

SA8000

Balance Sheet

2025

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Summary

1	Introduction	3
2	Company Policy	3
3	Working Conditions.....	3
3.1	Child labour	3
3.2	Mandatory Work	4
3.3	Freedom of association and the right to collective bargaining	5
3.4	Discrimination	7
3.5	Disciplinary Procedures/Warnings	9
3.6	Working hours	10
3.7	Remuneration (H-CO)	12
4	Health and Safety	12
5	Organisation	13
5.1	Organisational Chart (H-RS).....	13
5.2	Organisational Structure (D-BU).....	13
5.3	Internal and External Communication (D-SG)	14
	Employer Branding Activities	14
	External Communication	14
	Organisation and Internal Communication	14
6	Resources	15
6.1	Suppliers and Acquisition of External Resources (A-OF)	15
6.2	Internal Resources and Training (H-FC)	16
6.3	Infrastructures (D-IN)	17
7	Social Responsibility Management System.....	17
8	Audits	17
8.1	Internal Audits	17
8.2	External Audits	18

1 Introduction

This document summarises the main considerations that emerged during the Review of the Integrated Management System, for the year 2025, and relating to compliance with the international standard **SA8000** at M.A.I.O.R. SRL (referred to as MAIOR from this point on).

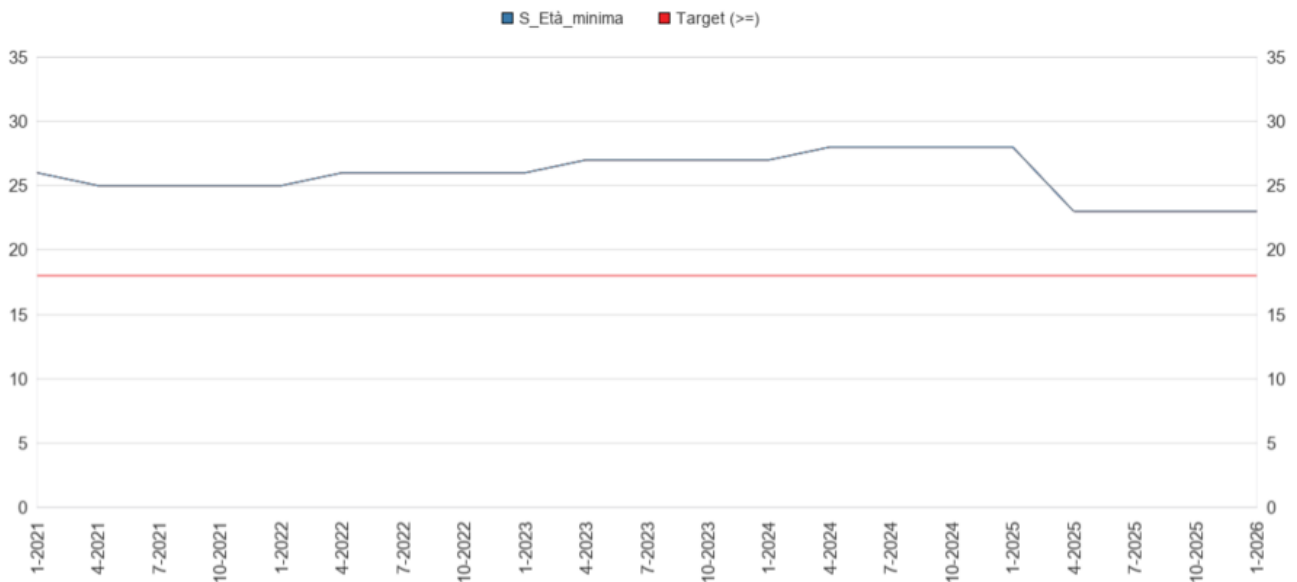
2 Company Policy

The company Policy, in its current version (ver. 4 dated 30.04.24), appears to be aligned with the interests of the owners and the directives of Senior Management.

3 Working Conditions

3.1 Child labour

Indicator: 10001 – Minimum Age (*Età_minima*)

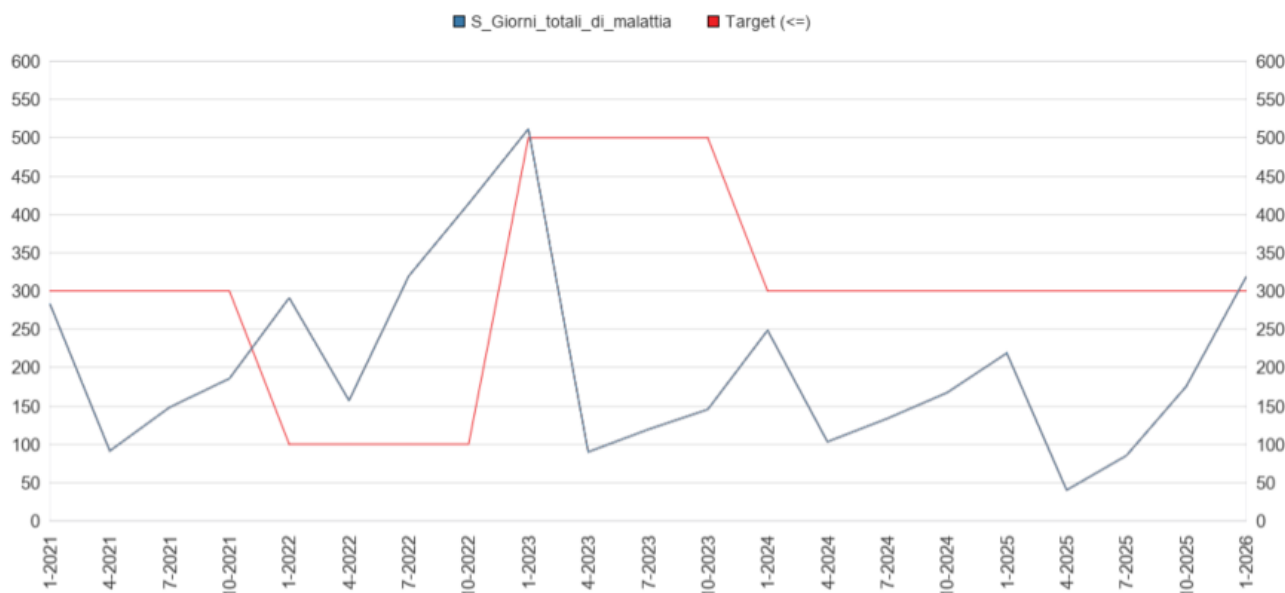


By the end of 2025, the minimum age of MAIOR employees is 23.

The issue of child labour is not at all relevant in MAIOR, as can also be clearly seen from the minimum age indicator: its employees are almost entirely university graduates (or at least high school graduates) and are therefore of legal age.

3.2 Mandatory Work

Indicator: 06009 – Total days of sick leave (*Giorni_totali_di_malattia*)



Any prolonged and/or particularly frequent absences due to sickness are specifically monitored to understand, for example, whether they may be due to stress situations and/or critical issues related to the work environment.

The target for 2022 had been lowered to 100 in consideration of the anomalous trend the indicator had experienced during the emergency period of the Covid-19 pandemic. It was then raised back to 500 in 2023, in view of the values reached at the end of the year due to a new Covid-19 virus outbreak.

Since April 2025, the growth trend has been linked to only two specific events, confirming the fact that the increase in sick days is not attributable to the company environment and/or the work context.

Indicator: 10002 – Number of loans to employees

There have been no cases of loans being provided to employees during 2025.

3.3 Freedom of association and the right to collective bargaining

Indicator: 06003 – Hours of union assembly (*Ore_di_assemblea_sindacale*)



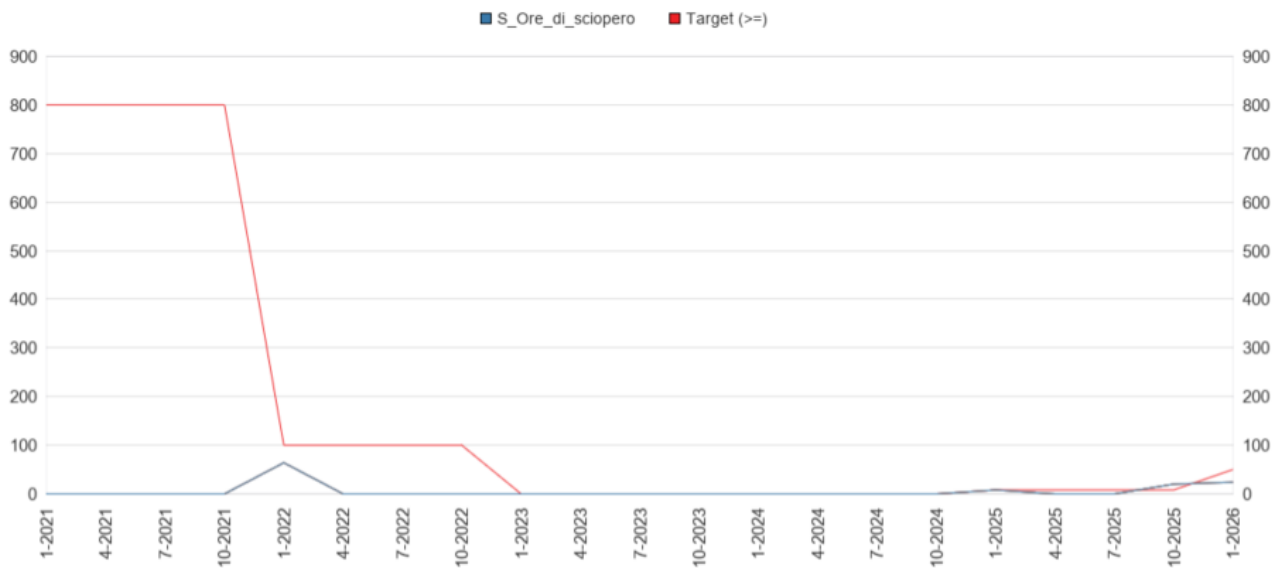
MAIOR is always willing to provide time and space for collective bargaining and workers' assemblies.

Over the past five years, the company has engaged with the CGIL (Italian General Confederation of Labour) following inquiries raised by employees when the company activated the wage support scheme (Cassa Integrazione) during the Covid-19 pandemic.

Aside from these instances, interactions with trade unions have been quite limited, as there have been no particular needs or specific requests from the workforce.

Union membership remains very low (3 to 4 individuals) and due to reasons beyond the company's control. Nevertheless, on the rare occasions when direct contact with union representatives has occurred, the relations have been characterized by cooperation and constructive dialogue, with recognition of MAIOR's ongoing attention to its employees.

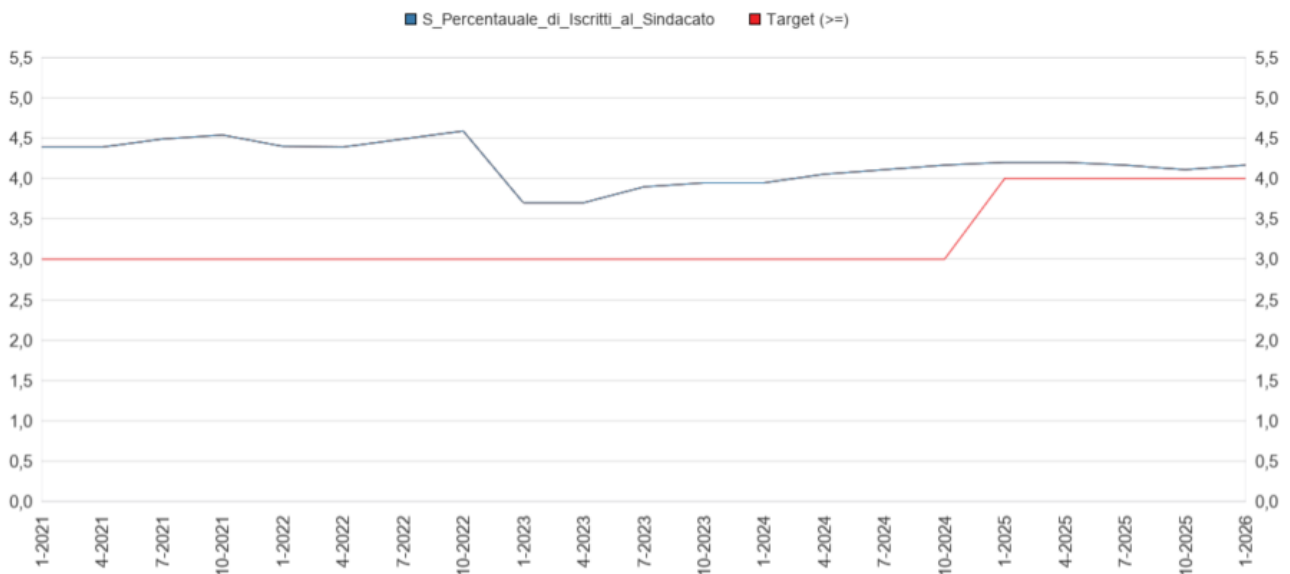
Indicator: 06002 – Hours of strike (Ore_di_sciopero)



All strike activity has been related to initiatives undertaken at a national level.

The target should be interpreted solely as a reference point, intended for monitoring purposes only.

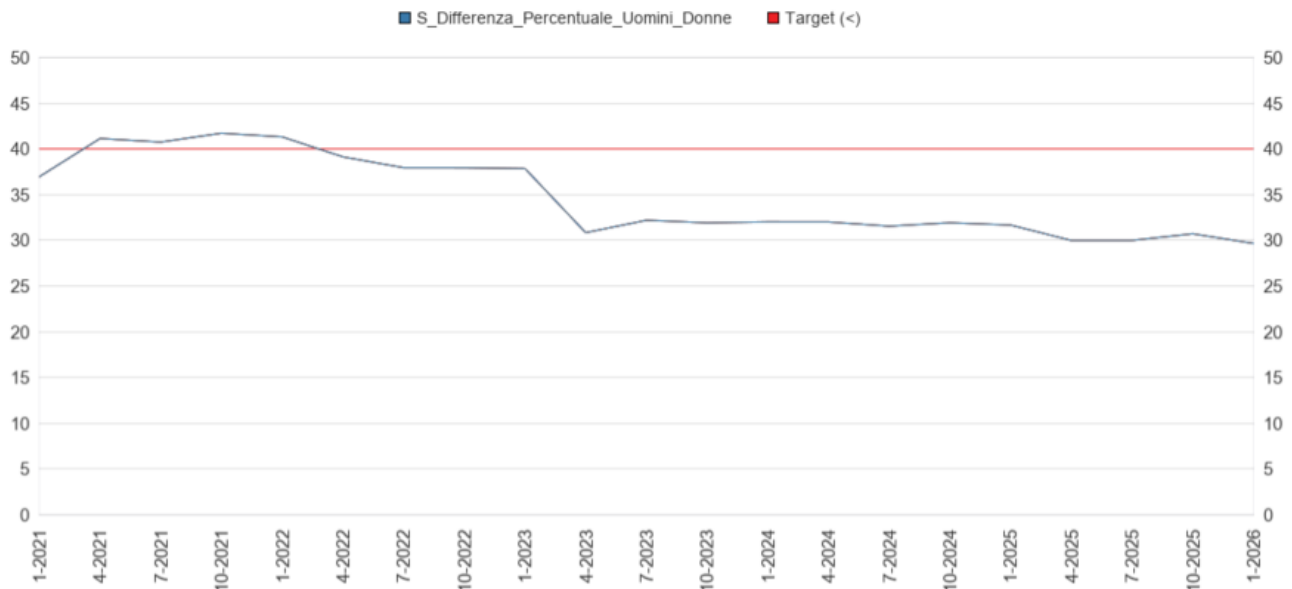
Indicator: 10003 – Percentage of union membership (Percentuale_di_Iscritti_al_Sindacato)



The limited number of strike hours and union memberships is not due to any restrictions imposed by the Company.

3.4 Discrimination

Indicator: 10004 – Gender Distribution Percentage Difference (Differenza_Percentuale_Uomini_Donne)



The percentage difference between male and female employees at MAIOR has decreased over the past two years and is now considered negligible, particularly when factoring in the significant gender disparity among graduates in fields related to Information & Communication Technology (ICT).

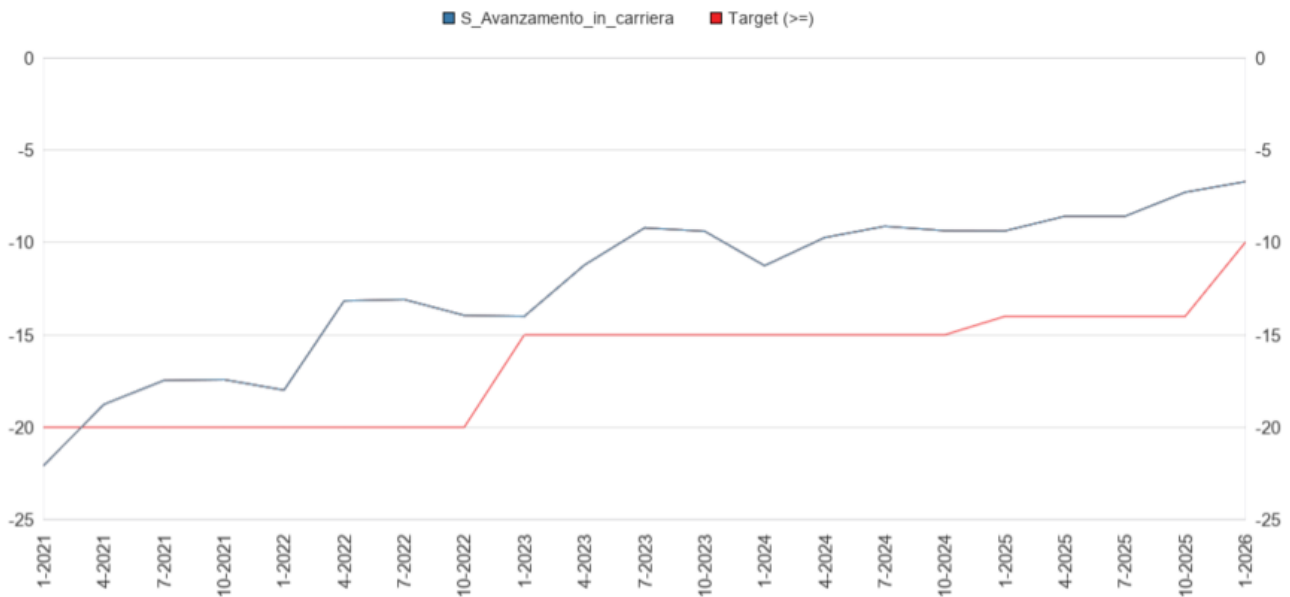
According to Eurostat data for 2023, collected and analyzed by the European Institute for Gender Equality (EIGE) as part of the Gender Equality Index, women represent approximately 19% of ICT specialists (*) in the European Union, confirming a persistent underrepresentation of women in the digital and IT sectors.

Sources:

- **Eurostat – “Digital skills in 2023: impact of education and age”**
Data for 2023, published February 22, 2024
<https://ec.europa.eu/eurostat/web/products-eurostat-news/w/ddn-20240222-1>
- **Eurostat – “Digitalisation in Europe – 2023 edition”**
Section on ICT specialists and the gender gap
<https://ec.europa.eu/eurostat/web/interactive-publications/digitalisation-2023>
- **European Institute for Gender Equality (EIGE) – Gender Equality Index (2023–2025 editions)**
Work and Knowledge domain, direct use of Eurostat data on ICT specialists
<https://eige.europa.eu/gender-equality-index>
(Italy: <https://eige.europa.eu/gender-equality-index/2023/country/IT>)

(*) The category “ICT specialists” refers to the Eurostat classification of employees with primary roles in the development, management, or maintenance of IT systems and infrastructures.

Indicator: 10009 – Career Advancement Gap (Avanzamento_in_carriera)



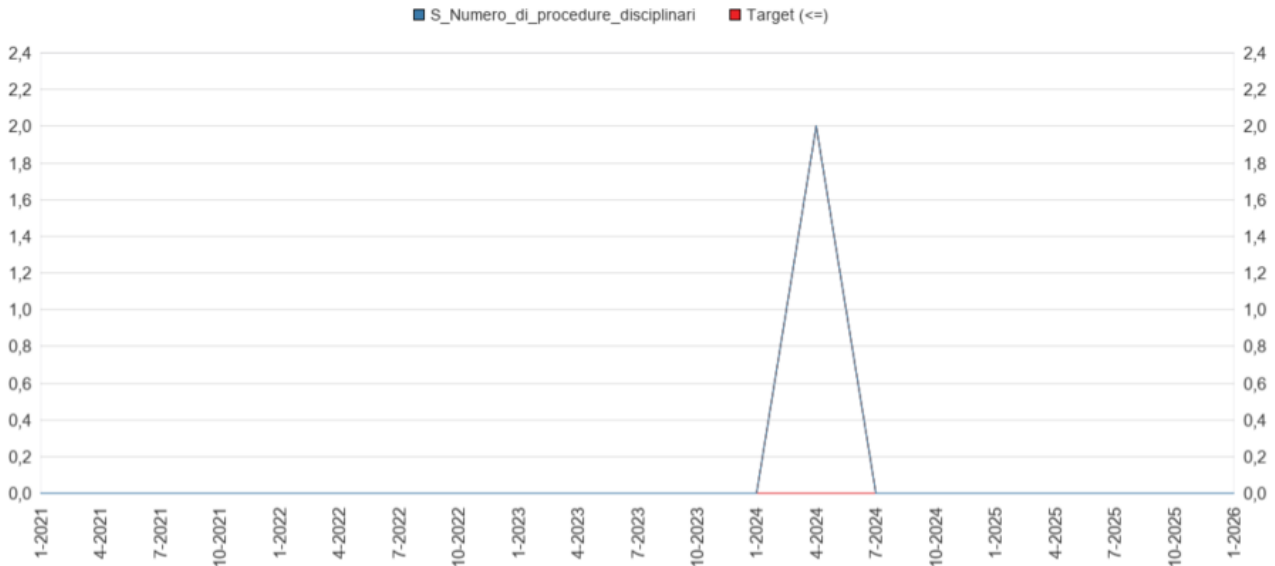
*If the indicator equals zero (0), employees of both genders advance in their careers at the same rate.
If the indicator equals -100, only male employees experience career advancement.
If the indicator equals 100, only female employees experience career advancement.*

The career advancement indicator measures the additional years of seniority a woman (or man) typically needs to reach the same job level within the company.

At MAIOR, men currently progress in their careers about 8% faster than women. However, over the past five years, this gap has steadily narrowed, reflecting ongoing improvements in gender equality in career progression.

3.5 Disciplinary Procedures/Warnings

Indicator: 10005 – Number of disciplinary procedure/warnings (Numero_di_procedure_disciplinari)



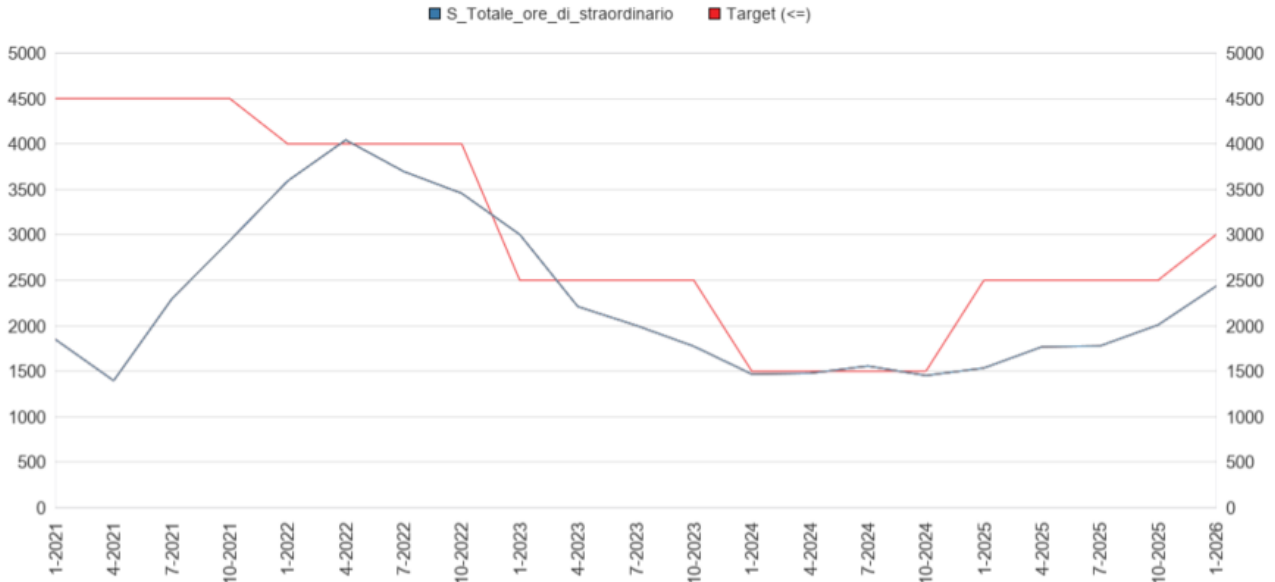
During the course of 2024, 2 (two) warnings were issued.

Warnings are considered as preventive and less severe measures compared to disciplinary procedures, which are more formal in nature and have a more punitive intent.

Nevertheless, due to the exceptional nature of such events at MAIOR, these two warnings were taken very seriously within the company. As a result, they were handled with great care, ensuring multiple opportunities for dialogue and mutual exchange between employees and management.

3.6 Working hours

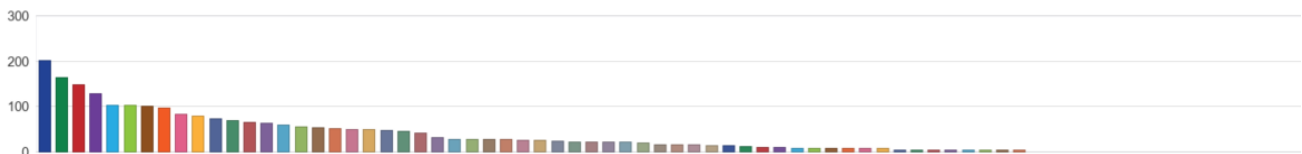
Indicator: 06036 – Total of overtime hours (Totale_ore_di_straordinario)



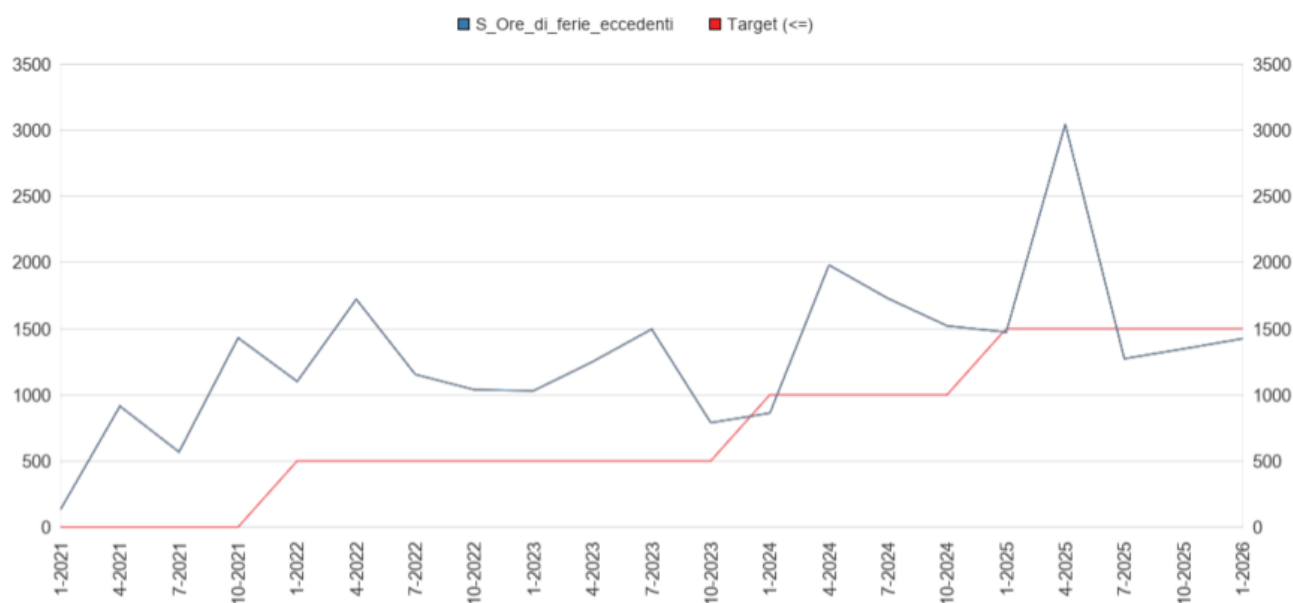
The total annual overtime hours did not exceed the company’s established limits, despite an increase in workload between the end of 2021 and the first half of 2022; this increase was primarily due to a massive usage of the systems for a client involved in a major sporting event.

Overtime, which is a strategic lever, is managed based on the organizational context and business performance. Based on forecasts for these two factors, MAIOR management has decided to raise the target for 2025.

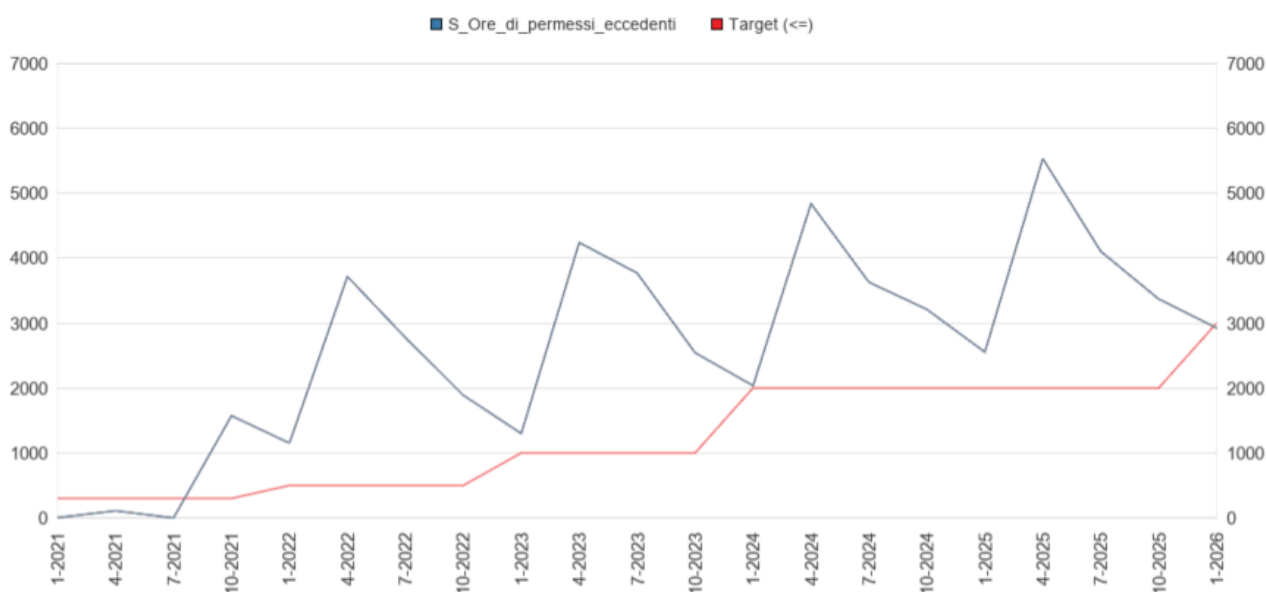
Below is the distribution of overtime hours per employee for 2025:



Indicator: 06034 – Excess Annual Leave Hours (Ore_di_ferie_eccedenti)



Indicator: 06035 – Excess Other Leave Hours (Ore_di_permessi_eccedenti)



The indicators considered in this section of the document pertain to the total unused annual and other leave hours per employee exceeding company-established limits. Specifically, these limits currently stand at 150 hours for annual leave and 100 hours for other leave, following a reduction in 2021 (previously 186 hours for annual leave and 130 hours for other leave). These are purely internal company thresholds that nevertheless comply with legal requirements.

In past years, the company has taken advantage of the opportunity to pay for permits exceeding the

company's established thresholds; this has not happened in the last five years.

The planning of annual leave and other leave is continuously monitored and encouraged to ensure compliance with threshold values and, more generally, to avoid excessive year-end accrual. However, it should also be noted that the management of annual leave, and especially other forms of leave, represents a strategic management lever.

3.7 Remuneration (H-CO)

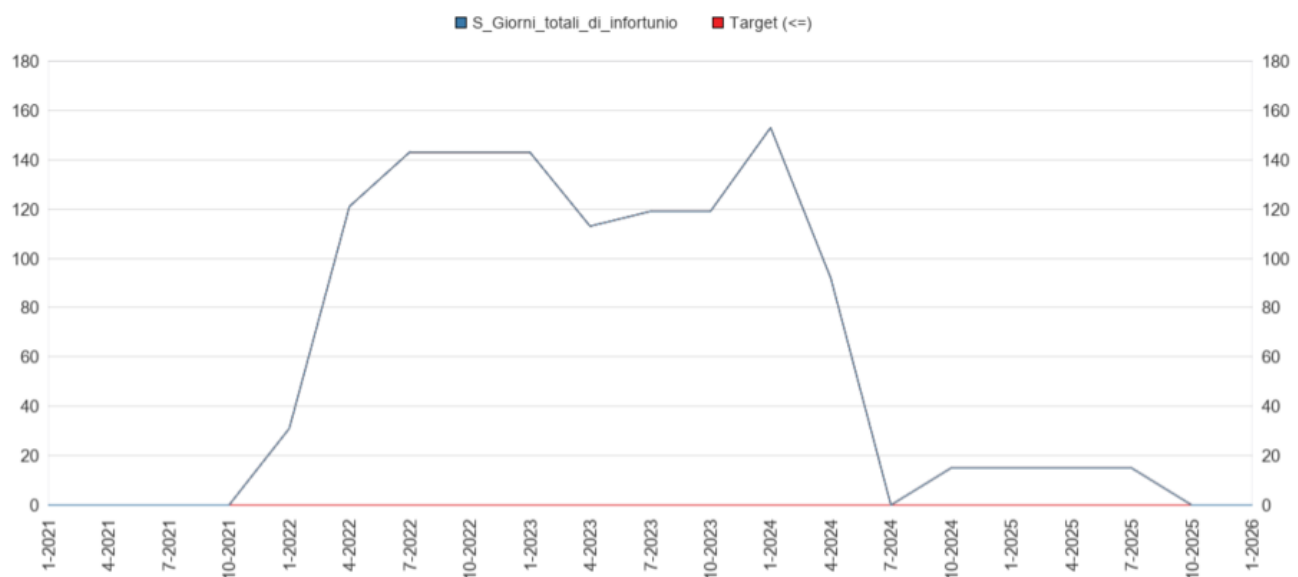
Employee remuneration complies with national regulations.

Furthermore, the calculation of the Living Wage, conducted using the WageIndicator.org website, indicates that the minimum subsistence monthly wage for the Tuscany region is 1.367,07 (equivalent to an hourly rate of € 7,89).

At MAIOR, no employee receives a salary below this threshold. In fact, the majority of gross employee wages include additional payments above the standard minimum (superminimo), averaging approximately € 870.

4 Health and Safety

Indicator: 06015 – Total days of injuries (*Giorni_totali_di_infortunio*)



At the end of 2021, a long-term injury was recorded for an employee on a business trip at a client site, while waiting at a railway station. This injury, which was only resolved in the early months of 2022, inevitably impacted the indicator's performance throughout the calendar year.

In 2023, two additional injuries occurred: one during the commute between home and work (in itinere) and another while travelling to a client's site.

In 2024 and 2025, incidents included one injury in itinere and another sustained during smart working

activities, related to ordinary risks associated with working in a home environment.

The office environments at the Lucca and Florence sites are safe and undergo regular inspections.

In 2025, all internal training sessions required as part of routine management of health and safety were completed. Emergency evacuation drills are regularly repeated every six months.

In 2022, a specific Workplace Harassment Risk Assessment was conducted, in accordance with the requirements of organizations implementing ILO Convention 190 in Italy.

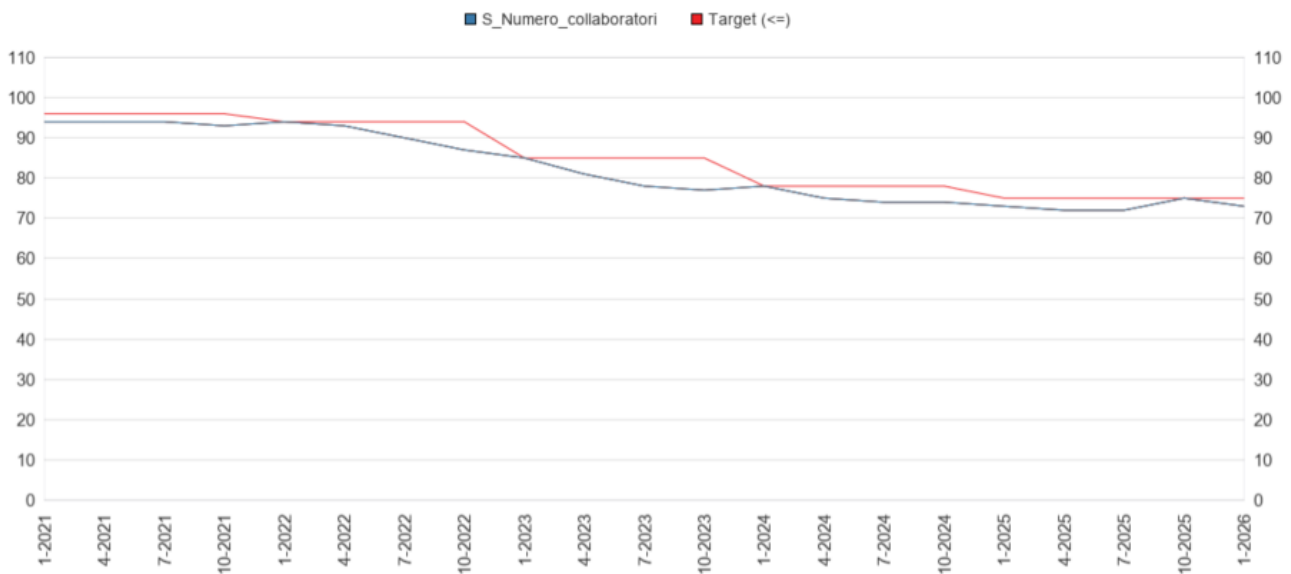
At the end of 2025, the Fire Risk Assessment documents for both company sites were updated.

In addition, the Work-Related Stress Risk Assessment was updated in 2025, continuing to confirm the presence of a low risk.

5 Organisation

5.1 Organisational Chart (H-RS)

Indicator: 03001 – Number of employees (Numero_collaboratori)



The company's growing involvement in the U.S. market between 2017 and 2019 required the development of a hiring plan to support the increased demand driven by new project initiatives.

This led to an intensive recruitment and selection effort over the following years to secure the necessary talent.

With those planned investments now largely completed, the organisation is reaching a state of balance, reflecting both a new phase of business activity and a broader organisational evolution.

5.2 Organisational Structure (D-BU)

On 1 June 2017, MAIOR became part of the U.S.-based group Clever Devices, which acquired 100% of the company's shares. The integration with Clever Devices was the result of mutual strategic interest:

- MAIOR aimed to shorten time-to-market, secure greater financial resources to support software redevelopment and growth, and rapidly expand its commercial presence in the U.S.;
- Clever Devices sought to offer scheduling solutions to its clients, thereby broadening its commercial offering.

At the beginning of 2021, we began evaluating the effectiveness of our existing organisational structure, particularly in light of new working models such as smart working. External consultants were engaged to help explore how to promote a broader adoption of Agile principles across the company.

By the end of 2022, this transformation process reached a key milestone with the full implementation of the Scrum framework across the entire Software Development department.

In 2023, a significant Agile-driven reorganisation of the Services department was initiated.

Agile has now become a firm part of the company's organizational reference standards. For this reason, the company has decided to establish a dedicated corporate area for managing and promoting Agile, continuous improvement, and risk-based thinking, in collaboration with the company's People and Organization Manager.

5.3 Internal and External Communication (D-SG)

Employer Branding Activities

Throughout 2025, all events attended by MAIOR personnel were also leveraged as opportunities to promote the company's brand, present its identity, and communicate its Values, Mission, and Vision—occasionally leading to the collection of unsolicited applications.

External Communication

The company had multiple opportunities to share information about its activities and initiatives through various channels, including the 2025 User Meeting, MAIOR DAY events, social media platforms (e.g., LinkedIn, Instagram).

There were also events during which some people made themselves available to speak on specific topics in multi-company contexts. These events were, clearly, also an opportunity to present the company as a whole.

Organisation and Internal Communication

Regular meetings between the Workers' Representative for SA8000 and MAIOR staff have become an established institutional practice. These meetings are scheduled and held on a consistent basis.

Following each session, a brief report is prepared and first discussed with the Social Performance Team (SPT), and then with Management, in order to evaluate how to address the main topics raised.

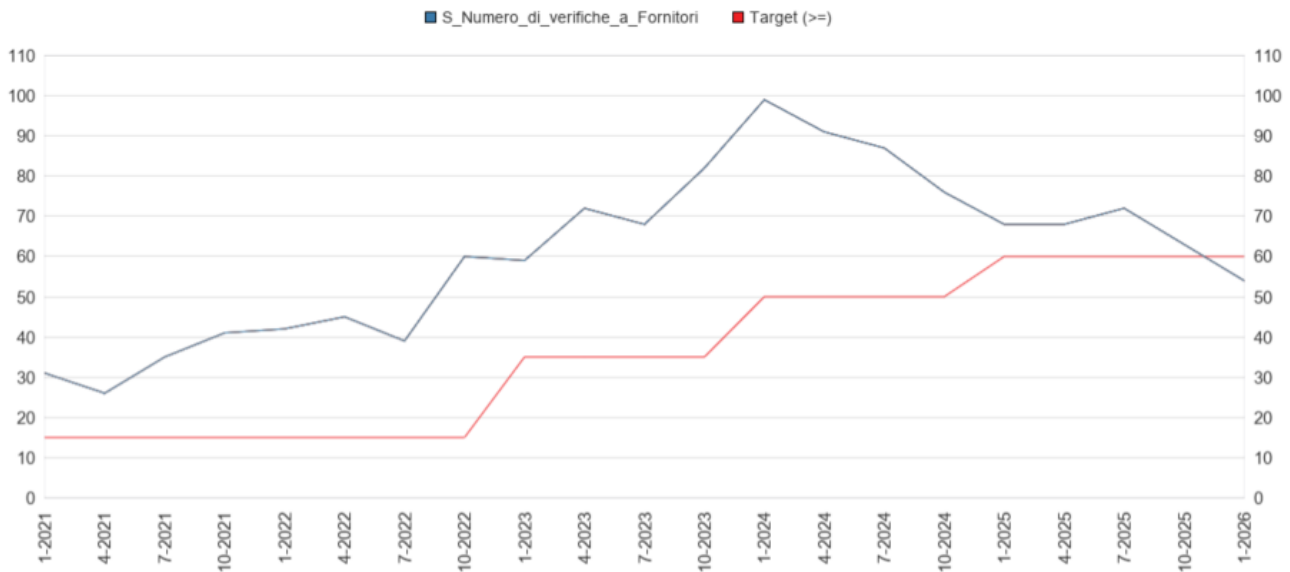
Throughout 2025, the weekly newsletter continued to be refined. It keeps employees updated on a variety of topics, particularly business trends, new client acquisitions, and the most relevant company news. It also includes various internal initiatives, such as the "MAIOR Expression" project, which gave

employees the opportunity to share their otherwise hidden passions and talents with colleagues through exhibitions held at MAIOR offices.

6 Resources

6.1 Suppliers and Acquisition of External Resources (A-OF)

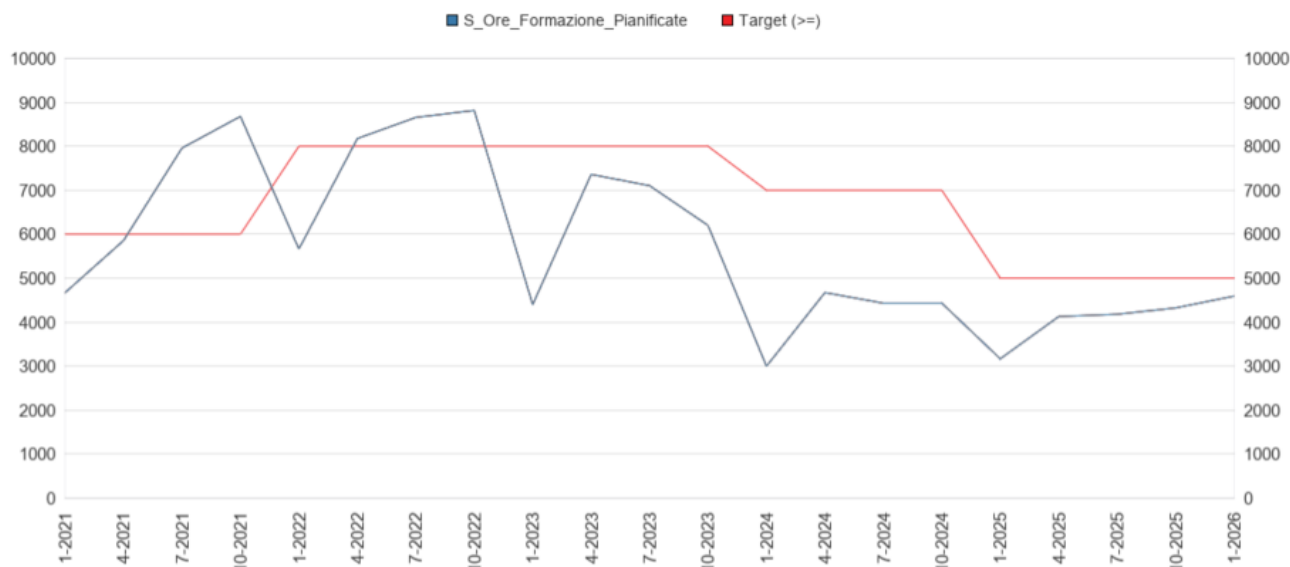
Indicator: 15003- Number of Supplier Audits (Numero_di_verifiche_a_Fornitori)



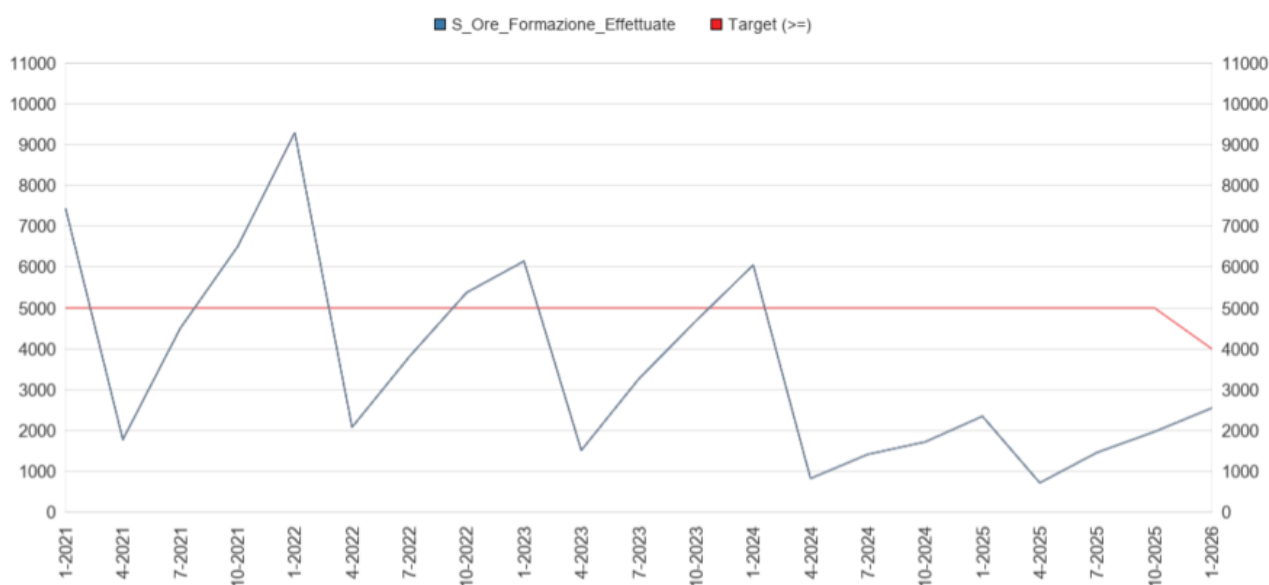
The periodic monitoring to which our Suppliers are subjected has, to date, never revealed any issues related to non-compliance with the requirements set out by the SA8000 standard.

6.2 Internal Resources and Training (H-FC)

Indicator: 03002 – Planned Training Hours (Ore_Formazione_Previste)



Indicator: 03003 – Training Hours Delivered (Ore_Formazione_Effettuate)



Training is a key priority for MAIOR.

Over the past five years, the progressive reduction in total training hours is primarily due to the lower number of new hires. In the past, despite a higher number of new hires and the longer duration of onboarding and on-the-job training, the time dedicated to training activities was higher.

During 2025, English and Spanish language courses, courses on the various international regulations/directives in force, and courses related to Cybersecurity and ISO 27001:2022 were held.

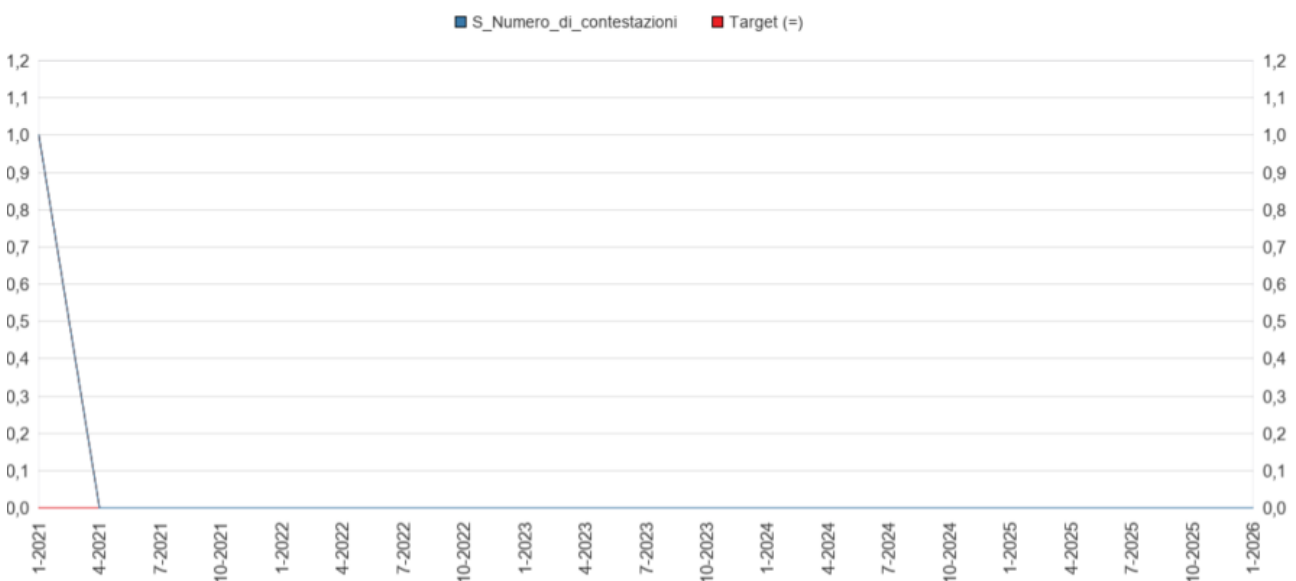
6.3 Infrastructures (D-IN)

Since the implementation of the European Regulation 2016/679 (GDPR) and its subsequent adoption in Italy through Legislative Decree 101/2018, MAIOR has progressively strengthened its commitment to Privacy and, more broadly, to information security. The company has implemented measures to enhance the security of its infrastructure and has engaged specialist consultants to support these efforts.

At the end of 2025, MAIOR successfully completed the transition of its Information Security Management System, certified according to the 2013 version of the ISO/IEC 27001 standard, to the 2022 version.

7 Social Responsibility Management System

Indicator: 06039 – Number of disputes (Numero_di_contestazioni)



In 2019 and 2020, two anonymous disputes were reported and subsequently addressed and resolved over the following months. These primarily concerned temporary issues, such as malfunctions of the air conditioning or heating systems.

8 Audits

8.1 Internal Audits

The 2025 internal audit program comprehensively covered all SA8000 requirements; a total of 9 internal audits were conducted during the year. Regarding the SA8000 standard, of the 17 findings reported during the first-party audit, 13 have actually been resolved by 2025, while the remaining 4

are "In progress".

8.2 External Audits

The last third-party audit, with reference to Social Responsibility, conducted by the Certification Body (October 25, 2024) revealed a minor NC related to evidence of proper monitoring of periodic maintenance interventions on the systems.

The processing of this report was completed on January 3, 2025, while the related Corrective Action was closed on May 20, 2025.

Five recommendations were also left, all of which were addressed in the first half of 2025.

This summary is published to inform Stakeholders.