

# Materiality analysis

During 2023, Plenitude updated its **materiality analysis**, i.e. the process of identifying sustainability topics relevant to the business and its stakeholders. In line with the previous year, the Company has adopted a

methodological approach based on the **impact materiality** guidelines, described by 'GRI 3: Material Topics 2021'.

The process involves identifying material topics based on the **significance**, i.e. the level of

benefit or severity, of the related **positive and negative impacts, actual and potential**, that the organization generates or could generate **on the economy, society** (including **human rights** aspects) and the **environment**.

The materiality analysis process is structured into **four main stages**:



In order to understand the context of the organization better, a **preliminary analysis** was carried out to update the list of sustainability topics potentially relevant to Plenitude and to identify the current and potential positive and negative **impacts** related to them that the company generates or could generate (Phase 1 and 2).

In carrying out this analysis, peers and comparable companies, internal documentation, including the risk catalogue, and external documentation in order to better understand industry trends. In particular, following the recent approval of the European Sustainability Reporting Standards (ESRS) by the European Commission as part of the Corporate Sustainability Reporting Directive (CSRD), the

list of potentially relevant topics for Plenitude has been updated, where applicable, drawing on the nomenclature provided by the new Standards.

Afterwards, top management and more than 1,200 other stakeholders were asked to **assess** the impacts based on their **significance** through an online questionnaire (Phase 3). Top management expressed the assessment from a **business perspective**, considering both the severity or benefit of the impacts and the likelihood of the potential impacts occurring. The remaining categories of stakeholders involved<sup>15</sup> brought out the impacts they considered most significant from **their own perspective**, focusing on the extent of the impact.

All topics submitted for evaluation in the questionnaire were found to be 'material', having achieved a significance score of 'medium-high' to 'very high', exceeding the materiality threshold. By reworking the results of the assessments, it was possible to classify the material sustainability topics according to their significance. The list of **relevant sustainability topics** was also validated on 29 January 2024 by the Sustainability Committee.

**Over 1,200 stakeholders involved in the materiality analysis process**



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15 - Please refer to section '[Stakeholder Engagement](#)' for more information on Plenitude's Stakeholder categories.

### Material topics for Plenitude

In analysing the positioning of the different topics<sup>16</sup>, it is clear that most of the top five topics in order of importance are closely related to Plenitude’s business model and its goals for decarbonization and energy transition. Continuing on from last year, the focus on **‘Climate change’**, **‘Occupational health and safety’** and **‘Spreading the culture of sustainable energy usage’** remains significant. Compared to the 2022 materiality analysis, **‘Customer relations’** and **‘Responsible supply chain management’** have gained importance. The above regulatory develop-

ments in sustainability reporting led to the renaming of some topics and additional changes to the definitions of material topics under assessment in 2023 (compared to 2022) are noted below:

- the topic **‘Climate change’** (‘Climate change and GHG emissions’ in 2022, renamed in line with ESRS) was expanded to consider customer solutions (‘Solutions for customers from renewable energies’, ‘Solutions for customers: energy efficiency’, ‘Solution for customers: electric mobility’);
- the topic on waste management and protection of biodi-

versity (‘Environmental management’) was divided into the two topics **‘Circular economy and waste management’** and **‘Biodiversity and ecosystems’** inspired by the requirements of the ESRS and with the need for more in-depth reporting on these topics;

- the topic ‘Human Rights’, in line with the ESRS requirements, is not dealt with as a stand-alone topic, but is considered across topics (e.g. Responsible supply chain management, Equal treatment and opportunities for all).

	MATERIAL TOPICS	SIGNIFICANCE		
		VERY HIGH	HIGH	MEDIUM HIGH
GOVERNANCE	Business conduct		●	
	Cybersecurity & Data protection			●
CLIMATE AND EMISSIONS	Climate change	●		
BUSINESS SUSTAINABILITY	Customer relations	●		
	Responsible supply chain management	●		
	Innovation and digitalization		●	
	Circular economy and waste management			●
	Biodiversity and ecosystems			●
PEOPLE	Occupational health and safety	●		
	Equal treatment and opportunities for all		●	
	Development and well-being for people		●	
COMMUNITIES	Support to local communities			●
	Spreading the culture of sustainable energy usage	●		

16 - Please refer to section [‘Material topics and their impacts’](#) for a description of each material topic and its positive and negative impacts.

# Stakeholder Engagement

## STAKEHOLDER CATEGORIES

BANKS

BUSINESS  
PARTNERCONSUMER  
ASSOCIATIONS

CUSTOMERS

ELECTRICITY/NATURAL  
GAS DISTRIBUTION  
COMPANIES

EMPLOYEES

INDIRECT  
SALES FORCE

INSTITUTIONS

SUPPLIERS OF GOODS  
AND SERVICESTRADE  
ASSOCIATIONS

TRADE UNIONS

UNIVERSITIES

For Plenitude, the **direct involvement of all stakeholders** and constant **dialogue** with them are key elements in creating shared value and establishing relationships of trust, transparency and integrity. For this reason, further to giving a voice to all its stakeholders on an annual basis, directly involving them in the definition of priority sustainability issues, the Company constantly strives to promote open and transparent dialogue to share information, values and visions.

Plenitude's different companies and business units adopt various modes of interaction, including meetings, workshops, collaborations and training initiatives to ensure a continuous exchange of information with its Stakeholders. Furthermore, Plenitude is committed to fostering a culture of active listening and interdisciplinary

collaboration between company functions in order to foster innovation, sustainability and the creation of trusting relationships and lasting partnerships with all its Stakeholders.

In order to support the relationship with local stakeholders, Plenitude uses the 'Stakeholder Management System' (SMS) application, which enables constant and timely handling of any grievances or requests.

During 2023, Plenitude continued to focus its engagement activities, particularly on **sharing** its **strategic objectives** of combating climate change and increasing the use of power from renewable sources.

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
EMPLOYEES	<ul style="list-style-type: none"> <li>• Involving employees in company life using Workplace, Eni's corporate social network, in order to foster a greater sense of engagement and belonging.</li> <li>• Listening to employees' needs and organizing meetings to co-design new solutions related to well-being for people.</li> <li>• Changing management activities, including workshops and virtual meetings to convey Plenitude's vision of the centrality of the person.</li> <li>• E-mail communication, Workplace, the HSE company portal for participation, enhancement of health and safety culture and information.</li> <li>• Organization of test drives with electric cars to introduce employees to electric driving and the charging network.</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Development and well-being for people</li> <li>• Equal treatment and opportunities for all</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>
TRADE UNIONS	<ul style="list-style-type: none"> <li>• Periodic meetings with trade unions to define measures to protect the well-being of employees, including in projects to integrate and merge the contracts of the group's subsidiaries with the Energy and Oil Collective Bargaining Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Development and well-being for people</li> <li>• Equal treatment and opportunities for all</li> <li>• Business conduct</li> </ul>
CUSTOMERS	<ul style="list-style-type: none"> <li>• Qualitative-quantitative market surveys, through various channels (online, telephone or in person), also with the support of research institutes.</li> <li>• Educational programs, events and initiatives in the local area aimed at raising awareness and bringing people closer to the world of energy, providing useful tools for understanding it and educating them about the efficient use of energy.</li> <li>• Creation of a Facebook Community dedicated to Be Charge customers, with the aim of giving them direct support and sharing advice on the use of charging infrastructures and e-mobility in general.</li> <li>• Evolvere newsletter and social contents to share useful information to customers, such as photovoltaic sector updates, and ad hoc communications on news or special projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer relations</li> <li>• Climate change</li> <li>• Innovation and digitalization</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
<b>CONSUMER ASSOCIATIONS</b>	<ul style="list-style-type: none"> <li>• Webinars and in-person meetings to share the results of monitoring within the framework of the Protocol for the prevention of unsolicited activations.</li> <li>• Continuous dialogue and discussion with consumer associations to improve customer satisfaction and the quality of the service offered, also through dedicated channels such as:               <ul style="list-style-type: none"> <li>• FiloGiallo, telephone line integrated in Plenitude contact centres</li> <li>• a reserved web area on the Plenitude website</li> <li>• Joint Conciliation Protocol, a non-judicial resolution procedure for disputes between the Company and customers, compliant with the Alternative Dispute Resolution method<sup>17</sup>.</li> </ul> </li> <li>• Annual meetings and workshops with national, regional and local contact persons to present results, objectives and future strategies.</li> <li>• Participation in specific initiatives on the energy market and sustainability promoted by individual associations, such as 'Seminare Futuro'<sup>18</sup> (Sowing the Future) which saw the organization of several conferences on various topics, including scenarios and outlooks for the electricity and gas market, energy prices, energy poverty and the future of Energy Communities.</li> <li>• Plenitude has also cooperated with a consumer association in the Bella Family project with the aim of making new generations aware of the importance of adopting 'smart' behaviour in the family, i.e. oriented towards the digitalization 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer relations</li> <li>• Innovation and digitalization</li> <li>• Business conduct</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>

17 - Alternative Dispute Resolution (ADR) is a procedure that has the advantage of offering a quick, simple and out-of-court solution to disputes between consumers and businesses. The provision that introduces a new regulation of ADR procedures in Italy is the Legislative Decree no. 130 of 6 August 2015, as amended, which adopted the ADR directive for consumers 2013/11/EU.

18 - The 'Seminare Futuro' project stems from the need to promote dialogue and discussion between parties of different natures and backgrounds, at a national level, involving large companies, consumer and environmental associations, public authorities, trade associations, political and institutional representatives, on issues relating to consumption and the environment. In 2023, the project aimed to promote debate between the various stakeholders in the energy market and took the form of a series of conferences, aimed at both a specialist audience and the broader general public.

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
<p><b>BUSINESS PARTNERS</b></p>	<ul style="list-style-type: none"> <li>• Web-based training/information activities also with dedicated platforms on energy efficiency solutions in the condominium, tertiary industrial sector and SMEs.</li> <li>• Joint communication projects with some business partners (e.g. BMW, Ikea) to promote electric mobility.</li> <li>• Collaboration with Energica Inside (a company active in the research of innovative e-mobility solutions) to stimulate the electric transition in the marine sector.</li> </ul>	<ul style="list-style-type: none"> <li>• Climate change</li> <li>• Responsible supply chain management</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>
<p><b>ELECTRICITY/NATURAL GAS DISTRIBUTION COMPANIES</b></p>	<ul style="list-style-type: none"> <li>• Annual conventions with the most relevant distributors in the area to share the results and strategies for the future development of customer service.</li> <li>• Workshops and training webinars that illustrate new processes or functionalities, made available on the distributors' applications or portals, to improve the customer experience (e.g. 2i Rete Gas involved sales companies in training sessions on the new portal for better management of the distributor-seller relationship to benefit the level of service offered to customers).</li> <li>• Periodic meetings in person and through dedicated platforms to address contingent issues related to both the resolution of critical issues impacting the service offered to the customer.</li> <li>• Joint design of new products or services aimed at improving customer service:                         <ul style="list-style-type: none"> <li>• with Italgas, a structured process for resolving complex customer issues, the virtual room, based on the joint conciliation model, was implemented</li> <li>• with power distributors, the interpretation of the rule governing the application of administrative fees was reviewed in order to standardize the costs to be charged to customers.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Responsible supply chain management</li> <li>• Innovation and digitalization</li> <li>• Customer relations</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
TRADE ASSOCIATIONS	<ul style="list-style-type: none"> <li>Institutional face-to-face meetings and webinars aimed at proposing solutions and services in the field of gas and power supply and energy efficiency solutions for condominiums, the tertiary industrial sector and SMEs.</li> </ul>	<ul style="list-style-type: none"> <li>Climate change</li> <li>Innovation and digitalization</li> <li>Customer relations</li> <li>Spreading the culture of sustainable energy usage</li> </ul>
SUPPLIERS OF GOODS AND SERVICES	<ul style="list-style-type: none"> <li>Workshops, events, meetings and awareness-raising campaigns aimed at engaging and raising the awareness of suppliers on ESG issues, such as <i>Sustainable Supply Chain</i> initiatives (e.g. Open-es workshop with local suppliers of subsidiaries, awareness campaign on social responsibility, awareness campaign for supply chain leaders to engage on ESG topics in the supply chain, training webinars on ESG topics as part of the Open-es initiative)<sup>19</sup>.</li> <li>Specific meetings and communications to analyse the supplier's ESG profile during the qualification phase and verifying the sustainability requirements in the tender.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible supply chain management</li> <li>Occupational health and safety</li> <li>Innovation and digitalization</li> <li>Spreading the culture of sustainable energy usage</li> </ul>
INDIRECT SALES FORCE	<ul style="list-style-type: none"> <li>Meetings and webinars for continuous training on commodity and extra commodity products, as well as transversal training content in the areas of privacy and compliance.</li> <li>Kick-off and convention for sharing achievements, strategy and the key future challenges, particularly as regards the energy transition path undertaken by Plenitude.</li> <li>Periodic, one-on-one and plenary meetings aimed at maximizing the effectiveness of commercial actions for the sale of energy efficiency solutions in the SME market.</li> <li>Regular updates and discussions of Evolvere with Plenitude's sales force on business performance and sharing projects and strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Climate change</li> <li>Customer relations</li> <li>Cybersecurity &amp; Data protection</li> <li>Spreading the culture of sustainable energy usage</li> </ul>

<sup>19</sup> - For more information on 'Sustainable Supply Chain' initiatives, please refer to section '[3.3 Responsible Supply Chain Management](#)'.



STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
INSTITUTIONS	<ul style="list-style-type: none"> <li>• Meetings and discussions aimed at representing positions, requests for clarification, proposals in line with corporate objectives, during consultations and hearings with the competent authorities in the field of renewables and storage, also through participation in trade association initiatives.</li> <li>• Dialogue with the competent authorities in consultations and hearings, to give real impetus to the development of Renewable Energy Communities.</li> <li>• Meetings, in person and remotely, with the competent Authorities and Agencies, at national and local level, during consultations and hearings, concerning the protection of socially and economically vulnerable customers; meetings, in person and remotely, with the competent Authorities and stakeholders identified for each individual project, at national and local level concerning the construction of renewable energy production plants and utility scale accumulation at all stages of the authorization process and subsequently concerning the utilization of the energy produced.</li> <li>• Participation in working tables with Gestore dei Servizi Energetici (GSE) and the Ministry of the Environment and Energy Security (MASE) concerning charging infrastructures and renewable energy sources (RES), with the dual objective of an operational dialogue on the calls for tenders awarded or planned for charging infrastructures and RES, and proposing considerations on a review of future calls for tenders in terms of effectiveness and simplification in order to achieve the targets set by the National Recovery and Resilience Plan.</li> <li>• Meetings, either in person or remotely, with local authorities in order to present cooperation and sponsorship initiatives for the corporate activities, sharing issues about energy efficiency, environmental sustainability and safeguarding the local territory.</li> <li>• Participation in events and press conferences with the representatives of institutions to discuss and report on solutions and best cases to promote e-mobility, the development of renewable energy production plants and storage facilities.</li> <li>• Participation in the Associazione Nazionale Comuni Italiani (ANCI – the National Association of Italian Municipalities) event with activities to promote electric mobility among Public Administrations.</li> </ul>	<ul style="list-style-type: none"> <li>• Business conduct</li> <li>• Customer relations</li> <li>• Climate change</li> <li>• Support to local communities</li> <li>• Spreading the culture of sustainable energy usage</li> </ul>

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
<b>BANKS</b>	<ul style="list-style-type: none"> <li>Commercial collaboration agreements, for financial services to support energy efficiency solutions for the condominium, industrial and tertiary sectors and SMEs, as well as partners and suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>Business conduct</li> <li>Customer relations</li> <li>Spreading the culture of sustainable energy usage</li> <li>Climate change</li> </ul>
<b>UNIVERSITIES</b>	<ul style="list-style-type: none"> <li>Collaboration with the Polytechnic University of Milan for research activities and drafting of the Smart Mobility Report 2023.</li> <li>Lectures and online workshops to convey educational content and company testimonials on the efficient use of energy. Collaboration with the University of Pisa for training activities on energy issues for sustainable development, with a specific focus on Renewable Energy Communities.</li> <li>Participation in steering committees and webinars focusing on topics such as energy efficiency, smart buildings and smart cities within the framework of observatories that also included the establishment of specific working groups.</li> </ul>	<ul style="list-style-type: none"> <li>Customer relations</li> <li>Spreading the culture of sustainable energy usage</li> <li>Climate change</li> <li>Innovation and digitalization</li> </ul>

In continuity with the previous year, through Eni, Plenitude takes part in the following initiatives to promote sustainable development internationally:

- **UN Global Compact**<sup>20</sup>
- **World Business Council for Sustainable Development (WBCSD)**<sup>21</sup>.

**Plenitude in the leading international sustainability initiatives**

20 - For further information, please consult the following page: [Homepage | UN Global Compact](#)

21 - For further information, please consult the following page: [World Business Council For Sustainable Development \(WBCSD\)](#)