

COMPANY POLICY

Wakala's management sets as a strategic objective the exact understanding of its own context and market in which it operates and the motivation of its staff, with the aim of ensuring:

- Correct analysis of the customer's implicit and explicit needs and requirements;
- Implementation of a series of controls on service delivery;
- Fruitful cooperation with its partners;
- Unambiguous and fluid communication with all its stakeholders;
- Risk assessment for each internal and external project;
- Traceability of all communication with the customer;
- Involvement and participation of its employees in the management of the company;
- Enhancing its brand externally by participating in events of national and European relevance on mobile and emerging technologies.

To this end, management reaffirms the importance of personnel as the asset that makes the difference compared to other competitors, to make them feel an active part of the organisations, trying to motivate them and facilitate with them any form of communication and active listening to management.

The choice of ISO 9001:2015 certification is a demonstration of willingness towards continuous organizational and quality improvement, in order to optimise the use of resources and search for new market segments.

The logo for Wakala S.r.l., featuring the word "wakala" in a lowercase, sans-serif font. Below the letters "a", "k", and "a" are four small squares in blue, orange, yellow, and pink respectively. To the right of the word "wakala" is the text "S.r.l.".

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Gender Equality Policy

The purpose and efforts of our organization

Our organization, as set out in the purpose of the management system, intends to ensure gender equality with regard to the presence and professional growth of women in the organization. In this sense, it wants to proceed to enhance the diversity present in the roles that operate in the organization and to maintain processes capable of developing female empowerment in business activities. The organization's attention, in the path that ensures the achievement and maintenance of this purpose, focuses its efforts in the following areas set out in the UNI 125:2022 practice.

1. Culture and strategy
2. Governance
3. HR Processes
4. Opportunities
5. Salary Equity
6. Parenthood

The organization believes that the development of a cultural model that promotes gender equality not only generates 'social value' that is appreciated in the European institutional economic context, but also constitutes a development factor for the business that the organization conducts.

Results based on stakeholder satisfaction

The organization, for this reason, intends to ensure gender equality through concrete actions that, in addition to complying with the requirements/indicators established in the individual areas indicated, are of real and concrete appreciation by the women present in the organization, who are the real stakeholders, of the results that the management system produces. The organization, with the will to pay attention to this satisfaction at any time and in any circumstance of a woman's working life in the organization, has chosen to look at this 'life cycle' through the following aspects:

- Recruitment
- Career Management
- Salary Equity
- Parenthood, Personal Care
- Work-life balance
- Abuse and harassment prevention

For each of the following aspects, the organization has established more specific policies that are set out below. To each policy, which expresses the principles by which the organization is guided, the organization has associated specific and measurable equality objectives set out in the strategic plan.

Specific policies for gender equality

The organization, in relation to the analysis of its business processes, has understood and established the principles to be respected with reference to each of the following points. These principles constitute the guiding criteria for the processes aimed at addressing:

- Existing gaps, according to UNI PdR 125:2022 indicators.
- The needs of women in the organization, seen as the main stakeholders in the concrete results of the system.

Recruitment

Our organization in the selection and recruitment of personnel to be employed in business activities respects, with a view to improvement, the following principles:

- Candidate selection must be exercised in a gender-neutral manner
- The selection criteria must consider requirements aimed at personal qualities such as professionalism, competence, specialization, experience
- The selection must not include issues related to marriage, pregnancy and family responsibilities
- Selection must consider that the presence of women and men in the workforce must be balanced in relation to the total number of people present
- Roles for executives, business unit managers, reporting to top management and with budget delegation must be distributed in a balanced manner
- The job position, envisaged at the time of recruitment, must provide remuneration that is related to the duties and responsibilities and not influenced by gender
- Selection must consider that the percentages of women and men whose contracts provide for variable remuneration are balanced.

Career Management

Our organization is aware that the economic results achieved also depend on the human resources working there, and all opportunities for career development are intended to refer to the results and merit of the person alone, regardless of gender. Our organization, with a view to improvement, manages the careers of internal personnel in accordance with the following principles:

- The allocation of roles and tasks must consider a gender balance of leadership
- The design of career paths and their presentation must be addressed regardless of gender
- Staff career paths are accessible to all persons who can ascertain, in a transparent manner, that gender equality balances are maintained
- The working environment in which most of the day is spent must ensure the possibility (technological and physical) for all people to express themselves and well-being seen as safety and comfort
- Skills and awareness development training is a fundamental process aimed at removing any career difficulties and restoring any leadership balance in gender
- Considering the career transition linked to the BoD, at least 1/3 of our BoD must be represented by the female gender
- Stages of staff detachment from the organisation in the event of redundancy are closely examined by verifying gender turnover
- Promotions always take gender balance into account with reference to the functional level.

Salary Equity

Our organization, at the stage of recruitment and throughout the career of staff, aims to ensure pay equity regardless of gender. The organization does not asymmetrically consider the costs of remunerating

persons of different genders. In determining, paying and adjusting remuneration, the organization respects the following principles:

- People's remuneration is recognized in relation to their role and responsibilities, and any benefits and bonus additions to this remuneration are understood to be based exclusively on results produced and recognized
- Remuneration, bonus payments and the awarding of benefits, for transparency, are documented and accessible to the entire staff
- The criteria for remuneration, rewards and benefits are documented and accessible to the entire staff
- Any member of staff has the right to report any disparities.

Parenting, Personal Care

Our organization intends not to be an obstacle to parenthood, supporting motherhood and fatherhood through activities designed to meet the needs of those who, due to their parental status, have to balance their commitment between work and new emerging needs. The organization supports this intention in light of the following principles:

- Maternity and paternity are supported by training, information and reintegration programs
- Motherhood is assisted before, during and after birth
- Paternity leave must be promoted so that all potential beneficiaries take it for the entire period provided for by law
- Returns from leave are supported by specific re-orientation initiatives
- The organization takes an active role in supporting caregiver activities with concrete initiatives (caring for the unborn child)
- Support for fathers and mothers is extended through the provision of child-related services, such as vouchers for sports activities.

Work-Life Balance

Our organization intends to be able to provide its personnel with the possibility of managing their time to devote to life and work through a balancing act that takes into account both the company's business objectives and the psycho-physical well-being of the worker resulting from greater freedom of self-determination. The principles underlying work-life balance are as follows:

- Work-life balance measures are aimed at all staff regardless of gender
- The organization adopts part-time, flexible hours and smart working
- The organization allows telematic connection with all staff working externally (regardless of contract), for work operations and participation in meetings.



Abuse and harassment prevention

Our organization repudiates all forms of abuse and harassment, and for this reason it carries out zero-tolerance prevention and repression of the phenomenon. The organization implements its prevention through concrete actions whose principles include:

- That risks related to abuse and harassment are identified
- That the organization plans preventive actions in relation to this risk
- The possibility of reporting suspicions and/or facts concerning abuse and harassment
- The organization's absolute protection of whistleblowers from any subsequent retaliation
- That the organization analyses and understands any incidents of abuse and harassment
- The development of kind and gender-neutral communication.

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