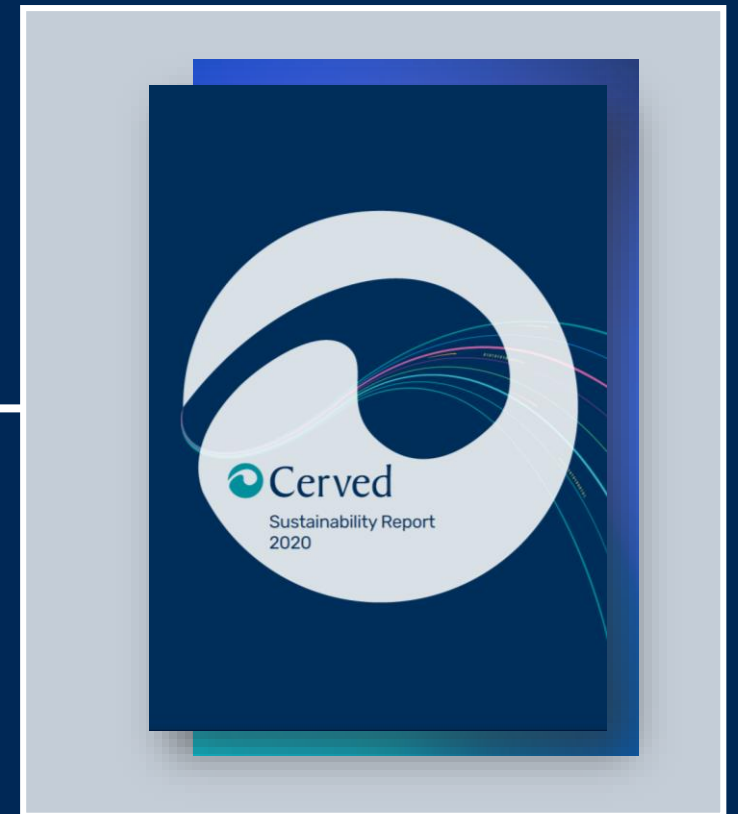


ESG Handbook 2020

Enabling the Italian sustainability transition



Presenters



Pietro Masera

Head of Investor Relations, ESG & Structured Finance



Vincenzo Cecere

Investor Relations & ESG Manager



Lucia Pasquadibisceglie

ESG Senior Specialist

Agenda

1. Purpose & ESG Strategy
2. Engagement & SDGs
3. ESG Targets & Ratings
4. ESG Identity



Purpose & ESG Strategy

Our purpose



We help the country to protect itself from risk and to grow sustainably

We do it by putting data, technology and talent at the service of people, businesses, banks and institutions



Business Units



Risk Intelligence

- Credit risk
- Credit & ESG Ratings
- Real estate
- Regulatory



Marketing Intelligence

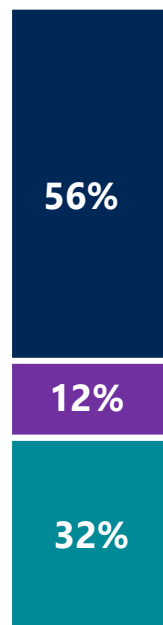
- Market & Sales intelligence
- Digital marketing
- Advanced analytics



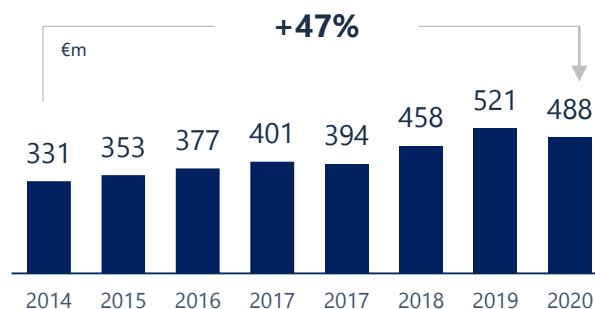
Credit Management

- Banking UTP & NPL
- Corporate receivables
- Legal services

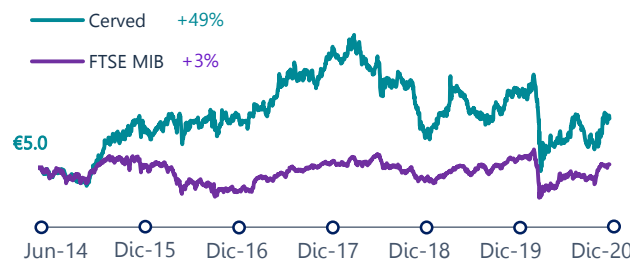
As % of 2020 Revenues



Revenue growth



Share price evolution since IPO



In a nutshell

- With a **market share of > 40%**, Cerved is the **leading information provider in Italy** and one of the major credit servicer in Europe
- Thanks to a **unique wealth of data and analytics**, it provides corporates and financial institutions with **digital and artificial intelligence services and platforms** to manage risk and support data-driven growth
- Through **Cerved Rating Agency**, n.6 Europe's leading rating agency, the Group provides **ESG ratings and advisory**

Sustainability strategy combining Cerved's identity & offering

In line with its Purpose, for the Cerved Group, sustainability has a double value: engaging itself (**ESG Identity**) as well as supporting the economic system in achieving its sustainability targets (**ESG offering**)

ESG IDENTITY

Our commitment to sustainability

- Foster **awareness** and **culture**
- Set **ESG goals** for **remuneration**
- Increase **ESG investor engagement**
- Analyse **Cerved's social impact**
- Improve **ESG ratings** on Cerved



ESG OFFERING

Our sustainability offering

- **Enabler for the Italian sustainability transition**
- Foster transparency in the system with independent **ESG ratings & solutions**
- Help companies to **change in a positive and sustainable way**
- **Share ESG landscape view** and understanding



ESG Roadmap to 2023 for sustainable long-term value creation

Compliance

2017-2018



Action & Repositioning

2019



ESG offering developed

2020



Business Plan integration & Impact Assessment

2021-2023



- Reporting pursuant to **Legislative Decree 254/2016**

ESG strategy definition

- **UN Global Compact** joined
- **SDG's** identified
- 3-year **Sustainability Plan**

Sustainability Governance set up:

- Sustainability Committee
- ESG manager appointed

- **ESG Rating** and Assessment
- ESG External Reviews
- **Supply Chain ESG Platform**
- Research
- **Advisory**

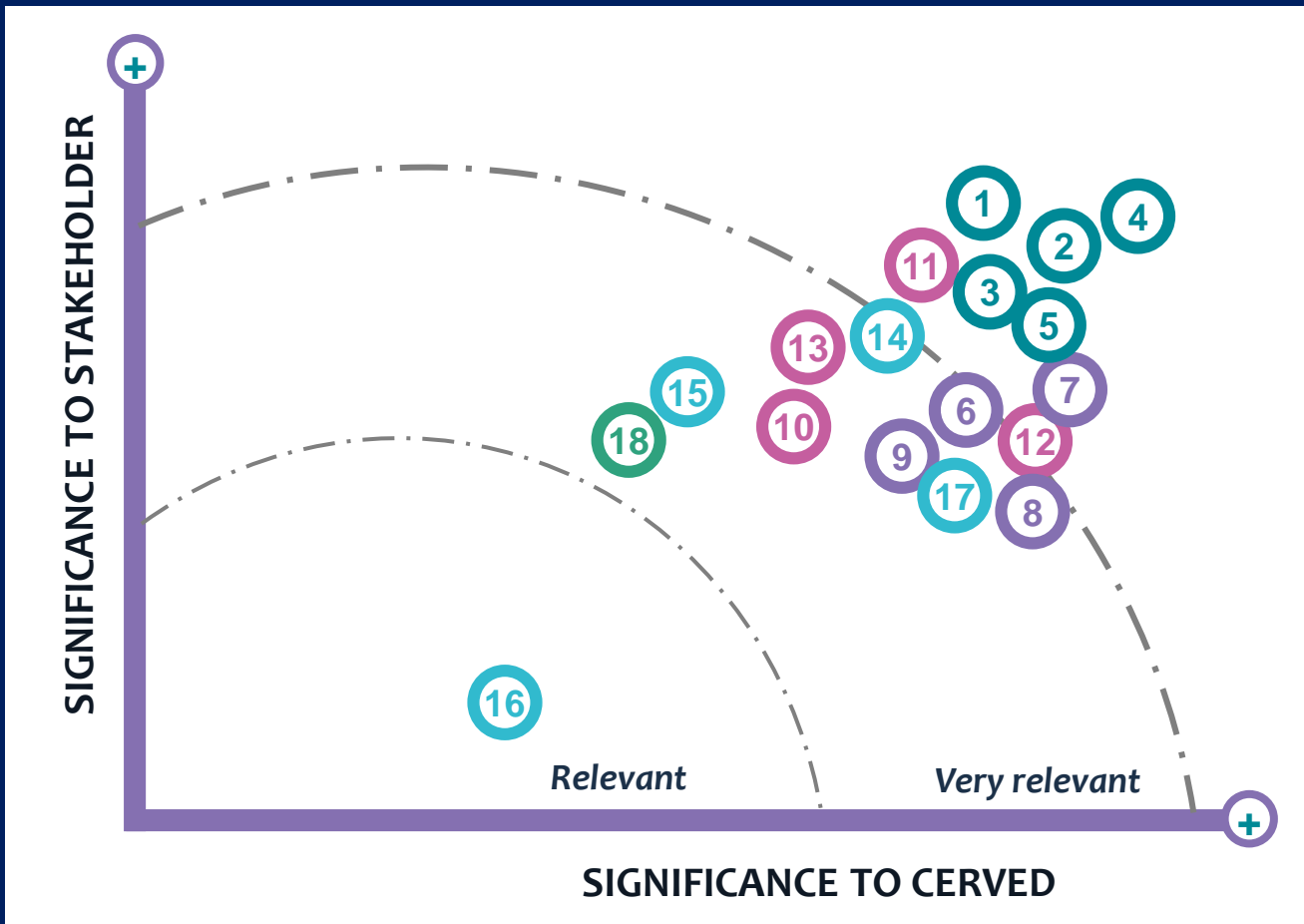
- **ESG quantitative targets** integrated in the 2021-2023 BP
- Top management **remuneration (15-20% STI) linked to ESG targets**
- **Impact Assessment**

Learn more in the **Sustainability Report 2020**
<https://company.cerved.com/en/sustainability-esg>



Engagement & SDGs

Materiality analysis matches the perspective of Cerved and its stakeholders



Material topics

Governance & Compliance

- 1 Governance as public company
- 2 Ethics and anti-corruption
- 3 Management remuneration in line with ESG targets
- 4 Privacy, security and integrity of information
- 5 Sound and sustainable economic-financial performance

People

- 6 Engagement, welfare and work-life balance of employees
- 7 Employee training, development and retention
- 8 Diversity & inclusion
- 9 Workers' health and safety

Business

- 10 ESG business opportunities
- 11 Reliable, independent and accurate data for the national economic system
- 12 Product innovation, development and quality
- 13 Business continuity

Value Chain & Community

- 14 Listening and customer satisfaction
- 15 Management of suppliers and relations with strategic partners
- 16 Relations with territorial communities
- 17 Relations with institutions

Environment

- 18 Climate Change

Cerved's contribution to SDGs and UN commitment



▪ From **signatory** to **participant** in 2019/2020/2022

▪ **Advanced Communication On Progress from 2021**



Social



- Internal professional **growth strategy and talent attraction**
- **Knowledge sharing** with the community
- Development of specific initiatives to **reduce the gender gap**
- Improve **gender equality** inside the Company
- Promotion of **social inclusion** in the company
- Enhancement of the initiative "Cara Cerved ti scrivo"



Business



- Data infrastructure to provide **equal access to information**
- Development of **ESG services**
- **SMEs support** for sustainable development
- **Increase of scientific research** in the field of sustainability
- Promotion of **development and innovation** (observatories, partnership with universities)
- Occupational **health and safety**



Governance



- **Support for the legislative and economic decisions**
- Improving **financial integrity** and market transparency by providing data
- Increasing **stakeholder engagement**
- Development of **collaborations and partnerships** in order to increase the offering of ESG services



Operations & Environmental



- **ESG assessment criteria in the supply chain**
- Business continuity certification
- **Renewable energy management**
- Plastic free policy
- Creation of a CO2 emissions monitoring system



ESG Targets & Ratings

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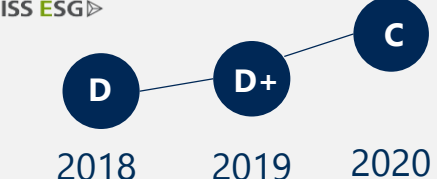

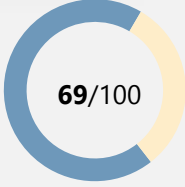




15-20% of Top Management Short Term Incentives based on ESG targets



SDGs	Target	2020 Baseline	2021 Target	2023 Target
	Carry out the Cerved Group Impact Assessment	-	Completed	Implementation
	Renew the car fleet through purchases with reduced environmental impact (CO ₂ Scope I)	-	<140 gr CO ₂ /km	<130 gr CO₂/km
	Increase the percentage of direct purchases of electricity from renewable sources in Italy (CO ₂ Scope II)	97.8%	>95%	100%
 	Increase the number of women in managerial positions	Managers: 40.1% Executives: 13.6%	At least 50% new female managers and 30% new female executives	Managers: ~41-43% Executives: ~15-18%
	Increase the average number of training hours per employee	16.5 hours	18 hours	24 hours
	Obtain ISO 45001 health and safety certification	-	Certification process management for Cerved Group SpA	Extension of the certification to other Legal Entities
	Obtain ISO 37001 anti-corruption certification	-	Certification for Cerved Group SpA	KPIs Monitoring
	Increase the percentage of suppliers evaluated according to ESG criteria	-	100% suppliers (> 500k Euros)	100% suppliers (> 100k Euros)
	Maintain high customer satisfaction	91.3%	91.3%	91.3%

Our ESG ambition is fully integrated into our Industrial Plan 2021-2023

Continuous ESG ratings improvement

Rating agency	Rating	Key drivers & notes	Trend
		<ul style="list-style-type: none"> Best practice governance Robust initiatives to reduce emissions 	
	  	<ul style="list-style-type: none"> Among industry leaders with 1° decile rank position Received the highest Quality Score rating in the Social and Governance pillar 	
		<ul style="list-style-type: none"> Overperforming the benchmark in Governance and Social Top ranked in Remuneration and Equal Opportunities 	
		<ul style="list-style-type: none"> Received the Silver Medal recognition Noted for Labor & Human rights practices 	



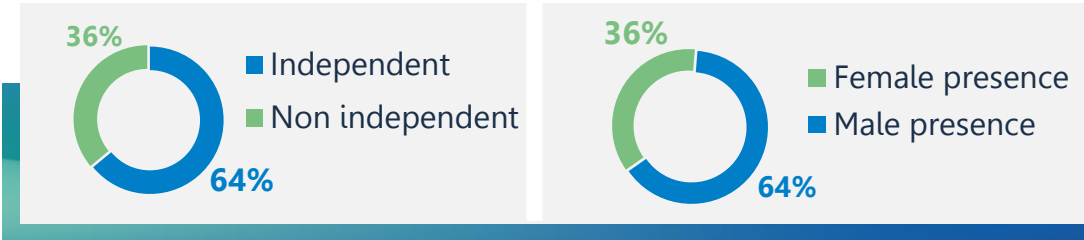
ESG Identity

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Best in class corporate governance with increasing commitment on ESG

Being a public company since 2015 allowed Cerved to set the highest standards of governance practices

BoD composition



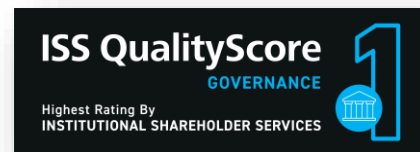
10 ESG policies

Governance 	Social 
<ul style="list-style-type: none"> Sustainability Anti-money laundering Corporate bodies diversity Privacy Fiscal Transparency 	<ul style="list-style-type: none"> Human Rights Community Support Diversity & Inclusion Responsible Marketing
	Environment 
	<ul style="list-style-type: none"> Environmental Policy

Certifications

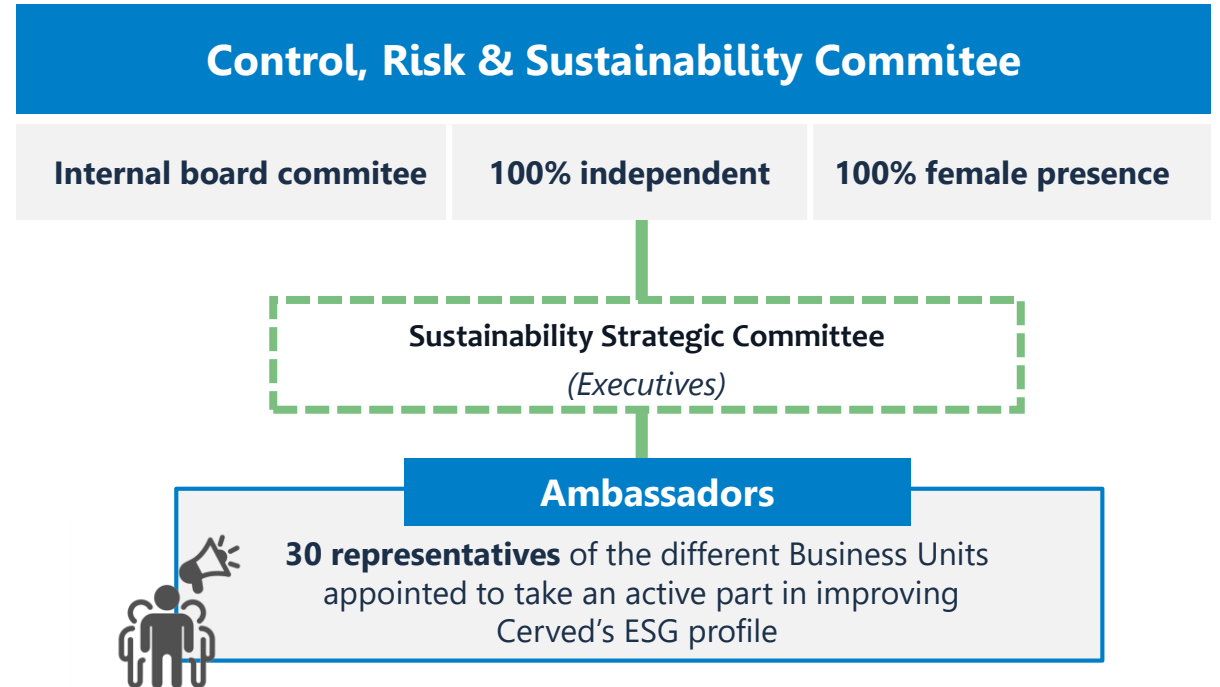


External recognition



As of 31/12/2020

Sustainability Governance

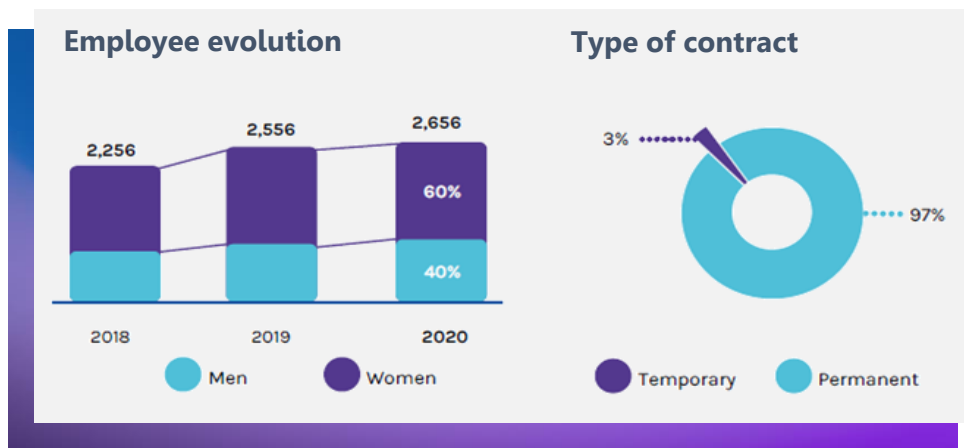


1 ESG target on anti-corruption

SDGs	Commitment area	Target	Baseline 2020	Target 2021	Target 2023
	Ethics and integrity	Obtain ISO 37001 anti-corruption certification	-	Certification for Cerved Group S.p.A.	KPIs Monitoring

The central role of the Cerved's people

Cerved Group strives to build a diverse and inclusive culture where everyone can fully express their potential



D&I commitment

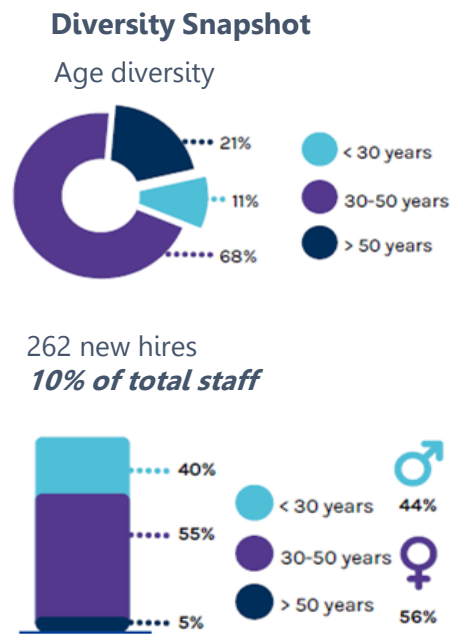
D&I Policy

D&I Executive Committee

D&I targets to 2023

Employee satisfaction

Cerved being certified by **Great Place to Work** in 2021



3 ESG targets

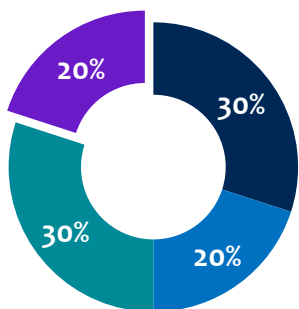
SDGs	Commitment area	Target	Baseline 2020	Target 2021	Target 2023
5 GENDER EQUALITY 10 INCREASED INDIVIDUALS	Diversity	Increase the number of women in managerial positions	Managers: 40.1% Executives: 13.6%	At least 50% new female managers and 30% new female executives	Managers: ~41-43% Executives: ~15-18%
8 DECENT WORK AND ECONOMIC GROWTH	Education and training	Increase the average number of training hours per employee	16.5 hours	18 hours	24 hours
8 DECENT WORK AND ECONOMIC GROWTH	Health and safety	Obtain ISO 45001 health and safety certification*	-	Certification process management for Cerved Group SpA	Extension of certification to other Legal Entities

ESG integrated in the Top Management remuneration

A qualitative evaluation of the sustainability KPIs have been formally included in the new 2021 **Short-Term Incentive (STI) Plan** for the Group's Chief Executive Officer, Top Management and other Key Players

CEO

- Business Plan execution
- Divest CM division
- M&A execution
- Sustainability Dashboard



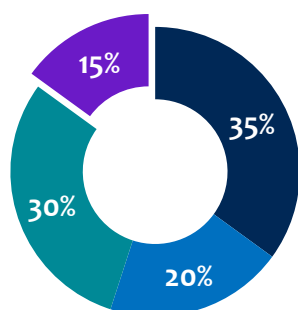
SUSTAINABILITY DASHBOARD

- Impact assessment
- Customer satisfaction
- Reduce the average Co₂ emissions of the car fleet
- Increase % of electricity from renewable sources
- Increase the number of women in management positions

- Increase the average number of training hours per employee
- Obtain ISO 37001 anti-corruption certification
- Obtain ISO 45001 certification for Cerved S.p.A.
- Increase the percentage of suppliers evaluated according to ESG criteria

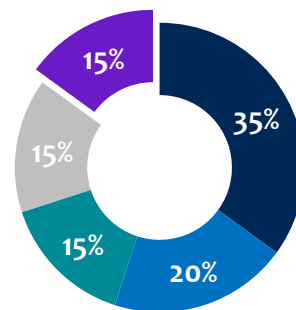
EVP BU leaders (no. 3)

- BU EBITDA
- Group Cash Flow
- Special Projects
- Sustainability Dashboard



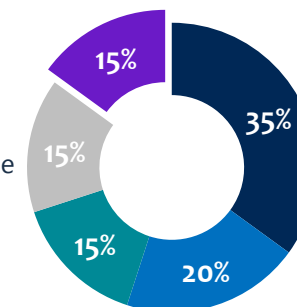
General Counsel & CFO (no. 2)

- Support to listed company related activities
- Business support
- Governance/ Operating cash flow
- Special Projects
- Sustainability Dashboard



EVP Corporate Sales and Financial Institutions (no. 2)

- Channel Revenues
- 1st Channel Margin
- Cross Selling/ Average Turnover
- Special Projects
- Sustainability Dashboard



EVP = Executive Vice President

Learn more in the **Remuneration Report 2020:**

https://company.cerved.com/sites/company.cerved.dev/files/Cerved_Report%20on%20Remuneration%202020_1.pdf



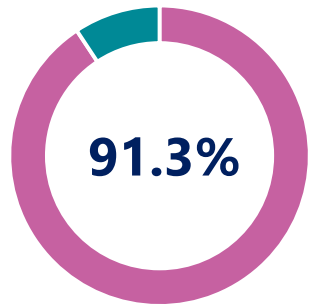
Promoting responsible business practices

Cerved is committed in integrating social and environmental concerns within core business operations

Customer centrality

- High level of **customer satisfaction** both in the Bank and Corporate client segments
- Most positive feedback received on Cerved's service **quality, reliability**, and customer care & client's support

% of customer satisfaction¹



Net Promoter Score²



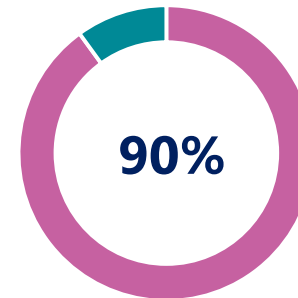
1 ESG target

SDGs	Commitment area	Target	Baseline 2020	Target 2021	Target 2023
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Customer satisfaction	Maintain high customer satisfaction	91.3%	91.3%	91.3%

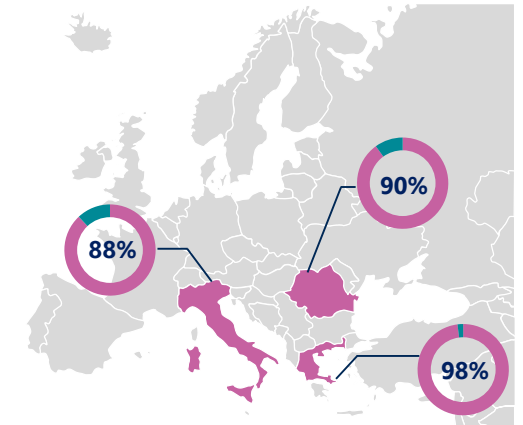
Sustainable supply chain

- Introduction of a structured **ESG assessment criteria** in the supply chain by 2021
- Aligning suppliers and strategic partners to ESG issues **encouraging local suppliers** (90% of total supplier base)

% of local Group suppliers



% of local suppliers by country



1 ESG target

SDGs	Commitment area	Target	Baseline 2020	Target 2021	Target 2023
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Sustainable supply chain	Increase the percentage of suppliers evaluated according to ESG criteria	-	100% suppliers > 500k euro	100% suppliers > 100k euro

Being responsible citizens

The crisis highlighted Cerved's involvement in restarting the country and support the community even more clearly

Institutions & Organizations

During the lock-down period, Cerved played a proactive role in different areas:

- 1 **free sharing of reports and position papers** for analysing the impacts of Covid-19 on the economic-financial prospects
- 2 **launch of new products** for the protection from risks connected with Covid-19
- 3 support for companies through **Subsidised Finance services**
- 4 **donations to hospital facilities** on the front line during the emergency for the instruments needed to tackle Covid-19



Cerved Know platform

<https://know.cerved.com/>



Community

Support for **third-sector associations** with the charity committee "**Cara Cerved ti scrivo**"

1 Somaschi Onlus Foundation
Purchase of school supplies for children aged 3 to 18 living in reception facilities

2 Imparole Association
Support for the children's centre for the diagnosis and treatment of learning and language

3 Diego's story
Provision of a PC to help Diego, a child with severe cognitive and learning impairment

4 La casa di l'Abilità
Support for the residential community that welcomes children with complex disabilities

5 APRO RETT Research Onlus Association
Support for stem cell implantation research for children with neurological disorders

6 Casa sollievo Bimbi Association
Contribution to the cost of paediatric care at home

7 Amici di Cometa Association
Support for the day centre open to 136 children and teenagers

8 La Band degli Orsi Genoa
Provision of computer tools for distance learning for children at Gaslini Paediatric Hospital



9 Dynamo Camp
Improvement of facilities and services of the Recreational Therapy camp for sick children and youth and their families

10 Pit HopKins Syndrome Association
Contribution towards the costs of a course for parents of children

11 Livia Dumontet Onlus Association
Support for the project that helps children from run-down areas of Naples learn to read

12 Soletterre Foundation
Contribution for psychological support to the families of the oncology-haematology

13 La Casa di Paolo
Provision of PCs and tablets to train disadvantaged children and teenagers in the province of

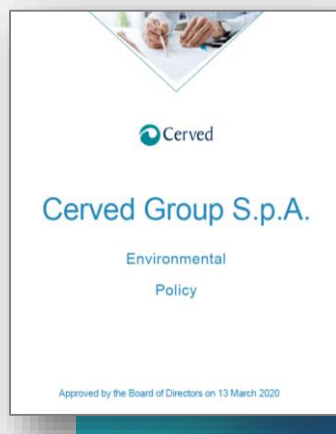
14 Nicolas's story
Support with meal vouchers for Nicolas, with relapsed leukaemia, and for his mother

The Group's contribution to reducing climate change

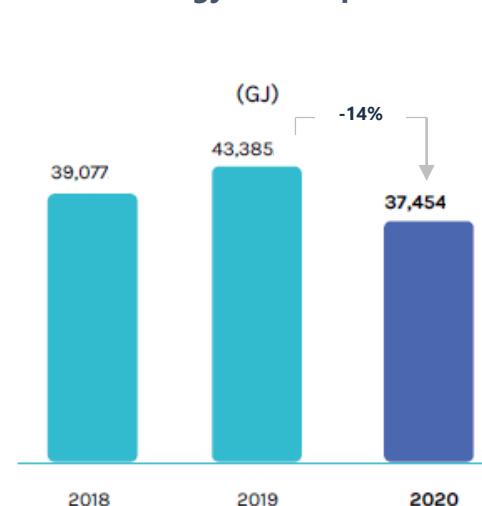
Although the Group operates in sectors that have a limited environmental impact, Cerved is committed to **reducing its environmental impact** and spreading **positive and proactive behaviours** to all its stakeholders

Environmental policy

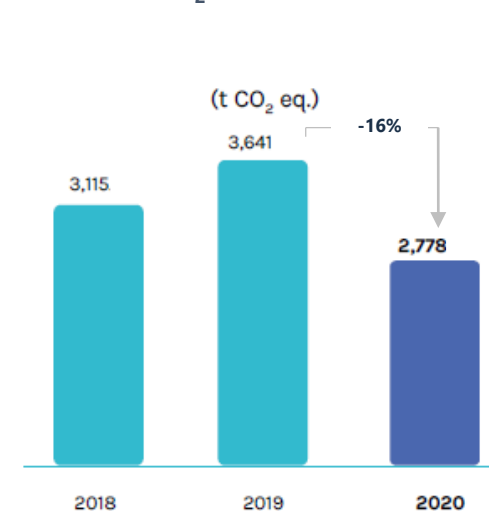
- achieving increasing **energy savings**
- **reducing emissions from transport**
- **efficient use of the resources** necessary to carry out business activities
- **promoting a culture** of respect for the environment among
- ensuring **support for suppliers** to improve their environmental performance



Total energy consumption



Total CO₂ emissions



2 ESG targets

SDGs	Commitment area	Target	Baseline 2020	Target 2021	Target 2023
	Emission reduction	Renew the car fleet through purchases with reduced environmental impact (CO ₂ Scope 1)	-	<140 gCO ₂ /km	<130 gCO ₂ /km
	Use of renewable sources	Increase the percentage of direct purchases of electricity from renewable sources in Italy (CO ₂ Scope 2)	97.8%	>95%	100%

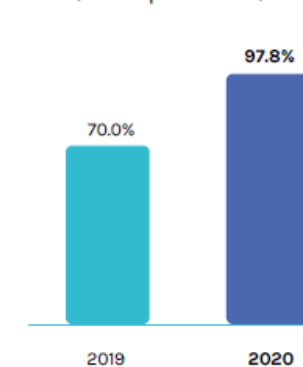
-17%

ENERGY INTENSITY¹

-26%

CARBON INTENSITY²

Electricity from renewable sources (direct purchases)



1) Calculated as Total energy consumption/ Total employees + external workforce;

2) Calculated as Total CO₂ emissions/ Total employees + external workforce. Emissions calculated by adding direct (Scope I) and indirect (Scope II) emission, Location Based.

Thank you



WEBSITE:

<https://company.cerved.com/en/sustainability-esg>



CONTACTS:

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