



2019 CORPORATE
SOCIAL
RESPONSIBILITY
REPORT



LETTER TO STAKEHOLDERS

GRI 102-14



Dear Stakeholders,

When Engineering was created 40 years ago, laying the foundations of what would become the largest Italian technology group, now also operating in several countries around the world, its founder, Michele Cinaglia clearly envisioned the need to put technology at the service of citizens and the community.

For us, information technology first, and then digitization, have always been a means to generate a positive impact on the environment around us and in people's lives. This is our Mission.

For the last seven years, we have also been committed to measuring and reporting in our Corporate Social Responsibility Report everything that is added to and interwoven into this Mission.

Engineering contributes to the economic development of the country and the creation of employment. In 2019, the company employed 11,500 people and generated a production value of 1,274 million euros. To guarantee customers and their users or consumers the most advanced solutions that have the greatest positive impact, we make Research and Development a pivotal component of our work, investing over 40 million euros in the last year and relying on a team of 450 people, including researchers and data scientists.

We believe that technology must be democratic and inclusive. We also spread our corporate values of inclusion and participation through social initiatives for the country, generating cultural and economic ties and connections.

In 2019, we supported projects to combat bullying and cyberbullying, to promote digital literacy and to protect the weakest among us. We have supported national and international projects and initiatives promoted by non-profit associations and European institutions. One such example is DISKOW, a placement project that uses Big Data and Artificial Intelligence to allow refugees to benefit from placement services and to provide new opportunities for those who have lost everything and want to get back into the game.

Because we believe in the importance of work, not only for the provision of economic livelihoods, but also for the dignity of women and men all over the world.

We believe that ethics is an indispensable priority, and our commitment has also been awarded ISO 37001 Certification for the system for managing the prevention of bribery, issued in late 2019 by DNV GL-Italia.

We are constantly confirming and renewing our commitment to minimize environmental impacts by making investments in the technological renewal of machinery and entering into 100% green energy contracts for the Pont-Saint-Martin and Assago Data Centers, which will result in a significant reduction of emissions in the coming years. We have also established our car policy which includes fuel consumption limits and has introduced dozens of hybrid cars.

At the time of publication of this Report, we are facing very different challenges than those which we have been accustomed to, and are working together to build the new normal in a post-COVID-19 world that has clearly revealed what is solid and resilient and has highlighted what is fragile and broken.

For this reason, we are presenting a somewhat different kind of Corporate Social Responsibility Report, which reports on 2019 but also addresses the urgency of the issues that the current situation has imposed on us, and we have therefore also reported on some of the initiatives implemented during the dramatic first half of 2020.

This period has shown that technology is the main enabling factor, allowing us to continue working while staying in touch with the world, with institutions and with our families.

Thanks to Digital Workplace, our Company has managed the emergency decisively and rapidly, maintaining its internal operations and contributing to the operations of its customers, going beyond the mere use of technological tools in order to influence the culture of corporate management.

The result of these efforts has demonstrated to those who considered it to be a secondary priority, that Digital Transformation is vitally important to the survival of any business or service. And this is even clearer when looking at what Engineering has done in 2019 with the implementation of services for the Digital Transformation of the world. It is also understandable why the Group has managed to remain solid during the COVID-19 challenge, supported by a strong internal identity, in tune with local communities, standing alongside and supporting its customers in highly strategic sectors, such as e-Government, Digital Healthcare, Industry 4.0 and Smart Cities.

It is precisely on the basis of the expertise gained in these sectors that, in just one month, our Group was able to develop an innovative proprietary platform in the effective Eng-DE4Bios biosurveillance system, for use in what was then positioned worldwide as the efficient "Veneto model" for pandemic tracking and management, later adopted by the Lombardy Region. Timeliness proved decisive in dealing with the emergency, and our Group was already in the position to provide adequate responses to the growing need for the digitization, innovation and sustainability of society, institutions and organizations.

All of these results were achieved because of the competence and quality of our people's work, for whom we continuously create loyalty policies and offer structured training paths through the "Enrico Della Valle" School of IT & Management aimed at continuous professional growth.

As a strategic component in the growth of the value of our human capital, the School has also continued to operate during the lockdown, making a catalog of 80 virtual classroom courses available to employees and continuing to contribute to enhancing management capabilities and raising the levels of ethical awareness required by the use of the most advanced technologies.

These are just a few of the topics covered in the 2019 Sustainability Report, which provides a comprehensive overview of Engineering's commitment to putting into practice our founding values and the corporate social responsibility that we believe are essential to ensure the future of our business and of the new generations.

Paolo Pandozy
Managing Director

