

.People

.People

We believe in digital neo-humanism, a business culture focused on valuing people within an inclusive environment by nurturing relationships between co-workers, customers and the community, with both mutual respect and respect for the planet. We put technologies at the service of companies and are open to all opportunities they can offer us, for sustainable digital development.



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Letter to stakeholders



Giorgio De Nardi
CEO & Founder

• How do you think ethics can be reconciled with profit?

A student asked me this question point blank at a sustainability event at the University of Padua. It immediately seemed paradigmatic and highly significant. It wasn't the first time this dichotomy had presented itself and, as I responded, I asked myself: why do we so often think of profit and ethics as polar opposites?

The Treccani dictionary defines ethics as "what is good, and what is not good": it is a code, a conduct and a morality. Its opposite, therefore, is immorality. Faced with this question, one has to ask why it is widely thought that the entrepreneur is associated with practising immorality. It is a cliché that I've opposed since the first day I decided to do this job, in 1988.

One of Aton's distinctive characteristics, therefore, and a source of pride and of affinity with the atonpeople, is its mission not to do business merely to make as much money as possible.

Making the assumption that businesses are speculative and utilitarian, dedicated to making profit at all costs and removing and consuming resources, is a preconception that threatens to undermine the healthy functioning of the economy, good relations between a company and its stakeholders, potential positive social and environmental outcomes and the quality of life and work.

Of course, there are good reasons to look at business ethics prudently and free of any illusions. Everyone says they are faultless, but their behaviour, objective facts, numbers and results will be assessed empirically. Green washing, for example, is even contaminating those in the green economy that really believe and invest in it and operate beyond reproach. Consistency between saying and doing is a differentiating factor on which to build a solid reputation.

How goals are pursued is a fundamental aspect that determines the relationship between ethics and profit. In the Industrial Revolution, in the 18th and 19th centuries, businesses became fighting machines organised with military-style powers, hierarchies and operating methods. "Customer conquest", "competitor aggression", "price war", "market domination": even the language has taken on a conflictual style that drives confrontation, imposition and submission rather than encouraging us to collaborate and build.

Today this approach has been superseded by modern, positive win-win models of value cogeneration that are gradually replacing the "mors tua, vita mea" mentality, indiscriminate exploitation and the rapacious destruction of resources.

A company's most important asset is its reputation, which it builds over a very long period of time, day after day with great effort and sacrifice, but that can be destroyed in a second. Reputation is the witness at the wedding between ethics and profit, and the next generation will be the children of this marriage, because our society and our planet can no longer support an economy that isn't virtuous.

Aton brings ethics and profit together in **digital neo-humanism**, applying the best of digital technologies and of human abilities in order to continuously improve the sustainability of customers' businesses.

"Preneurs" are very different from entrepreneurs. The former use the factors of production to exploit, consume and keep for themselves. The latter generate and distribute value, investing and taking on the risk and responsibility.

The modern entrepreneur's goal is the balanced and shared generation of economic, social and environmental (ESG) value.

We want to become the most attractive company in the world, a laboratory for testing and realising best practices in human, organisational and technological development as pioneers of digital neo-humanism, in order to live once more in the most healthy, rewarding and natural way possible.

In this Report, we describe who Aton is, what its purpose is and what it is doing to achieve it, in the hope that one day, not too far off, no student will be in any doubt as to how ethics can be reconciled with profit.

Giorgio De Nardi

A handwritten signature in black ink, appearing to be 'G. De Nardi', written over a horizontal line.

Letter from the Impact Manager



Tania Zanatta
CFO

• We create the future together

I am especially pleased to present this Report to you, the result of the hard work of many people. It describes the year's work at Aton, by the atonpeople, a year marked by unceasing enthusiasm, commitment and investment each day to build our future and work towards continuous improvement.

This Report has become an opportunity for sharing with our stakeholders and a way for us to present ourselves to those who don't know us. We have collected a lot of positive and interesting feedback and incorporated it into this year's Report, changed significantly from previous years yet essentially the same in its commitment and in the content disclosed.

We decided to give our Impact Report a new name - .People - because at Aton, it is they who generate positive social and environmental impact and are the drivers of all change. We chose the simplicity of the red dot to introduce each story that talks about us, and we used our own photos to describe our commitment, so making it alive and real.

In 2023, there was a particularly uncertain macroeconomic scenario to face, with more geopolitical instability than ever. Clear signs of a slowdown in investments, caused by necessity and prudence, gave us unsettling glimpses of a major crisis on the horizon, which fortunately did not come to fruition. In any case, the market remained stagnant or tied to weak growth, in expectation of a clearer and more stable general outlook.

Uncertain times that also influenced our economic results: under the conditions described above, our turnover volumes continued to grow compared to the previous year, albeit less quickly than expected. This did not slow down our investments in the least, nor our determination or conviction that our sustainable business model is the best way forward for the future.

For us, 2023 was a year of great investments:

- **Innovation:** we allocated €1.5 million to the growth of our products, mainly concentrating on .one, our new digital hub for the supply chain. It is aimed at facilitating people's work, creating efficiency and avoiding waste in our customers' value chain. .one integrates artificial intelligence services that help in performing boring, repetitive tasks that are prone to errors, allowing the quality of work to be enhanced.

- **People:** Aton has now exceeded 200 atonpeople, with 235 in the entire Aton Group. In 2023, we welcomed 40 new employees.
- **Consistency and method:** nothing happens by chance. We are achieving our targets, consistently applying the OKR framework and the model of self-organisation.

There was no lack of gratification or of acknowledgement for the good work carried out:

- in February, we obtained **B Corp** certification
- in May, we were certified a **Great Place To Work** for the 5th time
- in October, we launched the new **.atonAcademy** format

We want to communicate in a more transparent and integrated way, and to do this more effectively: we regularly disclose our results within and outside the company, and we have expanded the area of the website devoted to financial communications to our stakeholders. We share our best moments with them, inviting them to take part in our events and disclosing, with full transparency, our targets, results and development plans for the future.

Looking back, we have come a long way and many atonpeople and stakeholders have joined us on our journey, in pursuit of the goal of continuous improvement and widespread wellbeing.

The path ahead is not without difficulties, there are hidden perils and the road has no end, but the many stops on the way help us to appreciate the whole journey.

It is also pleasing to see how sustainability is becoming an argument embraced and acted on by more and more people and companies, transforming it from an ideology to a practicality for those who will together look after the future, where everyone's goal will be the common good.


Tania Zanatta

About us


We are a rapidly growing tech company that employs over two hundred people in developing solutions and services for the sustainable digital transformation of omnichannel sales and of traceability and corporate supply chain processes. We support businesses in food and consumer goods, retail, fashion, industrials and energy to help them be more competitive and improve sales thanks to our thirty-six years of experience in the field.

We wish to value and develop the people in our ecosystem: co-workers, customers, partners and the community, putting technology at their service and working towards digital neo-humanism. By bringing together personal growth and professional skills development with the spread of a value-based business culture, we can really work towards ever more sustainable innovation.


That is why, in 2021, we decided to become a benefit corporation, integrating social (People) and environmental (Planet) targets into our articles of association, alongside economic (Prosperity) targets. In 2023, we achieved international B Corp certification after the long and rigorous process of measuring and analysing our sustainability performance.



Certified
As a Benefit Corporation, we are part of a global movement striving for accountability, transparency and continuous improvement



Great Place To Work
Since 2018, we have been certified as a Great Place to Work® because of our focus on quality and excellence in the workplace



ISO 27001
BUREAU VERITAS
Certification

Since 2022, we have been ISO 27001-certified in order to ensure that the data we process each day in the delivery of our services to customers is secure and protected

LEGALITY RATING

★ ★ +

We achieved a 2+ star legality rating from the AGCM (Italian Antitrust Authority) for reliability, proper management and business legality

atonpeople: 14 nationalities, 1 community















ALBANIA • ARGENTINA • COLOMBIA • ECUADOR • GERMANY • GREECE • ITALY









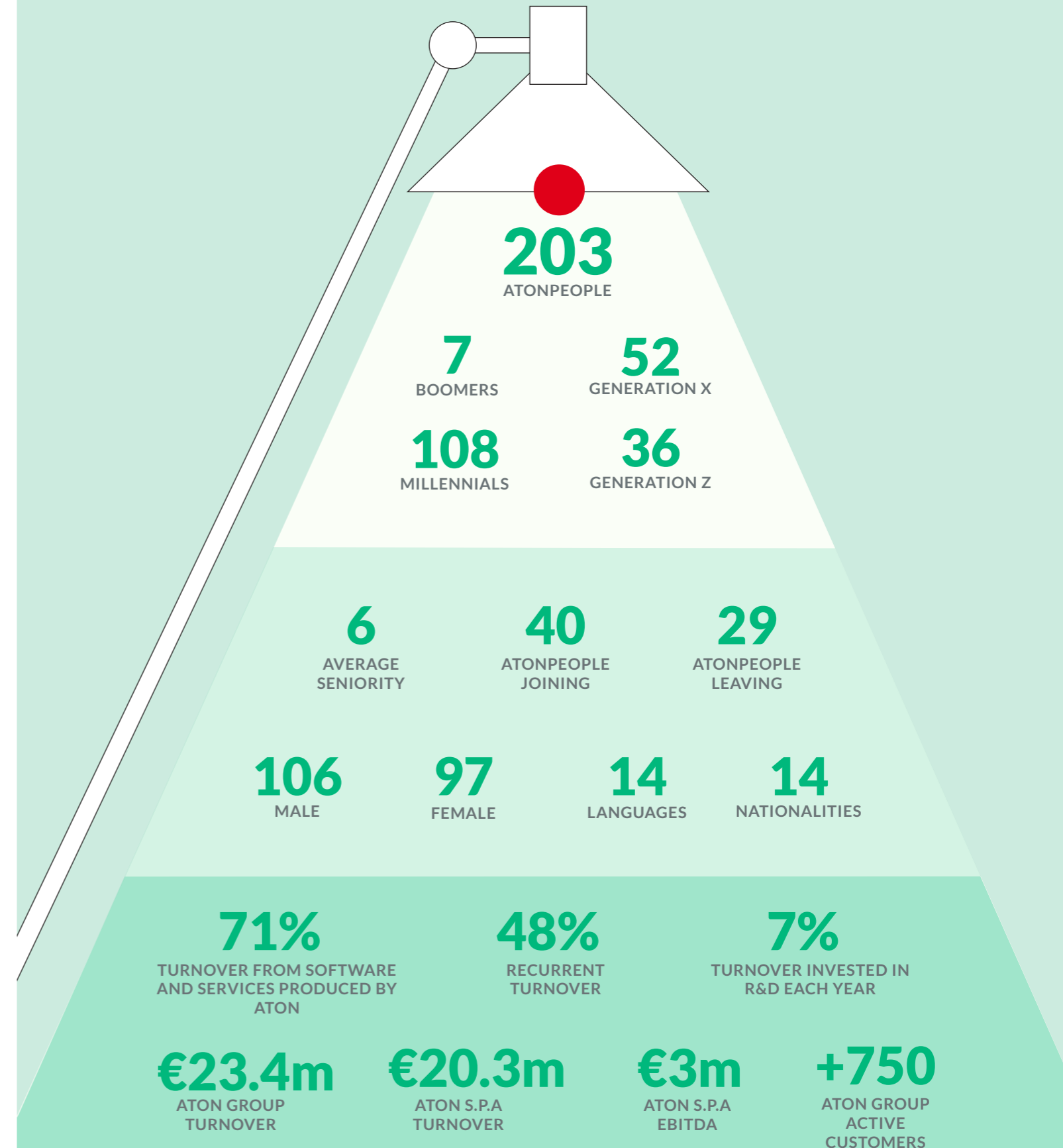






MACEDONIA • MOROCCO • PORTUGAL • DOMINICAN REPUBLIC • ROMANIA • SENEGAL • SWITZERLAND

Aton in 2023



A new ecosystem of specialised solutions and services for vertical markets

Technology for people

P for People is central to our mission as a differentiating element in the development of our solutions and services, designed to help organisations be more competitive and efficient and to enhance the quality of their work.

35 atonpeople

in the Software Factory team
design and create software products and manage their development in terms of sustainability and continuous innovation.

30 atonpeople

in the Delivery team
work in synergy with 12 project and service managers to ensure the success of the projects and services provided, also with regards to 3P (People, Planet, Prosperity).

+100 atonpeople

in the Business Continuity team
ensure business continuity for customers and provide support for the use of hardware devices and software applications.



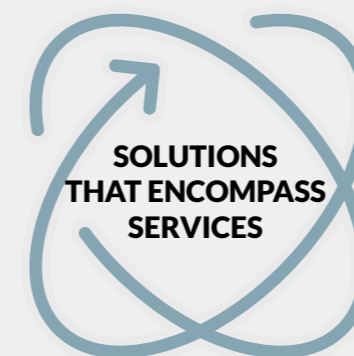
Our solutions and services are designed to reduce corporate information silos and to drive collaboration between sales, production, logistics, marketing, customer services and customer management.

To provide our customers with effective applications and services targeted at the needs of market sectors and segments, sometimes highly specific, we set up three Strategic Business Units (SBU): Consumer Packaged Goods (CPG), Retail, Energy & Industrials (E&I).

39%
CPG

42%
RETAIL

19%
E&I

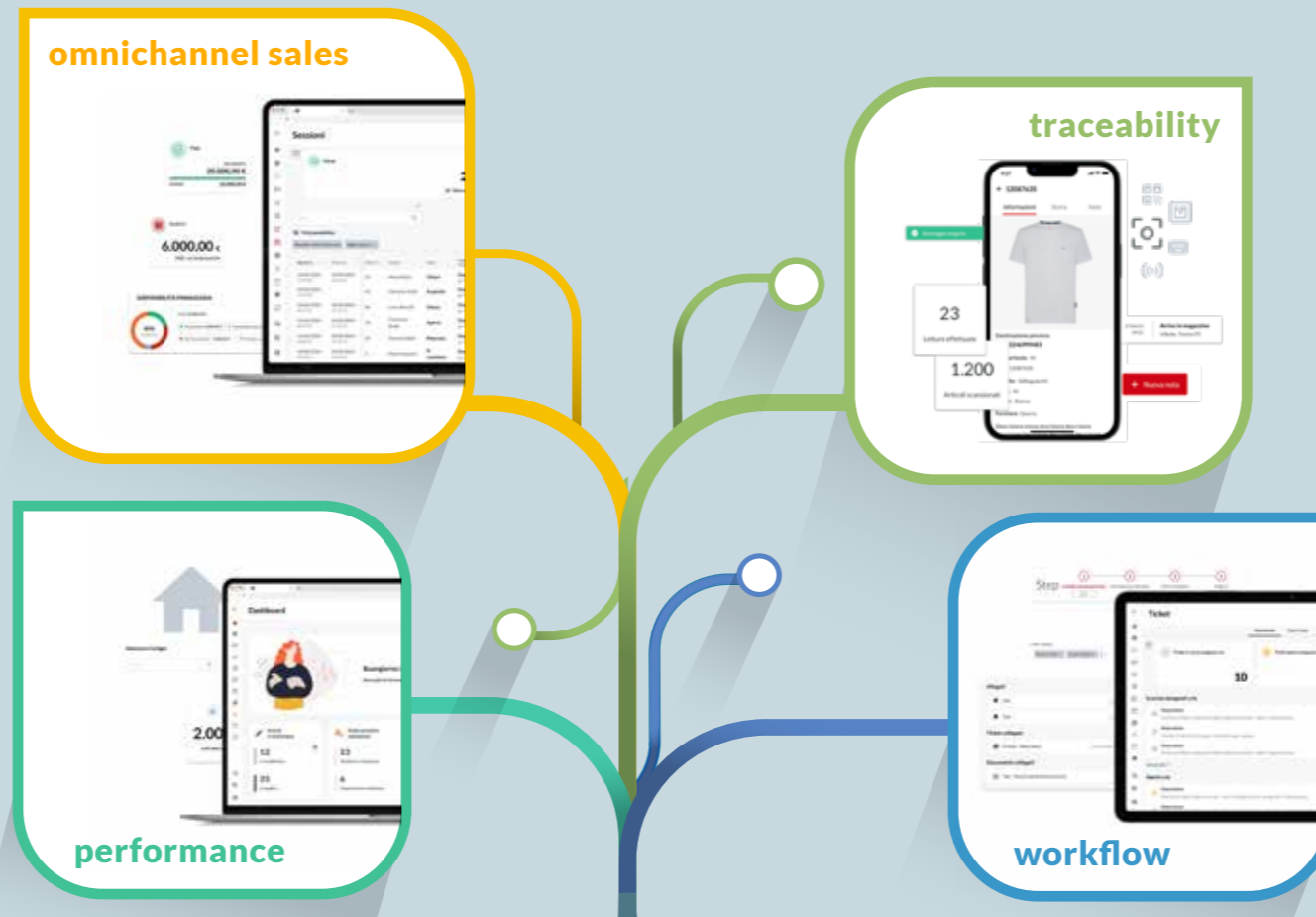


Our solutions include the very concept of service because it is fundamental for us to ensure consistent quality in business critical areas, working closely with customers at all stages of the project.

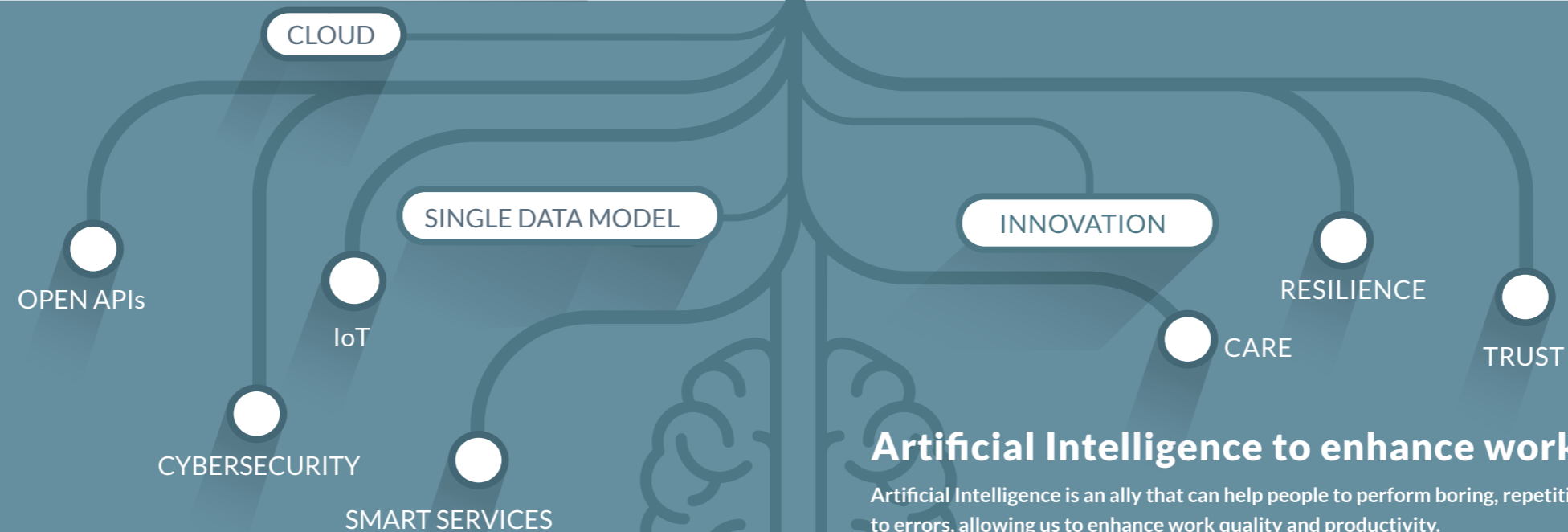
.one AI: the new digital hub for the supply chain

A single digital hub for managing sales processes across all channels and for the traceability and monitoring of products along the supply chain, able to meet the different needs of all stakeholders:

- to provide a **complete overview** of the entire **customer base** and transaction history: sales orders, purchase orders, invoices, shipping documents, open tickets and scheduled tasks
- to build **customer relations** and manage the entire business development process: new customers, contract finalisation, offer presentation and scheduled upselling and cross-selling
- to enhance the **company's value** with **more product data**: price, sales conditions, trade promotion management, campaign launches, documents for quality certification and for supporting post-sales and logistics distribution
- to organise **wholesale trading** in B2B relations



- to organise **retail sales**, both on-site and at sales outlets: planning reorganisation operations, all types of inventories, tracking of all support activities within the shop, managing tasks assigned to individuals and to working groups, sales support and sales
- to ensure **product traceability** along the wholesale and retail supply chains
- to have **control over cost centres** and the **management of company assets** installed in the region, to oversee their allocation, delivery or installation, periodic control, and maintenance
- to enable **collaboration among people** by encouraging the exchange of information, responding to needs expressed in natural language thanks to AI functionalities



Artificial Intelligence to enhance work quality

Artificial Intelligence is an ally that can help people to perform boring, repetitive tasks that are prone to errors, allowing us to enhance work quality and productivity.

Aton evolution

1988

The Aton Group is founded: the first sales and retail applications on mobile systems and radio frequency wireless installations for managing logistics in real time

1993

Pen computing and handwriting recognition in sales force automation, route accounting and store accounting applications

1996

Acquisition of ADS in Milan, a company specialising in sales force automation

1997

Acquisition of Infoway in Rome, a company specialising in sales force automation

2000

- .onRetail Windows CE, retail management software
- launch of the service desk, multilingual IT support for users to assist multinational companies worldwide

2005

Acquisition of Infos in Turin and affiliated companies in Spain and Portugal: leading brand in Europe for mobile systems production

2007

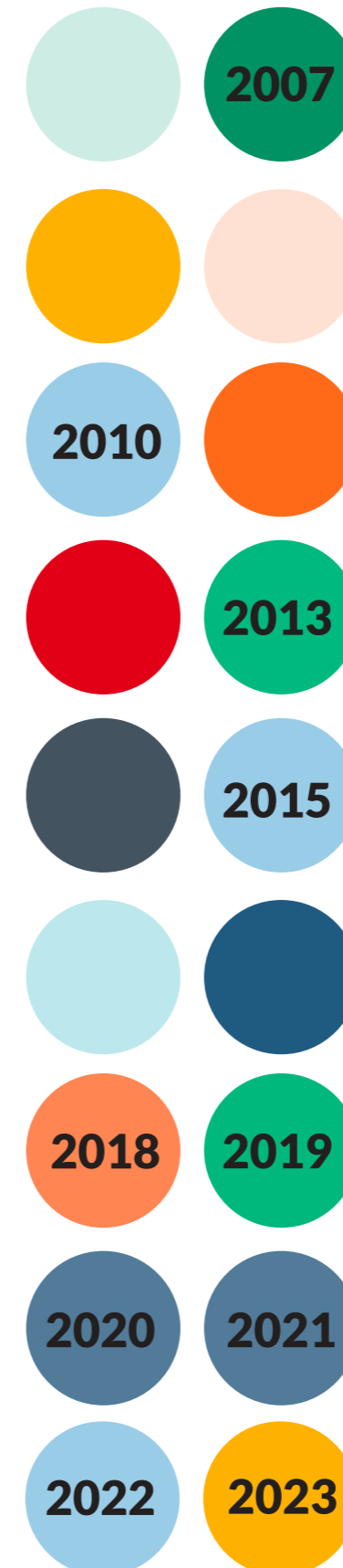
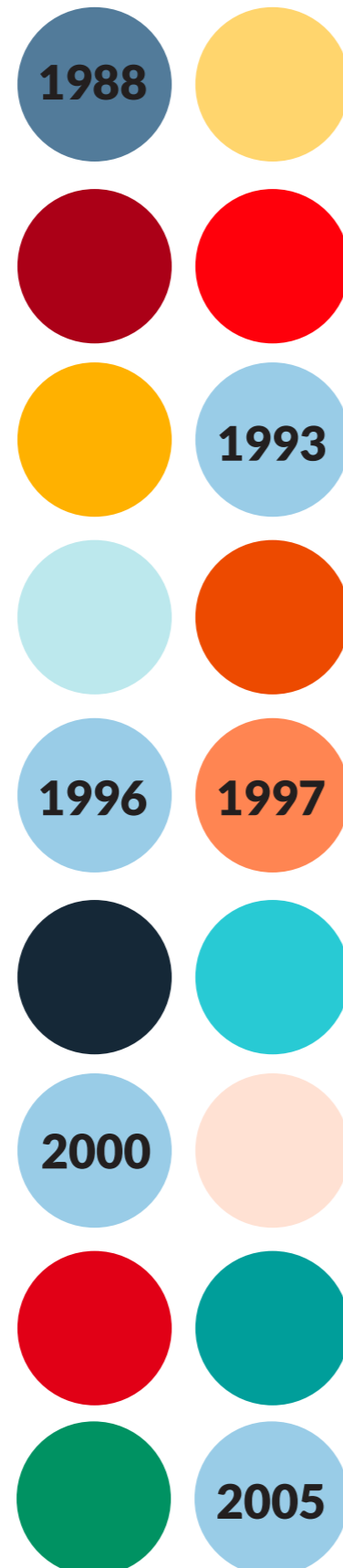
- Development of RFID IoT platform in partnership with Torino Wireless and Turin Polytechnic
- The first RFID fashion project in Italy goes global

2010

Aton business applications are rewritten for Android and iOS

2013

.onRetail on Android: a new way of working at large-scale distribution outlets with the management of real-time operations on the shop floor



2015

B2B omnichannel e-commerce

2018

First Great Place to Work® certification: Aton among the 50 best companies to work for in Italy

2019

Aton harnesses its IoT expertise in the Oil&Gas industry with smart metering applications offered to international players

2020

- Acquisition of Nexus Informatica (Novara)
- .onRetail becomes cloud-based

2021

- Aton becomes a benefit corporation
- Aton Allspark Ibérica is founded (Barcelona)
- .onSales becomes cloud-based

2022

- .onTag is created, the RFID standard solution for traceability
- ISO 27001 certification for the provision of specialist IT support services

2023

- Aton achieves B Corp certification
- Development of .one, the new digital hub for the supply chain

• Benefit corporations: transparency and sustainability

Aton was founded with the aim of creating a different work environment that is transparent to customers, and which prioritises respect for co-workers and their families, customers, suppliers, competitors and the community.

The focus on people, the community, culture and quality of life and work has always been an integral part of our mission. That is why becoming a benefit corporation in 2021, was a natural evolution as a responsible act regarding the ecosystem around us.

At Aton, we have chosen to promote a new business culture that replaces the traditional hierarchical model to make the value of people and relationships central. In 2021, we launched a development pathway towards a network model of self-organisation (a teal organisation) that stimulates proactiveness and self-responsibility. Our model values the diversity of individual atonpeople, encouraging the meeting and coexistence of different generations and nationalities, all united by the increasingly powerful need to find meaning and fulfilment in work.

The company's strategic vision was developed by our founder and CEO Giorgio De Nardi, assisted by our Board of Directors, comprising the executive team leaders of the various corporate functions and by an independent coach.

The Board is responsible for defining and sustainably applying strategy, for reporting activities performed and their economic, social and environmental impact and for achieving the common benefits that it has chosen to pursue in a responsible and transparent way. Alignment between the Board and the atonpeople occurs directly or through the team leaders of each corporate function. All team leaders are tasked with guiding their teams by promoting the continuous exchange of ideas and experiences, supporting people and assisting them in their development.

In order to dynamically manage the increasing complexity of our market, we adopted the OKR (Objectives and Key Results) framework. This has allowed us to define company targets by leveraging the participation and engagement of the entire organisation, and to continuously monitor progress by measuring results, reformulating targets according to the feedback received. Continuous alignment between strategy and execution is thus achieved and team collaboration is promoted. The targets for the 2023-2025 three-year period were set using this approach, with the involvement of all the atonpeople.

BENEFIT CORPORATIONS

Benefit corporations are a development of the concept of a business that integrates the creation of value for all stakeholders into its corporate purpose, defining certain common benefit aims associated with the social, environmental and economic dimensions (People, Planet, Prosperity). By the end of 2023, there were 3,619 benefit corporations in Italy, a 38% increase compared to 2022.

COMMON BENEFIT

Common benefit refers to the pursuit of one or more positive impacts or the reduction in negative impacts on one or more stakeholder categories: people, community, local area, the environment, goods, cultural and social activities, bodies, associations and other stakeholders.

.Mission

Strategically leveraging our people's talent and experience in digital technologies contributes to business success.

We achieve success by increasing profits sustainably and by prioritising people, culture, the community and the quality of life and work.



.Guiding values

Passion for innovation

We have always believed in research and we achieve success by promptly transforming new technological advances into added value for our customers. Essential requirements for each of us are robust skills and enthusiasm in striving for improvement.

Relationships of trust

Shared success is ensured by good teamwork among ourselves, our customers and our partners. The focus on people and on our commitments consolidates our entrepreneurial spirit.

Reliability over time

Long-term stability is ensured through our accountability to our stakeholders. By investing in appropriate and achievable innovation, we ensure results and business continuity.

.Vision

We are leaders in a world where people and technologies are advancing towards a new competitive scenario without limits. We work with the most respected international operators to deliver efficiency and control to companies through specific innovative services and standardised global solutions.

Common benefits

Personal growth

Value and help to improve people's quality of life, both personal and professional, including through the promotion of opportunities for consultancy, training, coaching and for the development of professional and life skills, both individually and as a team.

A culture of transparency and sustainability

Promote a culture of sustainability by seeking both personnel and partners that share the commitment to sustainability.

Sustainable digital innovation

Design and develop a business with solutions and services that help to rationalise the environmental impact of customers' companies by eliminating waste and inefficiency.

Promote smart digital innovation solutions, leveraging their return on investment (ROI) to increase the positive impact on social and environmental performance and to begin a virtuous circle that is fuelled and driven by technological advances.

The responsible use of resources

Promote, both within and outside the company, a culture focused on the responsible use of resources to give back to the planet more than we take from it.

Quality work in the community

Create new opportunities for quality work in the community in terms of inclusivity, openness, trust and sustainable economic growth.



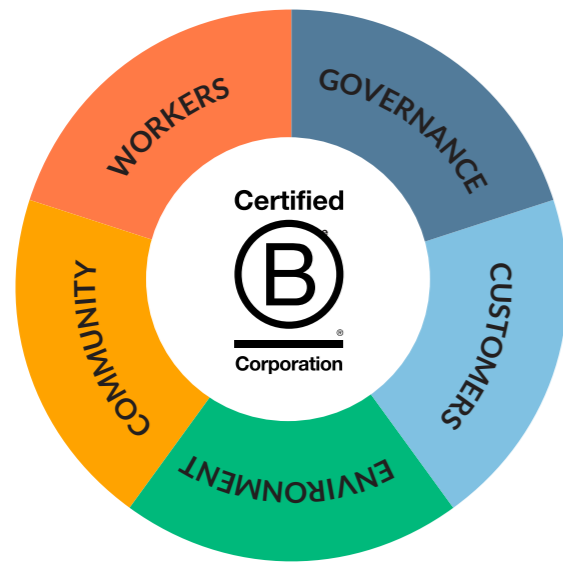
.We take care

Each day we choose to work together, engaging with our stakeholders and being accountable for our positive impact on the surrounding ecosystem: our people – the atonpeople – our customers, the community and the planet. By 'we take care', we mean all this – it is the underlying theme that will guide us through the following chapters, in which we describe and report our added social, environmental and economic value.



Our assessment standard: B Impact Assessment

For reporting our impact, we adopted the BIA (Benefit Impact Assessment) international standard. As a result, in February 2023, we obtained B Corp certification after our first assessment, with a score of 81.8. B Impact Assessment is a benchmark developed by the non-profit body B Lab, and enables the rigorous measurement of an organisation's impact across 5 areas:



WORKERS

initiatives for the financial, physical, professional and social wellbeing of workers

GOVERNANCE

policies and practices regarding the company's mission, ethics, accountability and transparency

CUSTOMERS

value that the company creates for customers through the quality of its products and services

ENVIRONMENT

the company's environmental management practices and impact on the community

COMMUNITY

engagement and the company's impact on the community in which it operates

The B Impact Assessment is conducted via an online platform involving hundreds of questions, adapted according to the replies given. An overall score of 0 to 200 is given: the minimum score for achieving B Corp certification is 80.

285,137

B IMPACT ASSESSMENT USERS

8,000+

B CORPORATIONS WORLDWIDE

283

B CORPORATIONS IN ITALY

Results by impact area

This year, we decided to adopt a new approach in presenting our social and environmental impact: we began with our stakeholders and the impact areas where they operate - Workers, Governance, Customers, Environment and Community; to each of these areas we have associated one of the common benefits included in our Articles of Association together with the six UN Sustainable Development Goals to which we have committed as a benefit corporation.

| IMPACT AREAS | COMMON BENEFIT | SUSTAINABLE DEVELOPMENT GOALS |
|--------------|--|---|
| Workers | PERSONAL GROWTH | 4 QUALITY EDUCATION, 8 DECENT WORK AND ECONOMIC GROWTH |
| Governance | A CULTURE OF TRANSPARENCY AND SUSTAINABILITY | 17 PARTNERSHIPS FOR THE GOALS |
| Customers | SUSTAINABLE DIGITAL INNOVATION | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION |
| Environment | THE RESPONSIBLE USE OF RESOURCES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION |
| Community | QUALITY WORK IN THE COMMUNITY | 4 QUALITY EDUCATION, 8 DECENT WORK AND ECONOMIC GROWTH, 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE |

All our targets were formulated using as a starting point the OKR (Objective and Key Results) framework, described in the Governance and organisation chapter. With a view to continuous improvement, certain targets are consistent over the medium to long term, and so are partially achieved over the year. Some were fully achieved in 2023, others were modified in response to the outcome of alignment meetings during the year.

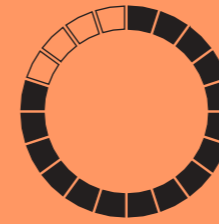
Workers

Personal growth

Value and help to improve people's quality of life, both personal and professional, including through the promotion of opportunities for consultancy, training, coaching and for the development of professional and life skills, both individually and as a team.

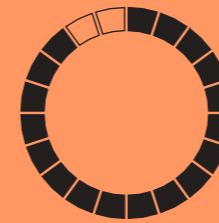


2023-2025 targets



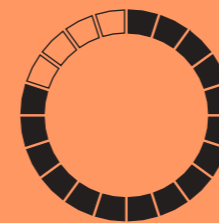
GREAT PLACE TO WORK CERTIFICATION

Maintain our Great Place to Work® certification, focusing on improving the average satisfaction index (>85%) and the “Aton is an excellent workplace” index (>90%)



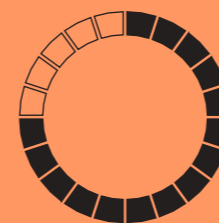
DEVELOPMENT PROJECTS - TRAINING AND COACHING

Plan development (training and coaching): define growth pathways for all the atonpeople through individual assessment interviews and orientation with team leaders and in-house train-the-trainer initiatives



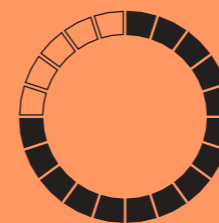
SHARING SKILLS AMONG TEAMS

Share the value of in-house skills across teams



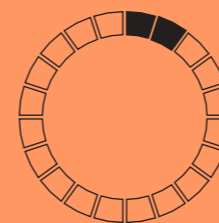
WORK ORGANISATION

Balance individual and team work loads with a special focus on time and stress management, including by boosting the sharing of skills, job rotations and back-ups



TEAM AND INDIVIDUAL AWARDS

Adapt the awards and incentives system to recognise, qualify and develop the work of the atonpeople, both individually and as a team



GENDER EQUALITY CERTIFICATION

Obtain certification of gender equality, achieved at Aton since its foundation

Activities

Projects for the personal growth of the atonpeople

We assist the atonpeople on their personal growth pathway using a holistic approach that embraces all areas, not only the working one: we start by listening to the needs, aspirations and dreams of each person via employee satisfaction surveys and interviews with their team leaders and with a coach from outside the company. In 2023, we concentrated on designing development projects for each employee with the aim of mapping the skills of each and suggesting targeted training. With a view to continuous improvement, compared to 2022, we formalised the steps of the process to measure the progress of development projects and to monitor them, sharing the relevant information, including within our Human Capital Management platform.

The satisfaction surveys and corresponding interviews are conducted in close synergy with the path undertaken together with, since 2018, Great Place To Work. The aim is to always be at the forefront in terms of best practices regarding our People and to continuously monitor the corporate climate in order to promptly implement all appropriate measures whenever deemed necessary.



Training

Courses on hard and soft skills, some via e-learning platforms



Masterclasses

Sessions on the value of time for all the atonpeople



Spritztech

Opportunities for sharing IT curiosities and trends



Learning experiences

Immersive experience in effective communication at the theatre



On-site team building

Table football challenges among teams



Off-site team building

An afternoon at the seaside with the Finance team



Train the Trainers

Back to school to learn and design training



Company events

The most highly anticipated times for the atonpeople

Train the Trainers

People development means learning hard and soft skills and expertise gained on our pathway. How do we share this asset at Aton and with our customers? How do we distribute skills to balance workloads? In this way, the Train the Trainers project was established, in collaboration with our coach. Its focus is to learn how to effectively structure a training session, starting by listening and analysing needs, working on training design and learning the most effective presentation techniques. A journey that has involved 30 atonpeople in theoretical and practical sessions, each awarded a trainer certificate.

Awards for targets

To recognise the work of the atonpeople, in 2023, awards were not only linked to company targets, but also to the achievement of goals set for teams and individuals, following the OKR (Objective & Key Results) framework. Over the year, progress towards reaching targets was shared and reviewed, and awards given at the start of 2024. They were made in the form of welfare, as a percentage of the results achieved by individuals and teams, even if the set company target had not been reached.

Results

The results of the analysis by Great Place To Work, a research company and global benchmark for organisational culture, confirmed the results of our 2 company satisfaction surveys.

81%
Trust Index[©]
AVERAGE ATONPEOPLE SATISFACTION INDEX

5° year
CERTIFIED A GREAT PLACE TO WORK FOR THE FIFTH CONSECUTIVE YEAR

80%
"All considered,
I WOULD SAY THIS IS AN EXCELLENT WORK ENVIRONMENT"

4.1 out of 5
AVERAGE SCORE IN COMPANY SATISFACTION SURVEY

KPIs

+25%
PEOPLE ATTENDING TRAINING COMPARED TO 2022

+5%
TRAINING COURSES COMPARED TO 2022

€90,000
INVESTMENT IN TRAINING (TEACHING)

€580,000
INVESTMENT IN IN-HOUSE TRAINING

14,600 hours
OF IN-HOUSE TRAINING

100%
ATONPEOPLE INVOLVED IN TRAINING

3
COMPANY SATISFACTION SURVEYS

+25%
INDIVIDUAL AND TEAM AWARDS AND INCENTIVES



We are a Great Place To Work!



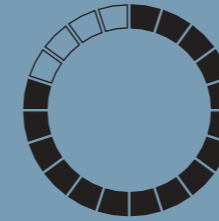
.Governance

A culture of transparency and sustainability

Promote a culture of sustainability by seeking both personnel and partners that share the commitment to sustainability.

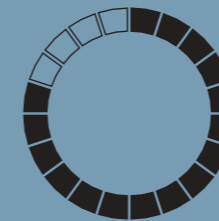


2023-2025 targets



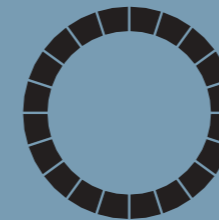
DISSEMINATE THE MODEL OF SELF-ORGANISATION

Further disseminate the model of self-organisation as the ideal response to growing complexity



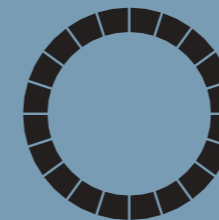
BRAND AMBASSADOR PROJECT

Communicate our values and best practices through the atonpeople, our customers, our partners and all stakeholders across the various channels



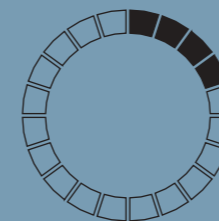
CULTURE OF SUSTAINABILITY

Engage our stakeholders, first and foremost the atonpeople and customers, sharing our sustainability targets with them and together defining the material issues



CULTURE OF TRANSPARENCY

Promote a culture of transparency by communicating financial results on a monthly basis and disclosing our Impact Assessment Report to customers, partners and other stakeholders



SUSTAINABILITY CERTIFICATION

Certify and communicate Aton's sustainability performance through the adoption of the Code of Ethics and Anti-Corruption, 231 Organisational Model, certification of the annual financial statements and achievement of the 3-star legality rating

Activities

Targets defined with the OKR framework

Company targets were defined according to the Objective and Key Results framework, starting from the suggestions of individual teams, which formulated them while considering the three dimensions People, Planet and Prosperity and following the Appeal, Growth and Simplification guiding principles. The targets were presented by each team leader at plenary sessions at the start of the year, and monitored at several intermediary reviews. The results achieved were shared with individuals, in teams and in plenary sessions with all team leaders.

The atonpeople as brand ambassadors

Our communications begin with the engagement of the atonpeople as brand ambassadors. We want to draw on the skills, abilities and passions of each one to describe their experiences using their authentic voices, via various channels including the website, social media, events, workshops and tech conferences.

A culture of transparency and sustainability

Transparency underlies communication at Aton: the Board of Directors meets weekly and shares with all the atonpeople the topics debated and discussed.

In 2023, we expanded the area of the website devoted to our financial communications to our stakeholders, disclosing the financial data of the whole Aton Group and promoting its circulation through the press and social networks.

Our Impact Assessment Report has become our calling card in our disclosures to stakeholders. We published it on our website, in a dedicated newsletter and in a series of insights on social media on the main impact areas; we have also printed and circulated it to customers, partners, journalists, students and other local businesses.

Environmental and social sustainability is the focus of our end-of-year event

An informal evening open to the entire Aton ecosystem – including the atonpeople, customers and partners – to share stories, projects and visions united by the 3P of sustainability: People, Planet and Prosperity.

Attending the evening were Sebastiano Zanolli, manager and author, focusing on motivation and collaboration at the company, and Federico Stefani, founder of Vaia, a start-up that every day creates sustainable business based on promoting the region, local communities and people, while respecting the environment.

Whistleblowing

In 2023, we launched Whistleblowing, our corporate compliance tool that enables our personnel, customers and partners to report, in strict confidence, any wrongdoings encountered during their work for the company. It is aimed at preventing fraud, financial abuse, corruption, discrimination and other violations of the law or ethical values. This whistleblowing management system, in line with our culture of transparency, ethics and sustainability, enabled us to add a + to the ★★ of the legality rating we achieved in 2021, in anticipation of our adoption of the Code of Ethics and Anti-Corruption, 231 Organisational Model and certification of the annual financial statements.



Targets and OKR framework
Results sharing among teams



Culture of sustainability
Our Impact Assessment Report communicated to the press



Culture of transparency
Board of Directors meeting and circulation to the atonpeople



Sustainable innovation
Our end-of-year event with customers and partners



PEOPLE
Natalon 2023: l'occasione per riunire tutto l'ecosistema Aton
25/11/2023



PEOPLE
La Bottega SQL di AtonAcademy: il gran finale!
25/12/2023



TECH
Parliamo di Design System: DevFest Venezia 2023
04/12/2023



TECH
Esplora l'IA con Aton: 7 casi d'uso che stanno ridefinendo l'innovazione!
12/12/2023

Brand ambassadors project

Our experiences as told by the atonpeople

Results

● **80%**

AVERAGE TEAM OKR RESULT

● **4.3 out of 5**

AVERAGE ATONPEOPLE SURVEY SCORE: "HOW WOULD YOU RATE THE COMPANY'S RESPECT FOR THE ENVIRONMENT?"

● **★★+**

LEGALITY RATING AWARDED BY THE ITALIAN ANTITRUST AUTHORITY

KPIs

● **+170,000**

IMPRESSIONS FOR SOCIAL MEDIA POSTS ON SOCIAL AND ENVIRONMENTAL SUSTAINABILITY

● **55**

ARTICLES EDITED BY BRAND AMBASSADORS

● **5**

PRESS RELEASES ON FINANCIAL AND ESG RESULTS

● **54**

BOARD MEETINGS AND REPORTS SENT

● **2**

ANNUAL MEETINGS ATTENDED BY ATONPEOPLE, CUSTOMERS AND PARTNERS

● **350**

SUSTAINABLE GIFTS FOR THE ENVIRONMENTAL AND SOCIAL REGENERATION OF THE DOLOMITES AFTER THE VAIA STORM



Let the people drive the change

Customers

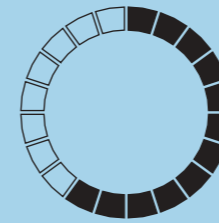
Sustainable digital innovation

Design and develop a business with solutions and services that help to rationalise the environmental impact of customers' companies by eliminating waste and inefficiency.

Promote smart digital innovation solutions, leveraging their return on investment (ROI) to increase the positive impact on social and environmental performance and to begin a virtuous circle that is fuelled and driven by technological advances.

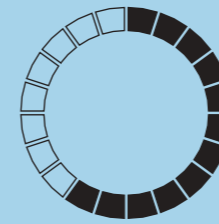


2023-2025 targets



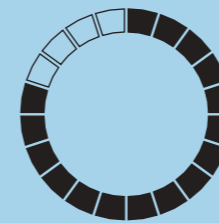
INVESTMENT IN RESEARCH AND DEVELOPMENT INTO SUSTAINABILITY

To invest in research, development and innovation for our solutions, designed to generate environmental, social and economic value for customers, eliminating waste and inefficiency



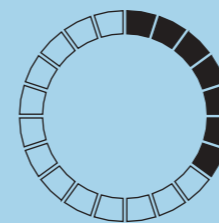
SMART DIGITAL INNOVATION SOLUTIONS

Increase the customers and sales points covered by our smart digital innovation solutions, developing our return on investment (ROI) and the positive impact on social and environmental return on investment (SROI)



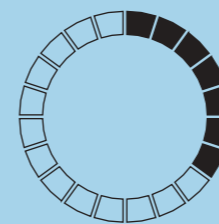
PAPERLESS 3.0

Complete the integration of paperless 3.0 into our solutions to eliminate the printing of documents



REDUCTION OF ENVIRONMENTAL IMPACT OF IT SYSTEMS

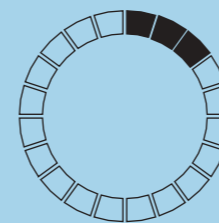
Make the management of data and of our solutions more efficient to reduce the environmental impact of customer IT systems, reducing electricity consumption



CIRCULAR ECONOMY

Reduce electronic waste by extending the life of hardware devices

Reduce the % of returns within 3 months KPI \leq 0.5%



SROI

Develop a matrix for calculating the SROI and share it with customers

Activities

R&D for sustainability

In 2023, R&D investment rose by 19% compared with 2022, from €1,250,000 to €1,492,000.

We concentrated on the development of .one, the new digital hub for the supply chain, with the aim of:

- reducing information silos that make collaboration between teams difficult, cutting waste, inefficiencies and the time required to enter data;
- boosting the positive social and environmental impact.

Investment is above all focused on the following:

- creating a single data model that can be accessed and used via the various apps;
- centralised Cloud architecture to reduce the computational capacity required by our apps, with resulting savings in energy and in system administration;
- planning a user-friendly design system to simplify work and make the digital training of new people faster and less costly.

Paperless 3.0

With .one, the generation and management of documents is fully digital; they can be consulted without the need to print, so reducing paper consumption and access times.

An ecosystem of services to enhance work quality

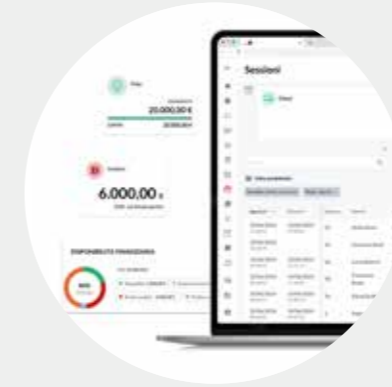
Over half of our personnel work in the Business Continuity team, which oversees our customers and their people, ensuring the continuity of their business processes. Our teams help users to handle situations of stress and concern, taking charge of criticalities until definitively resolved, escalating the issue to third parties if necessary.

Maintenance services for a circular economy

Assisting customers with maintenance services means taking responsibility for managing their hardware stock over its entire life cycle. The aim is to cut periods of inactivity, reduce product returns and extend the life cycles of their devices, in line with the new EU right to repair standards.

The impact of our digital innovation solutions

In 2022 and 2023, we identified some social and environmental impact indicators in projects realised with our customers, and these we circulated via case study videos: Aspiag, Poli Group, Unicomm Group and Caffè Vergnano. In the last two years, we have directly involved our customers in the impact assessment of our solutions and services, asking their opinion in our customer satisfaction survey, a valuable annual evaluation opportunity that we have conducted for over twenty years.



R&D and sustainability

Development of a new digital hub for the supply chain



Circular economy

Reduction of electronic waste thanks to extended product life cycles



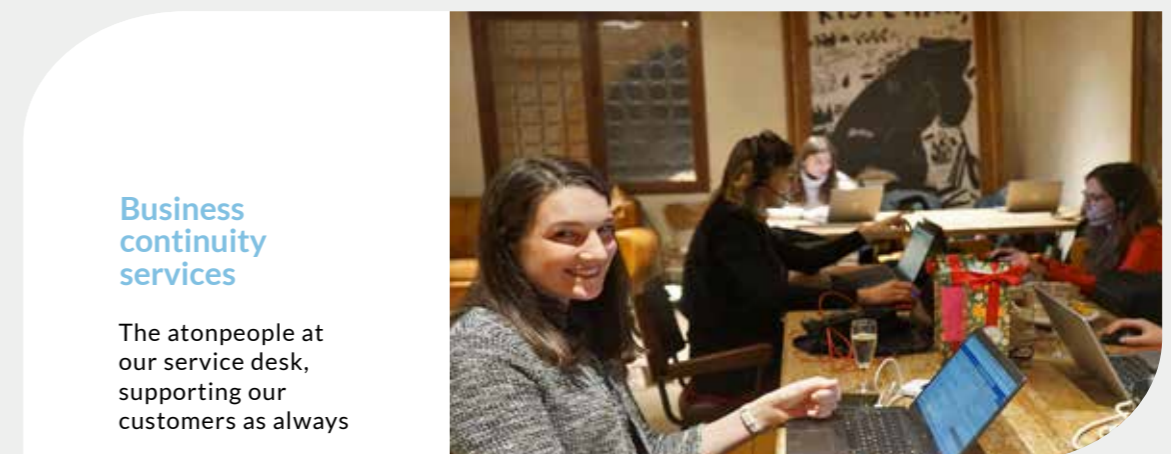
Impact stories with customers and partners

Aton and SOTI: a paperless sales efficiency project for Vergnano



Customer satisfaction survey

Social and environmental impact areas of Aton solutions and services



Business continuity services

The atonpeople at our service desk, supporting our customers as always

Results

- 50% REDUCTION IN IT SYSTEMS' DATA CONSUMPTION WITH ASSOCIATED ENERGY SAVINGS
- +27% IN SUPPORT REQUESTS MANAGED BY THE BUSINESS CONTINUITY TEAM, COMPARED TO 2022
- 422 DEVICES DIVERTED FROM DISPOSAL AND RECONDITIONED THANKS TO MAINTENANCE SERVICES

KPIs

THE SOCIAL AND ENVIRONMENTAL IMPACT AREAS OF OUR SOLUTIONS AND SERVICES ACCORDING TO CUSTOMERS INTERVIEWED:

- 84% CITED THE INCREASE IN PEOPLE'S PRODUCTIVITY AND QUALITY OF WORK
- 82% CITED PERFORMANCE IMPROVEMENT WITH THE TRACEABILITY OF PROCESSES
- 73% CITED THE REDUCTION IN PRINTED DOCUMENTS
- 65% CITED THE REDUCTION IN WASTE (TIME, GOODS)

- +19% IN INVESTMENT IN R&D COMPARED TO 2022
- 90% 1ST CONTACT RESPONSE RATE TO SUPPORT REQUESTS
- 280,000 SUPPORT REQUESTS MANAGED BY THE BUSINESS CONTINUITY TEAM

Building success together



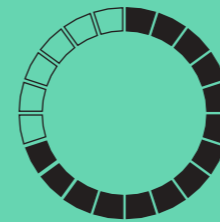
.Environment

The responsible use of resources

Promote, both within and outside the company, a culture focused on the responsible use of resources to give back to the planet more than we take from it.

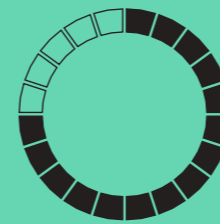


2023-2025 targets



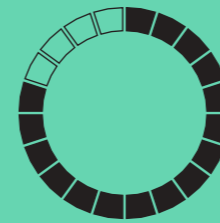
ALTERNATIVE ARCHIVING AND STORAGE

Reducing paper use and energy consumption with alternative means of archiving and storage (physical printing, accounting documents, contracts)



NEW PARTNERSHIPS

Increase the number of green suppliers



100% GREEN ATON SPACE

Designing our new premises to have minimum environmental impact thanks to reduced energy consumption, renewable energy sources and innovative green solutions

Activities

Limiting paper use in administrative processes

In 2023, to limit paper use, encourage document exchange and facilitate communication between people, we began the complete digitalisation of our administrative processes. Completion is expected within the next two years. We concentrated on the digitalisation of processes for assets and liabilities accounting and began the digitalisation of expense claims. We thus reduced printing and the manual collection and storage of paper receipts and bills, promoting the use of digital paper.

The change to digital storage and the adoption of good practices by the atonpeople, who have cut paper use, has reduced the number of prints by 8,000 compared to 2022, despite the ongoing growth in personnel.

Online auction and donation to Informatici Senza Frontiere

In support of the circular economy and the responsible use of resources, we launched an online auction aimed at all the atonpeople to give a new life to devices no longer suitable for our working needs, but still fit for personal use. Using the proceeds from this initiative, we were able to make a contribution to projects organised by Informatici Senza Frontiere, an association that uses IT skills, experience and passion to realise non-profit projects for those who are marginalised and struggling.

Sustainable logistics

We adopted a series of environmental practices to make our deliveries more sustainable. We replaced the use of traditional boxes with packaging in recycled cardboard, and always reuse the packaging from goods received: we thus limit the amount of waste and contribute to protecting natural resources. We also decided to use self-adhesive paper tape, an ecological alternative to traditional tape, thus reducing the consumption of plastic and optimising waste separation. Indeed, using paper ensures that all materials used in our shipping are fully recyclable, and avoids the need to manually separate plastic from the cardboard before recycling.

Partnerships with green suppliers

We joined the DHL GoGreen programme, an initiative aimed at reducing the impact of shipping operations globally. This collaboration has enabled us to offset the CO2 emissions generated by our shipping operations and to contribute to realising projects for developing renewable energy and safeguarding the environment.

New Aton premises

In 2023, we evaluated various proposals and decided that, while searching for a location to realise our “dream” of new and totally green premises, within a context that best expresses our values, we will adapt our current offices to make them more environmentally friendly. We will also give the atonpeople and all atonfriends a larger space that is more flexible, welcoming and innovative in which to create new connections and encourage team work and creativity.



Paperless administrative processes
Less paper, faster communications



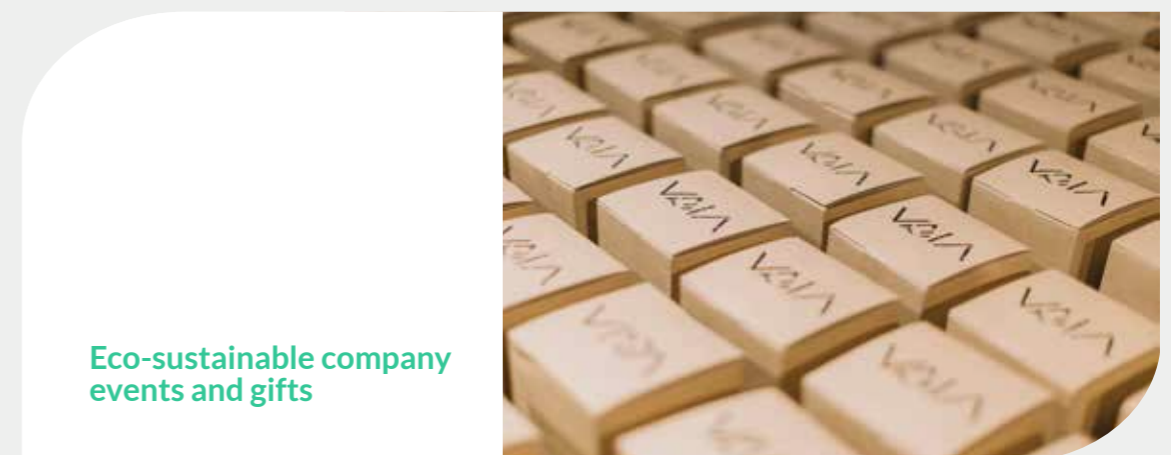
Online auction and donation
New life for our company devices



Sustainable logistics
Environmentally friendly practices to reduce waste

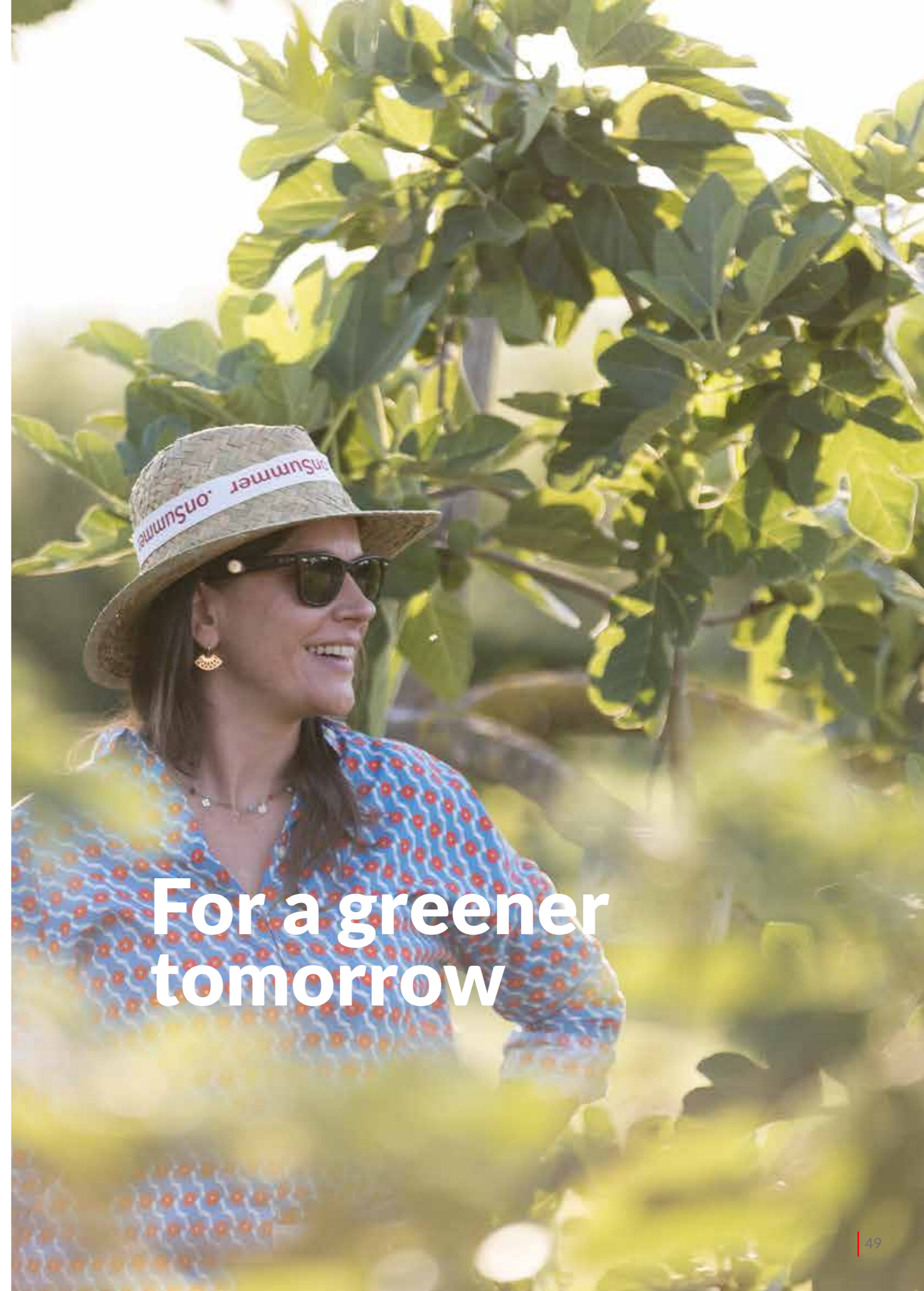
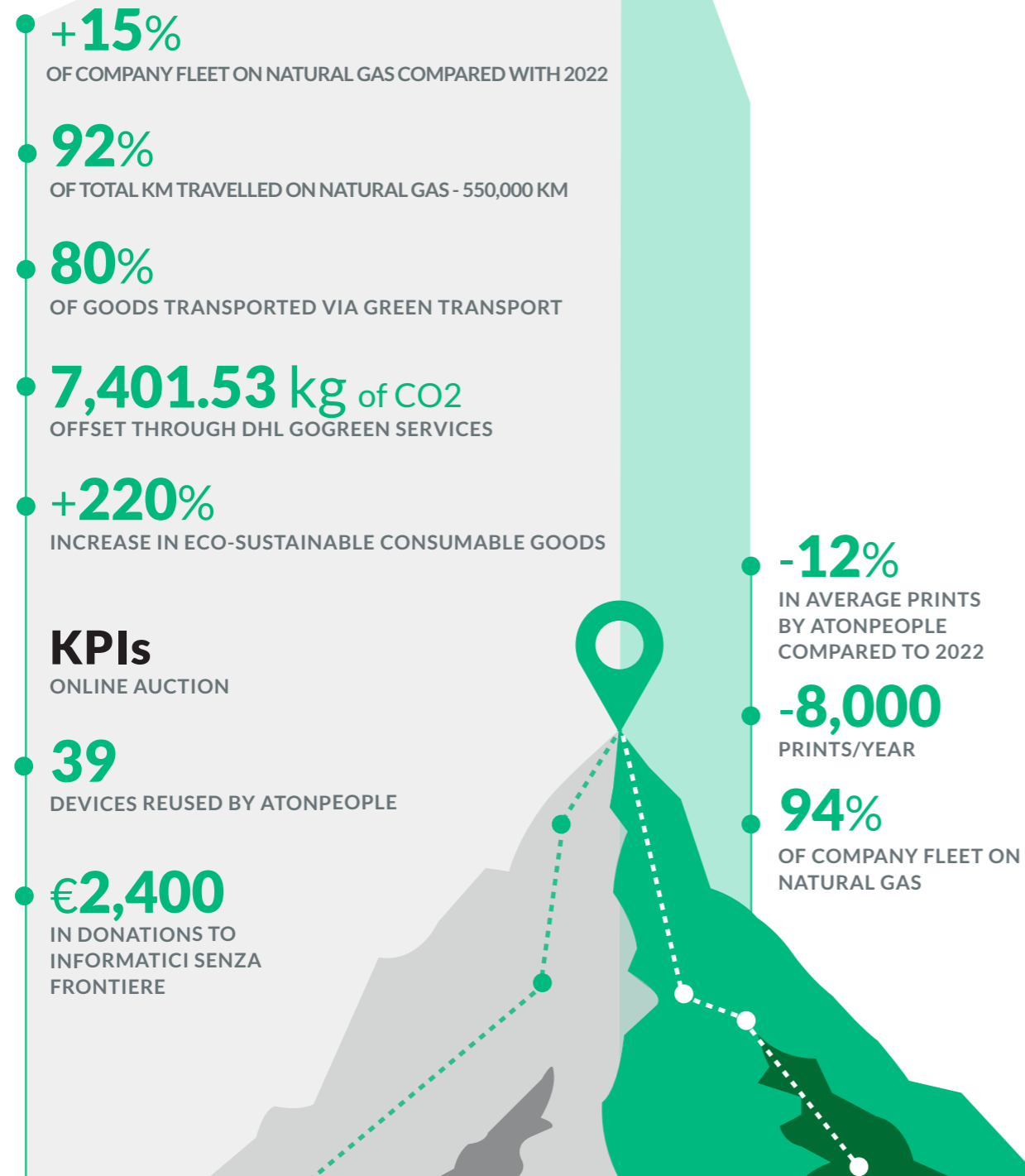


Green partnerships
We work with partners that help us to reduce our impact on the planet



Eco-sustainable company events and gifts

Results



For a greener tomorrow

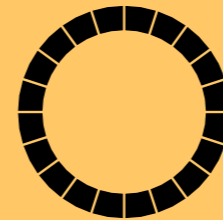
.Community

Quality work in the community

Create new opportunities for quality work in the community in terms of inclusivity, openness, trust and sustainable economic growth.

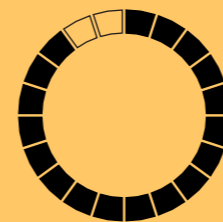


2023-2025 targets



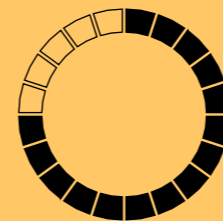
N.E.E.T. DIGITAL SKILLS DEVELOPMENT

Contribute to digital skills development in young NEETs (Not in Education, Employment or Training) across Italy. This project offers retraining on specific skills through free courses and project work designed by Aton in order to create a reserve of people for internship placements in the most critical areas



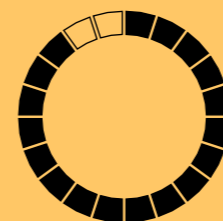
INNOVATION CENTRE

To become an innovation centre in which to promote the diffusion of innovation through storytelling



EQUAL OPPORTUNITIES, DIVERSITY AND INCLUSION

To promote gender equality, diversity and inclusion, removing barriers and reducing self-referentiality



YOUNG PEOPLE'S ENGAGEMENT

Enrich the initiatives for engaging young people (talent days, challenges, on-site activities, hackathons, relations with universities)

Activities

.atonAcademy: the renaissance digital workshop

This year, we created and launched .atonAcademy, our first online training course, open to all and completely free, particularly focusing on young NEETs (Not in Education, Employment or Training). The aim is to develop the skills most in demand in the job market and help to train the next generation of digital innovators and find a place for them at the company.

We were inspired by the model of the renaissance workshop, where boys worked closely with masters such as Verrocchio, Raffaello, Botticelli and Leonardo. Five hundred years later, we wanted to bring that tradition into the digital world, hiring interns to develop their abilities together with our “masters of technology”.

01

Online cluster training

with recognised and attested Aton certifications

02

Experience the workshop

6 weeks of practical remote training supervised by our masters of technology

03

Hiring opportunities

hiring of selected interns at Aton with an offer of full-time remote work



Visit our website
aton.com/atonacademy/

Experiences of creation and sharing of culture

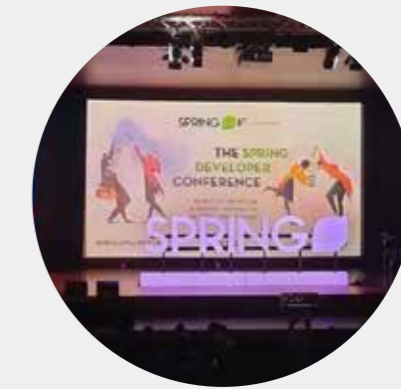
For us, culture is sharing sustainable digital innovation, a way of doing business that prioritises people, particularly young people. To help promote it, we have attended events, workshops and local, national and international tech conferences, sometimes as speakers. Valuable opportunities for networking and skills development and exchange with industry professionals, sharing experiences of innovation with the community, collaborating with schools and universities and creating new partnerships.

We engaged and involved young people via innovative digital formats: challenges, gamification, hackathons and board games, with real-time placings and prizes. We are committed to promoting women's empowerment by organising orientation sessions as mentors to attract girls to STEM disciplines and by actively involving our team leaders as brand ambassadors in presentations at schools and universities.



DevFest 2023, Venice

Speech on Design Systems at a meeting for developers (and non-developers)



Spring I/O 2023, Barcelona

Speech at the largest conference in Europe for Spring Framework experts



Gamification at school and at the company

Challenges, hackathons, board games: innovative digital formats to engage students



Treviso Creativity Week 2023

Competition of ideas #PensoFUTURO2023 in conjunction with Innovation Future School



Advanced Algorithms summer course

Study grants at Ca' Foscari University for secondary school students



Partnership with Mario Volpato ITS Digital Academy

Foundation that provides digital training to highly qualified professionals

Results shared culture

- PROMOTING A CULTURE OF SUSTAINABLE DIGITAL INNOVATION IN THE COMMUNITY
- AFFIRMATION OF BRAND ATON AS BEST EMPLOYER FOR YOUNG PEOPLE
- CONSOLIDATION OF THE COLLABORATION WITH SCHOOLS AND UNIVERSITIES AND CREATION OF NEW PARTNERSHIPS FOR A BETTER SCHOOL-WORK TRANSITION

KPIs

- **21**
EVENTS
- **400**
YOUNG PEOPLE MET
- **22**
INTERSHIPS STARTED
- **+5**
NEW PARTNERSHIPS
SPECIALISED IN YOUNG
PEOPLE'S RECRUITMENT
AND ORIENTATION

.atonAcademy

- **3**
HIRES
- **10**
INTERNS TRAINED FOR
6 WEEKS
- **750**
CERTIFICATIONS IN
THREE WEEKS
- **270**
ENROLLED IN
ONLINE
TRAINING



Growing together

2024-2026 targets

In this section, we look to the future and present our targets for the next three-year period: with a view to continuous improvement, some targets are consistent over time, others were modified according to the OKR (Objective and Key Results) framework. They were formulated with the contribution of all teams and shared right across Aton, in line with our diffused leadership approach and with our model of self-organisation.

.Workers: personal growth

- 🕒 • Maintain our Great Place to Work certification
- atonpeople company surveys: increase average satisfaction from 4.1 to ≥ 4.2
- 🕒 • Development projects (training and coaching): assist the atonpeople on their personal growth pathway with individual assessment interviews and orientation with team leaders along with training initiatives, defining personal development targets for 100% of the atonpeople
- 🕒 • Share the value of in-house skills across teams
- 🕒 • Balance individual and team workloads, optimising the company value chain by reviewing organisational processes
- Adapt the awards and incentives system to recognise and qualify the work of the atonpeople
- Obtain gender equality certification (UNI/PdR 125:2022)

.Governance: a culture of transparency and sustainability

- 🕒 • Engage our stakeholders, first and foremost the atonpeople and customers, by developing sustainability targets with them
- Brand ambassador project: convey our values and best practices through the atonpeople to all stakeholders across the various channels
- Certify and communicate Aton's sustainability performance through the adoption of the Code of Ethics and Anti-Corruption, 231 Organisational Model, certification of the annual financial statements and achievement of a three star legality rating
- Promote a culture of transparency by communicating financial and ESG results

🕒 Consistent over time

.Customers: sustainable digital innovation

- 🕒 • To invest in research, development and innovation for our solutions, designed to generate environmental, social and economic value for customers, eliminating waste and inefficiencies
- 🕒 • Disseminate smart digital innovation solutions, pursuing our return on investment (ROI) and the positive impact on social and environmental return on investment (SROI)
- Optimise cloud systems to reduce their environmental impact
- Extend the life cycles of our customers' devices with business continuity services
- Design and develop our applications to make them easily accessible with a view to inclusivity
- Integrate artificial intelligence into applications and services to improve the quality of work

.Environment: the responsible use of resources

- Begin the renovation of Aton's current premises to create a larger space that is more welcoming, innovative and sustainable, becoming self-sufficient in electricity generation from solar to cover in-house energy consumption
- Reduce paper use and energy consumption with alternative means of archiving and storage (physical printing, expense claims, contracts)
- Increase purchases of eco-sustainable consumable goods
- Promote a culture of recycling awareness to support a circular economy

.Community: quality work in the community

- 🕒 • Become an innovation centre that promotes the diffusion of innovation through storytelling with the contribution of the atonpeople, incentivising their creativity
- 🕒 • Expand collaborations with schools and universities to attract young people to the world of work with innovative engagement formats (hackathons, gamification, bootcamps), including through mentorship initiatives
- Contribute to developing digital skills among different generations in the region through atonAcademy, an online training initiative that is completely free and open to the community. Offer recognised certifications, experience working with Aton professionals and real opportunities for hiring at the company
- Promote a culture of diversity and inclusion

.Future



**Impact Assessment Report
2023**

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