to where people were actually living at the time.

In April 2020, in view of the reopening of shops and partial return of workers to the office, Fastweb prepared a company infection prevention safety protocol in line with the national protocol for the regulation of measures to combat and contain the spread of the Covid-19 virus in the workplace. Additionally, it established rules that everyone at Fastweb must follow in offices and shops as part of the **Employee Journey**. This document contains information on how to access Fastweb premises, how to organize working days on the premises, how to manage the necessary travel, how to handle guests, visitors and suppliers, how to fill out the mandatory

documentation to manage the distribution of PPE kits and how to sort the waste created by the PPE. An information sheet was also drafted for external personnel, describing all the health and safety precautions that must be complied with when entering Fastweb premises.

Its desire to share useful information to inform and reassure people during the various stages of the pandemic led Fastweb to develop a series of communication and engagement initiatives throughout the period, using Agorà, the company Intranet, as the main vehicle for keeping everyone informed. A section was created in Agorà devoted to the Covid-19 emergency in which employees may find all information and updates on the pandemic and the rules of conduct published over time, with prompt notification of all updates.

Fastweb has organized many informational events in the form of webinars and online meetings to discuss prevention and provide clear and comprehensive information on the rules of conduct to be followed. In particular, nine freely accessible **webinars** were held by doctors with different specialties to share information and answer employees' questions.

Between June and October, Fastweb offered all employees who wished to come to work Covid-19 blood tests completely free of charge. In addition, Fastweb offers employees who have come into contact with positive or suspected positive cases while at work the opportunity to be tested for Covid with nose and throat swabs, again completely free of charge.

In September, to further verify the validity of the measures taken, Fastweb requested an external company to carry out an assessment on the legal compliance of internal documents

and protocols with respect to the provisions of the national security protocols, national decrees and the regional ordinances on the Coronavirus emergency. The analysis of the documentation, along with checks and inspections at offices and shops, confirmed full compliance with the requirements imposed / suggested by the relevant legislation, both nationally and regionally.

Infections and potential infections were closely monitored and tracked throughout the period. During the year, the company dealt with 203 reports of suspected infections and recorded 80 positive cases. Of these, the majority of positive cases were concentrated in the months of October and November. None of the positive cases were determined to be potential occupational injuries.

In November, the company made flu vaccines available to employees for free and to their family members for reduced rates. It received 1,100 requests for vaccines.

Following the acquisition of Cutaway, all health and safety measures applied at Fastweb in response to the Covid-19 emergency were also extended to Cutaway's offices and employees.

Mandatory health and safety training for all workers continued in 2020: for the first two months of the year it was provided both in the classroom and online. Then, in the subsequent months, following the outbreak of the the Covid-19 emergency, it was provided exclusively online.

Overall, 9,803.5 hours of mandatory training were provided in 2020 (3.5 hours per employee), including 2,155 classroom or webinar hours, 1,892.5 hours of e-learning, 2,339 hours of first aid basic training and 3,417 hours of fire prevention basic training<sup>15</sup>.

During the year Fastweb recorded 10 occupational injuries, two (20%) of which were serious injuries (leading to an absence of over 40 days). 80% of the injuries occurred in transit, for example, while employees were travelling from home to work or vice versa.

The only injury that occurred at a Fastweb site (which led to an absence of under 40 days) was attributable to carelessness not due to shortcomings on the part of the company in the protection of workers' safety.

The number of injuries decreased by 74% compared to 2019, mainly due to the fact that all employees worked from home starting in March 2020 due to the public health emergency.

No Fastweb employees are involved in activities with a high incidence or high risk of specific diseases.

#### 4.3.5 AN ATTRACTIVE AND INCLUSIVE EMPLOYER

Attracting new talent with up to date skills and different points of view is crucial to the company's development.

Many projects are launched each year, ranging from partnerships with universities to specific initiatives, to promote talent. In 2020, these initiatives went online in response to the public health emergency.

In addition to continuous improvement aimed at attracting new talent, Fastweb also invests in the people already working for the company by implementing internal policies that promote its employees' professional satisfaction and growth opportunities.

The initiatives developed with universities and accredited partners included virtual career days and other online events for students, undergraduates and recent graduates, so they could meet and learn about Fastweb.

#### RECRUITING & EMPLOYER BRANDING 2020



##### PROJECTS

■ 6



##### INDUCTION PROGRAMME

■ 216 Colleagues involved

■ 5 Online welcome day with virtual tours of the data centre



##### CAREER DAYS

■ 2 Digital Career Day, in collaboration with Brain at Work

<sup>15</sup>. Basic training on first aid and fire prevention are not addressed to the members of the emergency teams: these are basic modules provided to the entire company population to ensure that each employee receives the minimum information needed to behave properly on in the event of an emergency.



**Projects |** The **"Pathways for Transversal Skills and Orientation"** programme (formerly the "Work Experience" programme), was adapted this year to protect students' safety. It normally consists of the educational experience of visits to the company, which this year were interactive online tours. The training was structured with an institutional presentation, testimonials by Fastweb employees and the opportunity to participate in the Virtual Data Center Experience, a virtual tour of the last generation Tier IV-certified Data Center in Milan. A total of four events were held with the participation of three different schools: three visits to Milan (one in person and two virtual tours) and one to the Naples office (in person). Internships at Fastweb were suspended in 2020 and rescheduled for June 2021.

In 2020, Fastweb participated in **"Restart Talent Meet"**, a three-day online event with live streaming and social features, virtual rooms, hackathons and digital talks focused on the recovery of the job market and the development of new sustainability and circular economy processes. In particular, the company presented the courses and opportunities offered by Fastweb Digital Academy during the Innovation Work's tools roundtable. It also participated in the Digital Talks where HR & Talent Managers of the partner companies showed young undergraduate and graduate applicants a test with three types of questions regarding technical skills, soft skills and their vision and project aptitudes.

**Career days and webinars |** Career days have also evolved into a completely digital format, offering young talent the chance to learn about professional positions, read company brochures, visit the virtual job stand, apply for jobs and attend live webinars. Fastweb was involved in two live webinars in collaboration with Brain at Work discussing a range of topics concerning the workplace and Fastweb during coronavirus: decisions, actions, communications in response to the emergency and the aspects of new flexible working methods with a live conference on remote working and new digital scenarios for work.

Fastweb joined **Data Italy**, a wide-ranging multi-company project launched in 2020 in which various companies from an array of sectors have joined forces to fill the Italian market's current data analytics skills gap.

The project includes dissemination events, the creation of an exclusive think tank (a space for pre-competitive collaboration and industrial synergy for partner companies), the development of a multi-company academy and the promotion of social

impact projects around the country. Specifically, the academy lays out a process of talent attraction, recruitment and professional, innovative and multidisciplinary training on issues at the forefront of data management & technologies with the involvement of top Italian universities and partner companies.

**Universities and internships |** As in the past two years, Fastweb continued to partner with the Cattolica University of Milan to enable new work cultures and inspire new educational boundaries. Developed as part of the Work and Organizational Psychology course within the Master of Science in Management programme, this initiative is based on the shared commitment to offer students genuine hands-on experience in the business world and jointly develop knowledge and innovative skills. The focus of this year's experience was on the skills, competences and aptitudes that the workers of the future will need.

In addition to participating in a series of events for young people, Fastweb is also active in talent attraction with communication plans on various **social media and institutional channels**. Specifically, in 2020, the new LinkedIn "Life" page went online and testing began on social recruiting via LinkedIn and Instagram. A publishing plan is also in the works to tell the story of how Fastweb is "The Place to be", where inspiration, innovation and talent are recognized as crucial values.

**Induction Programme |** Since 2018, everyone joining Fastweb has been welcomed into the company through the Induction Programme, created to improve the experience of new hires, encourage engagement and facilitate networking among colleagues. Consisting of several steps, the programme was held online in 2020. During the Welcome Day, Fastweb's business and strategy, internal organization, welfare programme, commitment to corporate social responsibility, development and training and internal communication tools were presented. The day ended with a virtual tour of the Data Center. The Induction Programme also includes a dedicated training programme on "Success Factor", the company's online training platform, which has been updated and enriched. The colleague shadowing module was updated and made available online. Company tutors (a peer or more experienced colleague to guide and assist new arrivals as they get to know the organization) continued to be assigned and frequent interviews were held with the HR Business Partners. The programme also includes a digital welcome kit available in the



dedicated area of the company Intranet, where new recruits may find useful information.

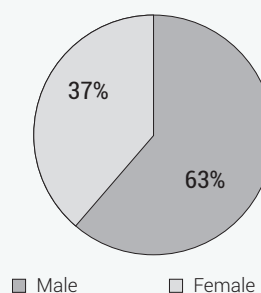
The "Working at Fastweb" section of the corporate website focused on the Workplace, Careers and Recruiting, where users may search for job openings and apply, will be upgraded with development and training initiatives, highlighting the company's attention and care for the growth of its people.

## PROTECTING DIVERSITY

**The various characteristics and personal and cultural backgrounds of each individual are an enriching resource for everyone, which is why Fastweb is committed to creating a work environment that is inclusive and welcomes diversity.**

Fastweb considers respect for diversity a key factor in the performance of its activities and is committed every day to promoting an inclusive working environment. This is why the Code of Ethics, which establishes how Fastweb people should act, prohibits any form of discrimination based on political or trade union opinions, ethnic background, religion, gender, sexual preferences, marital status, physical or mental disability, nationality, language or social and economic condition. Fastweb does not tolerate any intimidation or bullying and it punishes any attempt to unduly influence the conduct and work of individuals or groups of people. In line with this approach, again in 2020, the company did not receive any reports of incidents related to discriminatory practices.

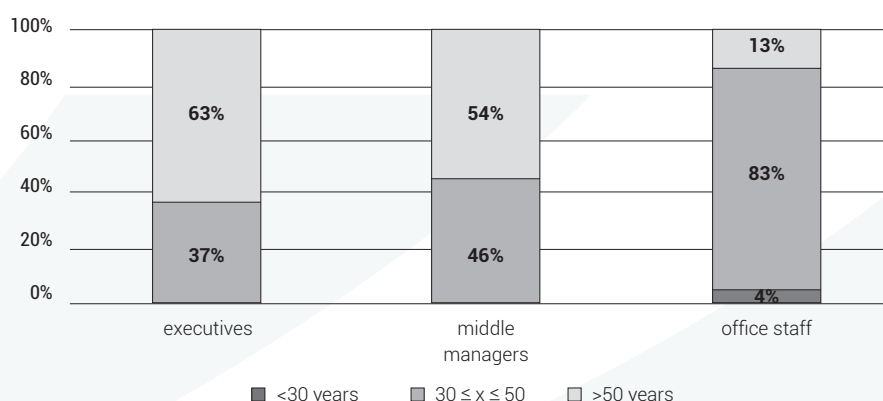
### Fastweb's workforce by gender



In 2020, 63% of the workforce is male. The fact that the majority of workers are male is due to the specific nature of the business, which is high tech. The predominance of men over women can also be seen in the composition of employees by qualification: 88% of executives, 77% of middle managers and 60% of office staff are men. Job applicants when the company is recruiting are also predominantly male, and the high percentage of men is still more marked when the job is technical or technological. Fastweb's Board of Directors has six male members and one female member. Six members are over the age of 50 and one is between the ages of 30 and 50. The Management Board is composed entirely of men, four of whom are between the ages of 30 and 50 and six of whom are over 50.

About 76% of employees are between 30 and 50 years old. This age group includes 83% of office staff, 46% of middle managers and 37% of executives.

### Percentage breakdown of employees by position and age group



Equal conditions, non-discrimination, meritocracy and transparency are the principles that guide employee management and remuneration. Rewards are dictated exclusively by individual performance, merit and professional skills.

In 2020 the ratio between the average annual gross salary of women and that of men was about 109% for executives, 94% for middle managers and 94% for office staff, a slight increase compared to 2019 for executives and white collars and a slight decrease for middle managers. On the other hand, the analysis of the ratio between total remuneration of women and that of men, thus taking account of the basic salary plus increases related to seniority, benefits, overtime paid, compensation for holidays not taken and all other forms of indemnity, shows that this ratio is equal to 90% for executives, 91% for middle managers and 91% for office staff<sup>16</sup>, slightly up on 2019 for executives and slightly down for middle managers and office staff. In 2020, the ratio of the average annual salary for the lowest contract level to the minimum salary was 1.6, the same for both genders.

In accordance with the CCNL, all Fastweb employees can take parental leave. In 2020, 100 employees took parental leave, including 41 women and 59 men. The percentage of employees who took parental leave and returned was 100%<sup>17</sup>, with 100 employees returning to work in 2020, including 41 women and 59 men. The retention rate, i.e. workers still in post 12 months after taking parental leave, was 100%, with 26 people still in post 12 months after taking parental leave, including 18 women and 8 men.

#### 4.3.6. OTT LEARNING PROGRAMME: A RENEWED PATH OF DEVELOPMENT AND TRAINING

Fastweb's transition from a telco to an infrastructured OTT is inextricably linked to the development of its people's skills. Accordingly, Fastweb launched the **OTT Learning Programme** in 2020. This is a training, information and skills development programme to support people in their professional development and make them vital players in the implementation of company strategy.





The OTT Learning Programme is based on two assets, **"All in the game"** and **"Pocket Workout"**, with the use of The Feedback app.

**"All in the game"** is an important programme that involves all company teams. Starting with an assessment of the skills present in the company and those that will be needed to face the challenges that lie ahead, it identifies the growth and development processes to be rolled out. Within the scope of this

programme, training courses are planned for the company's entire workforce to ensure they have adequate knowledge of issues closely related to Fastweb's business, such as 5G, the cloud, security and artificial intelligence. It also includes specific upskilling to update and improve skills required for positions held now and reskilling to prepare people for the roles that will be needed in the near future. At the end of 2020, around 120 people, including front-line staff and supervisors, were trained via specific modules to spread an understanding of what it means to be part of a data-driven company and to base decisions on data. In addition, two webinars were held for everyone in the company with a new format involving experts (in-house and from outside the company) in the issues addressed, moderated by a journalist. The webinars were filmed in a television studio and participants could watch online, interacting via "The Feedback" app (see below) to ask questions or answer instant polls.

**"The company's values translated into actual conduct and knowing what our people think are the energy that pushes us to the front of the pack. Every day."**  
(Alberto Calcagno)

The **"Pocket Workout"** is the skills training chart that translates the company's values into actual conduct. The "Pocket Workout" consists of five areas. In addition to the values of Courage, Care and Sustainability, it includes Evolutionary Transformation, which relates to the ability to meet evolutionary challenges and to innovate, and "Learning Agility", covering a cross section of abilities that contribute to the virtuous propensity for learning and continuous improvement. Each area is broken down into tangible, distinctive and successful behaviours to help Fastweb people identify where they need to improve.

MACRO-AREAS		√ COMPETENCIES
	<b>COURAGE</b>	<ul style="list-style-type: none"> <li>■ Entrepreneurship</li> <li>■ Overcoming limits</li> </ul>
	<b>CARE</b>	<ul style="list-style-type: none"> <li>■ People and relationships first</li> <li>■ Sense of community</li> </ul>
	<b>SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>■ Creating value for the community</li> <li>■ Celebrating and developing colleagues</li> </ul>
	<b>EVOLUTIONARY TRANSFORMATION</b>	<ul style="list-style-type: none"> <li>■ Evolutionary challenge</li> <li>■ Innovation</li> </ul>
		<b>LEARNING AGILITY</b>

<sup>16</sup>. In order to improve the comparability of data, senior managers (the Managing Director and the six members of the Management Board) have been excluded from the calculation of executive remuneration.

<sup>17</sup>. Return rates from parental leave are calculated with reference to 2020 data (number of people returned from parental leave in 2020 / number of people who took parental leave in 2020): this is the best possible estimate, calculated without considering related to parental leaves occurring between different years, which can however be assumed to be homogeneous over time.



Using this tool, every employee can prepare a personalized training card, choosing which behaviours to focus on and where to challenge themselves.

One of the tools developed for behavioural training is "The Feedback" online app, launched in 2020 after an initial trial in 2019. Designed to promote a widespread culture of accountability, the app is a voluntary peer feedback tool in which users ask for and offer instant feedback to colleagues with whom they work on their behaviours, both one-to-one and within groups. The tool, which can be used by any company function, allows evaluations to be shared only with other people in the company who share theirs or with people in the company whom users would like to see their feedback, such as mentors or managers. The initiative has been very successful, with an average of about 810 feedbacks exchanged per month.

## DEVELOPING YOUNG TALENT

In addition to the programme for the entire company population, a talent development pilot project was also created in 2020 for the younger members of the company, specifically to drive their growth and development.

A group of 38 high-performance employees was selected from among young managers and young people with highly technical skills considered strategic for Fastweb, and they were accompanied on a broader skills development path.

The first stage of the project consisted of a self-assessment in which the participants embarked on an engaging and innovative experience to test four meta-skills that are fundamental for handling highly complex situations: complex thinking, context reading, context generation and result orientation. In the next stage of "Feedback 360", each participant received aggregate feedback on the same behaviours, consisting of feedback from their respective managers and colleagues, as well as peers whom they had indicated as having worked together with the most. After this assessment, planning began on personalized paths, consisting of training, development levers like mentoring, a tour of duty and coaching, as well as an analysis of each person's position within the organization.

In 2020, Fastweb confirmed that company's entire workforce would have access to the development levers successfully adopted in recent years (such as mentoring, coaching and the tour of duty). Whether these levers should be used is evaluated following performance reviews, based on the needs that have emerged and each person's role within the organization, or whenever specific needs emerge.

**Mentoring** is a development path lasting eight to nine months in which mentees are each assigned a mentor. It includes group sharing and opportunities for periodic meetings between the mentors and mentees. In 2020, 50 mentors and mentees participated.

**Coaching**, which can be either individual or group based, runs for about six months in which an in-house or external coach helps improve managerial skills based on a development objective. In 2020, 19 resources participated.

The **Tour of Duty** gives employees the chance to try out a different area of the company for three months to a year, so as to develop new skills and expertise. The chance for employees to gain, through direct experience, a different perspective on work activities and expand their knowledge of the company is one of the factors that makes the tour of duty strategic for the company. In 2020, five people from different company teams participated.

## A NEW STYLE OF TRAINING

Due to the pandemic that led Fastweb staff to work from home between the end of February and the beginning of March, all training courses had to be redesigned so they could be delivered remotely and integrate the existing training offer. The new online format has been very successful, without a loss of quality in terms of content and at the same time facilitating participation by optimizing time management.

One of the main projects in 2020 was the confirmation of the specific training path for managers, who make up nearly 20% of Fastweb's population, in two main areas: FOM and Empowering Feedback.

There are two versions of **FOM**, i.e., the Fundamentals of Management: "FOM" for managers who have recently become responsible for a team and "FOM RELOADED" for those with resource



management experience. The programme, now online, includes eight modules consisting of short videos to explore basic employee management skills.

In addition, managers may request a dedicated light coaching session available on demand to explore any issue or difficulty, at any time, by contacting the Human Capital division.

The other version, **Empowering Feedback**, is a gym where managers practice their ability to develop their employees' professionalism. After learning the theoretical basis of empowerment feedback, managers train with a coach for meetings with employees.

This is followed by real life interviews in which managers give each of their employees the development feedback on an individual basis and together they define a future action plan. Around 40 people took part in 2020.

In 2020, Fastweb also organized several technical training **courses** for specific skills.

The courses were certified by third-party providers who guarantee the quality and suitability of the content. This means that Fastweb staff have the expertise they have learned certified by a third independent entity.

In 2020, 25 different types of certificates were issued to 195 people.

Area	TITLE	Participants
Agile Method	Agile PM Foundation	6
Security	Certified Ethical Hacker (CEH)	50
	Certified Information Security Manager (CISM)	
	Certified Information Systems Auditor (CISA)	
	Certified Information Systems Security Professional (CISSP)	
ISO Standard	ISO 20000 Practitioner	20
	ISO 27001 Lead Auditor (LA)	
Service and Architecture management	ITIL Expert v3 bridge to v4	62
	ITIL Foundation V4	
	ITIL V.4 CDS (Expert)	
	ITIL V.4 DPI (Expert)	
	ITIL V.4 DSV (Expert)	
	ITIL V.4 HVIT (Expert)	
	Togaf Certified	
System Administration	Linux Professional Institute Certification – LPIC1	25
	Microsoft Certified Solutions Associate – Windows Server 20xx	
	Red Hat Certified Engineer (RHCE) - RH200 RHCSA Rapid Track	
	Red Hat Certified Engineer (RHCE) - RHSA III	
	Linux Professional Institute Certification – LPIC3	
Cloud	Oracle Cloud Infrastructure Cloud Operations	24
	Amazon web Services - (CP-ESS)AWS Certified Cloud Pratictioner Essentials	
	Amazon Web Services (AWS+ACSAA)	
	MS azure Administrator (MCAAA)	
TLC and Network	SELTA Certification (for SGM tender)	8
	Huawei Certified ICT Associated - Routing & Switching (Fast Track)	



To give people access to quality content for their training, in 2020, Fastweb activated a suite of licenses on **Coursera**, one of the most well-respected Massive Open Online Course portals at international level. By the end of 2020, 213 people had set up a profile and 104 had already completed a total of 351 courses<sup>18</sup>.

Technical and professional training, in addition to arranging for the provision of specific courses by external providers and partners, continued in the year with the **ILEX** (Internal Learning Experience) **project**, which was redesigned to be delivered remotely. These training courses are held by the employees themselves, who decide to share their skills with colleagues. In 2020, 21 training courses were held for a total of over 49 editions, involving 21 ILEX speakers, and were followed by 697 internal resources, with 3,264 participations globally. The initiative also offers concrete advantages to volunteer teachers who have taken an ad hoc training course during the year. This **smart trainers** course equips volunteers with extra tools to become smart trainers and more effectively manage e-training. In addition, ILEX teachers have been specially trained with refresher courses on their specific areas of expertise.

With a view to the company's evolutionary transformation, Fastweb's training will focus increasingly on digitalization, by strengthening digital skills and developing leadership through training courses created to build the leaders of tomorrow.

**41,676.7 hours of training were provided during 2020, of which 32,132.5 hours in the classroom and 9,544.2 hours in e-learning, for a total of 15.02 hours per employee.**

In addition to these activities, several hours of specialized training (for example, on safety, the environment, Model 231, anti-corruption and data protection) were provided by the individual company units, as described in the relevant paragraphs. Classroom training hours in the three-year period 2018-2020 are detailed in the technical appendix by position and gender.

## EVALUATION AND SUPPORT TOOLS TO DEVELOP EMPLOYEES' FULL POTENTIAL

2020 saw the consolidation of the new organizational model rolled out in 2019, focusing on responsibilities related to each individual role rather than one's functional positioning within the organization.

The model that Fastweb has adopted consists of two basic tools: the **Job Family Model** and **Banding**.

The Job Family Model breaks the company population down into "families", "sub-families" and "roles", based on the professional skills and activities of each role.

On the other hand, Banding involves the reclassification of company roles into bands based on transversal elements such as decision-making autonomy, level of responsibility and the ability to influence the business.

This new approach was designed to give everyone a greater awareness of the **value of their role in the company**, to provide more advanced management and development levers and to develop an **across-the-board view of the organization** by improving the clarity of relationships with all workers.

**The goal is to put everyone in a position to play an increasingly important role in the company, based on an awareness of their own position and potential.**

After completing the mapping of roles, Fastweb began training and providing information on the principles and technical characteristics of the available tools through dedicated workshops and one-on-one meetings with the involvement of managers in the first three bands of the banding model. This was completed in 2020 and will continue, with information cascading down, across the entire corporate population.

Finally, the performance review process involving all permanent employees has also continued and will, starting in January 2021, extend to the people from the acquired company Cutaway. This process is based on two elements: an assessment of the achievement of individual objectives, which each employee agrees at the start of the year with their direct line manager, and the assessment of their overall performance, which is an expression of a more qualitative individual performance assessment. The results of the performance review help define the training, growth and development path of each individual, using the tools described in the previous paragraphs.

<sup>18</sup> Updated to 13.01.2021

<sup>19</sup> The review is done at the beginning of the year and this may result in some numerical misalignment with the number of employees as of 12/31



## 4.3. OUR COMMITMENT TO SUPPORT THE COMMUNITY

Fastweb has always supported the areas in which it operates by financing local projects and initiatives, and this includes the involvement of its employees and customers.

Fastweb's support for the community in 2020 was unprecedented. It was active from the very first days of the public health emergency to support hospitals, associations, students and the most vulnerable people at their most difficult time. Fastweb has reached out by donating money, materials and the skills of its people with the ultimate goal of protecting health, supporting people through technology and ensuring the provision of remote education and e-learning.

As in previous years, all proposed donations were screened in advance by a Donations Committee made up of members from all company teams to ensure transparency and fairness. The donations were assessed on the basis of their consistency with Fastweb's main areas of focus in the area of sustainability and, in general, considering the eligibility of the projects presented. The beneficiary associations and entities were selected after checking their compliance with the requirements of the specific company policy.



### COMMITMENT FOR THE COMMUNITY: SUPPORTING THE NATIONAL HEALTHCARE SYSTEM

In response to the Covid-19 emergency and to support the national health system, in March 2020, Fastweb donated €100,000 to each of the three hospitals that were on the front line fighting the spread of the virus: the IRCCS Ca' Granda Ospedale Maggiore Policlinico in Milan, the IINMI Lazzaro Spallanzani Istituto Nazionale Malattie Infettive in Rome and the Azienda Ospedaliera Universitaria Consorziale Policlinico in Bari.

Fastweb has opened fundraising for these three hospitals to all employees, offering them the chance to donate 1 to 4 hours of pay deductible from their pay slips. In just a few days, Fastweb's people donated 3,664 hours of work, raising a total of €69,600, which was divided equally between the three hospitals.

The funds were channelled for the purchase of equipment and medical supplies and to set up intensive care units for the treatment of Covid-19 patients.

**"In this very delicate moment for our country, we have decided to provide tangible support to three excellent health facilities, because this emergency affects all of us, from north to south. The Italian healthcare system is among the best in the world but, in these extremely difficult times, we must all endeavour to help doctors, nurses and intensive care workers to do their best so that our country can soon overcome the emergency."**  
(Alberto Calcagno, CEO Fastweb S.p.A.)

### COMMITMENT FOR THE COMMUNITY: THE TECHNOLOGY SUPPORTING HOSPITALS AND PATIENTS

In March, in collaboration with Huawei, the company donated 500 tablets and smartphones that were already configured and ready to use to hospitals in Lombardy and Veneto, equipped with Fastweb voice and data SIM cards with traffic included until June and July 2020 respectively. In April, another 40 tablets with Fastweb voice and data SIM cards were donated to the Lombardy Region and the San Martino Hospital in Genoa by athletes who are members of Sprint Academy, a company that operates in the athletics field in collaboration with Fastweb.

The devices were made available to patients with Covid-19 admitted to intensive care units so they could stay in touch with family members. This achieved the objective of offering solidarity and psychological support through technology in one of the most critical situations reported by health workers, the isolation of patients and their distance from loved ones. The devices were also used by doctors to communicate remotely and safely when managing medical emergencies.

The donation in collaboration with Sprint Academy was also an opportunity to launch the campaign #scendiinpista, publicly conveying the need





to be involved in the front line, even through small actions and donations to all associations helping alleviate the impacts of the emergency.

In collaboration with Huawei, equipment and services were also donated to improve Wi-Fi connections at the hospitals of Palermo, Brindisi, Teramo and Naples, in the wards for Covid-19 patients, to facilitate communication between hospital departments and between patients and their families during the emergency.

Fastweb also donated all the equipment installed for the testing of 5G services carried out in previous years to the Oncology Institute of Bari, allowing the hospital to continue benefiting from the opportunities offered by this new technology, even after the testing was complete.

### COMMITMENT FOR THE COMMUNITY: SOLIDARITY CONTACT TRACING

To help the health protection agencies (ATS) in the territories of the Metropolitan City of Milan and the City of Lodi support and inform people who had tested positive for coronavirus, Fastweb shared its people's time and skills. Employees who volunteered in this initiative were tasked with contacting the people indicated by the ATS and informing them of their obligation to self-quarantine with operating instructions on the precautions to take at home. Another purpose of the calls was to gather information on the person's recent job history, symptoms and the personal information of close members of their household.

The ATS trained the personnel who participated in the initiative in advance on regulatory aspects, modes of communication, how to use the software and anything else considered useful and necessary. The ATS also assigned a tutor to support them as needed in the most complex cases.

### COMMITMENT FOR THE COMMUNITY: FASTWEB FOR SMALL BUSINESSES

Small commercial businesses such as bars, restaurants, pastry shops, small travel agencies, retailers, gyms, clubs and sports organizations are one of the groups bearing the brunt of the crisis, and might not survive the pandemic. Fastweb has decided to establish a fund together with its employees, who could contribute by donating Christmas cards and work hours to raise €1 million to be donated to small businesses in distress.

Fastweb employees' donations continued until the 15th January 2021, with a total collection of about 320,000 euro: Fastweb added the remaining amount to reach the sum of 1 million euro.

Fastweb employees directly selected the recipients of these donations from among the businesses they know personally and that are part of their community. The funds will be disbursed as grants in units of €5,000 by June 2021.

The fund will be administered with the consultancy of Confcommercio and in collaboration with **Fondazione Cesvi**, a humanitarian foundation that operates around the world to alleviate humanitarian crises and fight poverty. For this initiative, the foundation will share its experience in similar projects and guarantee transparency in the selection of the businesses that receive the donations.

### DIGITAL SOLIDARITY – DIGITAL SKILLS

Fastweb was one of the first companies to join the "digital solidarity" initiative promoted by the Minister for Technological Innovation and Digitalization, Paola Pisano. The aim of the initiative was to invite private and public entities to contribute in order to deploy innovative solutions and services for citizens,

to support them through the difficulties caused by the Covid-19 emergency.

Fastweb has offered a free Fastweb Digital Academy course for teachers on the use of e-learning platforms and tools (ref. par. 4.1).

### **DIGITAL SOLIDARITY – SUPPORT TO STUDENTS FACING DIFFICULTIES**

As the internet has become an indispensable tool for maintaining relationships, working and studying, Fastweb has taken steps to encourage e-learning.

In April, in collaboration with a number of Italian municipalities, the company gave disadvantaged students free access to the WOW FI network, which operates on the principle of sharing access to home Wi-Fi connections made available by the community of Fastweb customers.

This initiative covered the municipalities of Turin, Milan, Lecce and Bergamo, and consisted of giving 10,000 unlimited connections to the same number of students who were thus able to continue their schooling remotely.

The donation was extended to June 2021 so they could complete the school year.

### **DIGITAL SOLIDARITY - FASTWEB SUPPORTS AFOL METROPOLITANA**

To encourage employment, in 2020, Fastweb supported AFOL Metropolitana, a company that offers services to prevent and combat unemployment, improve employment conditions, foster the development of human capital and support local development.

By donating free SIM cards and connections up to December 2020, Fastweb helped unemployed people take advantage of the free online AFOL's retraining courses and persist in their job search.

### **DIGITAL SOLIDARITY: FASTWEB SUPPORTS THE SOCIAL INCLUSION PROJECT AT THE BOLLATE PRISON**

Since it opened, the Bollate prison has been committed to modern projects for the social inclusion of inmates and promotes the principles of empowerment of people in prison, security based on dynamic and integrated supervision among operators and significant integration with the local area.

In this context, in 2020, Fastweb donated fixed-network connection services to the prison, completely free of charge until 30 June 2022, so inmates could take retraining courses at all levels, from middle school to university classes,

by agreement with the Milan Bicocca, Milan State and Cattolica Universities.

### **DIGITAL SOLIDARITY: FASTWEB PUSHES BACK AGAINST FAKE NEWS: SUPPORT FOR THE SENIOR ITALIA FEDERANZIANI CAMPAIGN**

By supporting the Senior Italia FederAnzani campaign, promoted by the federation of Italian senior citizens, Fastweb aimed to encourage quality information and combat fake news and scams against the elderly, which proliferated particularly during the lockdown.

The federation's campaign saw the creation of a guidebook, drafted with the help of a special scientific advisory board to explain how the virus is transmitted, how to respond appropriately and how to identify reliable sources of information for virus prevention, avoiding misinformation and fake news.

The campaign reached 1.3 million people overall on Fastweb's social media.

### **DIGITAL SOLIDARITY: 1 MILLION GIGA FOR CUSTOMERS**

As soon as the first outbreak appeared, Fastweb took action to support its customers: aware of the importance being able to access the internet while being forced to shelter in place, in early March the company decided to give completely free extra Giga to its residential customers in the municipalities inside the "red zones" (the municipalities of Lodigiano and Vo' Euganeo in the province of Padua) who had pay-as-you-go mobile subscriptions. In this way, the data limit on all top-up SIM cards was raised to 50 Giga of internet traffic.

Subsequently, when the outbreak rapidly spread throughout the entire country, Fastweb decided to extend this initiative and give all residential and freelance business customers who had pay-as-you-go mobile subscriptions 1 million Giga of internet traffic for free, for the entire community to share until the Giga had been used up.

### **TECHNOLOGY TO GENERATE NEW VALUE**

In 2020, following the donation of equipment in the previous year, the company donated around 1,000 working monitors in good condition that had been discarded at Fastweb's Milan NEXXT headquarters to 24 schools in Milan and the surrounding province, with the support of the Metropolitan City of Milan and the Banco Informativo Tecnologico e Biomedico (BITeB).





Furthermore, after the devices in use at the Bari headquarters were replaced, about 200 desktop computers and 400 monitors were donated to the Municipality of Bari to be used in secondary and elementary schools and in social services facilities.

Taking a circular economy approach to support the community, Fastweb has identified schools and voluntary associations as the best recipients of its acts of solidarity, with the knowledge that the donated monitors will generate new value.

## FASTWEB FOR DYNAMO CAMP

With **#labandaallargata**, Fastweb and CISCO Italia have joined forces to support Dynamo Camp, a non-profit organization that works to guarantee the right to happiness for children with serious or chronic illnesses, through a completely digital, inter-company music initiative.

Seventeen Fastweb and Cisco Italia employees

made a video of a musical performance in which the socially-distanced members of the group performed in sync.

This video was used to launch a crowdfunding campaign, that raised over €5,000 for the solidarity activities of Dynamo Camp.

The initiative comes in addition to supporting the **Recreational Therapy Project**, which Fastweb pursues with its customers since 2019. This project was designed to give sick children and their families the chance to enjoy the unique experience of a recreational therapy holiday at Dynamo Camp, the first camp in Italy specifically set up to host children and young people suffering from serious or chronic illnesses free of charge, where they can spend a holiday in a pleasant and safe environment. Customers may contribute to this initiative by donating one euro per month directly in their Fastweb bill. For every euro donated, the company adds another euro, doubling the value of the donation.



## SOLIDARITY CALLS

With specific telephone numbers, Fastweb supported several initiatives in 2020 covering a wide range of different social and humanitarian causes, including the public health emergency, scientific research,

childhood, supporting developing countries, violence against women, socially disadvantaged groups, nature and the environment and emergencies. In 2020, Fastweb customers helped donate a total of €690,346 to 65 associations.



A photograph of a modern, multi-story building with a glass facade, partially obscured by a large green geometric overlay. The building's interior is visible through the glass, showing multiple floors with structural elements and some furniture. In the foreground, there is a paved plaza with a few young trees and a black trash can. A red fire alarm pull station is visible on the ground near the building's entrance.

**5**

**Fastweb for the environment**

## 5.1. A TANGIBLE COMMITMENT IN THE FIGHT AGAINST CLIMATE CHANGE

The fight against climate change is Goal 13 of the 17 **SDGs (Sustainable Development Goals)** set in 2015 by the United Nations as part of the Agenda 2030 to ensure a sustainable future for our Planet.

In 2020, Fastweb decided to ramp up its commitment to sustainable development by joining the international **Science Based Target initiative** that establishes science-based targets in the fight against climate change. The Science Based Targets initiative (SBTi) is the product of collaboration between the United Nations Global Compact, the CDP (Carbon Disclosure Project), the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF), with the aim of containing the effects of climate change by establishing specific commitments to cap the rise in global temperature at 1.5 °C, in line with the targets set by the Paris Climate Agreement of 2015 and with what is considered necessary by the most recent scientific evidence.

To participate in the initiative, applicants are required to send a letter of intent and within two years they must submit their emission reduction targets, which must be calculated in accordance with the methodology defined by SBTi. After being approved by a technical team, the proposed targets are also reviewed by the SBTi steering committee as a further safeguard. Only after the approval process may participating companies inform their stakeholders of their commitment and the targets they have set, and they must update this information each year stating how far these targets have been achieved.

In 2020, Fastweb joined the initiative and presented its emissions reduction targets, which were approved by SBTi: the overall objective is to reduce greenhouse gas emissions by 30,500 tonnes of carbon dioxide by 2030, 9% more than the SBTi methodology target. Specifically, the approved objectives are:

- to reduce the quantity of direct emissions (Scope 1) by 62% by 2030 compared to 2018;
- to uphold the commitment to purchase 100% of electricity (Scope 2) from renewable sources, at least until 2030 (this commitment has been

- in place since the beginning of 2015);
- to reduce indirect emissions (Scope 3) by 15% by 2030 compared to 2018.

The actions taken to achieve these objectives fall into six areas: energy efficiency, sustainable mobility, reduction of environmental impacts related to the construction of infrastructure, purchase of renewable energy, involvement of equipment suppliers in the reduction of related impacts, reduction of the impact of services used by customers.

### COMBATING CLIMATE CHANGE: A COLLECTIVE COMMITMENT

The fight against climate change is possible if institutions, companies and the community at large approach it as a collective commitment. Fastweb has encouraged the dissemination of more information on the effects of climate change both inside and outside the company to help raise the public's awareness about this issue.

With this in mind, a specific new section has been developed on the company's website to explore the issue of climate change and explain the commitments undertaken by the company. Fastweb also presented these commitments during the online session of the CSR and social innovation salon, one of the main events in Italy on sustainability, to promote the culture of sustainability and create opportunities for updates and exchange.

With respect to the company culture and awareness, in 2020, Fastweb sought to engage and inform its people on environmental issues through a series of informative thematic webinars addressing topics like air quality, the circular economy, artificial intelligence as an accelerator of circular transformation, big data in sustainability, sustainable mobility and an overview of sustainable energy and where it can be sourced.



# We have shown that we can also connect in harmony with the environment.



## Less CO<sub>2</sub>, more sustainability.

Fastweb is always one step ahead in technological innovation, in the search for solutions to improve the quality of life of people and the planet and the planet. This is why we constantly monitor our environmental impact and since 2015 we have been purchasing 100% of our energy from renewable sources. We are a #PlasticFree company and are reducing plastic in our materials as well. Furthermore, through our digital services we help our customers to adopt a more sustainable lifestyle, for example by the use of our data centres, smartworking and video communication. Joining the Science Based Targets Initiative demonstrates how seriously we take environmental protection and combating climate change. As our network and services continue to grow, we will reduce our direct emissions by 62% and our indirect emissions by 15% by 2030 compared to 2018. We are also committed to continuing to purchase 100% of our electricity from renewable sources. All this in order to make a concrete contribution to achieving the Sustainable Development Goals in the United Nations 2030 Agenda. Because we at Fastweb are working to connect you to the future - responsibly.

TOGETHER WE CONNECT THE FUTURE, RESPONSIBLY

**FASTWEB**

For **sustainability**



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION





## SPREADING A CULTURE OF ENVIRONMENTAL SUSTAINABILITY IN 2020: THE COMPLETE SCHEDULE

### "DISCOVERING MILAN'S WATER: TECHNOLOGY, INNOVATION AND QUALITY"

Insight into how an aqueduct functions,  
the quality of Milanese drinking water  
and the checks that are constantly conducted  
to ensure everyone enjoys a quality resource

#### "AIR"

Analysis  
of air quality,  
air pollution,  
climate change

#### "CIRCULAR ECONOMY"

Overview of the meaning,  
characteristics,  
examples  
and applications  
of the circular economy

#### "ENERGY"

Presentation  
on the generation,  
impacts and consumption  
of energy  
and renewable alternatives

#### "GREEN SMART CITIES"

Planning green areas,  
green mobility, innovation  
and connectivity  
for increasingly sustainable cities

#### "ARTIFICIAL INTELLIGENCE AND SUSTAINABILITY"

Artificial Intelligence  
as an accelerator  
for sustainability

#### "BIG DATA AND CIRCULAR ECONOMY"

The role of Big Data  
in the Circular Economy  
and Sustainability

Joining the Science Based Targets initiative is the next natural step in the carbon footprint monitoring that Fastweb began in 2015, by reference to the main international standards<sup>20</sup>.

The assessment model enables the company to calculate the **direct emissions** (Scope 1) of its activities or those that it controls (e.g. heating/cooling fuels and transport using company cars and shares cars), **indirect energy emissions** (Scope 2) from the purchase of electricity and other **indirect emissions** (Scope 3) from greenhouse gas sources that are not owned or that are controlled by outside parties. Through these analyses, Fastweb gains a bird's

eye view of all company impacts, from its offices, network infrastructure, owned and franchised stores, the supply chain, distribution and retrieval of equipment, the use of services by customers and the management of product end-of-life<sup>21</sup>.

Fastweb also began calculating the **Enabling Effects** (Scope 4), that is to say the emissions avoided by customers by using the services, in 2018.

This analysis quantifies avoided emissions based on a model that takes into account video conferencing, housing and hosting services, remote working and services that enable customers to avoid printing documents and using online services<sup>22</sup>.

20. In particular, the model is based on the "Corporate Accounting and Reporting Standard" of the Global Greenhouse Gas Protocol (the reference standard for monitoring climate-altering emissions) and the "ICT Footprint - Pilot testing on methodologies for energy consumptions and carbon footprint of the ICT - sector" developed by the European Commission.

21. The mapping of impacts excludes only multi-brand stores, the impact of which is in any case negligible.

22. The model was developed based on the guidelines of the Global e-Sustainability Initiative (GeSI) "Evaluating the carbon-reducing impacts of ICT" and the framework adopted by Swisscom.



## COLLABORATION WITH LEGAMBIENTE: THE "FASTWEB FOR SUSTAINABILITY" LABEL

Since 2019, the **"Fastweb for sustainability"**<sup>23</sup> label has helped customers recognize the environmental benefits of using certain digital services over traditional services. For products and services with this label, Fastweb provides customers with information on the amount of climate-altering emissions avoided.

There are 19 Fastweb Sustainability Label solutions (three for households, five for freelancers and small businesses and 11 for medium and large businesses). They enable individuals and businesses to reduce their environmental impact by, for example, travelling less by car or public transport, using energy-efficient infrastructure or cutting their paper consumption.

For these services, a model has been developed to calculate the average avoided emissions

for each service unit/product marketed according to a methodology developed by Fastweb together with Quantis, a leading international climate change advisory firm. The basic assumptions and calculation methodology, available to everyone in a methodological note on the company's corporate website, were approved by a panel of experts from Legambiente, the Italian league for the environment, which considered the document scientifically valid and transparent in line with its intended purposes.

Fastweb and Legambiente confirmed that they would continue to collaborate in 2021. In particular, the new agreement saw a significant increase in the environmental benefits of cloud services thanks to the efficiency improvements made to the technological infrastructure.



23. <https://www.fastweb.it/corporate/sostenibilita/marchio-di-sostenibilita/>

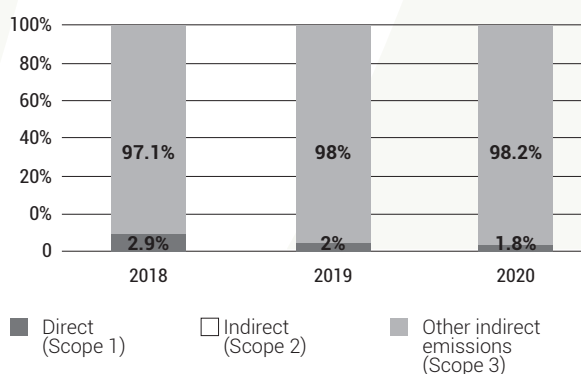


The company's carbon footprint in 2020 (Scope 1, Scope 2 and Scope 3) is equal to 172 thousand tonnes of CO<sub>2eq</sub>, mainly generated by Scope 3 emissions<sup>24</sup>.

Considering the single scopes, direct emissions (Scope 1) decreased from 3,222 to 3,026 tonnes of CO<sub>2eq</sub> (-6% compared to 2019), a trend mainly due to the decrease in natural gas and fuel consumption for cars. The significant reduction in natural gas consumption is a positive side effect of the relocation of employees to the new NEXXT site in Milan, with the complete disposal of the two office sites in Milan in 2019: the NEXXT site is not heated using natural gas.

On the other hand, the reduction in fuel consumption for cars was due to the public health emergency, which led all employees assignees of company cars to minimise travel.

#### Breakdown of CO<sub>2eq</sub> emissions



Recorded Scope 2 emissions were zero in the three years from 2018 to 2020, since 100% of the electricity that the company purchases directly is produced from renewable sources.

Thanks to the purchasing of electricity from renewable sources, in 2020 Fastweb avoided the emission of 61,623 tonnes of CO<sub>2eq</sub><sup>25</sup>.

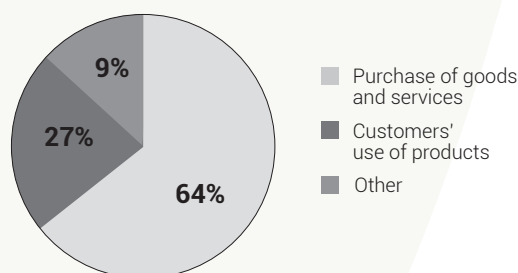
Finally, other indirect emissions (Scope 3) decreased from 160 to 167 thousand tonnes of CO<sub>2eq</sub> (+4.2%). The increase recorded is essentially due to the component linked to the use of services by customers, which increased exponentially in 2020 with the increased adoption of smartworking, use of online content, use of videoconferences

and distance learning (average internet use per customer: 8 h / day).

On the other hand, important reductions of Scope 3 have been achieved with regard to the purchase of goods and services, also thanks to a refinement of the model, and waste generation.

Compared to last year, moreover, the impact related to business travel decreased by 82% and that related to the commuting of employees by 62%.

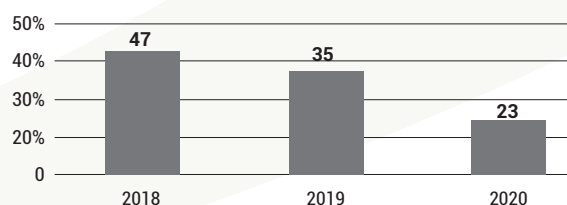
#### Other indirect emissions (Scope 3) by origin



Against an increase in the impact linked to the use of services by customers of approximately 27,000 tons CO<sub>2eq</sub>, the overall increase of Scope 3 is limited to approximately 6,690 tons CO<sub>2eq</sub> thanks to the important reductions obtained in other areas.

By calculating the emissions intensity, it is possible to evaluate Fastweb's efficiency in terms of greenhouse gas emissions as the ratio between total emissions (expressed in kilograms of CO<sub>2eq</sub>) and the volume of traffic recorded on the network (expressed in TByte). The 2020 ratio is 23, down 34% on 2019, confirming the decreasing trend recorded during the years. The continuous improvement of the emission intensity is mainly linked to the continuous upgrading of the network, which allows to process an always increasing volume of data without increasing the company's carbon footprint proportionally.

#### Emission intensity index kg CO<sub>2eq</sub>/TByte



<sup>24</sup> The Ecoinvent ver. 3 dataset was used to calculate the carbon emissions..

<sup>25</sup> Emissions calculated using a location-based calculation considering the national energy mix.

## COMMUTING: ANALYSING TO FIND NEW SOLUTIONS

Given the changed context created by the pandemic, Fastweb decided to analyze the changes that have occurred with respect to commuting (which contribute to the emissions reported in Scope 3) through an online survey of all its people throughout the country, regardless of the number of people working at the individual office locations. The survey, which almost the entire corporate population answered, focused on mapping pre- and post-Covid-19 travel choices and indicated what the priorities were for returning to work at the locations.

The results of the survey showed that more than one-third of the company's population lives within 5 km of their place of work and that, prior to the pandemic, about 40% travelled to work using public transport. However, in view of the risks arising from the public health emergency and the infection prevention measures in place, as concerns the "post Covid-19 emergency" situation, 74% of employees said they would be inclined to use their private car to get to work, assuming that they returned to office working in 2021.

As a result of this analysis, Fastweb planned to examine the issue in more detail by studying the accessibility of company offices and to prepare an action plan to facilitate these new mobility needs.

As concerns the Enabling Effects (Scope 4), Fastweb estimates that it has enabled its customers to avoid a total of over 245,000 tonnes of CO<sub>2eq</sub> emissions in 2020.

The 32% growth of avoided emissions in 2020 is related to the increased demand for digital services as a result of the public health emergency, and particularly to the growth in audioconference and videoconference services and the number of corporate customers that began having their employees work from home.

The analysis of the Enabling Effects has made it possible to assess the net climate change impact by calculating the ratio between avoided emissions and emissions from Fastweb's activities,

which was 1.4 in 2020.

This ratio shows that the environmental benefits of Fastweb's services offset and exceed the impacts generated directly and indirectly by its activities.

In the last months of 2020, to offset emissions and improve the quality of urban areas, Fastweb supported [ForestaMi](#), the forestation campaign entailing the planting of 3 million trees by 2030 in the Milan metropolitan area. Specifically, in 2020 Fastweb sponsored the planting of 400 trees in Milan's Parco Nord: it is estimated that this intervention will lead to the absorption of 266 tons CO<sub>2</sub> over the entire life cycle of the trees themselves.





## 5.2. ENERGY CONSUMPTION AND ENERGY EFFICIENCY INITIATIVES

Fastweb's energy consumption mainly consists of the indirect consumption of electricity used to operate the network infrastructure - comprising data centres, equipment facilities and cabinets on the street - and to a lesser extent to run the offices and shops.

Energy consumption is monitored by the company's Energy Management unit, which analyzes the trend in specific indicators to track state of network efficiency, for example the PUE (Power Usage Effectiveness) indicator, which measures the efficiency of energy use by comparing the total power absorbed by the site and that used by the equipment alone. Other indicators are also used, for instance, to assess the impact of possible network losses or the effectiveness of the air conditioning systems installed.

In 2020, the main efficiency improvements were carried out in the equipment facilities, where the company continued to invest in the roll-out of free cooling to maintain low temperatures in the rooms without the need for traditional air conditioning systems, harnessing the air outside, temperatures permitting. As the Covid-19 emergency persisted, efficiency improvement activities fell behind schedule in 2020, but it was nevertheless possible to complete a major project that had been started in 2019 on a site in Rome, which is estimated to generate energy savings for Fastweb of around 1,100,000 kWh/year and a PUE improvement of about 28%, once it is fully up and running. Other improvements concerned the start of revamping on the existing systems at four additional equipment facilities in Turin, Genoa, Bologna and Cesano Maderno in order to improve overall energy efficiency and save another roughly 100,000 kWh/year.

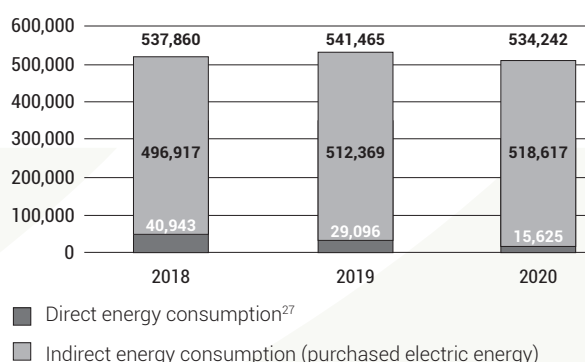
Thanks to the energy efficiency measures implemented, Fastweb has obtained 135 Energy Efficiency Certificates (TEE) for 2020.

During the year, a data centre previously managed by outsourcers was insourced for direct management by the company for control over operations and delivery times. This data centre is extremely energy efficient and has an impact on the company's overall consumption of about 2%.

As concerns energy efficiency at the sites, Fastweb's headquarters, located in Milan in the NEXXT building, has obtained a LEED BD+C (Building Design & Construction: Core and Shell) certificate at Platinum level, the highest level of LEED Certification possible. This recognition demonstrates the company's significant attention to compliance with the highest standards of environmental sustainability and comfort for its people's workspaces.

Fastweb's energy consumption amounted to 534,242 GJ<sup>26</sup> in 2020. In particular, the total was affected by the consumption of electricity and, to a residual extent, the consumption of fuel and natural gas. Consumption decreased by around 1.3% compared to 2019, mainly due to the decrease in direct emissions. In particular, the km travelled with company cars and shared cars decreased and the consumption of natural gas for heating decreased following the disposal of two large Milanese sites in 2019.

### Fastweb energy consumption (GJ)

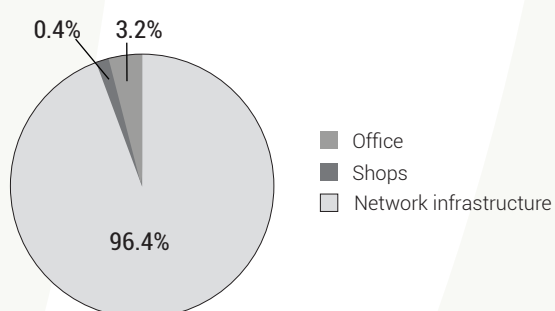


<sup>26</sup> 1 MWh = 3.6 GJ

<sup>27</sup> The direct consumption data include self-production (photovoltaic systems).

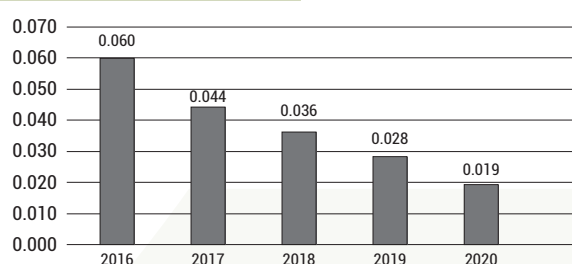
Indirect energy consumption (purchased electric energy) amounts to 518,617 GJ and is mainly attributable to the electricity consumed by the network infrastructure, while the electricity consumption of the headquarters and stores contributes about 3.6% of the total. Compared to 2019, there was a 1.2% increase in electricity consumption, mainly due to consumption by the network infrastructure<sup>28</sup>.

#### Indirect energy consumption by use



The comparison of the energy consumption of the fixed network infrastructure with data traffic over the last five years gives a measure of the Fastweb network's energy efficiency. The trend, calculated in this way, shows a progressive reduction in the network's energy intensity, with a decrease of 69% in the kWh consumed per Gigabyte of traffic compared to the past five years. In particular, 2020 recorded a decrease of 34% compared to 2019.

#### Energy intensity (kWh/Gbyte)



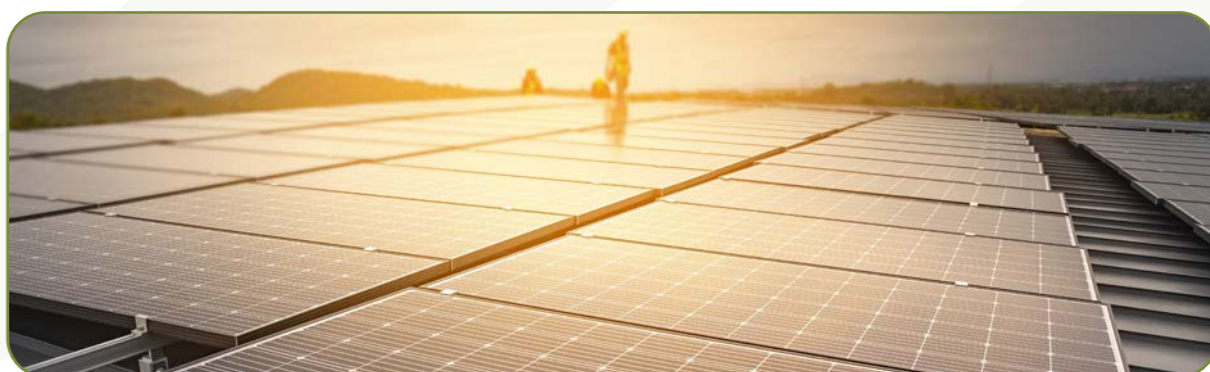
These results highlight the effectiveness of the work performed to improve network efficiency. Indeed, following numerous projects carried out in recent years to upgrade, extend and strengthen the network, the network was able to sustain the tremendous demand for connectivity throughout the year and the sharp spike in data traffic volume (up 57% in 2020 alone).

Fastweb maintained its commitment to procure energy from renewable sources in 2020:

**100% of the electricity that Fastweb purchases directly is from renewable sources.**

Fastweb took over management of the electricity purchase agreement for the new subsidiary Fastweb Air in 2019 and it was quickly converted into the purchase of energy from renewable sources<sup>29</sup>. This consumption constitutes a residual portion of the total energy purchased (about 3 GWh/year, or 2% of the total) and was converted to renewable energy from 1 January 2020.

Furthermore, the photovoltaic systems installed at the main data centres in 2016 produced 149,236 kWh of energy in 2020, which was used for self-consumption, representing a slight increase over the previous year (+0.6%).

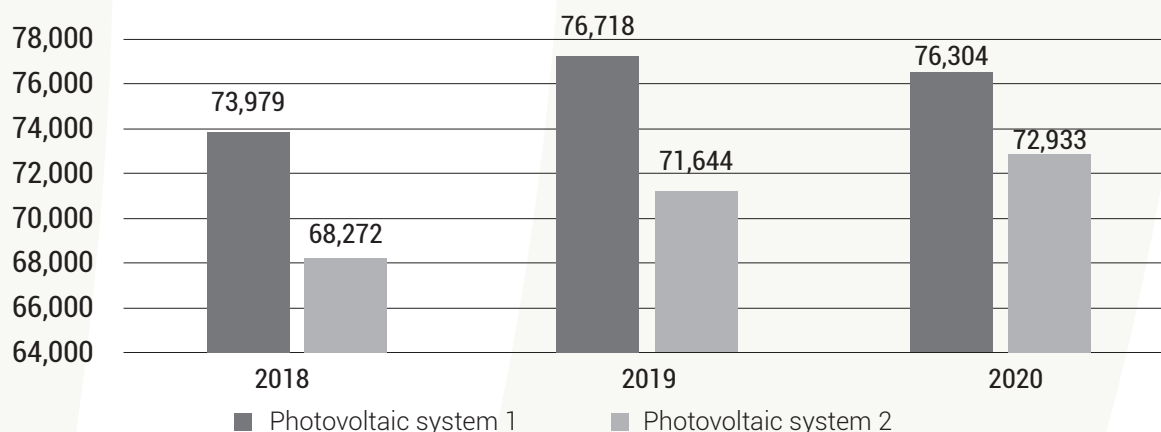


<sup>28</sup> Network infrastructure consumption includes Fastweb Air.

<sup>29</sup> The subsidiary Fastweb Air's consumption in 2019 referred to energy from non-renewable sources, because Fastweb S.p.A. had not defined the contractual terms. This is why, for 2019 only, the greenhouse gas emissions generated by Fastweb Air's electricity consumption have been included in the calculation of the company's Scope 3 emissions.



### Electricity produced by photovoltaic systems (kWh)



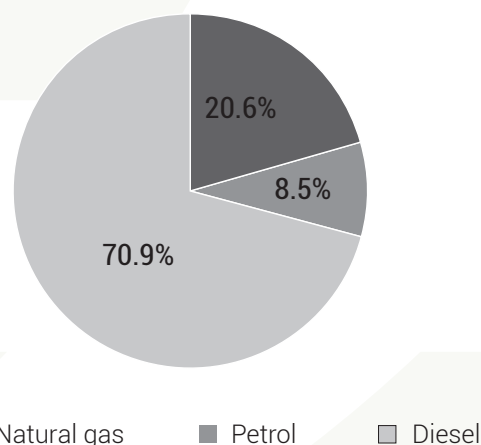
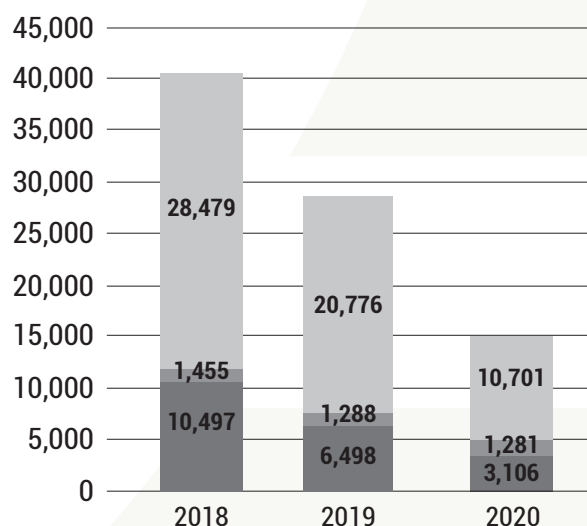
Apart from the consumption of the electricity generated by the photovoltaic systems, direct energy consumption is mainly attributable to the consumption of diesel and natural gas.

Natural gas is used to heat offices<sup>30</sup>, while diesel is mainly used to fuel cars (the company car fleet) and, to a residual extent, to

run the generators in the equipment facilities to guarantee network continuity.

When calculating direct energy consumption, Fastweb also considers the use of petrol to fuel shared cars, which are 73% hybrid electric/petrol cars and 27% diesel. They are made available to all staff for business travel or occasional trips.

### Natural gas and fuel consumption (GJ)



Natural gas consumption decreased by 52% in 2020 due to the disposal of two large offices in Milan in 2019 after the new NEXXT site was opened and employees were relocated to the new HQ. The NEXXT site was designed according to the most

advanced standards of sustainability and does not use natural gas to heat the spaces.

The 49% reduction in diesel consumption was due to the sharp contraction in travel by personnel as a result of the public health emergency.

30. Monitoring of natural gas consumption is only available for headquarters where a direct contract has been signed with the gas supplier.



## 5.3. FOCUS ON THE CONSUMPTION OF RESOURCES

**For Fastweb, acting with environmental responsibility means striving for continuous improvement and making a tangible commitment to using resources responsibly as well.**

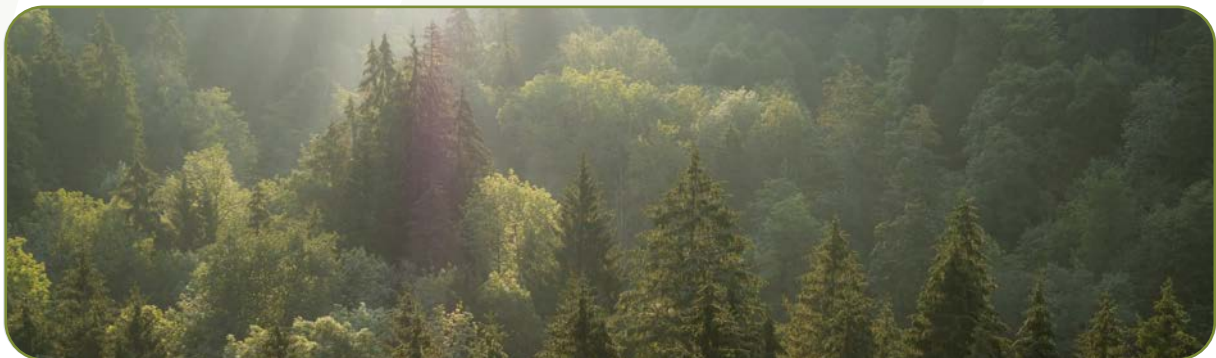
Despite the new restrictions and protection measures necessary inside offices to better protect people and comply with the health regulations imposed in the year, Fastweb did not step back in its mission to become a #PlasticFree company.

In 2020, Fastweb renewed its commitment to the responsible consumption of materials, continuing its process of eliminating single use plastic in its offices. Automatic vending machines dispense hot beverages in biodegradable cups with wooden stirrers. Drinking water is available in 100% recyclable aluminium cans, but the company encourages employees to refill their reusable water bottles at the drinking fountains in the common areas.

The policies written in 2019 to guide the procurement and selection of materials used for events and catering have remained in place and all company departments continue to follow them.

In terms of reducing paper consumption, in 2019, the company had already launched an assessment project to identify the business processes that still required the use of paper. The sudden need to work remotely every day sped up the digitalisation process already in progress, leading roughly 90% of business process to go completely digital by the end of 2020. The residual use of paper is mainly tied to meeting regulatory requirements or the specific needs of customers or the public administration.

A few key processes (such as the acquisition of purchase offers) with customers have also been digitalised and the quantity of advertising material (brochures, flyers, etc.) has been halved, as the company shifts to using screens inside points of sales to promote offers.



## 5.4. ENVIRONMENTAL IMPACT MANAGEMENT AND MONITORING

For several years, Fastweb has promoted the environmental sustainability of its activities through **programmes designed to reduce the company's environmental impacts.**

To ensure the checking and management of the significant impacts generated by its activities, the company has adopted an Environmental Management System certified in accordance with the ISO 14001 international standard, which covers all of Fastweb S.p.A. and its subsidiary Fastweb Air S.r.l. With a view to continuous improvement, the management system

was updated in 2020.

15 internal audits were carried out during the reporting period to ensure the proper application of the environmental management system procedures. These audits concerned both checks on the application and efficiency of processes and checks at offices, equipment facilities, stores and work sites. They also covered Fastweb Air S.r.l.'s operating site. All the findings and suggestions for improvement were addressed with the involvement of the operating structures concerned.





# 6

## Additional information

## 6.1. METHODOLOGICAL NOTE

### THE APPROACH TO REPORTING AND THE PRINCIPLES FOR DEFINING THE QUALITY OF THE REPORT

Now in its 9th edition, Fastweb's Sustainability Report was prepared in compliance with the "GRI Sustainability Reporting Standards" of the Global Reporting Initiative (GRI) according to the "in accordance - comprehensive" option. The document was drawn up in accordance with the principles for determining the contents of the GRI report:

- **completeness:** the material issues that guide the contents of this Report are treated in their entirety and represent the most relevant environmental, social and economic aspects for Fastweb activities, allowing a complete assessment of the company's performance in the reporting year;
- **sustainability context:** Fastweb's performance is included in the broader context of sustainability and business, including detailed background information in relation to the main material issues dealt with;
- **stakeholder engagement:** the contents of this document have been designed starting from the stakeholders' requests collected by the company itself, as a central element in carrying out the materiality analysis;
- **materiality:** the issues to be reported have been identified through an assessment of their influence on the decisions and assessments of stakeholders and on the basis of the significance of the company impacts in social, economic and environmental aspects.

To ensure the quality of the information reported, the GRI quality principles were followed in the preparation of the Report:

- **accuracy:** the level of detail of the contents reported is adequate for understanding and assessing the sustainability performance of Fastweb in the reporting year;
- **reliability:** the data presented in the document was collected, processed and validated by the managers of each department with the collaboration of a consulting company. The economic data is consistent with the data in the financial report;
- **clarity:** the choice of a clear and accessible language and the use of graphs and tables to represent the performances make this Report usable and easy to understand for stakeholders;
- **comparability:** the indicators presented in the Report are shown for the three-year period 2018-2020 and accompanied by a comment on their performance in order to allow the collation and comparability of Fastweb's performance over time;
- **balance:** the contents of this document show the company's performance in a balanced manner during the reporting period;
- **timeliness:** the Report takes into consideration events occurring after 31 December 2020 that may be significant for the assessment of the Group's performance by stakeholders.



Fastweb publishes the Sustainability Report on an annual basis to ensure constant reporting of its performance; in particular, this document covers the period between 1 January and 31 December 2020.

For further information and suggestions please write to: [sustainability@fastweb.it](mailto:sustainability@fastweb.it).

## SCOPE OF THE REPORT

The reporting scope includes Fastweb S.p.A., in addition to, since 2019, the subsidiary Fastweb Air S.r.l. and, since 2020, the subsidiaries Cutaway Solution S.r.l. and Cutaway S.r.l., which merged into Fastweb S.p.A. at the end of 2020.

As for the corporate structure and governance, as for 2020, the scope of the report also includes the companies 7Layers Group S.r.l. and 7Layers S.r.l., in which 70% interests were acquired. References to "Fastweb" in this document include both Fastweb S.p.A. and Fastweb Air S.r.l.

To indicate the specific characteristics of only one of the companies, specific reference is made to Fastweb S.p.A. or Fastweb Air S.r.l. as the case may be.

## DATA COLLECTION AND REPORT VALIDATION PROCESS

The data and information reported in this document was collected through interviews with representatives and data collection forms.

The data refer to Fastweb S.p.A., Fastweb Air S.r.l. and Cutaway S.r.l. Considering the inclusion of 7Layers S.r.l. in October 2020, of which Fastweb acquired 70%, the possibility of reporting data on this company will be analysed for the next edition of this report.

The approval and information sharing processes form the basis of preparation of Fastweb's Sustainability Report: the structure of the document and the topics on which the reporting is focused (material topics) are approved by the CEO and the text of the Report is validated by the functions involved.

The final version of the Sustainability Report is presented to and approved by the Board of Directors.

## REPORT ASSURANCE

Once again this year, Fastweb decided to submit the report for revision to an independent third party whose verification certificate is in the "Certificate of Insurance" annex.

## STAKEHOLDER ENGAGEMENT ACTIVITIES

Dialogue with stakeholders is essential for Fastweb, which operates to make communication with stakeholders as continuous and bidirectional as possible, with the aim of disseminating its initiatives and strategies and receiving feedback on the relevant environmental, social and economic aspects of reference.

Fastweb's stakeholders are identified following the International Standard, AA1000SES, which analyses the reliability, responsibility, focus, influence and the concept of diversified points of view.

The Sustainability Report, published on the company's website, is widely used as an engagement tool. In particular, it is shared with the main customers and conveyed to some municipal administrations.

The entire document may be viewed online and downloaded at <http://www.fastweb.it/corporate/sostenibilita/strategia-obiettivi-e-report/>. All users and suppliers are notified of its publication.

Furthermore, Fastweb takes forward numerous initiatives of listening, dialogue and communication with its internal and external stakeholders. It uses many tools: from events and meetings dedicated to communication, to the implementation of targeted listening initiatives, to interaction through internet channels (website, Intranet, social media, pages dedicated to communication).





## STAKEHOLDER

## ENGAGEMENT / COMMUNICATION CHANNELS

### Employees

- Vision meeting
- Communication and ongoing dialogue through Agorà, the company Intranet
- Periodic conventions (Road Shows, Canvass, etc.)
- Tools to formulate proposals and ideas or request information (World cafés, group mailboxes, surveys, etc.)
- Annual internal survey
- Periodic staff meetings for each function
- Periodic performance reviews

### Customers

- Internet (website, newsletters, MyFASTPage, MyFastweb)
- Social Media
- Forums
- Net Promoter Score survey conducted quarterly or annually depending on the type of customer
- Dispute resolution portal

### Swisscom Group

- Meetings of the Board of Directors
- Annual and periodic management reports
- Periodic exchange of information between corresponding functions

### Suppliers

- Online Platform
- Periodic progress and supplier/company unit alignment meetings

### Community

- Ongoing management of partnerships with civil society and charitable organizations for digital, social and local development
- Websites and social media
- Monthly and annual company reputation survey (Reputation Institute)

### Public Administration and Regulators

- Work groups
- Industry technical workshops
- Public consultation procedures
- Contribution in defining new standards and corresponding binding provisions

### Media

- Press releases
- Press review
- Website
- Social Media



## MATERIALITY ANALYSIS

The materiality analysis is the tool that Fastweb uses to determine and update, on an annual basis, the broad category of relevant topics and the list of material topics on which to focus reporting.

For 2020, the company reviewed the 2018 list of relevant topics in order to verify and confirm its consistency and completeness. This review was conducted through a benchmark analysis

with national and international competitors and peers, an analysis of sustainability trends and influences in the telecommunications sector.

In light of the technological revolution underway, the unprecedented need to support the community during the public health emergency and growing attention on the environmental impact of this industry, certain topics have been updated as described below.

2019 topic	2020 topic
Technological innovation and open innovation	Digital revolution and open innovation
Support for the local area and the communities	Commitment for the community
Climate change	Fight against climate change
Transparency, listening and trust	Transparency, simplicity, listening and trust

The sustainability topics that arose from the analysis were then assessed in accordance with the procedures set out in the reporting standard, that is to say taking into account

the company's ability to effect an impact on these topics and their materiality for stakeholders. The material topics are classified according to the three pillars of Fastweb's sustainability strategy.

## Fastweb's key sustainability issues

### Fastweb for the Country

- Digital infrastructure for the country
- 5G as an enabling technology
- Digital revolution and technological innovation
- Economic performance and creation of value for stakeholders
- Privacy and cybersecurity

### Fastweb for People

- Digital growth of the country and its citizens
- Digital well-being
- Transparency, simplicity, listening and trust
- Working Smart: putting people first
- Commitment for the community

### Fastweb for the Environment

- Fight against climate change
- Energy efficiency
- ICT solutions for sustainable development
- Focus on the use of resources

### Transversal topic

- Ethics and compliance

The correlation between the material topics identified by Fastweb and the aspects of the GRI Standards is explained in the following table: specific teams appointed within the departments under the company's Management Board are responsible for managing each material topic. The management approach that the company and the relevant company divisions take are summarized for each material topic on the basis of annual improvement plans. Each operational unit

monitors on a weekly basis, or according to the specifics of the projects, the progress and results achieved on the initiatives for which it is responsible and updates the action plan based on findings and improvement recommendations.

The table also indicates the boundary of each aspect and any limitations due to failure to extend reporting to the outer boundary.

Material issue	Description of the material issue	Material aspects GRI Standard	Internal/ external impact	Stakeholders impacted	Boundary of the aspect and limitations on reporting
Economic performance and creation of value for stakeholders	Generate value for stakeholders and guarantee its customers enjoy high-performance services characterised by transparency, immediacy and user-friendliness.	GRI 201 - Economic Performance	Internal and external	Swisscom Employees Community	Economic sustainability and business growth are key objectives and factors that enable corporate activities as a whole. The business impact in this sense primarily concerns Swisscom and its employees, but is indirectly reflected on all company stakeholders.
Digital infrastructure for the country	Guarantee fast connections covering the entire country by developing ever higher performance network infrastructure to support the growth of all of Italy and fuel the spread of digital services (work from home, public administration services, remote learning, etc.).	GRI 203 - Indirect Economic Impacts GRI 413 - Local Communities	External	Customers, Public Administration, Regulators, Communities	Fastweb's action has wide-ranging impacts on stakeholders, representing a contribution to the achievement of national and European objectives and allowing access to increasingly fast and convergent connection services to customers and the community.
Digital revolution and technological innovation	Continuously improve products, services and business models through Open Innovation initiatives and cultivate and spread a culture of open innovation to drive the most advanced digital solutions.	-	External	Customers and Community	With its testing and innovation, Fastweb has an impact on the modernization of the country, on the institutional objectives and on the community contributing to the digital technological evolution on a national scale.
5G as an enabling technology	Promote the adoption of 5G technology to generate a positive impact in the lives of people and communities (e.g., healthcare, training, mobility and safety)	-	External	Customers and Community	By implementing 5G technologies, Fastweb has an impact on the modernisation of the country, its institutional goals and the community by contributing to sustainable development through the technologies and applications that 5G will make possible.
Privacy and cybersecurity	Protect the sensitive and personal data of customers and all stakeholders by implementing avant-garde data protection and cybersecurity solutions.	GRI 418 - Customer Privacy	Internal and external	Employees Customers Suppliers	Protecting privacy and promoting cybersecurity for Fastweb means activating internal controls in line with current regulations and national and international best practices regarding management of the network, IT systems and internal processes. Furthermore, through dedicated products and services, Fastweb intends to support its Enterprise customers in managing these issues.

Material issue	Description of the material issue	Material aspects GRI Standard	Internal/ external impact	Stakeholders impacted	Boundary of the aspect and limitations on reporting
Digital growth of the country and its citizens	Help spread digital skills among young people and workers in need of ongoing training. Narrow the cultural gap in digital skills, also compared to other EU countries.	GRI 203 - Indirect Economic Impacts GRI 413 - Local Communities	Internal and external	Communities, Customers, Employees	With its projects, Fastweb intends to contribute to society by supporting communities, the Public Administration and its customers in one of the fundamental challenges for the country's digital transition. Employees also need to refresh their digital skills as well.
Transparency, simplicity, listening and trust	Increasingly strengthen the trust-based relationship with customers and all company stakeholders and ensure the transparency of commercial offers, the quality of services and the ease of use.	GRI 417 - Marketing and Labeling GRI 419 - Socioeconomic Compliance	External	Customers	This topic refers to Fastweb's commitment to providing its customers with a quality service able to meet their needs and expectations. This means activating listening channels aimed at monitoring needs and ensuring a quality experience at all points of contact with the company, from stores to digital channels.
Working Smart: putting people first	Promote an attractive working environment by spreading an inclusive company culture based on trust, individual needs and personal well-being.	GRI 405 - Diversity and Equal Opportunity GRI 202 - Market Presence GRI 404 - Training and Education GRI 401 - Employment GRI 403 - Occupational Health and Safety	Internal and external	Employees Community Suppliers	Fastweb has an impact on the lives of its employees and their professional development and aims to lay the necessary foundation for lasting business success while supporting people in their personal and professional development. The company's impact with respect to this topic is on employees and, potentially, the community, for example through initiatives to promote diversity and promote female talent. The topic of health and safety primarily concerns workers operating on the company's behalf and in outsourced activities, with specific controls during supplier qualification and management. The quantitative reporting of this aspect is limited to the internal dimension.
Digital well-being	Help spread a positive culture of awareness about the use of the internet and digital technologies, highlighting their risks and opportunities.	-	External	Customers and communities	The potential impacts of digital technologies affect Fastweb's customers, their families and the general public. The company is committed to constantly monitoring evolutions in scientific studies and regulatory provisions on these aspects.
Commitment for the community	Create value for communities by meeting the local communities' and territorial organisations' requests for help and support.	-	External	Community	Through the creation and support of projects for local communities, Fastweb intends to positively affect the social fabric in all the territories in which the company operates.



Material issue	Description of the material issue	Material aspects GRI Standard	Internal/ external impact	Stakeholders impacted	Boundary of the aspect and limitations on reporting
Energy efficiency	Optimize the energy consumption of network infrastructure, company sites and devices used by customers.	GRI 302 - Energy	Internal and external	Community Customers Suppliers	Most of the company's energy consumption is attributable to the electricity consumption of the network infrastructure.
ICT solutions for sustainable development	Contribute to sustainable development through innovative digital solutions, harnessing digitalization as an engine for positive transformation that simplifies and improves people's lives.	-	Internal and external	Community Customers	Fastweb is committed to developing solutions and technologies that positively impact its customers and the community.
Fight against climate change	Help reduce environmental impacts on the planet by monitoring and shrinking the company's carbon footprint and by defining reduction targets.	GRI 305 - Emissions	Internal and external	Community Customers Suppliers	Fastweb undertakes to monitor the impacts of its products and services even outside the company, as far as suppliers and customers are concerned.
Focus on the use of resources	Manage and use resources responsibly to reduce the impact on the environment and climate and encourage the reuse of materials for a circular economy.	-	Internal and external	Employees and Suppliers	Fastweb devotes significant attention to the use of resources, in particular by promoting plastic free practices and policies.
Ethics and compliance	Conduct its business with integrity, transparency and lawfulness, promoting ethically upstanding conduct and compliance with current legislation.	GRI 205 - Anti-corruption GRI 206 - Anti-competitive behavior GRI 419 - Socioeconomic Compliance GRI 406 - Non-discrimination GRI 417 - Marketing and Labeling	Internal and external	All categories of stakeholders	Fastweb considers integrity, professional ethics and transparency in relations with stakeholders essential principles of company conduct. With this issue, we therefore refer to the set of internal safeguards aimed at ensuring the correct management of all company activities.

## CALCULATION METHODOLOGY

The methodological indications for some of the indicators shown in this Sustainability Report are outlined below.

### Workforce indicators

All workforce indicators, with the exception of 102-8, which refers to the total workforce including trainees and temporary workers, refer to employees

with open-ended contracts, employees with fixed-term contracts and apprentices on 31/12 of the year in question.

### Turnover rate

The incoming turnover rate is calculated as the number of hires during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and





apprentices) on 31 December of the same year. The outgoing turnover rate is calculated as the number of terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

The total turnover rate is calculated as the number of hires and terminations during the year compared to the number of people at the company (employees with open-ended and fixed term contracts and apprentices) on 31 December of the same year.

#### **Retention rate after parental leave**

The retention rate after parental leave is calculated as the number of employees (with open-ended and fixed term contracts and apprentices) still in service 12 months after returning from maternity/paternity leave compared to the number of employees who took parental leave during the year.

#### **Information on management procedures**

The scope of application of the health and safety management system relates exclusively to Fastweb sites, where both the activities of Fastweb employees and the activities of workers of third party companies are assessed.

#### **Injury rates**

The injury indexes were calculated as follows:

- Fatality rate: number of fatal accidents/workable hours\*1,000,000;
- Rate of injuries with serious consequences: number of injuries, including injuries in transit, leading to more than 40 days of absence from work (excluding accidents that caused fatalities) / hours worked\* 1,000,000;
- Recordable injury rate: number of injuries that occurred during the year excluding injuries in transit and including illnesses / hours worked\* 1,000,000.

The rates are calculated including workers with open-ended and fixed-term contracts and apprentices, but they exclude interns and temporary workers. The first day is the date when the injury is reported. Recorded injuries are those with a prognosis of three days or more.

#### **Energy consumption**

The coefficients indicated in the international GRI 3.1 standard were used for the 2018 and 2019 reports to convert the volume of energy consumed by each primary source, into GJ. In particular 1MWh = 3.6 GJ; 1,000 Nmc of methane gas = 39.01 GJ; 1 kg of petrol = 44.80 MJ; 1 kg of diesel = 43.33 MJ. Petrol and diesel were converted from litres to kg considering the conversion factors indicated in the GHG protocol document - Stationary Combustion Tool - ver. 4.0, in particular: 1 litre of petrol = 0.74 kg of petrol; 1 litre of diesel = 0.84 kg of diesel (<http://www.ghgprotocol.org/calculation-tools/all-tools>). Energy has been converted into Gigajoules (GJ) to calculate 2020 energy consumption related to diesel, petrol and natural gas for the comparability of data. The conversion rates in the "Defra - Department for Environment, Food and Rural Affairs" (2020) database have been used for this conversion.

To calculate the electricity consumption of the organization's residential and business customers (indicator 302-2), estimates were made by multiplying the power data of devices supplied to customers by the number of hours the devices were used in a year. When the power data for devices was unavailable, it was estimated on the basis of the CLEER model (<http://cleermodel.lbl.gov/>) or the data in the technical data sheets for the products. The average hours of use were estimated using in-house calculations.

#### **Greenhouse gas emissions**

The calculation of emissions was carried out on the basis of internationally recognized guidelines, in particular the "Corporate Accounting and Reporting Standard" of the Global Greenhouse Gas Protocol (the reference standard for monitoring climate-altering emissions) and the "ICT Footprint - Pilot testing on methodologies for energy consumptions and carbon footprint of the ICT - sector" developed by the European Commission. For the purpose of calculating electricity emissions caused by transport, the emission factor for the average electricity mix in Italy is determined by reference to the Ecoinvent 3 Database.





## **Assurance Statement addressed to FASTWEB stakeholders**

### **1. INTRODUCTION**

FASTWEB S.p.A. ("FASTWEB") has commissioned Bureau Veritas Italia S.p.A. ("Bureau Veritas") an independent assurance of its 2020 Sustainability Report ("Report"), for the purpose of providing findings over:

- the accuracy and quality of published information concerning its sustainability performance;
- the correct application of those reporting principles outlined in the Report's methodology, in particular Global Reporting Initiative Sustainability Reporting Standards (GRI Standards).

### **2. RESPONSIBILITY, METHODOLOGY AND LIMITATIONS**

FASTWEB alone had the responsibility of collecting, analyzing, consolidating and presenting information and data included in its Report. Bureau Veritas responsibility has been to perform an independent assurance against defined objectives and to formulate the conclusions reported in this Statement.

The assurance performed has been a Limited Assurance in accordance to the ISAE 3000 standard, through sample application of audit techniques, including:

- review of FASTWEB's policy, mission, values, commitments;
- review of records, data, procedures and information-gathering systems;
- interviews to members of the working group responsible for drafting the Report;
- interviews to company representatives from various functions and levels, including top management;
- overall verification of information and general content of the 2020 Sustainability Report.

The assurance activities have been performed "remotely", and we believe we have obtained sufficient and adequate evidence to support our conclusions.

The assurance has covered the whole 2020 Sustainability Report, with the following limitations: for economic and financial information, Bureau Veritas only verified their consistency with the Financial Statements of FASTWEB S.p.A and FASTWEB AIR S.r.l.; for activities outside the reference period (1 January 2020 – 31 December 2020) and for statements of policy, intent and objective, Bureau Veritas verified their





consistency against the outlined reporting methodology. Furthermore, the assessment of the impact referred to in section 3.1 "The impact of FASTWEB on the socio-economic development of the country" is out of scope, given the use of calculation parameters protected by copyright.

### 3. CONCLUSIONS

*Following the assurance activities described above, nothing has come to our attention to indicate that information and data in the Report are inaccurate, incorrect or unreliable. In our opinion, the Report provides a trustworthy representation of FASTWEB activities conducted by during the year 2020 and of main results achieved. Information is reported generally in a clear, comprehensible and balanced manner. In the illustration of activities and results, in particular, FASTWEB has paid attention to adopt a neutral language, avoiding as far as possible the self-referentiality.*

*With regards to the reporting methodology outlined by the organization in its Report, it is our opinion that principles from the GRI Standards (Stakeholder Inclusiveness, Sustainability Context, Materiality, Completeness, Accuracy, Balance, Clarity, Comparability, Reliability, Timelines) were duly implemented. Based on our assurance activities, a "Comprehensive" level of implementation has been achieved. We also confirm that our activities met the GRI requirements for external assurance.*

### 4. DECLARATION OF INDEPENDENCE, IMPARTIALITY AND COMPETENCE

*Bureau Veritas is a global organization specialized in independent assurance, inspection and certification activities, with over 190 years history, 78.000 employees and an annual turnover of more than 4,6 billion euro in 2020.*

*Bureau Veritas applies internally a Code of Ethics and we believe there were no conflicts of interest between members of the assurance team and FASTWEB at the time of the assurance.*

Bureau Veritas Italia S.p.A.  
Milan, March 10th 2021

Giorgio Lanzafame  
Local Technical Manager

## 6.3. GRI CONTENT INDEX

GRI Standard	Disclosure	Page number	Notes	Omission
<b>GRI 102: GENERAL DISCLOSURES 2016</b>				
<b>Organizational Profile</b>				
102-1	Name of the organization	9		
102-2	Activities, brands, products, and services	9		
102-3	Location of headquarters	9	The company's headquarters are in Piazza Adriano Olivetti 1, Milan.	
102-4	Location of operations	9		
102-5	Ownership and legal form	11-16		
102-6	Markets served	9	Fastweb operates on the whole Italian territory with office sites, technological sites and a stores network that includes more than 1,000 stores, counting flagship owned stores, franchisings and authorized dealers.	
102-7	Scale of the organization	9 67 127-132	In addition to the information contained in section 1.1, Fastweb has 17 locations throughout the country: Milan NEXXT, Milan Caracciolo, Padua, Bologna, Turin, Genoa, Sesto Fiorentino, Rome Sturzo, Roma Meeting Point, Perugia, Pescara, Naples, Bari, Palermo, Catania, Cagliari and a branch in Brussels.	
102-8	Information on employees and other workers	67-69 127-132		The breakdown of employees by "region" is not reported as it is not meaningful for the company, which only operates in Italy.
102-9	Supply chain	33-34		
102-10	Significant changes to the organization and its supply chain	104		
102-11	Precautionary Principle or approach	17		
102-12	External initiatives	-	In 2020 Fastweb joined the Science Based Targets initiative	
102-13	Membership of associations	65		
<b>Strategy</b>				
102-14	Statement from senior decision-maker	2-3		
102-15	Key impacts, risks, and opportunities	22-25 106-109		
<b>Ethics and integrity</b>				
102-16	Values, principles, standards, and norms of behavior	10	In addition to Fastweb's vision and values, the Code of Ethics and Conduct indicates Fastweb's values and commitments with its stakeholders.	
102-17	Mechanisms for advice and concerns about ethics	17-18	Reports may be sent to the Supervisory Body using the online reporting tool ( <a href="https://www.bkms-system.ch/bkwebanon/report/clientInfo?cin=B5AmGS&amp;c=-1&amp;language=ita">https://www.bkms-system.ch/bkwebanon/report/clientInfo?cin=B5AmGS&amp;c=-1&amp;language=ita</a> )	
<b>Governance</b>				





GRI Standard	Disclosure	Page number	Notes	Omission
102-18	Governance structure	11-16	In 2020, following an organizational change, previous Marketing & CX Team and Digital Transformation Team were merged into the new "Product Design & Delivery Team", directed by the Chief Product Officer.	
102-19	Delegating authority		Mandates were formalized on safety and environmental responsibility to personnel with a power to spend and who assumed criminal and civil liability. The Corporate Affairs Team ensures consistency between the delegation structure and organizational evolution, as well as managing, in general, all existing delegations in relation to management roles and levels of responsibility.	
102-20	Executive-level responsibility for economic, environmental, and social topics	16	Within the Institutional & External Relations department, a structure has been identified dedicated to Corporate Responsibility with the aim of overseeing existing business initiatives, planning targeted actions and interventions, and periodically reporting to Management.	
102-21	Consulting stakeholders on economic, environmental, and social topics	22-25 60-66 104		
102-22	Composition of the highest governance body and its committees	11-16		
102-23	Chair of the highest governance body	-	The Chairman of the Board belongs to the parent company Swisscom and has no executive role in the implementation of Fastweb's CSR strategy.	
102-24	Nominating and selecting the highest governance body	11-16		
102-25	Conflicts of interest	14-16		
102-26	Role of highest governance body in setting purpose, values, and strategy	11-16		
102-27	Collective knowledge of highest governance body	16 18	The Board of Directors approves the Sustainability Report. The CEO is also involved in updating and approving the materiality matrix.	
102-28	Evaluating the highest governance body's performance	11-16		
102-29	Identifying and managing economic, environmental, and social impacts	17-20 22-30 106-109		
102-30	Effectiveness of risk management processes	16 17-20		
102-31	Review of economic, environmental, and social topics	16 17-20		
102-32	Highest governance body's role in sustainability reporting	-	The Board of Directors is the body that approves the document every year before its publication	
102-33	Communicating critical concerns	15-16 17		
102-34	Nature and total number of critical concerns	-	No critical concerns related to CSR issues were communicated to the BoD in 2020.	
102-35	Remuneration policies	14-15		



GRI Standard	Disclosure	Page number	Notes	Omission
102-36	Process for determining remuneration	14-15		
102-37	Stakeholders' involvement in remuneration		The only stakeholder involved in the remuneration process is the shareholder.	
Governance				
102-38	Annual total compensation ratio			The indicator cannot be disclosed for confidentiality reasons. This is information that is guarded and managed by the Human Capital Division, which has classified it as being "Strictly Confidential". Said information if published without the proper and complex comments, could be incorrectly or misleadingly interpreted by readers.
102-39	Percentage increase in annual total compensation ratio			The indicator cannot be disclosed for confidentiality reasons. This is information that is guarded and managed by the Human Capital Division, which has classified it as being "Strictly Confidential". Said information if published without the proper and complex comments, could be incorrectly or misleadingly interpreted by readers.
Stakeholder engagement				
102-40	List of stakeholder groups	104-105		
102-41	Collective bargaining agreements	-	All Fastweb employees are covered by a collective agreement in accordance with the provisions of national employment legislation.	
102-42	Identifying and selecting stakeholders	104-105		
102-43	Approach to stakeholder engagement	104-105		
102-44	Key topics and concerns raised	60-66 104-109		
Reporting practice				
102-45	Entities included in the consolidated financial statements	104		
102-46	Defining report content and topic Boundaries	26-27 103-110		
102-47	List of material topics	26-27 106-109		

GRI Standard	Disclosure	Page number	Notes	Omission
102-48	Restatements of information		The percentage of conciliation proceedings concluded without an agreement has been recalculated with reference to 2018 and 2019, applying the same methodology used for 2020 figures, that takes into consideration only proceedings without an agreement. In previous reports, in this percentage proceedings voluntarily withdrawn by customers were erroneously included.	
102-49	Changes in reporting	104		
102-50	Reporting period	103		
102-51	Date of most recent report	103		
102-52	Reporting cycle	103		
102-53	Contact point for questions regarding the report	103		
102-54	Claims of reporting in accordance with the GRI Standards	103		
102-55	GRI content index	113-123		
102-56	External assurance	111-112		

## MATERIAL TOPICS

### Economic performance indicators

#### ECONOMIC PERFORMANCE

##### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109	
103-2	The management approach and its components	127	
103-3	Evaluation of the management approach	106-109	

##### GRI 201: Economic performance 2016

201-1	Direct economic value generated and distributed	127	
201-2	Financial implications and other risks and opportunities due to climate change		Risks due to climate change are included among the category "natural risks". For this category the impacts are evaluated with reference to the availability of sites, technologies and suppliers. Specific business continuity plans are defined for each scenario considered.
201-3	Defined benefit plan obligations and other retirement plans	129	
201-4	Financial assistance received from government		Not present.



GRI Standard	Disclosure	Page number	Notes	Omission
MARKET PRESENCE				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	80-83		
103-3	Evaluation of the management approach	106-109		
<b>GRI 202: Market presence 2016</b>				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	82-83		
202-2	Proportion of senior management hired from the local community			Not applicable to Fastweb as it only operates in Italy.
INDIRECT ECONOMIC IMPACTS				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	32-33		
103-3	Evaluation of the management approach	106-109		
<b>GRI 203: Indirect economic impacts 2016</b>				
203-1	Infrastructure investments and services supported	32-33		
203-2	Significant indirect economic impacts	32-33		
ANTI-CORRUPTION				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	18		
103-3	Evaluation of the management approach	106-109		
<b>GRI 205: Anti-corruption 2016</b>				
205-1	Operations assessed for risks related to corruption	18		
205-2	Communication and training about anti-corruption policies and procedures	18		
205-3	Confirmed incidents of corruption and actions taken	-	There were no incidents of corruption in 2020	



GRI Standard	Disclosure	Page number	Notes	Omission
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#### ANTI-COMPETITIVE BEHAVIOR

##### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109
103-2	The management approach and its components	50-51
103-3	Evaluation of the management approach	106-109

##### GRI 206: Anti-competitive behavior 2016

206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	50-51
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#### Environmental performance indicators

##### ENERGY

##### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109
103-2	The management approach and its components	98-100 109-110
103-3	Evaluation of the management approach	106-109

##### GRI 302: Energy 2016

302-1	Energy consumption within the organization	98-100 132	
302-2	Energy consumption outside of the organization	98-100 132	Electricity consumption estimated for the use of ICT equipment by customers, totalling 14,912,988 kWh/year for residential customers and 6,501,891 kWh/year for business customers, was considered to measure the 2020 carbon footprint.
302-3	Energy intensity	98-100 132	
302-4	Reduction of energy consumption	98-100 132	
302-5	Reductions in energy requirements of products and services	98-100 132	

##### EMISSIONS

##### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109
103-2	The management approach and its components	92-97 109-110



GRI Standard	Disclosure	Page number	Notes	Omission
103-3	Evaluation of the management approach	106-109		
<b>GRI 305: Emissions 2016</b>				
305-1	Direct (Scope 1) GHG emissions	92-97 132	The calculation model adopted includes all greenhouse gases.	
305-2	Energy indirect (Scope 2) GHG emissions	92-97 132		
305-3	Other indirect (Scope 3) GHG emissions	92-97 132		
305-4	GHG emissions intensity	92-97 132		
305-5	Reduction of GHG emissions	92-97 132		
305-6	Emissions of ozone-depleting substances (ODS)			Not applicable
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions			Not significant for Fastweb, whose emissions depend on the car fleet.
<b>Social performance indicators</b>				
<b>EMPLOYMENT</b>				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	Explanation of the material topic and its Boundary	67-69 109-110		
103-3	Evaluation of the management approach	106-109		
<b>GRI 401: Employment 2016</b>				
401-1	New employee hires and employee turnover	67-69 128-129	Incoming and outgoing employee data is not reported by "region" as it is not relevant (the figure only involved Italian employees).	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees			There are no differences between the benefits of full-time employees and those of part-time employees. The differences between open-ended and fixed-term contracts include insurance policies, which are given to employees with open-ended employment contracts only. The company health plan is only applicable for workers with a minimum contractual term of 12 months.
401-3	Parental leave	82-83 131		
<b>OCCUPATIONAL HEALTH AND SAFETY</b>				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	77-80 109-110		
103-3	Evaluation of the management approach	106-109		
<b>GRI 403: Occupational health and safety 2018</b>				



GRI Standard	Disclosure	Page number	Notes	Omission
403-1	Occupational health and safety management system	77-80		
403-2	Hazard identification, risk assessment, and incident investigation	77-80		
403-3	Occupational health services	77-80		
403-4	Worker participation, consultation, and communication on occupational health and safety	77-80		
403-5	Worker training on occupational health and safety	77-80	According to national legislation (Legislative Decree 81/2008), Fastweb provides training only to employees, since suppliers' employees have to be trained by their own employer. When acquiring a new supplier, Fastweb asks for a self-declaration regarding the respect of all health and safety mandatory requirements.	
403-6	Promotion of worker health	77-80		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	77-80		
403-8	Workers covered by an occupational health and safety management system	77-80		
403-9	Work-related injuries	77-80 129	The information on occupational risks (e.g. hazardous substances) is not reported because it is not applicable to Fastweb's business or because it is already covered by the company's ISO certifications. No hazardous substances are used at company sites.	The quantitative information required to calculate this indicator is not available for suppliers. The company manages this aspect through structured procedures and controls in the management of the various suppliers. It does not believe that data collection for these indicators is feasible in the short and medium term.
403-10	Work-related ill health	77-80		

#### TRAINING AND EDUCATION

##### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109
103-2	The management approach and its components	83-86
103-3	Evaluation of the management approach	106-109

##### GRI 404: Training and education 2016

404-1	Average hours of training per year per employee	83-86 131
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GRI Standard	Disclosure	Page number	Notes	Omission
404-2	Programs for upgrading employee skills and transition assistance programs	83-86	End-of-career management has not yet been assessed as a material topic for Fastweb and, therefore, is not included in specific business plans.	
404-3	Percentage of employees receiving regular performance and career development reviews	83-86	All employees receive feedbacks for improvement on their performance, regardless of the type of contract.	

## DIVERSITY AND EQUAL OPPORTUNITY

### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	80-83 109-110		
103-3	Evaluation of the management approach	106-109		

### GRI 405: Diversity and equal opportunity 2016

405-1	Diversity of governance bodies and employees	11-16 82-83		
405-2	Ratio of basic salary and remuneration of women to men	82-83	The relevant office sites taken in consideration are the 16 sites located on national territory: Milan NEXXT, Milan Caracciolo, Padua, Bologna, Turin, Genoa, Sesto Fiorentino, Rome Sturzo, Meeting Point Rome, Perugia, Pescara, Napoli, Bari, Palermo, Catania, Cagliari.	

## NON-DISCRIMINATION

### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	80-83		
103-3	Evaluation of the management approach	106-109		

### GRI 406: Non-discrimination 2016

406-1	Incidents of discrimination and corrective actions taken	82-83		
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## LOCAL COMMUNITIES

### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	87-90		
103-3	Evaluation of the management approach	106-109		

### GRI 413: Local communities 2016





GRI Standard	Disclosure	Page number	Notes	Omission
413-1	Operations with local community engagement, impact assessments, and development programs	87-90		
413-2	Operations with significant actual and potential negative impacts on local communities		There were no significant negative impacts on communities due to Fastweb's operations.	

## MARKETING AND LABELING

### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	103-110		
103-3	Evaluation of the management approach	106-109		

### GRI 417: Marketing and labeling 2016

417-1	Requirements for product and service information and labeling		Fastweb verifies that all ICT products produced by third parties and supplied to customers comply with regulations in force for labelling, industry technical standards and device safety during use, maintenance and disposal. The modems put on the market in 2018 are equipped with an energy saving function and comply with the energy efficiency requirements of the "Code of Conduct on Energy Consumption of Broadband Equipment (ver. 5)" of the European Commission. Commercial information on customer services is included and updated over time in the service charter. It is available, along with the network connection quality objectives, at <a href="http://www.fastweb.it/adsl-fibra-ottica/qualita-e-carte-servizi/">http://www.fastweb.it/adsl-fibra-ottica/qualita-e-carte-servizi/</a> .	
417-2	Incidents of non-compliance concerning product and service information and labeling		There have been no incidents caused by non-compliance of the services offered or due to failure to provide product information.	
417-3	Incidents of non-compliance concerning marketing communications		No incidents of non-compliance with regulations or voluntary codes for marketing, including advertising, promotion, and sponsorships, occurred during the reporting period.	

## CUSTOMER PRIVACY

### GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	49-50		
103-3	Evaluation of the management approach	106-109		

### GRI 418: Customer privacy 2016



GRI Standard	Disclosure	Page number	Notes	Omission
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	49-50		
SOCIOECONOMIC COMPLIANCE				
<b>GRI 103: Management Approach 2016</b>				
103-1	Explanation of the material topic and its Boundary	106-109		
103-2	The management approach and its components	17-20 49-50 60-66		
103-3	Evaluation of the management approach	106-109		
<b>GRI 419: Socioeconomic compliance 2016</b>				
419-1	Non-compliance with laws and regulations in the social and economic area	17-20 49-50 50-51		

## 6.4. GLOSSARY

### **Administrative bodies.**

In this document, the term "Administrative Bodies" means the Management Board and the Board of Directors.

### **Black Areas.**

Densely populated areas, affected by the presence, or by development plans, of at least two ultra-broadband networks, managed by different operators.

### **Business Intelligence.**

All the processes and tools through which a company is able to collect data of different kinds in order to analyse them and use them to make strategic decisions.

### **Direct emissions.**

Emissions generated by sources that the organization owns or controls (e.g. emissions from mobility and office heating).

### **Direct energy consumption.**

Consumption of primary energy sources (natural gas, fuel etc.) in areas that the organization owns or controls. An example of this is the consumption of natural gas to operate heating systems installed in the organization's facilities.

### **Fibre Optics.**

Thin strands (fibre) of glass, silicon or plastic forming the infrastructure base for data transmission. A fibre cable contains a number of individual fibres, each of which can transmit the signal (light waves) at a practically unlimited bandwidth. They are mainly used for long-distance transmissions to transfer large amounts of data, because signals travel along them with less loss and are also immune to electromagnetic interference. Fibre optic cables can carry a lot more data than traditional cables and copper wires. They come in the form of flexible cables and are immune to electrical interference as well as extreme weather conditions; they are also not over-sensitive to temperature variations. They usually have a cladding diameter of 125 micrometres (roughly the size of a strand of hair) and weigh next to nothing: 1 km of optical fibre weighs less than 2 kg, excluding the sheath protecting it. Fibre optics are classified as dielectric waveguides. In other words, they can transfer and conduct an electromagnetic field of sufficiently high frequency (in general, close to infrared) with extremely limited loss.

### **FTTH.**

Fibre to the Home refers to all connections in which the fibre covers the entire line from the telephone exchange to the user's home/business.

### **FTTN.**

Fibre to the Node refers to all connections in which the fibre, starting from the telephone exchange, reaches the proximity control unit, i.e. the cabinet, thus retaining the copper wires to cover the last section between the cabinet and the user's home/business.

### **GDPR (General Data Protection Regulation)**

The GDPR is the European regulation that governs how companies and other organizations process personal data. The European GDPR has shifted the approach from data ownership, whereby data cannot be processed without consent, to the concept of data control, which encourages the free movement of data while reinforcing the rights of data subjects, who must be able to know whether their data are being used and how their data are being used in order to protect data subjects and the entire community from any risks related to incorrect data processing.

### **Gigabit service:**

ultra-broadband connectivity service with speeds of up to 1 Gbps.

### **GPON (Gigabit Passive Optical Network).**

FTTH network architecture in which the optical fibre arrives inside the customer's home. It allows for extremely high performance, superior to 1 Gbit/s. The GPON network uses passive "splitters" to split the fiber up repeatedly and route it towards various buildings, reducing the amount of fiber and necessary apparatus compared to other FTTH architecture used in the past. The passive nature of the GPON network allows for the elimination of "active" network elements in the access network (which are therefore limited to the base and at customers' homes), reducing the use of electricity and increasing efficiency for an energy standpoint.

### **Grey Areas.**

Areas with medium population density, affected by the presence of a single ultra-broadband network.

### **ICT (Information and Communication(s) Technology).**

All the methods and technologies used



for the transmission, reception and processing of data and information.

**Indirect emissions.**

Emissions that are the result of the organization's activities, but that are generated by sources owned or controlled by other organizations (ex. emissions originating from the generation of energy consumed).

**Indirect energy consumption.**

Consumption of primary energy sources (coal, natural gas, fossil fuels etc.) in areas that the organization does not own or control. An example of this is the consumption of electricity purchased from a supplier company, which uses primary energy sources in its own facilities in order to generate electricity.

**IP (Internet Protocol).**

Set of communication standards used to exchange data on the Internet. This network interconnection protocol (Inter-Networking Protocol) is classified at network layer (3) of the ISO/OSI model, created to interconnect heterogeneous networks for technology, performance, management, therefore implemented above other connection protocols, such as Ethernet or ATM. It is a connectionless and best-effort delivery service and therefore does not guarantee reliability of communication in terms of error control, flow control and congestion control, which are handled by the higher transport layer (level 4) transfer protocols, such as TCP. The currently adopted version of the IP protocol is also called IPv4 to distinguish it from the more recent IPv6, developed to deal with the growing number of computers.

**Multimedia.**

Service involving two or more communications media (e.g. voice, video, text etc.) and hybrid products generated through their interaction.

**Network.**

A set of connected elements. In a telephone network, these elements consist of switches connected to one another and to the customer's equipment. The transmission equipment may be formed of fibre optic or metal cables or by point-to-point radio connections.

**NPS (Net Promoter Score).**

This is a management tool that measures the degree of customer satisfaction in a quantifiable way, based

on a standard calculation, also used to compare the performance of different companies.

**OTT (Over-The-Top).**

Over-the-top refers to companies that offer services, content and applications over the internet, although they do not manage the infrastructure.

These companies are frequently characterized by a strong focus on customer needs, simple and immediate customer experiences and very high levels of service quality. In addition, processes and systems for service delivery are typically highly scalable.

**Platform.**

The whole set of input, including hardware, software, operating equipment and procedures, used to produce (production platform) or manage (management platform) a particular service (service platform).

**Ultra-broadband.**

The term "broadband" refers to a transmission scheme where multiple signals share the bandwidth of a single medium (usually fibre optics, more rarely over the air or metal cable), allowing more information to be transmitted simultaneously and more rapidly. Ultra-broadband is the term used when the transmission speed exceeds 30 Mbps.

**User Experience.**

User experience means what a person experiences when using a particular product, system or service. User experience includes the experiential and affective aspects of human-product interaction and product ownership, and the meaning and value attached to them. Additionally, it includes a person's perceptions of system aspects such as utility, ease of use and efficiency. It is subjective in the sense that it is about an individual's perception of and thoughts about the system. User experience is also dynamic as it is constantly modified over time due to changing circumstances.

**White Areas.**

Areas with low population density, not affected, until 2018, by any private investment for the construction of ultra-broadband infrastructures.

**Workers.**

Workers operating at Fastweb sites and including both employees and people working for third party companies.





## 6.5. TECHNICAL APPENDIX

### Par. 1.1 About us<sup>31</sup> page 9

Fastweb S.p.A. and Fastweb Air S.r.l. data (€/000)	2018	2019	2020	Change 2020-2019 (%)
Customers (thousands)	2,547.00	2,637.00	2,747.00	+4.2%
Revenues	2,103,914.00	2,218,302.00	2,297,763.00	+3.6%
Gross Operating Margin - EBITDA	674,453.00	751,738.00	784,109.00	+4.5%
Gross Operating Margin - EBITDA (%)	32.10%	33.9%	34.1%	+0.9%
Gross Operating Margin After Lease – EBITDA-AL	0	699,772	731,875	4.6%
Gross Operating Margin After Lease – EBITDA-AL (%)	0%	31.6%	31.9%	0.9%
Net technical investments	839,756.00	595,201.00	588,266.00	-1.9%

Total added value	2018	2019	2020
	Million €	Million €	Million €
Sales revenues	2,103.9	2,218.3	2,297.8
Other revenues and income	58.4	31.9	2.3
<b>Production value</b>	<b>2,162.3</b>	<b>2,250.2</b>	<b>2,300.1</b>
Cost for the purchase of goods and services	-877.2	-932.8	-920.5
Costs for rents and leases	-390.4	-356.7	-403.3
<b>Operating costs</b>	<b>-1,267.6</b>	<b>-1,289.5</b>	<b>-1,323.8</b>
Other operating costs	-22.1	-30.1	-29.2
Provisions for risks and other provisions	-536.8	-652.1	-659.4
<b>Total added value</b>	<b>335.8</b>	<b>278.5</b>	<b>287.7</b>

Distributed added value <sup>32</sup>	2018	2019	2020
	Million €	Million €	Million €
<b>Total added value</b>	<b>335.8</b>	<b>278.5</b>	<b>287.7</b>
Personnel costs - Remuneration to Personnel	174.0	141.9	138.4
Duties and taxes - Remuneration to Public Administration	39.2	19.6	25.3
Self-financing - Remuneration of the company	106.8	83.6	81.1
Financial expenses - Remuneration of loan capital	13.6	30.9	41.2
Distribution of added value to the community	2.2	2.5	1.7

### Par. 4.2 Innovation, trust and listening for customers page 60-66

#### Teaming up with consumers to rewrite the rules of the game

Conciliation proceedings	2018	2019	2020
Applications received	1,441	1,182	929
Conciliation proceedings managed <sup>33</sup>	1,178	971	848
Proceedings concluded with positive outcome	1,139	939	808
Proceedings concluded with positive outcome (%)	97%	97%	95%
Proceedings concluded without an agreement being reached	2.4%	2.3%	1.6%

31. Figures referred to "Economic performance 102-1" indicator don't include Cutaway S.r.l. and 7Layers S.r.l. given their recent acquisition. The tables contain a restatement of the financial statements figures of Fastweb S.p.A. and Fastweb Air S.r.l.

32. To calculate the value distributed to stakeholders, Fastweb follows the Guidelines of the Study Group on the Social Report "The GBS 2013 social report", which propose a reclassification of some items in the income statement, supplemented by information on the allocation of the result for the year based on the relevant stakeholders.

33. The requests received in the previous year may also be managed in each reporting year.



Workforce by gender and contract type		2018	2019	2020
Employees with open-ended contracts	Men	1,596	1,593	1,742
	Women	943	956	1,022
<b>Total open-ended contracts</b>		<b>2,539</b>	<b>2,549</b>	<b>2,764</b>
		2018	2019	2020
Employees with fixed-term contracts	Men	6	3	8
	Women	5	9	3
<b>Total fixed-term contracts</b>		<b>11</b>	<b>12</b>	<b>11</b>
<b>Total employees</b>		<b>2,560</b>	<b>2,561</b>	<b>2,775</b>
		2018	2019	2020
Full time	Men	1,525	1,523	1,685
	Women	653	667	741
<b>Full time</b>		<b>2,178</b>	<b>2,190</b>	<b>2,426</b>
Part time	Men	71	70	65
	Women	290	289	284
<b>Total part time</b>		<b>361</b>	<b>359</b>	<b>349</b>
		2018	2019	2020
Employees with apprenticeship contracts	Men	2	0	0
	Women	3	0	0
<b>Total apprenticeships</b>		<b>5</b>	<b>0</b>	<b>0</b>
		2018	2019	2020
Temporary workers	Men	20	19	152
	Women	20	24	50
<b>Total</b>		<b>40</b>	<b>43</b>	<b>202</b>

The figures for 2018 do not include Fastweb Air S.r.l.'s personnel, as that company was not included in the reporting scope of the 2018 Sustainability Report. Fastweb Air S.r.l.'s personnel (43 resources) is included in the figures for 2019.

The figures for 2018 and 2019 do not include Cutaway S.r.l.'s personnel as that company was not yet part of the Fastweb Group. Cutaway S.r.l.'s personnel is included in the figures for 2020.

In 2018 and 2019, the figures for full-time and part-time personnel referred solely to the number of employees with open-ended contracts. The calculation parameters changed in 2020 and employees with fixed-term contracts were included in these figures.

Turnover rate and employee breakdown						
Turnover and total turnover rate	2018		2019		2020	
	no.	%	no.	%	no.	%
Incoming - total	65	2.5%	82	3.2%	288	10.4%
Outgoing - total	99	3.9%	119	4.6%	66	2.4%
Turnover - total	164	6.4%	201	7.8%	354	12.8%
Turnover and turnover rate by gender	2018		2019		2020	
	no.	%	no.	%	no.	%
Incoming - men	40	1.6%	47	1.8%	199	7.2%
Incoming - women	25	1.0%	35	1.4%	89	3.2%
Outgoing - men	73	2.9%	87	3.4%	39	1.4%
Outgoing - women	26	1.0%	32	1.2%	27	1.0%



Turnover and turnover rate by age	2018		2019		2020	
	no.	%	no.	%	no.	%
Incoming < 30 years	22	0.9%	30	1.2%	64	2.3%
Incoming 30 ≤ x ≤ 50	40	1.6%	50	2%	209	7.5%
Incoming > 50 years	3	0.1%	2	0.1%	15	0.5%
Outgoing < 30 years	8	0.3%	11	0.4%	6	0.2%
Outgoing 30 ≤ x ≤ 50	80	3.1%	96	3.7%	48	1.7%
Outgoing > 50 years	11	0.4%	12	0.5%	12	0.4%

#### Par. 4.3.3. An innovative welfare system based on listening to employees page 74-77

##### TFR reform - page 74-77

The company applies the provisions of the supplementary pension system reform (Legislative decree no. 252/05), in accordance with the national collective bargaining agreement.

Employees pay monthly contributions to the State Treasury managed by the INPS, or they may join, in whole or in part, the pension fund for the telecommunications sector (Telemaco). As required by the relevant legislation, if an employee (office staff or middle manager) opts to transfer the contributions to the Telemaco fund and personally pays an additional contribution of at least 1%, the company will in turn pay a fixed contribution of 1.20% on the remuneration used to determine TFR.

However, executives may currently choose to transfer their contributions to one of two funds (Insieme or Previndai; until 2007 Previras was the fund for executives), and the minimum additional contribution is 4%, which the company supplements with a fixed contribution of 4% on the remuneration used to determine TFR.

Employees may register with the funds if they have open-ended or apprenticeship contracts. At 31/12/2020, 39% of office staff and middle managers (1,052 people) had registered with Telemaco and 84.44% of executives (76 people) had registered for specific supplementary pension funds.

#### Par. 4.3.4. Protecting health to protect human capital page 74-77

##### Protecting health to protect human capital - page 77-80

Employee injury rates		2018	2019	2020
Number of injuries	Total	24	38	10
	Of which in transit	20	30	8
	Of which fatal	0	0	0
	Fatality rate	0.0	0.0	0.0
	Of which with serious consequences	4	8	2
	Of which, in transit, with serious consequences	4	8	2
	Rate of injuries with serious consequences	1.0	1.9	0.47
Number of illnesses	Total	7	13	2
Number of recordable injuries	Total	11	21	4
	Recordable injury rate	2.6	5.1	0.93



**Par. 4.3.5. Being an attractive, inclusive employer** (page 80-83)

**Protecting diversity - page 82-83**

Number of employees by gender and age							
Executives							
		2018		2019		2020	
		no.	%	no.	%	no.	%
GENDER	Men	84	92%	78	87%	79	88%
	Women	7	8%	12	13%	11	12%
AGE GROUP	< 30 years	0	0%	0	0%	0	0%
	30 ≤ x ≤ 50	40	44%	41	46%	33	37%
	> 50 years	51	56%	49	54%	57	63%
Middle managers							
		2018		2019		2020	
		no.	%	no.	%	no.	%
GENDER	Men	287	75%	284	76%	294	77%
	Women	96	25%	92	24%	90	23%
AGE GROUP	< 30 years	0	0%	0	0%	0	0%
	30 ≤ x ≤ 50	239	62%	176	47%	176	46%
	> 50 years	144	38%	200	53%	208	54%
Office staff <sup>34</sup>							
		2018		2019		2020	
		no.	%	no.	%	no.	%
GENDER	Men	1.238	59%	1.234	59%	1.377	60%
	Women	848	41%	861	41%	924	40%
AGE GROUP	< 30 years	55	3%	44	2%	97	4%
	30 ≤ x ≤ 50	1.859	89%	1.811	86%	1.902	83%
	> 50 years	172	8%	240	11%	302	13%

34. The total number of employees includes a residual number (4 FTE) of workmen.





#### Par. 4.3.5. An attractive and inclusive employer (page 80-83)

##### Protecting diversity - page 82-83

Parental leave <sup>35</sup>			
	2018	2019	2020
Number of employees eligible for maternity leave	951	965	1,025
Number of employees eligible for paternity leave	1,604	1,596	1,750
<b>Total</b>	<b>2,555</b>	<b>2,561</b>	<b>2,775</b>
Number of employees who took maternity leave	68	18	41
Number of employees who took paternity leave	29	8	59
<b>Total</b>	<b>97</b>	<b>26</b>	<b>100</b>
Number of employees who returned after maternity leave	68	18	41
Number of employees who returned after paternity leave	27	8	59
<b>Total</b>	<b>95</b>	<b>26</b>	<b>100</b>
Number of employees still employed 12 months after returning after maternity leave	n.d.	68	18
Number of employees still employed 12 months after returning after paternity leave	n.d.	27	8
<b>Total</b>	<b>n.d.</b>	<b>95</b>	<b>26</b>
Return rate - Women	100%	100%	100%
Return rate - Men	93%	100%	100%
<b>Return rate - Total</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>
Retention rate - Women	n.d.	100%	100%
Retention rate - Men	n.d.	100%	100%
<b>Retention rate - Total</b>	<b>n.d.</b>	<b>100%</b>	<b>100%</b>

#### Par. 4.3.6. OTT Learning Programme: a renewed path of development and training page 83-86

Hours of training <sup>36</sup>	Total hours			Number of employees			Hours per capita		
Hours of synchronous training provided in the classroom by position	2018	2019	2020	2018	2019	2020	2018	2019	2020
Executives	849	2,550	1,219	91	90	90	9.91	28.33	13.54
Middle managers	5,373	3,445	4,766.3	383	376	384	14.03	9.16	12.41
Office staff	22,656	16,921	26,147.2	2,086	2,095	2,301	10.86	8.08	11.36
<b>Total</b>	<b>28,878</b>	<b>22,916</b>	<b>32,132.5</b>	<b>2,560</b>	<b>2,561</b>	<b>2,775</b>	<b>11.28</b>	<b>8.95</b>	<b>11.58</b>

	Total hours			Number of employees			Hours per capita		
Hours of synchronous training provided in the classroom by gender	2018	2019	2020	2018	2019	2020	2018	2019	2020
Training provided to male employees	17,327	15,302	24,802.3	1,609	1,596	1,752	10.8	9.59	14.16
Training provided to female employees	11,551	7,614	7,330.2	951	965	1,027	12.1	7.89	7.14
<b>Total</b>	<b>28,878</b>	<b>22,916</b>	<b>32,132.5</b>	<b>2,560</b>	<b>2,561</b>	<b>2,775</b>	<b>11.28</b>	<b>8.95</b>	<b>11.58</b>

35. In 2020 the calculation methodology for the 401-3 indicator changed. The numbers for the three-year period have been recalculated, taking into consideration only parental leave for maternity or paternity, excluding other types of leave. Some numbers from 2018 were reported as not applicable due to the impossibility of calculate them. In 2020, a higher number of men than in previous years took parental leave as the relevant legislation, which extended the right to 7 days of parental leave (Article 1, c. 342 Law No. 160 of 27 December 2019), gave the possibility to take advantage of this leave also to those entitled in the previous year (2019).

36. Synchronous training delivered both in physical and virtual classrooms.



## Par. 5.1. Combating climate change: a renewed commitment page 92-97

Calculation of emissions			
Type of emissions	2018	2019	2020
Direct (Scope 1)	4,943	3,223	3,026
Indirect (Scope 2)	0	0	0
Other indirect emissions (Scope 3)	165,667	160,427	167,117
<b>Total</b>	<b>170,610</b>	<b>163,650</b>	<b>170,143</b>
Enabling Effects (Scope 4)	194,954	185,422	245,324

## Par. 5.2. Energy consumption and energy efficiency initiatives page 98-100

Indirect energy consumption calculation (purchased electricity)		2018	2019	2020
Offices	GJ	27,369	23,272	16,388
	kWh	7,602,547	6,464,562	4,552,212
Fastweb Air	GJ	-	10,736	10,582
	kWh	-	2,982,261	2,939,475
Stores	GJ	2,385	2,321	2,083
	kWh	662,461	644,816	578,673
Network infrastructure	GJ	467,675	476,573	490,101
	kWh	129,909,789	132,381,391	136,139,141
<b>Total</b>	<b>GJ</b>	<b>497,429</b>	<b>512,903</b>	<b>519,154</b>
	<b>kWh</b>	<b>138,174,797</b>	<b>142,473,030</b>	<b>144,209,501</b>

Direct energy consumption		2018	2019	2020
Petrol	GJ	1,455	1,288	1,281
	l	43,880	38,846	39,037
Diesel	GJ	28,479	20,776	10,701
	l	782,452	570,817	297,373
Natural gas	GJ	10,497	6,498	3,106
	Sm³	283,858	175,716	86,736
Photovoltaic systems	KWh	142,251	148,362	149,236
	GJ	512	534	537
<b>Total</b>	<b>GJ</b>	<b>40,943</b>	<b>29,096</b>	<b>15,625</b>



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