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# Sustainability Plan

## 2021-2023

**doValue**



# Economic sustainability

The management of non-performing loans is a sector in which there is a concentration of specialised professionals able to support Investors and Banks in managing the delicate relationship with their customers. An activity that requires specific and integrated professional skills, a tailor-made approach, but also standardised tools and processes.

With the widest and most diverse expertise in the Southern Mediterranean, acquired through strong partnerships with leading international Banks and Investors, the **doValue Group** develops sustainable solutions for the financial system.

We can boast an excellent operating model, an excellent track record for the entire credit life cycle and the highest Servicer Rating among Italian operators in the sector. The **doValue** ESG framework is rated by MSCI with a rating of AA, Sustainalytics with a “medium risk” rating and Vigeo Eiris with a “limited risk” rating.





## Social sustainability

**doValue** is aware of the social responsibility of its activity and, in the interest of the community, seeks solutions aimed at pursuing the best management strategy to support the development of the economic system, enabling debtors to play an economically active role once again.

**doValue** considers the satisfaction of its customers' needs a priority in order to create a solid relationship based on honesty, courtesy, transparency and collaboration.

With over 20 years of experience and approximately 3,200 specialist resources, **doValue** aims to reach an out-of-court settlement with the debtor client to avoid the more costly and time-consuming judicial process.

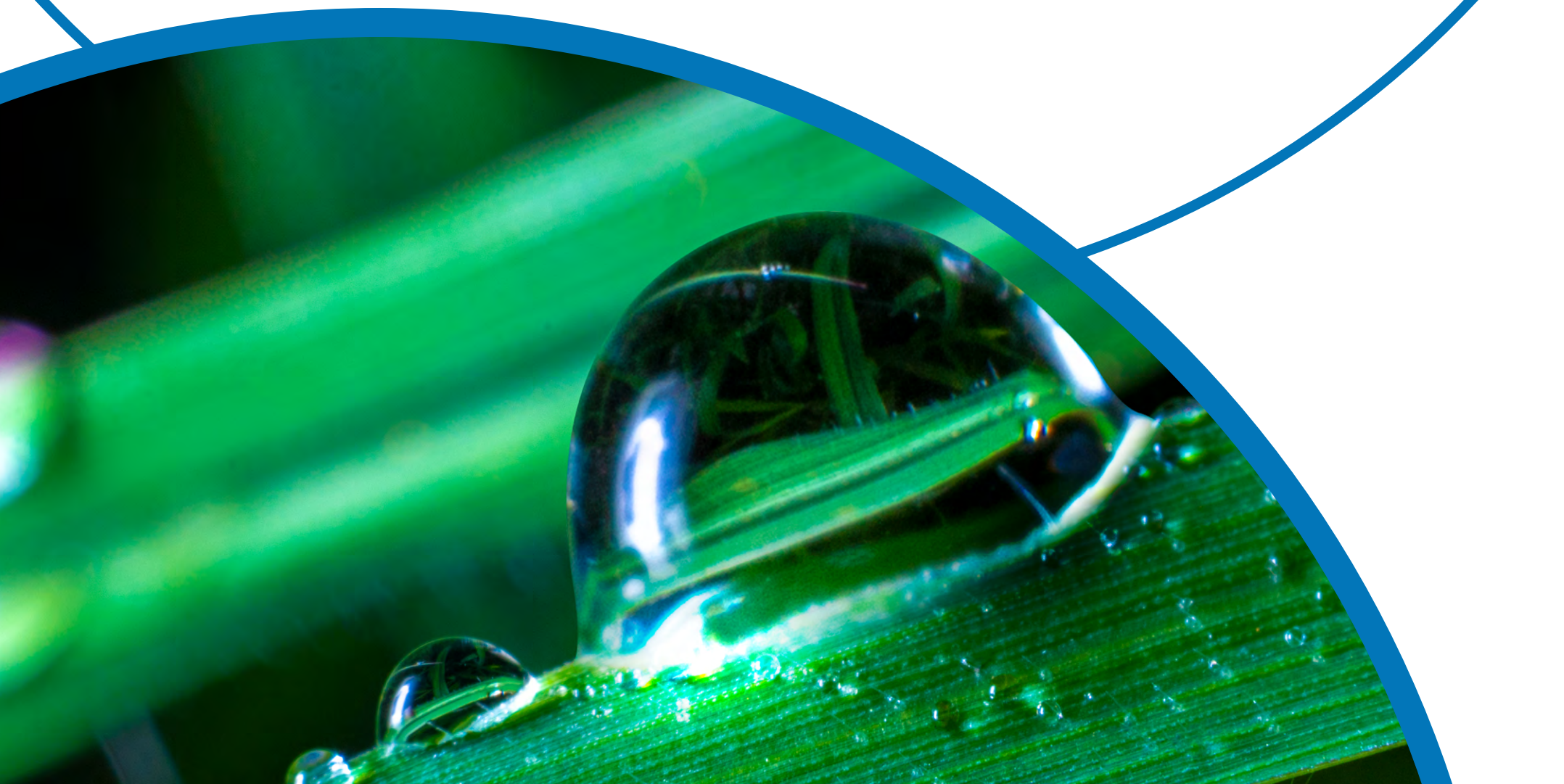
This solution allows creditors to avoid lengthy and complex recovery procedures (as well as safeguarding the relationship with their clients) and debtor clients to define, through sustainable repayment plans, how the debt will be settled.

For out-of-court proceedings, **doValue** relies on the External Network, made up of external professionals and debt collection companies who are in constant dialogue with the debtor client to identify the most appropriate and sustainable solution, evaluating the debtor's financial situation.





The **doValue** External Network has been carefully selected over the years and is made up of professionals with many years of experience in their respective fields. 100% of our professionals are registered with professional bodies (Tulps Agents - direct and indirect licence, Accountants, Lawyers and Debt Collection Companies) and 50% have a university degree. More than 90% of the External Network has been working with doValue for more than 10 years and works in support of the debtor client in compliance with the Group's Code of Ethics.



# A sustainable path to growth that began in 2016

The Group has always supported the growth of the socio-economic system of the countries in which it operates, and has embarked on a path to integrate Sustainability into its business strategy, in the direction defined by the 17 SDGs - Sustainable Development Goals of the United Nations - aimed at generating long-term sustainable value for all its Stakeholders: shareholders, investors, employees, customers and communities.

Economic, social and governance sustainability has characterised the international growth of our Group and the construction of a culture shared with all Stakeholders.

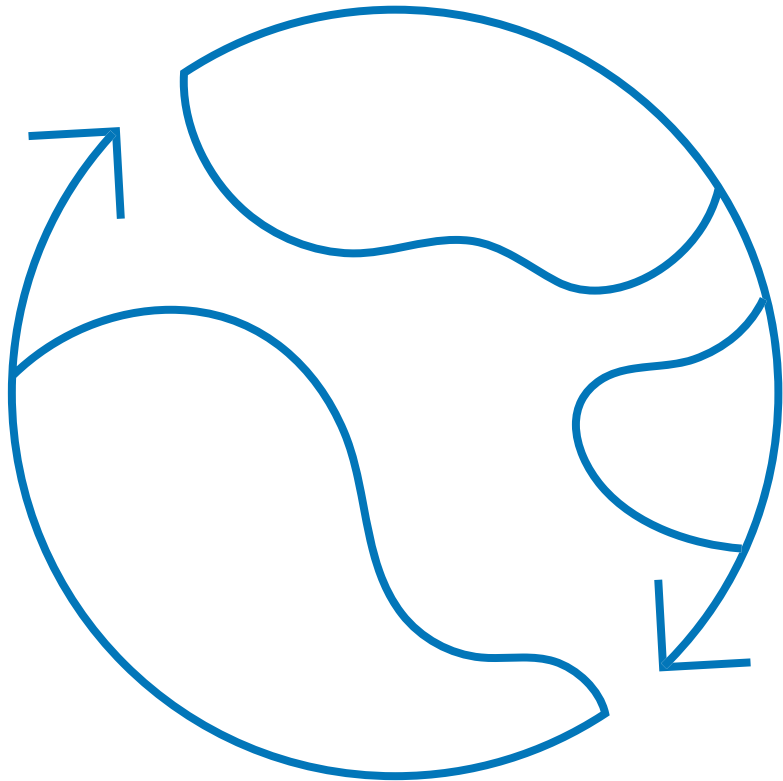




# Dialogue with our Stakeholders

The Group invests in the communities it operates in and maintains a continuous and constructive dialogue with its people, who are its main asset in carrying out its daily activities following the principles of transparency, independence and integrity. Their enhancement and the development of their professionalism are the basis of the international growth.

We have strengthened managerial and cultural integration: diversity, inclusion and cohesion are fundamental elements of our value system and strategic drivers to ensure innovation and business modernisation and contribute to the move towards a sustainable economy.



We work with customers and partners who share our values, which are the very pillars of **doValue**'s corporate culture, and we communicate our achievements together to our stakeholders every year in the Consolidated Non-Financial Statement.

The Group has established a three-year Plan and a Sustainability Policy that are reflected in projects and initiatives benefiting the local area, the community and the environment.

# The path to sustainable growth

**2017**

The publication of the First Consolidated Non-Financial Statement (NFS) marks the start of the process of sustainability and disclosure of non-financial information.

**2018**

The operational guidelines are implemented for the preparation of the Consolidated Non-Financial Statement in a dedicated Policy that sets out the governance of the document preparation process.

**2019**

The third NFS from regulatory compliance reporting takes on a strategic nature in monitoring non-financial risks and opportunities and integrates Altamira Asset Management S.A. with its subsidiaries in Portugal, Cyprus and Greece. Communication & Sustainability takes over the drafting of the document.

**2020**

In the fourth NFS the reporting framework is extended to include **doValue** Greece. An ongoing dialogue with the main ESG rating agencies - MSCI, Sustainalytics and Vigeo Eiris - has been launched, which has led to an improvement in the Sustainable positioning.

**2021**

The Group encourages active dialogue and listening with its stakeholders through a variety of channels - necessary elements for defining its business strategies and creating shared long-term value.

Defining the Sustainability Plan and Policy.



# A shared pathway

The 2021-2023 Sustainability Plan is the result of a process that involved Management and a number of functions in all Group companies, which identified macro-objectives, areas of action, targets and KPIs.

A path shared and approved by the Risk Committee and the Board of Directors of **doValue** in December 2021.



## ANALYSIS

Stakeholder **Engagement** and material **analysis activities** were carried out for the preparation of the Consolidated Non-Financial Statement, which, **together with the assessment of the expectations of institutional investors** and the parameters of the ESG Rating Agencies, allowed the identification of the areas of sustainability relevant to **doValue**.

## PILLARS

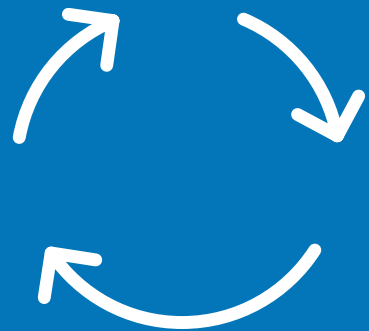
In order to integrate sustainability into its corporate strategy and day-to-day business, **Sustainability Pillars** have been defined, i.e. the areas that **doValue** is committed to.

## TARGET

**Identifying macro-objectives, areas of action, qualitative and quantitative targets** and medium- and long-term KPIs.

## MONITORING

Identify the Owner functions that **will regularly monitor the achievement of objectives**, under the supervision of the Communication & Sustainability function.



# The Pillars of the Sustainability Plan

The Sustainability Plan 2021-2023 expresses the **doValue Group's** *commitment* to integrating sustainability into the life of the company.

The Sustainability Plan has three pillars:



## OPERATING RESPONSIBLY

The respect for the highest ethical and moral standards and the mitigation of risks are fundamental principles for **doValue** to operate responsibly and to build stakeholder trust. The Group is committed to respecting and enhancing these principles in managing relations with all stakeholders, as well as in its decision-making processes.



## ATTENTION TO PEOPLE

**doValue** recognises the value of the people who contribute every day, with commitment and dedication, to the development of the Group's activities and to the creation of value in the medium- and long-term. All relationships are based on the principles of respect for human rights, empowerment of individuals, fairness, inclusion, diversity and non-discrimination. The focus on people also extends to supporting the local communities and territories in which it operates.



## CARE OF THE ENVIRONMENT

While operating in a sector with a limited environmental impact, **doValue** is committed to reducing the impacts generated by its activities in relation to the use of buildings, the materials used and the mobility of its people. **doValue** also promotes a culture of environmental sustainability among its employees, collaborators and suppliers.







## Our contribution to SDG's

## 3 Pillars



**OPERATING RESPONSIBLY**



**ATTENTION TO PEOPLE**



**CARE FOR THE ENVIRONMENT**

## 3 Themes

**1**

Governance and business integrity

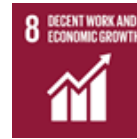
**2**

Training and social inclusion

**3**

Sustainable consumption and management of natural resources

# Sustainable Development Goals



8.10 Strengthen the capacity of national financial institutions to encourage and expand access to banking, insurance and financial services for all



4.4 By 2030, significantly increase the number of young people and adults with the necessary skills, including technical and vocational skills, for employment, dignified work and entrepreneurial skills



10.2 By 2030, enhance and promote the social, economic and political inclusion of all, regardless of age, gender, disability, race, ethnicity, origin, religion, economic or other status



7.2 By 2030, significantly increase the share of renewable energies in the global energy mix



12.2 By 2030, achieve sustainable management and efficient use of natural resources



# Our **OBJECTIVES**





# Our OBJECTIVES

## Objectives

## Target

## SDGs

### Operating responsibly

**Ensuring that business activities are conducted in accordance with applicable legislation and the highest ethical and moral standards**

- Achieving ISO 37001 certification by 2022 for **doValue** S.p.A. and maintaining certification in subsequent years
- Implementation of a group anti-corruption framework by 2021
- 75% of employees trained in Code of Ethics, anti-corruption by 2023

**Consolidating information security management systems and ensuring maximum respect for privacy**

- 100% of employees trained in cyber security by December 2022
- 75% of employees trained in privacy by 2023





# Objectives

# Target

# SDGs

## Operating responsibly

**Integrating ESG objectives into business strategy**

- Inclusion of Employee Engagement as an MBO variable for Managers with Strategic Responsibilities by 2021

**Continuing to provide a quality, professional and transparent service**

- Group-wide implementation of a customer satisfaction model using the Net Promoter Score (NPS) methodology by 2022

**Promoting sustainability along the supply chain**

- 100% of suppliers in Italy, Spain and Greece assessed according to sustainability criteria by 2023

## Attention to people

**Promoting the professional and personal development of employees and collaborators**

- Promotion of annual training plans covering both soft and hard skills in line with company and local needs
- Integration of **doValue** values within the performance evaluation model by 2022



Our  
**OBJECTIVES**

# Objectives

# Target

# SDGs

**Attention to people**

**Spreading a culture of inclusivity and non-discrimination**

- Creation of a Group Diversity & Inclusion Council and definition of a Group-wide D&I strategy by 2021
- Launch of specific programmes and activities aimed at strengthening the culture of inclusion and valuing diversity by 2022
- Launching a group-wide D&I awareness and education campaign by 2022

**Supporting business continuity**

- Global mapping of key figures and definition of a succession plan by 2022

**Promoting the satisfaction, health and well-being of employees and collaborators**

- People Engagement Survey participation consistently above 70%
- Starting in 2022, launch at least 1-2 activities and programmes per year to support employees' mental and physical health and launch local initiatives to support work-life balance

**Promoting and supporting the communities in the areas concerned**

- Implementation of guidelines aimed at defining a group-wide framework for implementing activities to support local communities by 2022





# Objectives

# Target

# SDGs

## Care for the environment

**Reducing energy consumption and promoting the use of renewable energy to combat climate change**

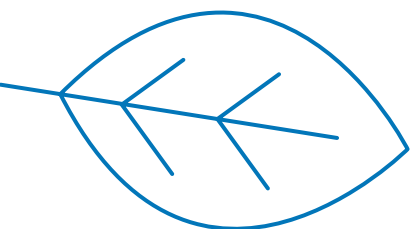
- Purchase of certified 100% renewable electricity by 2023, reducing related Scope 2 emissions (market-based method)
- Implementation of solutions to increase the energy efficiency of Head Offices

**Reducing material consumption and purchasing materials with sustainable characteristics for office activities**

- Purchase of 100% paper with sustainability characteristics (FSC, PEFC or EcoLabel certified) by 2022

**Achieving harmonisation of environmental impact management at group level**

- Implementation of guidelines aimed at defining a framework for the local management of environmental issues by 2021





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**doValue**