



Evolution Report

Our impact, our commitment





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INTRODUCTION

DOCUMENT PURPOSE

Generating this document has been a team effort, more than a year in the making, the work of the people who, together, make up Intesa.

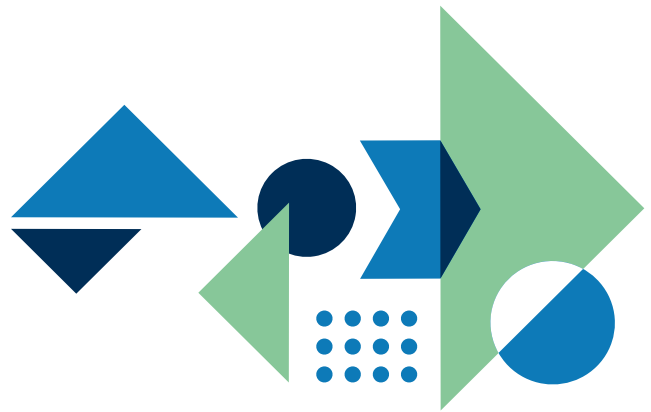
Beginning in 2020, we engaged in a dialogue, brainstorming, and planning our next steps and eyeing future aspirations, with the goal of integrating sustainability principles into the very core of Intesa's business model.

We believe that the digital frontier will improve people's lives, and we want to play an active role in the type of technological revolution that will create a sustainable future.

Intesa has gladly accepted the great responsibility that comes with this. Our corporate social responsibility programme strives for economic growth in a way that creates shared value

for the environment and for the community.

Now, we are pleased to share with you not only the milestones of this journey, but also our motivations for starting down this path, and the compelling reasons for continuing.



A NOTE ON METHODOLOGY

On the next few pages, we present Intesa's Manifesto, the symbol of our company values but also our intentions as a team of individuals and professionals. The Manifesto sets forth, in black and white, what we see when we look ourselves in the mirror, and more importantly what we see in the eyes of the young children who will be living in this world after us.

The result is a work of co-creation and of consciousness-raising that comes as part of a broader programme at Intesa undertaken for the purpose of instilling a corporate culture centred on sustainability, transparency, and accountability for our impact on the world. A necessary corollary of this programme is messaging, and engaging not only our people, but other stakeholders within the ecosystem in which we operate.

The document's content expounds upon the points made in the Manifesto, which provides the structure and roadmap for the whole. The words of each statement introduce company areas in an organic way, and allow us to share

a bit about who we are and what we do. The Manifesto appears first in its full version; the rest of the document provides insight into its meaning and application.

Whilst the Manifesto represents the through-line to the document, information was collected thanks to the efforts of an entire work group. This means the document provides a 360-degree view of the company, leaving space for a message that is at once aspiration and drive, a touchpoint for the narrative we are presenting.

Finally, to describe Intesa's impact, we refer to B Corp Standards, and the B Impact Assessment, that is, the tool through which we first discovered our impact profile, which is the visual depiction of the value we can create for our stakeholders as a company.

The launchpad for our journey towards ongoing improvement.



“Intesa, from the Latin for ‘to understand / to orient / to aim’, is an ancient word that looks toward the future. It expresses not only engagement and drive, but consensus and agreement amongst parties, as well. Today at Intesa, we identify as a set of persons who believe in those tenets, and who hold the conviction that process digitalisation represents an indispensable tool for achieving authentic and shared wellbeing...”



COMPANY HISTORY

To describe where we are today, and the direction in which we are headed, we have to look at how far we have come, and begin with our history. Intesa is a Kyndryl Company with over thirty years' experience in designing and developing SAAS solutions to digitalise end-to-end company operations: from data exchanges to collaboration platforms and document management, from a multitude of e-signature platforms to merchandise tracking and delivery certification, from e-billing to legally compliant document retention. It was found-

ded in Turin in 1987 as a joint venture between the FIAT Group and IBM Italia to streamline the exchange of sales records in the automotive industry using EDI technology. In 2001, Intesa became an AGID Certification Authority, providing digital document management. Since the 2010's, Intesa has been working on biometric authentication and identification systems, thanks in part to the implementation of cutting-edge technology (AI and blockchain). In November 2021, Intesa became part of Kyndryl, a spin-off of the IBM Group.



TODAY'S INTESA: VISION AND MISSION



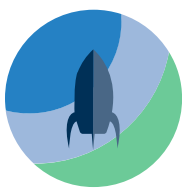
Today, Intesa operates in the pursuit of a clear mission, and a shared vision for the future:

MISSION

We guide companies on their path towards digital transformation using an agile and sustainable approach, identifying and implementing the best technological ecosystem to allow company processes to evolve in a legally compliant way.

VISION

Intesa wants to set the bar for the conception, development, and delivery of digital-transformation processes for businesses.



Innovation



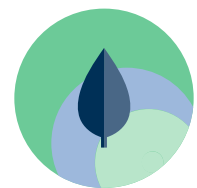
People



Expertise



Trust



Sustainability

To achieve its mission and realise its mission, Intesa focuses on **five core values**:

Innovation, an open-innovation and co-creation approach, which becomes the key to unlocking user-friendly and functional solutions.

People, the ultimate goal of technological progress should, after all, be to generate wellbeing and improve people's quality of life.

Expertise, Intesa marshals talent from within its ranks, and deploys the skills of its employee-

es as they accompany customers on their path towards digitalisation.

Trust and Transparency, elements that contribute towards the creation of solutions which are truly user-friendly and accessible, so that we can strive for the utmost quality and transparency.

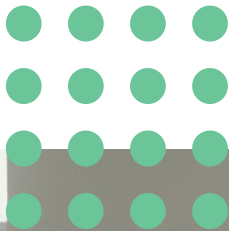
Finally, Intesa is firmly convinced that technology and digital solutions can have an impact on the very **sustainability** of the future; Intesa always weighs the environmental and social impact of the products and services it offers.

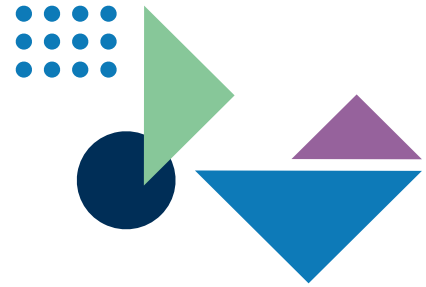
IMPACT HISTORY: TEAM MANIFESTO

The work undertaken as a team to write the Intesa Manifesto has fostered an internal culture focused on teamwork. In fact, it inspired various company areas to produce their own manifestos. A focus on people, skills, and transparency: this is the design principle used by our team to create this document. Each company area chose its co-creation method, with the goal of setting out its values, strengths, and resources, thereby improving employer branding, and optimising recruitment and talent attraction.

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**PEOPLE FROM
INTESA'S MARKETING
AND INNOVATION
DEPARTMENT
PARTICIPATED**





CLIENTS AND PARTNERSHIPS

“We understand we are part of an ecosystem in which interdependent players take part. As an organisation, we intend to guide the evolution of that system, because our prosperity relies on it, and vice versa”

Over the past two years, we have come to understand, at a very fundamental level, what it means to be interdependent, and how all of us in the world rely on one another.

Those ties, of mutual influence and dependence, are a hallmark not just of human communities, but of all living creatures. This is why, for example, our wellbeing hinges on whether there are bees in the environment. And this is why we understand that it is our duty to take care of the environment around us.

This notion highlights the fragility of the human condition, to be sure, but it also underscores the strength we have in numbers. It speaks to the fact that to see tomorrow, to live

the kind of future we hope for, we must take systematic action today.

At Intesa we understand that we are part of this mechanism, but we want to be the driving force, rather than just a cog in the wheel. We cannot simply react to market forces, we must evolve to be an engine for sustainable innovation within our industry, leveraging our people's potential, and the diversity of their expertise and backgrounds.

We cannot tackle this challenge by ourselves. This is why we work hard to cultivate our relationships with partners and clients, because we strive towards a higher goal: to work together towards prosperity for all.



CLIENTS

Intesa is on hand to provide its customers the support and attention they need. Our goal is to meet the demands of a variety of markets, and to anticipate customer needs, making sustainability our business model.

+ 4,000

**DIRECT AND INDIRECT
CLIENTS SERVED**

IMPACT HISTORY: SORGENIA

Intesa supported Sorgenia, an energy & utilities company with paperless document management for its business clients, which involved about 20,000 paper documents being sent out every year. Today, all of that documentation is managed online, where businesses can rely on the security of advanced e-signing technology, as well as legally compliant digital-document retention. All of this has led to fewer opportunities for the types of errors and misplacements that come with paper document management.





PARTNERSHIPS AND COLLABORATIONS

Intesa enters into collaborations and partnerships with a view towards meeting customer demands, but also to improve the company's social and environmental impact, placing its skills and resources at the disposal of the greater good.

We have partnered with:

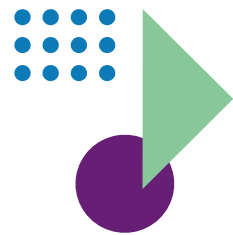
SDA Bocconi on the Monitor For Circular Fashion, which aims to identify best practices, and new concrete solutions for the circular economy, and which is a member of global sustainability efforts such as the Circular Economy Action Plan.

Parks, free and created equal, is a not-for-profit organisation created to assist its member companies with assessing and realising a business' potential in terms of developing strategies and good practices that respect diversity.



Healthy Virtuoso, an app to incentivise sport, movement, and rest, where colleagues can challenge one another and win prizes.

Nativa, a partner that has supported us on our path towards sustainability, including through the use of B Corp instruments.



IMPACT HISTORY: DAFNE CONSORTIUM

The Consortium, through its partnership with Intesa, developed a platform called IN2DAFNE, thanks to which all of those up and down the healthcare supply chain (manufacturers, wholesalers, and supervisory institutions) have enjoyed, for the first time ever, a 360-degree vantage point over the distribution of pharmaceuticals across different regions. As a consequence, the problem of limited- and out-of-stock medication has been drastically reduced.

COMMITMENTS:

Year-in and year-out we are committed to our partnerships, and our institutional collaborations, with a view towards generating the kind of synergy that will benefit the community, the environment, and the company's bottom line.

Over time, we hope to cultivate an ecosystem of stakeholders who share Intesa's values, and apply them, generating a kind of propulsion towards the positive impact we know we can create together.





SERVICES

“We are convinced that digitalisation means being able to choose to communicate using a common language, creating reliable and secure processes through which to exchange information, ones that will foster people’s trust in innovation. We are certain that we will be able to generate value for the community as a whole. We choose to utilise a harmonious technological innovation (in terms of human progress) as a channel for elevating a person’s capability. The type of innovation that unites rather than divides, that sparks connection rather than exclusion, where we become an international presence without sacrificing our sense of belonging within our local community”

We use digitalisation as a means for building prosperity.

We believe in the power of interconnection, in the potential for bridging the gaps that divide us. We believe in the inclusivity that technology can generate.

In this era of digitalisation, we are working to cultivate people’s trust in the security of these processes, developing solutions that can easily integrate into daily life, which strike a balance between human being and technology, between the individual and the community.

Our long-standing experience with a wide variety of industries has led us to develop Intesa Platform, an enterprise platform used to generate end-to-end solutions made up of core services, from data identification and access to document-retention compliance, from data exchange and collaboration to certification, adapting our services to the needs of each specific market.

The following is Intesa’s Model for Digital Innovation.



CURRENT YEARLY FIGURES



+ 10 Bn

PROCESSED
DOCUMENTS



+ 10 Mln

DIGITAL CERTIFICATES



+ 130 Mln

ELECTRONIC INVOICES



+ 200 Mln

DIGITAL SUPPLY CHAIN
TRANSACTIONS



+ 500

DIGITAL
TRANSFORMATION
PROJECTS (ACTIVE)



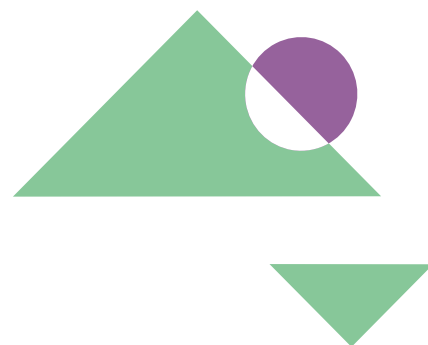
IMPACT HISTORY: INTESA'S E-SIGNATURE

Intesa's e-signature solution is a web-based application that ensures both the management and dematerialisation of signing procedures.

A secure application, ideal for major corporations, small-to-mid-size businesses, and freelance professionals alike. This app offers the option to sign documents with a PAdES encrypted envelope, whether through the person's browser or through a tablet / smartphone in a variety of modes: electronic review, e-signature (simple and advanced), remote digital signing.

A monitoring system dedicated to environmental sensibility is incorporated into the e-Signature platform. Paper is saved, and CO₂

1 g of CO₂
FOR EACH "ECO POINT"



emissions reduced, each and every time a document is executed.

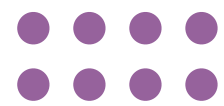
The monitoring tool allows users to view the CO₂ savings for each document they sign. Once signing (or file submission) takes place, CO₂ savings are calculated through ECO points, based on the number of A4-sized pages obviated by the service. Each point is equal to 1g of CO₂ saved.

COMMITMENTS:

We want to raise the bar on transparency for our users, so we provide them a conservation dashboard. This allows clients utilising the accounts-payable and document-retention service to view not only the quantity of data they have stored, but to see the conversion into trees saved, and CO₂ reduction.

We are committed to developing more innovative solutions that will allow us to quantify CO₂ emissions, and to streamline our calculation and monitoring system.





ENVIRONMENTAL SUSTAINABILITY

“Accordingly, we believe in unceasing innovation. We make investments in the development of solutions that are truly sustainable for people, and capable of reducing the environmental impact of traditional activities, contributing to the creation of a regenerative society”

Nothing is created, nothing is destroyed; everything is transformed.

For decades we have known it to be true, yet we still have a hard time grasping the fact that human activities impact the biosphere, and that everything we produce, consume, and throw out constitutes a transformation of matter, the same matter that has been on the planet since its creation. Everything we do remains within our atmosphere. Only the sun's energy breaks through. The alteration of that atmosphere by man means solar energy is trapped within. This in turn, as we know all too well, has led to global warming and the attendant climate crisis. Each of us is responsible for our own impact. As professionals in the digitalisation

arena, we are committed to utilising technology as a tool to reduce the impact of human activity on the planet.

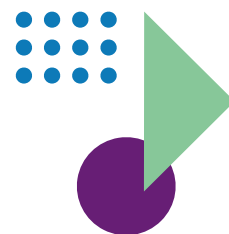
We do this both by managing raw materials, as well as by reducing emissions. Thanks to process digitalisation, in fact, Intesa's services promote dematerialisation.

Yet technology's impact on environmental sustainability goes beyond a move towards paperless offices. Cloud technology, for example, helps to lower the energy costs for data centres, whilst AI calculation speeds allow for processes to be streamlined, thereby lowering the impact on the environment (not to mention on

costs).

Within the company, the increased use of digital tools has allowed us to go almost completely paperless, whereas telework tools, and incentives for smart working, with conference calls and virtual meetings have reduced the need for commuting and business travel.

Intesa has also provided each employee a water flask, an effort that will lead, overall, to saving about 220 half-litre plastic bottles for each person, and for each day. Based on the number of business days and the fact that there are 280 employees, we can save over two and a half million disposable bottles.



ANNUAL DATA



746,820

VIDEO-CALL MINUTES OVER
THE COURSE OF 2020



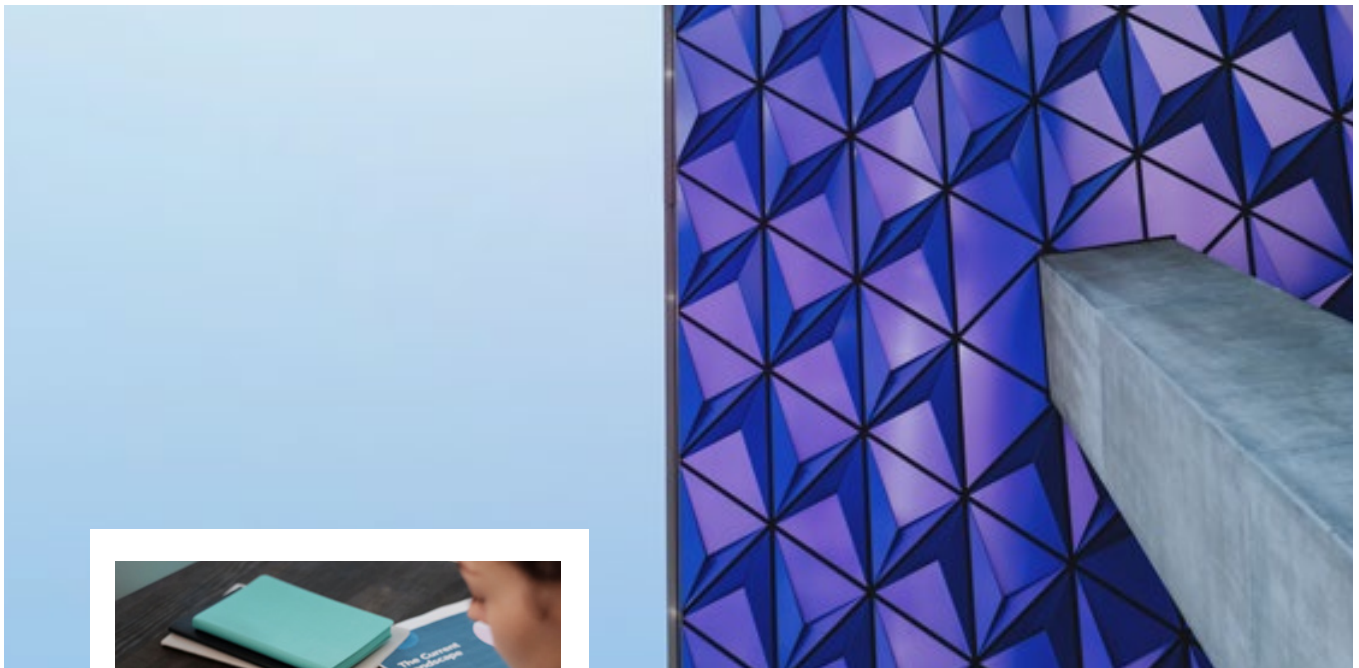
2,000,000

PLASTIC BOTTLES SAVED PER
YEAR



4,600

TREES SAVED EACH MONTH,
THANKS TO THE PAPERLESS
PROCESSES WE HAVE CREATED
FOR OUR CUSTOMER



IMPACT HISTORY: AN IMPACT-MEASUREMENT FRAMEWORK

Over the course of 2021, we (in collaboration with Nativa) developed a measuring, analysis, and monitoring model that allows us to define the equivalent benefit (social, environmental, and economic impact) generated by our digitalisation services for end clients/users.

The key outcome of that model, is that we are now able to quantify the value we create in terms of resource (paper, trees, CO₂ emission) savings.

More specifically, we can positively state that as of today, our services have allowed for:

- **Paper savings equivalent to 335,047 trees** (equal to the total number of trees in the city of Rome);
- **Reduction of land dedicated** to file storage, **for a total of 166,130 cubic meters** (equivalent to 66 Olympic swimming pools);
- Protection **trees' capacity for CO₂ absorption, for a total of 251,285 tonnes of CO₂ emissions**

(equivalent to the CO₂ emitted by 1,700 round-trip London-New York flights).

These results inspired us to take another step forward to measure how Intesa's services have contributed towards achieving the 17 SDGs established by the UN. We therefore selected Goal no. 13 - *Climate Action* and Goal no. 15 - *Life on Land* as those most germane to our company's impact. We used the SDG Action Manager tool, developed by B Lab in concert with UN Global Compact, to measure our pursuit of those two goals.


Thanks to that tool, we can compare our contribution level in respect of the Agenda 2030 against other Italian companies of our same size, and in our same industry. This benchmark analysis revealed that Intesa's contribution comes in well above average for all line items considered.

COMMITMENTS:

We will continue to disseminate and implement our solutions, thereby contributing (through digitalisation) to a reduction in paper usage, and consequently water, energy, waste, and CO₂ emissions.

Intesa's contribution compared to SDG 13

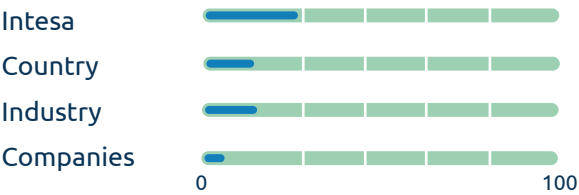
SDG 13 - Climate Action



To provide a few examples, these were the kinds of positive impacts assessed:


- Reduction of climate-altering gas;
- Monitoring climate-emergency-related performance and objectives.

Intesa's contribution compared to the Benchmark



Intesa's contribution compared to SDG 15

SDG 15 - Life on Land

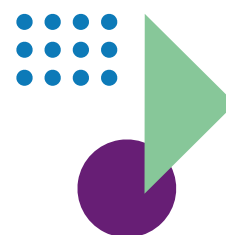


To provide a few examples, these were the kinds of positive impacts assessed:

- The implementation of conservation practice, and sustainable land use;
- Ratio of expenses allocated to environmental conservation.

Intesa's contribution compared to the Benchmark

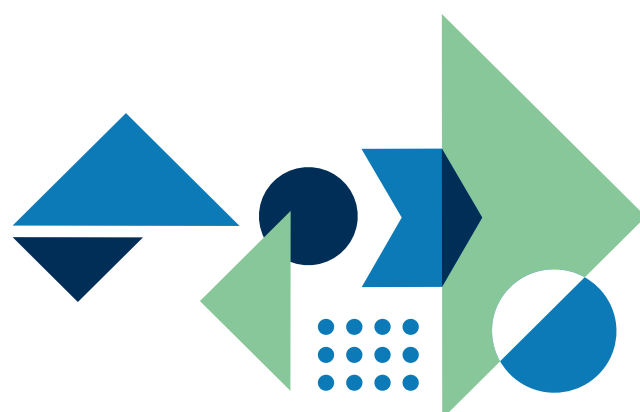




SOCIAL SUSTAINABILITY

“We are committed to treating our employees as part of an engine for change, dedicating our attention and our resources to help them achieve their full potential as human beings, and as professionals”

Protecting the physical and psychological wellbeing of the community is a major component of Intesa's company policies. Each person has dignity and worth, and the workplace community must be a safe and healthy one. Intesa offers targeted programming for its young associates, and corporate wellness activities for all of its staff.





IMPACT HISTORY:

INCLUSION - INTRIBE - INWELLNESS

Diversity is celebrated at Intesa, especially in terms of gender, disability, and generational-gap issues.

InClusion, which includes all the projects and event about disability inclusion and gender gap reduction;

InTribe, for the under-35 set, born out of a desire to optimise the company's human capital, and to provide support to young talent as they grow as people and as professionals;

InWellness, a programme dedicated to personal wellbeing, with a view towards contributing to company wellbeing overall, working on two fronts: sport / physical movement, and good nutrition.

660

MINUTES OF TRAINING PROGRAMMES

30%

OF SENIOR MANAGEMENT IDENTIFIES AS FEMALE

500

MINUTES OF LIVE STREAMING ON SPORT AND NUTRITION



 **Inclusion**

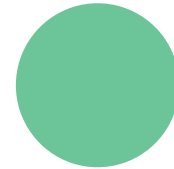
 **InTribe**

 **Inwellness**

COMMITMENTS:

Over the course of 2022, we worked hard to allow InTribe activities to take place in person

In terms of individual wellbeing, we are committed to organising and fostering participation in team-building exercises, and other initiatives with high direct impact, including “plogging” which combines jogging with street clean-ups.



ONGOING EVOLUTION

“We continue to use our best efforts, in a very mindful way, to generate change, one step at a time”

We understand that today, businesses can play a decisive role in generating positive impact.

This is why we are working so hard to ensure that users perceive the value of our solutions, and gain greater understanding of the responsibility and effects that each of us has on our society, and on the environment.

We want to be present, we want to raise awareness in our community, and expand it. We started with ourselves: in 2020, we set our sights on the most robust and most widely used set

of corporate-impact standards by completing a **B Impact Assessment** (BIA). The BIA yields a baseline analysis of the contribution the company makes to its stakeholders, based on five areas of analysis: **Governance, People, Community, Environment, and Clients**.

We are convinced that unless you measure it, you cannot improve it. The process to achieve a degree of awareness of our performance in terms of sustainability launched us on a path towards unceasing evolution within our company, one that led to a master plan for shared improvement, established along three parallel

vectors: **People, Planet, Profit.**

2021 saw us implementing our strategic improvement plan, seeking buy-in from our stakeholders in the process.

Now that we know what our impact is, we intend to use our best efforts to ensure a positive impact on an ever-increasing scale.

+ 275

**PEOPLE NOTIFIED
OF THE COMPANY'S
PATH, USING INTERNAL
COMMUNICATION
CHANNELS**

+ 21

**PERSONS DIRECTLY
INVOLVED IN DESIGN
ACTIVITIES**



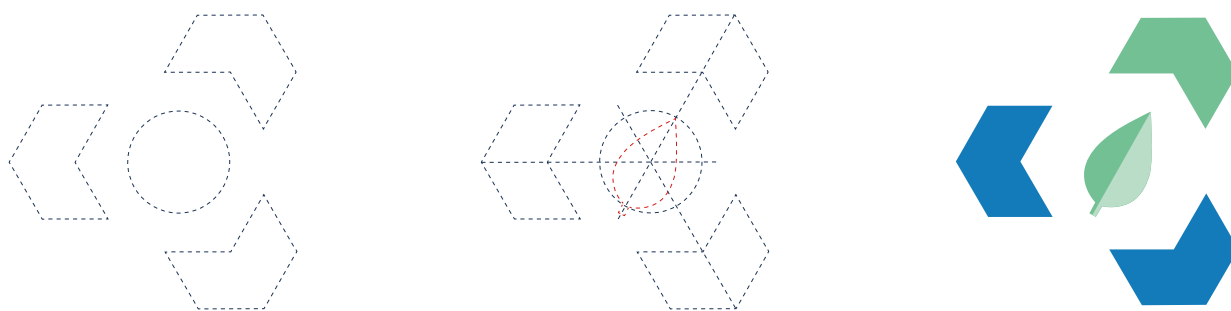
IMPACT HISTORY: GREEN BRAND

Green Brand is intended to brand and promote Intesa's objectives, through a push towards sustainable innovation. In practice, this means associating the Green Brand symbol with all company communications, to get the message out about the results we have achieved, and promoting sustainable solutions whilst encouraging our user base to become accountable for their own impact.

More specifically, the circular component, which represents the human-centred focus ta-

kes shape as a leaf, intended to represent the interdependence of man and environment. The colour green predominates, and the direction of the leaf follows that of the arrow, to show that innovation and sustainability move in the same direction.

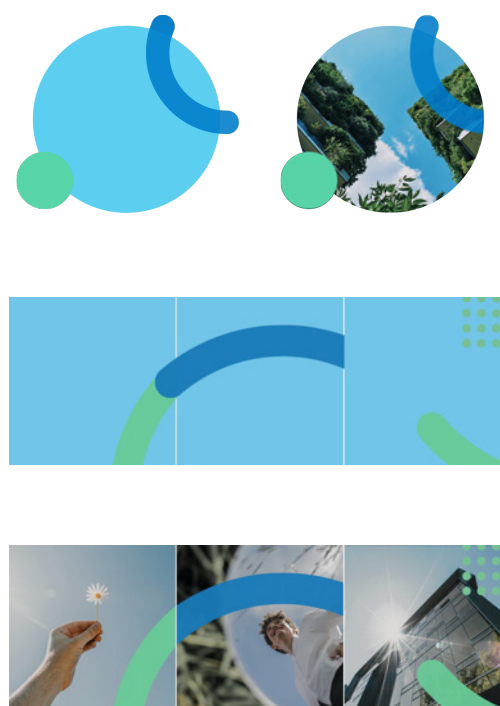
Our sustainability message is conveyed with special focus on the dedicated webpage on our site, as well as through our social-media profiles, in order to reflect our collective commitment to the cause.

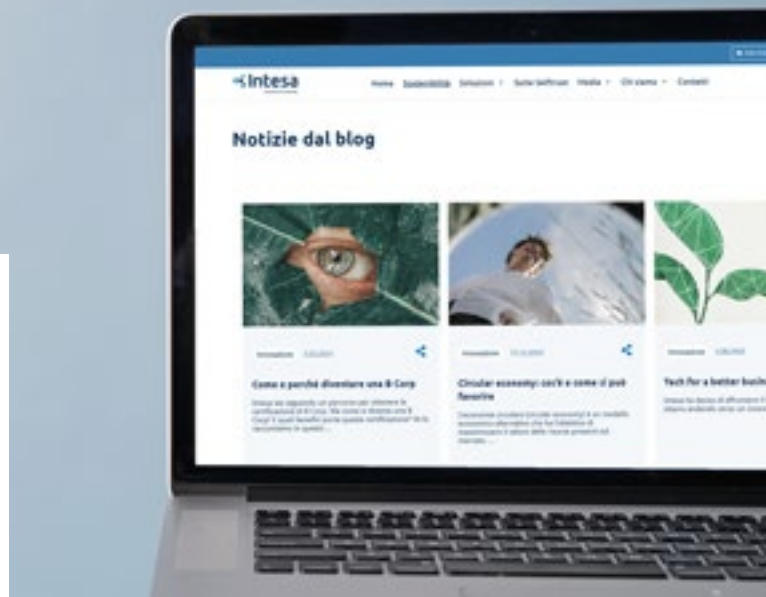


VISUAL COMMUNICATION

In addition to the Green Brand activities, we conducted a visual, 360-degree study, which allowed us to identify and highlight which visual elements might best represent our identity whilst conveying the values of sustainability through our principal channels of communication.

In so doing, Intesa's communication evolved, and followed that ongoing path towards positive change undertaken by the company, telling our story in the most effective way possible.





COMMITMENTS:

We are committed to advancing our Sustainability Plan within the company's day-to-day reality, by means of a mechanism for ongoing improvement that has already been inculcated and made applicable for all company areas;

We intend to complete the measurement of the contribution we are making towards reaching those Sustainable Development Impacts most in tune with our business model. We will do so using the SDG Action Manager, which acts as a complement to the BIA;

We plan to work hard to disseminate a culture of sustainability at all company levels, and in all company areas. By this we intend to engage an increasing number of persons in our various tactical projects;

By implementing the Green Brand in both internal and external communications, as well as in all solutions that have a sustainable impact, we are able to raise awareness amongst Intesa staff and associates, as well as with our clients and stakeholders.

Intesa (Gruppo Kyndryl)

Intesa, a Kyndryl Company has been accompanying customers for over 35 years in the digital transformation of business processes. We offer innovative digital platforms to integrate technological solutions for business processes digitalization, from customer experience to supply chain. We believe in a co-created digital transformation, using design methodologies.

SaaS services and solutions are provided from an end-to-end perspective designed specifically for every market: from data exchange and collaboration portals to document management, from electronic signature to goods traceability and certification of deliveries, from electronic invoicing to standard storage, Intesa stands as single point of contact throughout the supply chain. Our competence center designs important and innovative digital transformation projects using service design, dev ops and design thinking.

TORINO | MILANO | ROMA

www.intesa.it

