

# Defining Our Purpose

Zampa Debattista  
ESG Report

**2023**

Zampa  
Debattista



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## *A message from our ESG Partner*

At Zampa Debattista, we believe that our values are the driver of our own success.

We are expected to always act with integrity, to be fully committed, to take full ownership of our responsibilities and to strive for knowledge and perfection.

Our values are embedded in our culture and are evident in the way we serve our clients and how we develop and invest in our people. These same values have now proven instrumental in the integration of ESG – environment, social and governance goals and initiatives – into our business model.

This year, Zampa Debattista has taken another big step forward. We have measured our ESG performance in relation to our baseline year, being calendar year 2022, and we have drafted our ESG strategy that will act as a fundamental pillar of our firm going forward.

By measuring our ESG performance and by drafting our ESG strategy, we are committing ourselves to improving the overall quality of our firm. Aligning our reporting enhances our transparency, providing a comprehensive view of our ESG progress and fostering trust among our key stakeholders, including our clients and our people.

I strongly believe that businesses have the power to shape the world. Businesses can care for their people, by enriching their lives and giving them a sense of purpose. Businesses can protect their environment, and not just extract resources from it.

As business leaders, we have a choice to set an example for how clients, colleagues and communities should be valued and supported.

Zampa Debattista is committed to making the world a better place for all we serve. We have taken the first steps, by reporting our baseline metrics and by setting our strategy. We will not rest on our laurels but strive to make further positive changes in the way we operate and in the way we treat our people and clients.



MARK WIRTH  
ESG PARTNER



As business leaders, we have a choice to **set an example** for how clients, colleagues and communities should be **valued and supported.**

MARK WIRTH  
ESG PARTNER



# About *Zampa Debattista*



Zampa Debattista was founded in 2014 as an accounting and assurance firm. Today, Zampa Debattista has grown into a comprehensive business advisory firm, covering various services, including but not limited to:

**Our operations:**

- Accounting
- Internal and External Audit
- Financial Reporting
- Financial Advisory
- VAT
- TAX
- Transfer Pricing
- ESG
- Corporate
- Digitisation and Process Re-engineering
- Compliance
- Human Resources Advisory

\* as at 31 December 2023

## Values

At Zampa Debattista, we believe that company values are the fundamental pillars of what brings the company, as well as like-minded employees, together. They are the pillars of the foundation on what each service that we provide is based on and we encourage all our employees to practise them daily throughout their workday.

**Always with integrity**

Trust takes years to build, seconds to break and forever to repair.

**High Commitment**

Taking full ownership is key to problem-solving.

**Going the Extra Mile**

The strive for knowledge and perfection has no limits.

## Company Mission, Vision, Goals and Culture

**MISSION**

Zampa Debattista’s mission is to raise the accounting profession with integrity, honour and passion whilst serving various international and local clients. The company believes in investing in its employees’ development with flexible hours for them to be able to balance work and education, whilst maintaining a work-life balance.

**VISION**

The company’s vision is to continue servicing clients in the most professional and efficient way whilst also ensuring the wellbeing and career development of our employees by providing them with all the necessary tools and resources.

**GOALS**

Our goal is to continue building a work environment where our employees can grow and enhance their talents. We offer flexible hours and remote working which we believe contributes to strengthening the company culture and overall wellbeing of our employees.

**CULTURE**

At Zampa Debattista we promote and encourage open and forward thinking. We believe that a healthy work-life balance contributes to delivering valuable work to our clients and building long-term loyalty throughout.



At the heart of Zampa Debattista’s *success* lies a *strong commitment* towards our mission, vision, goals and culture – they collectively *guide* our decisions, *inspire* our people and *define* our legacy.

MATTHEW ZAMPA  
PARTNER



# Environment, Social, Governance (ESG)

ESG has emerged as a crucial framework guiding responsible business practices. It represents a holistic approach that evaluates a company's impact beyond financial performance.

The Environmental aspect focuses on a company's environmental impact and how it manages its resources and environmental risks. It includes issues like carbon emissions, resource conservation, pollution control and climate change mitigation.

The Social component assesses a company's impact on society and its relationships with stakeholders, including employees, customers, communities, and suppliers. It encompasses areas like diversity, and inclusion, employee development and community engagement.

Governance relates to a company's internal structure, leadership and how it conducts itself in terms of transparency,

ethics, and accountability. It includes topics such as data privacy and cybersecurity, reputational value, and corporate governance.

The importance of ESG goes beyond a mere checklist of criteria, it represents a fundamental shift in how businesses operate in a rapidly changing world. Embracing ESG principles is crucial for companies to ensure their long-term sustainability, it signifies a commitment to responsible and ethical practices, which not only mitigates risk but also fosters trust among stakeholders, from investors and customers to employees and the broader community.

Conducted by our own dedicated ESG team, in 2023, Zampa Debattista initiated its inaugural ESG materiality assessment, which is a pivotal step in shaping our ESG strategy. A materiality assessment is a process of identifying and assessing potential ESG opportunities and risks

that may impact an organisation and its stakeholders. Our proactive approach involved actively engaging with stakeholders to pinpoint the issues with the most significant potential to influence our business outcomes, as well as those areas where our company possesses the greatest capacity for meaningful impact.

The results gathered from the ESG materiality assessment were compiled into an ESG materiality matrix to visualise the relationship between financial materiality and impact materiality. Financial materiality and impact materiality are components that constitute a crucial concept which is known as **double materiality**. Impact materiality is the impact of an organisation on society and the environment whilst financial materiality is the impact of sustainability matters on an organisation.

## MATERIALITY MATRIX

We have plotted the most relevant ESG factors in a materiality matrix, which is a tool used by organisations to assess and visualise the significance and impact of various issues or factors on their operations, stakeholders, and overall business strategy. A materiality matrix helps in prioritising and managing these issues by mapping their importance and relevance to the organisation. The issues are often categorised on their level of importance or impact, ranging from low to high on each axis. The intersection of these axes creates four quadrants where issues are placed based on their perceived materiality.



## OUR MATERIALITY ASSESSMENT

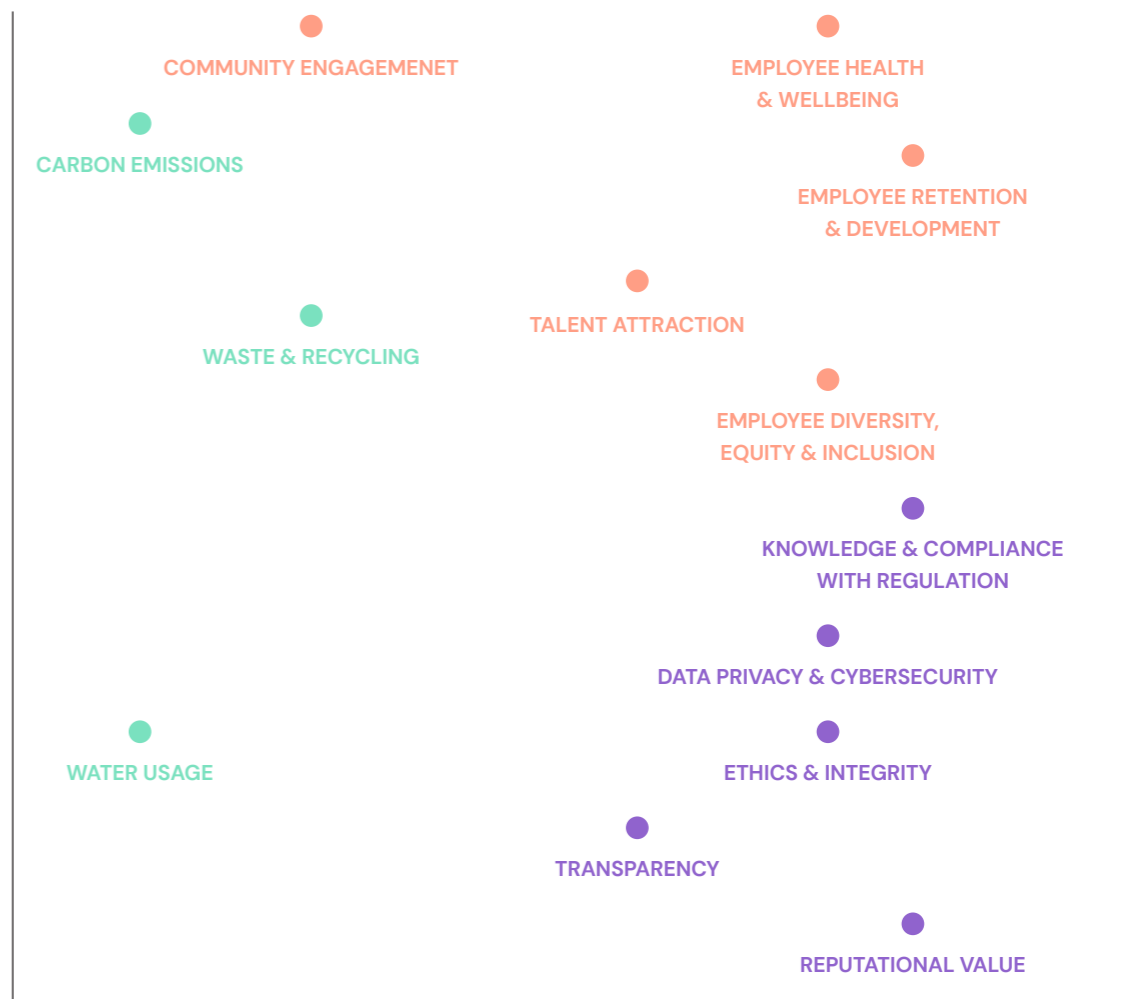
At Zampa Debattista, we have conducted our materiality assessment by:

- Conducting industry analysis – this involved analysing similar sustainability reports of global advisory firms operating in various jurisdictions.
- Analysing guidance issued by reputable standard setters, more specifically the SASB standards.
- Conducting interviews with key stakeholders, including employees.

We have determined that the following ESG factors are the most relevant to Zampa Debattista:

Environment	Social	Governance
Carbon Emissions	Community Engagement	Data Privacy & Cybersecurity
Water Usage	Employee Health & Wellbeing	Transparency
Waste & Recycling	Employee Retention & Development	Knowledge & Compliance with Regulation
	Talent Attraction	Ethics & Integrity
	Employee Diversity, Equity & Inclusion	Reputational Value

**IMPACT MATERIALITY**  
(Impact on environment and society)



**FINANCIAL MATERIALITY**  
(ESG's impact on the organisation)

# Environment

## Carbon Emissions

### Understanding our Impact

Understanding the impact of carbon emissions is very important for organisations in today’s business landscape. It is not merely about regulatory compliance; it is a strategic imperative that aligns with several key aspects.

Regulatory frameworks are tightening, necessitating organisations to track their emissions to comply with mandates and help clients navigate increasingly complex environmental reporting standards. Moreover, there is a growing demand from clients for guidance on measuring and managing their carbon footprint as part of their sustainability agenda. Demonstrating a grasp of emissions data

enables us to offer valuable insights and support clients in making informed, environmentally conscious decisions.

By managing our emissions, we exemplify our commitment to sustainability, this understanding not only mitigates financial and reputational risks associated with emissions but also presents opportunities for innovation, cost savings and market differentiation.

Companies are required to report Greenhouse gas emissions in accordance with the following categories:

SCOPE 1	SCOPE 2	SCOPE 3
Direct emissions from sources that are owned or controlled by the organisation, such as vehicles owned by the organisation	Indirect emissions from the generation of purchased electricity, heating and cooling produced by a third party but consumed by the organisation	All other emissions that occur in the value chain of an organisation, including purchased goods and services, business travel, employee commuting etc

### SCOPE 1

We take pride in our environmentally conscious practices, notably the absence of any scope 1 emissions.

### SCOPE 2

Our scope 2 emissions stem from electricity procurement. During our ESG reporting for the grant scheme, we calculated our total electricity consumption for the year 2022, amounting to 47,784.32kg of CO<sub>2</sub>.

In addressing our scope 2 emissions, our primary emphasis rested on implementing power-saving strategies, with particular attention given to the pivotal role of efficient lighting within our office space. Recognising the significant impact of energy consumption on our

carbon footprint, we implement specific guidelines to curtail the use of artificial power and lighting. Embracing practices such as setting monitors to power off rather than using screen savers, turning off lights, computers, and air conditioners upon leaving offices, and maintaining a comfortable room temperature by closing windows and doors when air conditioning is in use, all contribute to reducing our scope 2 emissions. Moreover, the conscientious use of appliances in our kitchen, alongside the adoption of motion sensor lights, further supports our commitment to minimising energy usage and underscores our dedication to environmental sustainability within our operational practices.

### SCOPE 3

We calculate our scope 3 emissions by keeping track of business travel and employee commuting. In our commitment to sustainability, we actively promote eco-friendly transportation options for out-of-office work events and client meetings.

Embracing the use of green taxis and advocating for car-pooling initiatives stand as a cornerstone of our environmental responsibility. Encouraging our team members to opt for green taxis, which often utilise hybrid or electric vehicles, significantly reduces our carbon footprint while ensuring efficient and environmentally conscious travel. Additionally, fostering a culture of car-pooling

among employees attending external events not only minimises individual environmental impact but also cultivates camaraderie and teamwork within our workforce. By prioritising these sustainable transportation practices, we not only contribute to a healthier planet but also align our actions with our commitment to reducing our scope 3 emissions and setting an example for responsible business practices within our industry and community.

In line with our commitment to sustainability and employee wellbeing, we are implementing several initiatives to embrace a more flexible and environmentally conscious approach to work. Encouraging the use of virtual meetings over physical meetings whenever feasible not only promotes efficiency but also significantly reduces our carbon footprint. Additionally, our flexible work policy empowers our team to adopt a hybrid work model, granting them

the choice to work from home or the office, contributing to a reduction in employee commuting and fostering a healthier work-life balance. Moreover, we have implemented measures to curtail unnecessary business travel, emphasising the importance of ensuring that essential trips are conducted efficiently and responsibly. These initiatives reflect our dedication to sustainable practices and support a more adaptive and mindful approach to how we operate as a company.

## Waste and Recycling

### Environmentally Friendly Culture

It is the employer’s and employees’ responsibility to embrace an environmental-friendly way of working mainly by taking into consideration the following five R’s:

- Reduce,
- Reuse,
- Recycle,
- Repair,
- Rethink.

Office supplies are one of the main resources which aid in the completion of our daily tasks however the optimal use of these resources can only be done if all employees embrace an environmentally friendly office culture.

The following are some actions which are taken by our employees daily:

- Adopting digital signatures from clients to reduce the need to print documents,
- Printing only sections of correspondence that we need,
- Avoiding the printing of meeting agendas and instead incorporating it in a slide show or sending it via email,
- Printing internal documents on recycled paper (only if really necessary),
- Shredding unwanted paper,
- Avoiding colour printing,
- Printing double-sided by default,
- Reducing the font size of documents,
- Storing documents electronically rather than hard copies.

We are all well-informed about the significant impact of waste generation on our environment, similar to how we can make a difference in reducing waste through office practices by:

- Reducing the use of paper towels in the bathrooms and kitchen,
- Disposing of recyclable waste separately in the grey bag,
- Giving every employee a reusable water bottle to reduce the use of plastic bottles,
- Using a water dispenser instead of plastic water bottles,
- Our email communication, both internally and externally, incorporates a signature urging recipients to “think before printing.” This initiative aims to encourage a mindful approach to printing, fostering a reduction in paper consumption by prompting individuals to reconsider before printing.

## Water Usage

At Zampa Debattista, our water usage remains minimal, primarily allocated for sinks and toilets. To further minimise our environmental impact, we’ve implemented low-flush options for our toilets, effectively reducing water consumption in this aspect.



# Social

## Talent Attraction

We take great pride in our reputation as an employer of choice, and we have implemented several initiatives to maintain this status. Embracing the belief that nurturing talent from a young age is essential. Zampa Debattista has therefore established three distinct programs to attract the finest young talents and ensure a promising future for our company. These programs include the University Program, the ACCA Program, and our Internship Program.

Our university programme offers students a head start in their careers by:

- Gaining early hands-on experience,
- Working flexible hours to fit their timetable,
- Full-time opportunities in summer,
- Work on real client projects,
- Study leave per module,
- Smooth transition from student to full-time employee,
- Join a team of young professionals,
- Access international network training,
- Receiving dissertation assistance,
- Participation in social and CSR events.

We also offer an internship programme which includes:

- Gaining valuable experience in our four main departments,
- Receiving guidance from a recently graduated mentor,
- Participating in social events and CSR initiatives,
- Get hands-on job experience before graduation,
- Priority consideration for winter period vacancies.

Zampa Debattista also offers an ACCA programme which helps prospective students to start their ACCA journey with us and they receive several advantages such as:

- Subsidy for study courses, training materials and exam sessions,
- Collaboration with a team of young professionals,
- Access to training through an international network,
- Monthly KPI meetings and coaching,
- Flexible hours and remote work options,
- Study leave per module,
- Salary increase with each module passed,
- Guidance and mentorship from experienced ACCA graduates.



## Employee Retention and Development

To prioritise the wellbeing and comfort of our employees, Zampa Debattista has implemented a flexible working hours policy, allowing employees to manage their workload in a more distributed manner.

Employees also have the option of working on a hybrid basis, i.e. a combination of working from home as well as from the office.

Zampa Debattista focuses on employee retention and development by:

- Offering family-friendly measures, allowing parents to balance their personal commitments with their work commitments by offering flexible working hours and reduced-hour contracts.
- Offering medical and travel insurance.
- Investing heavily in training and development - periodically throughout the year, Zampa Debattista invests in the professional growth and wellbeing of our employees through an array of training and workshops. In May 2019, we established ZD Academy, a platform designed to provide a wide range of Continuous Professional Education (CPE) courses. These courses are available in-house for employees and are also extended to external clients.

Beyond technical training, our offerings encompass a diverse spectrum of skills, including soft skills and team-building sessions. In 2022, we devoted a total of 5,377.35 hours to employee training, underscoring our commitment to their development. Furthermore, we empower our employees with a training budget that can be utilised throughout the year to enrich their knowledge. This budget can be allocated to both technical and soft skills, ensuring their continuous growth and professional advancement.

- Offering continuous personal support - Zampa Debattista prioritises the wellbeing and mental health of its employees, recognising the crucial significance of their overall welfare. We are in a collaboration with Richmond Foundation whereby a mental health programme by the name of "Healthy Minds Work" is offered to all employees which provides direct support to the team and can respond to the needs of any employee who is experiencing personal, emotional and/or behavioural problems which are interfering with their work-life balance, any employee reaching out to the foundation will remain anonymous to the firm.

- Offer study leave to our employees, which varies depending on the type of qualification being attained.
- Offering special leave options for our employees, including:
  - Bereavement Leave,
  - Court Leave,
  - Marriage Leave,
  - Maternity Leave,
  - Paternity Leave,
  - Adoption Leave,
  - IVF Leave,
  - Parental Leave,
  - Miscarriage Leave.
- Adopting a performance management process, which is designed to provide a consistent approach to assessing employee performance to cater for both the employee's development and the achievement of corporate objectives. This process is formalised four times a year with a written report and a two-way discussion between the employee and their department manager. Should an employee feel that their performance assessment was unfair, an email should be sent to the HR department where an investigation on the case will be opened.

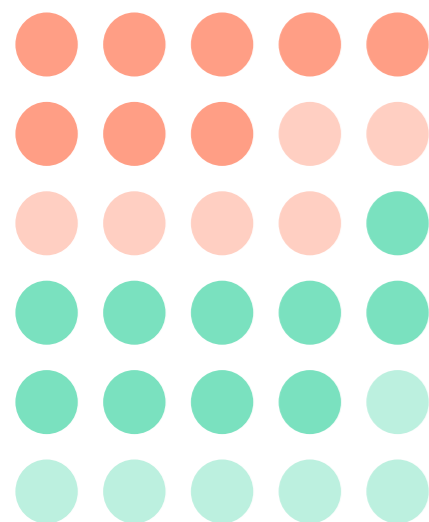




In the workplace, **diversity, equity, and inclusion** are not just strategic initiatives; but they are also the **driving forces** behind a successful corporate culture. Embracing the **unique strengths and perspectives** of every employee despite their limitations creates a **dynamic and creative work environment**.

  
**MICHELLE BUHAGIAR**  
 EQUALITY REPRESENTATIVE 

## Employee Diversity, Equity, and Inclusion



- 43 Male Employees
- 17 Male Employees in Management
- 49 Female Employees
- 16 Female Employees in Management

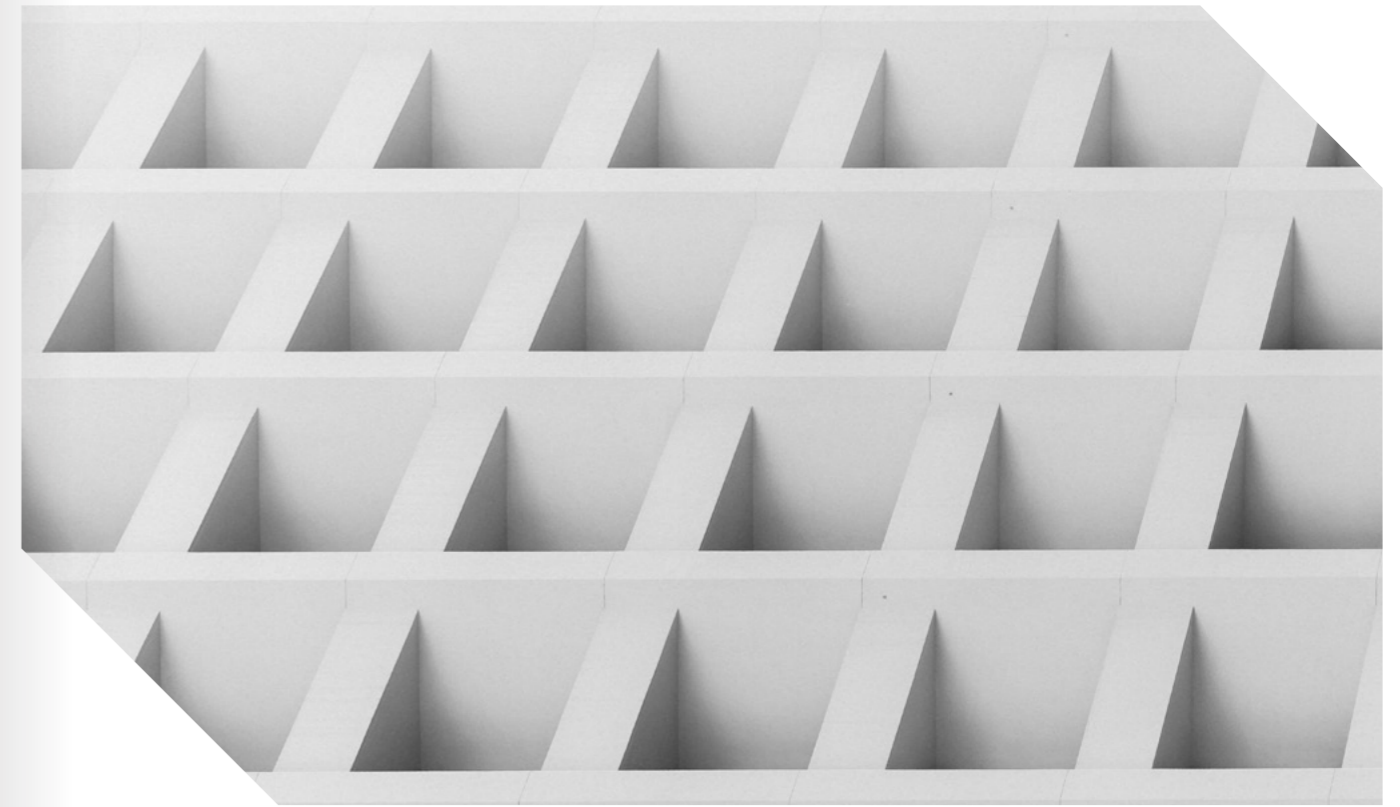
Zampa Debattista proudly upholds a commitment to equality and inclusivity. We are in the process of attaining the Equality Mark Certification, recognising companies dedicated to fostering gender equality and embracing a management ethos that values the potential of every employee, regardless of gender or caregiving responsibilities. To achieve this certification, we have implemented family-friendly initiatives accessible to all and a designated equality representative. In 2023, we have expanded our initiatives further, introducing robust policies to ensure a workplace free from sexual harassment and bullying.

Zampa Debattista embodies its dedication to diversity, equity and inclusion through a range of policies. Our Equality Policy stands as a cornerstone, fostering an inclusive space that

champions equality and diversity. We prioritise maintaining a healthy respectful work environment that upholds the rights and dignity of every employee. We adhere to the principle of non-discrimination, refraining from bias based on:

- Gender/Sex,
- Family responsibilities,
- Age,
- Race/Ethnic origin,
- Marital status,
- Pregnancy,
- Disability,
- Sexual orientation,
- Religious or other beliefs,
- Gender identity,
- Gender expression,
- Sex Characteristics.

The Equality Policy applies to all employees, students, interns, and contractors at Zampa Debattista. Ensuring a non-discriminatory working environment



within the firm is the responsibility of all employees, particularly the management.

We rigorously uphold our Standard Operating Procedures Policy at Zampa Debattista, meticulously ensuring non-discriminatory practices across our vacancies, job descriptions, and selection procedures. Our hiring managers, well-versed in equality legislation, meticulously craft selection criteria, application forms, and interview questions solely based on the essential requirements pertinent to the job's tasks. This ensures a fair and equitable recruitment process at every step.

Zampa Debattista is dedicated to leading the way in implementing inclusive workplace policies. To facilitate increased employment opportunities for individuals with disabilities, we actively seek to fill vacant positions from the JobsPlus register of disabled unemployed, provided they possess the essential capabilities to perform the duties required for the role.

Our HR Team at Zampa Debattista ensures the immediate dissemination of all policies to every employee, including those on leave, whether it's for family-friendly purposes or other reasons. These policies are comprehensive and are made accessible through our employee handbook and the company intranet, ensuring transparency and clarity for all.

In order to ensure that all Zampa Debattista employees have equal access to information, the following instructions should be followed:

- The HR Team ascertains that they have up-to-date information concerning employees who have access to an e-mail account and those without such access.
- All employees who have email access are invariably furnished with an electronic copy of all circulars issued.



## Employee Health and Wellbeing

At Zampa Debattista we uphold the ethos of “Think Safe, Work Safe, Be Safe” as a guiding principle. This responsibility extends to everyone, whether they are customers, suppliers, or any other visitors. Embracing a mindset that champions robust health and safety practices is integral to our workplace culture, striving to minimise workplace accidents to the greatest extent reasonably achievable. In the unfortunate event of accidents, it is crucial for everyone to understand their responsibilities and the necessary actions to take.

Within our premises, both Level 2 and Level 3 have designated first aid kits positioned in the kitchen area, while fire extinguishers are strategically located throughout common areas. Additionally, our office features two fire exits, positioned at the back and the front. Fire drills are done multiple times a year overseen by our health and safety officer, ensuring preparedness and swift response in case of emergencies.

Accessible to all employees via our intranet, a comprehensive emergency evacuation plan is available. This detailed plan encompasses the evacuation strategy, protocols upon fire discovery or hearing the alarm, and the assembly process, providing clear guidance during emergencies.

We prioritise the wellbeing of our team ensuring a safe working environment through an enhanced employee health and safety briefing policy and procedure. This updated policy meticulously outlines key safety elements, such as designated fire marshals and first aiders, detailed locations of fire exits, fire extinguishers, and first aid kits, as well

as essential information about fire drills. Regularly reviewed, this policy remains updated, aligning seamlessly with legal requirements and any evolving health and safety regulations. Our commitment extends beyond documentation – our appointed first aiders and fire marshals undergo comprehensive training, equipped with the expertise to promptly address injuries, illnesses, or fire emergencies, guaranteeing immediate and effective assistance when needed most.

Zampa Debattista also has a Wellbeing Policy which sets our commitment to ensure workplace wellbeing. The policy shall also identify facets of what constitutes wellbeing, their impact at work and what we can do together to maintain the employee’s wellbeing at the place of work.

Maintaining an adequate standard of employee wellbeing is one of our core principles. We are at the employee’s disposal in order to provide them with all adequate tools, assistance and contacts to ensure they are always within reach of any kind of support they require in this regard, within a non-judgmental and caring environment. We strive towards:

- Establishing adequate and realistic working conditions, goals and adjustments, where it is necessary, reasonable and practicable for all parties informed, whilst furthermore giving due attention to feedback on wellbeing practices in regular performance appraisals and exit interviews.
- Providing employees with all necessary training and information in order to increase awareness of knowledge on wellbeing.



## Community Engagement

Community engagement stands as a vital pillar within any society, fostering a sense of connection, empowerment, and collaboration among individuals and organisations. At its core, community engagement involves active participation, dialogue, and collaboration between communities and various stakeholders, including businesses, government entities, and non-profit organisations. Community engagement acts as a catalyst for positive change and development. It fosters a collective responsibility towards addressing important issues.

Over the past eighteen months, Zampa Debattista has been actively engaged in fostering community welfare and support through a diverse array of initiatives and events. These efforts reflect a dedicated commitment to social responsibility and community involvement. The initiatives include:

- Clean-up campaign in Mosta where our office is located,
- Beach clean-up,
- Children’s Dreams donation,
- AAA voluntary work,
- Donation of clothes and money to St Jeanne Antide Foundation,
- Collecting and donating taps for Istrina.

**ZAMPA DEBATTISTA WILL REMAIN RESOLUTE IN OUR COMMITMENT TO MAINTAINING AND EXPANDING OUR COMMUNITY ENGAGEMENT INITIATIVES. BUILDING ON THE SUCCESS OF THE PAST YEAR, THE COMPANY IS FIRMLY DEDICATED TO SUSTAINING THESE ENDEAVOURS, LEVERAGING OUR RESOURCES AND NETWORKS TO FURTHER AMPLIFY POSITIVE SOCIAL CHANGE.**

**MOSTA  
CLEAN UP**



**CHILDREN'S DREAM  
DONATION**



**BEACH  
CLEAN UP**

# Governance

## Ethics and Integrity

Ethics and integrity stand as foundational principles crucial to the success of Zampa Debattista. They serve as the cornerstone for establishing and nurturing trust among our clients, investors, and stakeholders. Upholding ethical conduct is integral to cultivating robust client relationships. Our clients depend on us to deliver precise, impartial financial insights. By upholding elevated ethical standards, we showcase our dedication to prioritising the client's interests, fostering enduring alliances built upon transparency and reliability.

Ensuring the highest standards of ethics and integrity is paramount for any organisation. Ethics and integrity serve as the bedrock of Zampa Debattista. This is shown in our company values where one of the three values is *'always with integrity'*. This is also part of Zampa Debattista's mission which is to *'raise the accounting profession with integrity, honour and passion'*.

Zampa Debattista boasts several committees, among them the Standards and Quality Committee, pivotal in maintaining and upholding the company's core values. Additionally, our Culture and Ethics Committee plays a crucial role in ensuring adherence to the fundamental principles of ethics for professional accountants. These principles reflect the profession's acknowledgement of its responsibility to the public interest. During 2023, our Culture and Ethics Committee appointed ethics leaders on each floor to act as points of reference. We also conducted an ethical survey for all staff members in order to gauge how our staff members view the concept of ethics at the workplace.

As professionals, we hold an obligation to maintain a certain standard of integrity, objectivity, professional competence, due care, confidentiality, and ethical behaviour. It's imperative that these principles are an integral part of our organisational culture. This committee takes on the responsibility of overseeing management's endeavours to cultivate a culture deeply rooted in ethics and appropriate conduct across the entire group.

## Data Privacy and Cybersecurity

**Our company places paramount importance on safeguarding the integrity, confidentiality, and availability of sensitive and private information. It is therefore our ongoing target to ensure this by implementing and updating our controls.**

To improve security, privacy, and resiliency, we are in the process of onboarding a Chief Information Security Officer (CISO) and will be implementing an Information Security Management System (ISMS) aligned with ISO 27001, along with a Quality Management System (QMS) aligned with ISO 9001, towards achieving certification of both. The scope of both implementations are not specific and limited to any particular department, product or service, rather will be targeting all aspects of operations. Additionally, we are also continuously updating our privacy measures in aid of GDPR and relevant data protection legislation using similar best practices as ISO 27701.

Our successful achievement of both certifications will demonstrate our commitment and systematic practices. This, through a comprehensive and proactive cybersecurity and privacy strategy we will continuously monitor the threat landscape relevant to our activities to ensure consistent maintenance and safeguards.

# Reputational Value

The reputational value of Zampa Debattista is very important, and it is an asset that extends far beyond public perception.

It directly influences the firm’s standing in the market, client relationships and the ability to attract and retain top talent. Zampa Debattista launched the Standards and Quality Committee to ensure firm-wide excellence. This committee advises the partners and represents the firm’s interests in operational matters, prioritising top-tier quality across all aspects of our operations.

## RISK MANAGEMENT

One focus of Zampa Debattista is effective risk management which can greatly affect the reputational value of an organisation and how it is perceived in the eyes of clients, stakeholders, and the wider market. An organisation’s ability to identify, assess and proactively address risks speaks volumes about its reliability, competence, and ethical standards. Successfully navigating risks not only safeguards against potential pitfalls but also solidifies trust and confidence in the organisation’s capabilities, bolstering its reputation as a trustworthy and credible entity.

At Zampa Debattista, our commitment to robust risk management has led to the establishment of a dedicated Change and Innovation Committee. This forward-thinking committee is pivotal in driving transformation within Zampa Debattista, with one of the roles and functions being conducting comprehensive risk

assessments. Whether at the departmental level or across the entire firm, one of its primary objectives is to meticulously evaluate and address potential risks. This committee’s emphasis on cultivating a proactive risk assessment culture significantly strengthens our ability to adapt and innovate. It ensures that we effectively address challenges while continuously enhancing our operations.

Our Client Acceptance and Termination Committee spearheads our procedures for accepting and ending client relationships. We ensure that new clients align with our values and expertise, minimising conflicts of interest. Similarly, a professional termination preserves our reputation when conducting client relationships. Both procedures showcase our commitment to integrity and quality, adding reputational value by upholding ethical standards in all client interactions.

## CORPORATE GOVERNANCE

Corporate governance encompasses the framework of rules, practices and processes that guide the organisations’ operations, ensuring transparency, accountability, and ethical behaviour at all levels. At its core, it involves the way decisions are made, how responsibilities are allocated, and how performance is monitored.

Zampa Debattista adheres to a robust governance structure, conducting regular board meetings as a cornerstone of our decision-making process. Monthly board meetings, mandatory for all partners, serve as a platform for strategic discussions, ensuring collective input into key initiatives. To enrich these discussions, external advisors occasionally join, bringing diverse perspectives and specialised insights. Each meeting is diligently minuted, documenting deliberations and resolutions for comprehensive record-keeping and transparency. Beyond internal governance, the company fosters professional development and engagement by encouraging employees and partners to actively form part of esteemed associations such as the Malta Institute of Accountants, Finance Malta, and the Malta Institute of Taxation. This not only promotes ongoing learning and networking opportunities but also reinforces our commitment to staying updated with industry standards and best practices. Ultimately enhancing our expertise and credibility within the accounting community.

## RUSSELL BEDFORD

In 2021, we joined a partnership with the Russell Bedford network which stands as a testament to our commitment to excellence and global connectivity.

Russell Bedford’s network offers invaluable support through their comprehensive range of professional services, innovative solutions and a network of seasoned professionals renowned for their expertise. We take immense pride in aligning ourselves with this esteemed network, as it not only elevates our capabilities but also allows us to better serve our clients by leveraging a wealth of international insights and best practices, reinforcing our dedication to delivering unparalleled quality and value in the financial services landscape.

## WELCOMING NEW EMPLOYEES TO ZAMPA DEBATTISTA

Upon welcoming new team members, we have a comprehensive onboarding experience designed to foster a smooth integration into our workplace culture.

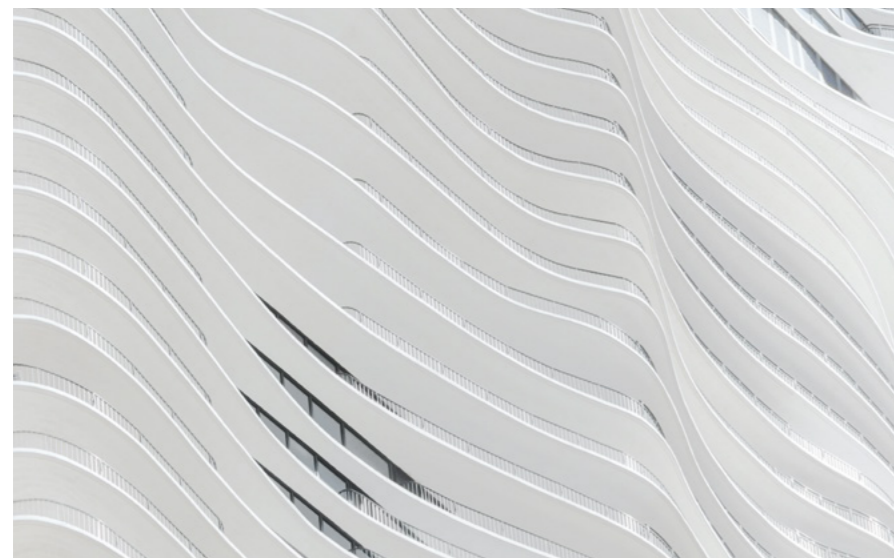
As part of this process, an office tour acquaints them with our environment, allowing for interactions with every member of our diverse team, and facilitating connections from day one. An important moment during this process is a specialised presentation led by our human resources team, extending a warm welcome and outlining essential company details, including dress code and key policies. Moreover, to ensure a thorough understanding of our guidelines, each new employee is required to sign a declaration affirming their review and comprehension of our HR employee handbook, underlining the importance of aligning with our values and standards from the outset. This holistic approach not only cultivates a sense of belonging but also sets the foundation for a successful fulfilling journey within our company.

## CODE OF CONDUCT

At Zampa Debattista we have a code of conduct which every employee has to abide by. The importance of a code of conduct cannot be overstated.

It sets the tone for the organisational culture fostering an environment of trust, respect, and accountability. It guides decision-making, helping individuals understand the ethical boundaries within which they operate. A well-defined code of conduct also safeguards the organisation’s reputation by demonstrating its commitment to ethical behaviour, which is crucial for gaining the trust of stakeholders’ clients and the public. Overall, a robust code of conduct is fundamental in shaping a positive organisational culture, maintaining ethical standards, and safeguarding the reputation and success of the organisation.

Zampa Debattista’s code of conduct outlines essential guidelines for employees. It emphasises honesty, diligence, and compliance with firm regulations and laws. Confidentiality is paramount, requiring employees to handle sensitive information with care and accountability for all assets and records is mandatory. Declaring personal interests in related business is necessary to avoid conflicts. Preserving our reputation through professional conduct and confidentiality is key. Strict adherence to all firm policies and procedures is mandated, ensuring a professional and ethical work environment. The code of conduct is currently undergoing a review and will be revamped with updates in 2024.



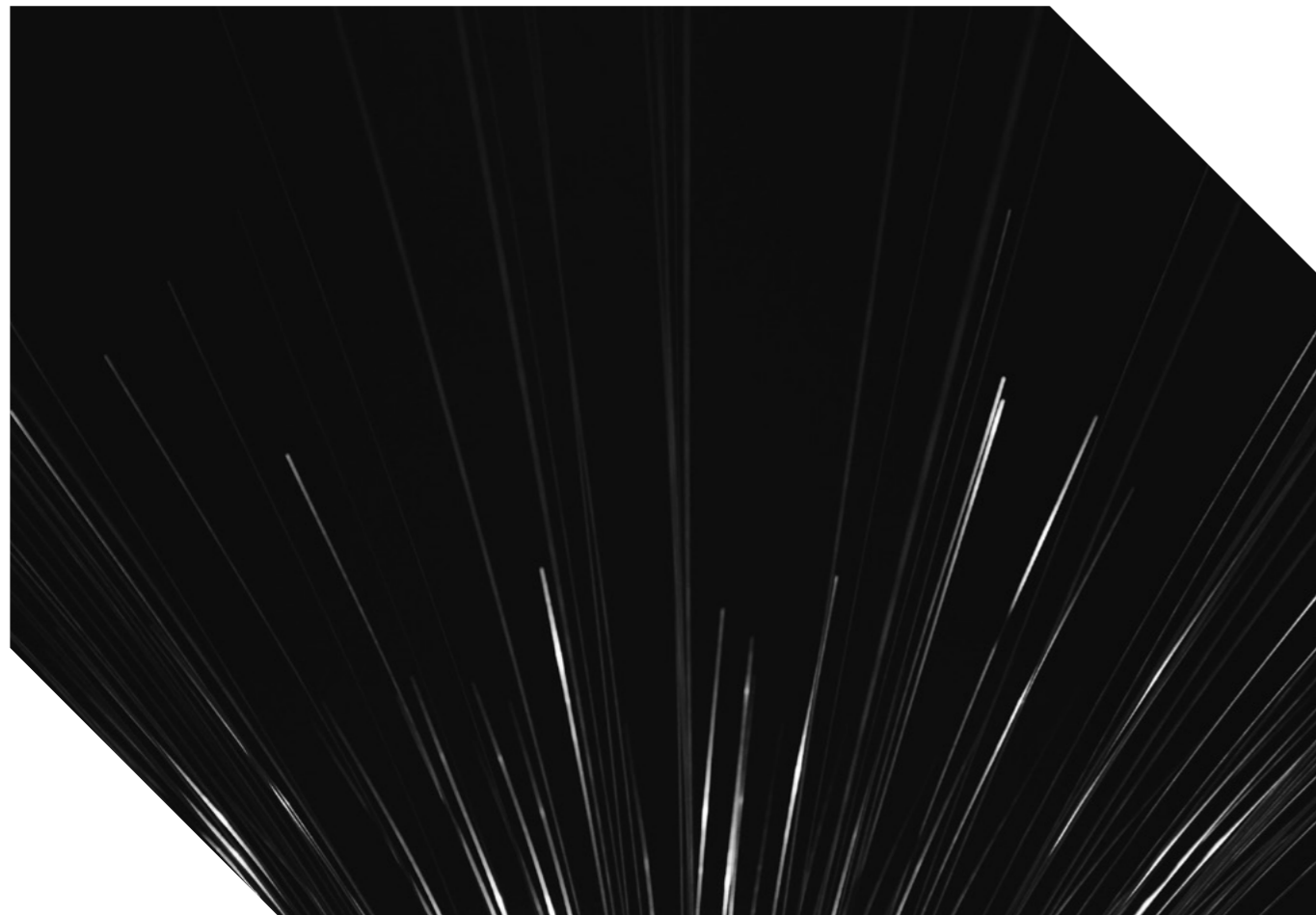
## Knowledge and Compliance with Regulation

Knowledge and compliance with regulation serve as fundamental cornerstones supporting the very essence of our operations and credibility. Staying abreast of the ever-evolving regulations across our spectrum of services is essential to delivering optimal service to our clients.

Ensuring compliance is a legal mandate, especially considering the sensitive nature of the information we handle. Beyond legal obligations, demonstrating our unwavering commitment to compliance fosters trust among clients, showcasing our ethical and responsible operational ethos. This dedication not only upholds our professional standards but also instills confidence, assuring clients of our adherence to ethical practices and regulatory standards.

Fostering our employees' knowledge base is a priority, exemplified by providing each employee with a study

budget earmarked for external courses. Additionally, our employees actively engage with multiple local organisations, allowing us to remain abreast of evolving regulations and any amendments. Whenever there is a new development, an inclusive approach is adopted by sending out comprehensive emails to all employees promptly. This proactive communication ensures that everyone remains well-informed and up to date with the latest changes, empowering our team to navigate evolving regulatory landscapes seamlessly.



Transparency is the bedrock of trust and credibility in our firm.

JOHN DEBATTISTA  
PARTNER



## Transparency

It is not just a value; it is a vital component that forms the essence of client relationships and industry reputation.

In an environment where financial data is the core of operations, transparency is essential to ensure accuracy, integrity, and ethical conduct. Clients entrust their sensitive financial information to us expecting honesty, openness, and clarity in return.

We host regular "Company Updates" events every couple of months, where each department delivers presentations, providing insightful updates on their respective areas. This practice ensures that every employee remains well-informed about the ongoing developments within the company. Additionally, our intranet platform serves as a hub accessible to all employees, facilitating the distribution of real-time news and updates. Complementing this, our proactive HR team sends out regular emails, ensuring that every employee is informed about any upcoming changes or developments. This multi-faceted approach to communication not only fosters transparency but also keeps our entire workforce consistently engaged and aligned with the company's evolution.

# Defining Our Purpose

Zampa Debattista  
ESG Report

**2023**