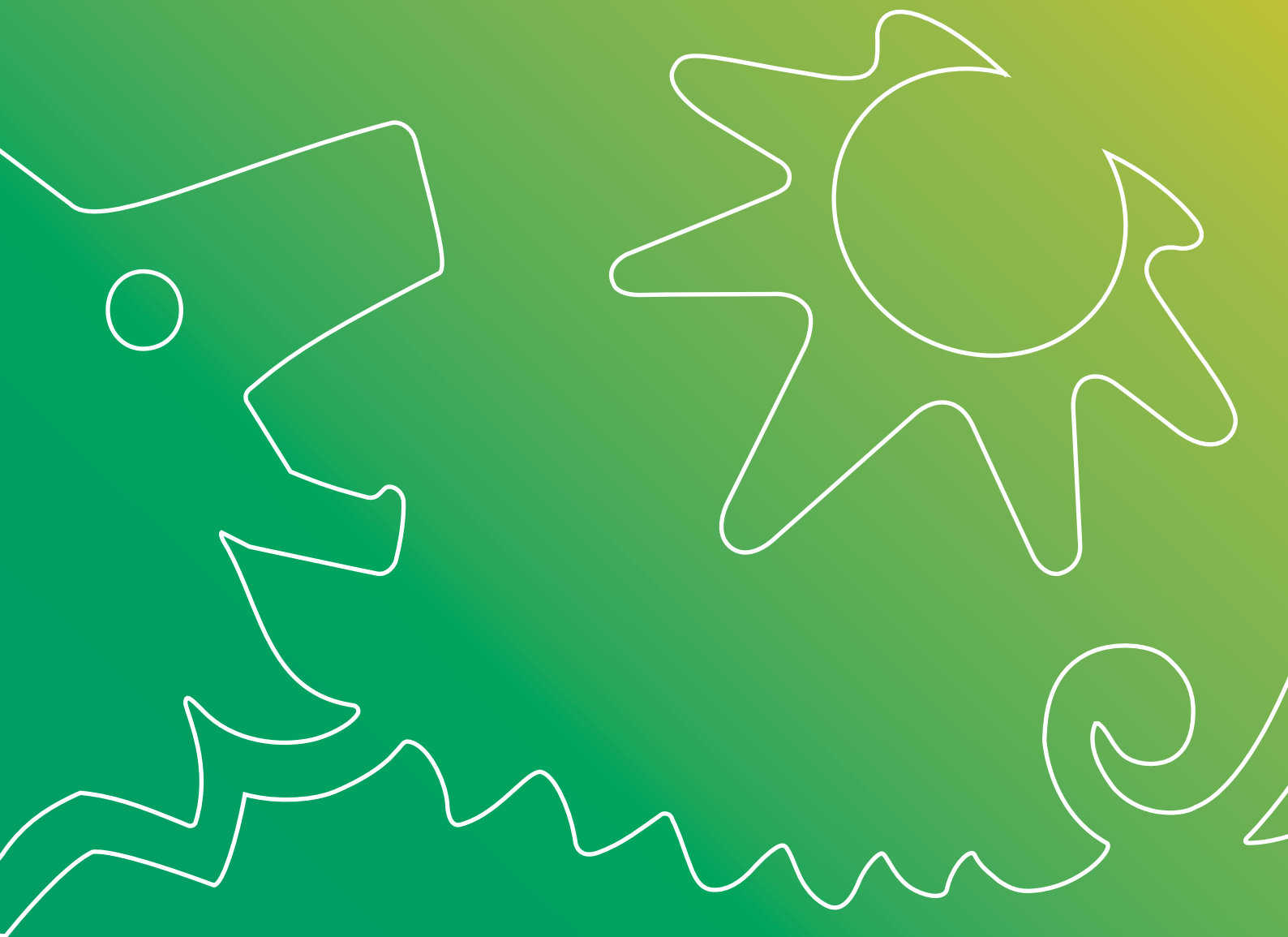


Impact Report 2022



plenitude

Eni Plenitude SpA Società Benefit

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Company subject to the management
and coordination of Eni SpA

Company with a sole shareholder

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As required by Italian regulations, Eni Plenitude SpA Società Benefit (hereinafter also 'Plenitude', 'The Company') publishes the Impact Report 2022 annexed to the Financial Statements in order to report on the impact generated during the entire year with respect to its common benefit purposes. This Report complements the Sustainability Report, which will be published on voluntarily later in the year and contains the overall representation of Plenitude's approach to sustainability. This document has been subjected voluntarily to a Limited Assurance audit by an independent auditing company.

Who we are

We are a **Benefit Corporation (Società Benefit)** of the energy world.
We believe that only a **just transition** can generate future-proof change.
We work to be **people and companies best ally** in the challenge of **energy awareness**.

What we do

We adopt an **integrated approach to sustainability**, from **energy production** to its **responsible use**.
We invest in **technological innovation** to offer products and services that enable **virtuous daily choices**.

How we do it

We inspire communities to join us in becoming **ambassadors for the change**.
We share our expertise to promote **ethical behavior**, starting internally.
We promote an **inclusive culture** to attract and develop talent

Why we do it

We believe that together, through **conscious choices**, we can reach the **net zero-emission goal**.
We want to take care of our planet, starting with energy.



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Message from the Impact Manager

Plenitude is a Benefit Corporation (Società Benefit) committed to supporting its customers in the energy transition, respecting their interests and the common-benefit purposes that the Company has defined in its Articles of Association.

In this Impact Report, we clearly and objectively explained the concrete and measurable results we achieved during 2022, thanks to the commitment and passion of all of us at Plenitude. These include, for example, the increase in the installed capacity of renewable energy production plants, the increase in charging points for electric vehicles and the many initiatives to spread the sustainable use of energy.

We confirm our commitment to promoting responsible consumption patterns through fair and affordable technological solutions. We continue to view diversity and inclusion as core values for Plenitude, as well as fairness and transparency as the foundation of our relationships with customers and stakeholders.

In a sector like the energy sector, full of complexities and opportunities, we want to continue to improve and be the protagonists and enablers of a true energy transition.

Stefano Goberti

Impact Manager and
Chief Executive Officer



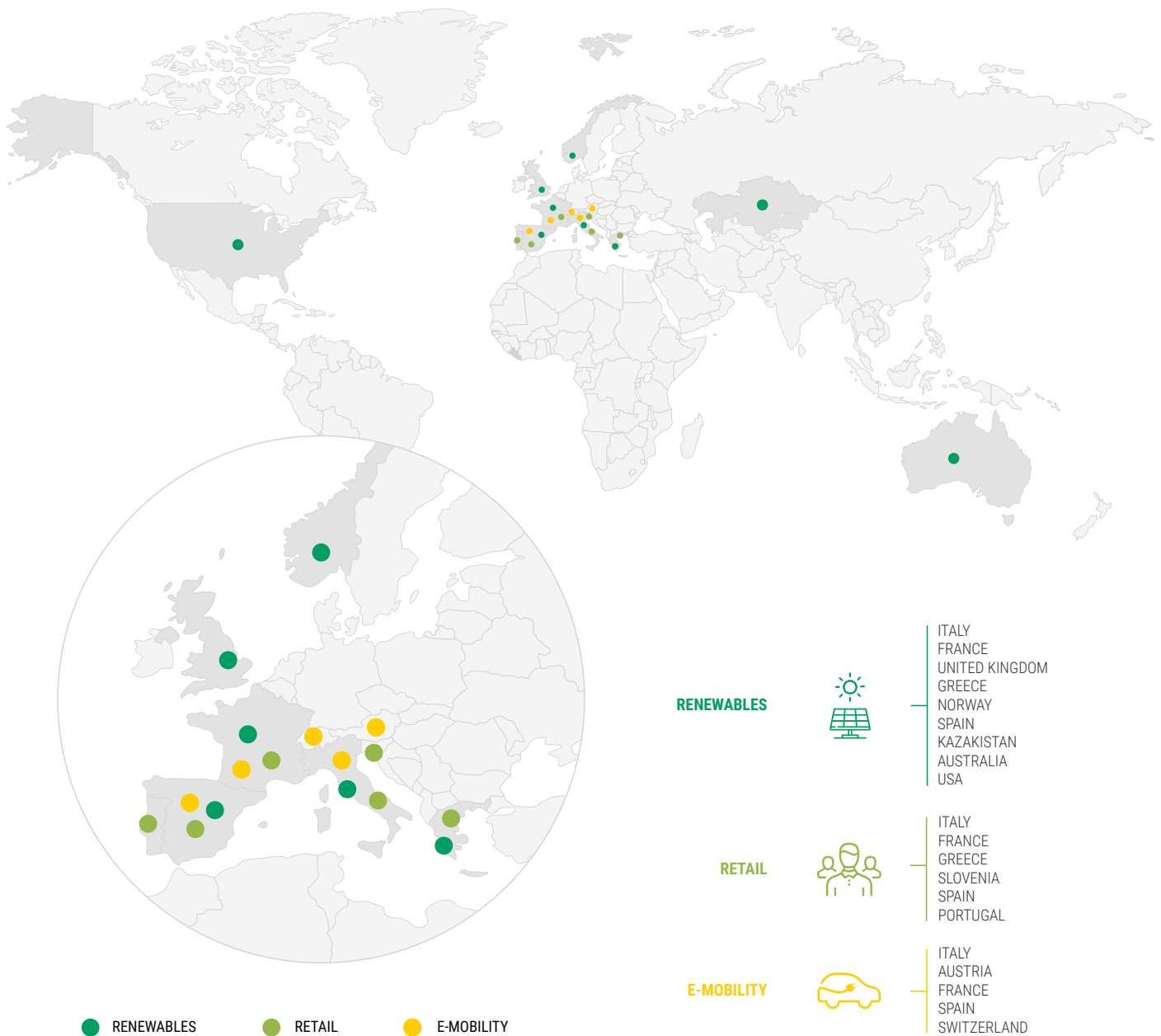
Highlights

Eni Plenitude SpA Società Benefit, a wholly-owned subsidiary of Eni SpA, contributes to the energy transition by adopting a unique business model that integrates electricity production from renewables, the sale of gas and

electricity, and energy solutions having high added value for retail customers and an extensive network of charging points for electric vehicles. The Company is present on four continents with about 2,350 employees at

year-end 2022 across three business areas: Renewables, Retail, and e-mobility, offering services to **10 million customers** to support them in the **energy transition** to positively impact the community and the environment.

Plenitude in the world



COMMON BENEFIT PURPOSES

Main results 2022

SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE

Organisation of several initiatives, events and partnerships for sharing information and knowledge, among which:

- Plenitude participated in different musical events, with energy efficiency interventions and spread of the culture of sustainable energy usage: **FirenzeRocks**, **The Island Experience** in Pantelleria, **Primavera Sound** in Barcelona (>700,000 total attendance)
- Through Evolvere: Expansion of the **Adesso Magazine** with topics related to sustainable energy issues, reaching around **20,000 subscribers**. Publication of **55 articles** in 2022, reaching more than **50,000 users** and over **100,000 page views**
- Through Be Charge: publication of **40 e-mobility articles**, **100 newsletters shared** and **130,000 users contacted**

PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE

- **2.2 GW of installed capacity** of the renewable energy production plants (46% wind and 54% photovoltaic), included the "small scale" (Evolvere property) doubling the 2021 result, which allowed **2.55 TWh of electricity from renewable sources** to be produced. Emissions of **1,211 thousand tonnes of CO₂eq** *(+ 136.5% compared to 2021) were avoided in 2022
- **Energy efficiency upgrades** that avoided the emission of approximately **57,000 tonnes of CO₂eq** in 2022** (+168% compared to 2021) by end customers
- **13,093 electric vehicle charging points** installed by the subsidiary Be Charge, which in 2022 avoided atmospheric emissions of **7,405 tonnes of CO₂eq***** (+279 % compared to 2021) from electric vehicles in mobility

PROMOTING DIVERSITY AND INCLUSION

- **44.9% female presence** in Plenitude's population
- **58,059 total hours of training** provided. **27 average hours of training per employee**. The **2025 target of 25 average hours per employee** already exceeded in 2022
- Organisation of several D&I awareness initiatives, events and partnerships, including:
 - Zero Tolerance Event
 - Online Course on 'Women's Leadership'
 - Partnership with the Winning Women Institute (WWI)

PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS

- **2.7x Net Promoter Score in Italy in 2022 compared to 2018**
- Telephone customer service **satisfaction level at 86.7%**, up 0.8 percentage points compared to 2021. **Resolution level of telephone customer service requests increased to 87.1%** (+1 percentage point compared to 2021)
- **82.6% satisfied customers** (+12.8 percentage points vs 2021)
- **+ 22.2 Net Promoter Score Relational** (+23,7 vs 2021)
- **88% of new contracts at the European level were signed paperless**

*Avoided emissions refer to the amount of CO₂eq that would have been emitted into the atmosphere given the same electricity production with the current generation mix of the various producing countries. For details on the calculation methodology, please refer to paragraph [3.1.2. Calculation Methodology](#)

**Avoided emissions related to renovation measures include CappottoMio, Energy Performance Contract (EPC) and Energy Efficiency Certificates (TEE) and refer to energy savings due to energy efficiency in buildings. For details on the calculation methodology, please refer to paragraph [3.1.2. Calculation Methodology](#)

*** The calculation of the avoided CO₂eq emissions is based on data provided by ISPRA on the average emissions of the Italian ICE vehicle fleet. For details on the calculation methodology, please refer to paragraph [3.1.2. Calculation Methodology](#)

1

Plenitude Società Benefit

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1.1

The journey of Plenitude Società Benefit

Since its foundation in 2017, Plenitude has been expanding its activities in the energy sector through acquisitions by increasing the generation of electricity from renewables (organic development of projects, acquisitions, strategic partnerships and joint ventures) and offering innovative energy solutions and electric mobility services.

In 2021, the realisation of this sustainability-driven business model ac-



celerated rapidly when the company updated its Articles of Association to become a Benefit Corporation (Società Benefit), while integrating Eni's renewable energy portfolio.

Each step of Plenitude's history demonstrates its commitment to offering its customers a **value proposition supporting the energy transition**.

Becoming a Benefit Corporation (So-

cietà Benefit) then marked a fundamental step in the Company's journey towards an increasingly sustainable business model. It formalised the commitment to combine the goal of profit to create shared value by pursuing the four purposes of common benefit.

Milestones in the growth of Plenitude Società Benefit

2017	<p>Launch of Eni gas e luce</p> 	2019	2021	<p>January 2021 Acquisition of Aldro Energia (expansion of the Spanish and Portuguese energy markets)</p> <p>July 2021 Conclusion of the integration process of Eni's portfolio of Italian renewable energy activities Eni gas e Luce becomes a Benefit Corporation (Società Benefit)</p> <p>November 2021 Acquisition of Be Power (electric charging services)</p>
2018	<p>Expansion of the activities within the Greek market through the acquisition of Zenith</p>	2020	2022	<p>March 2022 Transformation of Eni gas e luce into Plenitude</p> <p>December 2022 Acquisition of 100% of PLT: PLT Energia S.r.l. and SEF S.r.l. and their controlled and participated companies (generation of electricity from renewable sources and supply of energy to retail customers)</p> 

1.1.1

Being a Benefit Corporation (Società Benefit)

Benefit Corporation (Società Benefit) represent an evolution of the very concept of a company, integrating into its corporate purpose the aim of positively impacting the context in which they operate, particularly on the environment. This business model, introduced in Italy with Law no. 208 of 28 December

2015¹, envisages the possibility for companies to integrate **the corporate purpose with specific objectives of common benefit**, while at the same time maintaining the for-profit legal status. Benefit Corporation (Società Benefit), conducting their business activity, pursue a dual purpose: the gen-

eration of profit and the achievement of one or more aims of common benefit in relation to people, communities, territories, environment, cultural and social activities and assets, organisations, associations, and any other stakeholder.

In order to ensure transparency, the regulations require Benefit Corporation (Società Benefit) to report annually on their performance with regard to:

CORPORATE GOVERNANCE

To assess the degree of transparency and accountability of the company in the pursuit of its aims of common benefit, with particular attention to the company's purpose, the level of involvement of stakeholders, and the degree of transparency of the policies and practices adopted by the company;

EMPLOYEES

To assess employee and collaborator relations in terms of wages, salaries and benefits, training and personal development opportunities, quality of the working environment, internal notice, flexibility and job security;

OTHER STAKEHOLDERS

To assess the company's relations with its customers, suppliers, the territory and local communities in which it operates, voluntary actions, donations, cultural and social activities, and any action supporting local development and its supply chain;

ENVIRONMENT

To assess the impacts of society, with a life cycle perspective of products and services, in terms of resource use, energy, raw materials, production processes, logistics and distribution processes, use and consumption, and end-of-life.

On 1 July 2021, Plenitude officially became the **first large Italian Benefit Corporation (Società Benefit) in the energy sector**. In accordance with its Bylaws, the Company identified four common-benefit purposes and deliberated the appointment of the CEO as the Impact Manager. Plenitude is

committed to **spreading the culture of sustainable energy use**, developing solutions and technologies to **ensure responsible energy usage, promoting diversity and inclusion as valuable resources, and managing its relationship with customers with fairness and transparency, offering products and**

services in line with their needs. The Company is committed to publishing the Impact Report annually, measuring and reporting to its stakeholders the actual impact of its actions and the future objectives to fulfil its common benefit purposes.

1 - For further details on the Law n. 208 of December 28, 2015, Articles 376-384 please refer to the following link: <https://www.gazzettaufficiale.it/eli/id/2015/12/30/15G00222/sg>

1.1.2

Governance of the Benefit Corporation (Società Benefit)

To guide the pursuit of the commitments assumed as a Benefit Corporation (Società Benefit), it is crucial to structure a **'Governance of Sustainability' to deal with common benefit purposes.**

Plenitude's governance model is committed to overseeing the implementation and evaluating the results achieved with regard to the four common-benefit pur-

poses, with the ultimate aim of ensuring consistency, transparency and continuity in the commitment to integrate sustainability into business strategies.

In order to ensure the highest level of commitment within the organisation, Plenitude identified the Company's Chief Executive Officer as **Impact Manager** to oversee specific functions and

actions pertaining to the pursuit of the common benefit purposes in carrying his position as Chairman of the Sustainability Committee.

Moreover, to guarantee a continuous and cross-cutting oversight of the benefit topics, specific roles have been defined within the Company's organisational structure:

**SUSTAINABILITY,
DIGITAL &
COMMUNICATION**

The **Sustainability, Digital & Communication** function is responsible for the various activities carried out by the Company in the field of sustainability. As such it ensures the proper implementation of the actions aimed at ensuring a positive impact in environmental, social and governance terms through the development of specific initiatives, promoting actions that favour the dissemination of a culture of sustainability within the Company.

**SUSTAINABILITY
& ESG**

The **Sustainability&ESG** unit, part of Sustainability, Digital & Communication, carries out activities such as context analysis, strategy and positioning definition, sustainability, and impact reporting. In addition, it identifies, develops, and monitors sustainability initiatives, implements qualitative/quantitative methodologies and tools for assessing sustainability and ESG aspects, and participates in national and European industry associations, contributing to advocacy activities. In carrying out its activities, the Sustainability&ESG unit operates in coordination with the Sustainable Development unit and the other competent units of Eni for the respective processes, and with other company units involved, ensuring the appropriate information flows.

**SUSTAINABILITY
COMMITTEE**

The **Sustainability Committee** is responsible, inter alia, for providing periodic updates on Sustainability&ESG issues. More specifically, it is responsible for examining and assessing the Company's sustainability policy and verifying the implementation of the business initiatives, the Company's positioning on sustainability issues and the international regulations in that area, trends relating to the sector in which it operates and the resulting involvement of the Company. The Chief Executive Officer chairs the Committee, and its members are the heads of the company functions: Sustainability, Digital & Communication, People, Culture & Services, Chief Financial & Risk Officer, Legal, Regulatory and Compliance Affairs, Retail- International Markets.

**BOARD OF
STATUTORY
AUDITORS**

The **Board of Statutory Auditors** integrates the supervisory responsibilities over the Company attributed by the legislation with monitoring the pursuance of the purposes of common benefit.

Plenitude's commitment to sustainability is reflected in the remuneration of the CEO and Top management, which is linked to the achievement of specific

ESG objectives: **25% of the short-term variable remuneration and 35% of the long-term variable remuneration are linked to the achievement of ESG tar-**

gets related to decarbonization, energy transition, circular economy and gender equality.

1.2

Plenitude's common benefit purposes

By virtue of its status as a Benefit Corporation (Società Benefit), Plenitude is committed to pursuing **four specific common benefit purposes**,

each broken down into macro-objectives, through which it intends to act to generate a positive impact on society and the environment, actively

contributing to ten of the **Sustainable Development Goals (SDGs)** defined in the 2030 Agenda approved by the United Nations.

	SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	PROMOTING DIVERSITY AND INCLUSION	PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS
DESCRIPTION	Contributing to the creation and spread of a culture of sustainable energy usage by promoting access to renewable energy sources and raising people's awareness of their conscious energy consumption, and making them active participants in the ongoing energy transition	Promoting the development and marketing of products, services and technologies able to guarantee the responsible use of energy, improving the quality of life, in cooperation with other entities.	Recognising our people as a valuable resource, ensuring they are diverse and fully integrated through establishing a welcoming working environment and supporting a healthy worklife balance.	Placing Customers first, encouraging them to use energy more efficiently and making them the focal point of activities, communicating with them honestly and transparently, providing quality products and services in line with their needs, to make the lifestyles and habits of the entire community more sustainable.
OBJECTIVES	COMMUNICATION EDUCATION PARTNERSHIPS AND EVENTS	RENEWABLE ENERGY ENERGY EFFICIENCY E-MOBILITY	DIVERSITY, INCLUSION AND HUMAN RIGHTS PEOPLE'S WELL-BEING AND SAFETY TRAINING AND TALENTS	LISTENING TO THE CUSTOMER SERVICES DIGITALISATION SERVICE AND PRODUCT QUALITY

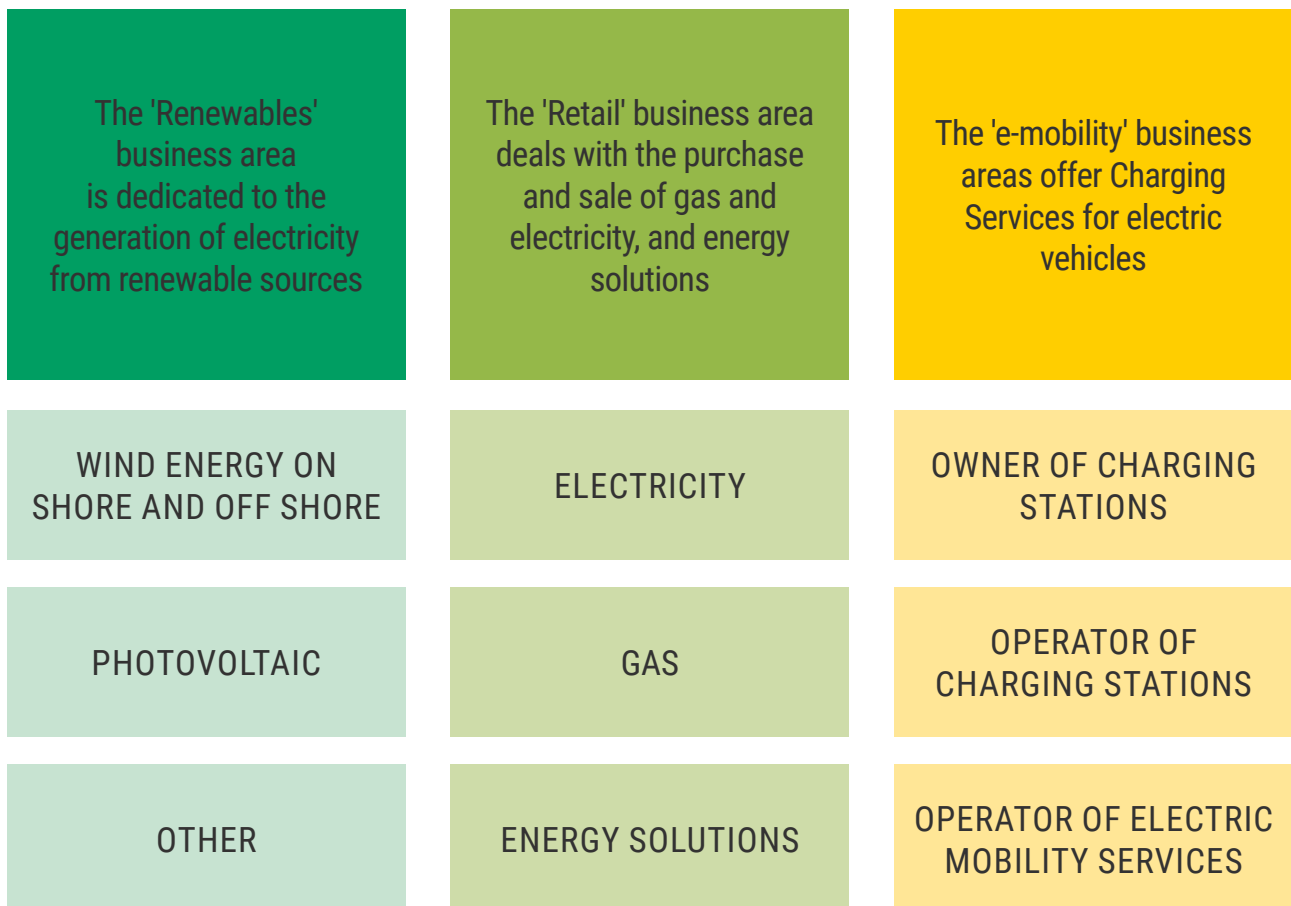
CONTRIBUTION TO THE SDGs



1.2.1

The business model

Plenitude presents to the market a diversified offer which **integrates** the production of renewable energies, the sale of energy and energy solutions for its customers and a network of charging infrastructures for electric vehicles with an international outreach.



The sustainability strategy integrated with the **business model** has outlined a model of doing business focussed on **sustainable growth**, with the primary goal of reaching carbon neutrality by 2040.

Plenitude's sustainability strategy, as it is defined, is based on five pillars:

GOVERNANCE

Compliance with the principles of **integrity** and **professional ethics**, corporate values, and corporate procedures, ensuring **transparency** and consistency in the pursuit of corporate objectives. Identification of **internal bodies** and **roles of responsibility** related to the definition of the **sustainability strategy** for the pursuit of common benefit goals.

CLIMATE AND EMISSIONS

Pursuit of the **decarbonization strategy** to achieve carbon neutrality Scope 1, 2 and 3 by 2040 by increasing the installed capacity of the renewable energy production plants, offering energy-saving solutions and progressively offsetting the CO₂ emissions from gas combustion by customers and developing electric mobility services.

BUSINESS SUSTAINABILITY

Management of how the Company operates and conducts its activities, respecting all stakeholders and using natural resources. Particular attention is dedicated to **Customer satisfaction, innovation and digitalisation** processes and the integration of ESG aspects along the entire **value chain**.

PEOPLE

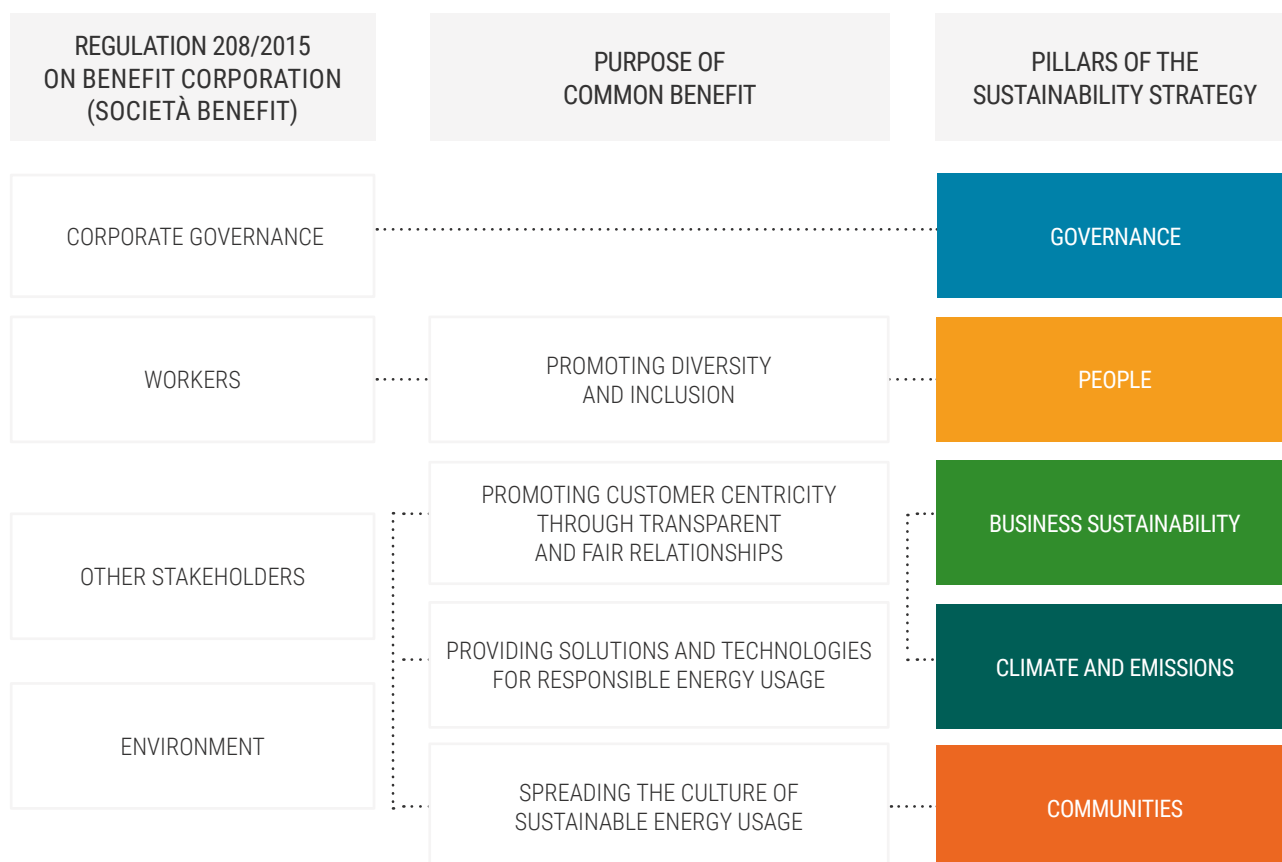
Safeguard and enhancement of Plenitude's **people**, respecting their uniqueness, ensuring an **inclusive environment**, and fostering personal and professional **growth** through specific career paths.

COMMUNITIES

Commitment to **create shared value** for local communities, collaborating in the acceleration towards a more sustainable economic system. Listening to the expectations and needs of different stakeholders through a **multi-stakeholder approach**.

The common benefit purposes are closely linked to the pillars of Plenitude's sustainability strategy, as well as to the in-depth dimensions required of Benefit Corporation (Società Benefit) by Italian Law No. 208/2015.

The synergy between common benefit and Plenitude's sustainability strategy



1.2.2

Value generated and distributed

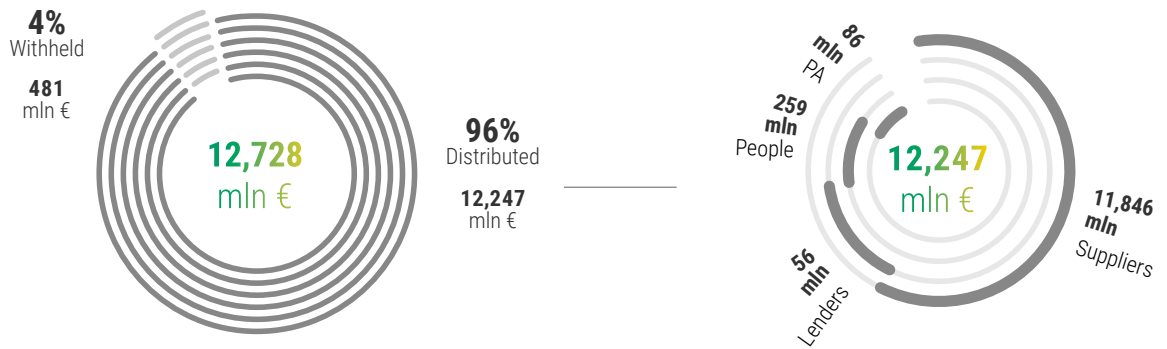
Plenitude's business model integrates the profit objective with the pursuit of the common benefit to create value for the community. In 2022, the economic value generated by Plenitude amounted to EUR 12,728 million (+72% compared to the EUR 7,384 million recorded in 2021): more than 96% - or approximately EUR 12,247 million - was distributed to the various stakeholders.

Specifically, around EUR 11,846 million (97% of the value distributed) was allocated to contractors of goods and services (particularly contractors of natural gas and electricity), while around EUR 259 million (2% of the value distributed) was distributed to employees, including salaries, welfare contributions, TFR and other personnel expenses, with an increase of more than 70% compared to the

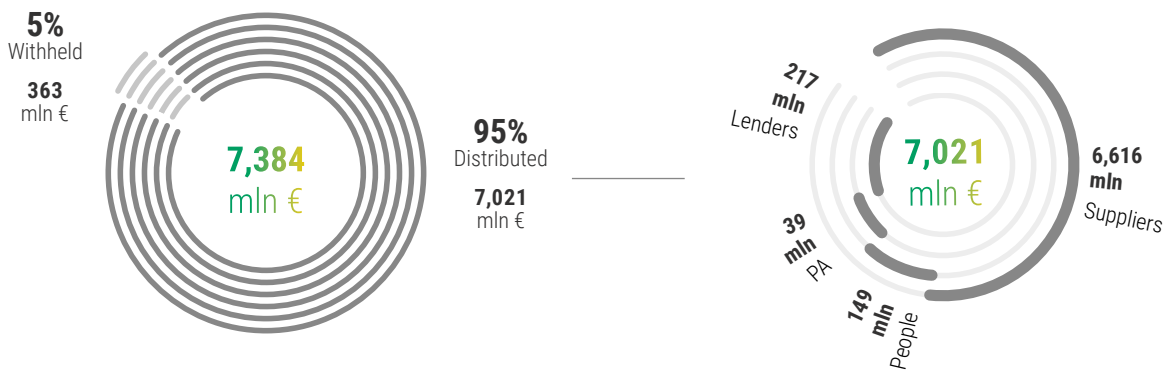
corresponding value in 2021 (EUR 149 million) due to the growth in the workforce in line with the Company's expansion.

During the year, EUR 56 million in dividends and borrowing expenses were distributed to lenders, and taxes of EUR 86 million were paid.

Economic value creation



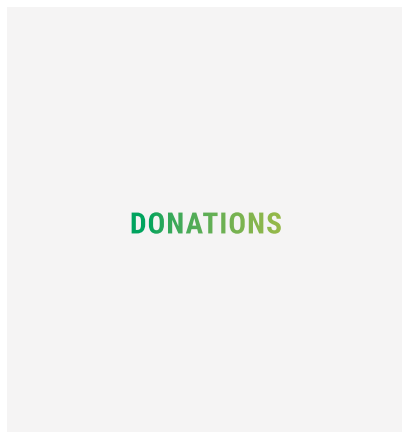
2022



2021

The Impact on Communities

Being a Benefit Corporation (Società Benefit) means combining profit goals to have a positive impact on society, communities, people and the environment. To this end, in 2022, also through its subsidiaries, Plenitude invested around EUR 1.3 million in initiatives to support local communities, including:



- Support for **Caritas Italiana** in enhancing activities and interventions **against educational poverty**. In particular, Plenitude supported **ten projects in Italy** (three in the North and seven in the South) involving about **600 young people** between 10 and 29 years of age. Young people from disadvantaged communities were involved in workshops and activities to give them the opportunity to embrace their talents and understand how to consciously cultivate them, limit school drop-outs and help NEETs (young people not in employment, education or training) to build their future. Some examples of the projects supported were theatre workshops, videomaking, emotion management, 'integrating skills' for the disabled and test preparation courses for university selections. Thanks to Plenitude's support, vocational traineeships, school reinforcement and remedial work, and sports and volunteering socialisation courses were activated.

- Partnership with **Humana People to People**, thanks to which Ecoboxes for collecting used clothes and toys were sent to each Plenitude location during the Christmas period. In a fortnight, a total of 615 kg of clothes and toys were collected, which will be given to people in distress or poverty, i.e. children and adults in the countries where Humana operates. The percentage of clothes that will be sent for reuse exceeds 70%, about 25% will be sent for recycling, and a small part will be sent for energy recovery. These garments will save almost 3.7 million litres of water, over 2,200 kg of non-emitted CO₂, 185 kg of pesticides and 369 kg of fertilisers, which would otherwise have been used to produce new clothes². This initiative also enabled participation in Humana education and training projects in Brazil, India, Malawi, Mozambique and Zambia.

INVESTMENTS IN THE COMMUNITY

- Plenitude, together with the **Fondazione Eni Enrico Mattei (FEEM)** and the **Associazione Nazionale Presidi (ANP)**, launched the initiative '**Più conosco meno consumo**' (**The more I know, the less I consume**) in 2022, which outlines a true citizenship path for primary school pupils (particularly from 9 to 11 years old). The project addresses energy sustainability issues through media education and digital well-being. The project took place in Turin, Florence, Rome, Bari, Palermo and Cagliari in twelve state-run comprehensive schools involving **approximately 900 pupils**.

SPONSORSHIPS

- On 29 and 30 October 2022, Plenitude sponsored the **RunForInclusion** in Milan, the first fun and non-competitive run open to all, where the values of diversity, inclusion, sustainability and celebrating uniqueness in all its forms were shared. Participation in this initiative was an important opportunity to showcase Plenitude's commitment to all sustainability issues and to emphasise how the inclusion of diversity is one of the Company's core values.
- Cultural activities: **Bella Family**, the project planned for the 2022-2023 school year, stems from the need to make the new generations aware of the importance of adopting 'smart' behaviour in the family, i.e. oriented towards the digitisation of services and more sustainable consumption choices, to achieve not only savings in terms of money and time but also a lower impact on the environment.

2 - Sources and methodology for calculating avoided consumption: Laura Farrant, 'Environmental benefits from recycling clothes', Technical University of Denmark, Department of Management Engineering, Quantitative Sustainability Assessment, Copenhagen, 2008. Regarding the figure for avoided CO₂ emissions, please refer to the following link: <https://euric-aisbl.eu/resource-hub/reports-studies/study-lca-based-assessment-of-the-management-of-european-used-textiles>

2

Generated Impact And Future Objectives

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2.1

Spreading the culture of sustainable energy usage



Contributing creating and promoting a culture of sustainable energy usage is one of the objectives that Plenitude is committed to pursuing with persever-

ance and dedication. Accordingly, in Italy, the Company invests in communication and education activities, organising events, and developing partnerships to

share information, expertise, and experiences that may stimulate conscious and efficient energy consumption habits both within and outside the organisation.

PURPOSE	MACRO-OBJECTIVES	OBJECTIVE DESCRIPTION
SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	COMMUNICATION	Development of initiatives aimed at raising awareness and addressing lifestyles.
	EDUCATION	Development of initiatives to educate, train and share knowledge and good practices.
	PARTNERSHIPS AND EVENTS	Development of <i>partnerships</i> with key players in the area and organisation of cultural and educational events to spread awareness on energy use and promote the <i>e-mobility</i> culture.

2.1.1

Communication

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
COMMUNICATION	Involvement of influencers to raise awareness of responsible air conditioning use through the creation of social content identified by the hashtag #rinfrescatiresponsabilmente	A total of 1,272,652 impressions and 1,522 clicks on the link for content in stories, with 21,123 post engagements. Receipt of positive comments under influencers' posts. <input checked="" type="checkbox"/> OBJECTIVE ACHIEVED	Evaluation of the launch of communication campaigns to continue awareness-raising on the principles of responsible and conscious use of energy in 2023
	<ul style="list-style-type: none"> Continuation of the Vitamina E digital magazine initiative Publication on the <i>online</i> page Guida al caro energia 	<ul style="list-style-type: none"> Vitamina E: almost 200,000 visits to the section and 178,000 unique visitors Published on the <i>online</i> page 'Guida al caro energia' <input checked="" type="checkbox"/> OBJECTIVE ACHIEVED	In continuity with what was achieved in 2022, preparation of a content plan that will aim to continue to keep the messages conveyed by the 'Vitamina E' and 'Guida al caro energia' initiatives in 2023
	Launch of the <i>partnership</i> with STEP Futurability District	The partnership with STEP Futurability District launched <input checked="" type="checkbox"/> IN PROGRESS	<ul style="list-style-type: none"> This partnership will be replaced by similar partnerships -e.g. with BASE in Milan - in 2023 Participation in the '1 light up less' initiative

Plenitude organises **communication activities and creates special content addressed** to its stakeholders. The communication material is realised in partnership with different actors and published on several communication channels to reach as many stakeholders as possible.

2022 Performance

The **Clima-NoStress** campaign was carried out in 2022. Two Instagram profiles were involved in spreading greater awareness about the responsible use of air conditioning by creating posts and reels with an ironic and funny tone. This influencer marketing strategy resulted in 1,272,652 impressions and 1,522 clicks on the link, with 21,123 post engagements. The comments received under the influencers' posts were positive, and users appreciated the campaign's positive and ironic tone.

Within the context of the **Vitamina E** initiative - a project launched in 2020 to collect, within a dedicated section of the agi.com website, articles, podcasts and content that talk about the cause of energy efficiency and how it is concretely supported - Plenitude is committed to supporting its stakeholders in finding their way in an increasingly complex and frag-

mented information environment. In collaboration with Agenzia Giornalistica Italiana (AGI), in 2022, Plenitude continued to publish short articles, videos and podcasts on the AGI website about how the Company handles energy efficiency issues, reaching 200,000 magazine visits.

The online page '**Guida al caro energia**' (i.e. Guide to increasing energy costs) enabled customers (as well as anyone interested in the subject) to deepen their knowledge of the evolution of the energy market and the recent changes in context. Moreover, it provides the reader with information on how to make their homes more energy efficient with sustainable energy use and solutions customised to their different living contexts. In the first four months since the page was launched, 12,964 users were reached. In 2022, Plenitude entered into a partnership with **STEP FuturAbility Dis-**

trict. Visitors are given the opportunity to become more **aware of the digital transformation in progress** and its impact on all areas of daily life: personal and professional. It is a space that supports the construction of an inclusive digital society where anyone can discover the tools and skills needed to build their future. Plenitude was present inside the Fastweb exhibition space as a technology and innovation partner. There, it was able to share its knowledge and expertise and tell about Plenitude's positioning as a Company attentive to issues such as sustainability, innovation and the accessibility to these.

Future targets

Continuing the achievements of 2022, Plenitude is committed to preparing new content related to energy efficiency issues within the context of the 2022 '**Vitamina E**' and '**Guida al caro energia**' initiatives. To reach an ever-broader audience of stakeholders, Plenitude also aims to formalise **new partnerships**, including one with the BASE in Milan, and to launch **commu-**

nication campaigns to tell how it uses its technologies to promote more efficient and responsible use of energy.

Furthermore, during 2023 and on National Energy Saving Day in particular, Plenitude aims to participate in the '**M'illumino di meno**' (i.e. I light up less) initiative, which Caterpillar and Rai Radio 2 have been organis-

ing annually since 2005 to spread the culture of environmental sustainability and resource saving, to raise public awareness to a conscious use of energy.

2.1.2 Education

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
EDUCATION	<ul style="list-style-type: none"> • Display of the installation “Feeling the energy” during Fuorisalone 2022 • Launch of the Più conosco, meno consumo project realised in cooperation with EniScuola in 2022 	<ul style="list-style-type: none"> • Feeling the Energy, a multi-sensory experience realised together with the firm of Carlo Ratti and Italo Rota, whose aim was to make energy known through the five senses. • Launch of the Più conosco, meno consumo project <p>✔ OBJECTIVE ACHIEVED</p>	In continuity with 2022, evaluation of the launch of projects uniting the worlds of art and energy in 2023
	Through Evolvere: continuation of #evolveregreen and #evolvereyoung and development of the B Corp #UnlockEducation campaign by Evolvere during 2022	Through Evolvere: <ul style="list-style-type: none"> • Further development of the Adesso Magazine with topics related to sustainable energy issues, reaching around 20,000 subscribers. Publication of 55 articles in 2022, reaching approximately 50,000 users and over 100,000 page views • Support and dissemination of the 2021/22 B Corp campaign on social media <p>✔ OBJECTIVE ACHIEVED</p>	In 2023, through Evolvere: <ul style="list-style-type: none"> • Participation in events to promote the energy transition culture • Development of new educational projects for young children
	Through Be Charge: <ul style="list-style-type: none"> • Standardisation of La Via Elettrica edutainment format • Publication of digital e-mobility related educational content by Be Power in 2022 	Through Be Charge: <ul style="list-style-type: none"> • 'La Via Elettrica' edutainment format • Publication of 40 articles dedicated to e-mobility, 100 newsletters shared and 130,000 users contacted <p>✔ OBJECTIVE ACHIEVED</p>	In 2023, through Be Charge: <ul style="list-style-type: none"> • Realisation of other educational formats for schools with an e-mobility theme • Re-edition of the 'La Via Elettrica' edutainment format • Continuation of publication of digital e-mobility related educational and gamification content

As it firmly believes that raising energy awareness is a powerful tool for fostering change, Plenitude shares its technical expertise to collaborate with others to the realisation of educational content related to energy saving and sustainability issues.

2022 Performance

In 2022, Plenitude developed and presented the '**Feeling the energy**' installation during Fuorisalone 2022 in Milan at the Brera Botanical Garden. The purpose was to offer a multi-sensory experience in which the five senses can perceive energy in different ways. By following the itinerary, visitors were accompanied in a search for the value of energy in all its facets: sound, light and wind. Feeling the Energy was award-

ed '**Most Interactive Installation**' at the **Fuorisalone Awards 2022** and was appreciated by 85% of visitors. Within a week, 6,479 visitors were registered at the installation, and 30 national press articles and 99 web articles covered the topic. Thanks in part to the involvement of talents who helped tell the story of the installation, 376,935 influencer impressions were recorded. The installation was then taken to the Jardin Botánico in

Madrid in October 2022 to continue the story started in Italy in one of the geographical areas where Plenitude is present with projects related to the development of the renewable energy market. Furthermore, Plenitude launched the 'Più conosco, meno consumo' (i.e. The more I know, the less I consume) project in cooperation with the Fondazione Eni Enrico Mattei (FEEM) and the Associazione Nazionale Presidi (ANP)³.

3 - For further information, please consult the section '[The Impact on Communities](#)'

In 2022, the subsidiary Evolvere further developed the '**Adesso**' **newsletter magazine**, reaching around 20,000 subscribers, a 67% increase over the previous year. By publishing **55 articles** in 2022, Evolvere reached an audience of over **50,000 users** and over **100,000 page views**. The magazine proved a useful tool for strengthening the existing link with young people and users interested in sustainable energy issues.

Publication of 40 articles dedicated to e-mobility, 100 newsletters shared and 130,000 users contacted

The publication of articles in the columns **#evolveregreen** and **#evolve-reyoung**, dedicated to key topics in the field of sustainability, also increased. This content is then republished in graphic form on the Facebook and Instagram platforms. 15 articles were published in the columns with in-depth coverage of topics such as savings, sustainability culture and other curiosities related to renewable energy.

In order to reach a wide and inter-generational audience, Evolvere also participated in several events, speaking to both adults, who could try their hand at the renewable energy quiz,

and children. Evolvere tells children about the potential of solar energy through the fairy tale 'The Story of the Brave Friends Who Saved the Beautiful Kingdom' by the blog MammaOca⁴.

Evolvere then participated in the **#Un-lockTheChange** campaign, created during the first lock-down and promoted by the Italian B Corps to raise awareness among companies and citizens on the need to move towards a new economic model that considers not only profit but also the positive impact of a company on people, the environment and, more generally, on all stakeholders.

In 2021, Plenitude, through its subsidiary Be Charge, devised the experiential format for families '**La Via Elettrica-Kids drive the change**' (**The Electric Way-Kids drive the change**), which would bring people closer to and engage with the topic of electric mobility in an appealing and fun way. As it had set out to do, in 2022, Be Charge worked on standardising the format, which was presented at both the Umbria Green Festival and Natale degli Alberi in Milan. Furthermore, an installation was installed during Fuorisalone 2022 in Milan in order to promote the project, enabling visitors to get in touch with the world of Be Charge. Through Be Charge, Plenitude continued to tell the story of e-mobility and its evolution through various digital channels: columns on social channels, the Be Charge blog and a dedicated bi-weekly newsletter.

Around 20,000 subscribers (+67% vs 2021) to the newsletter and 50,000 unique users on Evolvere's 'Adesso' magazine with 100,000 page views

In 2022, it produced over 40 articles under the four headings e-mobility tips, e-mobility news, e-mobility green travel, and e-mobility life. Furthermore, it shared over 100 newsletters and demos with educational content aimed at the Be Charge e-driver community, which in 2022 had over 130,000 profiled contacts. The content produced included the e-mobility education columns including 'Falsi miti vs real' (False myths vs real), 'Charge the question' and 'E-quiz', which recorded more than 19 million social impressions on Facebook and Instagram channels (+36% compared to 2021), involving more than 550,000 users.

Future targets

In order to pursue its goal of raising awareness of energy-conscious consumption, for 2023, Plenitude is considering launching projects dedicated to the representation of energy through art.

Plenitude, also through Be Charge and Evolvere, will continue promoting the culture of sustainability by sharing content addressed to the entire audience of its stakeholders. As a continuation of what was realised in 2022, the launch of projects that unite the worlds of art and energy for educational purposes is under assessment.

In 2023, Evolvere will continue to elaborate on different types of content on sustainability and the energy transition, in which it will also disseminate the knowledge and best practices acquired

within the B Corp and Quinto Ampliamento (Fifth Extension) networks. In order to engage its stakeholders, the company is committed to both sharing them on social channels and physically participating in events.

Instead, to stimulate the younger generation on the issues in question, the #evoleregreen and #evolereyoung columns will continue to be published in the online magazine 'Adesso'. Finally, to reach even the youngest children and their families, the collaboration started during the Evolvere year with the MammaOca blog for the fairy tale 'The Story of the Brave Friends Who Saved the Beautiful Kingdom' will also continue.



In line with Evolvere, the Content Hub Magazine Be Charge will also be en-

riched with new e-mobility content, particularly new collaborations on green travel. New communication methods will be explored, including gamification (a teaching methodology that uses play to foster emotional involvement), podcasts and other interaction channels. In this regard, a dedicated TikTok channel is planned to be activated to reach the younger generation as well.

Be Charge, too, will continue to work on the edutainment format 'La Via Elettrica', to involve and entertain more and more people. The format will be repeated during festivals and local area activations whenever possible. In this regard, the edition of the 'La Via Elettrica during the Fuorisalone in Milan 2023' format is already planned.

2.1.3

Partnerships and events

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
PARTNERSHIPS AND EVENTS	Development of the following partnerships: TEDx Milan, Assobenefit	<ul style="list-style-type: none"> Attended TEDx Micro and Macro and TEDx Sustainability events Membership of Assobenefit 	Evaluation of participation in similar events to convey related content in 2023
	Partnerships at the following events: <ul style="list-style-type: none"> FirenzeRocks The Island Experience in Pantelleria Primavera Sound in Barcelona 	Plenitude participated in several musical events, with energy efficiency interventions and spread of the culture of sustainable energy use: LiveNation (FirenzeRocks), The Island Experience in Pantelleria, Primavera Sound in Barcelona (>700,000 total attendance) 	Evaluation of participation as a partner in energy efficiency projects at music events in 2023

To expand its capacity to spread good practices on the responsible use of energy, Plenitude develops **partnerships** with key players in the territory and organises **cultural and educational events**.

2022 Performance

In 2022, Plenitude participated in a series of events, supporting their organisations with concrete actions, with the ultimate aim of supporting the dissemination of a sustainability culture, in particular:

TEDx Milan: in May, TEDx events - Micro and Macro - were organised at Teatro Franco Parenti in Milan. In November, the sustainability-themed TEDx was again organised at Teatro Franco Parenti. By supporting these initiatives, Plenitude has demonstrated its commitment to disseminating useful topics and tools to understand the energy transition better. The events recorded an influx of 500 people per evening, as well as online participation through live streaming.

Firenze Rocks: Plenitude contributed to the realisation of the event by increasing the efficiency of the Festival's backstage area, powered by a hybrid generator, and of the food area

with innovative low-consumption cold rooms. Furthermore, it was possible to relax while charging one's smartphone thanks to photovoltaic panels in the Plenitude area. The event hosted a total of 200,000 spectators over four days.

The Island experience in Pantelleria: Plenitude participated in the event by contributing with the installation of electricity columns and photovoltaic panels, which were then donated to the host municipality to help achieve the goal of becoming the first carbon-free island in Italy. The festival recorded 2,400 total admissions.

Primavera Sound in Barcelona: Plenitude took part in the Music Festival in Spain by carrying out energy efficiency works that contributed to making the festival more sustainable. In particular, Plenitude installed batteries to power one of the stages used by the artists with renewable energy and installed photovoltaic panels on the merchandis-

ing area. The festival recorded 500,000 total admissions.

In 2022, Plenitude joined Assobenefit, which aims, among other things, to:

- Promote the achievement and dissemination of good practices in exercising the provisions of the law establishing Benefit Corporation (Società Benefit) also in the protection of the collective interests of the associates;
- Stimulate the continuous improvement by the market and the correct application of corporate governance and measurement, control and reporting tools for Benefit Corporation (Società Benefit);
- Monitor study and research activities on Benefit Corporation (Società Benefit) by receiving information and promoting the improvement of legislation.

Future targets

With a view to the future and in continuity with the previous year, Plenitude is considering confirming its participation in **educational events**

in order to continue spreading the sustainability culture. Furthermore, it is considering participating as a partner in energy-saving and energy-effi-

ciency initiatives within the context of **music events**.

2.2

Solutions and technologies for responsible energy usage



Since it operates in the energy sector, Plenitude is aware of the fundamental role that it can play in promoting the energy transition.

The Company defined a decarbonization strategy that aims to achieve

carbon neutrality Scope 1, 2 and 3 by 2040 through increasing the installed capacity of the renewable energy production plants, offering energy-saving solutions such as energy saving and distributed photovoltaic interventions for homes and compa-

nies, progressively offsetting the CO₂ emissions from gas combustion by customers and the developing electric mobility services.

PURPOSE	MACRO-OBJECTIVES	OBJECTIVE DESCRIPTION
<p>PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE</p>	RENEWABLE ENERGY	Enhancing renewable energy production and selling activities.
	ENERGY EFFICIENCY	Development of solutions available to Customers to increase energy efficiency.
	E-MOBILITY	Expansion of the network of charging points for electric vehicles powered by renewable energy throughout Italy and abroad.

2.2.1

Renewable energy

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
RENEWABLE ENERGY	Over 2 GW of renewable energy capacity installed in 2022	2.2 GW of installed capacity of renewable energy production plants (46% wind and 54% photovoltaic), which allowed 2.55 TWh of renewable energy to be produced. In 2022, emissions of 1,211 thousand tonnes of CO ₂ eq were avoided (+ 136.5% compared to 2021). ✔ OBJECTIVE ACHIEVED	Over 3 GW of capacity installed from renewable energy generation plants in 2023
	Increase in certified renewable electricity supply in 2022	12.5 TWh of certified electricity sold with European guarantees of origin in Europe ✔ OBJECTIVE ACHIEVED	Additional increase in certified renewable electricity supply in 2023
	Extension of the project entailing thermography through the use of a drone in 2022	In 2022, thermographic drone inspections were extended to 13 plants in Italy (8 plants) and France (5 plants) compared to the pilot plant conducted in Italy in 2021. ✔ OBJECTIVE ACHIEVED	In 2023: <ul style="list-style-type: none"> Continue thermographic inspections by drone Start experimenting with inspection of wind blades by drone

2022 saw Plenitude strengthen its presence in renewables by reaching an installed capacity of 2.2 GW, doubling the 2021 result and expanding the project pipeline to around 13 GW. This growth was achieved through the organic development of projects in the United States, Kazakhstan and Spain, as well as through acquisitions in Europe and the United States.

2022 Performance

In Italy, the Company completed the acquisition of **PLT Energia**, a major player in the energy sector with a portfolio that includes over 400 MW of assets in Italy, a pipeline of projects under development⁵ in Italy and Spain, and a base of 90,000 retail customers in Italy. Growth also involved **GreenIT**, the joint venture dedicated to the production of electricity from renewable sources in Italy, which was created through a partnership between CDP Equity⁶ and Plenitude. GreenIT acquired a portfolio from the Fortore Energia Group con-

sisting of four onshore wind farms operating in Italy with a total capacity of 110 MW, of which 56 MW in Plenitude.

In Spain, Plenitude acquired the El Monte wind farm that, with its 105 MW and 5.5 MW turbines, is the largest wind farm in its portfolio and has completed the 50 MW photovoltaic plant in Cerillares. Also in the United States, more precisely in Texas, Plenitude significantly expanded its portfolio by purchasing a 266 MW photovoltaic system and complet-

ing another system for a further 263 MW.

In 2022, Plenitude achieved its announced goal of increasing installed capacity to more than 2 GW, reaching **2.2 GW**, doubling the year-end 2021 figure (1.1 GW). Of this capacity, 37% is located domestically and 63% abroad (mainly in the United States, Spain and France), with **54%** relating to **photovoltaic systems** and the remaining **46%** to **wind farms**. Renewable energy production amounted to 2.55 TWh in 2022, al-

5 - For further information, please consult the following link: [Plenitude strengthens its presence in Italy and Spain by signing an agreement to acquire 100% of PLT](#)

6 - For further information, please consult the following page: [GreenIT acquires 110 MW wind projects in Italy](#)

most three times as much as in 2021 (1 TWh). About 70% is located abroad (mainly in the United States, Spain and Kazakhstan) and the remaining 30% is in Italy. As a result, emissions of **1,211 thousand tonnes of CO₂eq (tCO₂eq)** were avoided in 2022⁷, an increase of 136.5% compared to the avoided emissions of 512 thousand tCO₂eq in 2021.

Since April 2022, Plenitude has been offering all of its *Business To Consumer* segment customers energy **certified through guarantees of European origin**, as generated by plants fuelled by 100% renewable energy⁸. This made it possible to arrive at about **12.5 TWh of certified electricity** through guarantees of origin in 2022, out of a total of energy supplied on the European market, amounting to approximately 18.8 TWh.

Furthermore, to drive change in an ever-changing external environment, Plenitude searches for innovations that promote the sustainable develop-

ment of new business and technology solutions through partnerships with start-ups and industry-leading companies. It is with this in mind that, through Eni Joule⁹, Plenitude has selected a start-up company that proposes a variable-geometry micro-wind solution with passive self-adaptation, capable of producing energy even in weak, intermittent and short-duration winds. Plenitude then initiated developments of the technology towards residential applications, which, being typically located at low altitudes, are often in such conditions.

At the same time, Plenitude has extended the project started in 2021 that envisages the use of drones for **thermographic inspections** to 13 plants distributed between Italy and France. In photovoltaic modules, malfunctions at the individual cell level can affect the performance of the module and the photovoltaic string to which it belongs. In causing production losses, the malfunction usually has an abnor-

mal temperature rise at certain points. In situations such as these, a thermographic analysis of the operation of the photovoltaic system is a simple and quick procedure to understand where to intervene, allowing production losses to be reduced.

In summary, thermography is able to detect insulation, losses, infiltration and humidity and is therefore essential to conduct precise measurements and immediately identify energy-critical areas. More specifically, compared to traditional ground thermography, the thermographic inspections carried out with drones allow a greater number of photovoltaic modules to be examined in less time, increasing the efficiency of operations and the safety of the operator.

Future targets

In 2023, Plenitude intends to expand its portfolio under management further, **exceeding 3 GW of installed capacity**¹⁰ and, in the long-term, aims to exceed 7 GW by 2026 and more than 15 GW in 2030. Based on forward-looking forecasts, by 2040, the electricity generation capacity from renewable

sources from proprietary plants will be able to meet the energy needs of the customer base.

Furthermore, the Company is committed to **extending the project involving thermographic inspection by drone** to other plants and launching a pilot

project in Italy to use drones also for inspections of wind farm blades. Finally, field tests of **innovative wind power technology** developed in 2022 are planned for 2023.

7 - Avoided emissions represent the amount of CO₂eq that would have been emitted into the atmosphere given the same electricity production with the current generation mix of the various producing countries. For details on the calculation methodology, please refer to paragraph [3.1.2. Calculation methods](#).




8 - The electricity consumed by residential Customers does not come directly from a renewable electricity generation plant. Instead, Plenitude acquires the Guarantees of Origin from third party renewable energy producers to certify that electricity produced from renewable sources has been generated in a quantity that equals to the Customer's annual consumption.

9 - Eni's business school has supported the growth of sustainable enterprises with training courses and acceleration programmes since 2020. For more information, please visit the following page: [Our mission for innovation | Joule Eni](#)

10 - For further information, please consult the following link: <https://www.eni.com/assets/documents/eng/investor/presentations/2023/2023-capital-markets-update/2023-Capital-Markets-Update-presentation.pdf>

2.2.2

Energy efficiency

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
ENERGY EFFICIENCY	Through SEA: <ul style="list-style-type: none"> Continuation of interventions through CappottoMio and Energy Performance Contract Continuation of project management activities to obtain Energy Efficiency Certificates or White Certificates 	Energy requalification measures that avoided the emission of around 57,000 tonnes of CO ₂ eq in 2022 (+168% compared to 2021) by end customers.  OBJECTIVE ACHIEVED	Through SEA, in 2023: <ul style="list-style-type: none"> Continuation of energy efficiency measures (CappottoMio) Consolidation and growth in Energy Performance Contracts Continuation of project management activities to obtain Energy Efficiency Certificates or White Certificates
	Through Evolvere: 28 MW of installed capacity from owned photovoltaic plants (in Plenitude)	Through Evolvere: 28 MW of installed capacity from owned photovoltaic plants (in Plenitude)  OBJECTIVE ACHIEVED	Through Evolvere, in 2023: Continued commitment to the installation of photovoltaic capacity for potential prosumers
	Finalisation of preliminary development activities for the management of Renewable Energy Communities (RECs)	Plenitude's commitment to the implementation of Energy Communities continued on the technological, dissemination, regulatory and operational levels. However, the preliminary activities under the 2022 target are still unfinished due to incomplete regulations.  IN PROGRESS	In 2023: <ul style="list-style-type: none"> Extend the functionality of IT mediums to induce consumer behavioural changes Complete the preliminary development activities for the management of Energy Communities Initiate commercial activity for the realisation of RECs

The **efficient management of energy demand and consumption** is a fundamental aspect of the energy transition, as it allows **its demand to be reduced** and, as a consequence, the impacts related to its production can be reduced. Thanks to the acquisition of important companies such as Sea (Plenitude's ESCO - Energy Service Company), Evolvere and Enera and the collaboration with a wide network of business partners, Plenitude offers its customers a vast range of energy efficiency solutions through **energy upgrades** on buildings and the **installation of photovoltaic systems** in the different countries where the retail business area operates.

2022 Performance

As it had set out to do in 2021, Plenitude continued to offer its customers various energy upgrades during 2022.

In particular, with the '**CappottoMio**' service, Plenitude, through its subsidiary SEA, undertook energy requalification and earthquake-proof consolidation works in condominiums and single-family buildings that resulted in

the avoidance of around 35,000 tCO₂eq (an increase of 62% compared to 2021). Furthermore, with the signing of **energy performance contracts (EPC)**¹¹, Plenitude and SEA carried out **interventions for requalification** and energy efficiency for industrial customers such as large enterprises and SMEs, thanks to which they were able to avoid the emission of 2,669 tonnes of CO₂eq in

2022. Nevertheless, Plenitude continues to pursue project management activities to obtain **Energy Efficiency Certificates (TEE)**, which in 2022 resulted in the avoidance of 19,610 tCO₂eq emissions. Overall, emissions avoided through energy upgrades by the end market amounted to around **57,000 tCO₂eq**¹².

11 - The EPC model implies that SEA covers the initial investment and management costs of the intervention, while the customer pays the Company a share of the energy savings generated.

Through its subsidiary **Evolvere**, Plenitude provides **sales, installation, management, and monitoring services for photovoltaic systems** directly to end customers, which thus become prosumers, meaning consumers who produce and consume energy and renewable, storing the unused energy and injecting the surplus into the grid. In 2022, Evolvere owned photovoltaic systems in Italy, corresponded to 40 MW, of which 28 MW of installed capacity in Plenitude.

Evolvere assembles more than **160,000 prosumers** from all over Italy through

the **My Solar Family** digital community, which allows them to monitor the energy and economic flows related to their (mainly residential) photovoltaic system. This is possible, also thanks to **Eugenio**, a proprietary technology made up of a cloud system and hardware installed at the Customer's premises. **Eugenio** is Evolvere's smart energy ecosystem that allows to monitor and manage photovoltaic system, storage and energy flows, to maximise energy efficiency and self-consumption, making the investment virtuous and using renewable energy.

In 2022, an agreement was reached to set up a Joint Venture between Plenitude and Elmet, a company of the Gruppo Costruzioni Turistiche Immobiliari (Cotim), which will be dedicated to the design, construction, operation and maintenance of an energy system to meet the needs of the Chorus Life smart district in Bergamo.

Renewable energy communities (RECs): a new model for sharing energy

Renewable Energy Communities are based on the **collaboration** between several actors to produce, self-consume and share photovoltaic energy through the public distribution network. They are backed by an incentive tariff, a reduction in grid charges (proportional to the energy that they can share), and the withdrawal of the fed-in energy by the GSE. Such measures encourage people to take part in **self-production initiatives**, even without being the owner of a roof or making investments but simply consuming the community energy. There is no need to buy and sell energy between participants, only to adhere to the community. This stimulates the installation of new photovoltaic power and the local use of the energy thus produced, with a double environmental benefit. As it has always been a convinced promoter of new energy solutions, Plenitude aspires to support the RECs throughout the useful life of the community and systems. To this end, for over three years the Company has been

monitoring the regulatory path (which has yet to be finalised) that is leading to the development of communities in Italy and took action on several fronts in 2022.

These include: technological (e.g. application and software development), dissemination (e.g. meetings and workshops with associations) and regulatory (e.g. participation in relevant regulatory consultations). However, the preparatory process slowed down, and by the end of 2022, it still needed to be completed. The delay was caused by the low demand for the design and start-up of RECs due to the wait for the Regulatory Authority for Energy, Networks and the Environment (ARE-RA) and the Ministry of Environment and Energy Security (MASE) to complete the regulatory framework and start publishing the National Recovery and Resilience Plan (NRP) calls for RECs. The expected completion of the regulatory framework in early 2023 will remove uncertainties and

complete the preparatory path, as well as build confidence in the ERC promoters and kick-start demand.

In particular, on the operational front, it activated, in cooperation with Evolvere and RSE, the **EvoNaRse project** involving a block of flats consisting of 30 residential units and two commercial businesses located on the ground floor of the building. In the building, the company installed a 10 kWp photovoltaic system on the roof and a 5 kW/12 kWh battery storage system in the technical rooms. The energy generated by the solar panels is used directly (or by means of storage) to power the common services as a priority, while the residual production is intended for sharing with the apartment blocks that have joined the project. One of the most interesting aspects of EvoNaRse is the integrated solution for real-time monitoring of the energy produced by the photovoltaic modules on the roof, stored in the batteries and consumed by each user.

Future targets

Plenitude will continue offering energy requalification services for condominiums, single-family buildings, industries and small and medium enterprises. In 2023, the implementation of interventions through the CapottoMio and Energy Performance Contracts (EPC) will be continued. Project management activities to obtain Energy Efficiency Certificates (TEE) will also continue.

Evolvere confirms its commitment and objectives in continuing to install photovoltaic capacity for potential

prosumers, even in the face of an ever-changing regulatory environment in the renewable sector.

In 2023, the design and implementation of an energy system to meet the needs of the Chorus Life smart district in Bergamo are scheduled to begin. The energy system will be managed with an innovative, dynamic dispatching system based on artificial intelligence algorithms that will minimise CO₂ emissions.

In the smart district area, further evaluations of initiatives to maximise

the energy efficiency of the urban district are underway, as well as a number of initiatives to establish Energy Communities.

Plenitude is also expected to be increasingly involved in initiatives related to the issuance of European, national and regional calls (e.g. National Recovery and Resilience Plan (NRP)) related to energy efficiency.

2.2.3 e-mobility

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
E-MOBILITY	Through Be Charge: 12,950 charging points installed in Italy and Europe by the end of 2022	13,093 charging points for electric vehicles installed by the subsidiary Be Charge, which in 2022 avoided the emission of 7,405 tonnes of CO ₂ eq into the atmosphere (+279% compared to 2021) by electric vehicles in mobility 🎯 OBJECTIVE ACHIEVED	Through Be Charge: About 20,000 installed charging points as at 31/12/23
	Through Be Charge, advancement of projects in 2022 in the following areas: <ul style="list-style-type: none"> • Demand response: real time despatching optimisation algorithms • Stationary storage • Digital products 	Through Be Charge: development of products based on big data & advanced analytics: <ul style="list-style-type: none"> • Demand Response: qualifying charging infrastructure for UVAM project • Stationary storage: Four units ordered and delivered 🔄 IN PROGRESS	Through Be Charge, in 2023: <ul style="list-style-type: none"> • Demand Response: developing algorithms for V1G and enabling V2G • Stationary storage: Order for four more units under approval • Finalise a product to be shared with selected targets of customers and potential partners.

Through its subsidiary Be Charge, Plenitude invests in the electric mobility market, supporting the installation of **charging stations** for electric vehicles powered by renewable energy throughout Italy and abroad. Plenitude's objective is to accelerate the transition to a **more sustainable and less polluting mobility model**.

2022 Performance

With its acquisition of Be Charge in November 2021, Plenitude, with a total of **13,093 charging points** installed in December 2022 (+111% compared to 2021), is **now one of the most important operators in the electric vehicle charging services segment in Italy and Europe**. Thanks to the service offered, in 2022, the emission into the atmosphere of **7,405 tonnes of CO₂eq¹³** by

electric mobility vehicles was avoided, tripling the result achieved in 2021 (1,950 tCO₂eq).

The Company is playing a leading role in the radical transformations taking place in the energy sector. In its capacity as a high-tech Company, it integrates the innovative management of digital flows and the new activities

of the energy market with the electric mobility sector. It is also involved in innovative projects on both the technological and digital flow management fronts. In this regard, in 2022, it undertook several projects that will have a significant impact in terms of benefits for the energy system in the following areas:

DEMAND RESPONSE

As part of the **Demand Response** activity, which enables the provision of flexibility resources to the distribution and transmission grid, several recharging infrastructures were qualified to provide flexibility services to the distribution and transmission grid.

These qualifications are part of the UVAM (Virtual Enabled Mixed Units) pilot project organised by Terna, the national electricity grid operator, which enables electricity consumption units, electricity production units and batteries, including electric vehicle charging stations, to provide flexibility services vital to the proper functioning of the electricity system. Flexibility consists of the readiness of these units to change their electricity consumption and production profiles should the need arise to balance electricity production and consumption at the grid level. In the case, for example, of the recharging operation of an electric vehicle, if there is an imbalance on the electricity grid between the energy produced and the energy consumed, it is possible to intervene by temporarily reducing the energy absorbed by electric vehicles connected to the Be Charge infrastructure.

STATIONARY STORAGE

The use of stationary storage systems combined with electric vehicle charging stations is an enabling factor for users to enjoy the benefits of fast charging infrastructure, even in remote locations or in locations with limited grid connection potential.

During 2022, four booster batteries with 200 kW of power and 100 kWh of storage capacity were installed for each site. When combined with a limited power grid connection, they will enable the installation of high-power charging stations that would otherwise not have been possible to power.

13 - The calculation of the avoided CO₂eq emissions is based on data provided by ISPRA on the average emissions of the Italian ICE vehicle fleet. For details on the calculation methodology, please refer to paragraph [3.1.2. Calculation methods](#).

DIGITAL PRODUCTS

The development of new digital products based on big data was the focus of a pilot project that Be Charge implemented during the reporting year. The aim of the project is to offer a better service to customers by also developing communication in line with their characteristics through physical and digital touchpoints. The project has had its first analysis and design phase and will see the product finalisation part in 2023.

Again in the academic area, several Company executives are annually involved in research projects related to sustainable mobility, electricity markets and Big Data & Analytics in collaboration with the Energy Strategy Group of the Politecnico di Milano.

Future targets

In 2023, Be Charge aims to further expand its network of public charging stations for electric vehicles in Italy and Europe, with plans to reach **about 20,000 charging points installed in Italy and Europe** by the end of the year¹⁴.

The Company will also still be engaged in innovative projects on both the technology and digital flow management fronts. In particular, as part

of the Demand Response activity, the development of real-time dispatching algorithms is underway, which will make it possible to perfect modulation in V1G mode (charging service without feeding electricity into the grid). Furthermore, tests are underway to enable V2G modulation (charging service with electricity fed into the grid). As far as stationary storage is concerned, an additional four units are expected to be delivered. In 2023,

the company plans to improve customer service by also working on dedicated communication.

The company will also continue its academic collaboration, with executives and employees already engaged in research projects on sustainable mobility, electric markets and the world of big data and analytics with the Energy Strategy Group of the Politecnico di Milano.

14 - For further information, please consult the following link: <https://www.eni.com/assets/documents/eng/investor/presentations/2023/2023-capital-markets-update/2023-Capital-Markets-Update-presentation.pdf>

2.3

Promoting diversity and inclusion



Plenitude considers people at the centre of its organisation. In order to protect them, the Company strives to maintain a safe and inclusive working environment where diversity consti-

tutes a valuable element in the business' growth path. In this perspective, Plenitude operates according to a management approach geared towards the safeguarding and growth of

each person in an atmosphere of mutual respect, continuous involvement, enhancement of competencies and personal satisfaction.

PURPOSE	MACRO-OBJECTIVES	OBJECTIVE DESCRIPTION
PROMOTING DIVERSITY AND INCLUSION	DIVERSITY, INCLUSION AND HUMAN RIGHTS	Promoting the appreciation of diversity and fostering a culture of inclusion.
	PEOPLE'S WELL-BEING AND SAFETY	Ensuring a working environment that safeguards the well-being of all people.
	TRAINING AND TALENTS	Encouraging participation in training courses, including transversal courses and talent development programmes.

2.3.1

Diversity, inclusion and human rights

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
DIVERSITY, INCLUSION AND HUMAN RIGHTS	100% equal pay for men and women in 2025	98 gender pay ratio* by total remuneration 🔄 IN PROGRESS	100% equal pay for men and women in 2025
	50% women out of the total workforce in 2025	44.9% female presence in Plenitude's population 🔄 IN PROGRESS	In 2025: 50% women out of the total number of employees and 40% of managerial positions in Italy and abroad held by women
	Additional advocacy and engagement initiatives in 2022: <ul style="list-style-type: none"> Diversity Talks with TLON Partnership with WII launch Contest Together for the Future #CEOntheroad Zero Tolerance Event 	Organisation of several D&I awareness initiatives, events and partnerships , including: <ul style="list-style-type: none"> Zero Tolerance Event Online Course on 'Women's Leadership' Partnership with the Winning Women Institute (WWI) #CEOntheroad ✅ OBJECTIVE ACHIEVED	Continuation of awareness-raising initiatives on D&I issues and involvement of Plenitude people in 2023 in new projects, including: <ul style="list-style-type: none"> Corporate volunteering Welcome to Plenitude
	Implementation of the Sustainability by design strategy by 2023	<ul style="list-style-type: none"> Completion of the process of defining the Strategic Sustainable Sourcing model 100% suppliers selected based on social criteria as defined in the process ✅ OBJECTIVE ACHIEVED	

* Women vs men gender pay ratio at the same role level and seniority. The same indicator calculated solely based on gender ('raw pay ratio') is 83 for fixed remuneration and 76 for total remuneration.

By endorsing the [Eni Code of Ethics](#), Plenitude commits to implement an organisational model whereby respect for equal opportunities and the prevention of any kind of discrimination are fundamental pillars.

2022 Performance

The values of diversity and inclusion are fundamental to the company, which has set itself several medium/long-term objectives for these issues. By committing to their pursuit, it reached 44.9% **female presence**. Plenitude's population is also characterised by a strong presence of young people (45%), falling within the 18-24 age group (2%) and the 25-39 age group (43% of the total) and a corresponding proportion of employees are included in the 40-54 age group (40%) and over 55 (15%)¹⁵. Plenitude renewed its commitment

to bridging the gender gap in the countries where it operated in 2022. The remuneration policy applied made it possible to improve further the pay ratio between women and men, which, in 2022, stands at 97.8 with reference to total remuneration (fixed and variable). The same indicator recorded in 2021 was 96.7.

In order to promote a working environment where diversity and inclusion are values internalised by all people, it is crucial to disseminate their values within the organisa-

tion. With the aim of developing an increasingly inclusive culture that recognises and promotes the diversity of each person, valuing their experience and identity, several activities were carried out during 2022. Among these, the Company organised the **Zero Tolerance** event, aimed at disseminating the policy to create a work environment free from discrimination, violence and harassment of all kinds and to give everyone the tools to identify misconduct and report it.

Gender diversity

In March 2022, on the occasion of International Women's Day, Plenitude offered its employees an online course on **'Women's Leadership'** by TLON¹⁶. Furthermore, with its desire to attest its commitment to gender equality, in 2022, Plenitude embarked on a

partnership with the **Winning Women Institute (WWI)**, the first Italian organisation involved with the issue of gender equality at work. Through this partnership, Plenitude went through a pre-audit phase that enabled it to become more aware of the strengths it

already had in relation to gender equality and the actions to be implemented in the future, with a view to continuous improvement.

Inclusion

During 2022, a **collaboration with TLON** was set up, which resulted in the realisation of a series of initiatives aimed at involving and raising awareness among employees regarding D&I. Among these, from April to June 2022, the **'Diversity Talks'** course was launched, consisting of a series of meetings on personal growth to improve work well-being and collaboration. During these meetings, employees participated in a debate on di-

versity as a value and in the application of concrete exercises to help create an increasingly inclusive, thriving and positive working environment. Finally, July saw the launch of the **Flourishing Exercises** initiative, which makes a series of podcasts available to Plenitude people with the aim of accompanying them in their personal growth and improved well-being at work.

In 2022, the two editions of **'Together for the future'**, the international com-

petition designed to foster greater integration between company areas and between people in the various countries where Plenitude operates, were held with the aim of raising awareness of Plenitude's new positioning, with a focus on sustainability. The contest allowed all participants to take part in building the future of Plenitude by devising projects on the theme of sustainability, working in groups made up of people from different countries/cultures.

15 - Employees by employment category: executives (91), middle managers (802), office workers (1,399) and blue collar (55).

16 - TLON is a permanent school of philosophy, events agency, publisher and theatre library

The **#CEOontheroad** initiative, launched in 2022, was the roadshow that brings the CEO to Plenitude offices around the world with the aim of promoting a sharing of the Plenitude strategy, as well as aspects such as affinity, knowledge and building a relationship of trust and transparency with the top management. During the reporting year, the initiative included eight stops in Italy and abroad. The interaction with the CEO allowed not only the discussion of Plenitude's transformation and objectives, but increasingly strengthened the sense of belonging and, consequently, people's commitment.

In order to further bring people in Plenitude closer together, the **THANK YOU WALL** was created. It is a physical (or

Future targets

The approach to D&I at Plenitude remains integrated: while starting with a focus on the gender dimension, the aim is to also work on all the other multiple dimensions of diversity (e.g. age, nationality, disability, sexual orientation). For this reason, Plenitude is building a D&I Roadmap comprising a series of actions and initiatives to be launched in the short- and medium/long-term, starting from the main dimensions of diversity that have been identified. Priority actions have been defined in the D&I area for 2023 and beyond. The strategy will be broken down with particular reference to the following pillars: **Inclusive Culture & Behaviours, Leadership/Management Buy-in & Training, and Structural Inclusion.**

In the medium/long-term, Plenitude remains committed to achieving the following ambitious targets for 2025: 100% equal remuneration between men and women, 50% female presence over

Consolidation of the 'Strategic Sustainable Sourcing' project

digital) board present at all Plenitude locations worldwide where anyone can thank a colleague for something personal or professional.

Plenitude is attentive to issues of diversity, inclusion and human rights not only internally but also across the entire value chain. In particular, 2022 saw the consolidation of the evolution of the procurement function, in collaboration with its suppliers, through the implementation of the **Strategic Sus-**

the total employee base, and 40% of managerial positions covered by women in Italy and abroad. Furthermore, Plenitude has set itself the goal of integrating and including all the countries where it is present among the beneficiaries of its sustainability strategy and D&I actions and initiatives.

In 2023, it plans to implement the following initiatives:

1. Involve the corporate population to make them aware of the importance of using inclusive language in the various forms of communication (formal/informal - verbal/written). This initiative will be the starting point for implementing an **internal newsletter on Diversity, Equity and Inclusion issues** later;
2. Involve, through **Alleyship meetings**, an increasing number of people who will receive training/information material on the topic and will be responsible for spreading an

tainable Sourcing model, which allows the Company to know and measure suppliers' commitment to respecting people's rights through in-depth studies and dedicated workshops.

The relationship with 100% of Plenitude's suppliers was managed through a supply chain management guided by sustainability criteria both in the scouting and qualification process, through the development and use of the **Open-es Platform**, and in the evaluation process by introducing **necessary or 'rewarding' requirements on sustainability, innovation and equal opportunities** in the selection procedures.

inclusive culture in everyday working life;

3. Commit, with the **launch of the Volunteering project**, to give Plenitude people the opportunity to take two days of paid leave for voluntary work at non-profit organisations working within some of the SDGs for which Plenitude is committed to taking concrete action.

In 2023, **internal communication initiatives** will be continued and further developed with the aim of increasing people integration, active involvement and engagement, always with a view to People Centricity and Sustainability.

#CEOontheroad, the CEO's roadshow in all Plenitude locations in Italy and around the world, will continue with new stops abroad to complete the tour and evolve the initiative.

2.3.2

People's well-being and safety

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
PEOPLE'S WELL-BEING AND SAFETY	Launch of the OHI (Organizational Health Index) Survey	OHI (Organizational Health Index) Survey launched in March ✔ OBJECTIVE ACHIEVED	Periodic monitoring of OHI indicators
	Development of the Employee Experience project in 2022	Analysis of the as-is and development of next steps together with Eni 🔄 IN PROGRESS	Communication to improve the perception of the welfare offer in 2023
	Progress of the 'Beyond Smart Working' project, launching collaborative workshops and co-design activities	Progress of the 'Beyond Smart Working' project, with co-design workshops ✔ OBJECTIVE ACHIEVED	Extension of the model with the gradual involvement of all Plenitude people during 2023

Plenitude is committed to dealing with health and safety in the workplace as an essential element for the performance of business activities. As such, the Company methodically updates and improves the tools that enable risk minimisation and oversees the issue in line with the Health and Safety Policy that defines the health and safety management guidelines. Moreover, Plenitude offers its people a company **welfare plan** that is considered a best practice in the sector.

2022 Performance

The attention Plenitude pays to its people also takes shape through the spread and strengthening of the culture of health, safety and environment (HSE). These aspects are of fundamental importance to the Company, which has also included operational assets in its scope since July 2021. All levels of the company and contract workers are involved in the commitment to achieve the set targets. Plenitude people and contract workers actively participate in the dissemination of the HSE culture. Consistent with previous years, no accidents were recorded among employees in 2022. On the other hand, an accident occurred to a contract workers, which brought the total accident frequency rate (TRIR) to 0.23. In 2022, the Company continued its

commitment to the health, safety and well-being of its employees by implementing listening and involvement programmes to understand their needs better. In particular, in March 2022, the **Organizational Health Index (OHI) survey** was launched to identify strengths and opportunities to improve corporate health and promote company-wide collaboration and integration. The survey involved all Plenitude people in Italy and abroad. The results of the survey will help define and develop the improvement actions that will be implemented in the coming years. Plenitude is committed to periodically monitoring the performance of the OHI indicators with a commitment to continuous improvement. All employees are offered a corporate

welfare plan focusing on work-life balance and parenthood, protecting physical and mental well-being and providing innovative tools for work management. With a view to continuous improvement, the **Employee Experience Project** was launched in 2022, which entailed:

- an analysis of the current welfare offer to understand what needs to be developed. Through Eni, the analysis was accompanied by active listening to the community also through focus groups;
- the adoption of the People Experience philosophy to ensure workspaces better suited to new ways of working.

During 2022, the Beyond Smart Working course also continued with

the aim of involving Plenitude people in the construction of the new 'fluid' working model, able to read the transformation and reap the full potential and benefits of remote working. To this end, in the first half

of 2022, Plenitude organised co-design workshops, a testing phase of the identified practices (between June and July 2022) and the definition of the new working model in December 2022. A Train the Trainer

was also conducted in December 2022 to train Ambassadors in order to extend the new model to all Plenitude people in 2023.

Future targets

In 2023, Plenitude will be engaged in a programme of activities whose objective is to raise awareness and increase the culture of Safety and the Environment.

The Company will also **adapt its welfare offer to the changed external contexts and needs**, updating the basket of services, initiatives and tools offered by listening to its people. Nevertheless, it will strive to communicate its welfare offer internally even more effectively on new

channels and to facilitate its use also through the introduction of new digital tools. Furthermore, design activities to **improve workspaces to ensure the well-being** of the Plenitude population will also continue.

Workplace, Plenitude's corporate social medium, will increasingly be a virtual place for meeting, information, discussion and mutual knowledge to increase engagement and awareness. Through dedicated projects and challenges, people will be invited to get in-

involved and participate in building the future of the company.

Finally, the implementation and scaling-up phase of the **Beyond Smart Working** model will continue through communication activities and in-person workshops. The aim will be to engage and raise awareness on issues such as responsible leadership, flexible time management and wellbeing of the people.

2.3.3

Training and talents

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
TRAINING AND TALENTS	<ul style="list-style-type: none"> 25 hours of training per employee in 2025 6,500 hours of digital upskilling in 2022 (+50% participants vs. 2021) 	<ul style="list-style-type: none"> 58,059 total hours of training provided. 27 average hours of training per employee. The 2025 target of 25 average hours per employee already exceeded in 2022 over 9,000 hours of training in Digital Upskilling (including Big Data and Service Design) in 2022 (+110% participants vs 2021) <p>✔ OBJECTIVE ACHIEVED</p>	<ul style="list-style-type: none"> Maintain the target of 27 average hours of training per employee in 2025 Continuation of the 'Person at the Centre' change management course in 2023
	Maintaining 100% of employees involved in performance evaluation	100% of target employees involved in performance evaluation <p>✔ OBJECTIVE ACHIEVED</p>	Maintaining 100% of target employees involved in performance evaluation in 2023
	Implementation of induction and networking paths for new recruits	Implementation of induction and networking paths for new recruits <p>✔ OBJECTIVE ACHIEVED</p>	Maintaining induction and networking paths and launch of the 'Welcome to Plenitude' initiative for new recruits in 2023

Plenitude strongly believes in the power of training as a tool for growing and enhancing the skills of its people, considering it as an engine for business development.

2022 Performance

In 2022, Plenitude continued to invest in the growth of its people, in Italy and abroad, by increasing the training offered, providing a total of **58,059 hours of training** (+29% compared to 45,076 hours in 2021¹⁷), or an average of 27 hours per employee¹⁸. Total training expenditure in 2022 was **approximately EUR 1.8 million** (EUR 1.4 million in 2021), confirming the strategic importance Plenitude attaches to the acquisition and consolidation of its people's skills. The Company also offers its talents the opportunity to participate in **specialised master courses** through partnerships with universities or training institutions. More than **9,000 hours of training** in Digital Upskilling, Big Data and Service Design were delivered in 2022, involving more than **1,100 participants** in the process of developing strategic skills for the company. To track the level of learning, Plenitude applies **performance assessment**

mechanisms, such as systems for evaluating the annual performance of individuals and potential by population brackets (Junior, Expert and Senior), tools for the annual review of the entire Company population and systems for managing professional models, also to monitor skills. In 2022, the annual review process fully covered the Company's population, demonstrating the concreteness and consistency of management's commitment to promoting its people's growth.

In 2022, Plenitude consolidated its onboarding programme, which started in 2021. With a view to continuous improvement, a periodic monitoring survey was carried out and administered to all employees involved. The onboarding programme also includes the assignment of a **buddy**, i.e. an employee who already has experience in the company and who voluntarily un-

dertakes to facilitate the integration of new employees by solving their initial doubts and introducing them to company life.

December 2022 also saw the launch of the **'Person at the Centre'** change management programme, an evolutionary project that works on vision, mindset, emotional climate and execution while simultaneously acting on the motivation of Plenitude people. The project is divided into three different programmes: the first, aimed at the entire population; the second, aimed at middle management; and finally, one dedicated to the management team.

Future targets

In the years to come, Plenitude will continue to use training as a strategic lever to ensure the Company's success. To this end, Plenitude plans to provide a minimum of 27 hours of training per employee on average by 2025.

Furthermore, in 2023 Plenitude is committed to maintaining a high

level of coverage of employee performance appraisals and to further improving the onboarding process through the **'Welcome to Plenitude'** initiative. The initiative will consist of an event aimed at new employees joining the company in order to give them an overview of Plenitude's values, sustainability strategy and organisational structure.

Furthermore, the continuation of the **'Person at the Centre'** change management project is planned, which aims to develop a culture increasingly oriented towards the centrality of the person and sustainable work organisation.

17 - This figure differs from the one reported in the 2021 Impact Report (48,958 hours) in that only the actual training hours are taken into account.

18 - Average training hours: executives (27), middle managers (31), office workers (25), and blue collar (36)

2.4

Promoting customer centricity through transparent and fair relationships



For Plenitude, building a constant and transparent dialogue and establishing long-lasting and trustworthy relationships with its customers represent cru-

cial elements for business development. With the aim of fully understanding the expectations and needs of its customers, the Company has structured an

active, digital and quality-based system for understanding their needs in order to guarantee them the highest possible level of satisfaction.

PURPOSE	MACRO-OBJECTIVES	OBJECTIVE DESCRIPTION
PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	LISTENING TO THE CUSTOMER	Developing tools and initiatives to identify Customers expectations and improve customer satisfaction.
	SERVICES DIGITALISATION	Enhance digital tools to facilitate the use of services and favour transparency in customer relations..
	SERVICE AND PRODUCT QUALITY	Ensuring the highest level of quality both in the services delivered and in the creation of new products.

2.4.1

Listening to the customer

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
LISTENING TO THE CUSTOMER	Training involving 30 people for 16 hours each (480 hours total in the field of Customer Centricity) in 2022	Training involving 32 people for 16 hours each (512 hours total in the field of Customer Centricity) ✔ OBJECTIVE ACHIEVED	Training involving 30 people for 16 hours each (480 hours total in the field of Customer Centricity) in 2023
	Maintaining the level of the telephone customer service performance indicators recorded in 2021 also for 2022 (CES, resolution, service satisfaction)	Telephone customer service satisfaction level at 86.7% , up 0.8 pp compared to 2021. Resolution level of telephone service requests increased to 87.1% (+1 pp compared to 2021) ✔ OBJECTIVE ACHIEVED	Maintaining the performance indicators level recorded in 2022 also throughout 2023
	3.5x Net Promoter Score in Italy in 2025 compared to 2018	2.7x Net Promoter Score in Italy in 2022 compared to 2018 🔄 IN PROGRESS	3.5x Net Promoter Score in Italy in 2025 compared to 2018

Plenitude's business approach is strongly focused on Customer Centricity. The positive experience of customers and attention paid to their needs are crucial elements for competitive advantage.

2022 Performance

To define suitable solutions for its Customers, Plenitude adopts the Design Thinking method, which is a process to better understand users' needs, challenge the original assumptions, redefining problems and developing innovative solutions to deliver meaningful and valuable omnichannel experiences. Plenitude, through the **Design Academy**, provides its people with training based on a design process driven by qualitative and quantitative data, through which they learn design research methodologies, service design tools and techniques, and the development of a systemic approach based on customer-centricity. The training provided is instrumental in acquiring the skills necessary to internalise the customer-centred approach. In 2022, Plenitude more than met its target set in 2021 by involving 32 people for 16 hours each (512 training hours in total).

In a particularly complex year, characterised by the tariff increase, the results confirmed an **increase in the**

Future targets

Given the positive performance recorded in recent years, Plenitude is committed to **maintaining a high level of customer focus** by providing

The Plenitude Design Academy enables skills to design solutions, products and experiences that meet customers' needs

level of customer satisfaction with the hotline service. This is a major achievement for Plenitude, which has always been very attentive to its customers. By actively listening to needs, the Company strives to improve the services it offers constantly. To this end, it has structured a monitoring system that makes use of **periodic surveys** to check call centre customer service satisfaction (Resolvability, Customer Service Satisfaction and Customer Effort Score). The recorded service satisfaction rate is 86.7% (up 0.8 pp compared to 2021). The perceived ability

high-quality services in 2023. To this end, in line with what was planned for 2022, also for 2023 Plenitude plans to involve 30 people for 16

to solve problems handled at the call centre, i.e. the resolution rate, also increased to 87.1%, up from 86.1% in 2021. Consequently, the Customer Effort Score, which assesses how comfortable the customer feels during interaction with the Company, also increased compared to 2021 (86) to 86.8.

In line with the increase in the previous indicators, the Net Promoter Score (NPS), which is monitored through instant feedback surveys that ask customers to rate their experience in the immediate area, also increased by 15% year-on-year. Therefore, despite the increase in the price of gas on the international market and the consequent increase in costs on the bill, the percentage of customers who would recommend Plenitude is growing.

hours each (480 hours total) in **Design Thinking training.**

2.4.2

Services digitalisation

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
DIGITISATION OF SERVICES	Consolidation of digital assets and implementation of new functionalities for customers in 2022	Rebranding of all digital touchpoints and consolidation from a technological point of view, and release of new digital assets. 🏆 OBJECTIVE ACHIEVED	Consolidation of digital assets, homogenisation of digital presence and implementation of new functionalities for customers in 2023
	90% of new contracts at the European level signed paperless by 2025	88% of new contracts at the European level were signed paperless 🔄 IN PROGRESS	90% of new contracts at the European level signed paperless by 2025

For Plenitude, research and technological innovation are essential elements for business development. Through innovation and digital transformation, it is in fact possible to effectively fulfil sustainability objectives, while enriching the know-how and skills within the organisation and stimulating a continuous evolution of the services offered.

2022 Performance

The innovation of agile business process management is enabled and accelerated by the **internal digitisation of assets** undertaken in 2021. Thanks to the **Digital Acceleration** project, Plenitude outlined its digital transformation path, leveraging a reference technology roadmap and accelerating the digitisation of internal and customer-focused assets. During 2022, the Company completed important steps in the technological

evolution of its digital assets, consolidating them through structural interventions to improve performance.

Furthermore, in line with Plenitude's new identity, the digital touchpoints also underwent a re-branding operation. Finally, as it set out to do at the end of 2021, the Company released new digital assets to improve the customer experience.

The percentage of digital bills (**e-in-**

voices) rose from 36% in 2021 to approximately 40%¹⁹ in 2022, achieving the target Plenitude set for itself last year.

Finally, the signing of **new digitally managed contracts** increased considerably, reaching 88% of 'paperless' sales²⁰ across Europe in 2022 (up compared to 84% in 2021).

Future targets

In the years to come, Plenitude is committed to further strengthening its digital efforts, consolidating existing **digital assets** and expanding

its digital presence, also by enabling new customer capabilities planned for 2023.

Furthermore, it plans to attain a tar-

get of 90% paperless contracts by 2025.

19 - Includes Italy, France, Spain and Portugal, and Greece and Slovenia.

20 - Includes Italy, France, Spain and Portugal, and Greece considering only the type of signature per contract (does not include any printed copies sent to the customer).

2.4.3 Service and Product Quality

MACRO-OBJECTIVES	2022 TARGETS	2022 PERFORMANCE	FUTURE TARGETS
<p>SERVICE AND PRODUCT QUALITY</p>	<ul style="list-style-type: none"> Implementation of the WeCare Model and development of dedicated caring initiatives, including Tellis Development of new Be Charge app functions 	<ul style="list-style-type: none"> In 2022, the WeCare model was correctly implemented, and the Tellis service was launched Development and further improvement of evaluation and monitoring tools by Be Charge <p style="text-align: center;">✔ OBJECTIVE ACHIEVED</p>	<p>Consolidation of the WeCare model in 2023</p>
	<p>Maintaining the performance indicators level recorded in 2021 during 2022 (First call resolution, Self Care, call centre waiting time)</p>	<ul style="list-style-type: none"> First-call resolution and self-care indicators both improved. Waiting time at the call centre has increased due to the introduction of a conversational Artificial Intelligence system that aims to better filter and target customer requests <p style="text-align: center;">✔ OBJECTIVE ACHIEVED</p>	<p>Maintaining the quality performance indicators level recorded in 2022 also in 2023</p>
		<p>The following indicators: % of satisfied customers and NPS Relational showed increased performance compared to 2021</p>	<p>Maintaining the performance indicators level recorded in 2022 also throughout 2023</p>

2022 Performance

In 2022, Plenitude began consolidating the new **WeCare operating model**, which was implemented in 2021 in order to ensure exclusivity, efficiency and an immediate response to different customer needs. The model foresees an innovative service built on the **customer-centricity** concept, in which the customers interact with a Customer Support reference person, who remains permanent. In 2022, in line with what was anticipated in 2021, the service was also extended to deaf people thanks to a specific caring **initiative**, the **'Tellis' initiative**.

At the same time, Be Charge consolidated and further developed **tools for monitoring and evaluating customer satisfaction** concerning their experi-

ence of using the charging stations. This process is based on analysing ratings and reviews issued by users on the well-known MSP service aggregator (Nextcharge) platform, which acts as a collector of ratings on individual charging stations. The objective of the evaluation system is to precisely detect the level of satisfaction with the service in specific areas, thus being able to intervene extensively with dedicated actions. The analysis revealed that the Be Charge network has the highest approval rating in Italy to date and is recognised by the rating as the most reliable.

2022 was a year marked by the tariff increase, increasing uncertainty on the part of customers and the

resulting need to handle more service requests. Despite this, given the creation of a management model that puts the customer experience and thus the quality of the service rendered at the centre, as confirmed by the qualitative performance indicators, the indicators measuring the level of service and call centre waiting times were only marginally affected by the scenario compared to 2021. The average waiting time, slightly increased from 2021.

Confirming this, the results of the Customer Satisfaction surveys that Plenitude carries out several times a year on a statistically representative sample of the entire customer base show a **growth in the level of cus-**

customer satisfaction. The monitoring of the relevant indicators measured on statistically representative samples of the entire Plenitude Customer Base shows an increase in 2022 compared to the previous year. In particular, the percentage of residential customers who give Plenitude a rating of 7 to 10 (on a scale of 1 to 10) is 82.6% (+12.8 pp). Furthermore, the NPS Relational value²¹ stands at +22.2. In monitoring the service quality indicators, Plenitude adheres to the spe-

cific and general commercial quality standards established by the Italian Authority for the Regulation of Energy and the Environment (ARERA) for sale and distribution companies.

Moreover, the Company integrates the assessment with the First Call Resolution (FCR) and Self-Care indicators; that is, the percentage of problems that have been solved during the first call and the percentage of operations carried out independently by the customers out of

the total number of requests. Confirming Plenitude's commitment to resolving customer requests on first contact, FCR increased by 1 percentage point over 2021, standing at 93%. Similarly, the Self Care percentage increased by 3 percentage points over 2021, reaching 50%, confirming Plenitude's efforts to 'digitise' the assets available to its customers.

Future targets

Given the performance recorded in 2022 and the uncertain environment of the energy market, **maintaining a high level of customer focus** also in 2023 is planned by providing

high-quality services, reinforcing the **WeCare model**. The level of the Customer Satisfaction indicators, which are monitored through periodic surveys of a representative sample of

residential customers, is expected to be maintained in 2022.

21 - NPS - Relational: Plenitude asks a representative sample for the probability to recommend Plenitude to relatives, friends and colleagues according to the relation established with it. The evaluation are given are on a scale of 0 to 10. The value represented in the text is the difference between the percentage of people giving a value between 9 and 10 (Promoters) and the percentage of people giving a value between 0 and 6 (Detractors). Ratings between 7 and 8 are considered neutral.

3

Annexes

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3.1

Methodological note

To communicate transparently and timely its commitment to creating a positive impact on the environment and on society to its stakeholders, Plenitude periodically reports its environmental, economic, and social performance through the publication of the Sustainability Report, voluntarily drawn up, and their impact through the Impact Report, in line with the regulations of reference.

Plenitude's Impact Report 2022 has been drafted in compliance with Italian Law No. 208 of 28 December 2015: for each of the four common benefit aims, the Company's commitments in terms of specific objectives, the actions implemented to achieve them, the performance indicators, and the objectives it aims to achieve in the future are explained. The performance indicators have

been selected according to the reporting method with reference to the 'GRI Sustainability Reporting Standards (2021 GRI Standards) of the Global Reporting Initiative (GRI). Furthermore, in reporting the required information and data, Plenitude has applied the reporting principles outlined in *GRI 1: Fundamental Principles 2021*, which are instrumental in ensuring reliable and quality sustainability reporting.

Most of the quantitative data used for the development of the KPIs required by the indicators are managed through specific Company software, which allows for their automatic collection and aggregation. The information reported provides the best possible representation of the performance based on data available at the time of writing; the

Company is committed to monitoring its progress in subsequent years. Unless otherwise specified, the data and performance indicators refer to the reference year (1 January 2022 - 31 December 2022).

In this way, Plenitude aims to create a long-lasting, trustworthy relationship with its stakeholders, to consolidate a business that is increasingly responsible and to contribute to the spread of information and knowledge related to sustainability, thus strengthening its importance. This document has been subjected to a Limited Assurance audit by an independent auditing company voluntarily.

3.1.1

Perimeter

Key performance indicators' scopes are aligned with the objectives set by the Company and represent the potential impact of the activities managed by Plenitude. The data refer to the Italian and foreign companies consolidated as of December 31 of

the reporting year unless otherwise specified.

Particularly, as regards the data concerning new suppliers assessed according to social criteria, all Eni Plenitude SpA Società Benefit suppliers whose Vendor Management

function is centralised were considered, namely all Italian suppliers, mega suppliers, and international suppliers.

3.1.2

Calculation methodology

KPI	METHODOLOGY
PURPOSE - PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	
<p>Avoided GHG emissions</p>	<ul style="list-style-type: none"> ■ Relating to renewable energy production: the calculation is made per Eni's 'Methodologies for estimating greenhouse gas emissions', based on international best practices on the subject. ■ Referring to energy upgrading: <ul style="list-style-type: none"> • CappottoMio: Evaluation of avoided emissions using a Conventional Energy Performance Certificate as per 12.2 Annex A of Italian Legislative Decree 6 August 2020 providing the value of CO₂ emissions in kg/m² per year. Before 6 August 2020, energy savings, and thus emission reductions, were quantified by reference to the pre- and post-intervention Energy Performance Indices for heating as declared for the purposes of ENEA tax deductions (the 2022 figure takes into account savings from previous years). • EPC: Energy saving is evaluated as the difference between the monitored post-intervention consumption and the calculated pre-intervention consumption. Reference is made to the table of updated national standard parameters published by the Ministry of the Environment and Energy Security and to the authorisations to emit Greenhouse Effect Gases for thermal energy, while reference is made for electrical energy to the emission factor for electrical consumption of the 363/2022 report of the Italian Institute for Environmental Protection and Research (ISPRA) referring to the updated efficiency and decarbonization indicators of the national energy system and the electrical sector. • TEE (Energy Efficiency Certificates): Consumption data monitored and verified by the GSE for the purpose of obtaining TEES, for which the conversion parameter taken from the updated national standard parameter table published by the Italian Ministry of the Environment and Energy Security is used with reference to authorisations to emit Greenhouse Gases. ■ Referring to the electrical mobility services: The energy sold at the charging points was converted into km travelled, calculating an average consumption of the Italian electric vehicle fleet of 5.13 km per kWh. Similarly, considering the average emissions (ISPRA) of the Italian ICE electric fleet (internal combustion vehicles), it is possible to estimate a saving of 0.116 kg of CO₂ per km travelled in electric mode, 0.3755 g of NO_x per km, 0.0222 g of PM_{2.5} per km and 0.0322 of PM₁₀ per km.
<hr/>	
<p>Renewable installed capacity</p>	<p>The indicator measures the maximum capacity of power plants in Plenitude that use renewable energy. The capacity is considered "installed" once the power plants are in operation, or the mechanical completion phase has been reached. The mechanical completion represents the final construction stage excluding the grid connection.</p>
PURPOSE - PROMOTION OF DIVERSITY AND INCLUSION	
<p>New suppliers evaluated according to social criteria</p>	<p>The indicator represents all new suppliers subjected to a new qualification process. The scope of the analysis consists of all suppliers of Eni Plenitude Società Benefit SpA whose Vendor Management function is centralised, such as all Italian suppliers, mega suppliers and international suppliers.</p>
<p>Training hours</p>	<p>Hours provided to Plenitude employees through training courses managed and carried out by Eni Corporate University (classroom and remote) and through training on the job. Average training hours are calculated as total training hours divided by the average number of employees in the year.</p>
<p>Security</p>	<p>TRIR: total recordable injury rate (injuries leading to days of absence, medical treatments and cases of work limitations). Numerator: number of total recordable injuries; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000</p>

3.2

Common benefit purposes and indicators

PURPOSE	MACRO-OBJECTIVES	KPIs	SDGs
SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	Communication	<ul style="list-style-type: none"> List of initiatives Number of impressions 	   
	Education	<ul style="list-style-type: none"> List of initiatives Number of impressions Number of newsletter subscribers 	
	Partnerships and events	<ul style="list-style-type: none"> List of partnerships List of events 	
PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	Renewable energy Innovation	<ul style="list-style-type: none"> GRI Sector Standard EU 1: Installed capacity by energy source and regulatory regime GRI Sector Standard EU 2: Net energy output broken down by primary energy source and by regulatory regime Tonnes of CO₂eq avoided Quantity (TWh) Certified renewable electricity sold 	  
	Energy efficiency Innovation	<ul style="list-style-type: none"> GRI Sector Standard G4: Demand-side management programmes for residential, commercial, institutional and industrial customers Tonnes of CO₂eq avoided (split between energy upgrades and panel installation) Number of photovoltaic systems installed at customers' premises and related photovoltaic output 	
	Electric mobility Innovation	<ul style="list-style-type: none"> Electric mobility solutions offered Tonnes of CO₂eq avoided Number of installed charging points 	
PROMOTING DIVERSITY AND INCLUSION	Diversity and inclusion	<ul style="list-style-type: none"> GRI 405-1 b: Diversity of governance bodies and employees GRI 405-2: Ratio of basic salary and remuneration of women to men Adoption of dedicated policies List of initiatives and programmes GRI 414-1: New suppliers that were screened using social criteria 	   
	People's well-being and safety	<ul style="list-style-type: none"> GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees GRI 403-9 aiii: Work-related injuries Initiatives for understanding the needs of employees 	
	Training and talents	<ul style="list-style-type: none"> GRI 404-1: Average hours of training per year per employee GRI 404-2 a: Programs for upgrading employee skills and transition assistance program GRI 404-3: Percentage of employees receiving regular performance and career development reviews 	
PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	Listening to the customer	<ul style="list-style-type: none"> Level of satisfaction with telephone customer service (%) - (Parent Company) Resolvability of telephone service requests (%) - (Parent Company) Customer effort score (CES) - (Parent Company) Net Promoter Score 	
	Services digitalisation	<ul style="list-style-type: none"> Sales on the digital channel (%) E-invoices (%) 	
	Services and Products Quality	<ul style="list-style-type: none"> Development of customer experience management models Specific and general commercial quality standards - ARERA (Parent Company) First call resolution (%) Self-care (%) Satisfied customers (%) NPS Relational 	

3.3

GRI Content Index

Declaration of use	Eni Plenitude SpA Società Benefit has reported the information mentioned in this GRI table of contents for the period 1 January 2022 - 31 December 2022 with reference to the GRI Standards.		
GRI 1 used	GRI 1 - Fundamental Principles - Version 2021		
GRI INDICATOR	DISCLOSURE	SPECIFIC REQUEST	PAGE
INFORMATION ON THE ORGANISATION			
2-1	Organizational details		4
2-5	External assurance		47
2-6	Activities, value chain and other business relationships		11
201-1	Direct economic value generated and distributed		13-14
PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE			
EU1	Installed capacity, broken down by primary energy source and regulatory regime		24-25
EU2	Net energy production by primary energy source and regulatory regime		24-25
G4 - DMA - DP	Demand-side management programmes targeted to residential, commercial, institutional and industrial customers		26-27
PROMOTING DIVERSITY AND INCLUSION			
405-1	Diversity of governance bodies and employees	<i>b. Percentage of employees per employee category in each of the following diversity categories: i. gender; ii. age group (under 30, between 30 and 50, over 50); iii. other diversity indicators, if relevant (such as minorities or vulnerable groups)</i>	32
405-2	Ratio of basic salary and remuneration of women to men		32
414-1	New suppliers that were screened using social criteria		33
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		34-35
403-9	Work-related injuries	<i>a.iii. the number and rate of recordable work-related injuries</i>	34
404-1	Average hours of training per year per employee		36
404-2	Programs for upgrading employee skills and transition assistance programs	<i>a. type and scope of programmes implemented and assistance offered to improve employees' skills</i>	36
404-3	Percentage of employees receiving regular performance and career development reviews		36

3.4

Independent Auditors' Report



ENI PLENITUDE SPA SOCIETÀ BENEFIT

**INDEPENDENT AUDITOR'S LIMITED ASSURANCE ON
THE IMPACT REPORT PURSUANT TO LAW NO.
208/2015**

YEAR ENDED 31 DECEMBER 2022



Independent auditor's limited assurance on the Impact Report

To the Board of Directors of Eni Plenitude SpA Società Benefit

Pursuant to paragraph 382 of Law no. 208 of 28 December 2015, we have been engaged to undertake a limited assurance engagement on the Impact Report of Eni Plenitude SpA Società Benefit and its subsidiaries (hereinafter the "Group") for the year ended 31 December 2022 prepared with reference to the "Global Reporting Initiative Sustainability Reporting Standards" defined by the GRI – Global Reporting Initiative (the "GRI Standards") and updated in 2021, disclosed within the paragraph "Methodological Note" of the Impact Report.

Responsibilities of the Directors for the Impact Report

The Directors of Eni Plenitude SpA Società Benefit are responsible for the preparation of the Impact Report in compliance with the provisions of paragraph 382 of Law No. 208 of 28 December 2015 and with reference to the "Global Reporting Initiative Sustainability Reporting Standards" defined in 2016, and updated in 2021, by GRI - Global Reporting Initiative (the "GRI Standards"), as illustrated in the "Methodological Note" section of the Impact Report.

The Directors are also responsible for such internal controls determined as necessary to enable the preparation of an Impact Report that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for the sustainability performance and results related to the common benefit purposes of Eni Plenitude SpA Società Benefit, as well as for identifying its stakeholders and significant topics to be reported on.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the *Code of Ethics for Professional Accountants* issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies *International Standard on Quality Control 1 (ISQC Italia 1)* and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



Auditor's responsibilities

Our responsibility is to express a conclusion, based on the procedures performed, on whether the Impact Report complies with the requirements of the Section 382 of Law No. 208 of 28 December 2015 and of the GRI Standards. We conducted our work in accordance with "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Information" (hereinafter also "ISAE 3000 Revised") issued by the International Auditing and Assurance Standards Board (IAASB) for *limited assurance engagements*. That standard requires that we plan and perform procedures to obtain limited assurance about whether the Impact Report is free from material misstatement.

The procedures performed in a limited assurance engagement are less in scope than those performed in a reasonable assurance engagement in accordance with ISAE 3000 Revised (*reasonable assurance engagement*) and, therefore, do not provide us with a sufficient level of assurance that we have become aware of all significant facts and circumstances that might be identified in a reasonable assurance engagement.

The procedures performed on the Impact Report were based on our professional judgement and consisted in interviews, primarily of Group personnel responsible for the preparation of the information presented in the Impact Report, analyses of documents, recalculations and other procedures designed to obtain evidence considered useful.

In detail, we performed the following procedures:

- 1) analysis, through interviews, of the governance system and management process of sustainable development-related issues inherent in the Group's strategy and operations;
- 2) analysis of the determination of the relevant topics reported on in the Impact Report, with reference to the information related to the governance, the employees, the environment and other stakeholders;
- 3) understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Impact Report;
- 4) analysis of the conformity and internal consistency of the qualitative information reported in the Impact Report against the guidelines identified in the "Methodological Note" section of this report;
- 5) obtaining the rep letter, signed by the legal representative of Eni Plenitude SpA Società Benefit, on the compliance of the Impact Report with the guidelines indicated in the paragraph "Methodological Note," as well as on the reliability and completeness of the information and data contained therein.

In detail, we held meetings and interviews with the management of Eni Plenitude SpA Società Benefit and we performed limited analyses of documentary evidence, to gather information about the processes and procedures supporting the collection, consolidation, processing and submission of non-financial information to the function responsible for the preparation of the Impact Report.

Moreover, for material information, considering the activities and characteristics of the Group:



- at a Group level:
 - a) with reference to the qualitative information presented in the Impact Report, we carried out interviews and acquired supporting documentation to verify its consistency with available evidences;
 - b) with reference to quantitative information, we performed both analytical procedures and limited tests to verify, on a sample basis, the accuracy of data aggregation.
- for the following entities, Eni Plenitude SpA Società Benefit, Eni New Energy SpA, Arm Wind LLP and Be Charge Srl (a wholly owned subsidiary of Be Power SpA), which we selected on the basis of their activities, contribution to performance indicators and location, we carried out onsite visits during which we met the persons responsible and obtained documentary evidence, on a sample basis, about the correct application of the procedures and calculation methods applied for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Impact Report of Eni Plenitude SpA Società Benefit for the year ended 31 December 2022 is not prepared, in all material respects, in compliance with the requirements of paragraph 382 of Law No.208 of 28 December 2015 and with reference to the GRI Standards as illustrated in the “Methodological Note” section of the Impact Report.

Milan, 7 April 2023

PricewaterhouseCoopers Business Services Srl

Signed by

Paolo Bersani
(Partner)

This report has been translated from the Italian original solely for the convenience of international readers.

We have the energy
to change



plenitude