



2i Rete  
Gas

## 2022 SUSTAINABILITY PLAN REVIEW Summary

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Milano

20/06/2022  
(first release)

## REVIEW PROCESS

- The Sustainability Plan is **reviewed annually** subject to **updating the Materiality analysis** and **reporting on the results which are consolidated as of 31 December of the previous year.**
- This task entails **weighting** as well as **evaluating performances in relation to the results achieved as benchmarked against the established KPIs** and **in accordance with the guidelines previously set.** This phase also allows some **goals and/or projects to be revisited** or **additional goals to be included**, possibly following the identification of new material topics related to sustainability as well as with a view to meeting any new emerging needs.
- The results arising from the process of setting new goals, together with the definition of the initiatives (i.e., lines of action and projects) required to achieve them, are **integrated after the publication of the NFD** and are subsequently **consolidated in the review of the Plan to be submitted for approval by the Board of Directors.**



## REVIEW PROCESS

- In 2021, the review process was carried out in accordance with the following guidelines:



**reviewing**, taking into account progress made as of 31 December 2021, **short terms targets** (2022) which were **confirmed** or **reformulated**, depending on the specific case;



**exploring**, with regard to initiatives previously scheduled according to a short or medium-term deadline (as of 2021 or 2022), the **opportunity of evaluating eventually further developments**, fixing whenever appropriate **longer-term deadlines** (often as of 2024) and setting **quantitatively measurable interim targets** (as of 2022 and 2023), often set based on an incremental approach with a view to ensuring better performance monitoring.



**specifying** in certain cases, for monitoring purposes, the **KPIs** to be taken into account, considering both internal assessments and benchmark analysis.

## REVIEW PROCESS

- Moreover, following the outcome of the materiality analysis updating carried out at the end of 2021:
  - **6 new goals** were set in the Plan;
    - >Overseeing the governance of ESG factors
    - >Mapping hydro-geological risk geographic areas in which the Parent Company operates
    - >Gradually replacing traditional energy carrier with energy carrier from renewable sources to satisfy plants and core business related needs
    - >Compensating CO<sub>2</sub> car fleet emissions by adopting certified carbon offsetting solutions
    - >Purchasing goods from suppliers who adopt production standards aimed at maximising energy consumption reduction and minimising their carbon footprint
    - >Obtaining certified Sustainability Rating aligned to the ones obtained by Peers
  - **9 new lines of action** were added: **4** of them are **related to the action plan for the progressive alignment with the TCFD Recommendations** and **2** of them are **related to the “Diversity and Welfare” material topic.**
    - >Monitoring the gas network infrastructure exposure to hydro-geological instability risks and setting the related risk index
    - >Purchasing certified electricity from renewable sources to supply the network infrastructure operations and the management of activities related to the gas distribution service
    - >Assessment of the Qualification categories to engage with, in 2022 and during years to come, by addressing a structured Information Request in order to map the lines of action carried out with the aim of implementing responsible consumptions and productions
    - >Gathering information from the market on goods (gas pipelines and metering) production emission values and performing a responsible procurement
    - >Enhancement of workforce sizing policies with regard to gender diversity and definition of the main scope of actions
    - >Revision of the flexible working time band

## STRUCTURE OF THE PLAN REVIEWED IN 2022



## Prerequisites



For 2i Rete Gas the prerequisites, i.e. issues that are considered to be crucial to ensuring a responsible management of corporate activities are:

- **regulatory compliance**
- **ethics and anti-corruption**
- **listening to stakeholders**
- **creating sustainable economic value**

Listening to  
stakeholders

Compliance with laws and  
regulations

Business ethics and  
anti-corruption

Creating sustainable  
economic value

Following the latest updating of the materiality analysis, 2i Rete Gas set the inclusion into the matrix of a new relevant topic considered cross-cutting: **ESG factors integration into the Group governance.**

# Review 2022



PREREQUISITE: Listening to stakeholders				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Developing stakeholder external engagement activities	Increase in the number of meetings on ESG topics and performance with shareholders, rating agencies and third parties	• Number of meetings held per cluster of stakeholders	2022, 2023 and 2024	<ul style="list-style-type: none"> <li>• Knowledge sharing about the actions performed and the progress progressively achieved</li> <li>• Listing of expectations</li> <li>• Identification of possible issues and critical aspects</li> </ul>
	Designing and roll-out of the Materiality Analysis with an inclusive approach	• Number of internal or external stakeholders engaged	2022, 2023 and 2024	<ul style="list-style-type: none"> <li>• Focusing on needs and expectations to be satisfied</li> <li>• Focusing on critical issues and risks to be mitigated</li> <li>• Identification of opportunities to be seized</li> <li>• Wider inclusivity</li> </ul>



PREREQUISITE: Compliance with laws and regulations				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Ensuring an adequate Coverage Audit on Headquarters and Territorial departments' and a significant intensity of actions	Three-year period Audit planning (rolling) based on Risk Analysis and on the checks coming from the inspections	<ul style="list-style-type: none"> <li>• Coverage audit % (Risk Analysis, Audit and FU) on the overall Headquarters and Territorial Depts. in the corporate organisation from 2014 up to the KPIs measurement moment</li> <li>• Average intensity Index</li> </ul>	2023	Performances control and application of continuous improving methodologies
	Development of the review activity through auditing and follow up projects.			
Ensuring the implementations of preventive and corrective actions solicited by the Internal Audit department during the annual review process	Development of the Continuous Monitoring activity related to laws and regulatory compliance	<ul style="list-style-type: none"> <li>• Finalisation % of the action plan at the presentation of the final Audit Plan of the year</li> </ul>	2022 and 2023	Performances control and application of continuous improving methodologies
	Roll-out of the monitoring, held by the Internal Audit department, on the progress related to the plans on initiatives scheduled and developed by the corporate function. in charge			

# Review 2022



## PREREQUISITE: Business ethics and anti-corruption

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Spreading a culture of business ethics and anti-corruption	Periodic monitoring of the controls in place within the organisation and possible updating of the Policy on business ethics	•Updating meetings, on/off	2022 and 2023	Control of the monitoring outcomes as well as prompt and timely preparation of updates possibly considered appropriate and/or necessary
	Release of specific training courses on business ethics to be addressed to selected corporate functions	•% trained / on people to be trained	2022 and 2023	Coverage of the overall panel of internal people to be trained as belonging to the corporate functions considered more exposed to possible risks concerning identified types of crime

## PREREQUISITE: Creating sustainable economic value

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Creating an investment "cost-benefit" evaluation model	Roll-out of a structured cost-benefit analysis on main investments	•Go-live of the monitoring automated system, on/off	2022 and 2023	Ex ante evaluation and better awareness of the impact generated from planned investments
	Reporting of the outcomes of the cost-benefit analysis on main investments	•Increase of the % of projects analysed ex ante on budget	2022, 2023 and 2024	Ex post accounting of the impact generated from the current investments and definition of possible strengthening and/or corrective actions based on the outcomes

## CROSS-CUTTING MATERIAL TOPIC: ESG factors integration into the Group governance

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Overseeing the governance of ESG factors	Definition, drafting and release of further policies and procedures, where appropriate, following the evaluation of possible gaps related to ESG Rating assessment	•% of closed gaps among the assessed ones	2022, 2023 and 2024	Keeping or strengthening ESG factors surveillance



# Stimulate everyone's contribution



COMMITMENTS

Zi Rete Gas is committed to putting **people** at the heart of its business, encouraging their respect, engagement and development in terms of their **ability to contribute** and promoting a culture based on **diversity empowerment, inclusive approaches** and **exchange**, so that everyone can unleash their full potential and continue to enhance their skills, supporting, responsibly and proudly, the improvement of the company performances by:

IMPLEMENTATION PRINCIPLES

- promoting respect for **personal and inalienable human rights** (in line with the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO) and the relevant applicable conventions); recognising **equal opportunities** for all employees; **rejecting all forms of discrimination**, with **diversity** being actually viewed as a source of value.
- promoting the **development of skills, experience sharing** and **knowledge exchange** through open discussion, as well as implementing a **merit-related policy** based on the assessment of human resources' conduct, results, skills and commitment.
- **listening, dialogue** and **communication** endeavours with a view to encouraging **participation** and **empowerment**.
- **facilitating** employees' **work-life balance**, by increasing flexibility while reducing conditions of vulnerability.
- protecting the **health and safety** of its employees and collaborators.

MATERIAL TOPICS

Management, development and engagement  
of human capital

Diversity and welfare

Safeguarding health and safety



## MATERIAL TOPIC: Management, development and engagement of human capital (1/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Enhancing the personnel recruitment model	Increased use of job posting in order to boost transversal skills	•Vacancies opened through internal job posting / on total vacancies ratio	2022, 2023 and 2024	Incremental % of vacancies covered through job posting for Headquarter positions and technical clerks' positions at Regional level, till reaching a level considered as appropriate. After that, keeping the reached level.
Managing and developing in-house skills and talent	Mapping of job positions and macro skills characterising each role and duty	•Mapped duties and skills updating and system implementation, on/off	2022 and 2023	<ul style="list-style-type: none"> <li>• Finalisation of the Job Evaluation project</li> <li>• Definition of customised and suitable training and development plans</li> </ul>
	Set up of professional development courses, customised for Headquarters and Regional roles	•Number of Staff and Regional employees with a specific training plan	2022, 2023 and 2024	Definition of job training courses clusters and progressive coverage of an increasing number of Staff and Regional employees with a specific training plan
	Set up of professional development coursed customised for homogeneous technical Regional roles	•Courses organised within the technical scope (First Response; User Management; Network Operation and Maintenance; UNI RP 30 hours refresher course) / overall corporate roles	2022, 2023 and 2024	Gradual coverage of increasing % of as per job gaps by providing technical training plans on the following processes: <ul style="list-style-type: none"> <li>•First Response</li> <li>•User Management</li> <li>•Network Operation and Maintenance</li> <li>•UNI RP 30 hours refresher course</li> </ul>
	Increase of people included in reward/development individual plans	•Increase of the % of resources included in reward/development plans within the set scope, compared to the one recorded in the previous year	2022, 2023 and 2024	Progressive increase, on an annual basis, of the % of resources to be included in reward/development plans compared to the one recorded in the previous year till reaching a % value considered as optimal following internal and benchmarking analysis
	Preservation of high appreciation and effectiveness levels on the delivered training	•System monitoring of the satisfaction level about the delivered training courses in terms of appreciation and over time effectiveness evaluation about technical ones on the % set scope	2022, 2023 and 2024	<ul style="list-style-type: none"> <li>• Control and gradual improvement of the appreciation level on overall delivered courses</li> <li>• Progressive implementation of a model aimed at measuring the over time effectiveness level on the technical delivered courses</li> </ul>
	Follow up of the knowledge sharing activities within the company	•Number of internal training initiatives developed with the help of in-house personnel	2022, 2023 and 2024	Consolidation of a common corporate language by skills and knowledge sharing thanks to the design and the release of at least N°1 additional training initiative compared to the ones delivered in the previous year
	Monitoring of the development of high potential resources	•Number of defined development plans ≥ Previous year Number	2022, 2023 and 2024	Control of the talent management, retention and development initiatives



## MATERIAL TOPIC: Management, development and engagement of human capital (2/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Extending the evaluation process to all employees	Definition of a process for the individual evaluation of the resource and gathering of feedback from all occupational categories	<ul style="list-style-type: none"> <li>•% of clerks and middle-managers evaluated since 2017 to the current year</li> <li>•% of blue collars evaluated compared to the one of the previous year</li> </ul>	2022, 2023 and 2024	Attention paid to commitments, conducts, results and contribution given to the achievement of the Group goals, thanks to an incremental % of evaluations covered concerning clerks, middle managers and blue collars till reaching levels considered as optimal following internal and benchmarking analysis
Monitoring the action plans arising from the results of climate analysis efforts	New edition of the work-related stress assessment and of the corporate climate analysis	•Results consolidation, drafting and release of a new Action Plan arising from the 2021 work-related stress assessment, on/off	2022, 2023 and 2024	Periodical identification of the issues to be mitigated and of strength points to be consolidated after planning, launching, reporting and disclosing the outcomes of work-related stress assessment and corporate climate analysis to be performed every two years (2021 and 2023)
Developing employee engagement systems	Fostering of dialogue and collaboration initiatives among employees	•Hours / engaged employee	2022, 2023 and 2024	<ul style="list-style-type: none"> <li>• Enhancement of collaboration and sharing</li> <li>• Evaluation of the achieved results considering the time spent</li> </ul>



## MATERIAL TOPIC: Diversity and welfare (1/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Promoting the development of an inclusive work environment that values diversity	Analysis of the gender composition of the occupational categories and definition of the main areas of intervention	• % range of measures on contractual framework / Gross Annual Pay / bonus regarding women with balanced % considering female population on men	2022, 2023 and 2024	Observance of the principles of equal opportunities and annual mitigation of possible mismatches concerning the annual % of measures on contractual framework /Gross Annual Pay / bonus regarding women on overall measures performed for clerks in the previous year
	Analysis of pay levels by occupational category and gender in order to improve the percentage of possible compensation gap	•% of Gender Pay Gap reduction for occupational category	2022, 2023 and 2024	Supervision on (average levels) compensation and contractual framework homogeneity for each job qualification and annual mitigation of possible mismatches
	Enhancement of workforce sizing policies with regard to gender diversity and definition of the main scope of actions	•Planning of the «Women in charge» initiative with the definition of th scope of action, the timeline and the 2024 target, on/off	2022, 2023 and 2024	Observance of the principles of equal opportunities and strengthening of the female empowerment till reaching a level considered as appropriate following internal and benchmarking analysis





## MATERIAL TOPIC: Diversity and welfare (2/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Increasing the corporate welfare offering	Detection of possible gaps in the corporate welfare currently in place	•Increase of the supplied value compared to the one of the previous year	2022 and 2023	Supervision on incremental % of satisfaction levels among the subscribers and on the increasing number of subscriptions to the provided services, with a gradual updating of the offered initiatives and the supplied economic resources, till reaching values considered as appropriate following internal and benchmarking analysis
Increasing employee flexibility	Implementation of the procedure aimed at regulating on a trial basis the smart working and the metrics for the performances monitoring of the detected different occupational categories	•Monitoring outcomes, on/off	2022 and 2023	<ul style="list-style-type: none"> <li>• Wider flexibility performing the working activity</li> <li>• Work-life balance</li> <li>• Supervision on productivity and performances</li> </ul>
	Revision of the flexible working time band	•Exploration and re-evaluation of needs, on/off	2022 and 2023	

## MATERIAL TOPIC: Safeguarding health and safety (1/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Promoting initiatives for the prevention of accidents while commuting	Delivery of safe driving training courses	•Number of employees involved in the safe driving training courses / overall number of employees considered as key according to the risk analysis	2022 and 2023	Mitigation of the related risks and fostering of virtuous conducts by the entire cluster of drivers to be progressively trained
	Definition of a composite driver's risk indicator	•2021 Target holding	2022, 2023 and 2024	Control on the performances with the aim of evaluating the need of corrective and/or strengthening actions
Spreading a culture of Occupational Health and Safety	Organisation of meetings with Workers' Safety Representatives	•% overall meeting hours / total amount of available hours	2022 and 2023	<ul style="list-style-type: none"> <li>•Knowledge sharing on carried out performances and on progress progressively achieved on Health and Safety related topics</li> <li>• Listening of expectations on Health and Safety related topics</li> <li>• Detection and assessment of possible worries and issues on Health and Safety related topics</li> </ul>
	Advocacy and release of good practices on safeguarding health and safety	•% of progress on the lines of action arising from the performed events	2022 and 2023	Development of the activities arising from the events on health and safety related topics with the view to start a shared growing path
		•Training hours/employee	2022, 2023 and 2024	Enhancement of the awareness and mitigation of risks on health and safety related topics



MATERIAL TOPIC: Safeguarding health and safety (2/2)				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Consolidating the accident rates (ASR-Accident Severity Rate and AFR-Accident Frequency) by deploying prevention initiatives	Preservation of the performance levels of the accident indicator (ASR and AFR)	•Three-year period trend of the rates	2023 and 2024	Acknowledgment of the corporate effort in the supervision of occupational health and safety related performances and in the mitigation of employees' accident risks by monitoring the ASR and AFR while not commuting indexes
Promoting initiatives designed to protect occupational safety	Definition and implementation of seismic retrofitting plans, raising from the assessment of the owned buildings	•Number of actions on plan or budget	2022, 2023 and 2024	Progressive finalisation of the overall seismic adaptation plans set on all the owned buildings
Monitoring the progress of Safety-related IMS objectives	Continuation of the monitoring aimed at reporting and reviewing the IMS objectives	•Finalisation of progress monitoring, on/off	2022	Annual control of the performances and continuous improvement methodology implementation to the Safety related issues

# Ensure efficiency, quality and safety



COMMITMENTS

2i Rete Gas is committed to managing its **assets** through daily efforts aimed at guaranteeing **the best service to its clients** by achieving **incremental standards of technical and commercial quality**, while pursuing **operation efficiency and cost-effectiveness** criteria by:

IMPLEMENTATION PRINCIPLES

- **pursuing ongoing improvement of the supervision on infrastructures and service performances**, including by relying on the **digital development** of networks and processes.
- ensuring proper **monitoring of safety conditions and prompt response in potentially dangerous situations**.
- strictly **monitoring its commercial performance to ensure full compliance with regulation**.
- fostering **technological innovation** as a key enabler for enhancing the **metering service**.

MATERIAL TOPICS

Reliability and efficiency of plants

Digital development

Privacy and data security



## MATERIAL TOPIC: Reliability and efficiency of plants

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Ensuring the highest quality, safety and efficiency of plants	Technical and commercial quality indexes monitoring and setting of incremental levels	•Overall quality Index net of metering performances (%Extra Standard Index)	2022, 2023 and 2024	Control of the performances and progressive improvement of the annual trend net from the effects due to the dispensations introduced during the pandemic emergency
	Improvement in the levels of the company's synthetic indicator on network leaks	•Leaks reported from conventional Third Parties / served clients: ratio between the annual average value and the value of the previous year	2022 and 2023	Control of the performances and keeping the annual trend below the threshold target set
	Improvement in the levels of the company indicator on service continuity with respect to unannounced interruptions	•Minutes of interruption net of Third Parties and FM (force majeure) x involved clients / served clients	2022, 2023 and 2024	Control of the performances and progressive improvement of the annual trend
	Enhance the odourisation system with systems that allow concentration to be detected on a continuous basis	Final report on outcomes and guidelines for subsequent evaluations, on/off	2022 and 2023	Control and improvement of the performances by assessing the outcomes and defining the criteria for a possible widening of the optimisation project to further plants
Ensuring the value of company assets in relation to the Organisation ability to maintain plant efficiency and safety	Evaluate the starting of the certification process according to the ISO 55001 (asset management) standard	•Starting of the processes aimed at obtaining the UNI ISO 55001 - Asset management certification, on/off	2022 and 2023	Certification of the proper asset management process throughout the entire lifecycle of the possessions, with a special attention on risks management, costs control as well as performances improvement
Monitoring the progress of Quality-related IMS objectives	Continuation of the monitoring aimed at reporting and reviewing the IMS objectives	•Finalisation of progress monitoring, on/off	2022	Annual control of the performances and continuous improvement methodology implementation to the Quality related issues
Mapping hydro-geological risk geographic areas in which the Parent Company operates	Monitoring the gas network infrastructure exposure to hydro-geological instability risks and setting the related risk index	•Model detection, on/off	2022, 2023 and 2024	Grater control on the managed infrastructures and identification of the investments aimed at preventing adverse weather events and hydro-geological instability risks

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## MATERIAL TOPIC: Digital development

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Research, innovation and competitiveness	Process automation by the use of RPA solutions	•% of mapped projects	2022 and 2023	Streamline and efficiency in the management of processes proceeding from the pilot project implementation and form the progressive roll-out of the solutions found on incremental % of mapped projects
	New IoT platform for field devices and Real Time Analytics for plants monitoring	•Platform implementation, on/off	2022 and 2023	Supervision of the operational efficiency and progressive improvement of the annual trend according to the targets set in the analysis project
Efficiency and quality of service	Advanced Analytics on First Response calls	•BBP preparation, on/off	2022 and 2023	Supervision of the operational efficiency and progressive improvement of the annual trend according to the targets set in the monitoring dashboard
Value-added services	Transparent access to the information on managed assets through Open Data or API services availability		2023 and 2024	Preparation and supply of value added services for the PA (Public Administration) thanks to the drafting of the analysis document and the availability of a first set of anonymised data
Selective development and smart use of infrastructure	Development of the RF 169 MHz smart meter communication network	•Pilot project preparation, on/off	2022 and 2023	Follow up of the preparatory activities to develop the infrastructure (asset and communication network) by assessing and evaluating the opportunities and carrying out a pilot project aimed at metering other than gas

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## MATERIAL TOPIC: Privacy and data security

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Ensuring maximum security of data and information held by the company	Monitoring of data loss prevention systems and performances	•% monitoring implementation	2022 and 2023	Risks mitigations





# Distribute energy for a sustainable future



COMMITMENTS

Zi Rete Gas is committed to promoting and implementing initiatives to ensure a **sustainable evolution of the gas infrastructure in the medium to long term, as well as principles of environmental protection and safeguarding**, the aim being to provide its support in establishing a new energy paradigm with reduced impact on the environment by:

IMPLEMENTATION PRINCIPLES

- **advocating and implementing the transition process** through work streams in several areas, such as the **promotion of gas as a transitional resource towards a cleaner future**, the pursuit of **advanced asset uses with a view to green targets**, the expansion of its scope of operations in support of decarbonisation by submitting **energy efficiency proposals**.
- **minimising the impact of its business operations on the surrounding environment.**

MATERIAL TOPICS

Energy transition

Optimisation of energy resources and environmental protection



MATERIAL TOPIC: Energy transition				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Supporting the energy transition through one's own business	Monitoring of the typology of the energy carrier to be replaced in buildings that are not newly built	•Keeping on monitoring, on/off	2022 and 2023	Control of the performances (i.e. energy carrier per geographical area), ongoing monitoring and progressive evaluation of lines of action in order to improve the measured outcomes
	Increase of Redelivery Points in critical areas where LPG or other fuel with higher environmental impact are still used	•Number of defined and implemented initiatives	2022 and 2023	Replacement of fuel with an environmental impact higher than the methane one (raising from the mapping finalised and/or updated with respect to the activated monitoring) and annual roll-out of targeted campaigns
	Availability of a service dedicated to biomethane producers	•Number of connections implemented	2022 and 2023	Contribute to the implementation of circular economy initiatives
	Realisation of experimental initiatives/projects on decarbonisation and innovation topics (i.e. power-to-gas)	•Number of initiatives with external partners (i.e. research studies, industrial operators)	2022 and 2023	Contribute to the decarbonisation thanks to the progressive development of pilot projects
Supporting the energy transition by sharing one's own know-how	Support addressed to Municipalities in the development of their own initiatives of energy efficiency	•Number of preliminarily audit proposal completed	2022, 2023 and 2024	Enhancement of the relation with municipalities carrying out an incremental number of initiatives aimed at assessing the sites current state, the room for their energy efficiency improvement and optimisation
		•Number of final energy efficiency proposal submitted	2022, 2023 and 2024	

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## MATERIAL TOPIC: Optimisation of energy resources and environmental protection (1/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Mitigating environmental impact in operational processes (preheating and cathodic protection)	Reduction of the amount of gas used in thermal power stations at city gates for the preheating process	<ul style="list-style-type: none"> <li>• Specific consumption (SC)</li> <li>Preheating gas consumed / 1000 Bcm gas passed ratio *</li> </ul> <p>*referred to city gates with a preheating system</p>	2022, 2023 and 2024	Mitigation of the environmental impact generated from own activities thanks to interim metering that, by 2023, should lead the specific consumption indicator of the entered gas, referred to city gates with a preheating system in place, to achieve the set target
	Reduction of the amount of electricity used for the cathodic protection management	<ul style="list-style-type: none"> <li>•Range set for the optimisation of energy consumptions for cathodic protection system at plants assessed as critical (GJ/km) kept</li> </ul>	2022, 2023 and 2024	Mitigation of the environmental impact generated from own activities thanks to interim metering that, by 2023, should lead to a consumption optimisation in those plant with a cathodic protection systems which register critical consumption indicators
Maximising efficiency in methane gas leak management	Improvement of the In&Out from city gates gas indicator	<ul style="list-style-type: none"> <li>•Reporting on pilot project outcomes and roll-out on a second set of plant, on/off</li> </ul>	2022 and 2023	Mitigation of the environmental impact generated from own activities thanks to the progressive implementation and evaluation of the actions set by the pilot project on possible further set of plants with critical indicators
Reducing environmental impact resulting from CH <sub>4</sub> fugitive emissions	Evaluation and definition of the calculation methodology to measure / estimate the fugitive emission form the distribution infrastructure network	<ul style="list-style-type: none"> <li>•Calculation methodology adoption, significant indicators monitoring and reduction target definition, on/off</li> </ul>	2022, 2023 and 2024	Mitigation of the environmental impact generated from own activities thanks to the progressive roll-out of the actions aimed at achieving the reduction target to be set following the measurement and the analysis performed
Gradually replacing traditional energy carrier with energy carrier from renewable sources to satisfy plants and core business related needs	Purchasing certified electricity form renewable sources to supply the network infrastructure operations and the management of activities related to the gas distribution service	<ul style="list-style-type: none"> <li>•% of electricity from renewable sources purchased on overall needs within the scope of the initiative</li> </ul>	2023 and 2024	Progressive reduction of the carbo-polluting effect by choosing for the network infrastructure operations low emission energy carriers
Compensating CO <sub>2</sub> car fleet emissions by adopting certified carbon offsetting solutions	Detecting certified solutions for the corporate car fleet emissions compensation and subsequent carbon offsetting initiative	<ul style="list-style-type: none"> <li>•Market research of the solutions for the car fleet emissions compensation, project evaluation and activation of the 2023 carbon offsetting initiative, on/off</li> </ul>	2022, 2023 and 2024	Mitigation of the environmental impact generated from own activities offsetting corporate car fleet emissions by adopting actions to compensate for the related emissions
Reducing the environmental impact of the car fleet	Increase of car fleet efficiency, reducing fuel consumptions per Km travelled	<ul style="list-style-type: none"> <li>•GPI (mobility)</li> <li>Operational vehicle fleet energy consumption / km travelled by operational vehicle fleet ratio (tep/10<sup>6</sup>km)</li> </ul>	2022 and 2023	Mitigation of the environmental impact generated from own activities thanks to the progressive decrease of fuel consumptions per Km travelled by operational fleet
	Preservation of car fleet efficiency, replacing vehicles with ones equipped with more advanced technology, reducing fuel consumptions and preferring low emission fuels	<ul style="list-style-type: none"> <li>•GPI (Environmental Class)</li> <li>Car fleet with environmental class ≥ Euro 6*** / overall car fleet ratio (benefit cars included) (%)</li> </ul> <p>***electric, CNG e hybrid cars included in EC ≥ Euro 6</p>	2022	Mitigation of the environmental impact generated from own activities thanks to the finalisation of the project aimed at replacing the company car fleet (which still largely relies on diesel fuel) with low emission vehicles equipped with more advanced technology

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## MATERIAL TOPIC: Optimisation of energy resources and environmental protection (2/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Promoting a corporate awareness on climate change risks and opportunities	Identification, assessment, management and disclosure on climate change related risks and opportunities based on the TCFD recommendations	*% of implemented actions in relation to the ones set in the action plan	2022, 2023 and 2024	<ul style="list-style-type: none"> <li>• Identification of climate change possibly related risks and opportunities for the core business</li> <li>• Drafting of self imposed analysis aimed at coping with the increasing requests from investors on climate change and exposition to arising related risks</li> <li>• Improvement in the disclosure on governance / management of real or potential risks and impact related to climate change</li> </ul>
		•Reporting done, on/off		
Increasing quantities of waste intended for recovery	Maintaining the tons of special waste generated from the gas business, sent for treatment and accepted by the disposal manager with R13 storage pending any of the recovery operations numbered R1 to R11	•≥ n %	2022, 2023 and 2024	Limitation of the environmental impact generated carrying out own business in relation to produced waste management (R1-R11) by consolidating the annual performances related to the % of non- hazardous waste
	Limitation of the tons of special hazardous waste generated from the gas business, sent for treatment and accepted by the disposal manager with R13 storage pending any of the recovery operations numbered R1 to R12	•% range kept	2022, 2023 and 2024	Limitation of the environmental impact generated carrying out own business in relation to produced waste management (R1-R12) by progressively consolidating the annual performance related to the % of hazardous waste
	Limitation of the amount of waste accepted by the disposal manager with R13 storage and with a final destination other than disposal.	•% range kept	2022, 2023 and 2024	Limitation of the environmental impact generated carrying out own business in relation to produced waste management (R13), by monitoring on an annual basis the performances linked to the % of waste with a final destination other than disposal / waste recovered and fed back into the cycle by the platform manager
Monitoring the progress of Environment-related IMS objectives	Continuation of the monitoring aimed at reporting and reviewing the IMS objectives	•Finalisation of progress monitoring, on/off	2022	Annual control of the performances and continuous improvement methodology implementation to the Environment related issues

TCFD

# Create shared value



COMMITMENTS

In its relations with **stakeholders**, 2i Rete Gas strives to act as a competent, reliable and focused partner. A partner who places at the core of its management practices the pursuit of **operational excellence** and the **ability to pick up and carry through the challenges faced by the industry**, providing practical answers to specific needs as a way to contribute to the development of the local areas in which it operates, and is driven by a fully supportive spirit and an approach geared towards the creation of long-term shared value, by:

IMPLEMENTATION PRINCIPLES

- making its know-how available to Public Institutions and Authorities by **participating in consultation procedures aimed at issuing measures and resolutions in order to address and outline futures government strategies in the energy industry that will produce more effective and efficient impacts for the local communities.**
- developing initiatives in conjunction with Institutions and partners for the purpose of carrying out **activities that contribute to creating a positive impact on the communities served by the network.**
- **continuing to develop dialogue channels and tools**, as well as listening initiatives designed for its clients and monitoring **their satisfaction levels.**
- managing the supply chain based **on ethics, transparency** and the **creation of mutual value.**

MATERIAL TOPICS

Relations with Institutions  
and Authorities

Relations with  
clients

Responsible supply  
chain management

Transparent, clear and  
thorough disclosure

Contribution to the  
development of the region



MATERIAL TOPIC: Relations with Institutions and Authorities				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Promoting dialogue between the parties and sharing one's own know-how to support decision making processes	Participation to working groups and/or technical/regulatory tables aimed at addressing managing and operational needs or difficulties related to the roll-out of future guidelines or provisions	•Reporting on the gas distribution industry public consultation procedures answered on the overall gas distribution industry public consultation procedures issued in the year (%)	2022, 2023 and 2024	Ongoing dialogue aimed at raising awareness, empowering and focusing the Regulator attention on operational needs or difficulties related to the roll-out of future guidelines or provisions
		•Reporting on the ARERA, MISE and MITE tables of interest for the Group (N°)	2022, 2023 and 2024	Prompt and proficient involvement in the working groups, activated by regulatory bodies and control authorities, on topics considered relevant for the Group

MATERIAL TOPIC: Relations with clients (1/2)				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Increasing the opportunities for dialogue and engagement with clients	Engagement workshop with Sales Companies	•Number of carried out workshop	2022 and 2023	Progressive increase of the listening and discussion opportunities with Sales Companies
		•% of engaged Sales Companies	2022, 2023 and 2024	Preservation of the Sales Companies panel to be engaged in the annual meeting
	Preservation / increasing of the clients number engaged in customer satisfaction activities	•% of engaged Municipalities and number of answered questionnaires	2022, 2023 and 2024	Preservation of the Municipalities panel to be engaged to assess the satisfaction about the delivered service
		•% of engaged Sales Companies SoV and % of feedback received with respect to the managed Redelivery Points	2022, 2023 and 2024	Preservation of the Sales Companies panel to be engaged to assess the satisfaction about the delivered service
		•Number of interviewed Citizens	2022, 2023 and 2024	Preservation of the Citizens panel to be engaged to assess the satisfaction about the delivered service



## MATERIAL TOPIC: Relations with clients (2/2)

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Ensuring compliance with performance levels of customer satisfaction results concerning main clients	Maintaining operational performance incremental levels through more efficient processes and communication improvements	•Annual average reasoned satisfaction range respected – Sales Companies	2022, 2023 and 2024	Control of the performances and preservation of the annual trend
		• Annual average overall satisfaction range respected – Municipalities	2022, 2023 and 2024	Control of the performances and preservation of the annual trend
		• Annual average reasoned general satisfaction range respected – Citizens	2022, 2023 and 2024	Control of the performances and preservation of the annual trend
	Maintaining performance levels in the index on complains management according to ARERA and internal standards	•Complains management index according to ARERA standards	2022, 2023 and 2024	Control of the performances related to the complains management Index according to ARERA standards
		•% of managed complains/information requests on overall Redelivery Points	2022, 2023 and 2024	Control of the performances related to the % of complains/information requests managed according to ARERA standards on managed Redelivery Points
	Definition and monitoring of the action plans based on the outcomes of the customer satisfaction initiatives	•Action plans implementation and monitoring, on/off	2022 and 2023	Consolidation of strengths and limitation of possible reasons of discontent



## MATERIAL TOPIC: Responsible supply chain management

Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Developing supplier inclusion and engagement initiatives	Information initiatives and training sessions addressed to suppliers aimed at improving the safety performances	•% of trained suppliers / suppliers to be trained	2022 and 2023	Mitigation of risks and improvement of performances thanks to the roll-out of the pilot project on First Response, involving progressively all the defined panel of suppliers
	Monitoring accident rates concerning co-workers who work under the control of the Group	•Monitoring of the target implemented Target, on/off	2022, 2023 and 2024	Greater control of the suppliers' accident analysis and preservation of the performances under the threshold targets set on an annual basis
	Awareness raising and dissemination of good practices to protect the suppliers' health and safety	•Construction sites safety index	2022, 2023 and 2024	Progressive improvement of the composite indicator established on an annual basis (Construction sites safety Index)
Developing a supply chain assessment and monitoring system	Developing suppliers' risk mapping tools, including ESG risks, with a special attention to the accordance with the compliance constrains	•% of suppliers certificated according to the reference standards	2022, 2023 and 2024	Greater control of risks related to Quality, Environment and Safety issues, thanks to the progressive mapping of the compliance % to the ISO 9001, ISO 14001 and ISO 45001 applicable standards for nearly all suppliers
	Mapping of the suppliers' perception on sustainability commitments undertaken by the Group and survey on suppliers' awareness on ESG issues monitoring	•% of in-depth follow-up and or strengthening actions implemented	2022, 2023 and 2024	Knowledge level enhancement of the suppliers included in the Register with respect to the sustainability topics, thanks to the progressive preparation and analysis of targeted survey for outlining and implementing possible strengthening actions
	Assessment of the Qualification categories to engage with, in 2022 and during years to come, by addressing a structured Information Request in order to map the lines of action carried out with the aim of implementing responsible consumptions and productions	•% of engaged suppliers / overall suppliers for each detected category	2022 and 2023	Preliminary and preparatory analysis with the view of launching green procurement future initiatives
Purchasing goods from suppliers who adopt production standards aimed at maximising energy consumption reduction and minimising their carbon footprint	Gathering information from the market on goods (gas pipelines and metering) production emission values and performing a responsible procurement	•Market survey done, on/off	2022, 2023 and 2024	Preliminary and preparatory analysis with the view of launching green procurement future initiatives

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MATERIAL TOPIC: Transparent, clear and thorough disclosure				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Integrating ESG aspects within the business	Reporting to and engagement of the Board of Directors on ESG topics and on sustainability performances	•Number of informative notes and presentation released	2022 and 2023	Promptly and timely sharing on relevant issues related to ESG topics; periodical updating on progress and on the annual review of the Plan, with an ongoing alignment on the lines to be developed
	Membership in network and/or associations aimed at spreading and developing the ESG topics	•Number of membership	2022 and 2023	<ul style="list-style-type: none"> <li>•Exchange and progressive updating on, trends, methodological frameworks and best practices</li> <li>• Progressive strengthening of the corporate positioning as a Group committed in the development of a balanced and responsible growth path in the medium to long term</li> </ul>
Obtaining certified Sustainability Rating aligned to the ones obtained by Peers	Identification of Partners, suitable to the business, who can provide a certified sustainability rating	•Market scouting activities and assessments done, on/off	2022, 2023 and 2024	Strengthening of the corporate positioning on sustainability-related topics



MATERIAL TOPIC: Contribution to the development of the region				
Goal	Initiatives/projects/lines of action	KPI	Deadline	EXPECTED BENEFIT
Creating synergies that can create value for local areas	Identification of prospect services suppliers which can provide the managed Municipalities with information about traffic intensity and possible indications on peaks and spikes in traffic	•Pilot project implemented, on/off	2022 and 2023	Preparation and supply of value added services addressed to the Public Administration, through the implementation of the actions preparatory to the go live of a platform aimed at optimising the construction works planning, taking into account traffic flows and road conditions.

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Grazie  
Thank you

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