



## ESPRINET PRESENTS ITS SUSTAINABILITY REPORT 2019

THE PROJECTS LAUNCHED INCLUDE “FOR-TE”, THE FIRST DELIVERY SERVICE IN ITALY ENTIRELY CARRIED OUT BY PEOPLE WITH INTELLECTUAL DISABILITIES, AND THE ENHANCEMENT OF CUSTOMER SATISFACTION MANAGEMENT

Vimercate (Monza Brianza), 25 May 2020 - At its ordinary and extraordinary Shareholders' Meeting today, ESPRINET (PRT:IM) presented the Sustainability Report 2019. Now in its fourth edition, the report covers the main sustainability performance, also constituting the Consolidated Statement of a Non-Financial Nature of the Group, in compliance with the requirements of Italian Legislative Decree no. 254/2016.

The Sustainability Report 2019, approved by the Board of Directors of Esprinet S.p.A., is based upon the guidelines of the Global Reporting Initiative (GRI), in their fifth version, **GRI Sustainable Reporting Standards** (GRI Standards), using the “in accordance-core” option, and includes all the fully consolidated companies in the reporting scope.

Alessandro Cattani, Chief Executive Officer of ESPRINET: *“For some years now the Esprinet Group has identified and undertaken its own sustainability policy thanks to which, by listening to our stakeholders, some social and environmental sustainability projects aimed at orienting the company towards a path of stable and lasting value creation have been identified and prioritised.*

*We are convinced that the time has truly come for our Group to change pace in aiming for a totally organic sustainability strategy with respect to the company's strategic plans. This strategy cannot neglect setting challenging and measurable ESG objectives, integrated into the incentive systems for management as well as less senior figures, so as to create the ideal systemic conditions for a true culture of creating shared value”.*

Pursuing a path of sustainability capable of generating and **distributing value in a lasting manner** is fundamental for the Esprinet Group, dedicating the utmost attention to the needs of its stakeholders (customers, suppliers, employees, investors, associations or institutions) and setting **ESG-Environmental Social Governance** objectives pertaining to its business.

Recent events related to the health emergency caused by the spread of the coronavirus have placed further emphasis on companies' ability to effectively deal with the crisis thanks to an organisational structure and culture strongly oriented towards a long-term vision, at the expense of opportunistic tactics. Sustainability policies play a fundamental role in this regard and separate virtuous companies from those destined not to recover from the consequences of the Covid-19 pandemic.

An approach based on corporate social responsibility and sustainability requires considering and balancing the expectations of the various stakeholder categories, including integrating ESG issues into strategic decision-making processes. Understanding how the Group works with respect to its internal and external stakeholders is therefore



essential in order to analyse its financial results in a correct perspective, as well as to define the steps of a journey towards incisive and increasing insertion in the different social and economic contexts in which it operates.

2019 opened with a renewed focus on customers and employees, in the belief that human capital, corporate welfare and customer satisfaction are solid pillars of its own competitive strategy.

The Group undertook a path together with its customers and employees, promoting a series of opportunities and moments for listening and placing itself in a highly receptive position. This project is called **TIB**, acronym for **Together Is Better**. A fundamental step that emphasises the importance given to the concept of **cooperation and sharing** in order to better enhance the individual efforts of each person.

Surveys were carried out to measure the level of **customer satisfaction** along the distribution chain, in order to be able to have statistically relevant data and information that can be used during the decision making phase. These were followed by a significant number of actions aimed at improving and constantly monitoring the level of service provided to customers, starting from the critical areas that emerged during the analysis phase.

The "**Smart working 2.0**" project was also launched in 2019 for all Group companies. It offered many employees the opportunity to benefit from up to two working days from home a week in a smart working mode. Other initiatives concerned the intensification of communication flows, especially through the Enterprise Social Network, the prototyping of cross-functional shadowing, the opening of the canteen in Italy and the expansion of flexible working hours.

Among the main social activities, the "**For-Te**" project was launched in 2019: the first delivery service in Italy entirely carried out by people with intellectual disabilities. The aim is to create an opportunity to integrate people with disabilities into the working world while simultaneously offering customers a rapid delivery service. **For-Te** is an extraordinary example of "**value sharing**" for the Esprinet Group, as it allows to combine policies and operating practices that strengthen the company's competitiveness while improving the economic and social conditions of the territory where it operates.

During the year, **corporate volunteering** initiatives (**Esprinet4others**) were extended to Esprinet Iberica, thus multiplying the opportunities for workers' active, concrete participation in the life of the local community.

The "**Green**" project was also launched in 2019 to promote awareness of energy saving issues among stakeholders.

This initiative resulted in a comparative analysis of some product categories in the catalogue based on environmental impact indicators in terms of energy efficiency in order to direct customers towards conscious and sustainable purchasing choices.



In these last weeks, the Esprinet Group has introduced some measures aimed at dealing with the **Covid-19 emergency**, with the aim of protecting the health and safety of its employees and ensuring business continuity, which is fully compliant with regulations, in terms of social distancing and the adoption of health protection protocols.

Among the initiatives taken, the Group has authorised the continuous smart working of 100% of the company population not operating in warehouses, it has opened a healthcare policy for all employees to cover medical expenses in the event of contagion and has provided "one-off" economic benefits for warehouse and cash & carry personnel.

Finally, Esprinet has actively intervened with the donation of an equipped ambulance to the Red Cross of Monza, as well as with multiple donations to different personal protection equipment agencies. The company has also involved its employees in this initiative with fund-raising made possible with the donation of salary days or cash offers.

In 2019, as required by the Decree, the Sustainability Report was audited by an independent third company, whose audit opinion is included in the Annex "The Independent Auditor's Report".

The **Esprinet Group (PRT:IM – ISIN IT0003850929)** is the leading company in Southern Europe in the distribution of Information Technology and Consumer Electronics to IT resellers, VAR, System Integrators, specialised stores, retailers and e-commerce portals. With a consolidated turnover in 2019 of around Euro 4 billion, Esprinet ranks in the top 50 Italian industrial groups and in the top 10 distributors worldwide. Thanks to the work of its 1,300 employees and a business model based on the coexistence of different sales channels tailored to the specific characteristics of over 30,000 reseller clients, Esprinet markets approximately 130,000 different products from more than 650 worldwide producers through 140,000 square metres of managed warehouses in Italy, Spain and Portugal.

Press release available on [www.esprinet.com](http://www.esprinet.com)

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