

AREA	TOPIC	STAKEHOLDER	DMA	WHAT WE HAD SAID	WHAT WE HAVE DONE	WHAT WE WILL DO	SDGS	TARGET
GOVERNANCE & BUSINESS	Business ethics	Customers, suppliers, financial community, institutions, employees	Foster integrity, legality and transparency in actions and behavior by means of appropriate regulatory instruments and processes	Expand the area covered by risk and risk mapping. Harmonize procedures in the various Group companies and provide regular training in Legislative Decree 231 and Antitrust Law issues	Confirmed the composition of the Supervisory Body in April 2020, updated the Model under Legislative Decree 231 in August 2020	Coordinate and harmonize training and awareness activities concerning the Model 231, the Antitrust Code of Conduct and Code of Ethics. Start a process for the ethical assessment of suppliers		
	Capital adequacy and sustainability	Financial community, shareholders	Ensure an adequate, sustainable capital structure consistent with the corporate mission	Build on growth and give ever-increasing attention to business continuity through M&As and the entry of fresh capital. Foster investor relations	The acquisition of the Polish company Naprzód at the end of 2019 gave a significant contribution to the 2020 Financial Statements. The sale of an asset that was no longer strategic, the Sicura Group, reduced financial leverage and freed resources that could be focused on core business. Further strengthened investor relations	Continue to search for opportunities of growth abroad, still through M&A transactions, and for further growth in business in markets with high added value, especially the healthcare market. Construct an ESG approach to increase shared value		
	Solutions and more value for customers	Customers, employees	Provide innovative and high-quality services to meet customers' specific needs and satisfy their requirements. Enter into partnerships and be proactive with customers to raise created and shared value	Make further improvements to service quality and its perception by the customer (this would then also be measured by specific stakeholder engagement activities). Arrange training and refresher courses for key personnel in customer relations: KAM, contract and building managers and operations staff	Rekeep never stopped, ensuring the continuity of essential services during the most acute phases of the pandemic. 5,200 workers, 350 healthcare facilities served, wards, triage tents and reception points fitted out in record times	Strengthen customer relations and heighten perception of service value. Increase Rekeep's proactivity and level of assistance to the customer in finding innovative and sustainable solutions. Health emergency permitting, resume stakeholder engagement activities		
SOCIAL	Innovazione	Customers, shareholders suppliers	Improve and expand services and activities introducing new processes, resources and methods. The objective is to increase the number of services offered and of the markets served, as well as improve and innovate core business services	Start work on urban FM tenders and increase the number of energy services, delivering the first ESCo services for small and medium-sized industries. Fine-tune the coordination and mapping of core services to provide the customer with greater traceability, transparency and efficiency and to monitor and improve internal performance	8 energy efficiency offers were submitted to public authorities with the PPP formula. 2 bids submitted in previous years were accepted. The Ippodamo urban FM project was developed within the BI-REX Competence Centre. Rekeep took part in the third BI-REX call with a project on the traceability of healthcare services, with the advantage of having conducted a trial at the hospital at Imola (Bologna)	Submit other PPP offers in both the energy and the urban FM sector. Further develop innovation and the range of healthcare services, focusing in particular on service traceability and the reduction of contamination risks	 	<p>8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors</p> <p>11.3 By 2030 enhance inclusive and sustainable urbanization and capacities for participatory, integrated and sustainable human settlement planning and management in all countries</p> <p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p>
	Digital Transformation	Employees, customers	Help the company to grow by introducing new technologies and working patterns. Ensure data security and protection		Responded promptly to the Covid-19 emergency, immediately distributing PCs, USB drives, headphones and webcams and strengthening infrastructure in order to ensure all could work from home securely. Supplied new video conference call tools and conducted an intensive employee training campaign. Monitoring the IT network	Develop the Cyber Resilience plan, renew devices regularly, train workers (in tools and security) on an ongoing basis, support the Innovation Department in offering new services and new platforms to customers and the market		
	Communication	Shareholders, employees institutions	Present the institutions company and its value to all its stakeholders clearly, transparently, effectively and completely. Exploit the brand to the full, contribute to its diffusion and encourage exchanges and relations with all contacts	Continue on the road towards the positioning of Rekeep, concentrating on talking about particularly innovative aspects with a special focus on the theme of energy upgrading. Monitor and further increase coverage on the social media channel	Rekeep was very present on the media with 765 posts (+49% compared to 2019). Promoted the Nomisma-Rekeep study on the energy upgrading of public assets with a large number of supporting projects in collaboration with the main national newspapers ( <a href="https://www.rekeep.com/media/studi-dossier/green-new-deal">https://www.rekeep.com/media/studi-dossier/green-new-deal</a> )	Insist on Rekeep's positioning as an innovative, sustainable enterprise that creates shared value thanks to its work on energy efficiency and the refurbishment of buildings for public authorities and healthcare facilities		
ENVIRONMENT	Reporting development and improvement	Customers, suppliers, financial community	Produce and communicate transparent, clear and accessible information and data	Refine tools so that they can produce fuller and more transparent information and ease both internal processes and the understanding and evaluation on the part of stakeholders	Communication with investors boosted. Sustainability Report further expanded showing the DMAs for each material topic and the contribution to the attainment of the SDGs	Develop the reporting system and the system for accounting for sustainability from the ESG point of view. Organize the company in such a way as to be able to respond to the increasingly frequent request from the world of finance for ESG benchmarks/ratings		12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle from the world of finance for ESG benchmarks/ratings
	Business performance assessment	Shareholders	Create and regularly update a system for the close control of economic and financial aspects for each corporate business area and contract, thus measuring and monitoring their performance on an ongoing basis	Obtain the first findings from the trials of the new control model and implement the system	Business performance control launched in the second half of 2019 becoming fully operational in 2020 bringing benefits for internal organization and increasing the ability to take decisions and corrective action promptly thanks to close monthly monitoring of operations data	Strengthen the business performance control and working capital monitoring systems in order to improve efficiency and reduce risks		
	Skill development	Employees, customers	Appreciate human capital as the backbone of competitive advantage. Offer employees opportunities for growth and fulfillment	Expand language training by further adding to the number of potential recipients. Step up management training (soft skills) and review technical training	Over 55,000 hours of training were delivered to employees in spite of the outbreak of the pandemic. Indeed, training programs were reorganized immediately, converting in-person to distance training. 43% of activities were optional. The contents of the RESMART training project were provided with the launching of the Skilla platform	Further extend the language training program to all Rekeep employees, including manual workers. Workers born abroad will be given the possibility of choosing whether to increase their knowledge of Italian or study another language. Complete the second Talent project, which was delayed by Covid-19 in 2020. Further develop the training program for enhancing hard and soft smart working skills		4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
ENVIRONMENT	Company welfare policy	Employees	Combine the growth of the company with its employees' personal aspirations, including aspirations of life. Respond practically to its workers' needs and necessities of life by taking the appropriate measures	Start putting the services and activities in place referred to in the CONCILIAMO Call. Provide new supporting services for employees with dependent elderly relatives, or family members who are not self-sufficient or have disabilities and/or problems. A welfare platform for employees was activated with a report on the first year of its use. Additional sections of the platform for the provision of basic welfare services, as well as of flexible benefits, were included	The project presented for the CONCILIAMO Tender was delayed owing to Covid-19 and the results of the government's scrutiny were expected to be handed down in April 2021, the time of writing of this Report. The welfare platform for employees was activated; 83% of the persons for whom it was intended used it and 82% of the amount available for each worker was taken. A shopping voucher for workers directly affected by the health emergency was issued (Euro 255 for 5,200 employees). Summer centre and summer camp services were set up in spite of delays and difficulties due to pandemic management protocols	Continue with the use of the Wellon platform for basic welfare services and also activate the platform package for flexible benefits. These can be used in 2022, since the MBO system was suspended in 2020 owing to Covid-19. Start at least some other services in the project for the CONCILIAMO Call		4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes
	Health & Safety	Employees, customers	Manage worker's health and safety by means of the company's universal commitment to respect its Values and Mission. Reduce the accident and incident rate, make employees aware of the need for prevention and encourage the involvement of all staff members	Improve accident and incident indicators. Call employees' attention to the importance of prevention and a sound and healthy life style and heighten their awareness of these themes. Start a project in support of sustainable products from both the social and environmental points of view	There was a noticeable decrease in accidents and a fall in the indicators of their frequency and severity. The company responded promptly to the pandemic, immediately supplying all operational personnel with PPE. White collar workers immediately benefited from remote working and in the autumn a massive company screening campaign started. Through the Asim Fund, a supplementary health assistance policy was activated for workers affected by Covid-19. Again through the Asim Fund, there was the possibility of taking free serological tests	Maintain health surveillance and safety precautions. Continue the screening campaign and promote the vaccination campaign. Provide ongoing training and monitor the proper application of rules and the use of safety equipment to reduce the number of accidents even further	 	<p>3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks</p> <p>8.8 Protect labor rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment</p>
	Smart working	Employees	Enhance employees' well-being at work and in their personal lives and improve output. Forward and increase the company's sustainability (social and environmental in particular)	Launch the project in concrete terms, gradually involving an increasing number of employees. Collect data on the take-up and efficacy of the project and on improvements in environmental impacts. Review smart working tools and improve the company platform by creating a veritable digital workplace	The entire white collar population had total access to remote working from the first day of lockdown in 2020. The new working from home plan was approved in autumn 2020 with a blended model scheduling platform – 3 days of working from home and 2 in the office. Unfortunately, this model could not be implemented owing to the further Covid-19 restrictions, which again imposed remote working measures	Start the blended smart working model running with 3 days working from home and 2 in the office with a consequent rationalization/rotation of spaces. Further develop the supporting digital platform and provide more special training		
ENVIRONMENT	Employer branding	Employees, shareholders	Be appealing and have the capability of securing and making good use of talented people. Ensure that workers are satisfied and fulfilled so that they are the company's primary ambassadors	Start the blended smart working model running with 3 days working from home and 2 in the office with a consequent rationalization/rotation of spaces. Further develop the supporting digital platform and provide more special training	Took part in the first Bologna University Virtual Career Day and reinforced collaboration with schools, training institutions and universities, also by providing lecturers. Attended the NOBILITA Labor Festival	Continue with existing collaborations and seek new partnerships to enhance Rekeep's visibility and appeal. Take part in theme-based events related to labor and training		
	Equal opportunities	Employees, institutions	Adopt policies to foster workers' real inclusion in the company and put them into effect. Ensure pay parity and fairness between men and women	Start on a pilot project to analyze the gender situation and create the position of Diversity Manager	Mainly owing to the outbreak of the pandemic, it was not possible to start mapping the gender situation or take the first steps in adopting diversity policies	Maintain the objective of examining the gender situation in the company and start adopting policies that will enable the issue to take on a material significance for Rekeep as well, and not only for its stakeholders, perhaps acting in close synergy with welfare policies		<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life</p> <p>5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels</p>
	Quality of presence in local areas/territoriale	Institutions, Local communities	Consolidate, strengthen and renew the close relationship between the company and the areas in which it operates. Enhance the factors and the actions performed by Rekeep from the point of view of the creation of shared value that have impacts and lead to exchanges with the areas and communities in which it is present	Start a program to consider the possible scope for the creation of shared value in the main local areas in which Rekeep is present	Collaborated with FAI, Genus Bononiae, Museums in Bologna, the Giangiacomo Feltrinelli Foundation, Milan, and the Bologna Municipal Theatre Foundation	Continue with the program for the consideration of the possible scope for the creation of shared value. Reflect on and link with the long history of the enterprise, made up of social bonds and participation		
ENVIRONMENT	Support and solidarity projects	Private and public institutions, Local communities	Collaborate in philanthropic activities with public bodies and institutions	Review the list of institutions with which the company traditionally works. Find the most suitable partnerships for the creation of value	Collaborated with the BIMBO TU Association, the Agostino Gemelli IRCCS University Policlinic Foundation, Civil Defens and the Luca De Nigris Casa dei Risvegli	Keep up collaborations in the social and health sectors. Within these boundaries, find the most suitable partnerships for increasing created value		
	Sustainable energy	Customers, institutions	Cut consumption and needs from primary sources of energy of both customers and the company itself	Obtain a further benefit from energy saving and the reduction of consumption when the Mestre office PV plant becomes fully operational	The consumption of energy, electricity and water fell, also as a result of the pandemic and the consequent emptying of the headquarters offices. In 2020 GHG emissions were calculated, broken down by Scope. The results were compared over three years (2017-2019), complying with the instructions of the GHG protocol	Carry through the company's environmental policy, in particular with respect to the reduction of GHG emissions, implement the GHG emission measurement, monitoring and control system and start the process to obtain ISO14064 certification	 	<p>7.3 Double the global rate of improvement in energy efficiency by 2030</p> <p>13.2 Integrate climate change measures into national policies, strategies, and planning</p>
	Responsible supply management	Suppliers, customers	Foster and fuel a close partnership relationship with the customer. Ensure that supplies are of good quality, reliable and on a par with the services proposed and offered. Give priority to using local suppliers where possible	Complete the List of Suppliers, cultivate a solid and stable relationship with key suppliers above all. Increase supplies	In 2020, the work of the Procurement Department mainly concentrated on searching for PPE. The Department supported operational offices in buying special goods and services for improvements in hospital facilities	Resume the supplier assessment campaign. Improve the supplier list and processes to bring about greater sustainability in the supply chain		
ENVIRONMENT	Waste management and reduction	Customers, employees, suppliers, institutions	Encourage responsible waste management and the reduction of the volumes produced. Increase the use of recyclable products and materials instead of those that have to be disposed of. Make customers aware that measures should be taken to reduce the production of waste, particularly non-reusable waste, and support them in doing so	Cut waste production, reduce/eliminate packaging, cut volumes of waste sent for disposal and raise the amount of waste for recycling. Complete the investigation into the legal aspects of the company's compliance with waste management regulations in delivering its services	The section regarding waste in the company portal was revised. The project for the technical and laboratory analysis of empty canisters with a view to their more precise classification continued. There was a massive reduction in the production of waste, almost half the amount in 2019, but an increase in the amount of brokered waste owing to more clinical waste being produced as a result of the management of the health emergency	Bring the system for the classification of empty canisters fully into operation, producing and publishing the accompanying sheets. Carry out the tasks related to the entry into force of the RENTRI tracking system. Stendly reduce the production of waste and packaging	 	<p>11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality, municipal and other waste management</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse</p>
	Sustainable consumption and materials	Customers, employees, suppliers, institutions	Foster a sustainable development model by choosing products and materials with low impacts on the environment and on people's health. Reduce consumption and CO2 emissions into the atmosphere	Make further improvements in the trend to use products that are compatible with the environment and people's health. Further improvement in consumption performance	The plan for the substitution of chemical products for cleaning was interrupted owing to the pandemic, which made it obligatory to use products with specific characteristics established by the health authorities to sanitize rooms and spaces. Two internal company projects were launched to reduce the use of paper and disposable plastic	Speed up the adoption of even more sustainable products and materials, of course pandemic permitting. Monitor and reduce emissions, also after the introduction of the calculation of GHG emissions and more structured environmental policies	 	<p>3.9 By 2030 substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, and soil pollution and contamination</p> <p>12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment</p>
	Sustainable mobility	Employees, institutions	Travel a sustainable forward plan that ensures employees' needs are satisfied and protects the environment and provide incentives	Consider the possibility of further reducing travel in conjunction with the smart working project and the results of the experience of smart working during Covid-19	The shuttle service was much reduced during the months of lockdown and the interruption of in-person working. Discussion and planning meetings with the companies in the industrial area and the City Council in order to determine needs and schedule the service, also in the new situation brought about by the pandemic	Reorganize the service on the basis of the new working patterns introduced by Rekeep (blended smart working) and the other companies in the area. Consider mobility services in general, also in the light of the process of GHG emissions calculations and the company's desire to reduce its footprint		11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality, municipal and other waste management