



2025 SOCIAL RESPONSIBILITY REPORT

SEFIN S.P.A.

BAM

BAM
Società
degli Alberi
Milano

Acer rubrum 'October Glory'

Questo albero è adottato da Claudia
e Paola: un simbolo di responsabilità
verso l'ambiente

In memoria di Giorgio
dicembre 2025

2024

BAM è un progetto di



Sommario

2025 SOCIAL RESPONSIBILITY REPORT	1
SEFIN S.P.A.....	1
LETTER TO STAKEHOLDERS.....	4
PURPOSE OF THE SUSTAINABILITY REPORT.....	5
WHO WE ARE	6
<i>OUR HISTORY</i>	6
<i>SEFIN GROUP</i>	8
<i>OUR STRENGTHS</i>	9
<i>OUR OFFICES</i>	9
<i>OUR EXPERTISE</i>	9
<i>OUR SERVICES</i>	10
<i>GOVERNANCE AND OTHER CORPORATE ENTITIES</i>	13
<i>ORGANIZATIONAL STRUCTURE</i>	14
<i>WORKFORCE: EMPLOYEES AND COLLABORATORS</i>	15
WELFARE & PEOPLE CARING	16
SEFIN FOR ESG: ENVIRONMENT, SOCIAL, GOVERNANCE.....	17
<i>E: ENVIRONMENT</i>	17
<i>S: SOCIAL</i>	18
<i>G: GOVERNANCE</i>	22
QUALITY POLICY	24
<i>PRIVACY</i>	24
<i>CODE OF ETHICS</i>	25
<i>MISSION</i>	26
<i>VISION</i>	26
<i>IMPACT MEASUREMENT</i>	27

2025–2026 SUSTAINABILITY STRATEGIC PLAN	33
2025/2026 OBJECTIVES	34
<i>EMPLOYEE INCENTIVE PROGRAMMES</i>	35
<i>CERTIFICATIONS</i>	35
<i>SEFIN CORPORATION BENEFIT</i>	35
<i>IMPLEMENTATION OF THE PAY TRANSPARENCY DIRECTIVE</i>	35
OBJECTIVES ACHIEVED IN 2024	37
<i>INNOVATIVE START-UP PROJECT: DEVARCH</i>	37
<i>WHISTLEBLOWING</i>	37



LETTER TO STAKEHOLDERS

Dear Readers,

We are pleased to present the second edition of our Sustainability Report, a tool through which we define our objectives related to sustainability and the responsible growth of our business, both in the short and long term.

Despite ongoing international conflicts and the persistent climate of market uncertainty, Sefin closed the financial year as of 31/05/2025 with the best results in its more than forty years of activity.

Achievements that make us proud and, at the same time, strengthen our determination to invest decisively in meaningful sustainability and responsible development goals.

Value creation is, for us, a shared commitment that involves every level of the organization, together with stakeholders, suppliers, and customers.

We are determined to protect the environment, reduce emissions, and respond to consumer needs with an approach increasingly focused on respect for the planet. We also aim to raise awareness among employees and customers on sustainability-related topics, fostering constructive relationships and promoting a corporate culture based on ethics, waste reduction, diversity enhancement, and inclusion.

We embark on this journey with enthusiasm, aware of the challenges ahead, but confident that by working together and moving in the same direction, we will achieve meaningful results in sustainability and inclusion, just as we have always done throughout our company's history.

Chairman of the Board of Directors

Claudia Negri



PURPOSE OF THE SUSTAINABILITY REPORT

The objective of the Social Report is to transparently communicate our commitment to the environment and to communities, explaining the actions undertaken, the motivations behind them, and the initiatives we intend to develop in the future to further strengthen our contribution.

For this reason, although we are not subject to any regulatory obligation, we have chosen to prepare the Social Report and to share it publicly by publishing it on our website.

The dissemination of these reporting tools, and more generally of Corporate Social Responsibility principles, together with ESG (Environment, Social, Governance) criteria, now represents an essential strategic direction for the evolution of markets, both locally and internationally. These approaches are no longer merely reputational elements, but have become concrete drivers of competitiveness, transparency, and long-term resilience.

The integration of environmental, social, and governance aspects into corporate decision-making models fosters more informed risk management, a greater ability to attract responsible investment, and stronger, longer-lasting relationships with all stakeholders. At the same time, these tools make it possible to measure, in a structured way, the impacts generated by business activities, promoting continuous improvement and a culture oriented toward responsibility.

In this context, reporting is not merely an exercise in transparency but becomes a genuine strategic tool capable of guiding organizations toward more sustainable, inclusive, and resilient development models. It represents a concrete opportunity to help build a future in which new generations can inherit a better planet and a more socially and ethically aware culture—an expectation they express with increasing determination.



WHO WE ARE

Our History

SEFIN S.p.A. was founded in 1981 by **GIORGIO NEGRI**, who also served as Chief Executive Officer of the entire SEFIN Group from 1978 to 2021. A pioneer in the computerization and digitalization of the Finance sector, he was constantly in search of advanced business strategies and ideas. Thanks to his entrepreneurial vision and innovative drive, he led the Group's companies toward diversification and business expansion. With authority and expertise, combined with sensitivity and generosity, he built a cohesive and loyal organization that followed him throughout this growth journey with esteem, trust, and commitment. SEFIN is regarded as the ideal partner for those seeking targeted software solutions and customized outsourcing services.

For over 40 years, the SEFIN Group has been a benchmark in the Information Technology market, providing IT solutions, services, and consultancy to Banks, Financial Intermediaries, Asset Management Companies, Payment Institutions, as well as industrial and commercial enterprises.

Thanks to its consolidated expertise and experience, SEFIN S.p.A. stands out as a REGTECH company and reliable partner, offering comprehensive and tailored solutions for regulatory compliance, financial credit management (performing, NPL and UTP exposures), digital process transformation, document workflow management, and specialized training activities through SEFIN Academy.

SEFIN's digital transformation services integrate natively with any enterprise management system, automating inbound and outbound document flows, simplifying operational processes, and ensuring full legal and tax validity of documents.

SEFIN is also an international EDI provider, capable of ensuring fast, secure, and accurate exchange of commercial information between companies, enabling full and automated integration of the entire order cycle between customer and supplier management systems.



Throughout our history, we have supported financial, industrial, and commercial companies of all sizes, located across Italy and Europe, from their earliest stages onward, providing tools and solutions tailored to their needs. Our outsourcing support has enabled these companies to focus on their core business and compete more effectively. Since October 2024, SEFIN S.p.A. has been registered in the special section for Innovative SMEs in the Milan Companies Register.

Security Standards for Open and Mainframe Operating Systems

SEFIN applies structured security standards aligned with international best practices to protect both Open and Mainframe systems. Systems are classified according to criticality, business value, and risk, with access policies based on the principle of least privilege. Development, test, staging, and production environments are logically segregated, and software releases are carried out through controlled and traceable processes. Administrative and management activities are continuously monitored through logging and audit systems, in compliance with applicable data protection regulations.

Hosting and+ infrastructure

Open environments are hosted by Aruba within Tier IV certified Data Centers, ensuring high levels of availability, resilience, and business continuity. The management and processing of Mainframe systems are entrusted to Kyndryl, a leading international technology partner, which guarantees high standards of operational reliability, security, and protection of critical infrastructures. The infrastructures are designed to ensure service continuity even in the event of faults or critical incidents.

Cybersecurity, Data Protection and Resilience

SEFIN adopts a structured, risk-based approach to cybersecurity built on a Cybersecurity Roadmap, which has evolved into a Cyber Resilience model focused on operational continuity and long-term risk management. The model integrates preventive, detection, and incident response measures, supported by advanced protection systems (SOC/SIEM, EDR, continuous monitoring, periodic vulnerability assessments, and penetration testing).

Data protection is ensured through information encryption, network security, and access control mechanisms, while operational resilience is supported by formalized Business Continuity and Disaster Recovery policies, which are tested regularly. The security framework is continuously monitored and aligned with applicable regulatory requirements and reference standards (ISO 27001, NIS2, DORA, GDPR), with ongoing reporting and training activities



SEFIN Group

The SEFIN Group is currently composed of the following companies:



SEFIN Spa, Established on 29/01/1981 and owned 54.5% by Claudia Negri and 45.5% by Paola Negri.

Sefin S.p.A. offers comprehensive and tailored solutions for regulatory compliance requirements, financial credit management (performing, NPL and UTP exposures), digital process transformation, document workflow management, and specialized training activities through the SEFIN Academy.



SEGIN SRL, Established on 13/12/2011 and owned 54.5% by Claudia Negri and 45.5% by Paola Negri.

It is the real estate company of the SEFIN Group; it manages the Group's owned properties and is responsible for general and administrative services.



FORGROUP CONSULTING SRL, Established on 23/11/2000 and wholly owned (100%) by SEFIN.

Provides management consulting services, planning and management control, risk management, and regulatory supervision.



DEVARCH SRL, An innovative start-up established on 17/01/2024, with 40% owned by SEFIN.

The establishment of Devarch S.r.l. marked the realization of the project to create an innovative start-up focused on software development and IT infrastructure management.



Our Strengths

Our focus on the Client, together with the experience gained alongside those who use our services, allows us to affirm that only through constant interaction—based on trust and active listening—can our solutions truly be considered “Value-Added.”

All departments pay close attention to Clients’ needs: they listen, translate requirements into concrete solutions, and, in many cases, support the development of new business opportunities by integrating our offering in a way that reduces or eliminates the impact on Clients’ organizations.

A team of more than 50 functional experts and regulatory consultants is always ready to identify every need, proposing innovative, effective solutions that are fully compliant with applicable regulations.

Our Offices

The main headquarters is located at Viale Zara 10 in Milan, covering an area of approximately 1,050 square meters, of which around 600 are dedicated to offices, approximately 150 to laboratories, and 300 to the Data Processing Center.

A secondary office is located in Seregno, in Via San Vitale, with an area of approximately 100 square meters used as office space.

During 2025, a new local unit was opened in Milan, in Via Oldofredi, with a surface area of approximately 50 square meters.



Our Expertise

EFIN specializes in the development of advanced, customized, and secure IT solutions and services for companies operating in the financial, banking, and industrial sectors. For over 40 years, we have supported our clients in their technological innovation processes, standing alongside them with expertise, professionalism, and reliability.

We design, develop, and deliver software solutions, consulting, and highly specialized services for the credit and financial sector, with particular focus on compliance with regulatory requirements set by Supervisory Authorities and on credit management.

We support companies in the digitalization of their processes through advanced multichannel document management services, electronic signature and e-invoicing, and compliant digital archiving, helping to simplify operational workflows and reduce manual intervention.

We believe in the value of continuous training: for this reason, we design and deliver specialized training programs for financial and credit intermediaries, ensuring content that is always up to date and compliant with current regulations.

It is with this vision that SEFIN Academy was created, with the aim of providing high-level professional training to financial market operators, transferring expertise built over more than four decades of experience.

The training programs are also developed in collaboration with industry associations and sector experts, and through ongoing dialogue with supervisory authorities, in order to address continuous regulatory changes and their operational implications with full awareness—thereby ensuring concrete and timely preparation for the required compliance obligations.

Our Services

Business Process Outsourcing (BPO)

Our BPO model is built on two fundamental pillars: expertise and reliability. A specialized team manages non-core business processes on a daily basis, enabling clients to focus on their strategic activities.

Outsourcing also allows clients to achieve significant savings in time and resources, along with an improvement in service quality. Dedicated professionals, continuously updated on regulatory and organizational matters, ensure the full and effective management of the entire process.

Contract Management Systems

It is a system designed to deliver integrated software solutions and services for the management of factoring operations, NPL & UTP exposures, and securitizations. The suite is natively integrated with the



general ledger system and enables supervision of the entire credit lifecycle, from the initial stage through to regulatory reporting.

EBI Services (Easy Banca d'Italia – Easy Bank of Italy)

Through this solution, software, consulting, and dedicated services are provided to banks, financial intermediaries, insurance companies, payment service providers, UCIs (collective investment undertakings), and other supervised entities. It covers the full spectrum of regulatory requirements, including Anti-Money Laundering (AML), Supervisory Reporting and Regulatory Matrices, Central Credit Register, AnaCredit, CAI, Financial Statements, ICAAP, Anti-Usury Reporting, interactions with the Revenue Agency, and Anti-Fraud activities.

Document Management and Process Digitalization

SEFIN provides flexible and customizable solutions to transform corporate documents into digital workflows, optimizing processes while reducing manual intervention. The electronic signature service enables the secure and legally valid execution of contracts, supporting the end-to-end digitalization of the document lifecycle.

Thanks to these tools, we promote more streamlined, reliable, and sustainable business processes.



SEFIN Brands

Our objective is to support companies in building a coherent and recognizable digital identity through a range of integrated communication services, including the development of websites, landing pages, corporate videos, and sound branding.

SEFIN Academy

It was established with the aim of delivering highly qualified professional training to financial market operators, offering a wealth of expertise and knowledge developed over more than 40 years of industry experience. Our training initiatives are also carried out in collaboration with industry associations and experts who work closely with supervisory authorities, in order to regularly address new and complex regulatory developments and their related operational implications, thereby ensuring adequate preparation for compliance requirements.



As evidence of our commitment to quality and continuous improvement, SEFIN is ISO 9001 certified for sector EA37: “Design and delivery of training activities for financial and credit intermediaries”

An additional guarantee for our clients in terms of reliability, methodological rigor, and the value of the training content delivered.



Governance and Other Corporate Entities

SEFIN is a joint-stock company (Società per Azioni), with a fully paid-up share capital of €450,000.

Through the definition of appropriate control bodies and a clear allocation of responsibilities, our governance model is based on a transparent and efficient system.

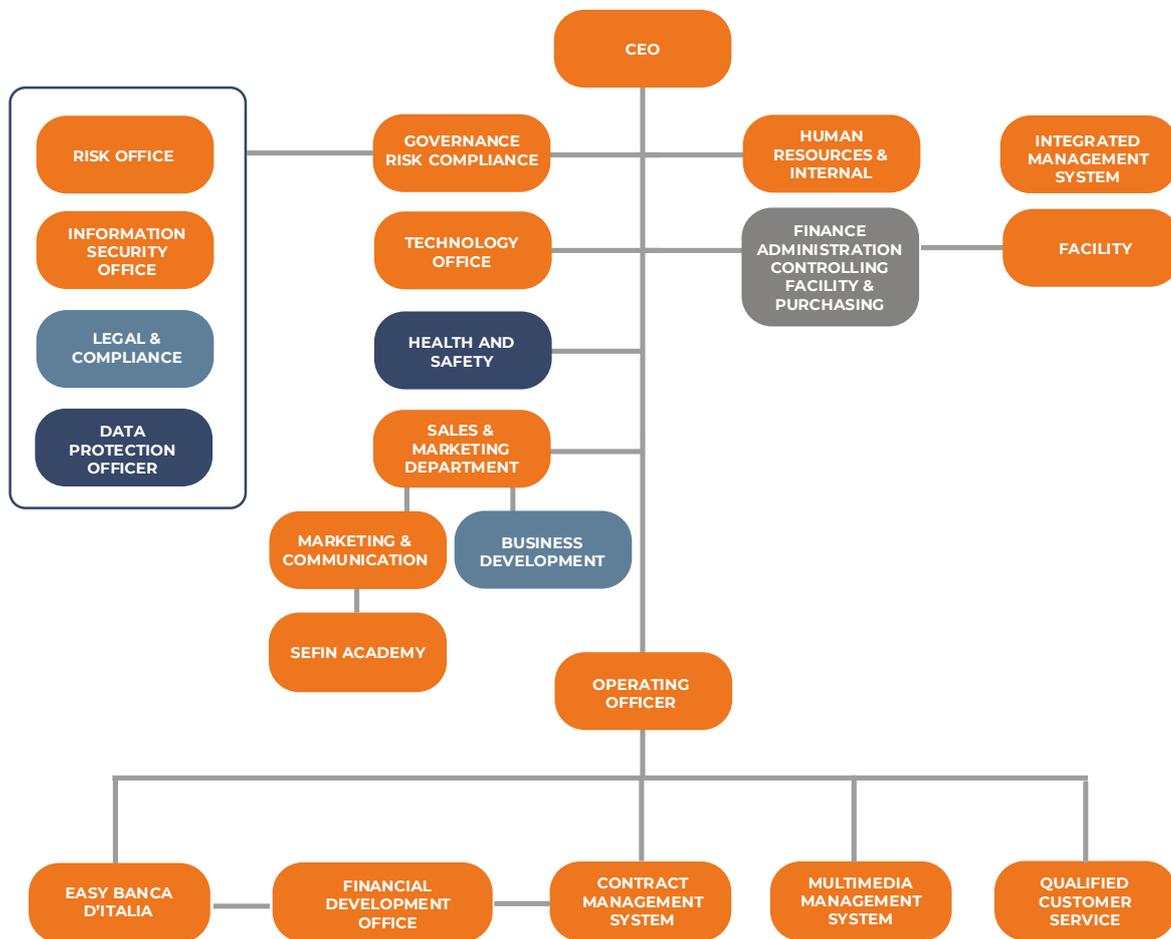
The company is managed by a Board of Directors composed of Claudia Negri, Chairwoman of the Board and Executive Director, and Paola Negri, Executive Director. Both Directors are vested with delegated powers that allow them to operate independently within the scope of the authority granted to them, thereby ensuring the company's full operational continuity at all times.

The company has a Board of Statutory Auditors, which is also entrusted with statutory audit functions, appointed in accordance with applicable regulations. It verifies compliance with the law and the Articles of Association, as well as ensuring that the accounting records and financial statements comply with Italian accounting principles.

In order to strengthen corporate safeguards and prevent fraudulent conduct by senior management, during 2025 the Organizational, Management and Control Model pursuant to Legislative Decree 231/2001 was adopted, together with the appointment of a single-member Supervisory Body (OdV), responsible for overseeing the effectiveness and compliance of the model and ensuring its ongoing update.



Organizational Structure



Workforce: Employees and Collaborators

More than 90 professionals work at SEFIN, including employees and external collaborators, with diverse and extensive levels of experience. All resources possess proven technical expertise, which has made SEFIN a technology competence center recognized by the market. SEFIN operates with strong ethical principles and careful attention to labor-related matters. We consider our people to be our greatest asset and, as a result, place strong emphasis on developing their skills and potential.



We therefore launched a series of “face-to-face” interviews to give our team members the opportunity to speak directly.

Many colleagues have been working at SEFIN for a long time and have a great deal to share and teach; others have joined us more recently but have quickly integrated and are already making an important contribution to the company's growth.



WELFARE & PEOPLE CARING

At SEFIN, attention to people is a cornerstone of our corporate culture. We firmly believe that employee well-being and a healthy work–life balance are essential conditions for sustainable and shared growth. For this reason, we have structured our initiatives into two complementary areas: Corporate Welfare and People Caring, designed to enhance individual needs and improve overall quality of working life.

Company Welfare

The SEFIN Welfare Plan has been consolidated and expanded. It includes a range of goods, services, and benefits dedicated to employees and their families, with the aim of enhancing well-being both inside and outside the workplace. The solutions include personalized contributions and incentives for expenses related to education, healthcare, mobility, and leisure, as well as access to welfare platforms offering flexible and customizable options.

People Caring

Alongside welfare measures, SEFIN promotes People Caring initiatives aimed at building an organizational culture that pays close attention to relationships and the everyday well-being of its people.

Among the initiatives:

- **Smart working** Structured to ensure operational flexibility and promote a better work–life balance. This approach provides individual benefits and also contributes to environmental sustainability by reducing emissions, traffic, and energy consumption;
- **Personalized Onboarding:** Targeted onboarding for new hires, including welcome messages and small corporate gifts, to facilitate their integration and promote SEFIN’s values;
- **Regular Internal Communications:** Newsletters, company updates, and meaningful emails—such as birthday messages—to strengthen a sense of belonging and shared engagement;
- **SEFIN Breakfast:** Informal meetings organized on a rotating basis among colleagues from different departments, to encourage exchange, collaboration, and mutual understanding.

For more information about our welfare plans, please refer to the link:

[HTTPS://WWW.SEFIN.IT/SEFIN/WELFARE-E-PEOPLE-CARING](https://www.sefin.it/sefin/welfare-e-people-caring)



SEFIN FOR ESG: ENVIRONMENT, SOCIAL, GOVERNANCE

We believe that a company's value is measured not only by its economic results, but also by the positive impact it generates on the environment, people, and society. At SEFIN, sustainability is an integral part of our identity and strategy—a vision that guides our daily decisions, behaviors, and relationships.

Our ESG commitment (Environment, Social, Governance) is translated into concrete, measurable actions aligned with the principles of responsibility, transparency, and inclusion. It is not merely adherence to external standards, but a cultural and operational journey that involves all business areas and every member of our team.

Through environmental initiatives, social projects, and strong, responsible governance, we aim to contribute to building a more equitable, digital, and sustainable future.

E: Environment

SEFIN has adopted a series of concrete actions to reduce the environmental impact of its activities and promote responsible development:

- Installation of drinking water dispensers on all company floors, replacing single-use plastic bottles;
- Provision of a personal reusable water bottle to each employee, to encourage sustainable behavior and reduce plastic consumption;
- Exclusive use of compostable or recycled paper materials (cups, plates, cutlery) in common areas and in the canteen;
- Inclusion in the welfare plan of the option to purchase public transportation passes, with the aim of promoting more sustainable mobility and reducing CO₂ emissions;
- Promotion of bicycle use through the creation of protected bike parking areas within the company courtyard;
- Confirmation of the second adoption of a red maple tree at BAM – Biblioteca degli Alberi Milano; our Acer Rubrum has already removed approximately 0.14 tons of CO₂, contributing to the circular forests project, which overall has stored more than 108,000 kg of CO₂;
- Gradual replacement of the company car fleet with hybrid vehicles, to support lower-impact mobility.



Diametro
11.1 cm

Altezza
10 m

Longitudine
9.19172637

Latitudine
45.48403696



Albero deciduo di seconda grandezza, originario del nord America. Raggiunge un'altezza massima di 15-18m. La chioma, piramidale, tende ad arrotondare a maturità. Possiede un legno morbido con corteccia grigio pallida, liscia al tatto. Foglie palmate a 3 o 5 lobi con apici appuntiti e seghettati, virano ad un colore rosso brillante in autunno. Il frutto è la caratteristica samara alata che in questo caso è doppia.

Benefici



0.14 t

CO₂ TOTALE rimossa
Dalla pianta

PM_{2.5} **0.08 g**

PM₁₀ **0.71 g**

CO **0.07 g**

NO₂ **0.37 g**

1.24 g

Totale inquinanti rimossi
Nell'ultimo mese

40.80 L

Pioggia Intercettata
Ultimo mese



In addition, SEFIN is certified **UNI EN ISO 14001:2015**, the international standard for environmental management systems, demonstrating its ongoing commitment to monitoring, continuous improvement, and the reduction of the environmental impact of its activities.

SEFIN also participates in **ESG** assessment through the **Synesgy** platform, obtaining a certificate that attests to our performance in the areas of Environment, Social, and Governance.

S: Social

People for People – People at the Center, Inside and Outside the Company

For SEFIN, people are our greatest asset. We promote initiatives that foster well-being, social interaction, inclusion, and connection with the community through cultural, sports, charitable, and environmental activities, with the direct involvement of our employees and collaborators.

Some Key Initiatives:

SEFIN Horizon

HR Project, carried out with the consultancy support of **Core Consulting**, aimed at:



- fostering the sharing of SEFIN's business strategy, capturing management expectations and insights through a participatory approach;
- identifying the critical points of the People Strategy, highlighting key processes and distinctive competencies aligned with SEFIN's future development;
- defining priorities in terms of HR structure and processes, bringing to light specific needs, investment priorities, and concrete operational approaches

The project also includes a dedicated development path for managers, aimed at helping them internalize complementary “soft” skills and behaviors alongside their technical competencies..

Investing in Skills: Training as a Driver of Growth

Training represents a fundamental and strategic pillar for SEFIN's continuous development. Continuously updating our employees' skills and offering targeted courses is an essential lever for attracting and retaining qualified talent.

We believe that proper preparation and ongoing training are key elements in ensuring excellence in the products and services we provide, while also maintaining a high level of customer satisfaction.

SEFIN confirms its commitment to allocating significant resources to the professional growth of its people, in order to maintain high quality and competitive standards.

The main training programs offered throughout the year include:

- e-learning training through the proprietary “Sefin Academy” platform;
- technology updates for Development teams via the “DEVAcademy” platform;
- specialized IT, Security, and Operating Systems courses for Networking and Systems teams, delivered through the “Udemy” platform;
- dedicated courses on ICT & Security, Risk Management, Blockchain, Big Data, and Artificial Intelligence;
- in-depth sessions on the new ISO 27001 standard;
- training through the MetaCompliance platform, an advanced solution for cybersecurity awareness and human risk management, aimed at fostering a strong security culture within the organization;
- “Finance training” tailored to business units on topics related to SEFIN's services, promoting internal knowledge sharing on compliance and regulatory matters;
- internal courses on project management, leadership, and conflict management;
- internal English speaking course.



SEFIN Fun – Team building and Social Engagement

SEFIN Fun is the core of our social and team-building activities, designed to create informal moments of connection and strengthen our sense of community.



Among the initiatives carried out:

- **Beach volleyball and padel tournaments** organized in collaboration with external partners, fostering friendly competition and team building;
- **Babbo Running**: a non-competitive 5 km walk dressed as Santa Claus in support of the Umberto Veronesi Foundation;
- **Pigiama run – LILT**: a symbolic event aimed at raising awareness and funds for the fight against childhood cancer;
- **Pink parade – Fondazione Veronesi**: a participatory initiative in support of breast cancer research;
- ;
- **Milano Marathon – participation in the Lions Relay in support of guide dogs for the visually impaired**: participation with a corporate relay team to contribute to Lions fundraising efforts, combining health, sport, and social commitment.

In addition, within SEFIN's headquarters we have created **People, Care & Fun**, a space dedicated to social interaction and relaxation, featuring reading areas, shared games (e.g., table football), and common break moments. It is an informal environment designed to encourage spontaneous interaction and connection among colleagues.

Culture, Community, and Social Inclusion

- **Guided tours of the Fondazione Napoleonica and Santa Maria alla Fontana**: opportunities to rediscover local roots and strengthen our connection with the community;



- **Pinacoteca di Brera:** guided tours for employees aimed at cultural enrichment and shared experiences;
- **the FormidAbile Project in collaboration with Agenzia Mestieri Milano:** we took part in high social-impact experiential initiatives, including an interactive exhibition simulating the barriers faced by people with disabilities, and hands-on involvement in textile recovery activities at the HUB Vesti Solidale in Rho;
- **Corporate dinner organized with ABC Catering – Progetto Bollate:** for our corporate dinner, we selected an ethical catering provider operating within Bollate Prison, offering employment and training opportunities to inmates;
- **Collaboration with the “Amedeo Modigliani” Art High School in Giussano:** on the occasion of 25 November, the International Day for the Elimination of Violence against Women, we supported the production of music videos created by students, later broadcast on screens in train stations, airports, and metro stations to convey a strong social message.

Coaching sessions for the development of soft skills

To strengthen personal and interpersonal skills, SEFIN organized **individual coaching sessions for employees and teams**. The objective is to identify and enhance soft skills (effective communication, time management, resilience, situational leadership, teamwork) that contribute to individual well-being and collective performance. These initiatives were tailored to specific needs and to the company context, with periodic follow-ups to monitor progress and consolidate behavioral development.

Other projects with social impact

- **Lifeability Award:** SEFIN supports the longest-running competition promoted by the Lions for young entrepreneurs with digital projects that have a strong social impact. The award ceremony has always been held in the prestigious setting of the Milan Chamber of Commerce, highlighting innovative and sustainable ideas.
- **Brera Academy of Fine Arts:** We collaborate with the Academy to support artistic restoration projects and to promote cultural initiatives for our employees, such as exclusive visits;
- **Little Innovators Grow – STEM like Me:** SEFIN participates in the project **“Little Innovators in the Making – STEM Like Me”**, promoted by ASSINTEL, with the aim of fostering gender equality and inclusion in STEM disciplines through workshops, meetings with female role models, training programs, and the involvement of teachers;
- **A.la.t.ha Onlus:** a Social Cooperative (non-profit organization) that, since 1995, has been dedicated to making life easier for people with disabilities or for the elderly;
- **Opera San Francesco:** It is the organization founded by the Capuchin Friars [FRATI CAPPUCCINI](#) of Viale Piave in Milan, which since 1959 has been committed to providing free assistance and hospitality to people in need;
- **Pane Quotidiano (Non-Profit Organization):** founded in Milan in 1898. Its mission is to provide essential food supplies to those in need, free of charge every day;
- **Ali di Scorta (Non-Profit Organization):** The association “Ali di Scorta” was founded in 1999 on the initiative of several parents of children affected by cancer and a group of volunteers, in collaboration with doctors from the Pediatric Oncology and Pediatric Neurosurgery departments of the “Agostino Gemelli” Polyclinic in Rome. Its mission is to provide material and psychological support to parents of children with oncological diseases;



- **School–Work Alternation Projects:** hosting students from the second, third, and fourth years of upper secondary school for the required internship period;
- **Lions Club Milan “ai Cenacoli”:** a volunteer association dedicated to addressing the needs of the local area and the community;
- **Associazione Teulié Milano:** A Military School whose mission is to foster the education of young cadets, helping to shape responsible citizens with a strong sense of honor and a commitment to working for peace.

Our certifications are renewed every year. Among them is the **UNI/PdR 125:2022 Gender Equality Certification**, which demonstrates our commitment to valuing diversity and ensuring equal opportunities.

G: Governance

At SEFIN, governance represents the cornerstone for ensuring integrity, efficiency, transparency, and strategic direction. Our governance model is built on the following elements:

Structure and Governing Bodies

- SEFIN S.p.A. adopts the corporate form of a **joint-stock company (Società per Azioni)**, with a stable and fully paid-up share capital.
- The **Board of Directors** is the central body responsible for defining the company’s strategies, overseeing operations, and adopting the most significant decisions. Its members operate in compliance with the company’s bylaws, with clear and balanced delegations of authority.
- A **Board of Statutory Auditors / internal control body** is in place to oversee compliance with the law, the accuracy of accounting practices, and adherence to the principles governing the preparation of the financial statements.
- A sole-member **Supervisory Body (Organismo di Vigilanza – ODV)** is in place to oversee the functioning and compliance of the Organizational Model pursuant to Legislative Decree 231/2001 and to ensure its continuous updating.

Corporate Principles and Policies

- **Code of Ethics and Corporate Code of Conduct:** we promote and safeguard proper conduct by directors, employees, collaborators, and suppliers, regulating internal and external relationships according to principles of transparency, impartiality, and accountability.
- **Compliance and Internal Control System:** we continuously monitor compliance with sector regulations (anti-money laundering, data protection, anti-fraud, regulatory reporting, etc.) through internal audits, mandatory training, and dedicated technological tools.

Risk Management and Integrated Sustainability

- The **Risk Management** function also considers non-financial and ESG risks, integrating these assessments into strategic decision-making processes.
- ESG objectives and sustainability performance are an integral part of corporate planning, with measurable targets and periodic reviews.



- SEFIN participated in the ESG assessment through the **Synesgy** platform, obtaining a certification and score that confirm our commitment in the Governance dimension.

Transparency and Reporting

- SEFIN publishes a **Social Report / ESG Report** in which it reports on its objectives, results, and operating methods, fostering accountability toward both internal and external stakeholders.
- Sustainability information is presented clearly, with both quantitative and qualitative data, in line with recognized standards (e.g., Global Reporting Initiative and disclosure principles).
- Stakeholders are involved in consultation and dialogue initiatives to gather valuable feedback and continuously improve practices.

Remuneration and Incentives

- Compensation policies, particularly for senior roles, are also structured around the achievement of ESG objectives, integrating environmental, social, and governance aspects into performance evaluation criteria.
- Transparency in defining the criteria, along with disclosure and reporting, are essential elements to ensure fairness and accountability.

Whistleblowing and Integrity

- SEFIN provides secure channels for the anonymous reporting of conduct that is not compliant with the Code of Ethics or applicable regulations.
- Whistleblowers are guaranteed protection against any form of retaliation, in line with international best practices on corporate integrity.



QUALITY POLICY

SEFIN S.p.A. aims to ensure the achievement of its corporate objectives through full adherence to the principles defined in its Quality and Information Security Management System, in compliance with the requirements set out in the UNI CEI EN ISO/IEC 27001:2022 and UNI EN ISO 9001:2015 standards.

Our Quality Policy is available at the following link:

<HTTPS://WWW.SEFIN.IT/SEFIN/QUALITA-E-CERTIFICAZIONI/1681-POLITICA-DELLA-QUALITA-E-DELLA-SICUREZZA-DELLE-INFORMAZIONI>. SEFIN is committed to maintaining its organizational structure,

responsibilities, and standards across all activities to ensure that every business process is carried out in the best and most effective way for its Clients.

The certifications obtained and renewed are listed below:



SISTEMA DI GESTIONE
PER LA SICUREZZA DELLE
INFORMAZIONI CERTIFICATO

CQY
CERTIQUALITY

UNI CEI EN ISO/IEC 27001:2022



CERTIFIED

GENDER EQUALITY
MANAGEMENT SYSTEM
UNI/PdR 125:2022



CERTIFIED

ENVIRONMENTAL
MANAGEMENT SYSTEM
ISO 14001:2015



Certificazione

UNI EN ISO 9001:2015
sull'intero processo
produttivo

Certificazione

UNI CEI ISO/IEC 27001

Certificazione

per la parità di genere
UNI/PdR 125:2022

Certificazione

UNI EN ISO 14001:2015
e Politica della qualità,
ambiente e della
sicurezza delle
informazioni

Certificato di

Synesgy attraverso la
Valutazione della
performance ESG

PRIVACY

SEFIN manages and protects personal data in full compliance with the provisions of **EU Regulation 2016/679 (GDPR – General Data Protection Regulation)**.

However, SEFIN has chosen to adopt a proactive approach to information security by obtaining the **UNI CEI ISO/IEC 27001 certification**. This certification is based on a voluntary international standard that governs the management of information security, regardless of the format of the information — whether digital, paper-based, or otherwise. Through this framework, SEFIN ensures to clients, suppliers, and partners the implementation of an **Information Security Management System (ISMS)** that



guarantees data protection and the confidentiality of the information processed within the organization.

The ISO/IEC 27001 standard represents an internationally recognized benchmark of excellence for the systematic management of information security risks. It is adopted by leading organizations in highly sensitive sectors — including banking, finance, healthcare, and ICT — and is increasingly extending its applicability to entities not strictly related to Information Technology. The adoption of ISO 27001 involves several critical areas, including the management of physical and logical access, application security, backup processes, disaster recovery and **business continuity strategies**, as well as many other controls. The standard also requires a structured and **continuous risk assessment process**, enabling the organization to systematically monitor, evaluate, and mitigate information security risks.

CODE OF ETHICS

SEFIN has adopted a Code of Ethics with the aim of defining and promoting the ethical principles, values, moral standards, and rules of conduct that guide the SEFIN Group in managing its activities and in its relationships with Employees, Clients, Public Authorities, and Suppliers. The Code also aims to prevent the offenses set out in Legislative Decree No. 231 of June 8, 2001, and to ensure compliance with the principles of the United Nations Global Compact.

The Code of Ethics represents a fundamental pillar in safeguarding and strengthening the company's reputation and reliability, guiding decisions and behaviors at all levels of the organization: from governance to employees, from collaborators to external consultants, and including suppliers and, more generally, all those who act on behalf of the company.

The document is made available to all stakeholders, who are required to be familiar with its contents and to comply with the principles set out therein.

The Code of Ethics is structured into three main sections:

- Carta dei valori → Statement of Values (or Charter of Values)
- Codice di comportamento → Code of Conduct
- Modalità di attuazione e controllo → Implementation and Monitoring Procedures (alternative: Implementation and Control Mechanisms)

For the full version of the Code of Ethics, please refer to the following link:

[HTTPS://WWW.SEFIN.IT/PHOCADOWNLOAD/CODICE_ETICOSEFINSPA.PDF](https://www.sefin.it/phocadownload/codice_eticoSEFINSPA.pdf)

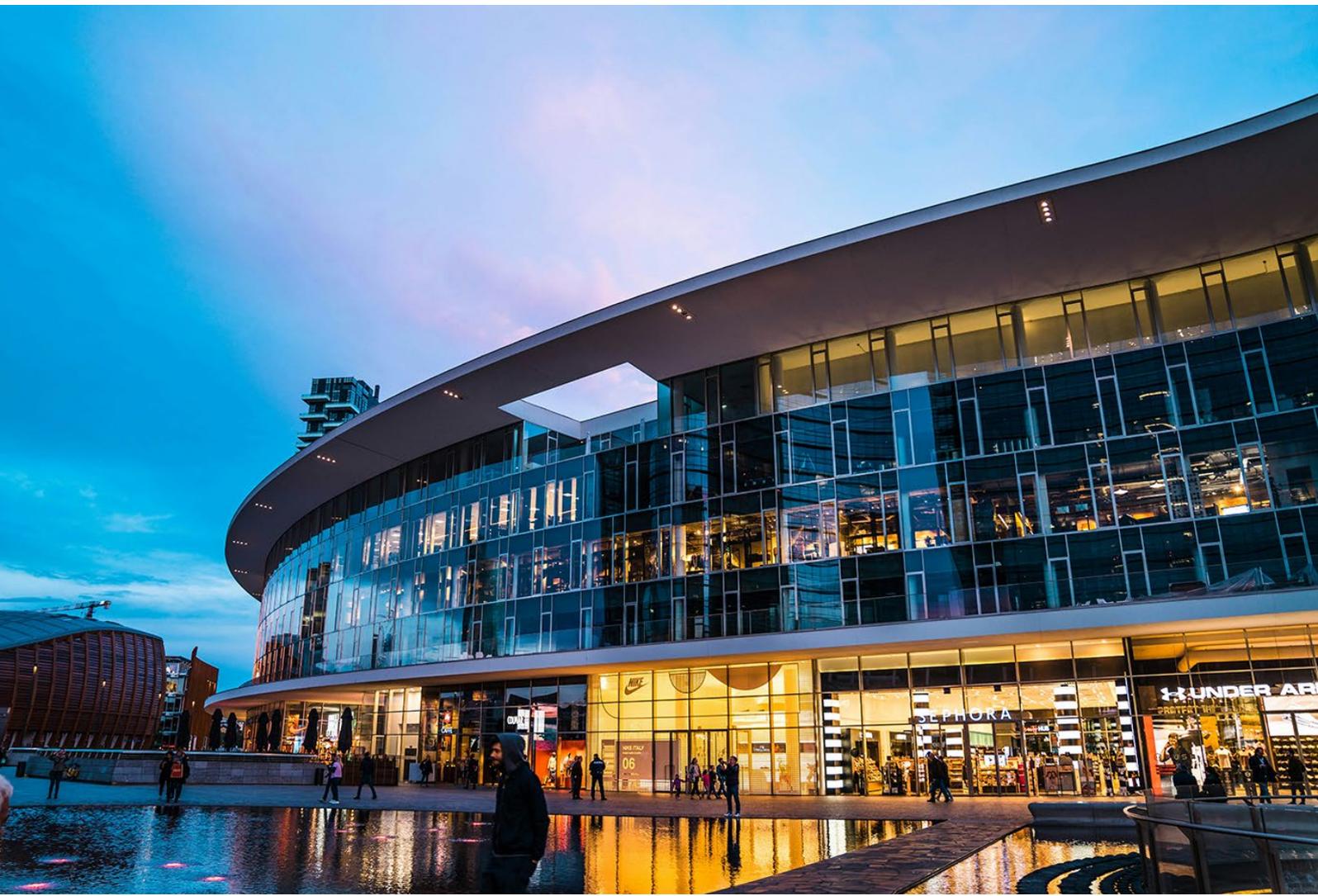


MISSION

To be a leading company in the Italian and international markets in the field of IT and consulting for the banking and non-banking financial sector, by offering highly specialized services and expertise, delivering technologically advanced solutions, and engaging both our internal staff and our clients through training initiatives that foster continuous, systematic, and ongoing skills development.

VISION

To identify and meet both the explicit needs and implicit expectations of clients, strengthening and expanding the company's market position through new services and new sectors to serve. This is achieved by generating and continuously monitoring a balanced relationship between quality, price, and performance, while maintaining constant attention to improving internal well-being and increasing awareness of the importance of each individual's role in pursuing and achieving corporate objectives.



IMPACT MEASUREMENT



IL B-IMPACT ASSESSMENT

Methodological Note

The B Impact Assessment (BIA) is a tool for measuring social and environmental impact, developed in 2006 by B Lab, a U.S.-based non-profit organization. It enables companies to evaluate, in a quantitative and rigorous way, the social and environmental impact they generate.

Today, the BIA is used by a large number of companies worldwide and supports the ambitious goal of transforming the global economy for the benefit of people, communities, and the Planet.

There's no Planet B.

Our international network of organizations leads economic systems change to support our collective vision of an inclusive, equitable, and regenerative economy.

Since 2006, the B Lab standard has evolved through stakeholder input and research, including contributions from the companies that apply it. It represents a comprehensive tool to measure, manage, and improve impact performance across the five reporting area

- governance
- workers
- community
- customers
- environment.

The BIA is continuously improved and updated through B Lab's governing bodies.

The standards are independently overseen by B Lab's Standards Advisory Council and Board of Directors, with contributions from external stakeholders and various working and advisory groups.

The Standards Advisory Council is an independent, global, multi-stakeholder body with specific expertise in responsible and sustainable business. It continuously refines and evolves the risk standards in relation to controversial issues, in order to effectively assess the potential negative impacts of different sectors, policies, and practices.

Regional advisory groups provide ongoing input on B Lab's standards, focusing in particular on context, relevance, and best practices from around the world. Content and functional improvements are developed and incorporated separately over a 12–18 month period, through a process that integrates feedback provided by users on the impact assessment platform.



The BIA is conducted through an online platform, where the company is required to provide both qualitative and quantitative information by completing a dedicated questionnaire. The tool adapts to the company throughout the assessment process, as it uses a questionnaire composed of several hundred questions that are accessed based on the answers provided. Due to this adaptability, each of the five areas covered by the BIA (Governance, Environment, Community, Workers, Customers) may have a different maximum score depending on the company's industry and size.

In addition, for each area or evaluation category, a benchmark is provided to assess the company's performance compared to similar organizations in terms of sector, country, and size.

In this way, the tool enables the company to obtain a self-assessment of how effectively it is contributing to each of the Sustainable Development Goals.

SEFIN achieved an overall score of 77.9 points



Questo management tool, utilizzato da oltre 50.000 aziende in tutto il mondo, tra cui oltre 3.000 B Corp certificate, aiuta le aziende a valutare il proprio impatto su vari stakeholder, compresi i loro lavoratori, la comunità, i clienti e l'ambiente.

PUNTEGGIO GENERALE	COMPLETAMENTO	
77.9	100%	
PUNTEGGIO DELLE OPERAZIONI	PUNTEGGIO IBM	N / A PUNTEGGIO
59.3	7.5	11.1

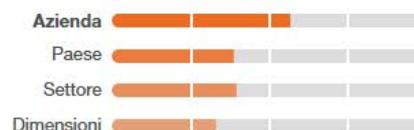


Governance

Scopra in che modo l'azienda può migliorare le politiche e pratiche pertinenti alla propria missione, all'etica, la responsabilità e trasparenza.

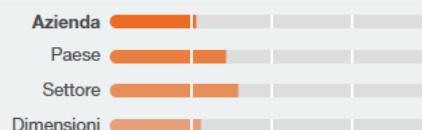
La governance valuta la missione complessiva di un'azienda, l'impegno rispetto al suo impatto sociale/ambientale, l'etica e la trasparenza. Questa sezione valuta anche la capacità di un'azienda di proteggere la propria missione e di considerare formalmente le parti interessate nel processo decisionale attraverso la propria struttura aziendale (ad es. società di beneficenza) o documenti di governo aziendale.

	DOMANDE RISPOSTE	PUNTEGGIO GENERALE
	27/27	11.3
PUNTEGGIO DELLE OPERAZIONI	PUNTEGGIO IBM	N / A PUNTEGGIO
3.8	7.5	0.0



Mission e impegno

OPERAZIONI
1.0



Etica & Trasparenza OPERAZIONI **2.7**

Azienda

Paese

Settore

Dimensioni

Protezione della missione - Business Model d'impatto BUSINESS MODEL D'IMPATTO **7.5**

Riconosce le forme e gli emendamenti societari che preservano la missione e / o considerano gli stakeholder indipendentemente dalla proprietà della società



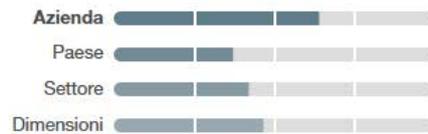
Lavoratori

Scopra in che modo l'azienda può contribuire al benessere finanziario, fisico, professionale e sociale dei propri lavoratori.

DOMANDE RISPOSTE **49/49** PUNTEGGIO GENERALE **25.6**

PUNTEGGIO DELLE OPERAZIONI **24.6** PUNTEGGIO IBM **0.0** N / A PUNTEGGIO **0.9**

I lavoratori valutano i contributi di un'azienda alla sicurezza finanziaria, alla salute & sicurezza, al benessere, allo sviluppo della carriera e al coinvolgimento & dei dipendenti. Inoltre, questa sezione riconosce i modelli di business progettati a beneficio dei lavoratori, come le aziende che sono possedute per almeno il 40% da dipendenti non dirigenti e quelle che hanno programmi di sviluppo della forza lavoro per sostenere le persone con ostacoli all'occupazione.



Sicurezza finanziaria **7.7**

Azienda

Paese

Settore

Dimensioni

Salute, benessere, & sicurezza **8.3**

Azienda

Paese

Settore

Dimensioni

Sviluppo professionale **2.4**

Azienda

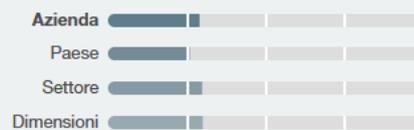
Paese

Settore

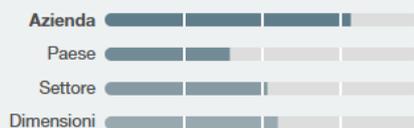
Dimensioni



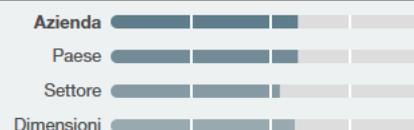
Sviluppo professionale (salariati) 0.4



Livello di coinvolgimento e soddisfazione 3.9



Livello di coinvolgimento e soddisfazione (salariati) 1.7



Comunità

Scopra in che modo l'azienda può contribuire al benessere economico e sociale delle comunità in cui opera.

DOMANDE RISPOSTE PUNTEGGIO GENERALE

50/50 **16.7**

PUNTEGGIO DELLE OPERAZIONI

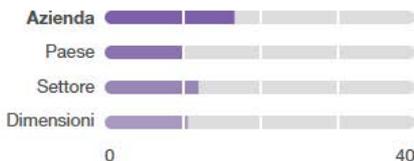
PUNTEGGIO IBM

N / A PUNTEGGIO

16.7

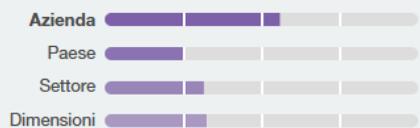
0.0

0.0

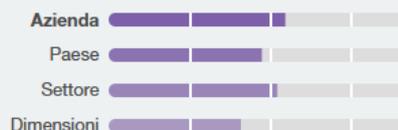


Community valuta il coinvolgimento e l'impatto di un'azienda sulle comunità in cui opera, assume e da cui proviene. Gli argomenti includono diversità, equità & inclusione, impatto economico, impegno civico, donazioni di beneficenza e gestione della catena di approvvigionamento. Inoltre, questa sezione riconosce i modelli di business progettati per affrontare problemi specifici orientati alla comunità, come l'alleviamento della povertà attraverso l'approvvigionamento o la distribuzione del commercio equo tramite microimprese, modelli di cooperative di produttori, sviluppo economico incentrato a livello locale e impegni formali di beneficenza.

Diversità, equità, & inclusione 5.6

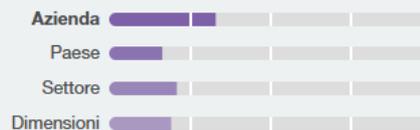


Impatto economico 5.4



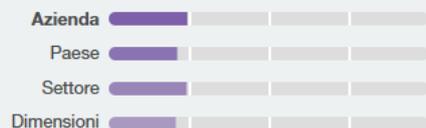
Impegno civico e donazioni

2.6



Gestione della catena di distribuzione e fornitura

2.9

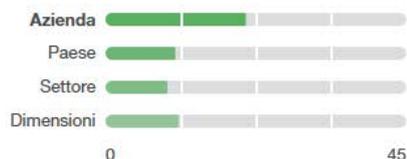


Ambiente

Scopra in che modo l'azienda può migliorare la propria gestione ambientale in generale.

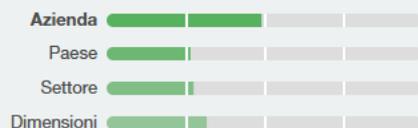
	DOMANDE RISPOSTE	PUNTEGGIO GENERALE
	35/35	20.9
PUNTEGGIO DELLE OPERAZIONI	PUNTEGGIO IBM	N / A PUNTEGGIO
10.7	0.0	10.1

L'ambiente valuta le pratiche complessive di gestione ambientale di un'azienda, nonché il suo impatto su aria, clima, acqua, territorio e biodiversità. Ciò include l'impatto diretto delle operazioni di un'azienda e, ove applicabile, della sua catena di approvvigionamento e dei canali di distribuzione. Questa sezione riconosce anche le aziende con processi produttivi innovativi dal punto di vista ambientale e quelle che vendono prodotti o servizi che hanno un impatto ambientale positivo. Alcuni esempi potrebbero includere prodotti e servizi che creano energia rinnovabile, riducono il consumo o gli sprechi, preservano la terra o la fauna selvatica, forniscono alternative meno tossiche al mercato o istruiscono le persone sui problemi ambientali.



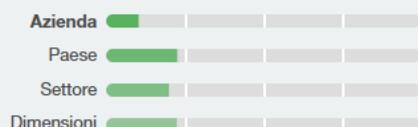
Management ambientale

4.9



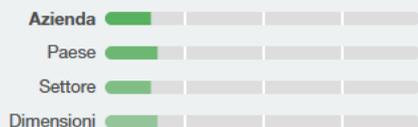
Aria & Clima

1.5



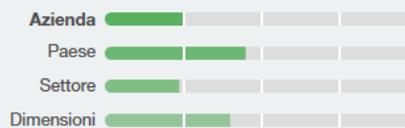
Acqua

1.0



Terra & Vita

3.3



Clienti

Scopra in che modo l'azienda può migliorare il valore che crea per i clienti e consumatori diretti dei propri prodotti e servizi.

PUNTEGGIO DELLE OPERAZIONI

3.3

DOMANDE RISPOSTE

11/11

PUNTEGGIO GENERALE

3.3

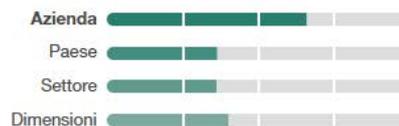
PUNTEGGIO IBM

0.0

N / A PUNTEGGIO

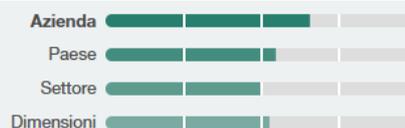
0.0

Clienti valuta la gestione dei propri clienti da parte di un'azienda attraverso la qualità dei suoi prodotti e servizi, il marketing etico, la privacy e la sicurezza dei dati e i canali di feedback. Inoltre, questa sezione riconosce i prodotti o servizi progettati per affrontare un particolare problema sociale per o tramite i suoi clienti, come prodotti sanitari o educativi, prodotti & artistici, servire clienti/clienti svantaggiati e servizi che migliorano l'impatto sociale di altre aziende o organizzazioni.



Gestione del cliente

3.3



2025–2026 SUSTAINABILITY STRATEGIC PLAN

With the aim of adopting an increasingly structured, systemic, and long-term approach to sustainability management, work on defining the Sustainability Strategic Plan continued throughout 2025.

The Plan represents a fundamental guiding tool, designed to outline—over a medium- to long-term horizon—all the strategic objectives and concrete actions that the organization intends to undertake. Each action is associated with the necessary resources, specific targets to be achieved, and clearly assigned responsibilities, thus ensuring structured and continuous monitoring of progress. This approach makes it possible to provide periodic and transparent reporting on the achievement of the defined objectives, including within the Impact Report, thereby strengthening accountability and transparency toward stakeholders.



The objectives identified in the Strategic Plan are structured around five key pillars, which represent the priority areas for action:

- **People:** promote human well-being, combat hunger and poverty in all their forms, and ensure dignity, inclusion, and equality for all.
- **Prosperity:** Promote fulfilling and sustainable lives by balancing economic development and quality of life with respect for nature and the environment.
- **Peace:** Support just, inclusive, and peaceful societies in which fundamental rights are protected and social cohesion is strengthened.
- **Partnership:** Build strong, lasting, and synergistic partnerships that are essential to effectively delivering the Sustainable Development Agenda.
- **Planet:** protect natural resources, combat climate change, and promote sustainable development models in order to preserve the environment and ensure a secure future for the next generations.

Thanks to this structure, the Sustainability Strategic Plan becomes both an operational and governance tool, capable of guiding decision-making, monitoring results, and consolidating the organization's commitment to long-term sustainable development.

2025/2026 OBJECTIVES

With the aim of giving concrete implementation to the objectives set out in the Sustainability Strategic Plan, the Company commits to implementing the following actions for the year 2025/2026:

Third sector:

We will continue to support the following initiatives in 2025/26 as well:

- Lifebility Competition
- A.la.t.ha Onlus (Non-Profit Organization)
- Opera San Francesco
- Pane Quotidiano Onlus (Non-Profit Organization)
- Ali di Scorta Onlus (Non-Profit Organization)
- School-Work Alternation Projects (Work-Based Learning Projects)
- Lions Club Milano ai Cenacoli
- Associazione Teulié Milano
- Brera Academy of Fine Arts
- Tree Adoption at BAM (Biblioteca degli Alberi Milano – Milan Tree Library Park)
- Milan Marathon – Relay Race
- Growing Little Innovators – STEM Like Me
- Collaboration with Sammamet



EMPLOYEE INCENTIVE PROGRAMMES

The Welfare Plan, introduced in the 2022/2023 financial year, is also confirmed for 2025/2026 and includes a range of initiatives aimed at supporting employee well-being.

Among the main measures confirmed is the reimbursement of public transportation passes, with the objective of promoting sustainable mobility. The plan also includes benefits and contributions for cultural activities, family-related initiatives, and leisure time, fostering a positive balance between professional and personal life.

CERTIFICATIONS

In 2025, SEFIN reaffirms the ESG objectives outlined in the Social Report through the renewal of the following certifications:

- UNI/PdR 125:2022 Gender Equality Certification
- ISO 14001 Environmental Certification
- Legality Rating

The company is committed to maintaining and strengthening these certifications over time, together with those obtained in previous years, with a view to continuous improvement and sustainable responsibility.

SEFIN CORPORATION BENEFIT

The journey toward becoming a Benefit Corporation will represent a tangible demonstration of SEFIN S.p.A.'s decision to adopt ESG values as a guiding principle in its corporate decision-making. It will further strengthen the company's role as a responsible business, attentive to the well-being of clients, collaborators, and the community, and demonstrate that sustainability and social responsibility are an integral part of its strategy and corporate culture.

IMPLEMENTATION OF THE PAY TRANSPARENCY DIRECTIVE

The European Union's Pay Transparency Directive (known as EUPTD or Directive 2023/970) was introduced with the aim of promoting equal pay for men and women for work of equal value. The Directive establishes minimum standards for pay transparency, with the objective of making it easier for workers to understand and compare their remuneration conditions, and of strengthening the effectiveness of enforcement mechanisms against gender-based pay discrimination.



In summary, the Directive not only defines who and what falls within the scope of pay transparency, but also aims to create a clear framework of rights and obligations for both employees and employers, in order to promote a culture of equal pay across the EU.

Scope of Application

1. Employers

The Directive applies to all companies and organizations, in both the public and private sectors, regardless of size, although specific requirements may vary depending on the number of employees.

2. Workers concerned

The legislation applies to various categories of workers:

- Employees with permanent or fixed-term contracts
- Temporary agency workers
- Self-employed professionals
- Interns and apprentices

3. Remuneration

The concept of remuneration is not limited to base salary, but includes all components of pay, whether in cash or in kind, such as:

- Base salary
- Overtime pay
- Bonuses and variable incentives
- Company benefits (insurance, company car, etc.)
- Social security or pension contributions
- Sick pay
- Any other form of supplementary

CERTIFICATION Great place to work

The Great Place to Work (GPTW) certification is an international recognition awarded to companies that provide an excellent working environment. It is not based solely on benefits or salaries, but on employees' perceptions of trust, respect, fairness, pride, and collaboration.

This certification offers several benefits, including enhanced reputation, improved talent attraction, and increased employee engagement and employer branding.



How it works:

- Employee survey focused on trust, respect, fairness, pride, and collaboration.
- Assessment of company practices (HR policies, culture, benefits).

OBJECTIVES ACHIEVED IN 2024

INNOVATIVE START-UP PROJECT: DEVARCH

SEFIN also aims to grow through acquisitions or by establishing subsidiaries, including in the form of innovative start-ups.

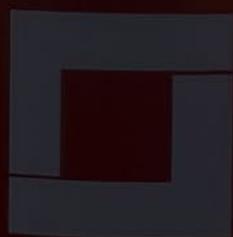
The new innovative start-up project, named Devarch, launched in 2024 and focused on software development and IT infrastructure management, aims at optimizing the use of resources in a comprehensive manner — from MIPS and energy consumption to the effective management and development of human resources. The project promotes the enhancement of people’s skills and potential, supporting them through training and a healthy work–life balance, in line with high ethical labor standards.

WHISTLEBLOWING

With ANAC Resolution No. 311 of July 12, 2023 (FULL DOCUMENT), the Authority published the “Guidelines on the protection of persons who report breaches of European Union law and the protection of persons who report violations of national regulatory provisions. Procedures for the submission and management of external reports.”

As a private-sector entity that employed, in the previous year, an average of up to 249 employees (with permanent or fixed-term contracts), SEFIN has been subject to the new provisions of Legislative Decree No. 24/2023 since December 17, 2023, and has therefore issued the necessary procedures and processes to ensure compliance with the regulation.





SEFIN s.p.a.
soluzioni
nell'informatica

Viale Zara 10, Milano

20124 Milano

E-mail: contatti@sefin.it

Telefono: +39 02 69365.1

Siti web: www.sefin.it, ebi.sefin.it



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