3 BUSINESS SUSTAINABILITY

Plenitude manages its activities with respect for all stakeholders and works to use natural resources responsibly, pursuing a sustainable business model that integrates ESG aspects throughout the value chain.

POLICIES AND OTHER REGULATORY TOOLS

- Eni Code of Ethics
- Supplier Code of Conduct
- Respect for Human Rights in Eni Policy
- Annex C to the Internal Control and Risk Management System MSG, 'Whistleblowing reports received, including anonymously, by Eni SpA and its subsidiaries in Italy and abroad'
- 'Zero Tolerance against violence and harassment in the workplace' Policy
- Eni's policy on biodiversity and ecosystem services
- Eni's Slavery and Human Trafficking Statement
- Privacy and Data Protection Policy
- Eni's Position on Conflict Minerals
- Integrated environment, health and safety management system in according to ISO 14001:2015 standard and ISO 45001:2018 standard
- Quality Management System in according to ISO 9001:2015 standard

Main Results 2023

PROCESSES WITH ESG RATING

95% of procurement of Eni Plenitude SpA Società Benefit - HQ

8 DECENT WORK AND ECONOMIC GROWTH **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE **12** RESPONSIBLE CONSUMPTION AND PRODUCTION **13** CLIMATE ACTION **17** PARTNERSHIPS FOR THE GOALS

NEW SUPPLIERS ASSESSED USING SOCIAL CRITERIA

100% (in line with 2022)

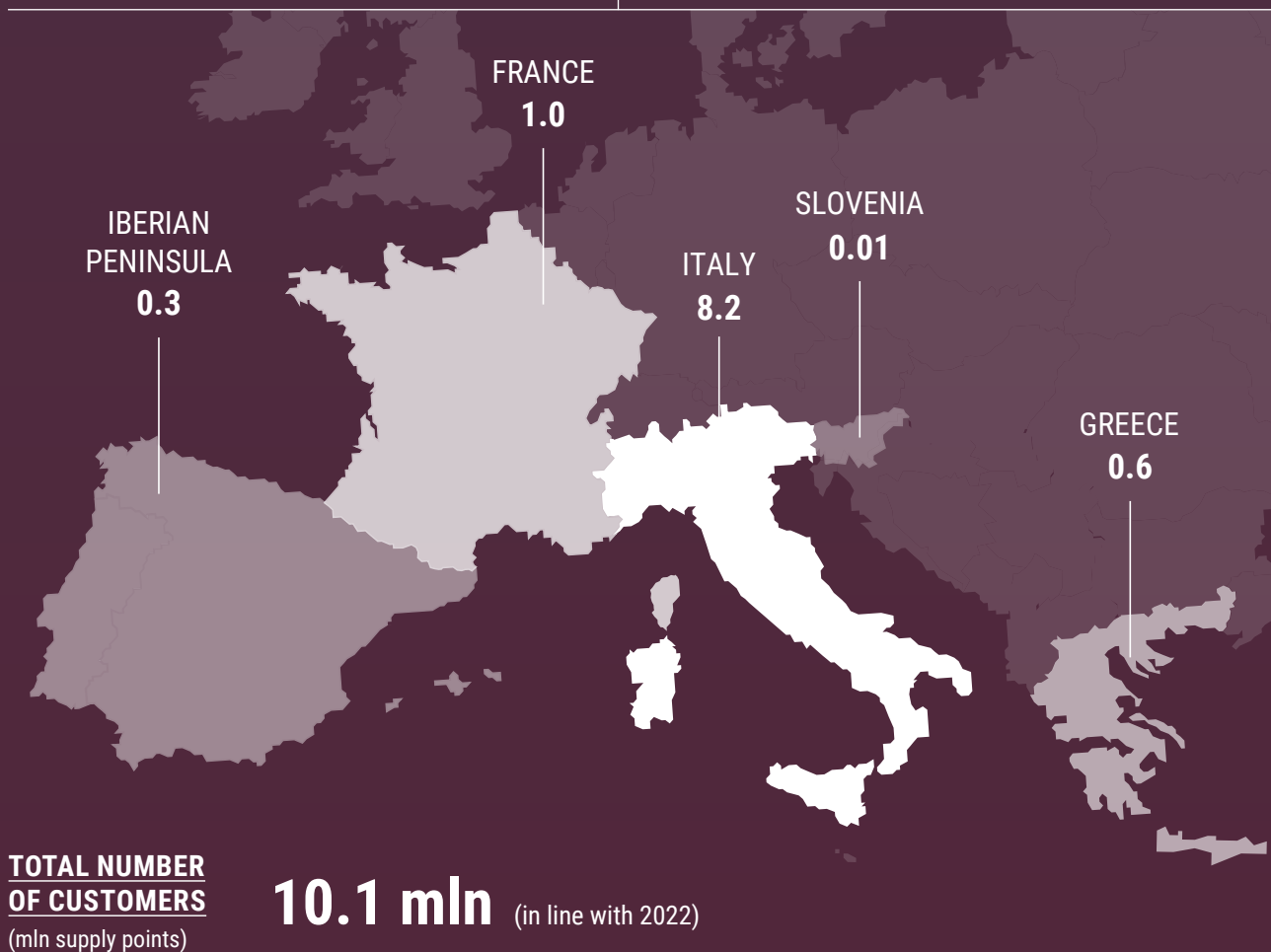Eni Plenitude SpA Società Benefit – Head Quarter

SATISFIED CUSTOMERS

82.5% (in line with 2022)

NET PROMOTER SCORE[65] - RETAIL ITALY

2.94x compared to 2018 (2.7x in 2022)

DIGITAL BILLS AT EUROPEAN LEVEL[66]

49% (+9 pp vs 2022)

FRANCE **1.0**

IBERIAN PENINSULA **0.3**

ITALY **8.2**

SLOVENIA **0.01**

GREECE **0.6**

TOTAL NUMBER OF CUSTOMERS
(mln supply points)

10.1 mln (in line with 2022)

65 - Net Promoter Score (NPS), an indicator that measures the probability that a customer would recommend Plenitude to a friend or a colleague, which helps assess customers' satisfaction with the company.

66 - Includes Italy, France, Iberian Peninsula, Greece and Slovenia.

3.1

Operational excellence to support customer relation

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

The constant, transparent dialogue and building of strong, trustworthy relationships with customers represent critical drivers for development, aimed at deeply understanding the expectations and the needs of a customer base which pays increasing attention to business sustainability.

In 2023, the Company offered its services to **10.1 million customers**, mainly located in Italy (81%), but also in France, Greece, Iberian Peninsula and Slovenia.

NUMBER OF PLENITUDE SUPPLY POINTS AS OF 31.12.2023 (IN MILLIONS)

FRANCE
1.0

IBERIAN
PENINSULA
0.3

SLOVENIA
0.01

ITALY
8.2

GREECE
0.6
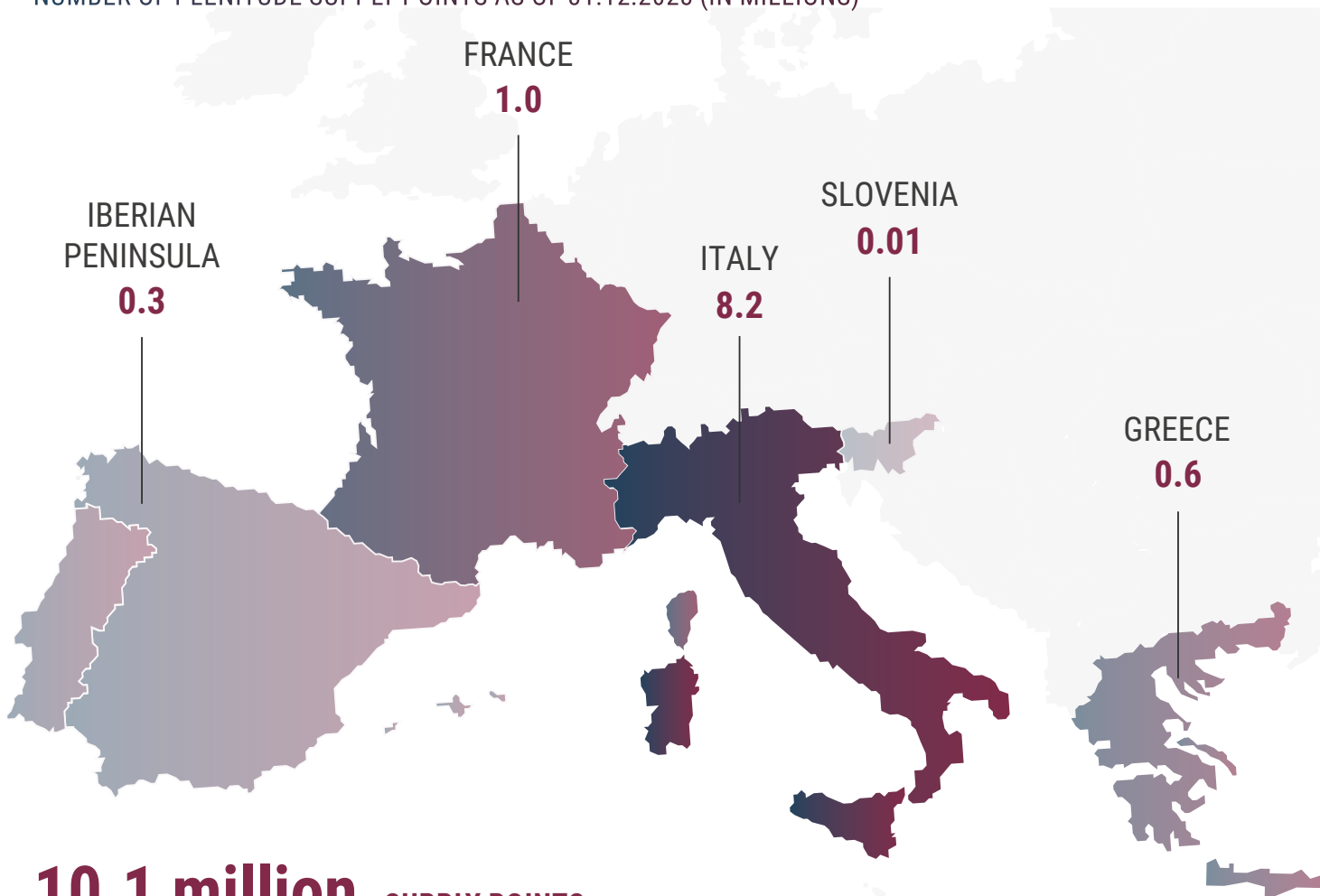
10.1 million SUPPLY POINTS

Plenitude intends to expand its customer base, aiming to exceed **11 million customers by 2027, 15 million by 2030** and **20 million by 2050.**

3.1.1. Customer relation

Correctness, transparency of the offer and accessibility to services and products are key elements to ensure high standards of quality.

For Plenitude, **customer centricity** is a core value and is consequently included among the common benefit purposes declared in the Company ByLaws. Consistent with this principle, Plenitude has chosen to structure sales and service channels differentiated by expertise and activities, increasingly enhancing the possibility for the customer to act in their own self care through consultative, but above all dispositive actions.

The physical channels, **Plenitude flagship stores** (direct), **Plenitude stores/corners** (indirect), aim to provide specific advice on energy efficiency services to accompany customers towards conscious choices in terms of energy transition and sustainability (choice to change boiler, heat pump, photovoltaic installation, wallbox), and assist them in managing power and gas supplies.

Remote channels in particular bring potential customers closer to opportunities and promotions related to the product catalogue and they receive and handle enquiries from people who are already customers. The most significant development was made in the enhancement of dispositive actions for customers via the eniplenitude.com website and dedicated app, thus saving time and resources in order to manage activities autonomously and promote a conscious use of power and gas supplies (viewing paperless bills, entering actual meter readings, accessing special offers reserved for customers).

The relationship with consumer associations for customer protection

Plenitude maintains continuous and direct dialogue and discussion with consumer associations, to improve customer satisfaction and the quality of the service offered.

Consumer associations are guaranteed the possibility to report potential service failures and product malfunctions reported by customers[67]. Furthermore, there are various protection mechanisms through which the representatives of consumer associations can communicate their feedback to Plenitude, in relation to which the Company takes the responsibility to implement corrective and improvement measures.
Among others, the **Protocol of unsolicited activations** is an agreement signed with the associations belonging to the National Council of Consumers and Users (CNCU)[68] to strengthen the measures aimed at protecting consumers in the matter of unsolicited activations of power and natural gas supply and, more generally, in relation to conduct attributable to unfair commercial practices in the contract acquisition process. In 2023, **Plenitude's 'Unsolicited Activations Observatory' recorded 149 reports**, an increase compared to the two previous years, but still extremely low numbers compared to the volume of contracts signed.

---

67 - Please refer to the section 'Stakeholder Engagement – consumer associations' for further information on the channels dedicated to consumer associations.
68 - National Council of Consumers and Users a representative body of consumer and user associations at the national level, was established by Law No. 281 of 30 July 1998, merged into the Consumer Code (Legislative Decree No. 206/2005).

Monitoring non-activations and managing grievances

In order to guarantee constant internal monitoring of the quality of the service provided, the Market Quality activities include the monitoring of the trend of activations of commodity and extra-commodity contracts on Plenitude systems, with particular focus on non-activations. Commitments made as part of this activity include:

- Management of reporting on the progress of supply point contract activations. An analysis of the development of Plenitude's customer portfolio and its dynamics is presented to Top Management on a monthly basis;

- Monitoring critical issues that may arise after the customer has signed the contract, preventing its effective activation, both in the commodity and non-commodity sectors.

The **Customer Protection Committee** is organised every three months; it is a multidisciplinary committee that monitors the **quality indicators of partners' business performance** and defines the related **action plans**.

In order to handle any customer grievances regarding management of contract activation or the detection of violations of the contractual articles in the mandate that can be traced back to the actions of partners, Plenitude applies a specific procedure to sanction them. In the first case, i.e. in the event of unsolicited activation, the procedure imposes an automatic application of penalties, in the second case, i.e. in the event of reports of potential breaches of contractual articles, a preliminary investigation is opened for the definition of a proposed penalty, which is submitted to the appropriate Penalty Committee for evaluation.

Eni Plenitude Flagship Store

Customer support initiatives

In September 2023, in compliance with ARERA regulation, notices regarding the end of tariff protection were sent to all customers under gas protection. This regulation provides, as of 1 January 2024, for a price with a value that is freely defined by the seller for non-vulnerable customers only. Plenitude decided, as the most favourable condition for non-vulnerable customers, to keep the price the same as the protection price so as not to create discontinuity for those customers who do not decide on their own to change their offer.

Plenitude, is also active in supporting financially vulnerable customers, through:

INSTALMENT PLANS	In line with what was already done in 2022, in agreement with the national representatives of the National Council of Consumer and User Associations (CNCU), the Company decided to offer its customers – families, condominiums and small businesses – the possibility of accessing an instalment plan. In particular, the agreement envisaged the possibility of activating an instalment plan for bills issued during the first half of 2023, with instalments varying according to the amount due and without the application of interest and charges, so as to make support for families and small businesses as effective and practical as possible.
CARTA GIOVANI	In 2022, the company became one of the first 50 partner companies of the National Youth Card, an initiative launched by the Department for Youth Policies and Universal Civil Service aimed at young Europeans resident in Italy aged between 18 and 35. The card gives access to concessions and discounts for goods and services, including: a light and/or gas offer for domestic supply and one for those with a business, which includes power produced from renewable sources covered by a Guarantee of Origin included in the price and gas with CO_2 offset; a discount on the purchase or renewal of subscriptions available on the Be Charge app; special offers for boilers and air conditioning units, with favourable conditions compared to the list price.

Plenitude app accessibility for blind and/or visually impaired people

In 2023, the Company completed the development path of the Plenitude app to make all its features accessible to blind and/or visually impaired people, thanks to the following interventions:

• the various buttons shown to the user were labelled with appropriate messages so that the speech synthesis of mobile devices can correctly interpret the actions triggered by the selections made by users;

• the images that the interface shows to the app users were accompanied by descriptions so that the speech synthesis could describe the types of images and their graphical purpose;

• all the technical prerequisites have been created to make the context in which blind users operate easily understandable, whether they are consulting their bills, communicating meter readings or formalizing requests to pay amounts due in instalments;

• consulting the consumption history has also been made accessible (minus the graphic part).

Future developments of the Plenitude app will be accompanied by the proper degree of support to ensure continuity in terms of accessibility for blind people.

3.1.2. Customer satisfaction

As required by Law No. 208/2015 on Benefit Corporations (Società Benefit), the declared targets for the reporting year, the results achieved and future targets are given below.

MATERIAL TOPIC / *COMMON BENEFIT PURPOSE*	2023 TARGETS	2023 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CUSTOMER RELATIONS *Promoting customer centricity through transparent and fair relationships*	Consolidation of customer relations[69]	Customer satisfaction: 82.5%[70] satisfied customers Development of the new loyalty program Plenitude Insieme Implementation of the new CRM (Customer Relationship Management) Set up a new methodology for indirectly monitoring the value generated by the company's ability to attract new customers and retain existing ones, according to overall business volume (Earned Growth Rate - EGR)	⊘ OBJECTIVE ACHIEVED	Monitoring the new EGR indicator
		2.94x Net Promoter Score in Italy vs 2018	⊘ IN PROGRESS	3.5x Net Promoter Score in Italy 2025 vs 2018
	Customer Centricity training to 30 Eni/ Plenitude staff for 16 hours each (480 hours total)	Customer Centricity training to 52 Eni/Plenitude staff for 16 hours each (832 hours total)	⊘ OBJECTIVE ACHIEVED	Customer Centricity training to 45 Eni/Plenitude staff for 16 hours each (720 hours total)

Actively listening to customers' needs

Plenitude has a team of researchers dedicated to studying and listening to the customer and the market in order to identify needs and areas for improvement and to bring the customer's perspective into the activities of the company's different business units.

In 2023, more than 75 research projects were carried out through which a total of **about 200,000 Plenitude customers and potential customers were interviewed**. To realize these projects, Plenitude employs leading market research institutes active in Italy and abroad, as well as specialist companies.

Compared to 2022, the percentage of **customer satisfaction** remained virtually unchanged[71] at 82.5% (compared to 82.6% in 2022).

---

69 - In the 2022 Impact Report, the following were considered as additional key performance indicators of quality: first call resolution, self care and call centre waiting time, which will not be reported in 2023 as it was deemed more meaningful to consider only the Net Promoter Score (NPS). Furthermore, the 2023 targets with regard to customer relations included the consolidation of the WeCare operating model, which was replaced by the implementation of the new Customer Relationship Management (CRM).

70 - The value is given by the percentage of respondents who gave a grade between 7 and 10 to the following question: 'How satisfied are you overall with Plenitude? Answer with a grade from 0 to 10 where 0 means not at all satisfied and 10 means completely satisfied'.

71 - Customer satisfaction: Plenitude asks a sample population of customers about their level of satisfaction with Plenitude services. The ratings given are on a scale of 0 to 10, where 0 means 'not at all satisfied' and 10 means 'completely satisfied'.

Monitoring customer satisfaction

The Net Promoter Score (NPS) is an additional indicator of the effectiveness and satisfaction of customer care and customer experience activities. It measures, in multi-channel mode (telephone, chat, e-mail and in-store support), the percentage of customers who would recommend Plenitude as an operator. In 2023, the NPS maintained the high levels achieved in 2022 (2.94x NPS compared to 2018 value).

FOCUS ON

EARNED GROWTH RATE (EGR)

The Net Promoter Score (NPS) is widely adopted by companies as an indicator of the customer experience delivered to their customers. However, companies measure NPS differently (different touchpoints, different interview methodologies, etc.) so it is not comparable and only partially measures how much customer satisfaction objectively impacts the business. Therefore, Fred Reichheld (the inventor of the Net Promoting System) introduced a new indicator: the Earned Growth Rate (EGR), which consists of two elements:

- Net Revenue Retention (NRR): is the percentage of value generated in the current year by customers who were with the company at the beginning of the year.

- Earned New Customers (ENC): is the percentage of value generated by customers acquired during the year through the recommendation of satisfied customers.

Once these two values are found, the EGR indicator is calculated using the following formula: EGR = NRR + ENC - 100%

In 2023, Plenitude finalized the project to value the two components of these indicators, based on the number of new and existing energy supply and energy efficiency service/product contracts in the Italian retail market.

Eni Plenitude Energy Store

The introduction of a **new Customer Relationship Management (CRM) system** was initiated and completed in 2023. The CRM improves customer and user experience on all processes in terms of communications, reduction of information required from customers, anticipation and automation of checks, number of clicks and operations required from operators. The performance of key processes was also improved, allowing users better navigability and thus more timely feedback to the customer.

FOCUS ON

In the **e-mobility business area, Be Charge** consolidated and further developed tools for monitoring and evaluating customer satisfaction concerning their experience using the charging stations.

Through the App, Be Charge offers e-drivers a simple, engaging, reliable and fully digital charging experience aimed at ensuring a high level of customer satisfaction. **Improvements were made to the app in 2023 to improve user experience** in Italy and Europe and it was translated and made available in 3 additional languages (French, German, Spanish) in addition to the Italian and English already available. In 2023, there was a steady growth of registered customers on the app, with a market share (users vs. registered EVs) of over 57%.

Furthermore, Be Charge has further developed monitoring and assessment mechanisms for Customer satisfaction regarding the customer's experience using its **charging service**. In addition to the analysis of the charging network rating (already implemented in 2022) and the App rating history, a **constant post-charging survey system** was implemented to monitor the level of customer satisfaction in every interaction with the Be Charge service.
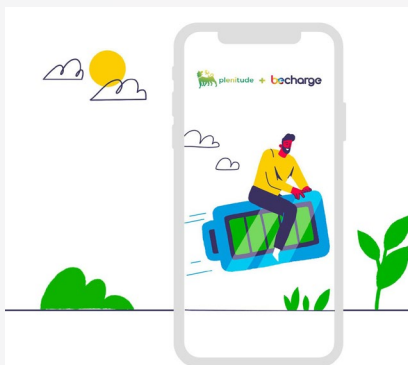
In order to maintain constant supervision, **feedback request systems in terms of CSAT standards** via CRM are in place, enabling Be Charge to keep track of real customer satisfaction and direct its current and future activities. Survey activities were also introduced in 2023 on customers who are no longer active in order to identify areas for improvement.

In order to explore the real needs and opinions of customers, more in-depth surveys are carried out several times a year to a numerically substantial sample of the customer base.
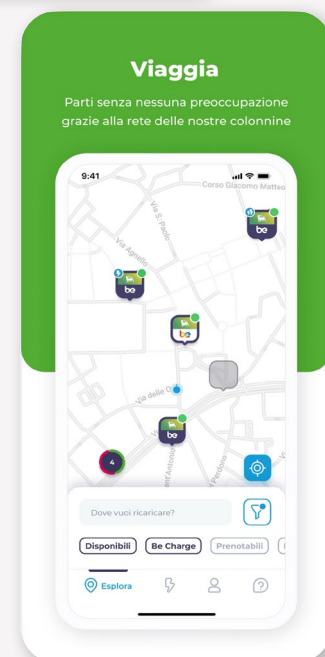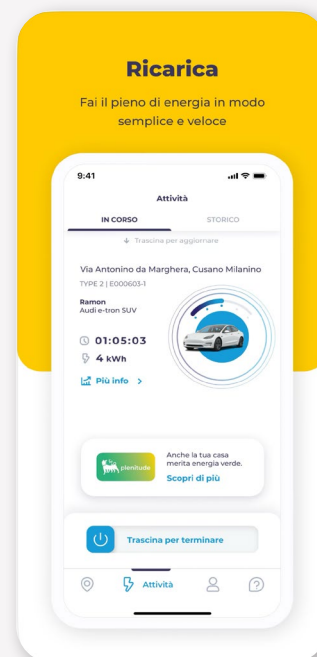
Design thinking for customer centricity

With the Design Academy, Plenitude offers its people a training course focused on a design process that is guided by quantitative and qualitative data. In this course, participants not only acquire advanced skills in design research and design thinking methodologies, but also become familiar with the tools and techniques of service design and in developing a systemic perspective. The training provided plays a crucial role in equipping participants with the necessary skills to internalize and apply a **customer-oriented approach**. In 2023, Plenitude achieved the target set in 2022, involving a total of 52 **Design Academy** participants, each engaged in a 16-hour training program, resulting in a total of **832 hours of collective learning**. In 2024, Plenitude is committed to continuing this training project, with the aim of involving at least 45 participants, for a total of 720 hours.

Plenitude adopts the Design Thinking methodology, with the aim of **developing tailor-made solutions for its customers**, focusing on the **centrality of users' needs** in order to create value through omni-channel solutions. In 2023, Plenitude actively engaged 22 customers in 4-hour **co-creation sessions**, totalling 88 hours of collective collaboration. The aim of co-creation sessions is to gain a deeper understanding of the challenges and collaborate directly with users to generate innovative solutions.

Again with the aim of encouraging an in-depth understanding of customer needs and direct feedback, an initiative to **listen to calls** made by customers to the Plenitude **hotline** was organized in 2023, for a total of 74 hours.

In 2024, Plenitude will devote itself to developing at least three co-creation workshops that directly involve customers and will commit to at least 64 hours in total of listening to calls made to the hotline by customers.

FOCUS ON

PLENITUDE INSIEME

ACTIVITY: In December 2022, Plenitude activated the Plenitude Insieme loyalty program, which not only rewards customers but also engages them in the energy transition journey. The program provides useful tools to increase awareness of and knowledge about energy efficiency through the Awareness Actions section, which supports, in an innovative and engaging way, customers who wish to improve their knowledge of energy transition.

RESULTS: By the end of 2023, the program had more than 520,000 subscribers, with high participation rates: 90% of subscribed customers interacted with the program at least once and almost 180,000 customers completed the Awareness Actions proposed by Plenitude Insieme. For 2024, Plenitude intends to reconfirm its goal of increasing the number of new subscribed customers, through its ongoing commitment to partnering and sharing the values necessary for energy transition.

3.2
Innovation and digitalization

For Plenitude, **innovation, digital technologies and the search for new solutions** are essential elements for business development.

To encourage its adoption, the Company has implemented the **agile approach** to stimulate business agility; that is, the ability of an organization to quickly reconfigure its structure, strategy, skills, and technologies to seize business opportunities. This approach is based on three pivotal points:

COLLABORATION OF THE CROSS-FUNCTIONAL TEAMS THAT LASTS OVER TIME

EXECUTION OF RAPID WORKING CYCLES

CONTINUOUS INVOLVEMENT OF STAKEHOLDERS

The integration of the agile approach has brought multiple **benefits** to the organization, increasing the sense of responsibility of the teams, facilitating the alignment of operational aspects with business objectives, and stimulating the implementation of planning, monitoring and problem-solving systems.

Inspection of wind turbine blades by drone - Lago Arancio plant - Italy

3.2.1. Innovation and research and development

MATERIAL TOPIC	2023 TARGETS	2023 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
INNOVATION AND DIGITALIZATION	• Continue thermographic drone inspections on photovoltaic assets • Start experimenting with drone inspections of wind blades	• Based on the positive results of the pilot project carried out in 2022, the **use of drones** became the reference mode in 2023 for carrying out **thermographic inspections of photovoltaic modules** • Completion of **drone inspections of blades** on a sample of 23 turbines (15 in Spain and 8 in Sicily) • Collection and processing of technical operating parameters for 5 wind power plants using **data analytics** tools		Development of **data analytics** tools to support **Operation and Maintenance** activities on renewable plants in 2024
	In 2023, through Be Charge: • Demand Response: developing algorithms for V1G and enabling V2G[72] • Stationary storage: order for 4 more units under approval • Finalize a product to be shared with selected targets of customers and potential partners	Through Be Charge: • Demand response: Proof of Concept (POC) for V1G launched • Stationary storage: 4 units ordered and 1 unit put into operation • Development of a predictive analysis tool based on big data	⊘ **OBJECTIVE ACHIEVED**	Through Be Charge: • Release of the first POC for V1G in 2024 • Stationary storage: remaining 3 units put into operation. Order for 2 more units • Further development of the predictive analysis tool based on big data to guide the choice of locations for the installation of proprietary charging points in 2024

To guide change in a constantly evolving external context, Plenitude seeks **innovations** capable of **promoting the development** of new operational and technological solutions, also thanks to the creation of **partnerships with startups and reference companies** in the sector, to seize stimuli and integrate contaminations from the outside world.

With this purpose, Plenitude's **Open Innovation** function **monitors new trends** and **researches functional innovations** for all business areas on some specific topics, such as energy efficiency, renewable energy generation and storage, electric mobility and energy aggregation and flexibility. The function **collects innovation needs** and **intercepts the development**

guidelines for all of Plenitude's business areas, searches for solutions able to meet the needs identified or the opportunities of the new trends impacting the energy sector. This is done through its connections with innovation ecosystems at the Italian and European levels, and the creation of **synergies with internal stakeholders** (including Eni's Open Innovation

---

72 - V1G means unidirectional modulation of the energy flow from the grid to the electric vehicle; in this mode the battery can only draw power from the grid. V2G, on the other hand, refers to the bi-directional modulation of the energy flow between the grid and the electric vehicle; in this mode, the battery can both draw power from and feed power to the grid.

functions or vehicles, such as Joule, Eni NEXT and the TECH area). The ultimate goal is **feeding** a real **innovation eco-system** that ensures scale-up and business resilience aligned with the attainment of Pleni-tude's strategic objectives.

One to Zero Challenge: the development of new synergies

In October 2022, Plenitude launched the **One to Zero Challenge**[73], a Call For Innovation addressed to start-ups and scale-ups, as well as innovative SMEs, university spin-offs and companies, to **find innovative solutions** that make the most of the **integration and synergies** of Plenitude's **three business areas while contributing to the reduction of Other indirect (Scope 3) GHG emissions**. The Challenge was more successful than expected, exceeding target metrics, receiving **105 applications** (target 70+) from **29 countries** (target 10+), including Italy, the UK, Germany, Ireland, Netherlands, Spain, USA, Australia, India, and Israel.

Following the collection of applications and pre-screening, screening and interviews were carried out with the different business areas to define the most interesting ones. Among the ten finalists who presented their value proposition to the top management of Plenitude and Eni, Enosi and Jedlix were chosen as winners. The aim is to establish a partnership with them to test and implement their proposed solutions to make a significant contribution to the company's decarbonization strategy[74]. In particular:

- the Australian start-up **Enosi**, through its **Powertracer digital platform**, enables complete **traceability of renewable energy,** from production to consumption, in total transparency with the end customer, enabling individuals, households, companies and communities to mutually exchange energy from renewable sources. With Enosi's proposal, Plenitude will also be able to strengthen its value proposition by integrating renewable energy production with commercial offers directed at its retail customers;

- the Dutch start-up **Jedlix** offers Plenitude and Be Charge the opportunity to develop **new services for charging electric vehicles**, aiming to personalize and make the charging experience more sustainable, both at home and on the grid. More specifically, a first Proof Of Concept is being studied for V1G[75].
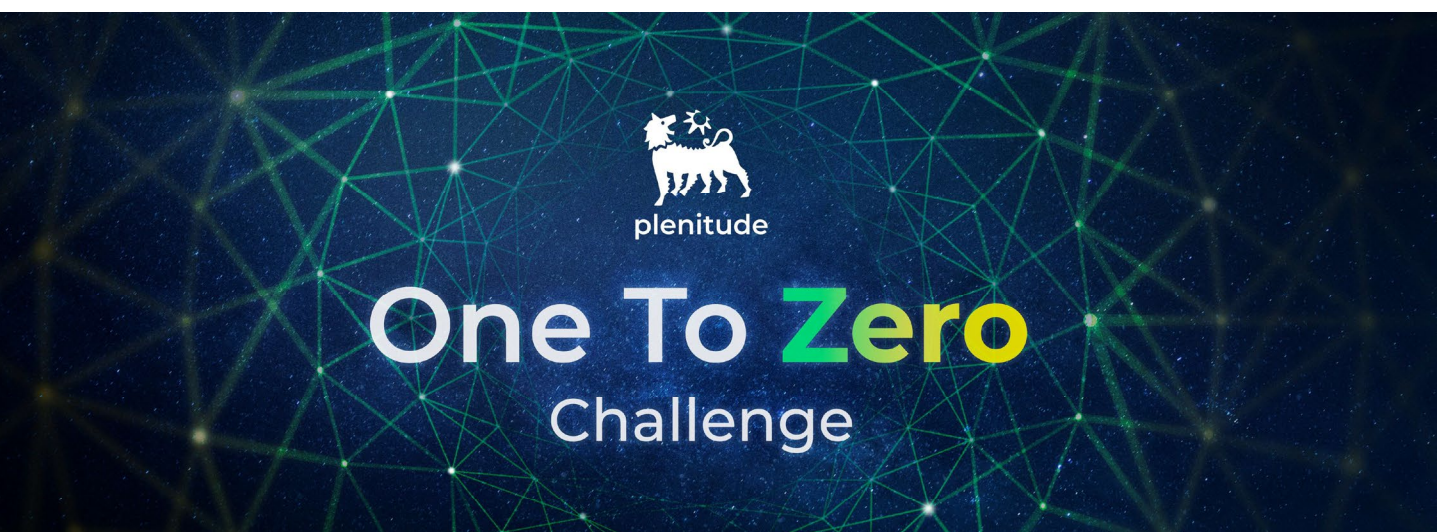
73 - For further information, please consult the following link: One To Zero Challenge for Start-ups and Scale-ups.
74 - For further information, please consult the following link: Plenitude: winners of the One to Zero Challenge selected | Eni Plenitude
75 - Please refer to the section 'Be Charge and Evolvere' for further information.

Innovation and research and development in renewables

In the area of renewables, research and development activities that were started in 2022 continued in 2023 for a total value of about €330,000, of which about €160,000 related to 2023.

In particular, the implementation of innovative technology solutions to optimize Operation and Maintenance (O&M) activities in Plenitude's wind power assets, which were initiated in 2022, were completed in 2023.

The activities covered:

DRONE INSPECTIONS TO MORE ACCURATELY IDENTIFY AND CLASSIFY DAMAGE AND DEFECTS ON TURBINE BLADES

This activity helps maximize production while minimizing downtime, and it reduces the time needed for data acquisition and post-processing by integrating algorithms for the automatic identification of defects that can be promptly dealt with (early detection).

ANALYSIS OF THE TECHNICAL OPERATING PARAMETERS OF 5 WIND POWER PLANTS USING PREDICTIVE MODELS (DATA ANALYTICS)

This analysis allows:

- sub-optimal operating conditions to be identified that could indicate either underperformance or possible future malfunctions or failures

- intervention before the malfunction or failure occurs, reducing plant downtime to only the time needed for the technical intervention, thus being able to anticipate all other planning activities (e.g. procurement).

Furthermore, through Eni Joule, Plenitude selected a start-up company in 2022 that proposes a **micro-wind solution** with technology capable of **producing energy even in weak, intermittent and short-duration winds**. In 2023, Plenitude initiated developments of the technology towards **residential applications**, which, being typically located at low altitudes, are often in such conditions, through a process involving Eni and the Polytechnic University of Milan. The aim is to develop an experimental installation that will allow not only the performance of the micro-turbine integrated with a residential photovoltaic system to be evaluated, but also the achievement of the threshold of operating hours (6,000 hours) that will allow its certification, in preparation for commercial installation.

In 2023, Plenitude also launched a **study of the energy flexibility market** to understand its potential in terms of environmental and economic sustainability in the short and medium term. In order to remain in balance, the electricity system must continually adjust the demand and availability of energy. The entry into the market of non-programmable renewable generation from utility scale and distributed plants implies the need for flexible systems (i.e. storage) capable of balancing supply and grid. Therefore, analyses are being carried out for the development of an integrated digital platform, starting in 2024, that can enable sustainable business models even at international level.

Be Charge and Evolvere

Also in 2023, Be Charge and Evolvere continued to invest in innovation projects. In particular, **Be Charge** focused its activities in the following areas:

- **DEMAND RESPONSE ACTIVITIES:** in order to provide flexibility resources to the distribution and transmission network, a first Proof of Concept (POC) was launched for V1G, a technology that enables electric cars to exchange energy stored in batteries with the grid. The aim of the project is to offer, through the provision of a more cost-effective charging service to Be Charge customers, flexibility services to the network according to TSO (Transmission System Operator) and DSO (Distribution System Operators) requests by modulating the charging offered by Be Charge's public access charging infrastructure. The first POC is expected to be released in 2024.

- **EXPERIMENTING AND TESTING THE STORAGE SYSTEMS COMBINED WITH ELECTRIC VEHICLE CHARGING STATIONS** allows users to enjoy the benefits of fast charging infrastructure, even in remote locations or locations with limited grid connection potential.

- **DEVELOPMENT OF A PREDICTIVE ANALYSIS TOOL BASED ON BIG DATA**, to guide the choice of locations for the installation of **proprietary charging points**, improving the performance of its own network (CSO - Charging Station Owner) and consequently the profitability of Be Charge's proprietary infrastructure. The model's development has been completed and it was released into production in December 2023; in its future evolutions, planned for 2024, it will also enable a reduction in time to operation following a prior analysis of selected sites.

Plenitude Archive - Be Charge

Evolvere focused on the development of the following projects, investing a total of more than €540,000,000:

- **FUNDED RESEARCH** (e.g. the development of the Horizon Europe 'Flex4Fact' and 'InCube' projects);

- **PARTICIPATION IN EXPERIMENTS WITH STRATEGIC PROJECTS,** including collaboration with Ricerca sul Sistema Energetico (RSE) in V2G, which consists in the development and validation of charging management systems for the offer and provision of services to the grid in an aggregated manner;

- **DEVELOPMENT OF DIGITAL SERVICES AND IOT TECHNOLOGY SYSTEMS** in the management of small distributed assets, preparatory to the development of management models for future REC markets and flexibility. An example is Balance, a cloud platform capable of virtually aggregating several distributed energy resources (photovoltaic systems, lithium batteries, etc.) with the aim of offering energy flexibility services to the grid.

FOCUS ON

HERMES PLATFORM: PREDICTIVE MAINTENANCE SCALABILITY

In **preventive maintenance**, in 2021, Plenitude entered into a partnership with **M2D Technologies**, an artificial intelligence platform for predictive maintenance and anomaly detection that contributes to the efficiency of operational processes. The collaboration between the two companies led to the launch of **Evolvere's Hermes platform** in 2022, designed to **optimize operational processes** through **predictive maintenance**, a smart methodology that leverages data science and machine learning tools to monitor the status of physical assets in real-time, optimize maintenance and reduce reliability risks for plant and business operations. The Hermes platform has been designed in accordance with the principles of Safety by Design[a] and to be flexible for other operational scenarios, as well as highly scalable in terms of data enhancement to meet the needs of different business units. The first extension took place in 2023 with the signing of a service contract with SEA for the managing the maintenance of photovoltaic systems sold to business customers. In 2024, further functional developments are planned for other services offered to business customers and, inter alia, for Be Charge.

a - Safety by Design refers to the application of methods to minimize occupational risks, with an emphasis on optimizing the health and safety of employees throughout the life cycle of materials and processes. The entire chain of operational processes is then designed to produce the optimized level of safety.
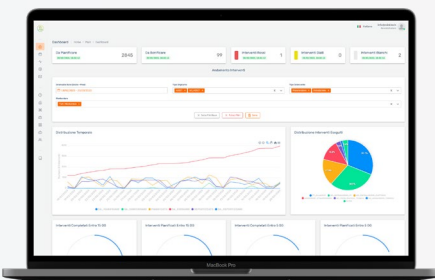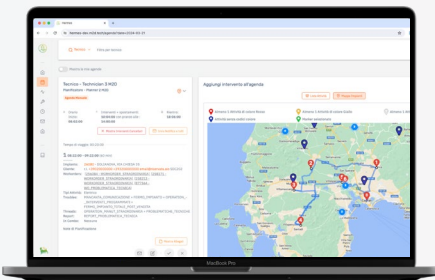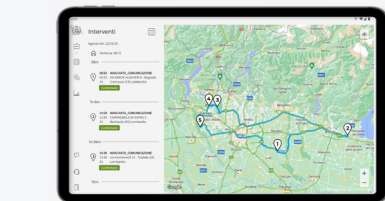
3.2.2. Digitalization

As required by Law No. 208/2015 on Benefit Corporations (Società Benefit), the declared targets for the reporting year, the results achieved and future targets are given below.

MATERIAL TOPIC/ *PURPOSES OF COMMON BENEFIT*	2023 TARGETS	2023 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
INNOVATION AND DIGITALIZATION *Promoting customer centricity through transparent and fair relationships*		• Improving the digital experience through the revision of the information architecture of the website, the creation of new hubs dedicated to renewables and e-mobility, the integration of content from subsidiaries (Evolvere, SEA, PLT) • Digital scale-up with a view to the internationalization of content and the design and development of a Centre of Excellence		In 2024: • Extension of accessibility targets also to the self-care area and app and scaling of content in Spain, Portugal and France • Start of: - testing of sustainable digital media campaigns through qualified partners - testing the use of sustainable platforms for competitions and rewards • Development of the photovoltaic estimator
	90% of new contracts digitally signed in Europe in 2025	• 80%[76] of new contracts digitally signed in Europe in 2025	⏩ **IN PROGRESS**	90% of new contracts digitally signed in Europe in 2025

The Digital Acceleration path

In 2023, Plenitude consolidated its digital strategy, with the aim of accelerating the transformation of digital assets for both internal and external stakeholders. This led to an improved digital experience across various touchpoints, including the website, self-care portal and mobile apps. Specifically, in 2023, the focus was on the following areas:

• **accessibility:** sharing **guidelines for inclusive design and language;**

• **content delivery:** enhancing the user experience with seamless digital interactions (i.e. ensuring a fast, fluid and seamless experience even across different systems) and ensuring a consistent and standardized digital presence, aligned with Plenitude's integrated business model.

For activities related to the efficient use of energy, Plenitude is working on accompanying the customer in **energy awareness**,

through the development of **consumption monitoring features in the reserved area** (energy profile), with customized recommendations based on the customer's behaviour in order to raise awareness on the issue.

In addition, scouting on the following topics was initiated in 2023, with testing expected to start in 2024:

• **prize platforms** to be used for competitions and rewards,

---

76 - It includes the B2C customer base for Italy, France, Iberian Peninsula, Greece and Slovenia, contractualized digitally (e.g., by tablet in store, via web, etc...).

rewarding participants in a way that is also environmentally conscious (e.g. for the use of sustainable materials, their functionality, etc.);

- **media campaigns** through qualified partners who can accurately estimate or measure the emissions generated by the advertising campaigns

managed through their platform and subsequently offset them through offsetting mechanisms such as carbon credits.

FOCUS ON

TOGETHER WITH THE FONDAZIONE PER LA SOSTENIBILITÀ DIGITALE, FOR TECHNOLOGY AT THE SERVICE OF SUSTAINABILITY

In 2023, Plenitude joined the Fondazione per la Sostenibilità Digitale[b], the first recognized research foundation in Italy for digital sustainability. Sustainability, innovation and technology are becoming increasingly crucial for improving people's lives and at the same time are key elements of Plenitude's business approach as **enablers for more efficient and sustainable energy use**.

b - For further information, please consult the following link: https://sostenibilitadigitale.it/

During 2023, Plenitude completed important steps in the technological scalability and reuse of its digital assets (internal and customer-facing), working on chosen applications and consolidating them through interventions to improve performance.

In 2023, Plenitude completed important steps in the **international digital technological scalability** of **front-end platforms**, i.e. tools enabling the creation and management of user interfaces. This entails not only cost efficiency, performance and maximum reuse of what has already been developed, but also a pos-

sible reduction of CO_2 emissions generated by web pages.

Plenitude (Italy) continued on its path of digital transformation, becoming a reference **Centre of Excellence** for other European countries (Spain, Portugal, France, Slovenia and Greece). The Digital Toolkit contains digital guidelines for all countries and was also created and shared internationally.

At the development level, activities were launched to **optimize the code** and **improve the performance** of the websites with a view to internationalization and scalability of the content

management software, also exploiting instances based on green coding[77], with the aim of reducing the environmental impact of the software.

The development of the **photovoltaic estimator** is planned in 2024; this tool allows customers to estimate their energy production from residential photovoltaic systems when evaluating an offer. This solution, available from 2024, will not only make it easier for customers to calculate the average potential savings from the installation of photovoltaic systems, but will also provide a view of potential self-consumption.

---

77 - Efficient and conscious development practice that consumes less energy and fewer resources.

Over recent years, digitalization has had a real impact on the customer experience process. The percentage of **digital bills** increased from 40% in 2022 to **49%**[78] in 2023. As far as the **signing of new paperless contracts** in the B2C market is concerned, 80% was reached at European level in 2023. Against a growing trend of acquisition volumes, this value remains an important result, even if it is slightly down on 2022 (-4 pp)[79]. In particular, as far as this area is concerned, for Italy 2023 was a year of transition to a new operational set-up, and therefore a natural learning curve due to several factors:

• the introduction of the new CRM for improving the customer experience;

• the introduction of new devices (tablets) for the physical sales force;

• the change in the mix of acquisition channels with a strengthening of the physical channel.

An increasing trend in the use of the paperless mode is expected in 2024, supported by the deployment of the new operational set-up and further actions on partners to encourage this mode (e.g. introduction of ad hoc incentives for tablet use in physical channels).

The path of data transformation in Plenitude data management

During 2023, Plenitude reached an important milestone in data management: the **centralization of data** from the three business areas (retail, e-mobility and renewables) at the **Italian level on its cloud data platform**. This transition has been made possible thanks to the Company's pursuit of continuous technological innovation, which has allowed it to consolidate and optimize access, security and control of company information.

The presence of data was also an enabling factor in finalizing the **migration of machine learning and advanced analytics projects to the cloud**. Adapting to emerging technologies has brought several advantages to the Company, not only in terms of cost, since, compared to the traditional approach, cloud computing removes the initial investment in hardware and physical infrastructure, but also in terms of scalability and flexibility, since it allows increased computing power and storage space, quickly adapting to business needs.

Despite these achievements, in the future, the priority for Plenitude will remain the **pursuit of efficiency**, achieved through the **optimisation of existing code** and **processes** considering both operational and sustainability benefits.

---

78 - The percentages of digital bills reported are calculated at the European level and include Italy, France, Iberian Peninsula, Greece and Slovenia.

79 - It includes the B2C customer base for Italy, France, Iberian Peninsula, Greece and Slovenia, contractualized digitally (e.g., by tablet in store, via web, etc...).

80 - It should be noted that, following a redefinition of the segmentation of the foreign B2C customer base, the figure for 2022 on the percentage of new contracts signed digitally has been adjusted. The percentage amounts to 84%, and will replace the previously stated figure for 2022 (88%).

Example of report for monitoring self-generation of electricity

FOCUS ON

CLOUD SUSTAINABILITY IN PLENITUDE

The adoption and increasing use of cloud technologies is a structural element of Plenitude's technological evolution strategy. **Cloud sustainability**, i.e. the **practice of reducing the carbon footprint of workloads managed on the public cloud**, is pursued by Plenitude on the one hand through the selection of leading cloud providers with a declared commitment to sustainability, such as Microsoft and Google, and on the other hand through the adoption of management policies and practices to continuously optimize the use of cloud resources.

Plenitude implemented **two important initiatives** in 2023 to enable increasing awareness and responsible use of cloud resources:

1. THE LAUNCH OF AN INTERNAL FINOPS PRACTICE:
a multi-disciplinary working group was set up to work on containing and optimizing cloud consumption, according to two paradigms:

- **Automation**: a self-service portal was developed, available to product, application maintenance and infrastructure teams, for the **automated management of scheduled and/or impromptu shutdown of cloud resources during non-business hours**.

- **Value Generation**: since 2021 Plenitude has had a data platform on Azure technology. To decide which data products to develop, an estimate of the expected generated value, defined according to a data value model, is made for each one. If it does not generate benefits or generates benefits that cannot be measured, the product is de-prioritized. One of elements taken into account by the data value model is the consumption of cloud resources (e.g. CPU, RAM, computing).

The ongoing FinOps practice has enabled it to achieve, within a few months of its introduction, remarkable results in terms of streamlining costs and resource utilization volumes. Although the main objective of the practice is to optimize the cost of cloud resources, many of the actions **contribute to reduce environmental impact**, by optimizing the physical resources used (such as storage memory and computing capacity). In 2023, the actions conducted contributed to savings in cloud resource expenditure of more than €800,000, due to the **rationalization of committed storage capacity** (over 600 Terabytes 'saved') and a **better distribution of computing capacity** (for an equivalent reduction of 30 virtual machines with 900GB RAM).

2. PREPARATION OF THE TOOLS FOR MEASURING AND REPORTING THE CARBON FOOTPRINT ASSOCIATED WITH THE USE OF PUBLIC CLOUD TECHNOLOGIES Microsoft Azure and Google Cloud Platform (GCP), which resulted in quantifying the emissions associated with consumption at 135.36 mega tonnes of CO_2 equivalent for the period from 1 April 2023 to 31 December 2023[c].

c - Data are collected through the activation, on Plenitude subscriptions, of the Microsoft Azure Emissions Impact Dashboard and Carbon Footprint Google Cloud Platform services. Data collection started systematically from the second quarter of 2023, which is why no data from before that period are available.

At the same time, another key point in data management for Plenitude is **automation**. With the introduction of state-of-the-art technology, tasks that were previously handled manually have been automated, making significant time reductions. In particular, the **implementation of computer vision algorithms** enabled the early identification and prevention of potential fraudulent actions, e.g. in defence of vulnerable individuals with the extension of the higher protection service. More generally, the application of AI in multi-cloud scenarios has greatly improved the accuracy of Plenitude's business processes, from understanding customer needs to implementing intelligent service strategies for customers, both internal and external.

In addition to introducing new technologies, it is also important for Plenitude to invest in its people in order to encourage their adoption: from the creation of an **intuitive interface** that allows easier analysis for those without the appropriate skills to manage raw data, to the provision of on-the-job training where more qualified colleagues support the less experienced in developing their confidence in using the data platform. In addition, over **4,000 hours of classroom training** were provided to meet the needs of data professionals, including data analysts, data viewers and data users.

FOCUS ON

THE PLENITUDE DATA COMMUNITY

In 2023, Plenitude created the Data Community, a dynamic space for people to come together to share knowledge, learn, collaborate and achieve common goals in the field of data management.

This stimulating environment provides a **platform for the exchange of ideas and experiences**, creating a network of experts in the data ecosystem.

Two events were organised in 2023 that involved more than 100 users of the data platform; new developments and challenges in the field of data were discussed and participants could network.

The data platform represents excellence in data management for Plenitude and this is why the process of **exporting it to foreign subsidiaries** was started. The implementation of the data platform in France was completed in 2023, and its installation in Greece and Spain is planned for 2024. In general, in order to develop a uniform and identifying approach, the data team in Italy is committed to sharing its data culture and data-driven approach with Plenitude's subsidiaries, playing the role of 'centre of excellence' by sharing best practices and supporting subsidiaries in their implementation of global strategies and guidelines.

3.3

Responsible supply chain management

MATERIAL TOPIC	2023 PERFORMANCE	FUTURE TARGETS
RESPONSIBLE SUPPLY CHAIN MANAGEMENT	**Eni Plenitude SpA Società Benefit – Head Quarter (HQ)** 100% of new suppliers assessed using social criteria	**Eni Plenitude SpA Società Benefit - HQ** Maintain 100% of new suppliers assessed using social criteria in 2024 **Subsidiaries of Plenitude**[81] Introduction of social criteria in the qualification processes of Plenitude's subsidiaries in 2024
	Eni Plenitude SpA Società Benefit – HQ Processes with ESG rating of 95% of procurement	**Eni Plenitude SpA Società Benefit - HQ** • By 2027: processes with ESG rating of 98% of procurement **Subsidiaries of Plenitude**[81] • Introduction of processes with ESG ratings in 2024
		Strengthening the **Sustainable Supply Chain Program** with dedicated initiatives (e.g. Supplier Day, **local events**, training and awareness **workshops**, supplier engagement on Open-es)

Plenitude is committed to integrating sustainability principles within its purchase strategy and in its relationships with suppliers, and in managing all aspects tied to **social, economic and environmental responsibility** along the **supply chain**. With this in mind, Plenitude has adopted a structured process for managing its suppliers that aims to enhance commitment to the energy transition, rewarding innovation and continuous improvement capabilities in operating activities, as well as an aptitude for medium- to long-term collaboration, consistent with the Company's development and integration strategy.

The qualified supply chain is functional for Plenitude's main business lines, national and international retail, energy from renewable sources, and electric mobility.

81 - Plenitude subsidiaries in Italy and abroad with a dedicated procurement function.

Plenitude **concludes and manages** contracts with **qualified suppliers**:

• for the purchase of goods (photovoltaic modules, wind turbines, storage batteries) and services (installation, operating activities, maintenance) for **renewable power generation plants**;

• for the purchase, installation and maintenance of **charging stations for electric vehicles**;

• for the purchase of **goods and services** for business development, in particular retail, such as IT, marketing, administrative, communication, and call centre services.

ESG in the Procurement process

Plenitude monitors and measures the ESG profile of suppliers at all stages, from selection and qualification of suppliers, and tender processes to contract management and feedback, to promote the generation of shared and lasting value in the supply chain.

In particular, as part of the Sustainable Procurement process, Plenitude:

1. Searches for and engages new suppliers through market analysis and scouting, with the aim of seizing opportunities for innovation and technological solutions in the three business areas: retail, renewables and e-mobility.

2. Subjects all suppliers to qualification and due diligence processes to verify their ethical, reputational, economic, financial and technical-operational reliability and their application of health, safety, environmental, governance, cyber security and human rights safeguards, to minimize risks along the supply chain. The qualification process may also include field assessments especially as regards HSE and human rights.

It also requires all suppliers to **sign the Supplier Code of Conduct** as a mutual commitment to recognise and protect the value of all people, to commit to tackling climate change and its effects, to operate with integrity, to protect the company's resources, and to promote the adoption of these principles among their own people and supply chain.

3. Considers **objective and transparent evaluation criteria when awarding contracts that include sustainability elements relevant** to the specific subject matter of the tender. In 2023, the value of contracts awarded with ESG criteria was 95% of procurement of Eni Plenitude SpA Società Benefit.

4. Monitors the fulfilment of sustainable development com- **mitments made by the supplier** at the various stages of the procurement process through feedback and supports suppliers in identifying priority actions to be implemented to improve their positioning. Furthermore, if the audits carried out during contract execution reveal critical issues, Plenitude requires **the implementation of improvement actions** or, if the minimum standards of acceptability are not met, where applicable, it restricts or prevents the invitation of suppliers to tender.

In 2023, 100% of the new suppliers of Eni Plenitude Spa Società Benefit were assessed against social criteria[82].

100% new Plenitude suppliers assessed using social criteria in 2023

---

82 - These evaluations are carried out based on the information available from open and/or supplier-reported sources and/or key performance indicators and/or field audits, through at least one of the following processes: reputational due diligence/qualification process, performance appraisal feedback on HSE or compliance areas, feedback process and assessment on human rights issues (inspired by the SA8000 standard or similar certification).

Sustainable Supply Chain initiatives

In 2023, Plenitude launched a series of initiatives and discussions inside and outside the company aimed at actively involving the supply chain, stimulating its growth and reinforcing mutual commitment to core values such as environmental protection, respect for human rights, transparency and integrity of behaviour, and cooperation.

Sustainable Supply Chain activities focused on the following areas of action:

ENTERPRISE ENGAGEMENT

Meetings with the market - Supplier days and local events
Plenitude consolidates the relationship with the market by sharing strategies, objectives and business opportunities by organizing meetings with companies.

In September 2023, Plenitude held its first Supplier Day with representatives from the world's leading solar panel supply companies, with the aim of sharing Plenitude's development plans and reinforcing the common commitment to disseminate the principles and values of sustainable development – in the social, environmental and economic spheres – throughout the supply chain. In November 2023, Plenitude also organized a first meeting in Bologna focused on electric mobility, in collaboration with Confindustria, aimed at encouraging dialogue with the market on targets, business projects and programs dedicated to the development of local enterprises.

Open-es initiative
Plenitude promotes the use of the platform powered by Eni, Open-es, a tool to support all companies in the path of measurement and growth on the dimensions of sustainability.
The platform allows them to create and update their ESG profile, share sustainability information with customers and other stakeholders, access sector benchmarks to compare themselves with similar companies, and identify priority actions to be implemented to improve their positioning.

In particular, Plenitude involved Italian and foreign subsidiaries and their local suppliers in dedicated workshops to highlight the relevance of ESG issues in the supply chain, with a focus on the platform's main features and objectives. Open-es was also presented to Plenitude's business partners at the Annual Retail Convention in Madeira. Thanks to the open and inclusive approach of the initiative and the adhesion of different actors (supply chain leaders, financial institutions, associations, etc.) and value-chain sectors, Open-es counts more than 14,000 companies.

Eni Plenitude Flagship Store

Training and awareness-raising
Plenitude promotes free training events for suppliers and their employees as part of the Open-es initiative, to increase knowledge on ESG issues, and to take the opportunity to engage with industry experts on specific aspects.
In addition, Plenitude started an awareness campaign on

Social Responsibility in the supply chain, for those suppliers most exposed to HSE and Human Rights risks, with the aim of promoting a culture and awareness of these issues at supply chain level.

Financial support to suppliers
Plenitude promotes Eni's *'Sup-*

ply Chain Finance Program', which allows its suppliers to request early payment of invoices without impacting credit lines, to incentivize the improvement of the company's ESG profile thanks to the synergy with the Open-es platform.

INTERNAL AND EXTERNAL COMMUNICATION

Plenitude has initiated a series of actions aimed at communicating its commitment to its supply chain on ESG issues, in particular by developing a section on its website dedicated to Open-es and publishing a video

in the section One Plenitude on the global and integrated strategy for the engagement of suppliers and their supply chains on ESG issues, as well as recounting encounters with suppliers (e.g. Supplier Day).

Plenitude also held workshops and initiated awareness-raising actions on ESG issues, with priority given to HSE and Human Rights, inside the company and with group companies.

PARTICIPATION IN WORKING TABLES WITH INDUSTRY ASSOCIATIONS

In 2023, Plenitude participated in the Solar Stewardship Initiative launched by the Solar Power Europe Association for

the photovoltaic industry. This pilot initiative drew together manufacturers, developers, installers and buyers across the

global solar value chain to promote responsible production, procurement and management of materials.

FOCUS ON

PROTECTION OF HUMAN RIGHTS ALONG THE PLENITUDE SUPPLY CHAIN

Respect for human rights in Plenitude's supply chain is essential and it is protected through a procurement process that includes the adoption of a dedicated human rights assessment model, as well as transparent, impartial, consistent and non-discriminatory behaviour in the selection of suppliers, the evaluation of offers and audits of contracted activities.
Assessment and monitoring the respect for human rights are applied in procurement processes through a risk-based model that allows suppliers to be analysed and classified according to a level of potential risk based on the country context and the activities performed[d]; in this way, Plenitude is able to apply different control measures based on the level of risk. In addition to the activities of due diligence, tender evaluation, execution feedback and updates with dedicated questionnaires, the risk-based model also envisages carrying out audits on suppliers to monitor, in line with the SA8000 international standards, the protection of human rights.

d - Based on the Eni model that takes into account vulnerabilities and probabilities related to specific conditions such as, the level of training and skills required, the level of work intensity, the use of manpower agencies and HSE risks. Industrial activities, such as maintenance, construction, assembly and logistics, as well as goods and general services, such as cleaning services, catering, security services and property management, were classified as high-risk activities .

The goals Plenitude has set for the future are, respectively:

- **Maintenance of 100% of new suppliers** assessed by Eni Plenitude SpA Società Benefit – HQ in 2024 using social criteria. The introduction of social criteria is also planned in the qualification processes of Plenitude's subsidiaries in 2024.

- **For Eni Plenitude SpA Società Benefit – HQ contractual assignment processes,** the goal in 2027 is to reach 98% of the procurement with ESG assessments. In 2024, the introduction of ESG criteria is also planned at the group's subsidiaries.

- **For the engagement and awareness-raising of suppliers on ESG issues,** there will be a consolidation of such initiatives in 2024, including, for example, Supplier Days, local events, training and awareness workshops, supplier engagement on Open-es.

Corazon Plant - USA

3.4

Natural resources management

Conducting business while respecting its environment is part of Plenitude's culture. Further to monitoring its environmental performance, the Company promotes initiatives aimed at minimising impacts, also in collaboration with nationally and internationally recognised bodies, such as the International Union for Conservation of Nature (IUCN)[83] and the National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA)[84]. These synergies aim to identify new solutions for the increasingly sustainable management of natural resources.

3.4.1. Circular economy[85] and waste management

MATERIAL TOPIC	2023 PERFORMANCE	FUTURE TARGETS
CIRCULAR ECONOMY AND WASTE MANAGEMENT	An assessment was carried out on how waste produced in six Italian subsidiaries is managed with reference to applicable national regulations as well as Eni's and Plenitude's HSE management system	Extension of the assessment to six foreign subsidiaries in the four-year period 2024-2027, starting in 2024 with Slovenia and Spain (renewables area)

Waste generation is a cross-functional issue that is connected to the performance of human activities, and its prevention and proper management are necessary for safeguarding human health and the environment.

Plenitude is committed to complying with current regulations on waste, monitoring legislative developments over time, and to reducing the environmental impacts related to the different stages of the waste management process by adopting appropriate procedures and tools. With a view to the circular economy, Plenitude is also constantly looking for solutions that prevent waste production and maximize its recycling/recovery along the entire value chain, thereby op-

---

83 - In 2022, Eni, with the participation of Plenitude, signed a two-year partnership with IUCN to identify good practices for mitigating biodiversity impacts associated with the development of renewable energy projects.

84 - As part of the Eni-Enea Framework Agreement, an R&D project was launched in 2022 with the participation of Plenitude entitled 'Decommissioning Scenarios for Renewable Energy Sources Plants', which will end in 2024.

85 - Plenitude pays attention to the water sources used in order to achieve the efficiency and water resilience of its business activities. Given the activities carried out, water consumption is not very significant. Water is mainly used for cleaning the photovoltaic panels and toilet facilities in the offices. Therefore, given the insignificance of the data, the information relating to Plenitude water withdrawals and consumptions is not included in the 2023 reporting.

timizing the consumption of natural resources.

Specifically, the waste produced by Plenitude derives entirely from production activities (no waste was produced from remediation activities) and is mainly generated by the construction, installation and maintenance activities in renewable energy production plants, in particular by excavation activities at the various sites resulting in the production of volumes of excavated soil and rocks and the disposal of electrical and electronic equipment (WEEE)[86].

In 2023, in a broader logic of continuous improvement of environmental performance, an **assessment** was carried out **on how waste produced** in six Italian subsidiaries is managed with reference to applicable national regulations as well as Eni's and Plenitude's HSE management system, in order to identify any best practices and areas for improvement to develop an increasingly virtuous and uniform waste man-

Conducted assessment on waste management methods in 6 Italian subsidiaries

agement model.
The assessment included both desk analyses and site visits, thanks to which it was possible to prepare a final report, which saw almost 70% of the identified improvement actions completed, with the remainder to be completed in the first half of 2024.

To encourage uniform approaches, this assessment activity was also planned for the four-year period 2024-2027 at six of Plenitude's foreign subsidiaries, starting in 2024 with Slovenia and the renewable energy company in Spain.
Moreover, in 2023, two training sessions were delivered on the subject, with a special focus on the Italian legislation on waste management, WEEE, ex-

cavated soil and rocks, the National Electronic Waste Traceability Register (R.E.N.T.Ri) and its specific penalty system in the event of illegal conduct.

In the **long term and with a view to the circular economy**, it should also be noted that two R&D projects have been activated that concern recycling and reuse in the renewable energy sector.

The first is part of a Joint Cooperation Agreement between Eni and the National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA) and relates to the **decommissioning of renewable energy plants**; launched in 2022, completion is scheduled for 2024. As part of the project, case studies are being conducted on the decommissioning of a wind farm and two photovoltaic plants in order to identify the best scenario to maximize the potential of end-of-life management from the perspective of the circular economy.

The second concerns Eni's **collaboration with the research**

---

86 - It should be noted, however, that within the scope of maintaining its assets and installing charging infrastructures, in line with the company regulatory system on waste management, for the waste materially produced by its contractors, the administrative duties are fulfilled by the latter in their capacity as 'material producers', therefore such waste is not included in Plenitude's reporting, which in any case carries out an adequate supervision and awareness-raising activity on the same contractors.

group of the 'Giulio Natta' Department of Chemistry, Materials and Chemical Engineering at the Polytechnic University of Milan, which has specific knowledge of circular economy along the entire value chain of fibre-reinforced composite materials, gained as part of the EU-funded FiberE-Use Project. The research project launched in 2023 aims to investigate possible circular economy solutions for the end-of-life management of wind turbines and to identify priorities for setting future research projects in this area.

10.11 thousand tons of waste generated in 2023

The **total waste produced** in 2023 is **10.11 tonnes** and all comes from production activities. This is **99.6% non-hazardous waste** (broadly in line with 2022). The increase of +28.5% compared to 2022 is due to the significant increase in the production of waste from ex-cavated soil and rocks from the Porto Torres photovoltaic plant site (8,185 t in 2023 compared to 1,911 t in 2022).

99.6% of total waste generated is non-hazardous

With regard to **the destination of non-hazardous waste**, the share of **recovered waste** over total waste recovered and disposed of drops to **18.3%** in 2023 from 75.5% in 2022. This is due to the disposal of excavated soil and rocks from the Porto Torres site, the absence of the significant amount of construction and demolition waste from the Assemini site, which in 2022 contributed to the share of waste recovered, and the lower incidence of waste produced by Adriaplin[87], almost all of which was sent for recovery.

As far as **hazardous waste** is concerned, 37 t were generated, most of which (21 t) came from the company operating in renewables in Spain. These are mainly absorbents, filter materials, waste oil. As regards their destination, **67.5% of the total hazardous waste generated is sent for recovery**.

67.5% of total hazardous waste generated is sent for recovery

---

87 - Adriaplin has seen a decrease in the amount of waste produced as it relates to construction activities, which in turn are highly variable from year to year and depend on the type, number and extent of construction sites, and in particular the length of new pipelines.

3.4.2. Biodiversity and ecosystems

MATERIAL TOPIC	2023 PERFORMANCE	FUTURE TARGETS
BIODIVERSITY AND ECOSYSTEMS	Mapping, for the first time, the number of International Union for Conservation of Nature (IUCN) red list species that find their habitat in areas of activity, by level of extinction risk	BES (Biodiversity and Ecosystem Services) assessment in 2024 on sites overlapping protected areas or Key Biodiversity Areas (KBAs)

Today our planet faces several challenges related to climate change. One of these, the loss of biodiversity, certainly stands out. With this in mind, the use of renewable energy is one of the most effective and readily available tools for reducing greenhouse gas emissions. **A transition to renewable energy that contributes to the conservation of Biodiversity and Ecosystem Services** (BES) is therefore essential for the protection of the planet and to ensure the sustainability of the renewables business.

Companies in the energy sector operating internationally, such as Plenitude, interact with multiple environmental contexts, characterized by different ecological sensitivities and regulatory frameworks. There is a strong, dual interdependence between the environment and organizations operating in the energy sector: on the one hand, the exploitation of natural resources in the area influences habitats and species during the life cycle of a project; on the other hand, the use of renewable energy is one of the most effective and readily available tools to reduce greenhouse gas emissions, contributing to the conservation of Biodiversity and Ecosystem Services (BES).

Plenitude adopts a **BES management model** that incorporates the principles and guidelines of the main international conventions and initiatives for the protection of the natural environment (primarily the Convention on Biological Diversity, CBD). Through the application of the **Mitigation Hierarchy, priority is given to preventive mitigation measures** over corrective ones, **early in the operational life cycle**, aiming at continuous improvement in BES management performance. Plenitude's BES management methodology requires that **biodiversity risk exposure be assessed and updated at least once a year for all plants in production**.

This assessment is carried out by mapping operating sites against their geographical proximity to protected areas and Key Biodiversity Areas (KBAs), i.e. those areas that contribute significantly to the global persistence of land and marine biodiversity and in most cases are critical habitats. Areas with the potential presence of endangered species are also identified. The analysis of the mapping of Plenitude's operating sites in 2023 has shown that overlap (even partial) with protected areas or with KBAs concerns 17 sites[88], while 36 additional sites are adjacent to protected areas or KBAs, which means they are located at less than 1 km. It should be noted that neither in Italy nor abroad do operating activities overlap with natural sites belonging to the UNESCO World Heritage (WHS) or sites covered by the Ramsar Convention.

The methodology also requires that **for all new projects** and for existing projects to which sig-

---

88 - For further information on performance in biodiversity, please refer to the section 'Performance tables'.

nificant changes are made, **BES investigations** and subsequent impact assessments **are carried out as part of the Environmental Impact Assessments**. In order to extend Plenitude's biodiversity and ecosystem services management methodology to plants that, according to the latest mapping, overlap with protected areas or KBAs, verification of actual risk exposure through the analysis of pre-existing BES surveys and ad hoc impact assessments was initiated to assess the need for further surveys or specific Action Plans.

Finally, in order to continue to identify and disseminate good practices for mitigating the impacts on biodiversity associated with the development of renewable energy projects, participation in the work plan envisaged by the partnership signed in 2022 by Eni with IUCN, which also involves other international energy companies, continued in 2023.

CASE STUDY

In 2023, Plenitude continued with the implementation of several biodiversity conservation measures, particularly in Spain, including:

RAPOSERAS WIND FARM, LA RIOJA

Installation of passive visual signals to increase the visibility of wind turbines and reduce the impact on birdlife. Monitoring of bird and bat collision mortality (initiated in 2022) to assess bird activity at the wind farm and its high-risk areas and to verify the effectiveness of the measures implemented was completed.

CUEVAS WIND FARM, CUENCA

A campaign was conducted to protect and preserve the reproduction of hen harriers with actions to identify and protect their nests and monitor their presence, preventing damage during the harvest season.

CERRILLARES PHOTOVOLTAIC PLANT

Implementation of biodiversity conservation measures, including wildlife-permeable fencing around the facility, bat nest boxes, leasing of land in the vicinity of the facility for the preservation of forest raptor habitat, installation of a breeding tower for lesser kestrels, and construction of a water pond that provides a suitable habitat for a variety of wildlife species. Biodiversity conservation objectives were monitored during construction and will remain in place.

Hen harrier – Cuevas wind farm, Cuenca