



2024

SUSTAINABILITY REPORT

Summary information

Letter to stakeholders

Dear Stakeholders,

2024 was a year of transformation and growth for STAR7, marked by the consolidation of our strategic vision and the evolution of our solutions to support customers. We have continued to invest in innovation, sustainability and harnessing people's potential, **aware of the role our business can play in generating a positive economic, social and environmental impact.**

At a time when some global choices seem to be going in the opposite direction - with policies that reduce commitment to the environment, technology companies questioning diversity and inclusion, and leaders questioning the foundations of international collaboration - STAR7 chooses to confirm its commitment and **invest in a future based on technology and human value.**

Our vision, in this scenario, is distinguished by its orientation towards responsible innovation, combining the potential of technology with human value in order to contribute concretely to a fairer and more sustainable world.

Generative artificial intelligence is a **key driver of our evolution**, with 7AI at the centre of our innovation strategies. In a rapidly changing technological environment, we have continued on our growth path, investing in research and development, and consolidating our international presence. This has enabled us to strengthen our leadership in the industry, **while maintaining a high focus on the quality and reliability of our services.**

One of our main beliefs is that **technology should enhance the human being, not replace him or her.** With 7AI, we are committed to developing solutions that not only support business processes, but also enhance and amplify the capabilities of people, transforming them into 'augmented humans'. We believe that artificial intelligence should be seen as an ally that supports our decision-making, creative and operational capabilities, making humans more productive, more effective and better able to tackle global challenges with positive impact.

We face the future with the resolve of those who aspire to be **agents of change.** Our goal is to create value for customers, employees, partners and investors, contributing to a future where sustainability and innovation go hand in hand.

Of course, at times, our commitment to sustainability seems like just a drop in the ocean. But after all, it is of drops that the ocean is made.

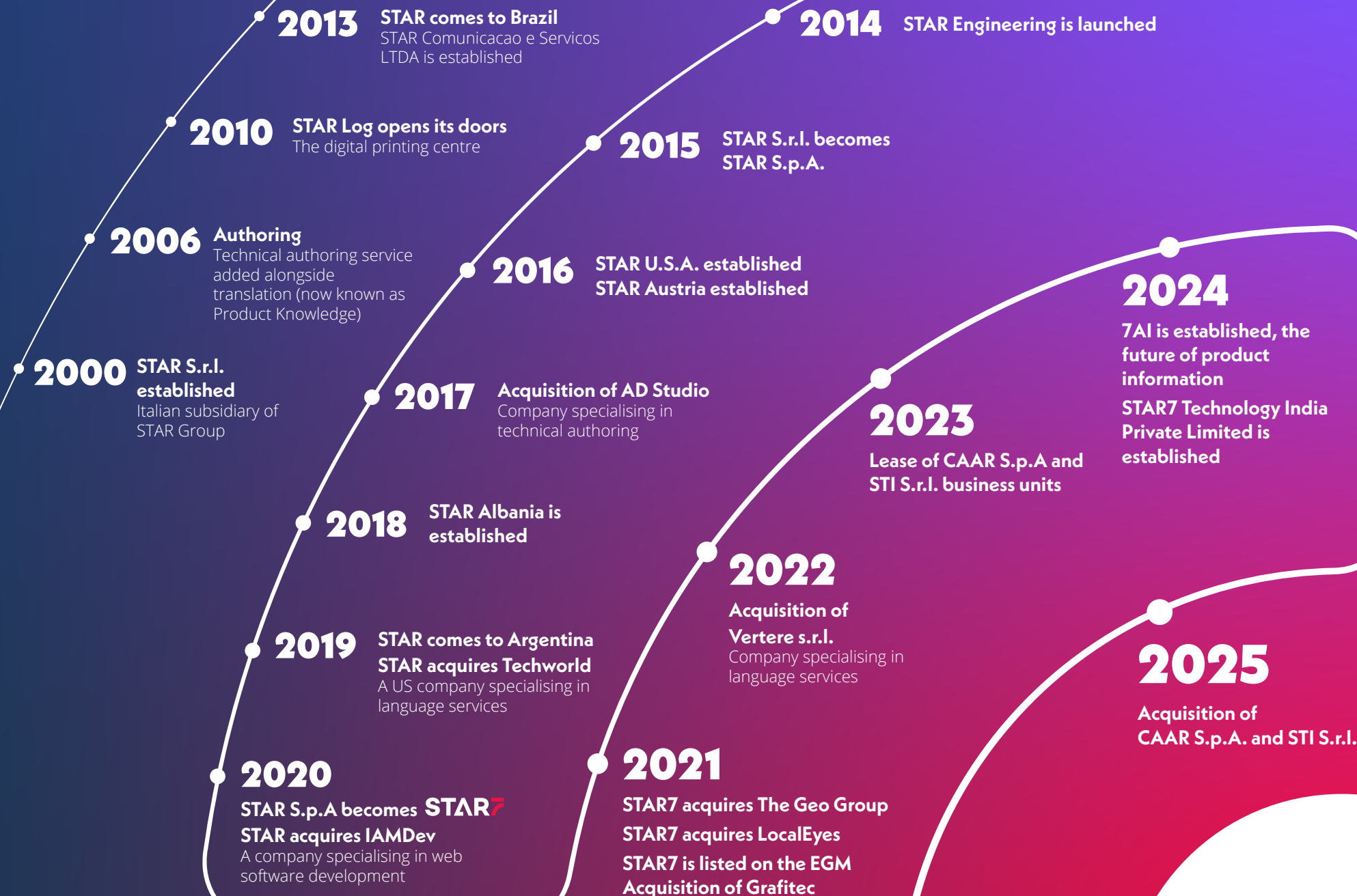
And so, without becoming discouraged, **we continue to do our part**, with the conviction that every step, however small, in the right direction contributes to building a better tomorrow, not only for us, but for future generations. Every action we take is a brick we lay towards building a more sustainable and equitable world for all.



Lorenzo Mondo
Chairman and Chief
Executive Officer STAR7

History of the STAR7 group

Since 2000, a history of continuous growth at the service of our customers, with an eye to the future yet without ever forgetting our roots.



A global network

STAR7 is part of the STAR Group, a global network with an established presence in more than 30 countries around the world, which stands out for its ability to combine an international vision with strong local roots.

Thanks to its offices in Italy, Austria, the USA, France, Spain, Germany, Denmark, Ireland, Finland, Sweden, the Netherlands, Albania, Brazil and Argentina, Serbia and India, STAR7 can respond effectively to the specific needs of each market, while ensuring high quality and standards wherever it operates.

1,438 Employees
597 in Italy
841 abroad

30+

Countries where the Group has an established presence



STAR7 Group
offices

Shareholding structure

As of 31 December 2024, the share capital of the parent company STAR7 S.p.A. was **€599,340**, consisting of **8,999,752 ordinary shares**.

The largest shareholder Dante S.r.l. holds a **41.7%** stake.

€599,340
share capital

8,999,752
ordinary shares



41.7%
Dante S.r.l.

33.4%
STAR AG

15.4%
Market

9.5%
ANIMA
SGR S.p.a

Our objectives

AGENDA 2030



Environmental commitments

- Energy, emissions and climate change
- Responsible use of natural resources



Social commitments

- Human resources: talent attraction and retention
- Development, training and enhancement of human resources
- Equity, diversity and inclusion
- Health and safety in the workplace
- Quality and reliability of products and services
- Innovation, R&D for the development of new products and service
- Protection of privacy, IT security and data protection
- Sustainability in the supply chain
- Protection of intellectual property



Governance commitments

- Economic performance: generation and distribution of value
- Transparency, ethics and integrity in the conduct of business



Environmental commitments

Our objectives

Energy, emissions and climate change

- 1** The goal is to increase the use of renewable energy sources and to secure electricity supply contracts with a Guarantee of Origin.
- 2** Mapping GHG Scope 3 emissions along the value chain.
- 3** Evaluate the partial renewal of the STAR7 Printing fleet in order to achieve a significant reduction in energy consumption.

Responsible use of natural resources

- 4** Improving material utilisation processes and waste management in line with circular economy models. In this context: identifying and implementing measures to eliminate or reduce paper waste is crucial for printing companies.



76%

Paper purchases

Percentage of FSC Chain of Custody Certified purchases



96%

Percentage of waste sent for recovery



Our goals

On the environmental side, STAR7 **contributes to the mitigation of the impacts of its customers' products and services** by supporting the adoption of solutions that optimise resource management, reduce waste and limit the use of materials in production and communication processes. The integration of advanced technologies, such as product virtualisation and digitisation of technical information, reduces the need for physical media, improving the overall efficiency and sustainability of business operations.

Furthermore, the main Group companies adopt the **environmental management system according to the international ISO 14001 standard**, which ensures a structured management system to prevent, reduce and control negative environmental impacts.

Social commitments

Our objectives

Human resources: talent attraction and retention

- 1 Group onboarding sessions (virtual and/or in-person) of new STAR7 resources and evaluation of their effectiveness.
- 2 Maintain an active communication network with schools and universities in order to attract young talent.

Development, training and enhancement of human resources

- 3 Introduction of new internal training process management tools.
- 4 Implementation of a performance evaluation system that involves most of the STAR7 staff.

- 5 Creation and updating of an internal register of trainers – on-the-job training plays a key role in STAR7.

Equity, diversity and inclusion

- 6 Adoption of a Group-wide Diversity, Equity and Inclusion Policy.
- 7 Gender Gap analysis activities and subsequent evaluation of obtaining Gender Equality certification

Health and safety in the workplace

- 8 Maintain high safety standards and minimise accident rates.

Our goals

↑ **67%**

Jobs

Increase in number of employees 2022-2024 (%)

| **37%**

Gender diversity

Female gender share (% of total employees)

| **34%**

New generations/Age diversity

Share of employees under 30 years old (% of total)

14+

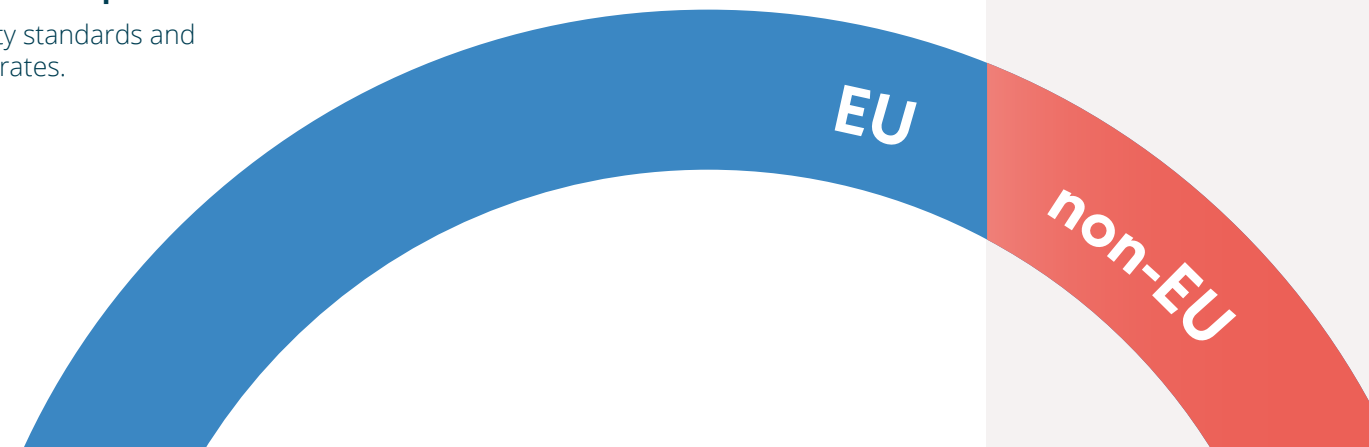
Cultural diversity and social inclusion

Number of employees by nationality/geographical origin

Number of employees by nationality/geographical origin (% of total)

| **74%**

| **26%**



Social commitments

Our objectives

Quality and reliability of products and services

- 1 Ensure that the products and services offered maintain and improve their high standards of quality and reliability.
- 2 To improve customer satisfaction and reduce product non-conformities, we have appointed a dedicated internal person responsible for quality control and strengthened our quality control system.

Sustainability in the supply chain

- 3 Adoption and dissemination of a Code of Conduct to be signed by suppliers (new and pre-existing).

Protection of privacy, IT security and data protection

- 4 Protect sensitive customer and company data with effective security measures and in compliance with regulations and the Management System.
- 5 Training activities for all staff in order to raise awareness on cyber security and the adoption of an e-Learning platform to make employees aware of all cyber security issues.
- 6 Adoption of Data Loss Prevention (DLP) systems to automatically identify, monitor and protect sensitive data in the company.

Protection of intellectual property

- 7 Adopt STAR7 intellectual property protection policies.
- 8 Monitoring and verification of possible intellectual property infringement offences Compliance Programme as per Legislative Decree 231/2001.

Our goals

Quality and conformity of services

Nonconformities

Reduction % 2024 vs 2023 related to translation (Global Content Service Line)

↓ 10.7%

Translation-related non-conformities

Governance commitments

Our objectives

Economic performance: generation and distribution of value

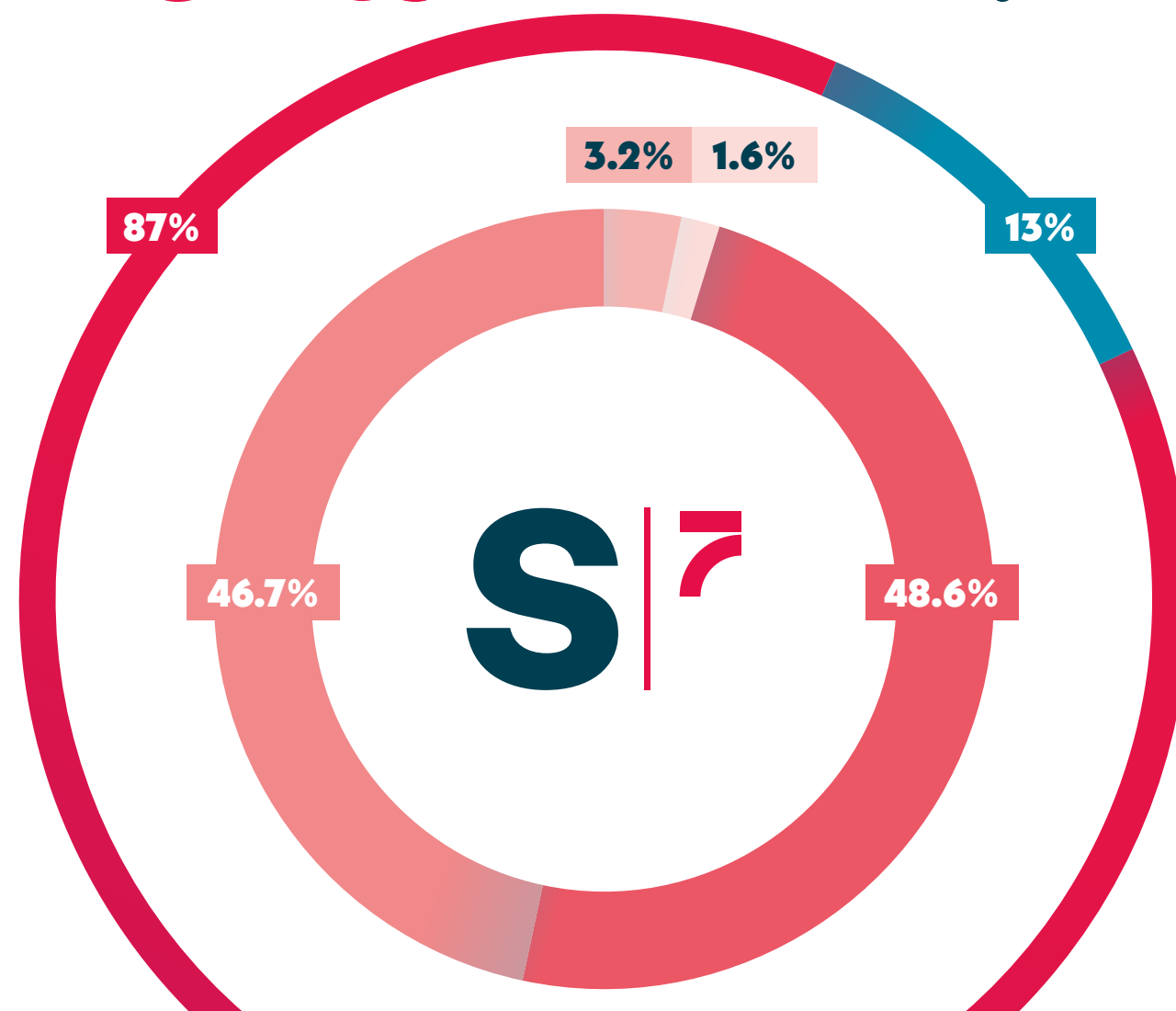
- 1 Actions related to the strategy of developing and strengthening the competitive position.

Transparency, ethics and integrity in the conduct of business

- 2 Establish an internal Risk and Sustainability Control Committee to manage the positive and negative impacts generated by STAR7.
- 3 Implementation of a compensation policy and performance assessment for the Board of Directors.

€120,905,206

Economic value generated



Our goals

Economic value

87%

Economic value distributed

13%

Economic value retained

48.6% Suppliers - Operating Costs

46.7% Human Resources - Personnel costs

3.2% Banks and other lenders - Financial expense

1.6% Public Administration - Taxes

Compliance Programme

The parent company STAR7 S.p.A. has adopted the Compliance Programme pursuant to Legislative Decree 231/2001 (the 'Compliance Programme') with the aim of ensuring compliance with current regulations and promoting principles of **fairness, transparency and clarity in the management of all company activities**. The adoption of this model marks a concrete commitment by the company towards responsible and ethical business conduct, ensuring an effective internal control system aimed at risk prevention.

Stakeholder map

Stakeholder	Engagement activities: Projects - Initiatives - Reports
Shareholders	Shareholders' Meeting – Board of Directors – Financial Statements
Investors Lenders	Shareholders' Meetings – Meetings and Regular Events - Financial Statements – IR Activities
Employees	Career fairs, social media platforms (LinkedIn, Facebook, Instagram) - Meetings - Internal and external training events - Company conventions – “Call for Ideas”
Suppliers of goods and services	Definition and sharing of production/service standards - Commercial meetings and visits/audits - Dedicated portals and platforms - Evaluation tools and questionnaires - Definition of qualification criteria and supplier selection - Website
Translators and interpreters	Online questionnaires to map and survey skills and tools subject to obsolescence
Customers	Sales meetings and visits - Industry events - Marketing activities - Publications and social media channels/content - Evaluation tools/questionnaires - Supply chain audit/verification - Website - Qualification and pre-qualification processes - Supplier portal accreditation - Meetings to define technical specifications/requirements / 7AI day
Local communities	Support and dialogue initiatives, relations and social responsibility (CSR) - Sponsorships and events - Institutional partnerships
Media	Press releases, social media, website, publications, events, interviews, and specialised insights.



STAR7