

# SUSTAINABILITY REPORT 2021



**Solutions30**

Solutions For New Technologies



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# LETTER OF THE CHIEF EXECUTIVE OFFICER

**More than ever before, it is time for the Group to grasp the new business opportunities and steer them responsibly in the direction of sustainable long-term growth.**

In 2021 Solutions 30 joined the United Nations Global Compact to state its Environmental, Social and Governance commitments and pledge voluntarily to: operate responsibly in accordance with universal sustainability principles, take action to support society, embrace sustainability in its activities, report annually on its efforts and engage with the communities where the Group is present.

In 2021, Solutions 30 revenue increased by 6.7% compared to 2020 and by 26.4% compared to a pre-COVID 2019 base. Revenue generated by its new activities, such as installation of electric vehicle charging stations or of solar panels, amounted to €50 million despite the pandemic and supply chain issues. We expect this figure to double again by the end of 2022. Since it began operations nearly 20 years ago, Solutions 30 has never had such a buoyant market outlook, assisted by both structural growth levers and massive stimulus packages focused on the digital

transformation and energy transition, of which Solutions 30 is a business enabler and which represent 88% of its business. More than ever before, it is time for the Group to grasp these new business opportunities and steer them responsibly in the direction of sustainable long-term growth.

As it enters this new phase of growth, the Group has been pursuing its Governance, Risk and Compliance Project with the objective of implementing more robust and harmonised risk management, compliance, and governance procedures in the first half of 2022.

In this second Sustainability Report, we want to take a step forward in our reporting process in preparation for the forthcoming CSRD, the new non-financial reporting regime. We have enriched the report with additional data related to climate change issues.

Among our priorities are the commitment to keep our employees safe and well and the desire to support the communities in which we work.

As regards our pledge to climate action and responsible consumption, Solutions 30 strives constantly to adopt practices to reduce waste and impact and, where possible, to use resources more efficiently, pursuing business growth while limiting environmental impact as illustrated in the following pages of this report.

The Group adopts a concrete, tangible and targeted approach to Environmental, Social and Governance issues. It is committed to making a measurable contribution to the social, economic, and environmental ecosystem, in order to generate economic and sustainable value and participate actively in the technological and energy transformation of the countries in which it operates.



**GIANBEPPi FORTiS**

CEO of Solutions 30 Group

# CSR INDICATORS

2021 VS 2020



## Environmental

ELECTRICITY CONSUMPTION P. 107

**3,668,292 kWh** (-22.0%)

NATURAL GAS CONSUMPTION P. 107

**176,975 m<sup>3</sup>** (-19.8%)

TOTAL ENERGY CONSUMPTION P. 107

**397,074 GJ** (+12.6%)

TOTAL ENERGY INTENSITY P. 107

(GJ PER 1,000 HOURS WORKED)

**33.2** (-11.2%)

INDIRECT GHG EMISSIONS P. 110

DUE TO ELECTRICITY CONSUMPTION

**467.8 tCO<sub>2</sub>e** (-21.3%)

TOTAL GHG EMISSION INTENSITY P. 111

**39.29 tCO<sub>2</sub>e M€ revenues**



## Social

CLIENT CHURN RATE TOP 80% P. 95

**0** (14 clients in the Top 80%)

GROWTH IN WORKFORCE < 30 YEARS OLD P. 83

**+5.5%** (1,505 employees, 21% of total employees)

GROWTH IN WOMEN P. 82

**+9.0%** (1,040 employees, 14.4% of total employees)



## Governance

SUPERVISORY BOARD AND COMMITTEES P. 69

**100%**

Independent members with experience

Members with experience

- in the sectors in which the Group operates
- in international groups

**92%**

Attendance rate (average)

**5 years**

Seniority (average)

# 01

## SOLUTIONS 30 IDENTITY

Business sectors	p.18
Business model	p.32
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Governance, ethics and integrity	p.67



Solutions 30 is an integrated services company committed to enabling the digital and energy transition by making these technologies easily accessible to everyone.

With more than 50 million call-outs handled since it was founded and a network of more than 15,000 local technicians, Solutions 30 delivers digital support solutions to end-clients, both individuals and professionals, mostly on behalf of larger telecom utilities and digital OEM companies.

## Key numbers

 <p><b>REVENUE</b> € 874.0</p> <p>million compared to €819.3 million in 2020, for growth of 6.7% (3.6% organic)</p>	 <p><b>EMPLOYEES</b> 7,487</p> <p>at 31/12/2021 - Average number of employees in 2021: 7,231</p>
 <p><b>TECHNICIANS</b> 15,000</p>	 <p><b>GEOGRAPHICAL REGIONS</b> 7 where Solutions 30 is present</p>

The Group is the trusted partner of telecom operators for high-speed broadband installation and assistance services, of utility companies for the installation of smart meters and energy-related devices, and of retail companies of all sizes for the installation and servicing of payment systems and POS terminals.

The range of services offered grows every day, making Solutions 30 the European leader in last-mile digital services. The daily challenge of the company is to maintain a profitable, efficient and scalable organisational structure delivering constant service quality and ensuring sustainable.

## Ownership

Solutions 30 SE is listed on Euronext Paris, Compartment A.

### INDEXES

SBF120, CAC Mid 60, NEXT 150, CAC PME, CAC Technology, MSCI Europe ex-UK Small Cap.

## Values

### Innovation

A state-of-the-art technological approach to exceed our clients' expectations and find new, innovative ways to solve problems.

### Commitment

An ongoing commitment to a more sustainable and connected world, customer satisfaction and value creation.

### Agility

An agile organisation for greater efficiency and the ability to adapt quickly to customer demand in the constantly changing world of technology.

### Entrepreneurship

Autonomy and responsibility are essential for our organisation, promoting professional buy-in and a sense of accomplishment for everyone.

### Proximity

Proximity to our customers and partners to build solid relationships of trust

### Professionalism

Our professionalism is based on training and development of expertise, as well as integrity and ethical behaviour, as performance drivers.

## Mission

### Combining accessibility with sustainability

Solutions 30's mission is based on two main pillars: to make the technological developments that are transforming people's daily lives accessible to everyone, even in critical situations, and to enable energy transition, in order to reduce the environmental impact.)



## A history of dynamic growth

Created in 2003, the Solutions 30 Group's revenue reached €874.0 million at the end of 2021.

### 2003-2007

#### A NATIONAL PLAYER MAINLY ACTIVE IN INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

PC30, the company that eventually became the Solutions 30 Group, was founded in France in 2003, to provide services to internet service providers (ISPs) and other telecommunications players, such as installing modems, personal computers, or routers, as well as user support. To finance its growth, the company went public in 2005 on Euronext Paris' Euronext Access market.

Between 2005 and 2007, in a market that was undergoing a restructuring, the company signed its first partnerships with major French ISPs (Alice, Orange, 9 Telecom, Club-Internet, etc.), who wanted to outsource their user service activities. It saw its revenue grow exponentially, and in 2007, just 4 years after its creation, it reported revenue of €30.1 million.

### 2008-2014

#### INTERNATIONAL EXPANSION AND DEVELOPMENT OF SERVICES FOR NEW MARKETS

While its competitors sought to move up the value chain by providing IT services, PC30 focused on its existing range of rapid-response multi-technology services and on expanding into new business sectors

and geographical markets. In 2008, PC30 established its first international subsidiary in Italy. In 2009, it ramped up its international expansion by establishing itself in the Benelux region and focusing on new business segments. The energy sector was the primary focus at a time when France was announcing a massive plan for the installation of next-generation electricity meters.

In 2010, with €54.7 million in revenue, PC30 became Solutions 30, highlighting its ability to offer its customers integrated solutions. Solutions 30 shares were transferred to Euronext Growth.

The Group continued to develop, growing both organically and through acquisitions. It gradually positioned itself as the centre of a highly fragmented market. The objective was to reach critical mass as quickly as possible that would enable it to a dense network of technicians, maximise economies of scale, and amplify the profitability of its model.

### 2015-2020

#### ACCELERATED GROWTH, BIRTH OF A RAPID-RESPONSE SERVICE CHAMPION

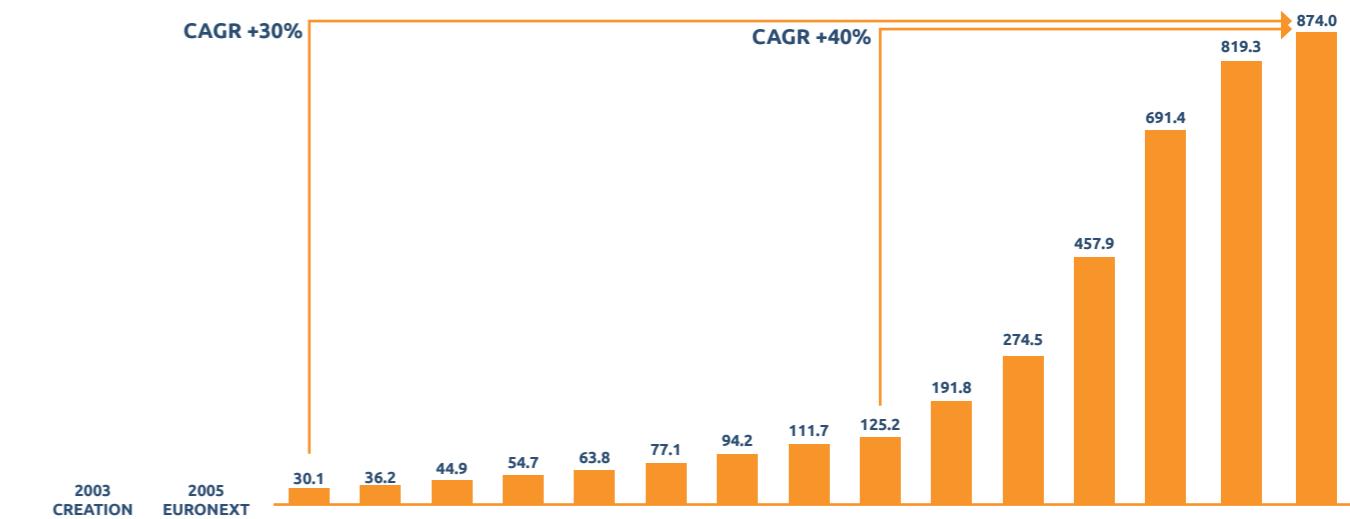
In 2015, Solutions 30 entered a period of exceptionally rapid development, signing two major contracts in France, for the rollout of smart electricity meters and of ultra-fast internet (optical fibre). Subsequently, the Group grew at an average rate of more than 40% per year, with revenue rising from €125.2 million in 2015 to €819.3 million in 2020.

This dynamic and profitable growth allowed

Solutions 30 to step up its expansion abroad. During this time, the Group made some strategic acquisitions in France, Germany, and the Benelux region, and won a bid to take over Belgian cable service provider Telenet's service business as an outsourcer, a contract worth €70 million annually that enabled it to a reach critical size in the Benelux region. At the same time, Solutions 30 consolidated its growth in Italy and Spain. In 2019, the Group expanded into Poland by acquiring two companies with a combined revenue of €21 million. At the end of 2020, Solutions 30 entered the United Kingdom, acquiring Comvergent, a company with €17.5 million in revenue that had developed a range of multi-technical services for installing and maintaining mobile networks.

In July 2020, the company's shares were transferred to Compartment A of the Euronext Paris exchange, and Solutions 30 was admitted to the SBF 120 index.

#### CONTINUOUS AND SUSTAINED GROWTH

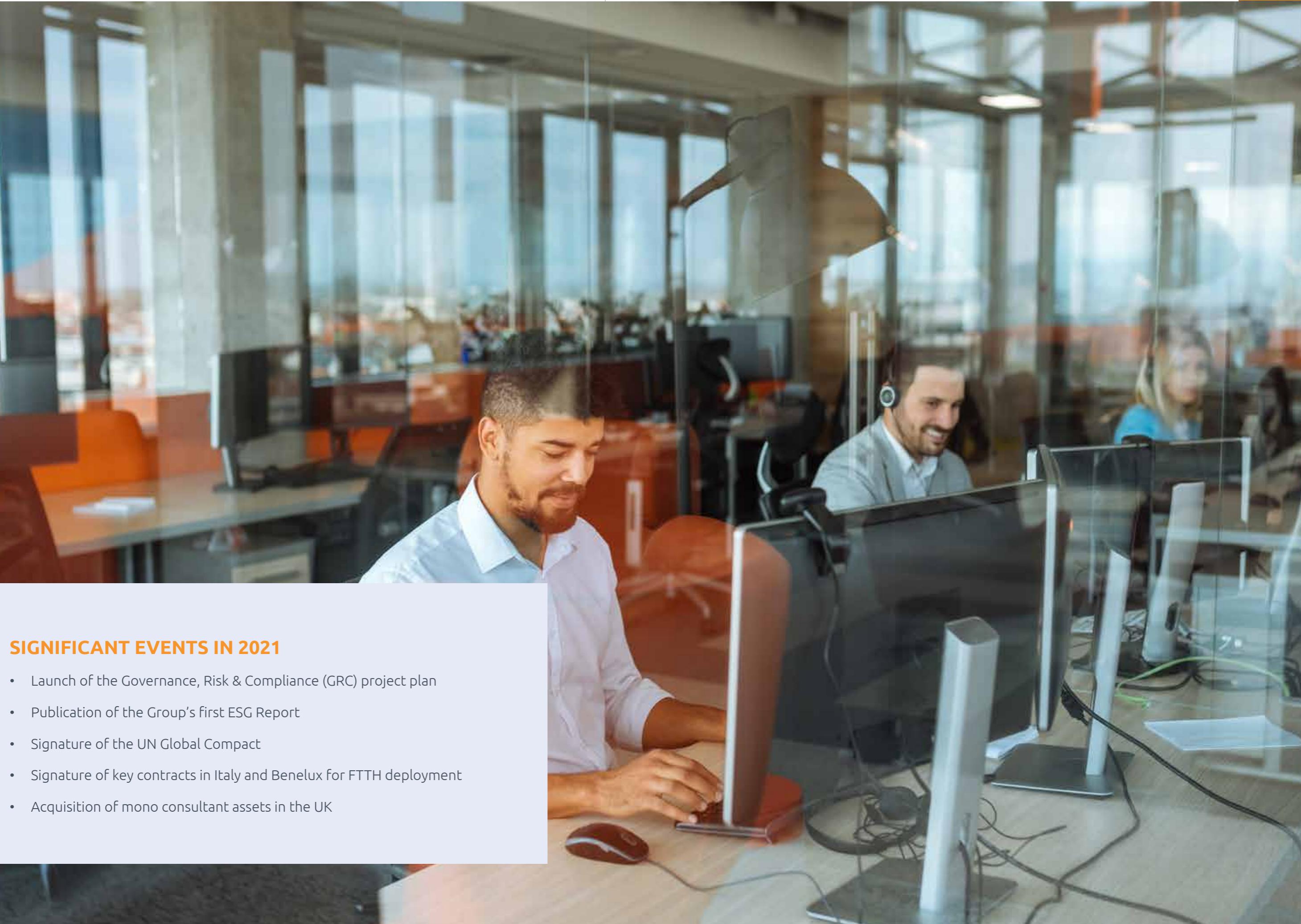


Over the last 18 years, Solutions 30 has become a European leader in rapid-response multi-technology services.

### 2021

#### DUPLICATION OF THE FRENCH MODEL WHILE THE GEOGRAPHICAL MIX EVOLVES

Although 2020 was defined by the COVID-19 pandemic, Solutions 30 proved its resilience and continued to post double-digit growth figures. In 2021, the Group began to re-balance its activities geographically. Until then, most of its growth was driven by France, but the markets in the Benelux region, Italy, and even Spain are showing signs of dynamic growth. Overall, Solutions 30 is tapping into favourable market momentum, thanks to the acceleration of the digital transformation and the energy transition, supported by post-COVID recovery plans of an unprecedented scale introduced throughout Europe. The duplication of the Group's French success is beginning to materialise.



## SIGNIFICANT EVENTS IN 2021

- Launch of the Governance, Risk & Compliance (GRC) project plan
- Publication of the Group's first ESG Report
- Signature of the UN Global Compact
- Signature of key contracts in Italy and Benelux for FTTH deployment
- Acquisition of mono consultant assets in the UK

## Markets served

The Group headquarters are located at 3 rue de la Reine, L2418 Luxembourg.

Since its creation in 2003, Solutions 30 has worked to achieve a critical size in every territory where it operates and become one of the top three players, securing a strong position from which it can fully leverage its competitive advantages.

The Group is active in seven geographical regions: France, Italy, the Iberian Peninsula, Germany, Benelux, Poland and in the United Kingdom.



GEOGRAPHICAL REGIONS

7



# BUSINESS SECTORS

## We build networks to connect to the future

88% of Solutions 30 business is linked to enabling the digital transformation and energy transition.

Solutions 30's technicians help provide better telecommunications installations and networks, and play a key role in energy transition and energy efficiency.

In 2021, against the backdrop of persistent disruptions due to COVID-19, Solutions 30 continued to pursue its mission: providing better access to the digital and connected world on a daily basis.

As European leader in rapid-response multi-technical services, the Group connects businesses and individuals to networks, installs and maintains digital equipment and supports end users. It helps its customers, often large international groups, outsource non-core but strategically important service activities and shorten technology roll-out times and provides end users with effective support.

Solutions 30 offers a complete range of rapid-response multi-technical services that are currently available across six activity sectors: Telecom, Energy, IT & Retail, Security and Internet of Things.

### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

On 25 September 2015, the United Nations approved the Global Agenda for Sustainable Development and 17 Sustainable Development Goals (SDGs) to be achieved by 2030. The Agenda requires significant commitment from

all members of society. Since the corporates have an important role to play, Solutions 30 has identified how its business can contribute to the achievement of some SDGs relating to its activities carried out in its six business sectors.



**TELECOM**  
Services for high-speed internet connections & communications.



**IT**  
Installation and maintenance support for IT hardware, infrastructure & processes.



**IoT**  
Installation and maintenance of connected devices, an "ideas incubator".



**ENERGY**  
Services for smart meters, smart grids & smart buildings.



**RETAIL**  
Expertise on installation and maintenance of payment terminals (POS) & cash machines.



**SECURITY**  
Technical support for security and safety installations, systems & equipment.



## YOUNG PEOPLE &lt;30

 41%  
OF NEW HIRES IN 2021

## TELECOM SECTOR

 75%  
PROPORTION OF REVENUE ARISING  
FROM THIS SECTOR

## Telecom

**IMPROVEMENT OF INDUSTRY, INNOVATION AND INFRASTRUCTURES:**  
a core issue related to this goal is universal and affordable access to the internet, which should have been provided by 2020. Yet

 9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE

in April 2021, 3.1 billion people around the world are still without internet access. Achieving SDG 9 will be a difficult process and many players will need to take action in order to make substantial progress. In 2003 Solutions 30 began operations in the telecommunications sector, helping individuals and helping them connect to the internet just as ADSL technology was being

 8 DECENT WORK AND  
ECONOMIC GROWTH

rolled out. One of the Group's main assets is the number of technicians operating in the field: about 15,000 experts working on-site at individuals' homes or offices on behalf of Solutions 30's clients. Since the Group is constantly growing, recruitment and training are essential. Solutions 30 is committed to recruiting



4 QUALITY  
EDUCATION

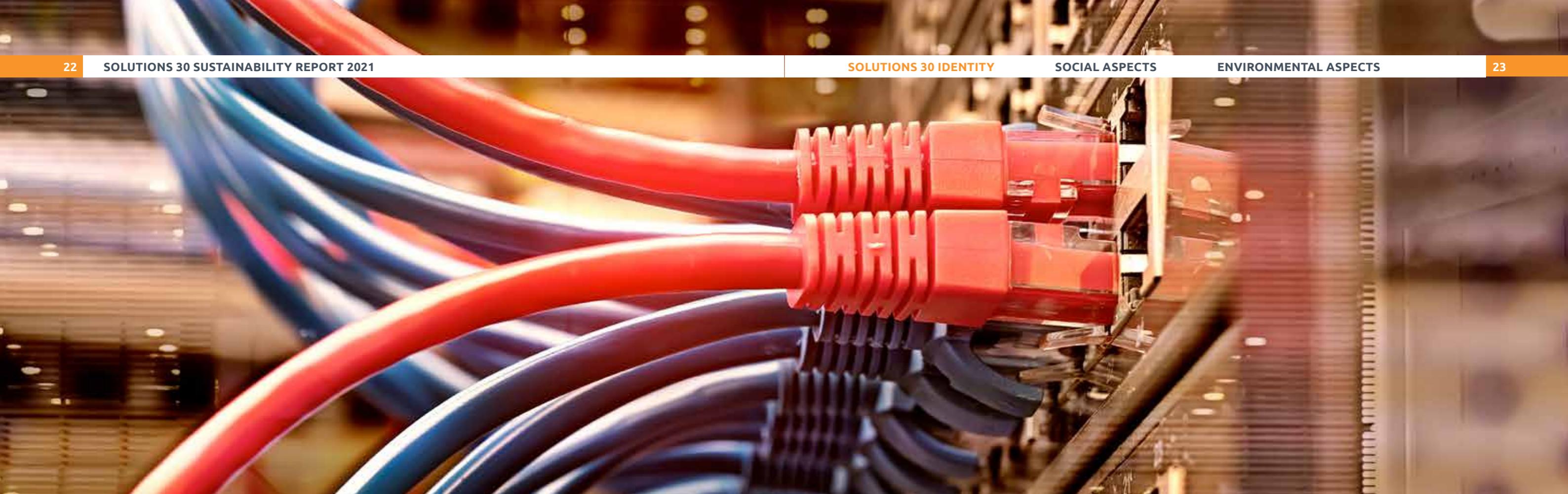
young people even with no professional expertise, to teach them a new job and provide them with professional technical training and career opportunities.

As of the end of December 2021, the Group had generated €344 million in revenue from the roll-out and maintenance of FTTH connections, while the installation and maintenance of other broadband Internet technologies (ADSL, coaxial, etc.) accounted for €315 million in revenue.

The telecom sector remains a major growth driver for the Group. The Covid-19 health crisis has accelerated the roll-out of ultra-fast infrastructure across Europe, with an ever-growing number of projects to bring several large European countries up to speed in terms of digital technology.

Historically, the telecom business has grown rapidly, driven by the roll-out of ultra-fast FTTH (optical fibre) networks. Solutions 30 has helped make France's UltraFast Broadband Plan a success, rapidly installing the fibre-optic network across the country. This has given Solutions 30 the skills it needs to enter European markets that are still in the start-up phase, just as the French market reaches maturity. In terms





of installation activities, the maturity of the targeted markets differs from one country to another:

- In **France**, 29.7 million locations had been covered (eligible for a fibre connection) by the end of 2021, for a total coverage rate of 70%, and the country already had 13.4 million fibre subscribers, i.e., 45% of eligible households or 32% of all locations.
- In **Spain**, the market is already well established. The number of households eligible for fibre-optic connection is very high, giving providers an incentive to convert their broadband subscribers to ultra-fast broadband in order to recover their investments more quickly. A €2.3 billion plan has been announced that would cover 100% of the country by 2025. In Spain, Solutions 30 is

gaining market share, as illustrated by the contract it has won to provide installation and maintenance services to Masmovil in three new regions.

Everywhere else, the market is in its infancy:

- In **Italy**, the creation of a single network combining the TIM and Open Fiber networks was approved on 1 September 2020, with the EU providing €6.7 billion for the country to roll out its fibre network. The large-scale roll-out of ultra-fast Internet has already begun and Solutions 30 has been awarded a €210 million contract by TIM to deploy its FTTH network in Piedmont and Aosta Valley.
- In the **Benelux** countries, the market is gaining momentum and Solutions 30 has signed major contracts with Open Dutch Fiber, Fiberklaar and most recently

Unifiber to support deployment of the FTTH network in Belgium and the Netherlands.

- In the **UK**, the market is growing fast with currently only 7 million locations eligible for a fibre connection out of a total of 27.8 million. The Group has been operating in the UK since December 2020 and continues to expand in both fixed and mobile telecoms.
- In **Germany** and **Poland**, the market is opening slowly, with new large-scale investment plans being announced. The growth dynamic should become even more favourable starting in the second half of 2022, given the low FTTH technology penetration rate in these markets. The number of eligible and subscribed households will increase exponentially over the coming years.

With an already strong position in the fixed network market, the Group is now focusing on mobile networks, while the roll-out of 5th generation (5G) networks has begun and has already made progress in some countries. Today, the Group works on behalf of telecom equipment manufacturers, preparing existing installations and helping to upgrade them. Experts believe that many small additional antennas (microcells) will soon be rolled out and that edge computing will develop to support 5G technology. Due to its territorial coverage, Solutions 30 has a significant competitive advantage in this market. However, the roll-out of 5G technology has stalled due to supply chain disruptions and more generally to the pandemic. Roll-outs will continue over the long term and 5G will not become the leading mobile technology until 2026 (source: Redeye 2021).



## ENERGY SECTOR

 **8.8%**

PROPORTION OF REVENUE ARISING  
FROM THE ENERGY SECTOR

## Energy

Solutions 30's energy sector represents 8.8% of the Group revenue

### ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS



Smart meters and upgraded electrical grids support the transition to a modern energy system in which energy distribution system operators can manage their power grids efficiently while integrating variable emission-free energy sources. At the same time, consumers are provided with the means to manage and control their energy consumption.

The Group has solid growth potential based on three factors:

- the roll-out of smart meters in countries that have not yet adopted them;
- the rise of electric mobility and the need for electric vehicle charging stations for;
- the growth of renewable energy sources, especially solar energy, and the installation of solar panels.



### ROLLING OUT SMART METERS

Analysts estimate that nearly 225 million smart electricity meters will be installed in the EU by 2024, thanks to government investments of about €47 billion. Taking into account the common European standards for the internal electricity market and consumer protection, smart meters provide important benefits to a wide variety of actors, including end-users, retailers and network operators. Smart meters will be an indispensable tool in the development of a more sustainable future.

The value of smart meters lies in their ability to provide the user with real-time data on their energy consumption. When this data is transmitted wirelessly to an in-house display or even to a smartphone, smart meters allow users to understand what level of energy they use, how they use it, and, most importantly, how they could consume their energy more efficiently.

Thankfully, the uptake in smart meters is steadily increasing. In the UK alone, there were 23.6 million smart and advanced meters in homes and small businesses by the end of 2020, representing a 12% increase from the previous year.

In the Benelux for the full year, Solutions 30 tripled revenue from its energy business, to €24.6 million. This growth was driven largely by the roll-out of smart meters in Flanders

on behalf of Fluvius, an activity that started in the first quarter of 2020 and is now fully developed.

In France, the deployment of smart meters winds down and Solutions 30 has largely contributed to the digitalisation of meters, having installed 25% of electricity smart meters. Now, the Group intends to expand in new areas related to energy transition but ramp-up of new market segments is being delayed by the current supply chain problems.

## ELECTRIC VEHICLE CHARGING STATIONS AND SOLAR PANELS

The electric vehicle market is expected to grow considerably in the coming years. Solutions 30 has the required skills and certifications to position itself as a provider of installation and maintenance services for electric vehicle charging stations. Public chargers represent 8% of the total number of chargers, while work and home chargers represent 90% of the network. By 2035, 110+ millions of chargers are expected to be installed. The Group believes that its model enables it to be particularly competitive in charging stations installations in homes and workplaces, since installing public charging stations requires more intensive work.

Solutions 30 has already signed its first service contracts in this sector. In Italy, it has partnered with Enel to provide maintenance services for existing facilities. In France, it is the primary partner of Mobilize Power solutions, which oversees the installation

of charging stations for Renault Group customers. It has also partnered with EDF to help them deploy their “electric mobility plan” in Europe and will be involved in installing and maintaining charging stations for homes and small businesses. The Group has also signed a pan-European partnership with Alfen, a charging station manufacturer, and with EV Box, an Engie subsidiary that provides electric vehicle charging solutions. Finally, Solutions 30 works with oil companies and car manufacturers who want to install charging stations at their gas stations, car dealerships, or customers’ sites. The energy transition and the rise of renewable energy sources are also an opportunity for Solutions 30, which relies on the expertise of its subsidiary Sotranasa to provide solar panel installation services to businesses and to private individuals. These services were first offered in France, where Solutions 30 doubled its solar panel revenue in 2021, and they will be expanded to cover all of Europe in the years to come. To date, Solutions 30 has completed nearly 400 solar panel projects, with a total installed capacity of 688 MWp. By leveraging synergies from its skills and expertise in electrical grids, telecom networks, and residential call-outs, Solutions 30 can take on solar panel projects of all kinds and sizes. The group intends to structure its offering in France as it overcomes its learning curve, since France is one of the European countries with the highest potential.



By 2035, 110 millions of chargers are expected to be installed.



## IT & RETAIL

**15,000**

SERVICE ENGINEERS

**75,000**

TOTAL CALL-OUTS A DAY

### IT & Retail

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



Sustainability is not just a question of reusing and recycling; the extension of the life of IT devices' is important too.

Maintenance and repair are a sustainable approach to product consumption and creation.

Consumer electronics products are often thrown away in environmentally unfriendly ways. The material value of e-waste is \$62.5 billion annually, according to the World Economic Forum. But only 20% of it is handled appropriately.

Since 2003 Solutions 30 has installed and maintained IT hardware and infrastructure for large companies as well as individuals and small businesses. The Group's is able to ensure high quality of service and cost optimisation thanks to its skills and deep technical expertise.

Moreover, in most countries where the Group is present in the supply chain, and in break-and-fix activities in particular, it gives priority to the use of refurbished material. This approach supports the green economy and ecologically responsible recycling by reducing waste production and saving resources and energy.

More mature, this business is now growing more slowly than the telecom or energy sectors. It accounts for 8% of the Group's consolidated revenues and includes all IT hardware support activities.

Furthermore, under the brand name Money30, the Solutions 30 retail unit focuses on large accounts and corporate clients as well as on small retailers. It handles the installation and maintenance of payment terminals and any other equipment used to receive or collect payment, as well as the installation and maintenance of digital point-of-sale equipment. Its growth is driven by the digitalisation of points of sale and by retailers' need to constantly streamline the customer experience.





## IoT and Smart Cities

The Internet of Things covers a wide array of applications, since almost everything is connected these days. Solutions 30 is already active in this market with several major corporations as customers, including a telecom service provider that is rolling out a "connected home" offering, the world leader in online sales, a manufacturer of connected medical devices, and a manufacturer of home automation solutions. This sector represents a major growth opportunity for the group, whose full scope remains difficult to assess accurately.

**184 billion euros**

VALUE OF THE EUROPEAN IOT MARKET<sup>1</sup>



<sup>1</sup> IDC Worldwide Semianual Internet of Things Spending Guide, June 2021.



## SECURITY

### Security

Solutions 30 works on behalf of alarm and video surveillance system suppliers, installing and maintaining connected equipment (alarms, sensors, cameras and access control boxes).

Two main trends are emerging in the security sector: use of existing technology to deliver environmental benefits and integration of newer technologies, such as sensors, in various devices, to prompt 'smart' actions.

**38 billion euros**

GLOBAL SECURITY MARKET VALUE IN 2021  
GROWING AT +10% CAGR BETWEEN 2022 AND 2028<sup>2</sup>



<sup>2</sup> GMI - Global Market Insights February 2022.

# BUSINESS MODEL

Solutions 30's business is based on pooling skills and technical resources, and being able to deploy technicians at short notice. The key to ensuring sustainable growth and profitability is a combination of responsible commitment, **high-volume standardised processes, density of coverage and automation**.

## Solutions30

### EUROPEAN LEADER IN RAPID-RESPONSE TECHNICAL SERVICES

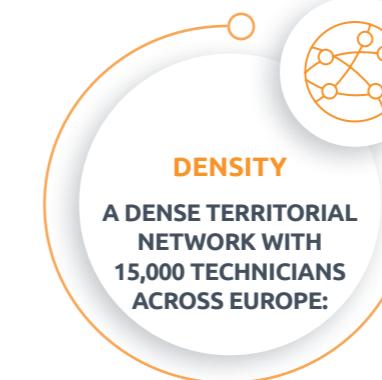
To better serve markets experiencing exponential growth.

we have developed a competitive range of multi-technology service

By relying on three performance drivers



- Securing high-volume contracts through multi-year partnerships with major technology groups from various business sectors.
- Standardising interventions to maximize economies of scale.
- Adding to our knowledge base in real time to constantly increase service providers' expertise and effectiveness.



- Sharing skills and technical resources.
- Optimising travel.
- Reducing call-out lead times.



- Automating repetitive and timeconsuming tasks to better focus on customer satisfaction.
- Simultaneous planning and optimisation in real time for schedules and itineraries.
- Integrating new staff members quickly, ensuring fast and efficient onboarding.

As a market pioneer, SOLUTIONS 30 has won the loyalty of major technology firms across Europe.

A constantly expanding range of services to meet our customers' needs and make the most of new growth opportunities.



A dominant position in all the regions where Solutions 30 is active, increasing our competitiveness.

A low capital intensity model and flexible costs to guarantee efficiency and agility.

## Growth driven by secular tailwinds

In almost 20 years of existence, Solutions 30 has never had such favourable prospects on its markets, thanks to structural growth levers and massive recovery plans aimed at digital transformation and energy transition. According to the Reuters Energy Transition Trends Report 2022 : "at the start of 2022, the scale of commitment towards the energy transition is stronger than ever before, with approximately 21% of the world's largest 2,000 companies now committed to the net zero target. At the same time, the climate challenge facing society continues to grow".

Meanwhile, the digital transition, has taken on a new urgency over the last two years.

Businesses have had to face serious upheavals caused by the pandemic and beyond. This has highlighted the essential role of digitalisation and connectivity for the present and for the future, but both concepts should be read in relation to the trends that will govern the coming years: 5G and IoT, zero-trust security, software 2.0, data fabric, hyper-automation, total experience, everything as a service, generative AI, and AR Cloud.

According to Statista, spending on digital transformation technologies is expected to reach \$1.8 trillion in 2022.

## OVERALL RESOURCE ALLOCATION IN NATIONAL RECOVERY AND RESILIENCE PLANS



Bruegel - 27 April 2022, based on submitted national recovery plans.



## Favouring local communities

### AN EFFECTIVE BUSINESS MODEL WHICH FAVOURS LOCAL COMMUNITIES

The Group's business model, combined with strong operational processes, has demonstrated its ability to generate sustainable growth and profits. It serves as a solid example of the kind of development that can be easily duplicated in new geographical regions and markets.

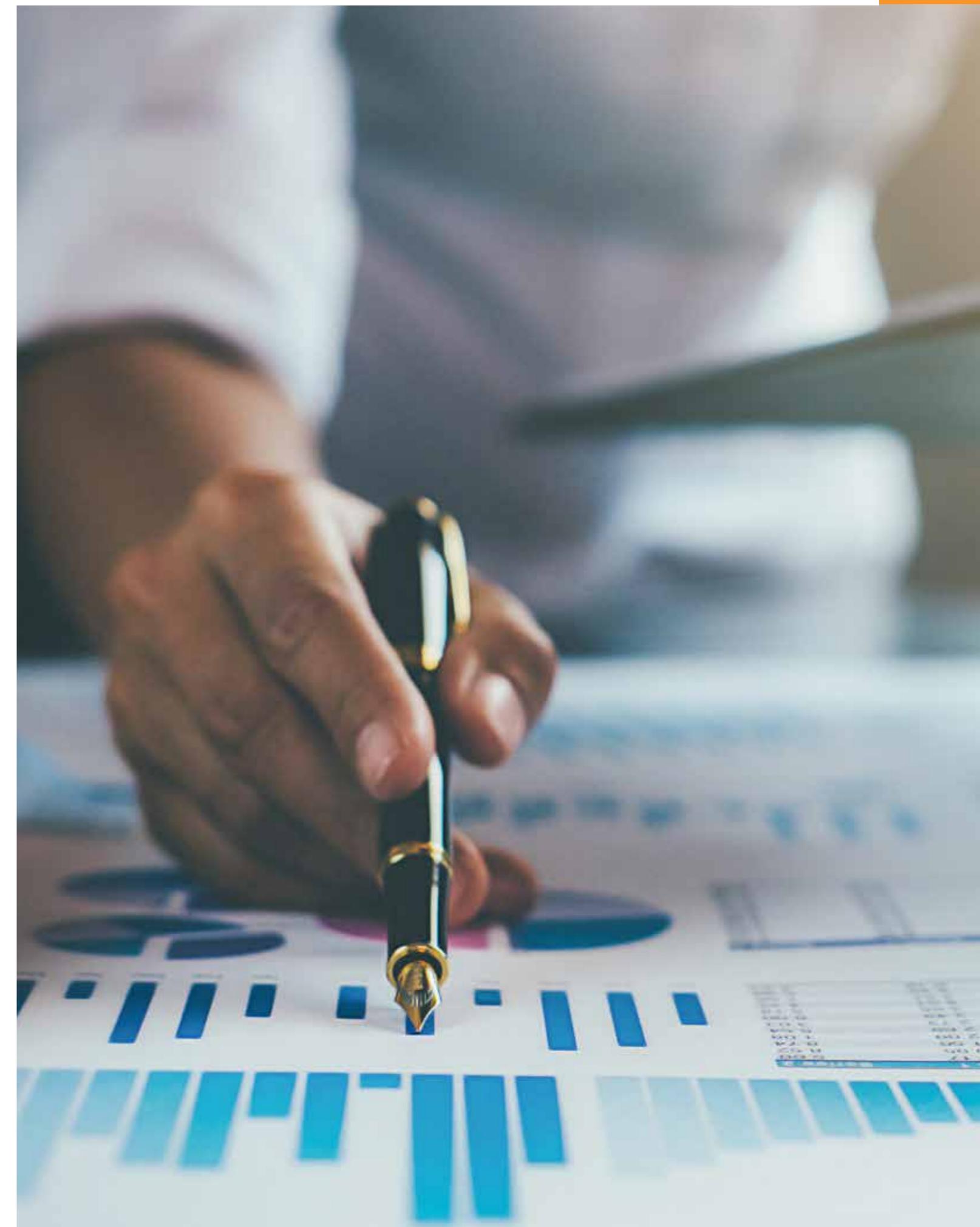
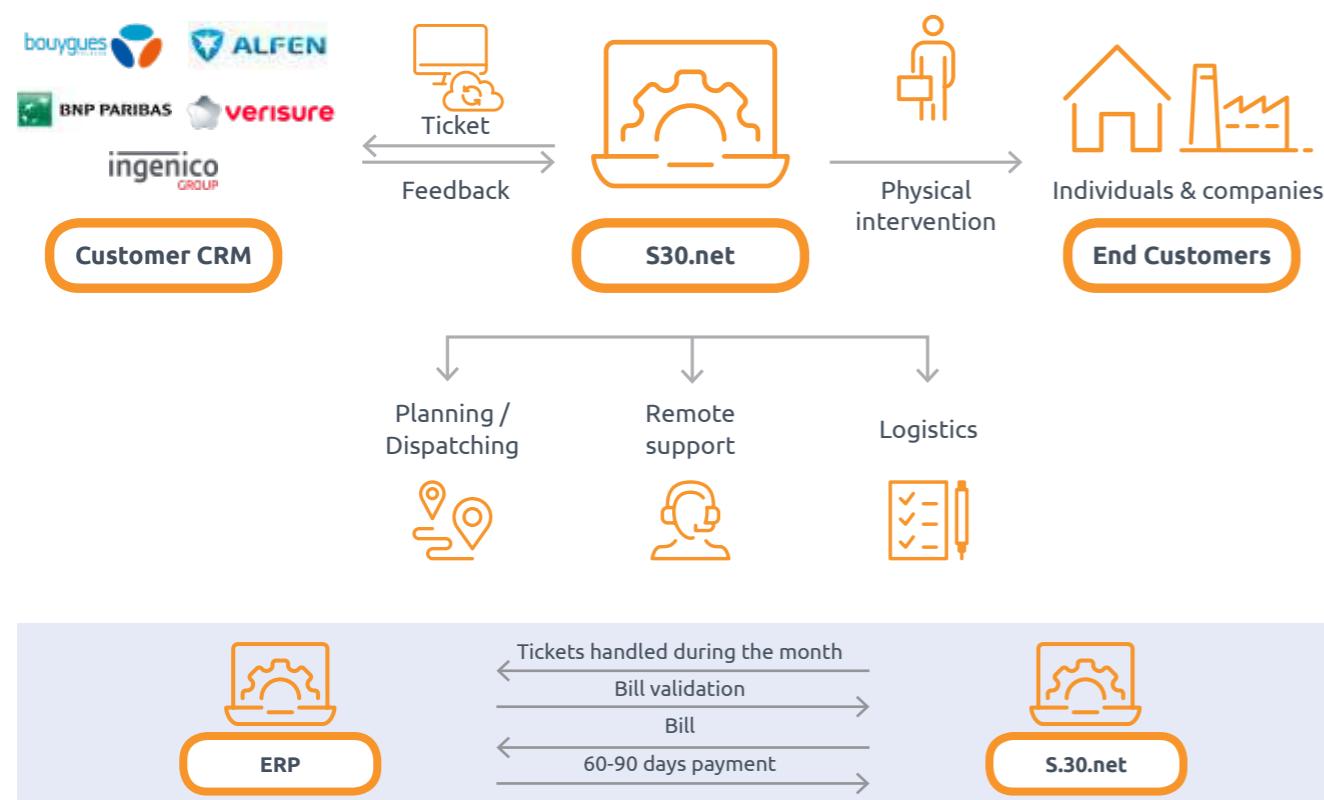
Whenever Solutions 30 signs a contract in a new area, this has a **positive impact on the local ecosystem because the workforce is hired and trained locally**, favouring community engagement.

The Group believes that physical proximity is fundamental for serving its markets

and customers efficiently. It allows it to understand and anticipate customer needs. The density of the technician network is an essential driver of productivity and performance.

The Group has developed a unique IT platform, the backbone of its organisation, to manage the technician network, and make processes easily reproducible and constantly enrich its knowledge base. This platform ensures that the right skills are available in the right place at the right time, and maximises the success rate of first-visit tasks and appointments.

### S30.net: The backbone of group efficiency



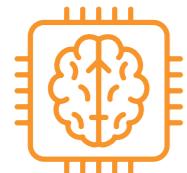
## Towards a sustainable and accessible future

Solutions 30's business has always focused on providing better and more accessible infrastructure and helping the energy transition and energy saving.

Supporting the digital revolution and the energy transition by ensuring the rapid roll-out of new technologies and assistance for users is the daily business of Solution 30.

### DIGITAL ECONOMY IMPACTS ALL SDGS

The evolving digital economy is closely associated with key frontier technologies that impact all SDGs



Artificial intelligence



Blockchain



Internet of Things



3d printing

## SUSTAINABLE DEVELOPMENT GOALS



Automation and robotics



Cloud computing

### The green activities that account for 8.8% of Solutions 30's revenue are:

- the installation and maintenance of smart meters to better predict and control energy consumption,

- the installation and maintenance of EV charging stations to support the development of e-Mobility,
- the adaptation of electrical grids to multiple sources of energy, including renewable energy.

According to preliminary internal evaluations, Solutions 30 activities that make a substantial contribution to climate change mitigation are:

- Individual measures and professional services:** installation of smart electricity meters (6.4% of total revenue).
- Clean mobility infrastructure services:** electric vehicle charging infrastructure and **Services for renewable power stations:** LED relamping for public lighting.
- Solar panel installation.**





## SUSTAINABILITY AT SOLUTIONS 30

At the heart of Solutions 30 activity is the journey to a more sustainable economy: helping clients and their customers become more efficient, thus reducing impact and consumption of resources in favour of sustainable development and value creation.

Solutions 30 is a digital enabler, working to allow everyone to benefit from new technologies by making the technological innovations that are changing our everyday lives more accessible to everyone at home and in the workplace.

Every day, the Solutions 30 teams facilitate the digital transition by helping users make the most of new technologies. This approach is underpinned by Solutions 30's sense of service, which guides all its commitments and is reflected in its

customer loyalty.

Solutions 30 aims for a concrete and holistic approach to environmental, social and governance issues, taking all its Stakeholders into consideration.

As part of its sustainable development strategy, Solutions 30 is committed to implementing a **Corporate Social Responsibility strategy** based on seven core principles:

- **Develop innovative services** with lower environmental impact, contributing to a more circular and sustainable economy;
- **Enable the digital transition** by ensuring access to technology for individuals and businesses;
- **Strive for excellence in the safety and security** of people and property;
- **Promote youth employment and**

**develop human potential** through training and education;

- **Guarantee optimal Stakeholder relations** through transparency and engagement;
- **Sustain a culture of integrity** in the Group;
- **Involve suppliers and partners in our CSR effort** through communication, interaction and active listening.

As a responsible company, Solutions 30 is committed to focusing on Corporate Social Responsibility as well as Environmental, Social and Governance issues in its everyday business and activities, and works constantly to improve its CSR strategy and ESG reporting practices.

## Materiality analysis update

Materiality is a concept used to determine which topics are important enough to be included in a report.

The Solutions 30 Group Management Board carried out an update of its materiality analysis in order to:

- ascertain how the different issues affect its economic, environmental and social performance;
- explain how they can influence Stakeholders' assessments and decisions;
- prepare for the requirements of the new CSRD.

The determination of topics to be reported reflects a combination of internal and external factors relating to the organisation.

- Internal Factors:** mission, values, strategies, policies, risk assessment activities, quality, environment, health and safety and information security management systems.
- External Factors:** indications from the GRI Standards, ESG ratings, assessments of Stakeholders interests and expectations, issues highlighted by the ESG criteria being assessed by investors and financial analysts.

The updated materiality analysis was an important opportunity to share the corporate values and culture and to raise awareness of the effects that decisions and behaviours can

have on Solutions 30 sustainability and medium / long-term growth. The **materiality matrix** beside illustrates the result of the analysis.



● Social aspects

● Environmental aspects

# ESG risks and management approach

## ● Customer satisfaction



### Risks and opportunities

The Group's activity is closely linked to service quality and customer satisfaction. A significant portion of Group revenue is generated by working with major "key accounts". Losing one of these customers could impact the Group's revenue, income, and outlook. However, commercial relationships with major customers are usually not dependent on a single contract, but consist of several contractual relationships organised by geography, activity or end-user category.

### Management approach

The Group believes that this risk can be managed by focusing on service quality and customer satisfaction. The complex technical interfaces that have been built to connect major customers' information systems with Solutions 30's IT platform confirm both sides' commitment to building long-lasting partnerships.

## ● Business ethics and transparency



### Risks and opportunities

Given the Group's rapid growth, governance structures need to be regularly reinforced to ensure continuous improvement and to adapt to new challenges, whether in terms of ownership or decision-making structures.

### Management approach

Promoting responsible business practices allows the Group to maintain and strengthen its market position.

- Monitoring all aspects of business with internal Codes of Conduct and the Whistleblower policy.
- Applying dedicated Code of Conduct, Business Partner Code of Conduct and Whistleblower policies in line with international regulations and legislation.
- Adopting a rigorous anti-corruption policy as part of the updated Code of Conduct.
- Striving for transparent communications on Group's websites and in press releases.
- Engaging in open and constructive dialogue with all Stakeholders.

Solutions 30 has also embarked on a process of continuous improvement of its governance which aims to:

- Document the governance structure that directs and oversees the Solutions 30 Group and its activities
- Document the division of roles and responsibilities between local offices and the corporate team as regards important decisions/procedures.



## ● Digital transformation



### Risks and opportunities

In an increasingly digital world, Solutions 30's growth potential is based on solid and lasting trend.

Today, countries across Europe are upgrading their telecommunications networks to enhance their performance. Solutions 30 is ready to support national service providers with roll-outs, subscriber connections, and adoption of new technologies.

Nevertheless, since the Group delivers applications and services via its fixed line, mobile, data and cloud infrastructure to a full spectrum of customers from private individuals through to large corporations, the underlying technology platforms are extremely complex and capital intensive.

### Management approach

The Group has developed a unique IT platform, the backbone of its organisation. Realising the full potential of the real-time IT platform and the underlying technology platform are top priorities at Solutions 30. Solutions 30's free cashflow enables it to invest in the continuous improvement of its IT platforms.

## ● Digital rights protections



### Risks and opportunities

Both financial and reputational implications may arise for the Group should it fail to protect digital rights or breach applicable legislation.

Data protection and privacy compliance could become an opportunity to build trust with customers and, more generally, with all Stakeholders.

### Management approach

Implementing privacy and security measures to prevent unauthorised access to computers, databases and websites and protect customers' personal information and data is one of the Group's priorities.

- Establishing a clear data privacy policy which is fully compliant with the EU General Data Protection Regulation (GDPR).
- Establishing a dedicated page on the Solutions 30 website for data security and privacy.
- Sensitising employees to privacy and security through training and regular information sharing.
- Providing input to prevent present security risks and taking appropriate action with regard to threats and vulnerabilities.

## ● Occupational health and safety



### Risks and opportunities

Since the main asset of Solutions 30 are its workers, preserving their health and safety is a priority both from an ethical point of view and in terms of business continuity.

Improving health and safety within the Group is also an opportunity to enhance well-being in the company, to retain Human Resources and raise productivity.

### Management approach

The Group is committed to the ongoing development, implementation and monitoring of measures to reduce workplace risks for its staff, subcontractors, suppliers and customers. Beside the Group Health and Safety Policy, the ISO 45001:2018 standard is already diligently applied in Italy, France, Poland and Luxembourg and will be rolled out in all Group countries.

The Group provides Health and Safety training sessions as well as safe driving courses.

## ● Youth employment, training and development



### Risks and opportunities

Youth employment is a global challenge and a top policy concern. Giving young people all possible opportunities to develop their potential and thrive in the green and digital transitions is also a priority of the European Commission.

Maintaining the Group's proficiency in increasingly complex technical skills is of paramount importance. From this point of view young people are a key driver of Solutions 30's growth.

### Management approach

Solutions 30 has developed proven recruitment processes and uses its reputation to attract and train employees. To support its growth and constantly incorporate new skills, the Group has created a vast training program that allows it to hire young people without diplomas or people undergoing professional retraining, significantly improving their employability.

## ● Development of local communities



### Risks and opportunities

Engaging with and managing the Group's impact on local communities is an increasingly important part of the Group's work. Respecting the equilibrium of local communities by engaging with local workforce and entrepreneurs, and creating a positive impact is crucial to Solutions 30. Any kind of conflict would be divisive and expensive.

### Management approach

Solutions 30 respects the local communities and encourages the development of greater resilience and more sustainable livelihoods. It also supports its local workforce through quality jobs with fair conditions as per its Human Rights and Human Resources Policies. Solutions 30's presence in a location creates a positive socio-economic impact through local job creation.

## ● Ethical supply chain management



### Risks and opportunities

The service activities of Solutions 30 require the use of external service providers. The main suppliers are call centre service providers, logistics service providers, long-term rental companies for service vehicles, and external technical workforce providers. Usually, these external service providers are compliant with the ESG requirements even if a slight risk of mismatching is possible.

Cooperation with them in a spirit of mutual, virtuous contamination is an important opportunity for everyone.

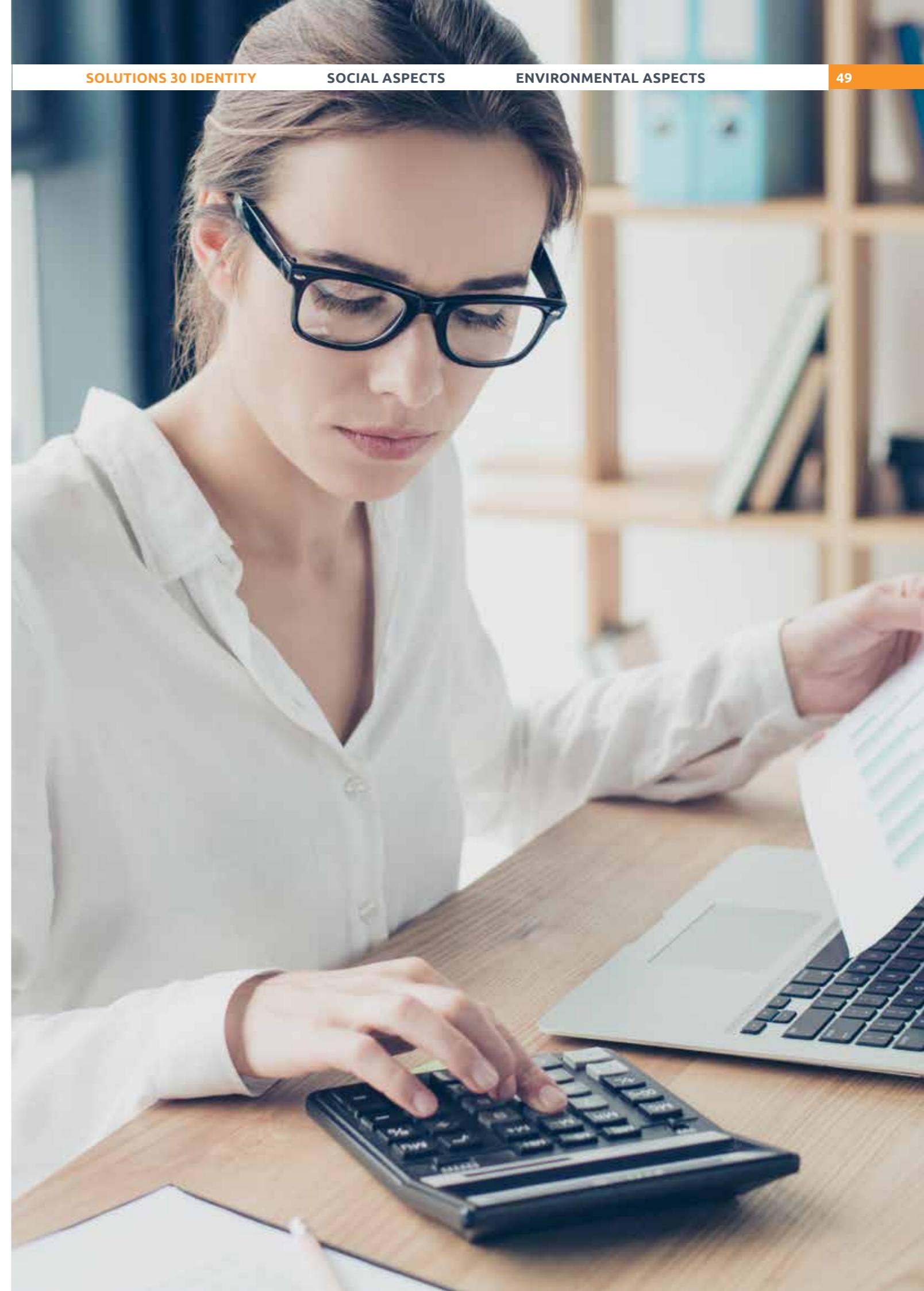
### Management approach

The contracts with service providers directly connected to the Group's business, such as call centres and local technical subcontractors, include ethical, social and environmental standards.

Solutions 30 encourages suppliers who strive for sustainable operations. The Group requires suppliers to comply with the Business Partner Code of Conduct, which covers:

- environmental impact
- fundamental human rights
- working conditions
- health and safety at work
- business ethics.

As part of their contractual engagement with Solutions 30, suppliers must subscribe the Group's Business Partner Code of Conduct.



## ● Reduction of carbon footprint and Sustainable mobility



### Risks and opportunities

Solutions 30's emissions mainly relate to travel by field technicians. For this reason the Group is committed to reducing its environmental impact linked to travel and mobility as well as to capture opportunities from industry disruption and position to succeed in a low-carbon economy.

### Management approach

Greater efficiency in the allocation of technicians to reduce travel time between callouts is a major driver of profitability. Solutions 30 realized an eco and safe driving policy for all technicians.

The Group also provides eco-friendly and safe driving training in order to increase the employee awareness about safe and sustainable driving behaviours.

Solutions 30 also intends to invest in a greener fleet and to promote mobility alternatives among field technicians and employees.

The Group is committed to reducing the environmental impact of its activities focusing on five main areas of action:

- Implementing environmental management systems (EMS): ISO 14001:2015 is already implemented in France, Italy, Luxembourg, Spain and will be rolled out Groupwide;
- Implementing a dedicated environmental policy;
- Delivering eco-friendly solutions (smart meters);
- Managing new eco-friendly services (IOT in smart homes, electric vehicles);
- Raising awareness among Stakeholders (Code of Conduct and Business Partner Code of Conduct).

## ● Reuse and recycling



### Risks and opportunities

The current scenario has highlighted significant problems due to the scarcity of spare parts. Consequently, reusing and recycling, where possible, almost always represents an opportunity, also for capturing new sustainable business such as refurbishing activities, and to position the Group to succeed in a more circular economy.

### Management approach

Solutions 30 is actively committed to reducing the amount of waste generated in its business processes through prevention, reduction, recycling and reuse.

Within its supply chain, in Break and Fix activities in particular, Solutions 30 gives priority to the use of refurbished material. This approach supports a green, ecologically responsible recycling economy by reducing the production of waste and saving resources and energy.

## ● Energy efficiency



### Risks and opportunities

Energy efficiency generates both economic and environmental savings. In some cases, upgrades are not cost effective and it is necessary to deviate from standard economic practices for benefit-cost analyses.

### Management approach

As an energy transition enabler, Solutions 30 is strongly committed to promoting energy savings within the Group and helping to protect natural resources.

It has established an environmental management system (EMS) based on the ISO 14001 principles, to create a systematic approach to improve energy efficiency and prevent pollution.

## Stakeholders engagement

Solutions 30 engages with a broad range of Stakeholders, which include clients, shareholders, employees, suppliers and subcontractors, partners, local communities, government agencies, regulators and the State administration.

Engagement is achieved through collaborative and open dialogue dialogue at both formal and informal levels.





The Group recognises the importance of taking different Stakeholder perspectives into account and is committed to improving this activity.

#### CUSTOMERS

Solutions 30 maintains constant dialogue with customers and is regularly audited by them in order to review how the service is provided, how it meets customer's needs and to assess the Group's role in the customer businesses. This helps Solutions 30 identify areas for improvement, new opportunities and strategic changes.

#### EMPLOYEES

**• Satisfaction Surveys:** starting from 2020, the Group has been organising regular anonymous employee opinion surveys to ask about well-being, environment and workplace quality. The survey includes questions on job satisfaction and satisfaction with other aspects of working life. According to the last survey conducted in 2021, the overall level of satisfaction on a

scale from 0 to 5 is 3.6. The Group intends to further improve areas of satisfaction and to launch projects that raise employee well-being and engagement.

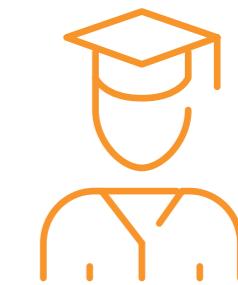
**• Ongoing Training:** Solutions 30 believes that staff training is vitally important in increasing skills and employee engagement. Employees feel valued through training and development, which therefore increases motivation to achieve company objectives. For this reason, the Group has a global e-learning platform: Solutions 30 Academy. Thanks to this technology, it is possible to create, update and share knowledge, feedbacks and e-learning at the Group level. This new Learning Academy offers Solutions 30 employees even more opportunities to learn new skills or update existing competences, at their own pace.

**• Internal newsletter:** Solutions 30's newsletter is the touch point to engage employees and spark discussion while providing company updates. It is also used to promote Corporate Social Responsibility within the company and to share employee

#### TRAINING HOURS 2021

**168,338**

TOTAL NUMBER OF TRAINING HOURS



stories and case studies. The newsletter aims to boost employees' sense of belonging and helps Solutions 30 avoid situations where people feel left out.

#### PARTNERS AND SUBCONTRACTORS

Solutions 30 has introduced a new revised "Business Partner Code of Conduct" to share it with all its business partners, including suppliers and subcontractors. This Code represents the ethical guidelines needed to maintain a sustainable business partnership. With the requirements stated in the Code, we work to ensure that not only Solutions 30 and its employees, but also our business partners respect the principles set out in this Code namely the commitments related to the environment, health and safety, human rights, compliance with applicable laws and regulations. In addition, since 2020, the Group conducted a compliance survey among its main suppliers to gain an understanding of their ESG (Environmental, Social and Governance) initiatives and practices.

#### SHAREHOLDERS

Solutions 30 is in regular contact with its shareholders through roadshows, general meetings, ongoing dialogue and financial information. Within the Group, a dedicated team ensures transparent communication with shareholders and is available to respond to their requests or organise meetings. Together with the ESG department, the Investor Relations team answers queries from ESG rating agencies, and engages in ESG dialogue with potential investors, analysts and shareholders.

#### LOCAL COMMUNITIES

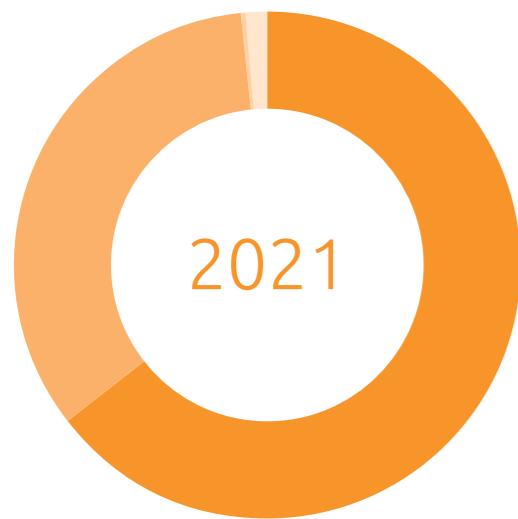
- Meetings with representatives of institutions, schools, universities and civil society associations
- Company points of contact for relations with the media and institutions
- Membership of voluntary initiatives supported by the United Nations

## Generation and distribution of economic value

Solutions 30 recognises the importance of balancing the distribution of value generated by its activities to Stakeholders who have directly or indirectly have contributed to its creation.

By analysing distributed economic value, Solutions 30 studies the flow of resources towards its employees, suppliers, service providers, lenders, public authorities and the communities in which it operates.

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED EUR/000	2019	2020	2021	var.%
<b>A. Direct economic value generated</b>	<b>691,406</b>	<b>819,278</b>	<b>873,981</b>	<b>6,7%</b>
Revenue	691,406	819,278	873,981	6,7%
<b>B. Economic value distributed</b>	<b>647,279</b>	<b>752,179</b>	<b>823,183</b>	<b>9,4%</b>
Operating costs	386,882	473,359	531,104	12,2%
Employee wages and benefits	244,435	257,467	278,502	8,2%
Payments to providers of capital	3,688	4,619	3,558	-23,0%
Payments to government	12,274	16,734	10,019	-40,1%
<b>(A-B) Economic value retained</b>	<b>44,127</b>	<b>67,099</b>	<b>50,798</b>	<b>-24,3%</b>



- **64.5%** General suppliers and Business partners
- **33.8%** Employees
- **0.4%** Lenders and Shareholders
- **1.2%** Government and Local authorities

## Implementation of the European Taxonomy at Solutions 30

In accordance with the indications set out in the Taxonomy Regulation Delegated Acts, the final versions of which were published in June 2021, a two-phase process was implemented: assessment of the applicability of the Taxonomy through an analysis of the Group's entire business model, followed by reporting operations on the surveyed activities.

In line with the phases set out in the Regulation application roadmap, in 2021 the process focused exclusively on the objectives of climate change mitigation and adaptation, based on the eligibility criterion. Therefore, business activities were divided into the following two categories:

- **Eligible activities:** economic activities explicitly included in the Taxonomy Regulation because they make a substantial contribution to climate change mitigation or adaptation;
- **Non-eligible activities:** all economic activities excluded from the Regulation because they do not make a substantial contribution to climate change mitigation or adaptation.

The three key performance indicators required by the Regulation were then calculated: the share of **revenues**, **capital expenditure** and **operating expenses** associated with economic activities considered to be environmentally sustainable.

The reporting process consisted of two phases:

**Survey of eligible activities:** the main Solutions 30 activities were analyzed and mapped. For each activity, the descriptive materials required for the final assessment were collected and filed. To identify the eligible activities, the following categories set out in the Regulation Delegated Acts were used as references:

### Climate change mitigation and adaptation:

- **7.4** Installation, maintenance and repair of electric vehicle charging stations in buildings (and in parking spaces attached to buildings)
- **7.5** Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling building energy performance (smart meters)
- **7.6** Installation, maintenance and repair of renewable energy technologies (solar)
- **6.5** Transport by motorcycles, passenger cars and light commercial vehicles.

The following analysis refers to the share of Revenues, CapEx and OpEx of each economic activity that contributes to the climate change mitigation objective only, since the climate change mitigation objective is considered more significant than the climate change adaptation objective.

## FOCUS ON CARBON TAXONOMY

Most of Solutions 30's greenhouse gas (GHG) emissions arise from transport and related fuel consumption. Currently, the Group's fleet consists mainly of diesel vehicles. **The Group is committed to increasing the number of low-emission cars in its fleet**, as shown on page 105 of the report. With regard to higher-class vehicles (i.e., class I, II vans), there are currently limited solutions available to reduce their carbon footprint to any significant extent.

Therefore, in the short-term, and as its activities requiring the use of higher-class vehicles will continue to grow, Solutions 30 aims to reduce its carbon footprint by optimising technicians' routes and improving its Environmental and Road Safe/Eco-driving policies. In the meantime, it **is exploring solutions to offset its carbon footprint**.

For instance, Solutions 30 is a partner of Bimedia and EcoTree in France, where it contributes to the planting and sustainable management of French forests. Initiatives of this type could increase in the near future. In the medium and long-term, Solutions 30 will continue to seek efficient solutions to reduce its carbon footprint in the field. **The Group has strengthened the management of its fleet and follows ongoing developments in electric mobility** throughout Europe, while current pilot projects and regulatory pressures suggest that viable new solutions will emerge. The announcement of a clear and simple net-zero carbon target will raise awareness

throughout the organisation on the need for everyone to commit to climate change mitigation and reduced energy consumption. In the coming years, **the Group will focus on increasing its use of renewable energies and building employee awareness**.

## NOTES ON THE EU CARBON TAXONOMY

The EU taxonomy is a classification system of environmentally sustainable economic activities. The EU's new Taxonomy Regulation is designed to support the transformation of the EU economy to meet its European Green Deal objectives, including the 2050 climate-neutrality target. The European Commission is adopting a gradual approach, starting with sectors with the highest greenhouse gas (GHG) emissions. Only 13 sectors are presently covered. The current list will be expanded since significant industries are missing and activities possessing demonstrably sustainable credentials or, at the very least, representing a minor impact on the environment are not included. Therefore, even though Solutions 30 activities can make a positive contribution to adapting to and mitigating climate change, most of them do not currently meet the EU Taxonomy criteria. The only activity that is currently eligible is **installation of charging stations for electric vehicles**, €9.8 million, accounting for 1.1% of our revenue in 2021.



## KPI 1 – Revenues

Proportion of product or service revenues associated with economic activities considered eligible under the European Taxonomy.

ECONOMIC ACTIVITY	Revenues (M EUR)	Environmental objective	
		Climate change mitigation (%)	Climate change adaptation (Yes/No)
<b>A – Eligible activities under the Taxonomy</b>			
7.4 Installation, maintenance and repair of electric vehicle charging stations in buildings (and in parking spaces attached to buildings)	9.8	1.1%	Yes
7.5 Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling building energy performance	55.6	6.4%	Yes
7.6 Installation, maintenance and repair of renewable energy technologies	11.1	1.3%	Yes
6.5. Transport by motorcycles, passenger cars and light commercial vehicles	-	-%	Yes
<b>Total revenues from eligible activities under the Taxonomy (M EUR)</b>	<b>76.5</b>		
<b>Total revenues from eligible activities under the Taxonomy %</b>	<b>8.8%</b>		
<b>B – Non-eligible activities under the Taxonomy (M EUR)</b>	<b>797.3</b>		
<b>Total revenues from non-eligible activities under the Taxonomy %</b>	<b>91.2%</b>		
<b>Total A+B</b>	<b>873.8</b>		

## KPI 2 – CapEx

Proportion of capital expenditure associated with economic activities considered eligible under the European Taxonomy.

ECONOMIC ACTIVITY	CAPEX (M EUR)	Environmental objective	
		Climate change mitigation (%)	Climate change adaptation (Yes/No)
<b>A – Eligible activities under the Taxonomy</b>			
7.4 Installation, maintenance and repair of electric vehicle charging stations in buildings (and in parking spaces attached to buildings)	0.2	0.4%	Yes
7.5 Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling building energy performance	1.0	2.1%	Yes
7.6 Installation, maintenance and repair of renewable energy technologies	0.3	0.6%	Yes
6.5. Transport by motorcycles, passenger cars and light commercial vehicles	0.5	1.1%	Yes
<b>Total CapEx from eligible activities under the Taxonomy (M EUR)</b>	<b>2.0</b>		
<b>Total CapEx from eligible activities under the Taxonomy %</b>	<b>4.2%</b>		
<b>B – Non-eligible activities under the Taxonomy (M EUR)</b>	<b>45.9</b>		
<b>Total CapEx from non-eligible activities under the Taxonomy %</b>	<b>95.8%</b>		
<b>Total A+B (M EUR)</b>	<b>47.9</b>		

## KPI 3 – OpEx

Proportion of operating expenses associated with economic activities eligible considered under the European Taxonomy.

ECONOMIC ACTIVITY	OPEX (M EUR)	Environmental objective	
		Climate change mitigation (%)	Climate change adaptation (Yes/No)
<b>A – Eligible activities under the Taxonomy</b>			
7.4 Installation, maintenance and repair of electric vehicle charging stations in buildings (and in parking spaces attached to buildings)	12.6	1.6%	Yes
7.5 Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling building energy performance	50.4	6.2%	Yes
7.6 Installation, maintenance and repair of renewable energy technologies	13.8	1.7%	Yes
6.5. Transport by motorcycles, passenger cars and light commercial vehicles	0.03	0.0%	Yes
<b>Total OpEx from eligible activities under the Taxonomy (M EUR)</b>	<b>76.8</b>		
<b>Total OpEx from eligible activities under the Taxonomy %</b>	<b>9.5%</b>		
<b>B – Non-eligible activities under the Taxonomy (M EUR)</b>	<b>733.4</b>		
<b>Total OpEx from non-eligible activities under the Taxonomy %</b>	<b>90.5%</b>		
<b>Total A+B (M EUR)</b>	<b>810.2</b>		

## Contribution to United Nations Sustainability Goals

Sustainability is core value for business organisations, which have an obligation to inspire and build a better and more sustainable future for employees, customers and all users of their products and services. Solutions 30 has identified the UN Sustainability Goals on which it has an impact:



By making technological innovations that can change our daily lives more widely available, both at home and at work, we are helping to make the economy more inclusive and sustainable.

Our strong growth has enabled us to make important commitments to job creation. The men and women who work with us daily are the foundation of our success.

To promote further growth and to develop new skills, Solutions 30 has launched a training program for young people without degrees or those looking to change professions, making it easier than ever to join the company.

Solutions 30 always aims for excellence when it comes to the safety of people and property, which is why it applied for ISO 45001:2018 Occupational Health and Safety Management System certification.

**15,000**  
expert technicians  
**75,000**  
daily appointments

**41%**  
of new employees  
are under 30 year old  
**2,395**  
new hires in 2021

**168,338**  
hours of training  
provided in 2021  
**90%**  
of employees / 2.9  
days of training per  
employee

**3.6/5**  
team satisfaction  
**67%**  
population covered  
by ISO 45001  
certification

## Solutions 30 climate targets

### GOAL

### To reduce carbon footprint



#### COLLECTED DATA 2021

**37,751 tCO<sub>2</sub>e** Total GHG emissions  
80% Direct emissions on total

#### BY 2040

**SOLUTIONS 30 WILL BE  
CARBON NEUTRAL\***

\* Scope 1 & 2

### "Fibre is the most energy-efficient broadband technology"

A study launched in 2017 by Europacable found that fibre is the most energy-efficient technology for broadband access networks, compared with DSL, xDSL, vectoring and DOCSIS. At 50 Mbps, fibre networks consume 56 kWh per capita per year, compared to 88 kWh for DOCSIS – a carbon emission equivalent of 1.7 tonnes for fibre compared to 2.7 tonnes for DOCSIS. The higher the connectivity speed, the greater the difference in energy consumption. Fibre's reliance on fewer intermediate devices and amplifiers than other technologies facilitates its energy efficiency.

Source: <https://digital-strategy.ec.europa.eu/en/library/fibre-most-energy-efficient-broadband-technology>





## Commitment to the Global Compact



Solutions 30 signed the UN Global Compact. This commits the Group to promoting the principles of the United Nations Global Compact within its sphere of influence.

This involves establishing these principles as active parts of the Group's day-to-day operations and organisational culture and supporting the principles in relation to all Stakeholders.

The UN Global Compact is a United Nations strategic policy initiative, officially launched

in 2000 by Kofi Annan, to encourage businesses worldwide to embrace sustainable and socially responsible policies, and to report on their achievement. Companies that join the UN Global Compact commit themselves to aligning their strategies and operations with ten universally accepted principles. These ten principles cover a set of fundamental values in different areas including:

### HUMAN RIGHTS

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** make sure that they are not

complicit in human rights abuses.

### LABOUR

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4:** the elimination of all forms of forced and compulsory labour;
- **Principle 5:** the effective abolition of child labour; and
- **Principle 6:** the elimination of discrimination in respect of employment and occupation.

### ENVIRONMENT

- **Principle 7:** Businesses should support a precautionary approach to environmental challenges;

- **Principle 8:** undertake initiatives to promote greater environmental responsibility; and
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

### ANTI-CORRUPTION

- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

The UN Global Compact works toward the vision of a sustainable and inclusive global economy where markets, commerce, technology and finance evolve in ways that benefit economies and societies everywhere.



## GOVERNANCE, ETHICS AND INTEGRITY

The governance model adopted by Solutions 30 reflects its long-term strategy and is based on the principles of transparency that the Company is committed to applying at all levels. In this context, Solutions 30 attaches great importance to compliance not only with mandatory legislation but also with internationally accepted best practices.

### Corporate Governance

Solutions 30 has adopted a two-tier governance system, composed of the **Group Management Board** and of the **Supervisory Board**. Its governance is geared towards growth and operations, with short and efficient decision cycles and real proximity to the field. This model allows the Company to remain agile and quickly seize market opportunities, with the objective of reaching critical mass in all the regions where it is present, while maintaining operational rigor. It also promotes comprehensive dialogue and reporting by employees to senior

management and by senior management to the shareholders.

The Group Management Board is entrusted with the Company's operations and general affairs, while the Supervisory Board has a general oversight function over key strategic matters affecting the company.

The Group Management Board is assisted by two executive committees: the **Country Executive Committee** and the **Group Executive Committee** whereas the Supervisory Board comprises three sub-committees: the **Nominations and**

## Remunerations Committee, the Audit Committee and the Strategy Committee.

Each corporate body has a charter outlining the principles and rules of corporate governance upheld by its members. The charters are available on the corporate website.

## SUPERVISORY BOARD

The Supervisory Board is a corporate body composed of at least three members elected by the shareholders; it currently consists of six members and comprises a chair and vice-chair. Members are appointed on the basis of objective criteria such as their expertise, competences, experience, diversity and independence.

The main role of the Supervisory Board is the permanent supervision of the management of the company; additionally, it supervises implementation of the policies introduced by the Group Management Board, advising the Group Management Board on global corporate strategy and monitoring compliance with law and regulations.

## GROUP MANAGEMENT BOARD

The Group Management Board is a corporate body composed of at least three members elected by the Supervisory Board; it currently consists of five members, including the CEO. Members are appointed on the basis of objective criteria such as their expertise, competences, experience, diversity and independence.

The Group Management Board is entrusted with the management and general affairs of

the Company. Its other key powers and duties include:

- ensuring compliance by the Company with the provisions of applicable law and regulations;
- development and implementation of the Company's strategic plan;
- preparation and approval of the Company's financial statements and related reports;
- creation of executive committees for specific tasks and supervision of their activities; and
- reporting to the Supervisory Board.

The Group Management Board is assisted by two working executive committees, each acting within a specific area of expertise:

- the Group Executive Committee
- the Country Executive Committee.

The two committees provide all necessary assistance, support and advice in order to streamline the decision-making process and prioritise issues to be handled by the Group Management Board.

Monthly plenary sessions are held for the Group and Country Executive Committees. In the context of these meetings, cross-functional working groups have been set up to:

- harmonise, improve and/or monitor the Group's key processes: Human Resources, Information Systems, Purchasing & Supply, Business Development, Finance; and
- monitor the deployment of the Group's major projects in the areas of (a) Governance, Risks and Compliance, and (b) Corporate Social Responsibility.

## SUPERVISORY BOARD AND COMMITTEES

Member Supervisory Board and Committees	Nationality	Gender	First appointed	End of term	Seniority	Independent member	Audit Committee	Appointments and remuneration Committee	Strategy Committee	Experience
Alexander Sator	German	M	2015	2023	7 years	Yes	President			Entrepreneur, CEO of 1nce (Jv with Deutsche Telekom)
Francesco Serafini	Italian	M	2013	2024	9 years	Yes	Member	Member	Hewlett-Packard EMEA Chief Operations Officer	
Caroline Tissot	French	F	2017	2024	5 years	Yes		Member	Chief Group Procurement Officer, AccorHotels group, Bouygues Telecom	
Paul Raguin	French	M	2018		3 years	Yes	Member		Founder of the Eolane Group	
Jean-Paul Cottet	French	M	2018	2024	4 years	Yes	President		Member of the Orange Executive Committee, Personal Advisor to the CEO of Orange	
Yves Kerveillant	French	M	2019	2023	4 years	Yes	President	Member	Chartered Accountant, President of Equideals	
Pascale Mourvilier	French	F	2021	2024	< 1 year	Yes	Member		Auditor at Arthur Andersen, head of IFRS expertise center at Suez.	

## GRC PROJECT

During 2021, Solutions 30 introduced a transformation plan with the aim of further improving its governance framework and applying the best-in-class practices. The Supervisory Board appointed a leading organisation that specialises in this area as external partner and, with its support, Solutions 30 launched a governance, risk and compliance project ("GRC Project").

The objectives of the GRC Project are to enhance all Solutions 30 policies and procedures within Solutions 30 and apply the best solutions and harmonised processes throughout the whole Group. The GRC Project focuses on the following

workstreams:

- Establishment of a uniform third-party due diligence process
- Establishment of uniform risk mitigation procedures and enhanced internal control
- Review of the code of conduct and business partner code of conduct
- Improvement of the whistleblowing process and introduction of the whistleblowing platform
- Training
- Definition of disciplinary actions
- Monitoring.

The implementation of strengthened risk management, compliance and governance procedures has been completed by the end of the first half of 2022.

## Sustainability governance

Solutions 30 has created a Corporate Social Responsibility (“CSR”) team dedicated to environmental, social and governance issues and supervised by the Group Management Board and by the Group Executive Committee.

CSR representatives in the various countries are in charge of implementing the Group CSR policy at local level.



## QHSE and Information Security Management Systems

Solutions 30 has developed quality management, safety, environment and information security systems in compliance

with the UNI EN ISO standards and having obtained the following certifications:

### ISO 9001: 2015 quality management system

- France
- Italy
- Luxembourg
- Spain



### ISO 45001:2018 health and safety management system

- France
- Italy
- Luxembourg
- Poland



### ISO 14001:2015 environmental management system

- France
- Italy
- Luxembourg
- Spain



### ISO 27001:2013 information security management system

• France	• Germany*
• Italy	• Poland*
• Spain*	• Luxembourg
• Belgium*	
• the Netherlands*	



\* Compliant with the standard but not yet certified

As required by the reference standards, the Solutions 30 QHSE and Information Safety Management Systems:

- guarantee correct identification and management of environmental aspects and impacts in order to achieve full regulatory compliance and progressive improvement through control and reduction of the associated risks;
- ensure the conformity of the products / services to the requirements of the client and to all specific national and international standards, while increasing customer satisfaction over time.
- ensure compliance with health and safety regulations in the workplace and encourage continuous improvement.
- respect and protect the privacy and personal data of employees, suppliers, business partners, clients and their respective end customers.

## HEALTH AND SAFETY POLICY

 Solutions 30 makes health and safety an integral part of its corporate culture. As a multinational technology solutions provider with more than 7,487 employees, the Company is fully committed to its duty to take a responsible and preventative approach to health and safety and to educate and encourage its workforce, subcontractors as well as its clients and their customers to adopt the best possible

health and safety practices. As a responsible company, Solutions 30 reduces and, where possible, eliminates all professional risks and promotes good health.

## ENVIRONMENTAL POLICY



By helping its clients and customers to install and access technology that reduces their environmental footprint and increases efficiency, the Group's business model contributes to a more sustainable economy.

Smart homes, connected objects and smart cities enhance users' experience and deliver a significant contribution towards more efficient use of resources.

The widespread adoption of high-speed broadband internet would not be possible without the field technicians who handle home installations.

Fibre broadband to the home and the new generation networks provide better connectivity, the basis for significant efficiency gains and lower resource consumption. The installation of smart meters and smart devices in homes drives further reductions in households' energy use. Electric vehicles require a charging point, and Solutions 30 provides the skilled workforce to install it. The Company believes that all efficiency-enhancing technologies need technical support.



## ROAD SAFETY AND ECO-DRIVING POLICY



Solutions 30 is committed to ensuring and promoting safe and ecological driving behaviours. Indeed, Solutions 30 is the European leader in rapid-response multi-technical services, delivered through a network of more than 15,000 field service technicians spread over seven geographical regions.

Eco-safe driving is a recognised and proven style of driving that contributes to road safety whilst reducing fuel consumption and improving the quality of the local and global environment.

The policy addresses to the Group's employees and subcontractors and is intended as complementary to the local car policies within the Group.

## DATA PRIVACY POLICY



Solutions 30 has implemented a Data Privacy Policy to ensure that it is fully compliant with privacy requirements, laws and applicable regulations. The purpose of the policy is to outline the circumstances under which Solutions 30 collects, uses, and discloses the personal data of data subjects and the safeguards that are in place to protect their privacy.

The Data Privacy Policy is aligned with the legal requirements established by the General Data Protection Regulation. Where local data privacy laws establish greater personal data protections, those local laws apply.

# Ethics

## CODE OF CONDUCT

 The Code of Conduct promotes the moral culture, ethical values and legal compliance which are key to the sustained growth of Solutions 30. These values and principles guide the Group's conduct and set the stakeholders' expectations, standards and ethical practices that underpin all Company activities. The Code is complementary to Solutions 30's policies in other specific areas, such as the Human Rights policy and the Business Partner Code of Conduct.

## HUMAN RIGHTS POLICY

 the Group directly or indirectly. Its Human Rights Policy contains the over-arching principles that the Group embeds in its activities, policies and systems. The principles are those of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the ILO Core Conventions on Labour Standards.

The Group encourages the adoption of these or comparable standards by its suppliers, partners and customers in different parts of the world.

## WHISTLEBLOWER POLICY

 Solutions 30 has established and adopted a Global Whistleblower Policy to guarantee the highest

possible standards of openness, honesty, integrity, ethics and accountability. The specific objective of the policy is to provide a channel for whistleblowers to report an unlawful act or omission that constitutes, or may constitute, a violation of – or an inducement to violate – laws and regulations, values and principles established in the Solutions 30 Code of Conduct, internal control principles, Company policies and procedures. The aim is to avoid any type of harm (e.g., economic, environmental, to the safety of workers or third parties, or reputational) to the Group companies and their customers, shareholders, partners, third parties and, more generally, the community. In June 2022 Solutions 30 launched a dedicated online platform provided by a third party to offer secure two-way communication with the whistleblower. This platform will be made available through the Group's website.

## BUSINESS PARTNER CODE OF CONDUCT

 As part of its ongoing sustainability efforts, Solutions 30 has developed a Business Partner Code of Conduct to ensure that all of its business partners, suppliers, and subcontractors meet its expectations in terms of legal requirements, ethical practices, respect for human rights respect, and environmental management.

Solutions 30 seeks to develop and strengthen partnerships based on a shared commitment to transparency and collaboration, and to involve its suppliers, major players in its success, in the sustainable development of the Group. Each supplier is therefore required to carefully read the Solutions 30 Code of Conduct and to comply with it at all times. In the event of non-compliance, Solutions 30 reserves the right to take appropriate measures, including termination of the partnership.

## HUMAN RESOURCES POLICY

 Solutions 30 recognises employees as its most valuable asset and is committed to establishing a productive and creative work environment that fosters well-being and mutual respect, promoting their development, training and reconciliation measures and equal opportunities.

The objective of the Human Resources Framework Policy is to:

- define and disseminate a human resources management model for managing that helps the Group to attract, promote and retain talent.
- Encourage the personal and professional growth of all employees, making them participants in its business success and guaranteeing a safe and satisfying job.

In a world where traditional production assets are increasingly accessible, human

capital determines the difference between competitive and non-competitive companies, as well as between those that create value in a sustainable way and those that are gradually losing their capacity to generate wealth.

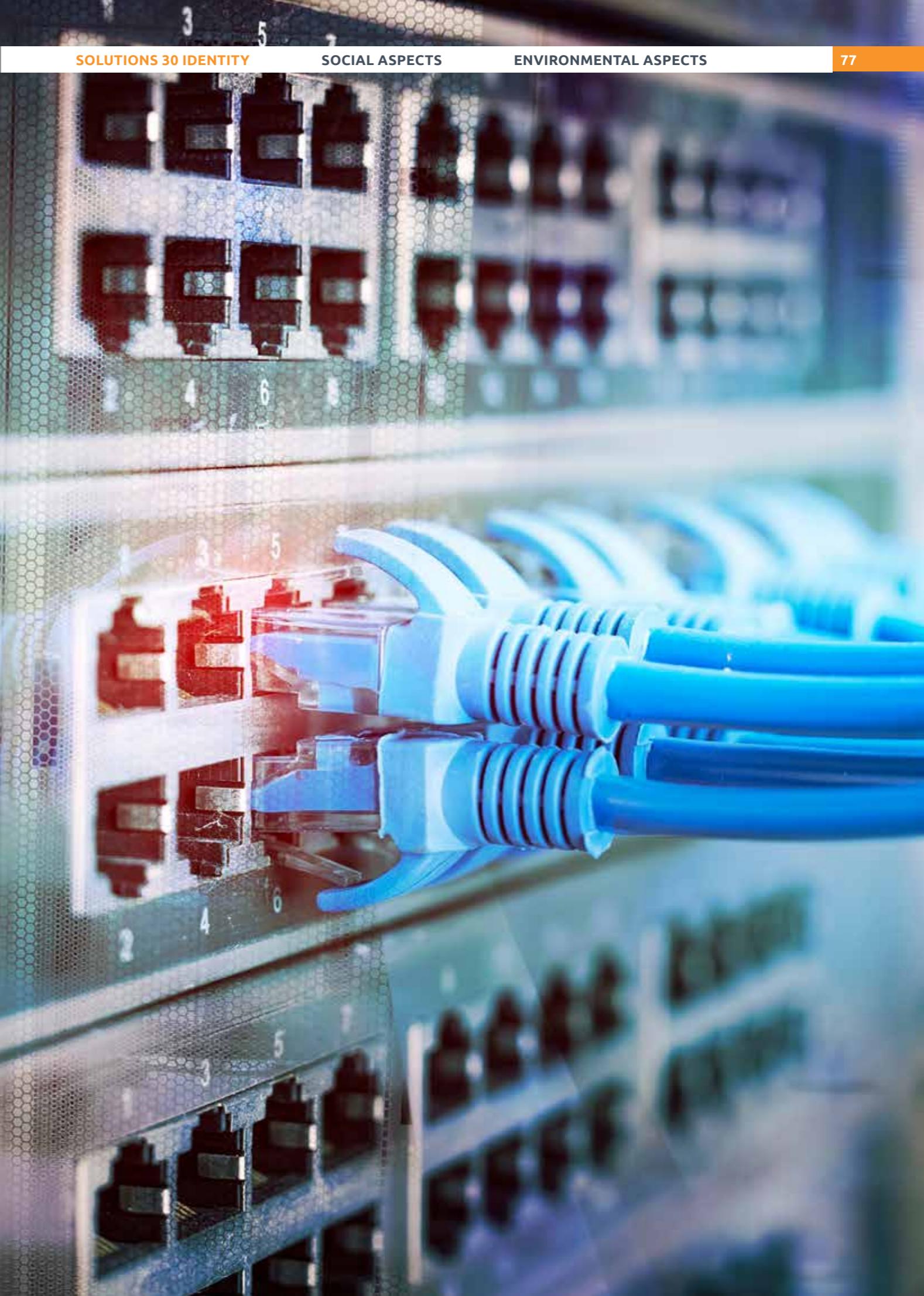
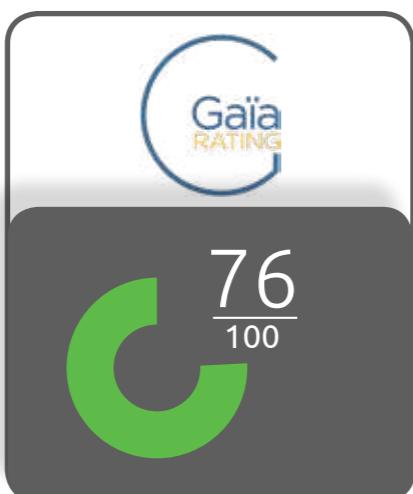
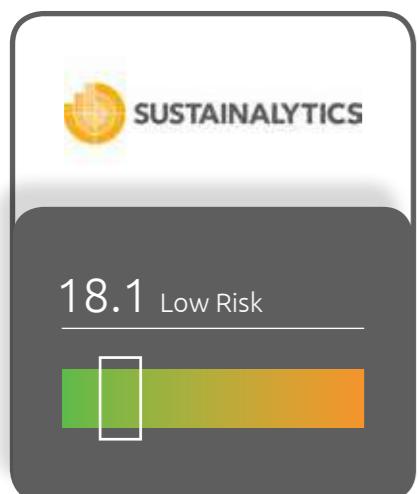
The Human Resources Framework Policy establishes the guidelines that govern labour relations in the countries where the Group operates and serves as a reference for defining Group objectives with regard to: the selection of professionals, the guarantees and stability of quality employment, the creation of a stable relationship with workers, workplace health and safety, training and development. Human resource management is governed by respect for diversity, equal opportunities, non-discrimination and alignment of employee interests with the Group's strategic objectives.



## ESG ratings

As part of its approach to better take better account of CSR issues, Solutions 30 has

obtained the following certifications:



## 02

## SOCIAL ASPECTS

Human capital	p.80
Value chain management	p.94
Corporate Citizenship	p.98



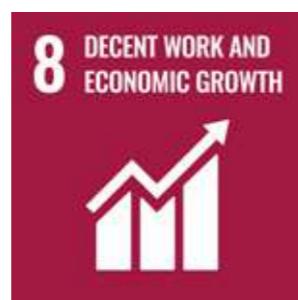
## HUMAN CAPITAL

In a world where traditional production assets are increasingly accessible, human capital fundamentally determines the difference between competitive and non-competitive companies, between companies that create value in a sustainable way and those that are gradually losing their capacity to generate wealth.

Solutions 30 recognises employees as its most valuable asset and is committed to establishing a productive and creative work environment, that fosters well-being and mutual respect, promoting development, training, reconciliation measures and equal opportunities.

The Group hires young people often with a low level of schooling, significantly improving their employability by providing professional training and giving them new job prospects and opportunities. Many Group managers started as technicians and many employees set up their own business, working as Group subcontractors.

Training is of paramount importance at Solutions 30: despite the pandemic, in 2021 the Group provided 168,338 hours of training, equal to around 2.9 days per employee. Solutions 30 has strict operational procedures, an integrated



training centre and specific monitoring tools. The Group works hard to share its expertise, know-how and interpersonal skills with all who need them.

Solutions 30 has created a vast training program which is delivered at special training centres, through e-learning modules, or in collaboration with customers and local authorities:

- Pôle Emploi, the French State's employment agency
- University of Vigo, University of Granada, University of Málaga, University of La Rioja
- VDAB (the Flanders public employment service)
- Dibkom (German Institute for Broadband Communication)
- Observatories - Politecnico di Milano School of Management (Italy)
- Gdańsk Technikum Łączności / Communication High School (Poland),

we had students on training / practice before Covid, long term cooperation, SPRINT (former owner of Telekom Usługi) set up a training room there

- Szczecin Technikum Łączności / Communication High School, we had students on trainings / practice every year before COVID, cooperation started in 1990



## Company workforce

All figures given in this report are based on average number of employees in 2019, 2020 and 2021.

In 2021, the average number of Solutions 30 employees was 7,231. On 31/12/22 Solutions 30 employees amounted to 7,487. Women are well represented in management and administrative functions: 24.5% of managers; 38.5% of staff; 14.4% of the workforce (13.2% in 2020).

**24.5%**  
MANAGERS WOMEN

**38.5%**  
IN STAFF WOMEN

WORKFORCE BY EMPLOYMENT LEVEL	2019			2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	172	95	267	291	109	400	317	103	420
Staff employees	354	342	696	357	203	560	569	356	925
Service engineers & Operators	4,774	443	5,217	5,634	642	6,276	5,305	581	5,886
<b>TOTAL</b>	<b>5,300</b>	<b>880</b>	<b>6,180</b>	<b>6,282</b>	<b>954</b>	<b>7,236</b>	<b>6,191</b>	<b>1,040</b>	<b>7,231</b>

The geographical breakdown of the workforce is in line with changes in revenues, with France falling below the 50% threshold for the first time in 2021, reflecting the maturity of the French market and the undergoing growth in all other countries. (47.6% in 2021, 52.7% in 2020).

Italy increased from 3.8% to 6.0%, Spain from 7% to 8.9%).

**47.6%**  
EMPLOYEES WORKING FOR THE GROUP'S FRENCH OPERATIONS IN 2021

WORKFORCE BY GEOGRAPHICAL REGION	2019			2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
France	3,174	586	3,760	3,246	570	3,816	2,858	582	3,440
Benelux	973	66	1,039	967	82	1,049	1,041	102	1,143
Germany	523	84	607	559	50	609	468	61	529
Italy	327	108	435	243	32	275	387	44	431
Spain	238	26	264	436	70	506	542	99	641
Poland	65	10	75*	831	150	981	819	129	948
United Kingdom							76	23	99
<b>TOTAL</b>	<b>5,300</b>	<b>880</b>	<b>6,180</b>	<b>6,282</b>	<b>954</b>	<b>7,236</b>	<b>6,191</b>	<b>1,040</b>	<b>7,231</b>

Higher youth employment is an ESG target for Solutions 30 (20.8% of the total workforce, 19.7% in 2020, and 41.1% of total hires in 2021, 38.4% in 2020).

**41.1%**

EMPLOYEES <30 OF TOTAL HIRES IN 2021



WORKFORCE BY AGE	2019			2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
< 30	1,160	195	1,355	1,200	227	1,427	1,238	267	1,505
30-55	3,513	635	4,148	4,285	654	4,937	4,111	695	4,806
> 55	627	50	677	797	73	870	842	78	920
<b>TOTAL</b>	<b>5,300</b>	<b>880</b>	<b>6,180</b>	<b>6,282</b>	<b>954</b>	<b>7,236</b>	<b>6,191</b>	<b>1,040</b>	<b>7,231</b>

At Solutions 30, 81.2% of the employees are hired with open-ended contracts, demonstrating the importance that the Company places on the provision of stable employment.

**81.2%**

EMPLOYEES HIRED WITH OPEN-ENDED CONTRACT IN 2021

WORKFORCE BY EMPLOYMENT CONTRACT	2019			2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Average number of employees with open-ended contracts	4,538	793	5,331	5,443	885	6,328	4,961	911	5,872
Average number of employees with temporary contracts	762	87	849	839	69	908	1,230	129	1,359
<b>TOTAL</b>	<b>5,300</b>	<b>880</b>	<b>6,180</b>	<b>6,282</b>	<b>954</b>	<b>7,236</b>	<b>6,191</b>	<b>1,040</b>	<b>7,231</b>

In 2021, 4.6% of employees benefited from part-time contracts: 9.4% of women and 3.7% of men.

**4.6%**

EMPLOYEES BENEFITED FROM PART-TIME CONTRACTS IN 2021

PART-TIME	2019			2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Average number of employees	109	83	192	133	56	189	232	98	330
% employees on the total	2.1%	9.4%	3.1%	2.1%	5.9%	2.6%	3.7%	9.4%	4.6%

## Youth employment

The fundamental principles with regards to selection and recruitment are:

- to favour the access of young people to their first job through scholarship programmes and apprenticeships;
- to present candidates with an offer of value that favours the selection and hiring of the best professionals;
- to ensure that selection and hiring processes are objective and impartial;
- to favour the recruitment of employees with different abilities.

WORKFORCE HIRES BY AGE	HIRES 2020			HIRES 2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
< 30	560	110	670	758	199	984
Rate*	46.7%	48.4%	46.9%	63.4%	74.5%	65.4%
30-55	792	182	974	1,127	176	1,303
Rate*	18.5%	27.9%	19.7%	27.4%	25.3%	27.1%
>55	89	11	100	102	6	108
Rate*	11.2%	15.0%	11.5%	12.1%	7.7%	11.7%
<b>TOTAL</b>	<b>1,441</b>	<b>303</b>	<b>1,744</b>	<b>2,014</b>	<b>381</b>	<b>2,395</b>
<b>Rate*</b>	<b>22.9%</b>	<b>31.8%</b>	<b>24.1%</b>	<b>32.5%</b>	<b>36.6%</b>	<b>33.1%</b>

WORKFORCE TURNOVER BY AGE	TURNOVER 2020			TURNOVER 2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
< 30	386	92	478	654	134	788
Rate*	32.2%	40.5%	33.5%	52.8%	50.2%	52.4%
30-55	606	141	747	1,255	187	1,442
Rate*	14.1%	21.6%	15.1%	30.5%	26.9%	30.0%
>55	90	11	101	217	27	244
Rate*	11.3%	15.0%	11.6%	25.8%	34.6%	26.5%
<b>TOTAL</b>	<b>1,082</b>	<b>244</b>	<b>1,326</b>	<b>2,126</b>	<b>348</b>	<b>2,474</b>
<b>Rate*</b>	<b>17.2%</b>	<b>25.6%</b>	<b>18.3%</b>	<b>34.3%</b>	<b>33.5%</b>	<b>34.2%</b>

\* Rates are calculated as the ratio between the number of people hired or who left (turnover) and the average number present during the year.

At Solutions 30, career path development takes place mostly among office employees in areas where advanced skills are required, for example workflow design, project management and management control. The technical area, on the other hand, provides a gateway into the world of work; generally, after about three

years, most technicians who intend to progress either relocate in the market thanks to the skills acquired at Solutions 30, or set up their own businesses, for example as subcontractors to the Group. Some technicians grow professionally within the company, acquiring managerial roles.



## Training and performance appraisal

The fundamental aspect of talent management in the Group is training, whose fundamental principles are:

- the establishment of a conceptual framework that includes all the training activities to promote the qualification of employees, adapting them to a multicultural working environment permeable to cultural changes and promoting the sustainable development of the Company's businesses;
- the implementation of training plans to improve professional skills, adapt the workforce to technological and organisational changes, help new employees adjust to the Group's requirements and build a greater capacity for professional development;
- training is a key element of professional qualification and opens up opportunities for promotion within the Group;
- training program incorporate elements that

Foster a culture of ethical behaviour. Development of human potential is one of the Group's CSR pillars. Training is provided in Solutions 30's training centres, through e-learning modules, or in collaboration with customers and local authorities and schools (e.g., Pôle Emploi, the French State's employment agency). To ensure the correct provision of dedicated, constantly updated training sessions and track the progress and areas of improvement for its employees, the Group has created a dedicated interactive platform: Solutions 30 Academy. The Group's broad training program also allows Solutions 30 to hire young people with limited schooling or people undergoing professional retraining, significantly improving their employability.

HOURS AVERAGE OF TRAINING PER GENDER AND CATEGORY	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	10.5	8.7	10.0	14.1	14.7	14.2
Staff employees	6.6	24.9	13.2	18.6	46.7	29.4
Field technicians & Operators	20.4	19.6	20.3	24.7	7.1	23.0
<b>TOTAL</b>	<b>19.1</b>	<b>19.5</b>	<b>19.2</b>	<b>23.6</b>	<b>21.4</b>	<b>23.3</b>

Individual performance assessment interviews and sharing of career development goals, as well as special management initiatives for highly skilled Employees, are carried out regularly.

The fundamental principles of action are:

- to carry out regular performance assessments of the Group's employees;
- to communicate the results to the person being assessed in a way that favours their professional development.

EMPLOYEES RECEIVING ANNUAL PERFORMANCE REVIEWS (%)	2019		2020		2021	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Managers	43.6%	36.8%	24.7%	35.6%	23.7%	37.9%
Staff employees	25.4%	13.2%	19.6%	16.5%	49.4%	44.3%
Service engineers & Operators	20.1%	9.7%	16.6%	7.4%	23.6%	34.4%

Over the years, Solutions 30 continually increased the number of employees who are

regularly reviewed, except in 2020, when the pandemic made this difficult.

TOTAL HOURS OF TRAINING PER GENDER AND CATEGORY	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	3,067	944	4,011	4,460	1,509	5,968
Staff employees	2,345	5,049	7,393	10,580	16,620	27,200
Field technicians & Operators	114,784	12,617	127,401	131,049	4,121	135,170
<b>TOTAL</b>	<b>120,196</b>	<b>18,609</b>	<b>138,804</b>	<b>146,088</b>	<b>22,249</b>	<b>168,338</b>

## Occupational health and safety

The Group pays close attention to its employees not only by complying with laws on workplace health and safety and by establishing procedures preventing accidents and occupational illness, but also by promoting physical and psychological well-being with policies designed to encourage the adoption of correct behaviour.

The Group is also focused on constantly improving health and safety standards and has been awarded ISO 45001 certification in recognition of its adoption of the highest occupational health and safety standards. Solutions 30 develops and maintains a health and safety culture throughout the organisation, providing proper instructions, training and supervision for all employees.

 The **Occupational Health and Safety Policy** is designed to achieve a safe and healthy working environment. The

Group's occupational health and safety policy includes:

- the integration of occupational health

and safety criteria throughout the Group, so that managers, technicians, executives and workers assume their responsibilities;

- the identification, evaluation and effective control of the workplace-related risks;
- health monitoring and training to ensure employees' job fitness;
- a workplace health and safety evaluation mechanism based on the standards established for the entire Group to identify possible deviations, share best practices and foster a global culture of excellence in risk prevention.

In addition to the third-party audits necessary to maintain ISO 45001 certification, Solutions 30 is regularly audited by its customers and carries out internal audits.

NUMBER OF SECOND AND FIRST PARTY AUDITS	2019	2020	2021
Health & Safety customers audits and inspections	31,285	25,983	<b>21,971</b>
H&S internal audits	18,705	17,205	<b>27,509</b>

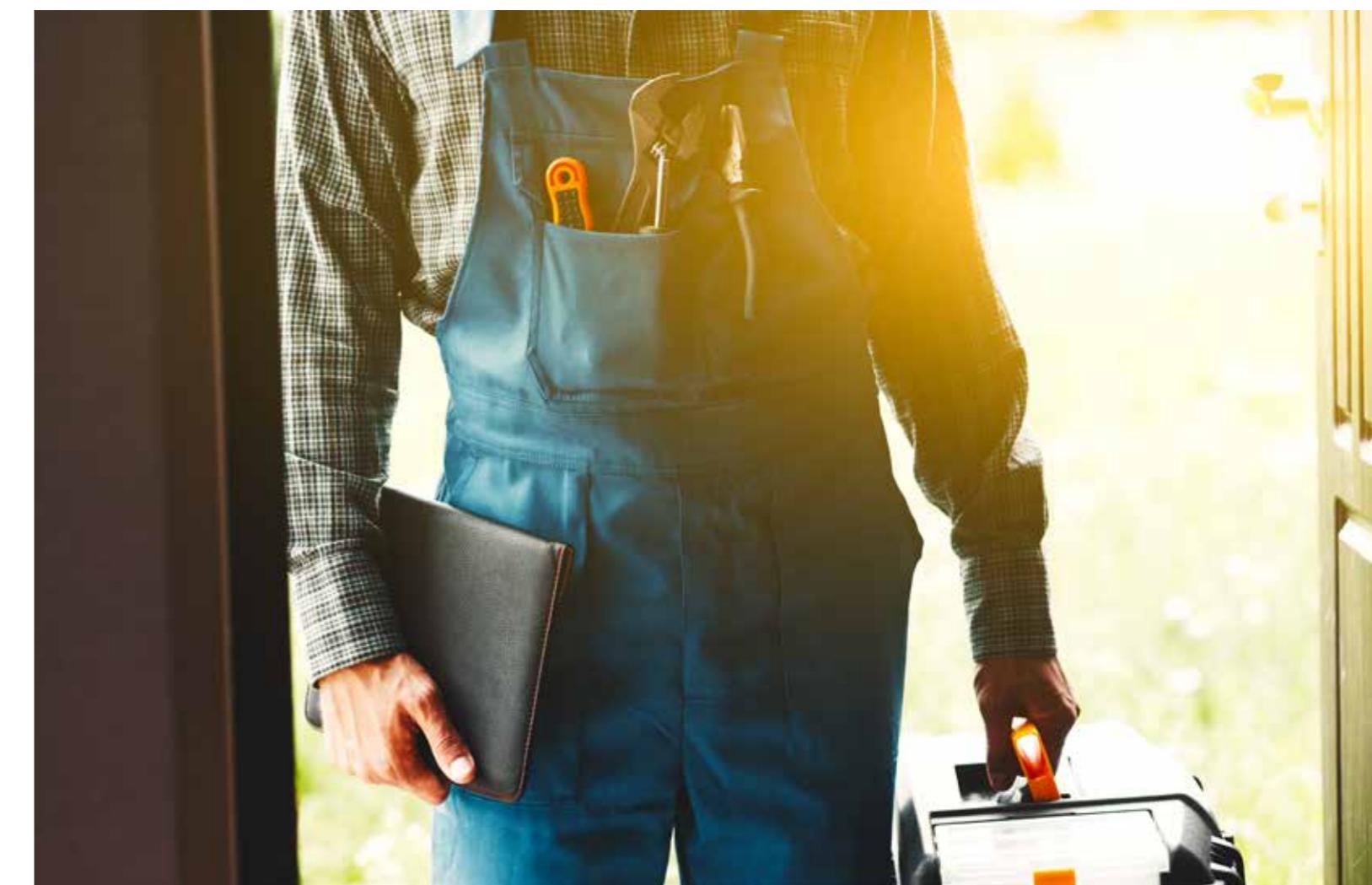
Solutions 30 has implemented a Road Safety and Eco-Driving Policy.

This policy is intended to reduce accidents and work-related road injuries and to promote an ecological and safe driving culture within the organisation, specifically:

- To make drivers aware of the main risks they face or create when driving for work or going to work.
- To make sure that employees who drive vehicles for work demonstrate safe, efficient driving skills and sustainable and good road safety habits at all times.

3. To maintain all company vehicles in a safe, clean and roadworthy condition in order to ensure the maximum safety of the drivers, occupants and other road users, and reduce the environmental impact of company vehicles.

4. To adopt an eco-driving behaviour, as illustrated in the dedicated training sessions, in order to reduce greenhouse gas emissions as well as air pollution by reducing fuel consumption.



## Employee well-being



Solutions 30 is part of the ENWHP, a network of organisations and individuals

committed to developing and promoting good workplace health practice, which in turn contributes to sustainable economic and social development in Europe.

SMART WORKING	2019		2020		2021	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Total number of employees that worked in smart working	113	41	1,178	334	461	264
% of employees who used smart working on total	2.1%	4.7%	18.7%	35.0%	7.5%	25.4%
Total days in smart working	6,412	2,032	63,064	30,029	96,943.61	70,122.5
% of days in smart working on total	0.7%	7.9%	7.9%	6.5%	4.7%	

In 2021, 1,025 employees took parental leave.

Solutions 30 is a flexible employer which applies smart working and tries to meet the needs of its employees, where possible.

## Equal opportunities

Solutions 30 ensures that all employees are treated fairly, with dignity and with consideration for their goals and aspirations and embraces diversity in the workplace. The Group provides equal opportunities in all aspects of employment and does not tolerate discrimination, intimidation, harassment or other forms of unlawful behaviour in the workplace. Since the Company believes in diversity and inclusion, in the importance of respect and in upholding the principles of fundamental rights, it is committed to building an inclusive workplace. Any discriminatory practice based on race, colour, gender, age, religion, ethnic or national origin, disability or any other illegal basis is not tolerated. The Company promotes employee diversity (ethnic, religious, gender). Solutions 30 is committed to developing customised technological solutions that are accessible to all types of users and to disabled people, consequently their correct integration in the workplace is part of its social responsibilities. The Group's objectives and principles can be summarised as follows:

- **To respect diversity**, promoting non-discrimination on the basis of race, colour, age, gender, marital status,

ideology, political opinions, nationality, religion, sexual orientation, minorities, or any other personal, physical or social condition among its professionals.

- **To develop the principle of equal opportunities**, an essential pillar of professional development involving a commitment to practice and fair treatment that fosters the team's personal and professional progress.
- **To promote equality between women and men** with regard to access to employment, training, promotion and working conditions, encouraging gender diversity as a manifestation of social and cultural reality.
- Implement measures **to promote work-life balance** which encourage respect for the personal and family life of its professionals and facilitate a good balance between personal life and professional responsibilities of women and men.

## Fair pay

The Group respects the right to good working conditions and fair salary levels. At Solutions 30, remuneration:

- is based on the principle of **fair reward for labour**;
- respects the principle of **equal remuneration for men and women** for work of equal value, through objective appraisal of jobs according to the work to be performed (ILO Convention No. 100).

The minimum pay received by Solutions 30 employees may not be lower than the minimum set in the collective labour agreement and by law in each country, in accordance with the ILO Conventions.

The Group considers it important that its remuneration system favours the consolidation of its human capital, as a differentiating factor with respect to its competitors. The principles that guide the Group's **remuneration system** are:

- to attract, recruit and retain of the best professionals;
- to be consistent with the Group's strategic positioning and development and with its objective of excellence;
- to recognise and reward the commitment, responsibility and performance of all its professionals;
- to adapt to the different local realities of the Group.

RATIO OF BASIC SALARY OF WOMEN TO MEN	France	Italy	Netherlands	Benelux	Poland	Spain	Germany	UK
<b>2020</b>	<b>W/M</b>							
Managers	0.92	0.95	0.91	0.89	0.99	0.93	0.97	-
Administrative employees	0.99	0.89	0.89	0.86	0.91	0.91	0.96	-
Technician & Operators	0.99	0.98	0.97	0.96	0.98	0.94	0.94	-
<b>2021</b>								
Managers	<b>0.96</b>	<b>0.92</b>	-	<b>0.92</b>	<b>0.91</b>	<b>0.93</b>	<b>0.89</b>	n/a
Staff	<b>1.0</b>	<b>0.92</b>	<b>0.96</b>	<b>1.00</b>	<b>0.89</b>	<b>0.93</b>	<b>0.95</b>	<b>0.85</b>
Technician & Operators	<b>1.0</b>	<b>0.99</b>	<b>0.97</b>	<b>0.98</b>	<b>0.98</b>	<b>0.99</b>	<b>0.99</b>	<b>0.95</b>



# VALUE CHAIN MANAGEMENT

Solutions 30 is committed to optimal management of the value chain by applying Corporate Social Responsibility principles, particularly with regard to customer satisfaction and the ethical management of the supply chain.

To achieve profitability, Solutions 30 creates

value for its customers by differentiating itself from competitors. The Group complies with high process quality standards and guarantees the continuous improvement of stakeholder relations and respect for the environment.

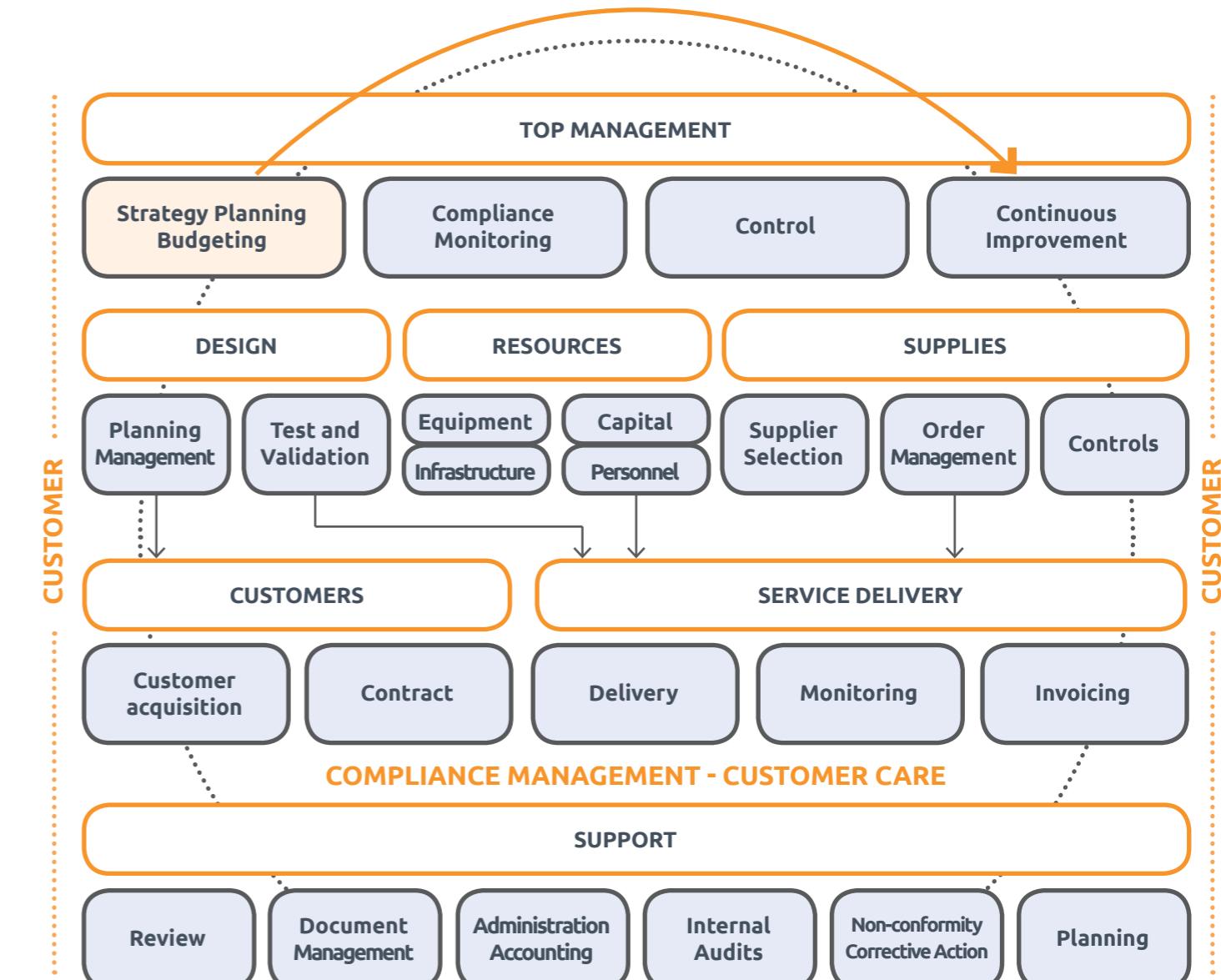
## Customer satisfaction

The Company has identified four processes needed to ensure that the services it provides comply with customer needs and other applicable requirements.

- **Customer relationship management** covering contract acquisition through both tenders and private offers.
- **Supplier management** that regulates procurement of materials, manpower and qualified services.
- **Resources management** for managements of facilities, equipment, workplaces and infrastructures needed to perform business activities.
- **Activities management** for assignment of responsibilities, process planning and the definition of the rules for the management and control of the critical aspects of the interventions, execution of work and related controls.

The Company has also identified and monitors the following secondary processes: administrative activities, non-conformities and corrective actions, audits, documentation management, design research and development, management reviews.

Customer satisfaction levels, expectations and needs are identified and examined during management reviews through analysis of questionnaire-based customer satisfaction surveys, benchmarking and the commercial behaviour of competitors.



The goal is not only to intercept the needs of the target customer but to anticipate them through analysis of the available data.

CUSTOMERS LOYALTY	2019	2020	2021
Number of clients TOP 80%	22	26	14
Number of clients TOP 80% lost	1(*)	0	0
Churn rate	4.5%	0%	0%

*\*In this specific case the client was not lost, the activity was sold to a third party because Solutions 30 estimated it had no real potential.*

Thanks to this rigorous management system, the Company boasts a client churn rate close to zero.

## Ethical supply chain management

### The service activities of Solutions 30 require the use of external service providers.

The main suppliers are call-centre service providers, logistics service providers, long-term rental companies for service vehicles and technical workforce providers.

The risk of economic dependence is low because Solutions 30 has several alternatives for each purchasing segment.

The contracts with service providers directly

connected to the Group's business, such as call centres and local subcontractors, include service level indicators guaranteeing a specific level of quality.

Solutions 30 has two main kinds of suppliers:

- General suppliers
- Business partners

**General Suppliers:** the Group's local procurement departments are responsible for selecting and conducting business with external general suppliers for products and services needed to ensure business continuity.

	2019		2020		2021	
	Nº suppliers	Total EUR	Nº suppliers	Total EUR	Nº suppliers	Total EUR
Services	2,998	204,434,752	3,501	152,489,783*	5851	366,623,712,88
Items and materials	2,491	67,780,929	2,965	76,935,949	2700	79,392,106,27
<b>TOTAL</b>	<b>5,489</b>	<b>272,215,681</b>	<b>6,466</b>	<b>229,425,732</b>	<b>8551</b>	<b>446,015,819,15</b>

\* The figures of 2020 do not contain subcontracting expenses.

**Business Partners:** Solutions 30 delivers digital support solutions to end clients, both individuals and professionals, most on behalf of larger telecom and digital OEM companies, through a network of more than 15,000 external technicians. This network of professionals mainly deals with installation, maintenance and technical assistance for the Group's clients in the following sectors: Telecommunication, IT & Retail, Security, IoT

and Energy in 7 geographical regions, that means 10 European countries: France, Italy, Belgium, Luxembourg, Netherlands, Spain, Portugal, Poland, Germany and the UK. Although changes may occur in the supply chain as customer offerings evolve, these changes do not affect the overall composition and location of global supplier networks.

### DEVELOPMENT OF INNOVATIVE PRODUCTS AND PROCESSES WITH LOWER ENVIRONMENTAL IMPACT



Solutions 30 requires its Suppliers to comply with all applicable legal environmental requirements and to demonstrate continuous improvement of their environmental performance.

Suppliers are asked to develop innovative solutions and processes with the lowest possible environmental impact throughout their life cycle.

With this aim, suppliers are encouraged to pay particular attention to:

- Optimising their consumption of water, materials, paper and energy as well as the quantities of waste produced;
- Establishing local and international logistics processes to limit environmental impact, in particular the carbon footprint of associated activities;
- Conserving natural resources;
- Recycling waste.

Suppliers must work towards:

- Continuous monitoring of energy and natural resources usage, emissions, discharges, carbon footprint and waste disposal, and minimisation of negative impacts on the environment;
- Providing training to all personnel on environmental policies and procedures to ensure effective implementation and compliance.

### PURSUIT OF EXCELLENCE IN SAFETY AND PROTECTION OF PEOPLE AND PROPERTY



Solutions 30 expects the suppliers operations, facilities, and procedures to protect and promote worker health and safety.

The supplier must:

- Provide its workers with a safe and healthy working environment;
- Identify hazardous materials, chemicals and substances, and ensure their safe handling, movement, storage, recycling, reuse and disposal;
- Comply with material restrictions and product safety requirements set by applicable laws and regulations;
- Ensure that key workers are aware of and trained in product safety practices.

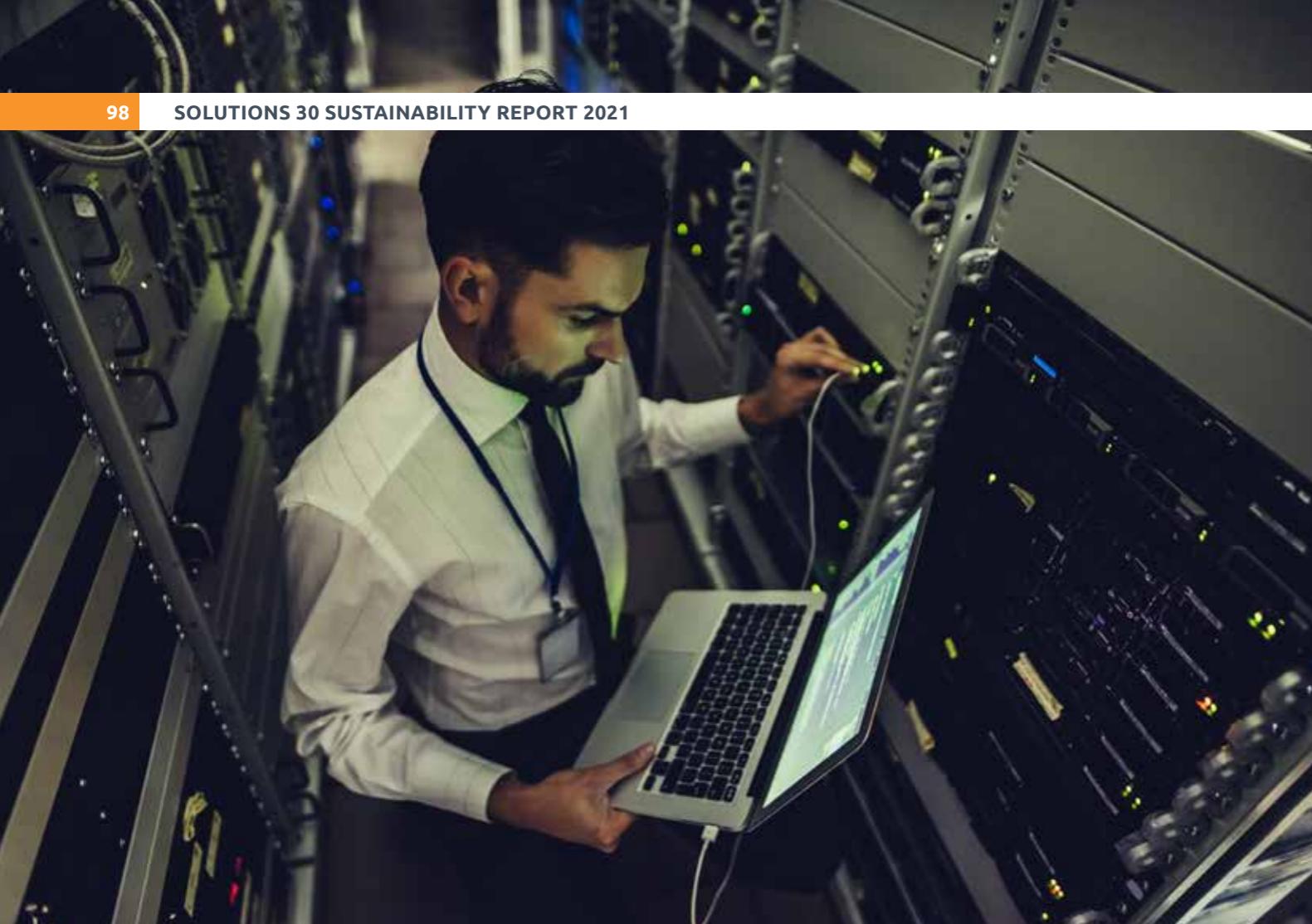
Suppliers must be prepared for emergency situations and provide workers with regular training on emergency planning and response as well as first aid.

### PROMOTION OF THE GROUP INTEGRITY AND FAIRNESS IN THE GROUP



Solutions 30's suppliers agree to support the Group in the implementation and development of its CSR strategy and agree to be evaluated by Solutions 30 for compliance with the Group Business Partner Code of Conduct.

Under the Group "Code of Conduct", Solutions 30 is committed to ensuring the highest standards of corporate integrity and does not tolerate any practices that conflict with the principles of integrity and fairness.



## CORPORATE CITIZENSHIP

**Corporate citizenship is an increasingly fundamental concept in Solutions 30's operations.**

The Group's day-to-day business is guided by responsibility towards customers, teams, partners, communities and the environment and aims to create sustainable growth

by enabling technology that promotes greater inclusivity in society and offers more opportunities to more people.

In working to achieve its business goals, the Group seeks to act at all times with openness, integrity and transparency, and expects all its stakeholders to have the utmost respect for people and the environment.

## Development of the digital society

More than 75,000 callouts are managed by the Group every day. Through insight, solutions and technology, Solutions 30 contributes to the development of the digital society of the future, for the benefit of its customers, their end clients and society as a whole.

Solutions 30 promotes digital development for people, businesses and society. The Group combines its values, business understanding, technological expertise and local presence to enable people to make the best possible use of technology.

The Group is able to pursue this commitment thanks to its 7,487 employees with in-depth technical expertise, present in seven European countries.

Solutions 30 is committed to being a partner for value creation and to contributing to the digital transition, while seeking, in conjunction with its partners, to deliver the technical services needed to make this possible.

## Development of local communities

Solutions 30 is committed to acting as a long-term partner in the social and economic development of the communities where it operates.

The Group's local economic development approach is focused on three main areas:

- Hiring and training of local staff.
- Procurement of local goods and services.
- development of local infrastructure.

Solutions 30's dynamic growth has tangible, positive and sustainable impacts on local

communities by enabling people to broaden their technical skills and increase their employability.

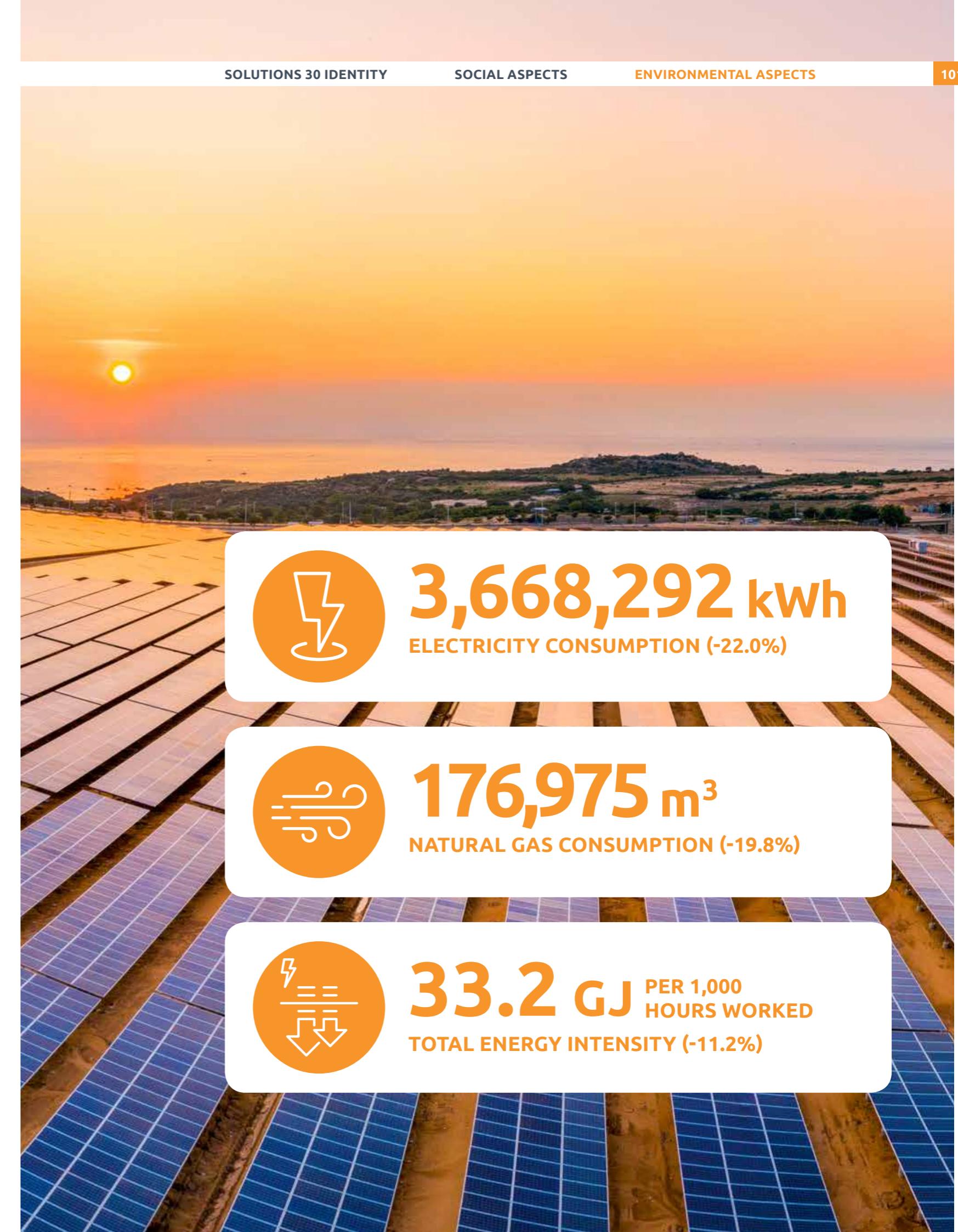
Solutions 30 partners with local businesses and local schools to create new jobs provide training, thus contributing to the sustainability of local economies and favouring the development of local communities.

# 03

## ENVIRONMENTAL ASPECTS

Environmental commitment

p.102



**80%**

LOW-CARBON VEHICLES IN 2021

## Environmental commitment

The Group's commitment is based on:

- helping clients on their path towards increased green efficiency, sustainability and the circular economy;
- complying with environmental laws and regulations;
- pursuing continuous improvement of the Group's environmental performance by managing fuel, energy and paper consumption, waste production and by promoting sustainable procurement, mobility and the circular economy;
- raising awareness of environmental issues among all stakeholders including but not limited to employees, subcontractors and clients, through dedicated communication and training.

To facilitate its environmental approach, Solutions 30 has implemented a steering committee to develop policies and align best practices across its country organisations.



Solutions 30 strives to reduce its environmental impact at every level. It has established an ISO 14001 - compliant internal management system in France, Italy, Luxembourg and Spain, and intends to obtain certification in more countries. Solutions 30 shares its commitment to environmental responsibility with its stakeholders through its Code of Conduct and Environmental Policy, which includes a statement of the Group's expectations about environmental performance and responsible business practices.

## Sustainable mobility

At the very heart of the business model lies a resource-consumption reducing premise: greater efficiency in the allocation of technicians and reduction of travel time between callouts are major drivers of profitability. Due to the density of the technicians network and broad geographical coverage, Solutions 30's staff are able to

handle a higher number of call-outs per day while travelling fewer kilometres in their vehicles from one appointment to the next. Solutions 30 believes that compared to alternative arrangements such as in-house provision of field services, its service offers a significant reduction of average distance travelled per appointment.

VEHICLE FLEET*	2019	2020	2021	Var.
Total number of vehicles	4,513	5,219	5,251	+ 32
Number of low-carbon cars and vans (EURO6)	2,591	4,129	4,171	+42
Number of low-carbon vehicles (hybrid and electric)	4	13	35	+ 22
% low-carbon cars	58%	79%	80%	+1pp.

In 2021, the fleet increased by 32 vehicles overall, while the number of Euro 6, hybrid and electric cars grew by 64 units.

Low-carbon vehicles represented 80% of the fleet in 2021.

Solutions 30 has also implemented an ecological and safe driving policy for all drivers in the company.

Eco-safe driving is a recognised and proven driving style that contributes to road safety whilst reducing fuel consumption, so improving the quality of the local and global environment.

The main basic rules of eco-driving implemented by Solutions 30 are:

- anticipate the flow of traffic;
- maintain a constant speed at low revs;
- get up early;
- check tyre pressure frequently at least once a month and before driving at high speed;
- consider the extra energy required for fuel.

## Air and other business travel



Technological solutions, such as video conferencing, online meetings and conference calls now in use within

Solutions 30, mean that many meetings and training events may be conducted without resorting to air travel. These options should be thoroughly explored before any business flights are undertaken.

## Travel to work



Public transport /car sharing /bicycles: Solutions 30 can encourage its people to make environmentally

friendly choices about how they travel to work. Even sharing the car journey to work one day a week can help the environment and set a good example to others.

## Air pollution

The Solutions 30 policy relating to sustainable mobility is based:

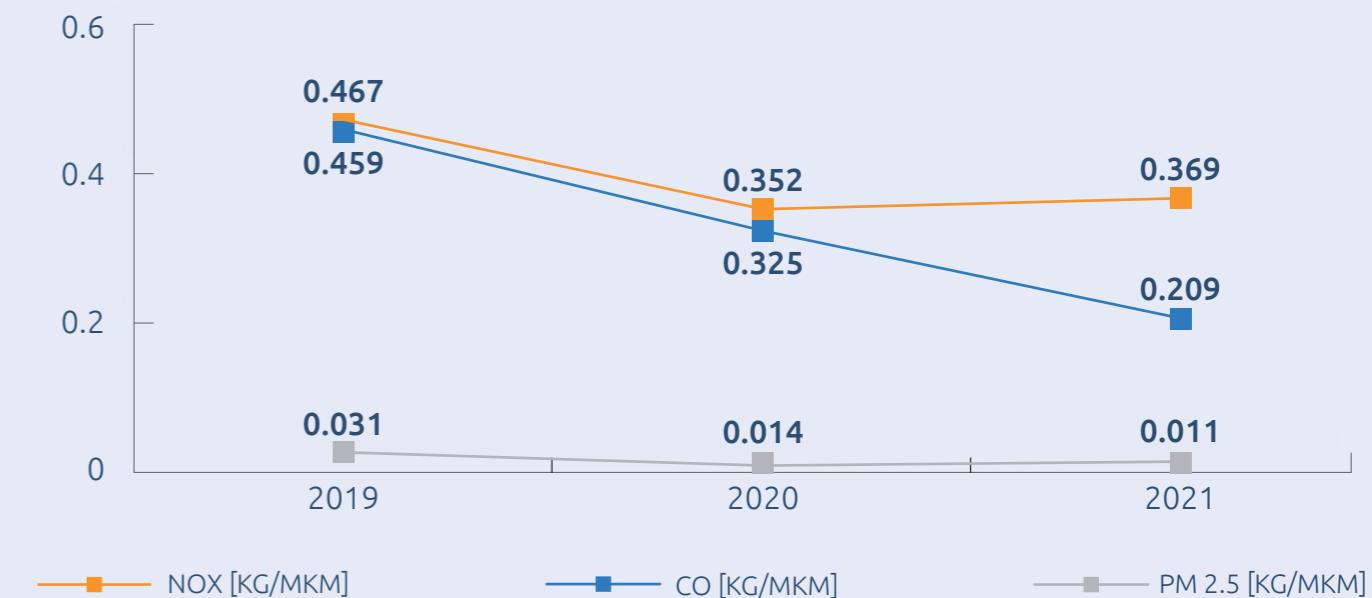
- on the efficient allocation of travels by technicians,
- on the gradual increase of low-carbon vehicles in the fleet
- on the eco-driving

It has a positive impact not only on GHG emissions but also on the trend in nitrogen oxide, carbon monoxide and fine powders emissions.

Solutions 30 measures both the air pollution in absolute value and those per kilometer traveled; in the performance evaluation divides its fleet into two macro-categories: Cars and Van /lorries.

CARS AIR EMISSIONS	2019	2020	2021	2021 vs 2020
NOX [kg]	20,460	12,726	7,354	-42.2%
CO [kg]	20,129	11,745	4,155	-64.6%
PM 2.5 [kg]	1,361	520	216	-58.5%

**CARS AIR EMISSIONS INTENSITY  
[KG/ M KM]**



**Car emissions have decreased significantly** in absolute value, compared to 2020. This result was influenced by a reduction of kilometers traveled - 45% less - but also an increase in the number of low-emission car that in 2021 reached 94% of the total.

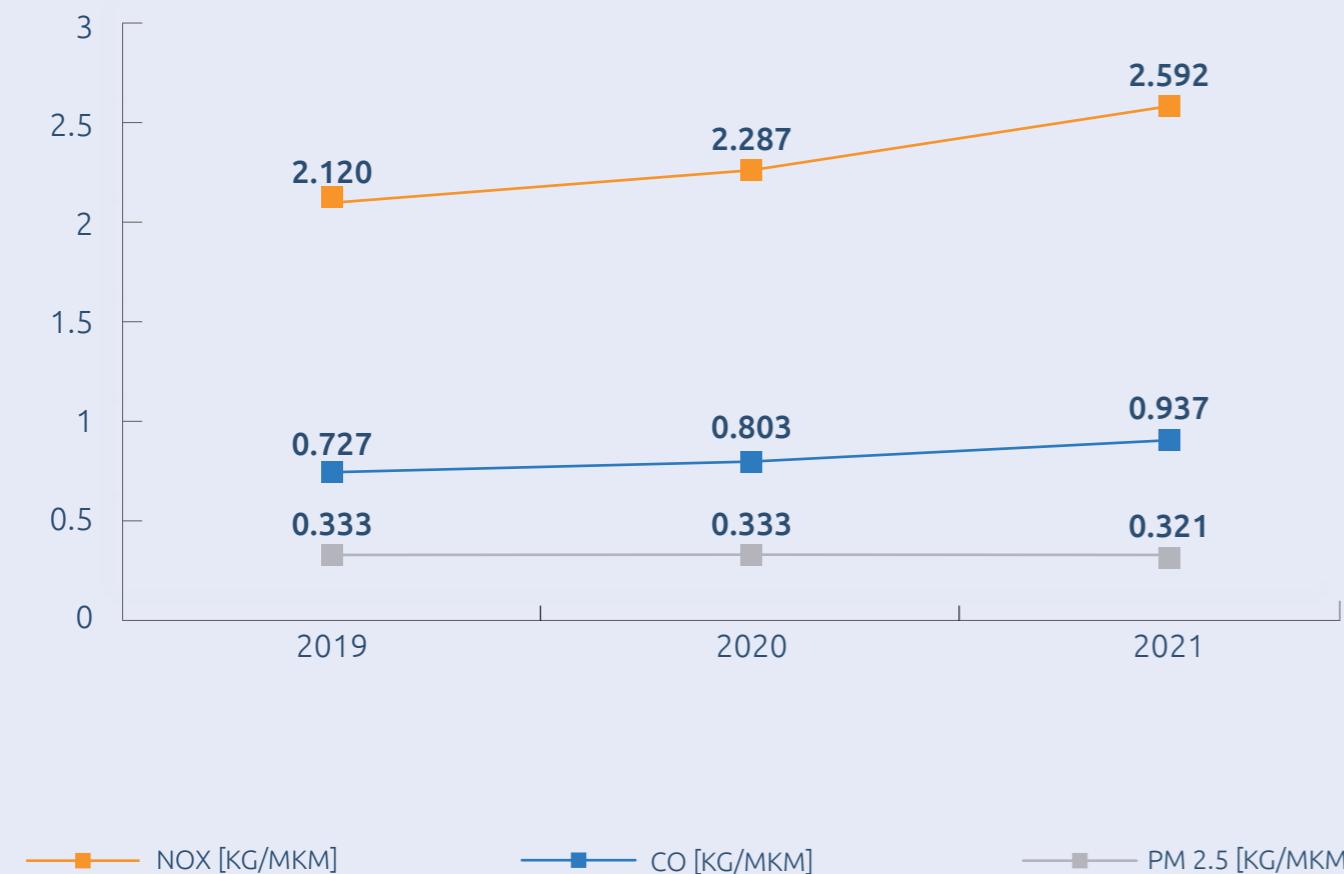
The performance related to **vans and lorries** is different. In this case, **in 2021 there was an increase** of 28% in the kilometers traveled which increased emissions in absolute terms compared to 2020.

VANS AND LORRIES AIR EMISSIONS	2019	2020	2021	2021 vs 2020
NOX [kg]	166,008	228,848	330,576	44.5%
CO [kg]	56,909	80,70	119,574	48.8%
PM 2.5 [kg]	26,075	33,317	40,947	22.9%

The slightest increment of emissions per kilometer or, as regards fine powders their reduction, is due to an increase in the

percentage of low-carbon vans and lorries (EURO6, Hybrid and Electric) which in 2021 represent 79% of the total.

## VANS AND LORRIES AIR EMISSIONS INTENSITY [KG/ M KM]



## Energy efficiency

In 2021, total energy consumption amounted to 397,074 GJ, an increase of 12.6% compared to 2020.

The result was determined by a 22.0% decrease in electricity consumption and 19.8% in natural gas consumption, compared to a 7.0% increase in gasoline and 15.6% in diesel consumption. The increase in fuels consumption was generated by a general increase in business after the Covid lockdown and the acquisition of the operational headquarters in the UK.

The rise in diesel consumption was due to the 25% increase in kilometres travelled by vans and lorries type vehicles, compared to 2020.

However, growth in diesel consumption was contained thanks to the Company's policy based on:

- Eco-driving training sessions;
- Fleet replaced with more efficient vehicles with smaller engines;
- Optimised call-out scheduling, rationalised dispatches and purchases by volume.

TOTAL ENERGY CONSUMPTION	2019	2020	2021	var % 20 - 21
Diesel* [L]	8,520,363	8,621,992	9,963,395	
<b>Diesel [GJ]</b>	<b>309,129</b>	<b>312,816</b>	<b>361,484</b>	<b>15.6%</b>
Gasoline**[L]	85,535	473,455	506,572	
<b>Gasoline [GJ]</b>	<b>2,725</b>	<b>15,086</b>	<b>16,141</b>	<b>7.0%</b>
Electricity [kWh]	5,110,465	4,700,842	3,668,292	
<b>Electricity [GJ]</b>	<b>18,398</b>	<b>16,923</b>	<b>13,206</b>	<b>-22.0%</b>
Natural gas [m <sup>3</sup> ]	277,166	220,627	176,975	
<b>Natural gas [m<sup>3</sup>]</b>	<b>9,785</b>	<b>7,784</b>	<b>6,244</b>	<b>-19.8%</b>
<b>TOTAL ENERGY CONSUMPTION [GJ]</b>	<b>340,036</b>	<b>352,608</b>	<b>397,074</b>	<b>12.6%</b>
<b>KPI - Energy intensity [GJ per M€ revenue]</b>	<b>498.4</b>	<b>432.8</b>	<b>454.4</b>	<b>5.0%</b>

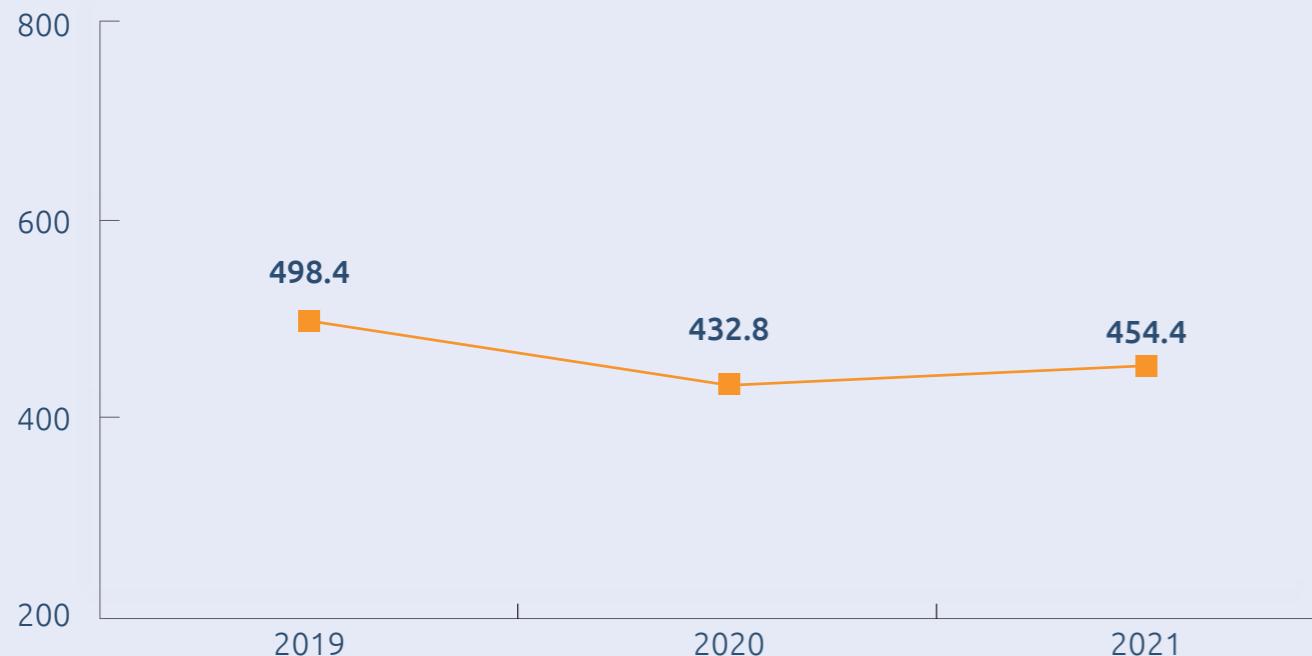
\*The 2019 and 2020 figures of Diesel have been recalculated based on better fleet information.

\*\*Data on gasoline are found for the first time in this Report.

The **Energy intensity KPI**, calculated as GJ of total energy consumption per million EUR revenue, increase in 2021 by 5.0% due to

a growth in overall consumption (+12.6%) more than proportional to the increase in revenues (+7.3%).

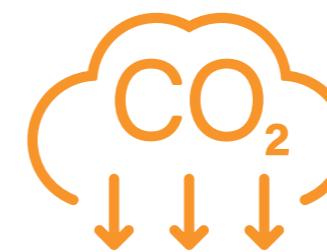
## KPI - ENERGY INTENSITY [GJ PER M€ REVENUE]



Solutions 30's commitment to energy efficiency also extends to minimising energy consumption for lights, air-conditioning, PCs, photocopiers and other equipment:

- All employees are reminded of their responsibility to switch off all unnecessary electrical appliances and lighting when not in use and particularly at the end of the working day.
- Low-consumption light bulbs are used whenever possible.

- Kitchen facilities are equipped with low consumption electrical appliances (fridge, dishwasher, microwave) whenever possible.
- Air conditioning is used responsibly.
- When heating water in a kettle for tea and other hot drinks, employees should only boil the necessary amount of water.



34,331 tCO<sub>2</sub>e

TOTAL GHG EMISSION

## Carbon footprint

Solutions 30 reports direct and indirect greenhouse gas emissions (GHG) in accordance with the provisions of the Greenhouse gas protocol which divides emissions into different categories or scopes:

- **Scope 1:** direct emissions from sources owned and controlled directly by the organisation. At Solutions 30, this refers to natural gas used by thermal power plants and the emissions deriving from the vehicles fleet.
- **Scope 2:** emissions resulting from the production of electricity imported and consumed by the organisation.

Emissions are measured in tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) taking into account the specific Global Warming Potential (GWP) of each greenhouse gas. The GHG emission intensity indicators are calculated by relating the absolute emission values to the size of the business in terms of revenue.

GHG - Scope 1	2019	2020	2021	var % 20-21
Emissions due to transport - company vehicle fleet [tCO <sub>2</sub> e]*	19,706.9	22,220.4	<b>27,035.1</b>	21.7%
Emissions due to heat production [tCO <sub>2</sub> e]	562.8	462.6	<b>357.7</b>	-22.7%
<b>Total Scope 1 [tCO<sub>2</sub>e]</b>	<b>20,269.7</b>	<b>22,683.0</b>	<b>27,392.8</b>	<b>20.8%</b>
<b>GHG Emission Intensity - scope 1 [tCO<sub>2</sub>e per M€ revenue]</b>	<b>29.71</b>	<b>27.84</b>	<b>31.35</b>	<b>12.6%</b>

\*The 2019 and 2020 figures have been recalculated based on better fleet information.

Direct greenhouse gas emissions increased in absolute value by 20.8% compared to 2020 and by 35.1% compared to the 2019 pre-covid level. This is mainly due to the increase in revenue that rose by 26% between 2019 and 2021, and to the ramp-ups of new contracts, especially in Italy and in Belgium, that requires the use of larger vehicles, including diesel vans Class II. As a consequence, the intensity indicator (tCO<sub>2</sub> e per M€ revenue) increased by 12.6%.

GHG - Scope 2	2019	2020	2021	var % 20-21
Emissions due to electricity consumption (location based) [tCO <sub>2</sub> e]*	700.1	594.7	467.8	-21.3%
<b>Total Scope 2 [tCO<sub>2</sub>e]</b>	<b>700.1</b>	<b>594.7</b>	<b>467.8</b>	<b>-21.3%</b>
<b>GHG Emission Intensity - scope 2 [tCO<sub>2</sub> e per M€ revenue]</b>	<b>1.03</b>	<b>0.73</b>	<b>0.54</b>	<b>-26.7%</b>

\*Emissions for 2019 and 2020 have been recalculated using the emission factors of the European Environmental Agency.

The reduction in electricity consumption (-22.0%) compared to 2020 led to a decrease in the related greenhouse gas emissions (-21.3%). The largest reduction was in the

Over the past two years, Solutions 30 has been looking for a solution that would reduce the carbon footprint of its fleet of utility vans. Despite the rise in e-mobility, there are still no relevant solutions currently available. Therefore, in the short-term, and as its activities requiring the use of higher-class vehicles is expected to keep growing, Solutions 30 will continue to focus on optimising technicians' routes and trainings on eco-driving, while actively seeking for new carbon-efficient solutions.

GHG - Scope 3	2019	2020	2021	var % 20-21
<b>FUELS (WTT)</b>				
Emissions due to diesel consumption [tCO <sub>2</sub> e]	5,257.8	5,394.4	6,076.3	12.6%
Emissions due to gasoline consumption [tCO <sub>2</sub> e]	73.2	69.9	61.2	-12.5%
Emissions due to natural gas consumption [tCO <sub>2</sub> e]	51.2	281.0	310.7	10.6%
<b>MATERIAL</b>				
Emissions due to paper consumption [tCO <sub>2</sub> e]	17.9	20.9	21.7	4.1%
<b>Total Scope 3* [tCO<sub>2</sub>e]</b>	<b>5,400.2</b>	<b>5,766.2</b>	<b>6,469.9</b>	<b>12.2%</b>
<b>GHG emission intensity - scope 3</b>	<b>7.92</b>	<b>7.08</b>	<b>7.40</b>	<b>4.6%</b>

\* 2019 and 2020 values have changed, as emissions from gasoline consumption have been added and diesel consumption have been recalculated based on better fleet information.

Well-to-tank (WTT) fuel emissions are associated with the extraction, refining and

transportation of raw fuel sources to the organisation, prior to combustion.

For materials, such as paper, emissions relate to extraction, primary processing, production and transportation to the point of sale. Compared to 2020, emissions in scope 3 increased by 12.2% due to the increase in fuel consumption. The emission intensity indicator increased by 4.6% due to the less than proportional growth in revenues also due to the increase in

revenues. In absolute terms in 2021, total greenhouse gas emissions in 2021 amounted to 34,331 tCO<sub>2</sub>e with an increase of 18.2% compared to 2020. This was due to the rise in direct emissions (scope 1) caused by the increase in kilometres travelled by the vans and lorries in the fleet (as described above).

TOTAL GHG EMISSIONS	2019	2020	2021	var % 20-21
<b>Total GHG emissions - Scope 1+2+3 [tCO<sub>2</sub>e]</b>	<b>26,370</b>	<b>29,044</b>	<b>34,331</b>	<b>18.2%</b>
<b>Total GHG emission intensity - Scope 1+2+3 [tCO<sub>2</sub> e per M€ revenue]</b>	<b>38.65</b>	<b>35.65</b>	<b>39.29</b>	<b>10.2%</b>

The rise in the intensity of total emissions (+10.2%) was lower than the increase in

the absolute value for emissions due to the growth in revenues.

### GHG EMISSION INTENSITY [tCO<sub>2</sub> e per M€ revenue]



## Waste, reuse and recycling

### OFFICES

Internal guidelines implemented throughout Solutions 30 make sound environmental practices such as waste separation, recycling and energy efficient behaviour standard in all company locations.

In refreshment and kitchen facilities, a waste separation system is in place with different receptacles for plastic cups, cans, and organic waste.

 The use of plastic cups, e.g., for coffee machines or water dispensers is avoided through the use of reusable mugs.

Special containers for the disposal of paper for recycling are freely available at our sites. Employees are also actively encouraged to use the paper-saving, double-sided printing option when making copies.

Other forms of recycling are considered such as printer cartridge recycling and used battery recycling.

The Company's cleaning services provide information on management of waste material, to ensure that waste separation continues once the materials leave the sites.

### ACTIVITIES WITH CUSTOMERS AND CONSTRUCTION SITES

The waste produced by Solutions 30 in carrying out its activities is usually special waste.

On construction sites, for example, the waste is generally plastics and excavated soil and rocks.

Solutions 30 collects the information necessary for the characterization and proceeds to classify it according to the European Waste Catalogue, assigning the corresponding code to each type.

Excavated soil and rocks are delivered to authorized landfills.

The other waste is collected and transported in sites where it is temporarily deposited in special bins.

No waste produced by Solutions 30 is hazardous.

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Other waste is collected and transported to sites where it is temporarily deposited in special bins.

No waste produced by Solutions 30 is hazardous.

TOTAL NON-HAZARDUS WASTE BY TYPE AND DISPOSAL METHOD	2019	2020	2021	var % 20-21
Packaging [tonnes]	4,709.4	5,666.6	<b>5,502.9</b>	-2.9%
Excavated soil and rocks [tonnes]	6,818.6	14,039.0	<b>4,040.7</b>	-71.2%
Electrical and Electronic Equipment [tonnes]	53.7	192.9	<b>110.5</b>	-42.7%
Plastic [tonnes]	16.7	31.3	<b>26.3</b>	-16.0%
<b>TOTAL NON-HAZARDUS WASTE [tonnes]</b>	<b>11,598.3</b>	<b>19,929.9</b>	<b>9,680.4</b>	<b>-51.4%</b>
% recovered	41.2%	29.6%	<b>58.3%</b>	97.1%
% disposed of	58.8%	70.4%	<b>41.7%</b>	-40.7%

# METHODOLOGICAL NOTE

On 23 July 2016, Directive 2014/95/EU regarding the disclosure of non-financial and diversity information by certain large undertakings and groups was transposed into Luxembourg law "Article No. 156: publication d'informations non financières et d'informations relatives à la diversité". This Sustainability Report fulfils SOLUTIONS 30 Group's reporting obligations under this law.

The Sustainability Report 2021 of Solutions 30, in its second edition, has been prepared in accordance with the "GRI Sustainability Reporting Standards" of the Global Reporting Initiative, using the "in accordance – core" reporting option. In order to ensure the quality of the Report, Solutions 30 follows the reporting principles for defining report content and quality in accordance with the GRI Standards, which provide a set of criteria to select the information to be included in the report and the related representation methods.

## PRINCIPLES FOR DEFINING REPORT

### CONTENT

- **Stakeholder Inclusiveness** – The application of this principle has led the company to carry out and report on the involvement activities, mainly described in the "Stakeholder engagement" chapter.
- **Sustainability Context** – In chapters "Business model" and "Sustainability at Solutions 30" was given a clear definition of how the company interprets the sustainability as related to the business sector to which it belongs.

- **Materiality** – The relevance of the sustainability topics covered in the Report is consistent with the materiality analysis carried out by the company. The company also wanted to highlight the close link between the sustainability topics it identified and the SDGs as highlighted in the chapter "Activity sectors" and in the paragraph "Contribution to United Nations Sustainability Goals"

The following table illustrates the material topics identified by Solutions 30 as well as the applicable reporting scope and limitations, if any, for each topic.

MATERIAL TOPIC IDENTIFIED BY SOLUTIONS 30	GRI STANDARDS DISCLOSURE	REPORTING SCOPE		LIMITATION OF REPORTING SCOPE	
		INTERNAL	EXTERNAL	INTERNAL	EXTERNAL
CUSTOMER SATISFACTION	Stakeholder engagement	Group	-	-	-
ANTICORRUPTION	Anti-corruption	Group	-	-	-
DIGITAL SOCIETY DEVELOPMENT	-	Group	-	-	-
OCCUPATIONAL HEALTH AND SAFETY	Occupational health and safety	Group	Suppliers	-	Reporting scope partially extended to suppliers
DIGITAL RIGHTS PROTECTION	-	Group	-	-	-
DEVELOPMENT OF LOCAL COMMUNITIES	Local Communities	Group	-	-	-
CARE FOR PEOPLE	Employment; Non-discrimination	Group	-	-	-
TRAINING AND DEVELOPMENT	Training and education	Group	-	-	-
YOUTH EMPLOYMENT	Employment	Group	-	-	-
REUSE AND RECYCLING OF MATERIALS	Materials	Group	-	-	-
REDUCTION OF CARBON FOOTPRINT	Emissions	Group	Suppliers	-	Reporting scope partially extended to suppliers
ETHICAL MANAGEMENT OF THE SUPPLY CHAIN	Procurement practices; Supplier environmental assessment; Supplier social assessment	Group	Suppliers	-	Reporting scope partially extended to suppliers
ENERGY EFFICIENCY	Energy	Group	Suppliers	-	Reporting scope partially extended to suppliers
SUSTAINABLE MOBILITY	-	Group	-	-	-
AIR POLLUTION	Emissions	Group	-	-	-

- **Completeness** – The report has been issued in order to provide stakeholders

with a complete picture of Solutions 30's global activities.

## PRINCIPLES FOR DEFINING REPORT

### QUALITY

- **Balance** – In describing the outcomes of Solutions 30 activities, the company has tried to reflect both positive and negative aspects in order to give a balanced view of overall performance.
- **Comparability** – To enable stakeholders to analyse changes in the performance, the Report includes comparative data of the three-year period for the years ending 31 December 2019 - 31 December 2021.
- **Accuracy** – The environmental, health and safety data and information is sourced from certified management systems (ISO 14001:2018 and ISO 45001:2018).

The sources of the conversion rates used to calculate GHG emissions are as follows:

- Scope 1 direct emissions: UK Government Conversion Factors for greenhouse gas (GHG) reporting 19-20-21.
- Scope 2 indirect emissions (location-based): European Environmental Agency
- Scope 3 indirect emissions: UK Government Conversion Factors for greenhouse gas (GHG) reporting 19-20-21.

Economic data are taken from the Annual Report; the data relating to human resources are annual averages.

- **Timeliness** – The Sustainability Report will be prepared annually.
- **Clarity** – The Sustainability Report has been organised to enable stakeholders to identify information easily; it opens with the letter from the CEO, and includes three sections: SOLUTIONS 30 identity, Social aspects and Environmental aspects.
- **Reliability** – The Sustainability Report 2021 has been approved by the Supervisory Board.

## GRI Content Index

GENERAL INFORMATION	Cross-reference/ Direct answer	Omission/Reason/ Explanation
<b>1. ORGANISATIONAL PROFILE</b>		
102-1	Name of the organisation	cover
102-2	Activities, brands, products, and services	pp. 18-29
102-3	Location of headquarters	pp. 16-17
102-4	Location of operations	pp. 16-17
102-5	Ownership and legal form	p. 11
102-6	Markets served	pp. 16-17
102-7	Scale of the organisation	pp. 7; 9; 10; 13; 16-17
102-8	Information on employees and other workers	pp. 7; 10; 21; 82-92
102-9	Supply chain	pp. 96-97
102-10	Significant changes to the organisation and its supply chain	p. 14
102-11	Precautionary Principle or approach	pp. 70-73
102-12	External initiatives	pp. 62, 64, 65
102-13	Membership of associations	pp. 76, 90
<b>2. STRATEGY</b>		
102-14	Statement from senior decision-maker	pp. 4-5
102-2	Activities, brands, products, and services	pp. 44-51
<b>3. ETHICS AND INTEGRITY</b>		
102-16	Values, principles, standards, and norms of behaviour	pp. 11, 62, 64-65; 72-76
102-17	Mechanisms for advice and concerns about ethics	p. 74
<b>4. GOVERNANCE</b>		
102-18	Governance structure	pp. 67-69
102-20	Executive-level responsibility for economic, environmental, and social topics	p. 70
<b>5. STAKEHOLDER ENGAGEMENT</b>		
102-40	List of stakeholder groups	p. 52
102-41	Collective bargaining agreements	pp. 75; 92 Solutions 30 adheres to collective union bargaining in the countries where it is established in which it is present
102-42	Stakeholder identification and selection	p. 52

GENERAL INFORMATION		Cross-reference/ Direct answer	Omission/Reason/ Explanation
102-43	Approach to stakeholder engagement	pp. 52-55	
102-44	Key topics and concerns raised	pp. 42-55	
<b>6. REPORTING PRACTICE</b>			
102-45	Entities included in the consolidated financial statements	From p. 98 of the Annual Report 2021: <a href="https://www.solutions30.com/wp-content/uploads/2022/04/2021-Annual-report.pdf">https://www.solutions30.com/wp-content/uploads/2022/04/2021-Annual-report.pdf</a>	
102-46	Defining report content and topic boundaries	pp. 42-43; 114-116	
102-47	List of material topics	p. 43	
102-48	Restatements of information	pp. 82 (addition of UK); 92 (addition of UK); 96 (the figures of General Suppliers 2020 do not contain subcontracting expenses); 109-111 (the 2019 and 2020 figures of pag. 109 have been recalculated based on better fleet information; emissions for 2019 and 2020 have been recalculated using the emission factors of the European Environmental Agency, they have changed, as emissions from gasoline consumption have been added);	
102-49	Changes in reporting	No changes	
102-50	Reporting period	FY 2021, compared with 2019 and 2020	
102-51	Date of most recent report	FY 2021	
102-52	Reporting cycle	p. 116	
102-53	Contact point for questions about the report	p.122	
102-54	Claims of reporting in accordance with the GRI Standards	p. 114	
102-55	GRI content index	pp. 117-121	

SPECIFIC DISCLOSURES		Cross-reference/ Direct answer	Omission/Reason/ Explanation
<b>ECONOMIC</b>			
103-1	Explanation of the material topic and its boundary	pp. 16-19	
103-2	The management approach and its components	pp. 32-35	
103-3	Evaluation of the management approach	p. 95	
201-1	Direct economic value generated and distributed	p. 52	
<b>PROCUREMENT PRACTICES</b>			
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116	
103-2	The management approach and its components	p. 48; 96-97	
103-3	Evaluation of the management approach	p. 97	
204-1	Proportion of spending on local suppliers	p.96-97	In the future the company will collect the data necessary for complete coverage of the indicator
<b>ANTI-CORRUPTION</b>			
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116	
103-2	The management approach and its components	pp. 45; 74-75	
103-3	Evaluation of the management approach	pp. 74-75	
205-3	Confirmed incidents of corruption and action taken		In the FY 2021 there were not incidents of corruption and actions taken
<b>ENVIRONMENT</b>			
<b>ENERGY</b>			
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116	
103-2	The management approach and its components	pp. 51; 71-72; 107-108	
103-3	Evaluation of the management approach	p. 71 (ISO 14001 management review)	
302-1	Energy consumption within the organisation	p. 107	
302-3	Energy intensity	pp. 107-108	
<b>EMISSIONS</b>			
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116	
103-2	The management approach and its components	pp. 50; 71-72; 104-106; 109-111	
103-3	Evaluation of the management approach	pp. 63; 102-104	
305-1	Direct (Scope 1) GHG emissions	pp. 109-111	

<b>SPECIFIC DISCLOSURES</b>		
	<b>Cross-reference/ Direct answer</b>	<b>Omission/Reason/ Explanation</b>
305-2	Energy indirect (Scope 2) GHG emissions	pp. 110-111
305-3	Energy indirect (Scope 3) GHG emissions	pp. 110-111
305-4	GHG emissions intensity	p. 111
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emission	pp. 105-106
<b>EFFLUENTS AND WASTE</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 51; 71-72; 102; 112-113
103-3	Evaluation of the management approach	p. 71 (ISO 14001 management review)
306-2	Waste by type and disposal method	p. 113
<b>ENVIRONMENTAL COMPLIANCE</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 71-72
103-3	Evaluation of the management approach	p. 71 (ISO 14001 management review)
307-1	Non-compliance with environmental laws and regulations	During FY2021 there were no fines and non-monetary sanctions for non-compliance with environmental laws and regulations
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 48; 74-75; 96-97
103-3	Evaluation of the management approach	p. 71 (ISO 14001 management review)
308-1	New suppliers screened using environmental criteria	p. 97  In the future the company will collect the data necessary for complete coverage of the indicator
<b>SOCIAL</b>		
<b>EMPLOYMENT</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 47; 80-81; 84-85; 90
103-3	Evaluation of the management approach	pp. 47; 54-55; 80-81; 84-85; 90

<b>SPECIFIC DISCLOSURES</b>		
	<b>Cross-reference/ Direct answer</b>	<b>Omission/Reason/ Explanation</b>
401-1	New hires and employee turnover	p. 84
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 90
401-3	Parental leave	p. 90
<b>OCCUPATIONAL HEALTH AND SAFETY</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 46; 88-89
103-3	Evaluation of the management approach	pp. 54-55; 71 (ISO 45001 management review)
403-8	Workers covered by an occupational health and safety management system	pp. 88-89
<b>TRAINING AND EDUCATION</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 47; 86-89
103-3	Evaluation of the management approach	p. 54
404-1	Average hours of training per year per employee	pp. 86-87
404-3	Percentage of employees receiving regular performance and career development reviews	p. 87
<b>DIVERSITY AND EQUAL OPPORTUNITIES</b>		
103-1	Explanation of the material topic and its boundary	pp. 91-92
103-2	The management approach and its components	pp. 91-92
103-3	Evaluation of the management approach	p. 54
405-2	Ratio of basic salary and remuneration of women to men	p. 92
<b>SUPPLIER SOCIAL ASSESSMENT</b>		
103-1	Explanation of the material topic and its boundary	pp. 42-43; 114-116
103-2	The management approach and its components	pp. 48; 74-75; 96-97
103-3	Evaluation of the management approach	pp. 74-75
414-1	New suppliers screened using social criteria	pp. 96-97  In the future the company will collect the data necessary for complete coverage of the indicator.

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[esg@solutions30.com](mailto:esg@solutions30.com) - [www.solutions30.com](http://www.solutions30.com)