

SUPPLEMENTARY DISCLOSURES SUSTAINABILITY DATA 2024

OVERVIEW

All data presented refer to Reply Group and cover the year 2024, unless otherwise specified.

	WASTE	Quantity of waste recovered or disposal
	WATER AND ENERGY	Quantity of water and energy consumption
	TRAINING	Overview of total training hours provided by the company, including: average training hours per employee, training hours related to skills training and other centrally managed training activities.
	VULNERABLE GROUPS	Disclosure of the total number of employees identified as belonging to vulnerable groups within the company.
	SUPPLIERS	Presentation of data related to supplier selection, performance evaluation, and sustainability assessment activities.
	COLLECTIVE BARGAINING AGREEMENT	Presentation of data related to the conditions of employment
	CERTIFICATIONS, WHISTLEBLOWING AND COMPLIANCE	Overview of all certifications held by Reply and valid during the year, whistleblowing reports and compliance with the Code of Ethics and Model 231.



WASTE

2024 WASTE RECOVERED / DISPOSAL

Waste operations	Hazardous (tonnes)	Non- hazardous (tonnes)	Total (tonnes)	% over total
Preparation for reuse	0	0.02	0.02	0.10 %
Recycling	0.48	2.09	2.57	11.25 %
Other recovery operations	0.47	19.82	20.30	88.66 %
Directed from disposal (incineration/landfilling)	0	0	0	0 %
Total	0.95	21.94	22.89	100 %
% over total	4.17 %	95.83 %	100 %	



WATER

2024 WATER CONSUMPTION

**Water consumption
(cubic meters)**

54,201



ENERGY

2024 ENERGY CONSUMPTION BY SOURCES

Total electricity consumption (MWh)	Total oil consumption (MWh)	Total gas consumption (MWh)
11,753	17,647	2.93



TRAINING 1/3

2024 CENTRALLY-MANAGED TRAINING

Type of course	Training hours (Male)	Training hours (Female)	TOTAL
Technical training	11,547.49	5,183.51	16,731.00
Language courses	17,179.00	8,917.00	26,096.00
GDPR/Security	3,510.00	1,390.00	4,900.00
Health and Safety training	5,636.00	2,036.00	7,672.00
HR training	1,242.16	667.84	1,910.00
Soft Skills courses	15,357.54	6,771.46	22,129.00
Training for managers and partners	8,972.10	2,837.90	11,810.00
Knowledge sharing training platform	54,620.43	19,499.57	74,120.00
New employees training	8,382.00	3,000.00	11,382.00
Project Management Academy	8,776.00	6,668.00	15,444.00
Reply webinar	186.47	104.48	290.95
Anticorruption training	4,432.00	1,560.00	5,992.00
Other country specific training	500.52	243.48	744.00
Total hours	14,0341.72	5,8879.23	199,220.95
Total hours/employee	13.00	13.00	13.00



TRAINING 2/3

2024 NUMBER OF PARTICIPANTS

Type of course	Number of participants
GDPR/Security	1088.00
Health and Safety training	1135.00
Project Management Academy	506.00
Anticorruption training	1498.00



TRAINING 3/3

2024 DIVERSITY & INCLUSION TRAINING EVENTS

% employees trained
on Diversity & Inclusion

6.20%



TRAINING

OTHER INFORMATION

The technical training of personnel in specific business areas (e.g., sector or product certifications) is not managed centrally, but rather delegated to the individual companies within the Reply Group. This approach ensures a more effective response to specific training needs, guaranteeing quality, excellence, and true alignment with business requirements.

The data in this document does not include information on technical training.



VULNERABLE GROUPS

2024 DATA

Reply adopts policies aligned with national regulations concerning vulnerable groups in all the countries where it operates, aiming to promote their social and professional inclusion.

Vulnerable groups are individuals with a specific condition or characteristic (e.g., economic, physical, political, social) that could experience negative impacts as a result of the organization's activities more severely than the general population (*GRI Standard*).

- The **number of employees** belonging to vulnerable groups are **442**
- The **percentage of employees** belonging to vulnerable groups is **3.40%**
- The data refer to Italy, Germany, Poland and USA.



WHISTLEBLOWING REPORTS

2024 DATA

Reply has adopted a **Whistleblowing Policy** to enable safe and confidential reporting of misconduct, protecting individuals from retaliation.

Reports are evaluated by the Supervisory Body, in line with local labour laws. The policy supports the **protection of human rights** across the Group.

- The **number of reports** related to **whistleblower procedure**, during the 2024, was **3**.



CODE OF ETHICS & MODEL 231 COMPLIANCE

Metric	Status of Compliance
Acceptance of Code of Ethics & Model 231	100 %
Completion rate of training on offense types covered by Legislative Decree 231/01	99.4 %



SUPPLIERS

2024 DATA

SUSTAINABILITY ASSESSMENT

- **349 suppliers** were invited, consistent with the suppliers targeted in 2023.
- **86%** of invited suppliers completed a sustainability assessment.

Suppliers, with more than 15 employees, receive the Supplier Code of Conduct and accept it at the time of signing contract.

SOCIAL CRITERIA SCREENING

- **340 new suppliers** were screened through social criteria.
- **56.3%** of new suppliers were screened using social criteria.

Each case is reviewed individually, and tailored follow-up actions, including corrective measures, are defined when necessary.

Reply Group evaluates suppliers based on social criteria and identifies any areas of concern.

Sustainability assessment and social criteria screening are managed in following countries: Italy, Romania, Germany, Poland, Belgium, UK, France, Luxembourg.



COLLECTIVE BARGAINING AGREEMENTS

2024 DATA

Reply considers the provision of stable and long-lasting employment relationships to be a fundamental requirement for supporting the growth of its employees and this is applied in countries where it is provided for by local legislation (Italy, Brazil, Belgium, France).

For employees not covered by collective bargaining agreements, Reply determines their working conditions and terms of employment in analogy to the collective bargaining agreements under which other employees are classified.

Country	No. of employees covered by a Collective Bargaining Agreement	% of employees covered by a collective bargaining agreement
Italy	9295.00	100%
Brazil	305.00	100%
Belgium	166.00	100%
France	419.00	100%



CERTIFICATIONS

Certification	Description	Scope
ISO 9001	Quality Management System	Reply Group
ISO 14001	Environmental Management System	Reply S.p.A., Reply Ltd, Reply Deutschland SE, Reply Public Sector Consortium, Consortium member companies, major European offices.
ISO 14064	Organizational Carbon Footprint	Reply S.p.A., Reply Public Sector Consortium
ISO/IEC 27001	Information Security Management	<i>Group companies for which it is relevant to the services provided</i>
ISO 37001	Anti-Bribery Management System	Reply S.p.A., Reply Public Sector Consortium, Consortium member companies
ISO 45001	Occupational Health and Safety Management System	Reply S.p.A.
UNI/PdR 125:2022	Gender Equality Certification	Reply S.p.A., Whitehall Reply, Santer Reply, Security Reply, Technology Reply Rome, Xenia Reply, Xister Reply
TISAX	Information Security (Automotive Sector)	<i>Group companies for which it is relevant to the services provided</i>
CyberEssentials	Cybersecurity (UK Standard)	<i>Group companies for which it is relevant to the services provided</i>



