

Technical Appendix

Numbers made of people



Introduction

This Technical Appendix has been drawn up as a supplement to the 2018 Wind Tre Sustainability Report. It provides details on the methodologies used for data collection and for the calculation of the quantitative indicators, as well as some detailed information about

the indicators themselves. For any further information or clarifications you may require, please contact the Wind Tre CSR Department at the following email address: corporatesocialresponsibility@windtre.it

Content tree

Putting technology at the service of individuals
The union makes the network
A reliable and wide-reaching network
Customer care and feedback
Customer Care
The social network
Customer satisfaction
The pursuit of shared solutions
Meeting the customers' specific needs
We like to be clear
Operating Responsibly
A solid governance model
The supply chain
Privacy and data security
Precision and simplicity
Driving change
Information on employees and other workers
Protecting the environment
Energy consumption
Energy efficiency projects
Partnership with the WWF to reduce atmospheric emissions
Building a sustainable future
The ability to innovate
Mobile Payment, Mobile Ticketing
Wind Tre Business Factor
Together for solidarity
Together with our customers
The origins of this document
Stakeholder engagement activities
Material issues
Most relevant issues to the company and its stakeholders

Putting technology at the service of individuals

The union makes the network

A reliable and wide-reaching network

Data Traffic (Tb)	2018	2017	2016
Mobile	1,228,373	811,319	556,610
Landline	2,505,200	1,933,984	1,408,954
Total	3,733,589	2,745,303	1,965,565

Outdoor mobile network coverage level EOY 2018	Voice and data traffic		
	2G (GSM)	3G (UMTS/HSPA)	4G (LTE)
Outdoor mobile network coverage level (%)	99.90%	99.00%	97.40%

Customer care and feedback

Customer Care

The company keeps the quality of the customer communication services under constant control by regularly monitoring certain key indicators, such as the perceived quality of the Customer Care service, and the customer service's Net Promoter Score. The quality of the Customer Care service is essential to the company's marketing and sales strategies: in fact, the proper management of the same allows the company to maintain the loyalty of its customers

and the good relations that it has instilled with them, and consequently fosters the company's growth and development. With this in mind, therefore, Wind Tre has chosen to dedicate the utmost attention to its customer relations. The main goal of Wind Tre's Customer Care management is to offer customers a positive and seamless experience in terms of the information and support provided through the various channels of contact, and according to a holistic approach, in order to ensure that the customers feel that they are being heard, and receive support in a fast, efficient, and kind manner.

Customer support service		2018	2017	2016
Contacts by telephone (no.)	Business	1,829,907	1,988,274	2,113,189
	Retail	36,424,497	40,558,945	38,980,940
	Total	38,254,404	42,547,219	41,094,129
Support requests received by the specialised technical assistance groups (no.)	Business	348,487	319,096	249,665
	Retail	4,377,023	4,358,724	4,391,152
	Total	4,725,510	4,677,820	4,640,817

The Social Networks

App downloads and logins (millions)	2018	2017	2016
Download MyWind	4.07	4.56	4.27
MyTre Downloads	2.57	3.1	3.81
Wind Tre Business Downloads	0.195	0.056	-
MyWind Logins	421	482	487
MyTre Logins	390	355	432
Wind Tre Business Logins	0.649	0.038	-

Social media followers (millions)	2018	2017	2016
Wind Facebook	1,378,443	1,289,059	1,091,491
H3G Facebook	966,412	939,650	832,646
Wind Twitter	122,740	123,365	114,891
H3G Twitter	166,672	174,097	171,287
Wind Instagram	18,400	-	-
H3G Instagram	35,000	-	-
Wind G+	33	-	-
H3G G+	113	-	-
Wind Youtube	39,237	-	-
H3G Youtube	17,000	-	-
Wind 3 Official Twitter	2,829	-	-
Wind 3 LinkedIn	17,169	-	-
Wind 3 Business FB	15,034	-	-
Wind 3 Business Twitter	460	-	-
Wind 3 Business LinkedIn	406	-	-

Customer satisfaction

Results of the Mobile Consumer Customer Satisfaction analyses (Scale from 10-100)	Brand Wind			Brand 3		
	2018	2017	2016	2018	2017	2016
Overall satisfaction	79.2	78.4	79.7	76.1	75.1	74.8
Satisfaction in relation to customer expectations	79.0	78.3	80.1	75.7	75.7	74.8
Satisfaction in relation to an ideal operator	78.2	76.9	78.2	75.5	72.9	70.3
Rates	78.3	79.3	79.4	77.7	77.4	74.9
CVM	75.2	80.0	83.5	70.6	70.3	62.4
Customer Care Services	76.5	81.6	83.9	74.7	74.8	68.6
IVR - Interactive Voice Response	72.5	74.2	77.2	69.7	67.0	60.0
Call Centre operator	79.5	88.5	89.3	78.2	84.3	78.1
Customer loyalty	83.6	86.9	86.8	81.7	85.9	84.6
Tendency for “world of mouth” recommendations	80.1	76.7	79.6	75.6	73.4	72.9
Advertising effectiveness	80.1	78.2	79.5	76.5	72.5	67.7

The pursuit of shared solutions

Mediation proceedings/ Disputes handled before Corecom/ Agcom	2018			2017			2016		
	Wind	3	Totale	Wind	3	Totale	Wind	3	Totale
Mediation requests submitted to the Co.re.coms (no.)	19,490	8,608	28,098	11,226	9,890	21,116	9,192	12,690	21,882
Solution agreed between the parties (no.)	76%	83%	79%	79%	78%	78%	75%	61%	68%
User request for the Authority or the Co.re.coms to resolve the dispute (%)	9%	6%	8%	8%	11%	10%	11%	9%	11%

¹ The complaints from consumer associations have only been recorded since 2017; this is to ensure compliance with the new legislation, which entails the obligation for a written complaint to be submitted through consumer associations in order to gain access to joint mediation. The number of claims actually handled has also only been recorded since 2017.

² The claims handled also refer to those received in 2017 that were handled and closed in 2018.

Consumer Association Complaints ¹ and Joint mediation requests	2018			2017			2016		
	Wind	3	Totale	Wind	3	Totale	Wind	3	Totale
Complaints from Consumer Associations (no.)	5,552	1,504	7,056	5,500	2,500	8,000	-	-	-
Acceptance Rate of Complaints from Consumer Associations (%)	37%	19%	33%	57%	24%	47%	-	-	-
Joint mediation requests (no.)	2,766	998	3,764	1,652	2,173	3,825	1,514	2,924	4,438
Claims managed ² (no.)	2,532	1,191	3,723	1,489	1,868	3,357	-	-	-
Claims with a positive outcome (no.)	2,389	1,093	3,482	1,398	1,782	3,180	1,220	1,598	2,818
Percentage of requests with a positive outcome (%)	94%	92%	94%	94%	95%	95%	81%	55%	n.d.

Litigation with customers	2018			2017			2016		
	Wind	3	Totale	Wind	3	Totale	Wind	3	Totale
Pending as of 31/12/2017 (no.)	9,630	2,631	12,131	7,071	1,998	9,069	5,600	1,190	6,790
Favourable judgements (%)	76%	33%	66%	75%	28%	65%	74%	2%	61%

Meeting the customers’ specific needs

We like to be clear

Monitoring of the business practices for VAS services	2018	2017	2016
Customer complaints due to the unsolicited activation of services on the mobile network (no.)	1,540,000	793,098	559,464
Approved reimbursements to customers for unsolicited VAS services (no.)	1,927,809	1,365,955	744,915
Approved reimbursements to customers for unsolicited VAS services (€)	12,280,060	10,207,461	5,181,585

GRI 417-3

Non-compliance disputes relating to marketing communications	2018	2017	2016 (Wind Group only)
Non-compliance disputes resulting in fines or penalties (no.)	-	-	-
Non-compliance disputes resulting in reprimands (no.)	-	-	-
Non-compliance disputes resulting in voluntary commitments (no.)	1	3	-

A solid governance model

The Group’s registered offices and main operational headquarters are located at no. 5 Largo Metro, Rho (MI) Italy. [GRI 102-3] The company also has another large operational facility at no. 48 Via Cesare Giulio Viola, Rome, Italy.

The company’s share capital, which amounts to € 474,303,795 (fully paid), is 100% owned by Wind Tre Italia S.p.A., which in turn is entirely controlled (100%) by CK Hutchison. [GRI 102-5] In turn, Wind Tre holds all the shares in Wind Retail and 3Lettronica, and holds several minority stakes in other companies.

Wind Tre subsidiaries and affiliates as of 31/12/2018	Company/Consortia registered offices	Percentage of share capital/consortium fund held by Wind Tre
3Lettronica Industriale S.p.A.	Italy	100%
WIND Retail S.r.l.	Italy	100%
Mix S.r.l.	Italy	9.75%
CONSEL - Consorzio ELIS a r.l.	Italy	1%
Janna S.c.ar.l.	Italy	17%
QXN società consortile	Italy	10%

[GRI 102-18, GRI 102-22, GRI 102-23]

The Wind Tre S.p.A. Board of Directors consists of three members:

- Frank John Sixt (Chairman);
- Jeffrey Hedberg (CEO);
- Christian Nicolas Roger Salbaing (Board Member).

The Chairman of the Board of Directors is vested with the powers provided by law and the company’s articles of Association with regard to the authority to represent the company and the functioning of its governing bodies. No Executive Committees have been set up pursuant to Art. 2381 of the Italian Civil Code.

The Wind Tre S.p.A. Board of Statutory Auditors, or rather the company’s internal management control

body, consists of 3 standing auditors and two alternate auditors:

- Giancarlo Russo Corvace – Chairman of the Board of Statutory Auditors;
- Marcello Romano – Standing Auditor;
- Luca Occhetta – Standing Auditor;
- Maurizio Paternò di Montecupo – Alternate Auditor;
- Roberto Colussi – Alternate Auditor.

The selection of the members of the Board of Directors and the Board of Statutory Auditors is carried out with the approval of the ultimate shareholder, CK Hutchison Holdings Ltd, in accordance with the Group’s rules of corporate governance. With regard to the board of directors, the general meeting has not resolved any form of compensation.

GRI 102-9 and 102-10

The supply chain

Suppliers	2018	2017	2016		
			Wind	H3G	Totale
Qualified suppliers (no.)	410	474	813	2,650	3,463
Qualified suppliers located in Italy (no.)	365	442	748	2,491	3,239
Active suppliers (no.)	410	474	497	364	861
Amount ordered (in millions of €)	1,987.3	1,795	1,268	1,560	2,828

Disputes with suppliers (no.)	2018	2017	2016		
			Wind	H3G	Totale
Number of disputes with suppliers	5	6	3	3	6

Privacy and data security

Precision and simplicity

Inspections by the Data Protection Authority (no.)	2018	2017	2016
Number of inspections	2	2	2

GRI 418-1 a

Verified complaints for customer privacy violations (no.)	2018	2017	2016
From the Judicial Authorities	0	0	0
From regulatory bodies	2*	0	1

* This figure regards the conclusion of the proceedings initiated by the Data Protection Authority against WIND and H3G in 2016.

GRI 418-1 b

Damages (no.)	2018	2017	2016
Damage, loss and theft of data (no.)	1*	1	0

* This figure refers to the vulnerability in relation to 21 customers, as described in the text.

Unauthorised telemarketing calls (no.)	2018	2017	2016	
			Wind	H3G
Requests for information from the Data Protection Authority following customer complaints	10	9	9	3
Of which resulting in a penalty	0	0	0	0

Privacy-related checks on suppliers (no.)	2018*	2017	2016
On-site audits	6	7	13
Verification questionnaires administered to external suppliers	118	198	72
Verification questionnaires administered to sales agents	724	746	0

* Since 2018, the supervisory process has been carried out starting in July of the year in question, and ends after a calendar year (June of the following year). The exported data for 2018 are for a six month period.

Information on employees and other workers

[GRI 102-8]

The following personnel data for 2018 refer to the companies Wind Tre S.p.A., Wind Tre Italia S.p.A., 3Iettronica Industriale S.p.A. and Wind Retail. The same scope was considered for 2017 and 2016, and has been reconstructed by summing the data of the two companies integrated in December of 2016. The 2015 data have not been indicated, as they are not available for the same scope. [GRI 102-8 f]

As of 31/12/2018, Wind Tre’s total work force amounted to 6,887 individuals. Following the major staff reduction work carried out during 2017 in order to manage the departmental redundancies resulting from the merger of the Wind and H3G, the spontaneous and facilitated turnover rate recorded during the course of this year

was in line with a more ordinary rate of workforce optimisation. In keeping with the previous years, almost all of the employees have the open-ended contracts. 82% of the employees have full-time contracts. Part-time contracts are mainly requested by female workers. 47% of the company’s workforce consists of women. All of the company’s employees are subject to a collective labour contract negotiated with the union organisations. [GRI 102-41] The characteristics of the company’s population do not vary over the course of the year, as Wind Tre’s activities are not subject to any significant seasonal changes. [GRI 102-8 e] The non-employee workers, who constitute a small minority, mainly consist of consultants tasked with sales activities at the Wind Retail brand shops. [GRI 102-8 d] In terms of breakdown by contractual level, the workforce’s consistency remains in line with the previous years.

Distribution of employees by contract duration (no.)	2018			2017			2016		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Open-ended	3,641	3,239	6,880	3,722	3,357	7,079	4,539	4,680	9,219
Fixed-term	5	2	7	7	4	11	51	80	131
Total	3,646	3,241	6,887	3,729	3,361	7,090	4,590	4,760	9,350

Changes in the workforce (new hires and terminations)	2018	2017	2016*		Totale
			Wind	H3G	
New hires (no.)	85	87	156	163	319
Terminations (no.)	289	2,347	381	263	644
Change (%)	4.20%	33.10%	5.80%	9.50%	6.89%

* The 2016 Wind data also include inter-group contract transfers.

Distribution of employees by work hours (no.)	2018			2017			2016		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full-time	3,463	2,176	5,639	3,536	2,245	5,781	4,166	2,805	6,971
Part-time	183	1,065	1,248	193	1,116	1,309	424	1,955	2,379
Total	3,646	3,241	6,887	3,729	3,361	7,090	4,590	4,760	9,350

Incidence of non-employee workers (%)	2018	2017	2016
Non-employees / Employees	2.80%	2.30%	1.30%

Distribution of the workforce by contractual level	2018		2017		2016			
	Total (no.)	%	Total (no.)	%	Wind	H3G	Total (no.)	%
White collar	6,307	88%	6,209	88%	5,878	2,375	8,253	88%
Supervisors	695	10%	711	10%	589	275	864	9%
Management	155	2%	170	2%	112	121	233	2%
Total	6,887	100%	7,090	100%	6,579	2,771	9,350	100%

Female incidence by contract level (%)	2018	2017	2016
White collar	50%	51%	54%
Supervisors	25%	26%	26%
Management	22%	22%	24%
Total	47%	47%	51%

Energy consumption

GRI 103-1, 103-2 and 103-3

Types of energy consumption from fossil fuel sources by Wind Tre	Direct consumption and emissions (Scope 1)	Indirect consumption and emissions (Scope 2)
Network infrastructures	Diesel to power the generators	Electricity purchased from third parties
Civil sites (offices, call centres, shops)	Diesel and natural gas to power the generators and boilers required for heat or electricity	Electricity purchased from third parties
Transport	Fuel for proprietary or leased vehicles	

GRI 302-1 a

GRI 302-1 b

GRI 302-1 c i

GRI 302-1 c ii

GRI 302-1 c iii

GRI 302-1 c iv

GRI 302-1 e

GRI 302-3

Energy consumption (Gj)	2018	2017	2016
Consumption of fuel from non-renewable sources	27,476	26,746	28,362
Consumption of fuel from renewable sources	2,201	2,821	3,004
Electricity consumed	2,955,123	3,136,679	3,028,980
Heating energy consumed	4,850	5,116	4,872
Cooling energy consumed	n.d.	n.d.	n.d.
Steam consumed	0	0	0
Total energy consumed	2,989,650	3,171,361	3,065,217
Landline and mobile data traffic (Tb)	3,733,589	2,745,303	1,965,565
Total energy consumed (Gj) / Landline and mobile data traffic (Tb)	0.8	1.2	1.6

GRI 305-1 a-b

GRI 305-1 c

GRI 305-2 a-c

GRI 305-2 b-c

Greenhouse gas emissions (Tonnes of CO ₂ eq.)	2018	2017	2016
Direct (Scope 1)	10,010	9,781	10,863
Direct biogenic (Scope 1)	0	0	0
Indirect location-based (Scope 2)	252,909	268,447	263,437
Indirect market-based (Scope 2)	0	0	0
Total	262,919	278,229	274,301

Energy efficiency projects

Improvement of energy efficiency: no. of BTS with energy saving technologies (no.)	2018	2017	2016
BTS with solar or wind energy	1	2	1
BTS with free-cooling technology	2,524	2,482	566
Outdoor BTS	13,566	12,544	8,586
BTS with energy saving technologies	13,273	13,325	14,402

Together with WWF to reduce atmospheric emissions

Energy saved (Gj)	2018	2017	2016 (Wind Group only)
Energy saved	96,452	163,245	370,809

Greenhouse gas emissions (Tonnes of CO ₂ eq.)	2018	2017	2016 (Wind Group only)
For the improvement of energy efficiency (Scope 2)	8,256	13,973	32,250

Methodological Note

Electric energy consumption

The electricity consumption data include an estimate of the consumption data attributable to Wind Tre for the sites shared with other service providers. This calculation includes an estimate of the consumption attributable to the company Galata S.p.A. (now Cellnext) for the services offered to Wind Tre. The direct consumption amount relating to electricity generated through the consumption of diesel fuel (generators) was estimated considering the generators' days of use during the year in question, multiplied by the estimated average daily consumption (kWh consumed per day, which was equal to 63Kwh).

Conversion factors utilised: [\[GRI 302-1 g\]](#)

- Litre of diesel/Kwh: 2.08470722036353;
- Cubic metre of natural gas/Kwh: 8.568;
- Kwh/Gj: 0.0036.

Energy saved

The energy saved is calculated based on the energy efficiency certificates (TEE) that reached maturity during the year in question for the modernisation and efficiency improvement activities carried out upon the Base Transceiver Stations (BTS), which have been in progress since 2012. [\[GRI 302-4 d\]](#) The conversion factor utilised was equal to 2,752Kwh (9.9 Gj) for each TEE. Up until 2017, the calculation of the energy saved was based on the year that the TEEs were obtained, rather than the year they reached maturity. As a result, the 2017 and 2016 values included in the previous reports were recalculated based on the new criterion.

Greenhouse gas emissions [\[GRI 305-1 g, GRI 305-2 g\]](#)

- Since the approach for the consolidation of Scope 1 and Scope 2 emissions is financial and operational control, all the emissions of Wind Tre's subsidiaries are attributed to Wind Tre itself. [\[GRI 305-1 f, GRI 305-2 f\]](#)

- The calculation of the Scope 1 (direct) emissions includes the emissions from the company's direct energy consumption. In particular:
 - Direct fuel consumption: Petrol, Diesel, LPG, Natural Gas, and Biofuel (consumption related to generators, heating, canteen stoves, and the company's proprietary fleet of vehicles)
 - Release of Refrigerant Gases: (air conditioning unit/ refrigerator refills)

- The calculation of the Scope 2 (indirect) GHG emissions includes the emissions from the company's indirect energy consumption. In particular:
 - Electricity consumption
 - Consumption related to district heating
 - Consumption related to district cooling
 - Consumption related to the purchase of steam

- In particular, for the calculation of the greenhouse gas emissions, the organisation takes into account the sum of the CO₂ emissions, and adds the emissions of any other gasses (e.g. CH₄ and N₂O), expressed as CO₂ equivalent.
- The GWP utilised for CH₄ is equal to 21, while for N₂N it is equal to 310. [\[GRI 305-1 e, GRI 305-2 e\]](#)
 - For the calculation of the indirect greenhouse gas emissions from fuel, an emission factor (kg of CO₂

- equivalent emitted per MJ of fuel consumed) of 12,500 Kg/millions of MJ was utilised. In particular, for the calculation of the indirect emissions from electricity, an emission factor (gCO₂ emitted per KWh utilised) of 518.45 gCO₂/KWh
- was utilised, source: IEA CO₂ Emission from Fuel Combustion, OECD/IEA, Paris, 2016.

The conversion values applied for the calculation of the GHG emissions are shown below.

Description	Unit	CO ₂ Coefficient		
		2018	2017	2016
Electrical consumption	kWh	308.1	308.1	313.1
Diesel, heating, generation, haulage	Litres	2.65		
Natural gas, heating and haulage	m³	1.972		
Gasoline	Litres	2.38		

- The electricity conversion factors are obtained from Table 2.4 of the ISPRA publication: atmospheric emission factors of CO₂ and other greenhouse gasses in the electrical sector, 2017. The emission coefficient of electricity consumption is determined from the generation percentages of
- Italy's electricity production over the years. The ISPRA coefficient utilised, related to 'electricity consumption' rather than 'electricity production' as in the previous years, required the indirect emissions for 2016 and 2017 to be recalculated.

Building a sustainable future

The ability to innovate

Mobile Payment, Mobile Ticketing

Mobile Payment, Mobile Ticketing (millions of carrier billing transactions)	2018	2017	2016
Apple Store	2.3	1.0	N.A.
Google Play	7	8.7	8.7
Windows Store	0.1	0.2	0.4

Mobile ticketing for Local Public Transport	2018	2017	2016
Cities reached (no.)	71	62	50
Tickets purchased (millions)	3	3	2
Paper usage avoided* (tonnes)	4	4	3

* Estimate based on the size and weight of a paper public transport ticket.

Mobile Parking in Italian cities	2018	2017	2016
Cities reached (no.)	8	6	4

Wind Tre Business Factor

Wind Tre Business Factor (cumulative data at year-end) (no.)	2018	2017	2016
Users registered	24,482	38,478	33,727
Start-ups registered	2,861	2,857	2,793
Business Ideas submitted	2,328	2,324	2,265
Followers on the main Social Networks	20,024	20,465	20,085

Helping communities

Together for solidarity

Charity Text	2018	2017	2016 (Wind only)
Number of initiatives supported (no.)	129	126	126
Total collected (millions of Euros)	2.7*	3.5	7.3

* Estimate.

GRI 203-2 a

The origins of this document

Stakeholder engagement activities

The following table shows the regular interactions with stakeholders conducted in 2018, and the topics

that are most important to each stakeholder category. The stakeholders to be engaged in the initiatives were selected based on their importance to the activities performed by the company. [\[GRI 102-42\]](#)

Stakeholders	Topics of greatest interest	Main initiatives for dialogue and engagement
Environment	Reduction of CO ₂ emissions	Wind Tre in partnership with WWF Italia for the assessment of CO ₂ emissions and for energy saving initiatives
	Energy savings	GenerAzione Mare
	Consumption of clean and renewable energy	
Shareholders and bondholders	Economic results	Shareholder meetings
	Corporate governance	Periodic conference calls and meetings with investors
	Market trends	Ad hoc meetings at conferences organised by banks or other institutions
	Corporate strategy	Group ESG data collection
Customers and Consumer Associations	Customer satisfaction	Customer satisfaction surveys
	Transparency and responsible marketing	Customer service and other initiatives for dialogue with Consumer Associations
	Privacy and data security	The Social Networks
	Network reliability and coverage	Wind Tre Business - MyGDPR
	Safety of young people on the Internet	Conciliaweb
	Digital inclusion	Contact Center
	Technological innovation for the new generations	

Stakeholders	Topics of greatest interest	Main initiatives for dialogue and engagement
Community	Privacy and data security	Education for change (e.g. Generazioni Connessi, Safer Internet Day, NeoConnessi, Una Vita da Social, Stepping up the STEM)
	Innovation and open innovation	Partnership with Luiss Enlabs
	Support for solidarity initiatives	Wind Tre Business Factor and Startup Award
	Local investments	The Social Networks
	Transparency	Insieme si può (Together we can)
		All Inclusive Solidale
		Wind Tre adotta una scuola (adopt a school)
		Digital innovation for the SDGs - Stakeholder feedback and engagement meetings
Financial community	Economic results and their sustainability	Periodic conference calls and meetings with investors
	Legal compliance	Ad hoc meetings at conferences organised by banks or other institutions
	Corporate governance	
	Transparency	
	Market trends	
	Corporate strategy	
Suppliers and commercial partners	Compliance with the contractual commitments	Wind Tre Convention
	Continuity of the relationship	Supplier audits
	Innovation and open innovation	Ethical risk assessment of suppliers
		Privacy compliance checks
		Partnership initiatives

Stakeholders	Topics of greatest interest	Main initiatives for dialogue and engagement
Institutions	Network reliability and coverage	Ongoing dialogue with local, domestic and European institutions on all issues relating to Tlc and digital innovation
	Privacy and data security	Specific working round-tables (e.g. 5G, Safer Internet Centre, etc.)
	Legal compliance	
Wind Tre personnel	Economic results	Corporate communities (e.g. #diciamolanostra)
	Skill assessment	Events (e.g. #beleaders)
	Work/private life reconciliation	Pathways for the engagement of new talents (e.g. Future Land, OnStage)
	Equal opportunities	Engagement Survey
	Workplace health and safety	Training
	Transparency	Whistleblowing

Material issues

The issues that were determined to be the most relevant for the company and its stakeholders are shown in the following table.

GRI 102-47

Issue	Description	Corresponding GRI Standards aspect
Network reliability and coverage	A reliable and extensive network is necessary for the provision of all the telecommunications services (voice and data), and makes a significant contribution to the perception of the service quality received.	GRI 203: Indirect economic impacts
Attention to our people	Wind Tre aims to gradually improve the level of personal well-being within the organisation itself, as well as to constantly improve the quality of dialogue with its employees. The company takes people's changing needs into account through welfare programs and high standards of workplace health and safety.	GRI 401: Employment GRI 403: Workplace Health and Safety GRI 404: Training
5G for the cities of the future	Given that it plays a key role thanks to its experimentation with 5G technology, Wind Tre has decided to concentrate on the future of our cities, with the aim of reflecting on how a smart transition will affect their sustainability, competitiveness, and quality of life.	GRI 203: Indirect economic impacts
Customer Care and Customer Satisfaction	In order to satisfy its customers, Wind Tre responds to and anticipates their needs.	GRI 203: Indirect economic impacts
	The company establishes a unique relationship with each customer, thus allowing it to offer personalised products and services.	
Education for the future	In order to help people face the digital transition, Wind Tre promotes various types of initiatives targeting specific customers, often in partnerships with universities, schools and businesses.	GRI 203: Indirect economic impacts

Issue	Description	Corresponding GRI Standards aspect
Innovation and open innovation	Innovation is the driving force behind Wind Tre, and in order to create value and better compete on the market, it increasingly requires the involvement of external subjects (start-ups, universities, laboratories), for a win-win relationship that fosters the system's overall development.	GRI 203: Indirect economic impacts
Privacy and data security	Wind Tre's proper handling of the company's data and the customers' data (especially personal data) is an essential requirement for its credibility on the market. The company therefore adopts stringent safeguards and supports numerous initiatives in this field.	GRI 418: Customer privacy
Reduction of CO2 emissions and smart technologies	Wind Tre's main direct environmental impact consists of the energy consumption of its network and data centres, which are responsible for almost all of the CO2 emissions attributable to the company. Wind Tre is committed to improving its energy efficiency and allowing its customers to do the same.	GRI 302: Energy
		GRI 305: Emissions
Transparency and responsible marketing	Wind Tre adopts proper business practices based on the principles of transparency, clarity, simplicity, and fairness towards customers.	GRI 417: Marketing and labelling

