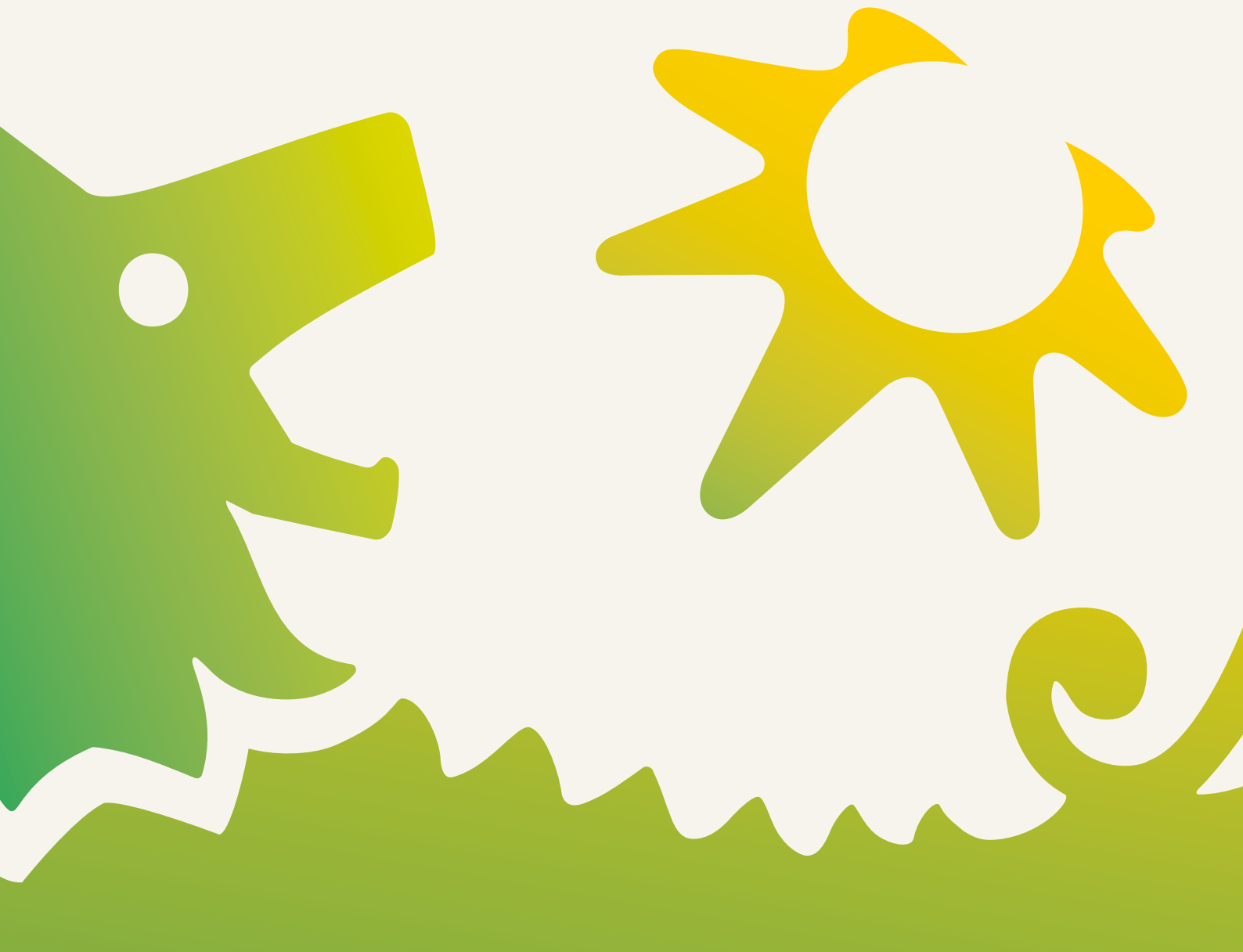


WE HAVE THE ENERGY TO CHANGE





SUSTAINABILITY REPORT 2021



WE ARE AN **ENERGY BENEFIT COMPANY**, AND WE WANT TO HAVE A POSITIVE IMPACT ON SOCIETY AND THE ENVIRONMENT, ALSO THANKS TO INVESTMENTS IN THE **PRODUCTION OF RENEWABLE ENERGY**.

WE SUPPORT OUR CUSTOMERS, OFFERING THEM CUTTING-EDGE ENERGY SOLUTIONS TO HELP THEM **PLAY A LEADING ROLE IN THE ENERGY TRANSITION**.



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Message to our stakeholders

The journey that Plenitude has undertaken reflects the kind of company that we aim to be: enablers of the energy transition for the **benefit of all**.

In July 2021, we were the first major Italian energy company to become a Società Benefit, a unique company model that enables us to create and spread a **new culture of sustainable energy usage** based on the development of **renewable energy sources** and the promotion of responsible consumption models thanks to equitable and accessible technological solutions. The model places great importance upon **diversity** as being essential for a Company's resilience and prioritises **transparent and fair relationships** with customers and stakeholders.

Being a Benefit Company, in fact, means creating shared value not only for its shareholders but also for the society and the ecosystems, committing to generate positive impacts and promote change. This year, we have decided to start telling our commitments, goals and initiatives undertaken during 2021 in the **first Plenitude's Sustainability Report**. By involving more than 900 stakeholders, among which customers, suppliers, workers, and institutions, we have identified the sustainability-related material topics, on which we will focus our actions to create shared value in a context characterised by significant uncertainties, among which the pandemic, the extreme volatility of commodity prices and raw materials and the recent international crisis. Such circumstances imply, even more, the need to **accelerate the integration** on the model of global economic development with the generation of social value and the responsible management of natural resources.

We have developed our **sustainability strategy** taking into consideration the United Nations' Sustainable Development Goals (SDGs), which is based on five key pillars: Climate and emissions, Business sustainability, People, Communities and Governance.

We want to protect the climate and support the **energy transition**, thanks to a **decarbonisation path** aimed at reaching carbon neutrality in relation to our operations, products, and services by 2040; in particular, such strategy will be based on the production of electricity from renewable sources with the goal of achieving more than 6 GW of installed capacity by 2025 and more than 15 GW by 2030. We have integrated the commercial offer with energy efficiency solutions, to increase the energy savings of families and businesses, thanks to innovative systems. We have set ourselves the goal of offering all our residential customers electricity from renewable sources, including through certificates of origin, by the end of 2022. We will also support the development of electric mobility, enabling an infrastructure powered by renewable energy with an amount of 30 thousand recharging points by 2025 and 35 thousand by 2030.

In our business, we place our **customers first**, and we are committed to develop a long-lasting and transparent relationship with them. A constant dialogue allows us to intercept new needs to be translated into offers and services to respond promptly to customer needs and to offer a high-quality customer experience. Innovation, technology, and preservation of natural resources are key elements of our business approach, with the purpose of continuous improvement.

Our growth path places our people at the centre, recognizing them as a fundamental element for the development of the company. We adopt a model oriented to **people's well-being** that focuses on the personal and professional development of talents and their uniqueness and on the creation of an inclusive workplace that values diversity. We intend to work in synergy with and support the **communities** in the territories where we operate, committing ourselves to spread the culture of sustainable energy usage.

In the energy sector, that offers new challenges and opportunities, we have also created a **corporate governance** model inspired by our principles to generate sustainable value for all our stakeholders, in compliance with the principle of social responsibility, pursuing an open and transparent dialogue and in-depth knowledge of our stakeholders.

A demanding and challenging path awaits us, a journey that we want to face with passion and courage, driven by a strong motivation towards the benefit of all as **enablers of the energy transition**.



Stefano Goberti
CEO

01 SUSTAINABILITY FOR PLENITUDE

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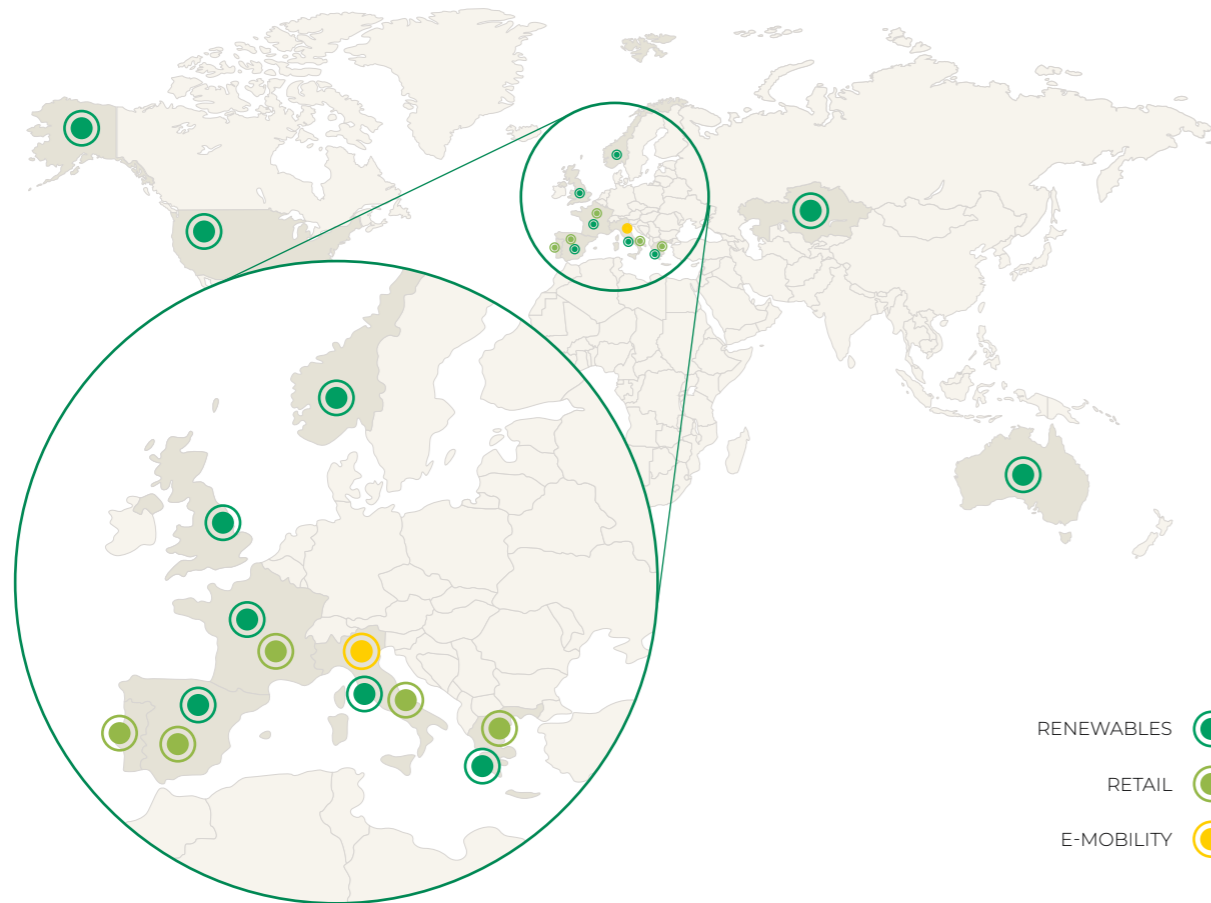


1.1 Highlights

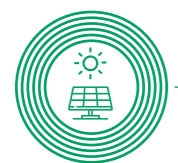
Plenitude is a Società Benefit operating in the energy sector through three business areas: Renewables, Retail, and e-mobility, and offering products and services that support its Customers in the energy transition. Plenitude

is present in four continents with over 2,000 employees and promotes energy production from renewable sources, with the aim of positively impacting the community and the environment.

PLENITUDE IN THE WORLD



- RENEWABLES
- RETAIL
- E-MOBILITY



ITALY
FRANCE
UNITED KINGDOM
NORWAY
SPAIN
KAZAKISTAN
AUSTRALIA
USA



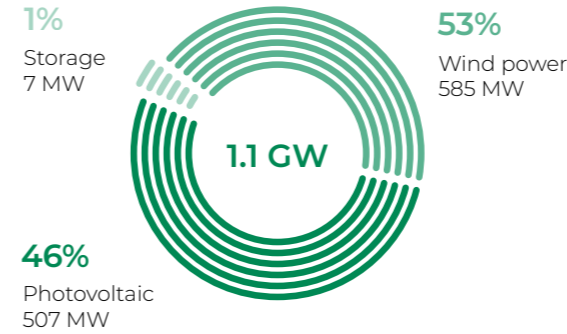
ITALY
FRANCE
GREECE
SLOVENIA
SPAIN
PORTUGAL



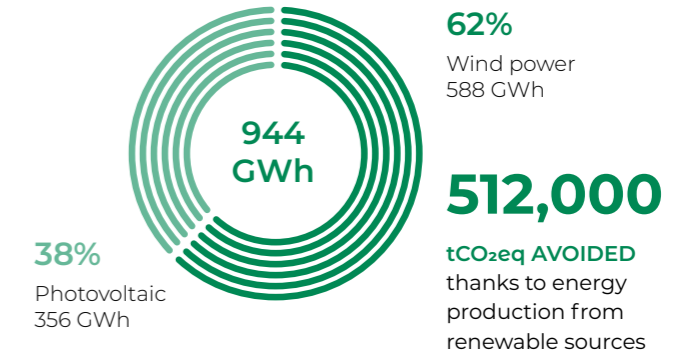
ITALY

CLIMATE AND EMISSIONS

INSTALLED CAPACITY 2021

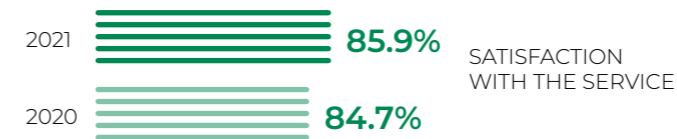


RENEWABLE ENERGY PRODUCTION 2021 (GWh)



BUSINESS SUSTAINABILITY

PLENITUDE'S CUSTOMER SATISFACTION



INNOVATION AND DIGITALISATION

84% New contracts DIGITALLY managed

SUSTAINABLE SUPPLY CHAIN

100% Plenitude's suppliers SELECTED ACCORDING TO SOCIAL CRITERIA

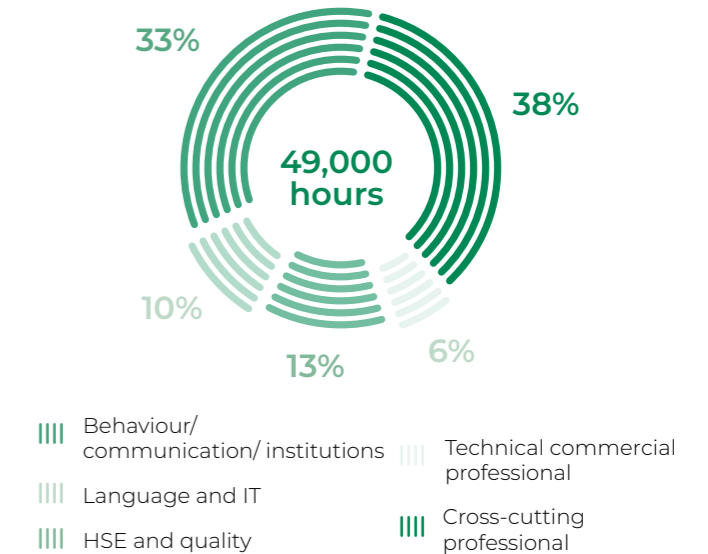
PEOPLE

WORKFORCE COMPOSITION

2,027 TOTAL EMPLOYEES AT THE END OF 2021



TRAINING HOURS BY COURSE CATEGORY



GENDER PAY RATIO

97 TOTAL PAY RATIO FOR FIXED AND VARIABLE REMUNERATION

INJURIES

0 INJURIES REGISTERED IN 2021

COMMUNITIES

STAKEHOLDERS' INVOLVEMENT

More than 900 STAKEHOLDERS INVOLVED IN THE DEFINITION OF PLENITUDE'S RELEVANT SUSTAINABILITY TOPICS

SUPPORT TO THE COMMUNITIES

1.24 mln € INVESTED IN LOCAL COMMUNITIES

1.2

The journey of Plenitude Società Benefit

Plenitude (the new identity of Eni gas e luce) is a Company 100% owned by Eni SpA, established on July 1st, 2017, through a process of corporatization of its retail gas and power activities. Each step of Plenitude's history is aimed at offering Customers an increasingly sustainable value proposition, supporting the transition towards a more efficient consumption of energy thanks to the gradual decarbonisation of its activities.

2017

Launch of Eni gas e luce

2019

Acquisition of Sea (company responsible for energy renovation of buildings)

Launch of E-Start services on the market for the recharging of electric vehicles targeted to residential and business customers

2021

January 2021
Acquisition of Aldro Energia to enter the Spanish and Portuguese energy markets

July 2021
Conclusion of the integration process of **Eni's portfolio of Italian renewable energy activities**

Eni gas e Luce becomes a **Società Benefit**

November 2021
Acquisition of Be Power, provider of electric charging services in Italy and Europe

2018

Expansion of the activities within the Greek market

2020

Acquisition of Evolvere leader in the distributed generation of renewable energy from photovoltaic plants in Italy

Partnership with OVO in France provider of solutions for an efficient use of energy

2022

March 2022
Transformation of Eni gas e Luce into Plenitude

BENEFIT COMPANY: WHAT DOES IT MEAN?

The **Benefit Corporation** paradigm was conceived in 2006 by B-Lab, an international non-profit organization that strives for transforming the global economic system into an opportunity that benefits all people and the planet, supporting the development of an inclusive, fair, and regenerative economy. In 2015, in Italy, this business model was implemented through **Law 208 of December 28, 2015**, which allows companies to set themselves up as Società Benefit (in English, **Benefit Company**). A Benefit Company is the legal form according to which for-profit companies must integrate their corporate purposes with specific **objectives of common benefit**. It also requires **mandatory reporting concerning the impacts and results obtained through external evaluation standards**, to ensure the highest level of transparency and accountability. **B Corp companies**, instead, are organizations that have obtained the **certification from B-Lab**, following a process of measurement and analysis of the company's social, environmental and governance sustainability profile (B Impact Assessment - BIA), in which a minimum score of 80 out of 200 is required to validate the classification. Italian B Corps, to maintain their certification, are obliged to become a Benefit Company within 2 years from the first certification. To date, Italy is the country with the fastest growth rate of Benefit^A Companies in Europe: at the end of 2021 there were more than 1,000 Società Benefit and more than 140 B Corps, while, and more than 4,600 **B Corps**^B worldwide.

A. The B Corp Book, https://nativlab.com/wp-content/uploads/2021/06/B_BOOK_2021.pdf
 B. Cambiare il mondo è un'impresa. Possibile. Il primo report delle B Corp italiane, <https://unlockthechange.it/il-primo-report-delle-b-corp/>

Since its foundation, the Company has been expanding its activities in the energy sector through acquisitions and joint ventures, combining **the generation of electricity from renewables**, the sale of gas, electricity and **innovative energy solutions**, such as the energy requalification of buildings and the installation of photovoltaic panels, and the installation of **network of charging points for electric vehicles**.

The process of integrating the different sustainable energy business sectors accelerated rapidly in 2021, thanks to the completion of the handover of Eni's renew-

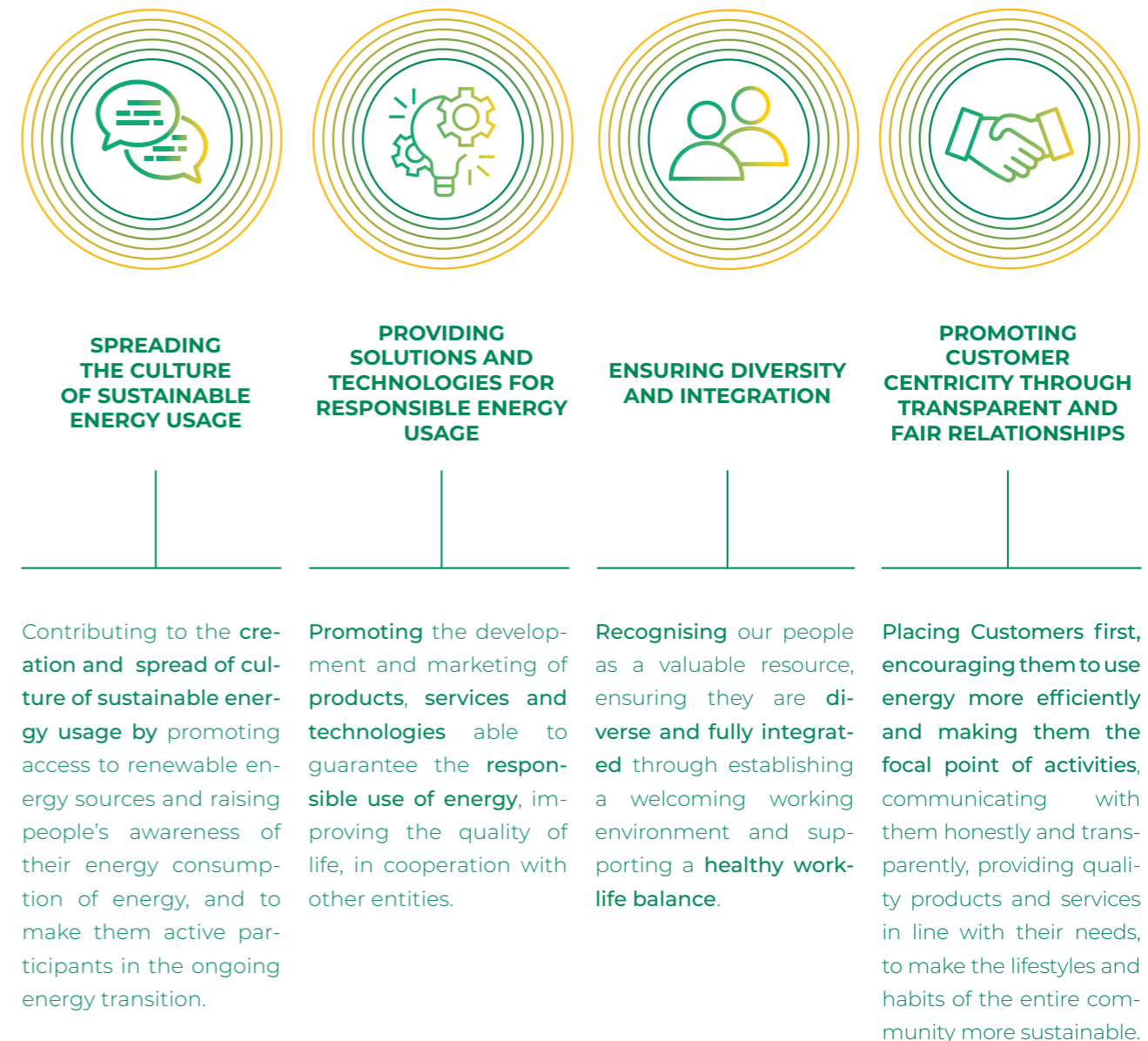
able energy portfolio into Plenitude. In addition, in July 2021, Plenitude¹ updated its Company Bylaws to those of a Società Benefit, becoming the first major Italian energy company to do so. The concept of the Società Benefit (in English, Benefit Company) represents a major change in the way businesses are conceived. Its corporate purpose is dual: it is meant to generate profits but also to have a positive impact on the society, communities, people and the environment. Functioning as a Società Benefit means creating shared value not only for shareholders, but also for the community and ecosystems.

For Plenitude, becoming a Benefit Company was therefore a key step in its journey towards the sustainable development of the business, in line with its mission, which aims at supporting its Customers in using energy more ef-

ficiently, thus contributing to the energy transition.

In line with its responsibilities as a Società Benefit, Plenitude committed itself to pursuing **four specific purposes** of common benefit.

THE COMMON BENEFIT PURPOSES OF PLENITUDE SOCIETÀ BENEFIT



The Company therefore intends to implement concrete actions to fulfil its commitments and to measure their impact on society.



SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE

■ To **SPREAD THE CULTURE OF SUSTAINABLE ENERGY USAGE**, Plenitude committed itself to developing various communication initiatives addressed to its consumers through web channels, magazines, podcasts and videos and to collaborating with other companies and organizations. The aim is to share knowledge, experience, and good practices on energy efficient consumption with as many people as possible, acting on education and training of individuals to massively contribute to the energy transition.



PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE

■ Plenitude provides a **WIDE RANGE OF SOLUTIONS FOR THE RESPONSIBLE ENERGY USAGE** to the market, from the supply of energy from renewable sources to energy requalification services and the installation of photovoltaic panels. The company also pursues continuous improvement through research and development in the field of sustainable energy to offer its Customers innovative energy consumption management methods.



ENSURING DIVERSITY AND INTEGRATION

■ Plenitude **ENSURES DIVERSITY AND INTEGRATION**, giving each person equal opportunities for growth to enhance everyone's skills and talents. For this reason, the Company has structured a human resources management and welfare system, with specific initiatives and targets, which allows its people to work in an open, stimulating, and safe working environment, where everyone can feel at ease.



PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS

■ Plenitude **PLACES ITS CUSTOMERS FIRST** and is committed to building a lasting and transparent relationship with them as well as an ongoing dialogue to intercept new needs and areas that need to be developed. To ensure the quality of the services offered and the satisfaction of its Customers, the Company strives for excellence, not limiting itself to the expected industry standards, and implements various initiatives aiming at to continuously improving.

1.3 Climate change and energy transition

The effects of climate change, including increased temperatures, rising average sea levels and more frequent extreme weather events, have become undeniable, and **States and companies play a leading role** in seeking effective measures to reverse the trend.

The latest report by the Intergovernmental Panel on Climate Change (IPCC), published in early 2022², shows that the effects of climate change are advancing more rapidly than expected, causing widespread adverse impacts not only on the natural environment, but also on people. It is estimated that currently 40% of the world's population is highly exposed to climate impacts. The report underlines the **need for an immediate action** that shall be more ambitious if compared to those that were undertaken in the past to address climate risks, identifying the next decade as crucial.

The development of renewable energies represents one of the main solutions to address these challenges, as it allows meeting energy needs with Net Zero emissions. According to the International Energy Agency (IEA), renewable electricity capacity will increase globally by 60% between 2020 and 2026, reaching the current combined fossil fuel and nuclear³ power capacity. In support of these predictions, Bloomberg's "Energy Transition Investment Trends" report shows that, despite unstable economic conditions caused by the Covid-19 pandemic, investments in renewables have not declined during the past two years. In 2021, on a global scale around 755 billion dollars have been spent in the energy sector (marking a +21% increase if compared to 2020), of which 366 billion dollars only in relation to the green energy⁴ sector.

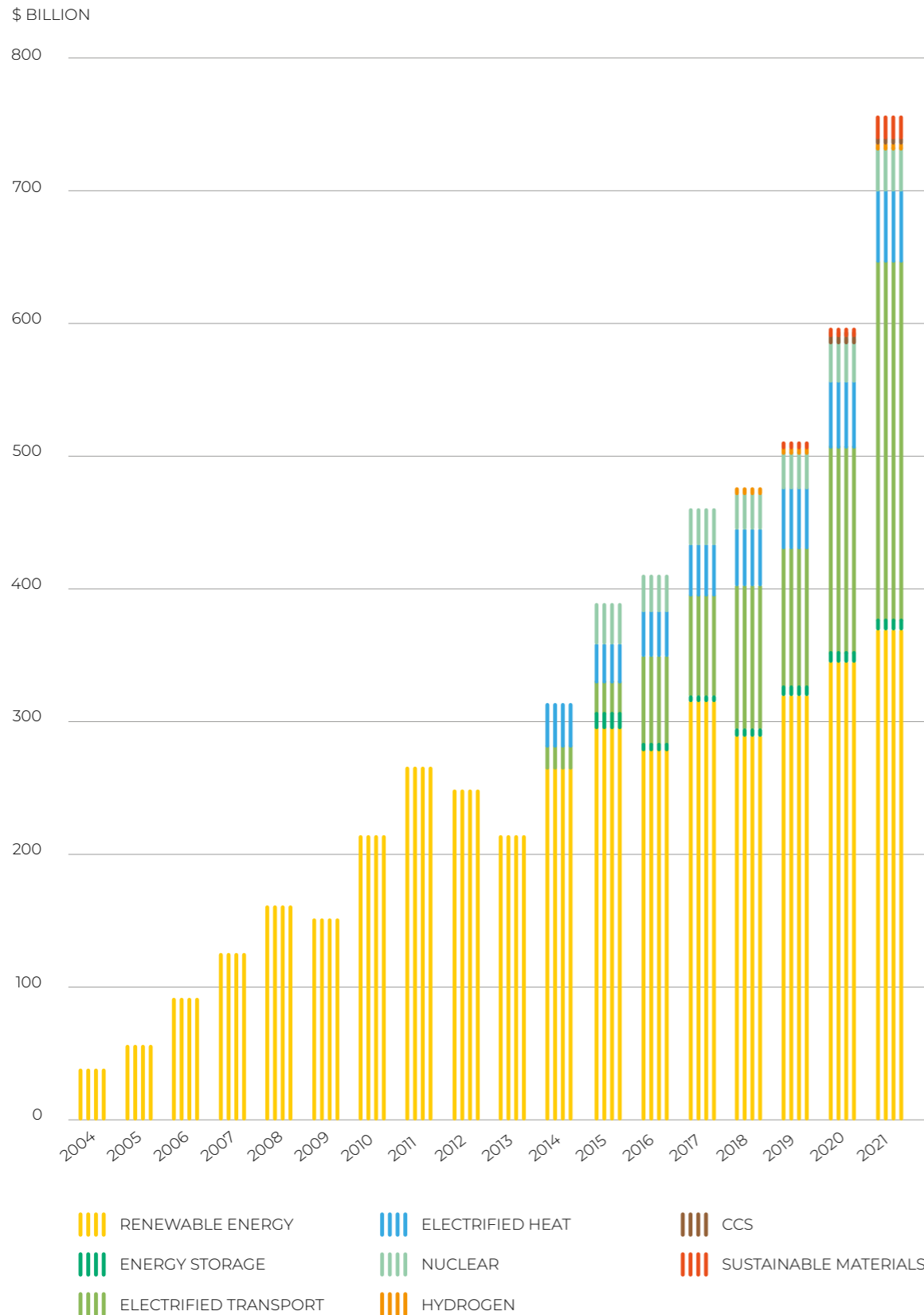
To face the challenges related to climate change, the development of renewable energies is one of the main solutions, as it allows meeting energy needs with Net Zero emissions

2 - "Climate Change 2022: Impacts, Adaptation and Vulnerability", IPCC, 2022

3 - Source: Renewables 2021 - Analysis and forecast to 2026 (windandsun.net)

4 - Source Global Investment in Low-Carbon Energy Transition Hit \$755 Billion in 2021 | BloombergNEF (bnef.com)

GLOBAL INVESTMENT IN ENERGY TRANSITION BY SECTOR



1.3.1 ENERGY TRANSITION IN EUROPE AND ITALY

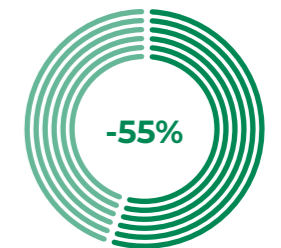
In recent years, growing awareness of the climate crisis has urged the European Union to define a plan to respond promptly to the challenges related to the ever-changing external environment, renewing its commitment to establish itself as a leader in the fight against climate change, supporting the transition to a cleaner, more resilient, and sustainable economy.

In this light, in 2019, the European Union endorsed the European Green Deal, an EU-wide action plan to achieve a **Net Zero greenhouse gas emission economic system by 2050**⁵. This ambitious plan aims at transforming the European Union into a fair and prosperous society with a modern market economy, where greenhouse gas emissions are equal to zero and economic growth does not depend on the use of natural resources. In support of this perspective, the new 'Fit for 55' package presented in 2021 in support of the Green Deal, reinforces the target of reduction of greenhouse gas emissions to 55% by 2030 compared to 1990 levels, while increasing the targets for the share of renewable energy in final energy consumption to 40%,

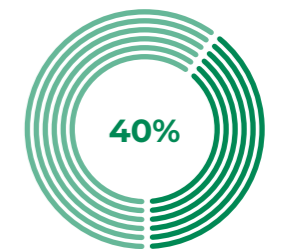
and envisaging an improvement in energy efficiency (in terms of reducing final and primary energy consumption) between 36% and 39% by 2030 compared to a Business As Usual scenario.

In line with the European objectives related to energy and climate, the Italian National Integrated Energy and Climate Plan to 2030 (PNIEC) was published in January 2020, setting national targets for 2030 related to the increase of energy from renewable sources and energy efficiency, the reduction of greenhouse gas emissions, and the increase of electrical interconnectivity⁶. While PNIEC shows a medium-term vision, the **Italian long-term strategy on the reduction of greenhouse gas emissions**⁷, published in January 2021, extends the measures envisaged in the framework of the energy transition such as the reduction of energy consumption by 40% compared to current levels and the development of cleaner sources and vectors such as electricity and renewables, with the aim of achieving carbon neutrality by 2050. Although the Covid-19 health emergency has temporarily altered priorities at both

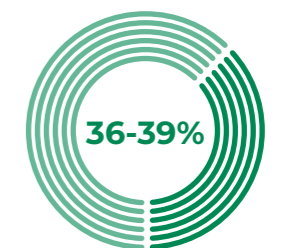
2030 TARGETS OF THE EUROPEAN GREEN DEAL



REDUCTION OF CARBON DIOXIDE EMISSIONS



SHARE OF ENERGY PRODUCED FROM RENEWABLE SOURCES



ENERGY EFFICIENCY

5 - Source: Delivering the European Green Deal | European Commission (europa.eu)

6 - Source: PNIEC_finale_17012020.pdf (mise.gov.it)

7 - Source: Microsoft Word - LTS_Gennaio 2021 (mite.gov.it)

30% of the resources in the NRRP are allocated to the mission "Green Revolution and Ecological Transition"

international and national levels, the commitment to energy transition has been confirmed not only with the purpose to meet decarbonisation targets, but also to ensure sustainable and long-lasting economic growth.

In the post-pandemic context, the European Union has agreed on the Next Generation EU-NGEU⁸, a plan of unprecedented scope and ambition, including investments and reforms aimed at accelerating the green and digital transition and achieving greater gender, territorial and generational equity, which allocates 30% of funds (the highest percentage ever for the EU budget) to the fight against climate change.

Within the framework of the Next Generation EU-NGEU, the National Recovery and Resilience Plan - NRRP - was presented at the national level in 2021. It is constituted by a package of reforms and investments of 235,1 billion euros⁹ split into six missions. Approximately 30% of the planned investments are addressed to the "Green Revolution and Ecological Transition" mission to ensure an equitable and inclusive environ-

mental transition, with a focus on the enhancement of the circular economy, the energy efficiency of buildings and construction, and the promotion of renewable sources with a view to strengthening the country's energy independence and resilience. Among the planned measures, the Italian Government has made available several incentive tools, including tax deductions such as the Superbonus¹⁰, which provides a 110% deduction rate for expenses incurred for energy and seismic requalification interventions.

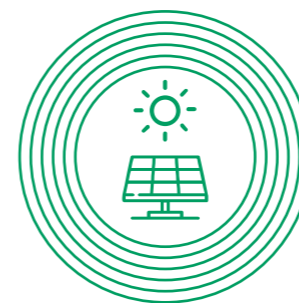
In a context characterised by great uncertainties, Plenitude is determined to play a leading role in the energy transition path, as a promoter of sustainable, flexible, and resilient energy development models based on a pervasive spread of renewable energies, the evolution of electric mobility and the cross-renewal of the retail sector that should seize the many synergic opportunities that these major challenges make available.

1.4 The Plenitude business model

Plenitude is an energy Company that wants to offer to its Customers sustainable and innovative solutions. Accordingly, the Company has designed its business model around three strategic areas: **Renewables, Retail, and e-mobility,**

establishing itself as the only Company that combines energy production from renewable sources, the sale of energy and energy services to end Customers, and an extensive network of charging points for electric vehicles on the market.

BUSINESS UNITS



RENEWABLES

ONSHORE AND OFFSHORE WIND POWER

PHOTOVOLTAIC

OTHER



RETAIL

ENERGY GAS SERVICES



E-MOBILITY

OWNER OF RECHARGE STATIONS

RESPONSIBLE FOR RECHARGE STATIONS

OPERATOR OF ELECTRIC MOBILITY SERVICES

8 - Source: https://ec.europa.eu/info/strategy/recovery-plan-europe_it

9 - 191.5 billion euro financed through the Recovery and Resilience Facility, 13 billion euro through the ReactEU instrument and a further 30.6 billion euro through the Complementary Fund. Presidency of the Council of Ministers, National Recovery and Resilience Plan, 2021

10 - Source: Superbonus 110% | www.governo.it

The "Renewables" business area involves the **production and sale of energy from renewable sources**, mainly wind power for 53% of installed capacity, photovoltaic for 46% of installed capacity and 1% storage. Green energy is produced through owned or managed dedicated infrastructure,

including also strategic joint ventures.

At the end of 2021, Plenitude had a portfolio of renewable energy plants operating at a capacity of 1.1 GW and has a target of 6 GW of installed capacity by 2025 and 15 GW by 2030.

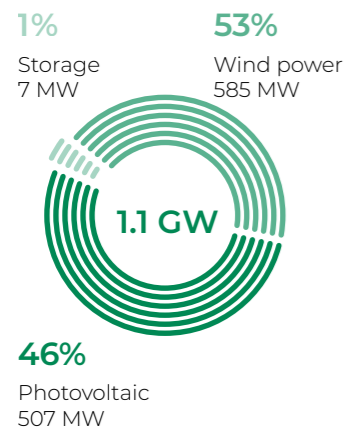
With reference to the supply of natural gas, Plenitude offers to its Residential Customers the opportunity to ratify contracts that include the **offsetting of "Scope 3" emissions**, i.e., **CO₂ emissions** resulting from natural gas consumed by Customers. Regarding electricity, the Company, starting from 2022, offers electricity certified by Guarantees of European origin as being generated by plants fueled by 100% renewable energy to all residential Customers and by 2030 also to all industrial Customers. By 2040, Plenitude's renewable energy production will enable the

Company to cover the total electric power demands of both the residential and business Customers bases. The commercial proposal has also been integrated with further services, related to energy efficiency solutions, such as, among others, the energy requalification of buildings, the installation of photovoltaic systems and digital tools for monitoring domestic natural gas and electricity consumption, as well as internet offers, and insurance policies developed in collaboration with important business partners.

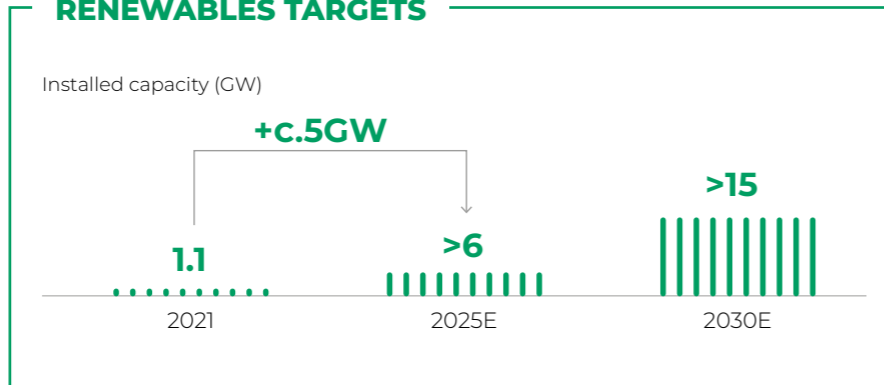
Moreover, the e-mobility business area offers **charging services for electric vehicles**, with about 6,500 charging points installed throughout Italy at the end of January 2022. Plenitude is committed to expanding the cov-

erage of the charging stations on the territory. In the next few years substantial investments are foreseen, with the aim of reaching 30,000 charging points installed in 2025 and 35,000 in 2030.

RENEWABLES
(Installed capacity 2021)



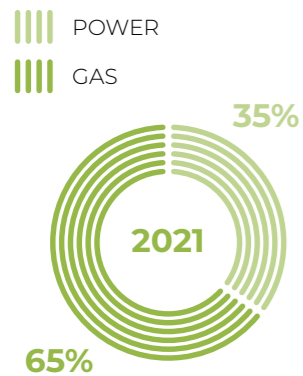
RENEWABLES TARGETS



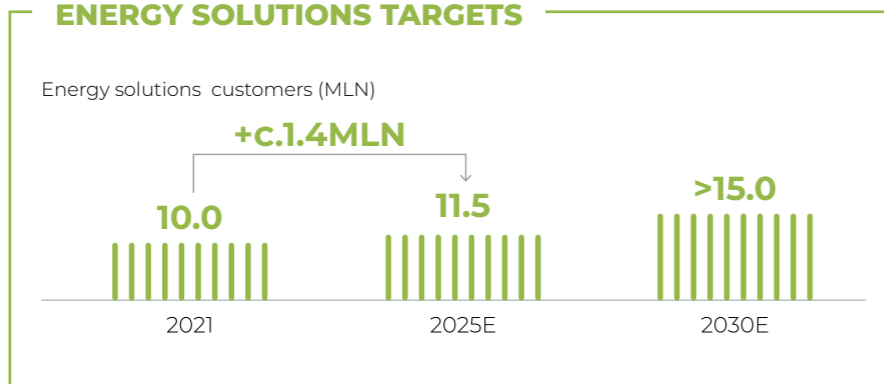
Through the "Retail" segment, the Company purchases **and sells natural gas and electricity** to approximately 10 million residential and business Customers in the Free market. Currently, 65% of Customers are buying natural gas, however the ambition is to

increase the market share of electricity. Plenitude plans to further increase its Customer base, with the goal of reaching 11.5 million Customers by 2025 and more than 15 million Customers by 2030.

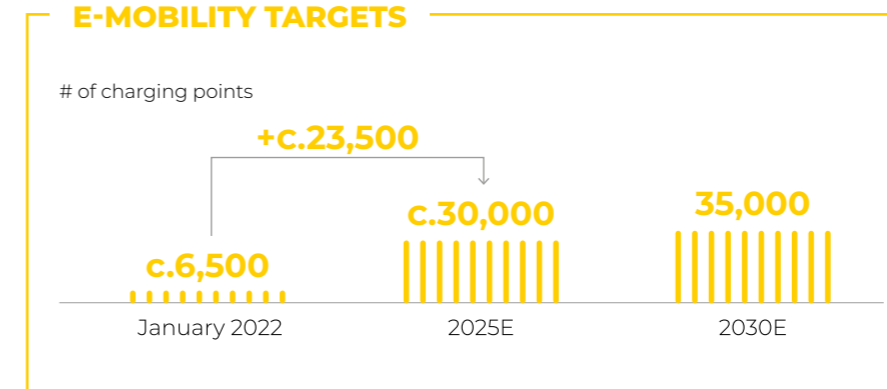
RETAIL
(Customers)



ENERGY SOLUTIONS TARGETS



E-MOBILITY TARGETS



About **6,500** charging points installed in Italy by 31/01/2022

Plenitude's ability to achieve its ambitious growth and development targets is supported by a number of key strategic assets:



■ a **SIZABLE AND DIVERSIFIED GLOBAL PORTFOLIO** which integrates power generation from renewable energies, energy solutions for Customers and a network of charging infrastructures for electric vehicles with an international outreach;



■ a **SOLID-GROWTH PROFILE**, with a strong pipeline of renewables projects, a growing customer base (which currently amounts to approximately 10 million Customers) and an accelerated build out of electric vehicles charging network;



■ an **INTEGRATED PLATFORM** for the generation and sale of energy produced by plants powered by renewable sources;



■ a **RESILIENT FINANCIAL PROFILE**, characterized by visible cash flow and an energy management strategy that will benefit from the natural hedges in the portfolio and will proactively mitigate market volatility;

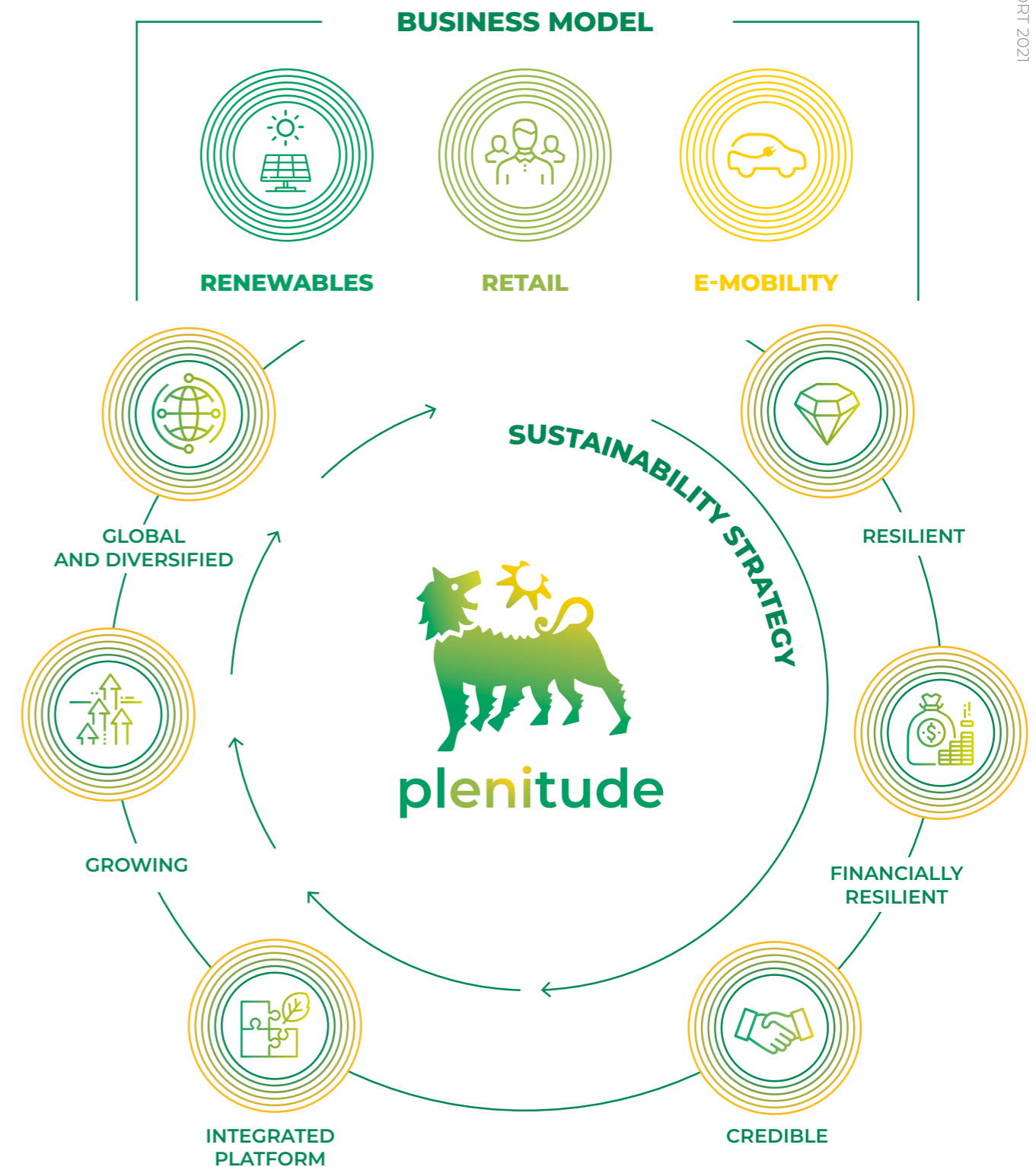


■ a **SOLID FINANCIAL POSITION** with investment grade profile and ability to independently access the capital markets, continuing to be backed by a strong shareholder with an established industrial footprint and a well-developed organization;



■ a **CREDIBLE INDUSTRIAL MODEL BASED ON AN ESG STRATEGY** aimed at fostering sustainable growth, with the goal of offering decarbonized products to Customers and reaching carbon neutrality Scope 1, 2 and 3 emissions by 2040.

PLENITUDE: A UNIQUE PROPOSITION



1.4.1 THE CREATION OF SHARED VALUE

Plenitude's business model integrates the goal of profit, with the pursuit of common benefit to **create value for the community**. In 2021, the economic value generated by Plenitude amounted to €7,384 million: over 95% of this value - equal to approximately €7,021 million - was distributed to the Company stakeholders. Specifically, around €6,616 million (94% of the distributed value) were distributed to suppliers of goods and services (in particular, suppliers of

natural gas and electricity), whilst approximately €149 million (2% of the distributed value) were distributed to employees, to cover salaries, social security contributions, severance indemnities and other staff expenses. During the year, a total of €217 million was distributed to the providers of financial capital, including €185 million in the form of dividends and €32 million in relation to debt charges. Finally, the Company paid taxes for €39 million.

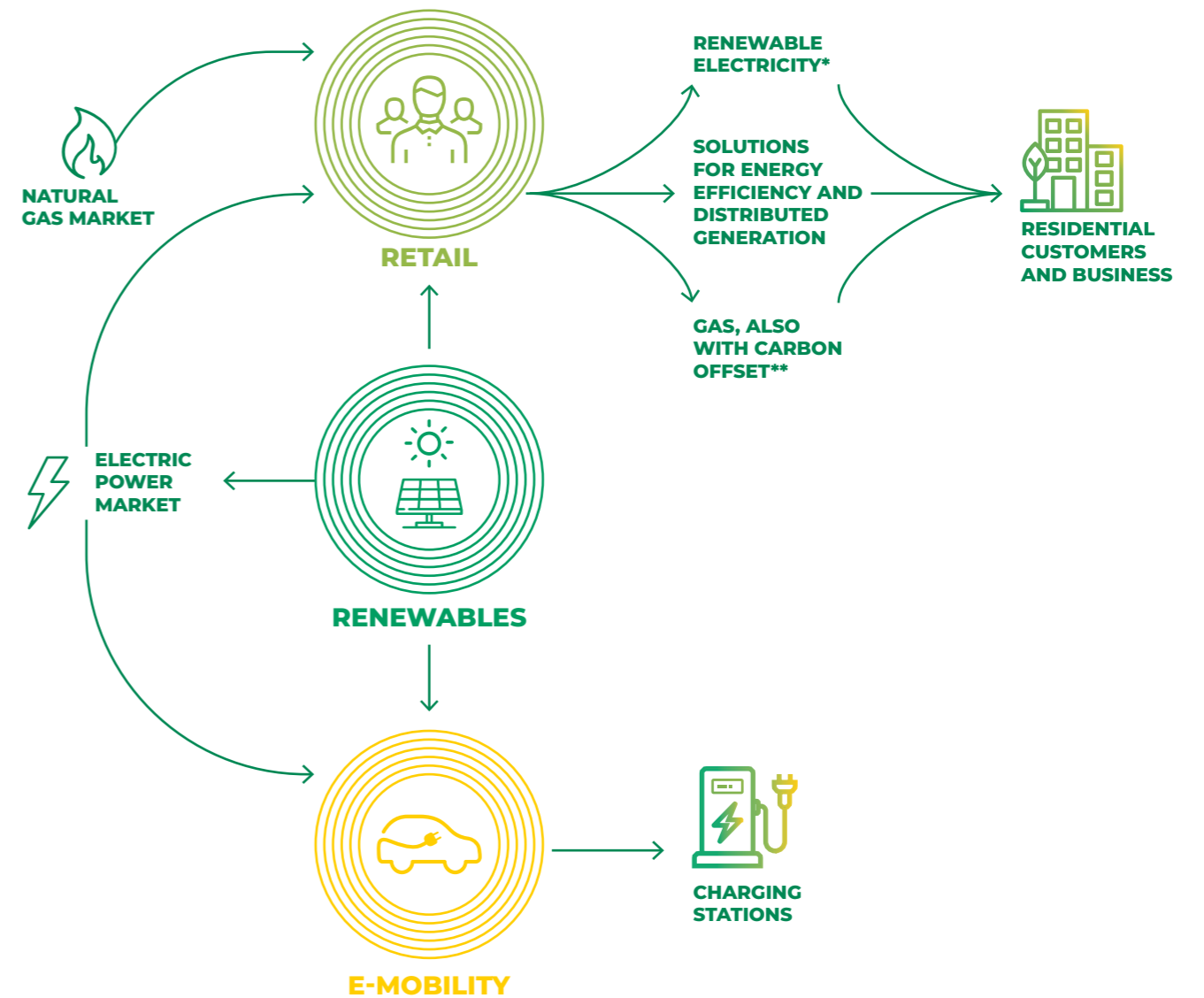
ECONOMIC VALUE GENERATED



1.4.2 THE PLENITUDE VALUE CHAIN

Plenitude operates along the entire energy value chain, from the generation of renewable energy, the sale of electricity, natural gas, and services to a wide infrastructure of electric vehicles charging points.

The synergy among the different activities allows offering Customers sustainable products and services in line with their needs, increasingly enriching the offered portfolio while optimizing energy production and consumption.



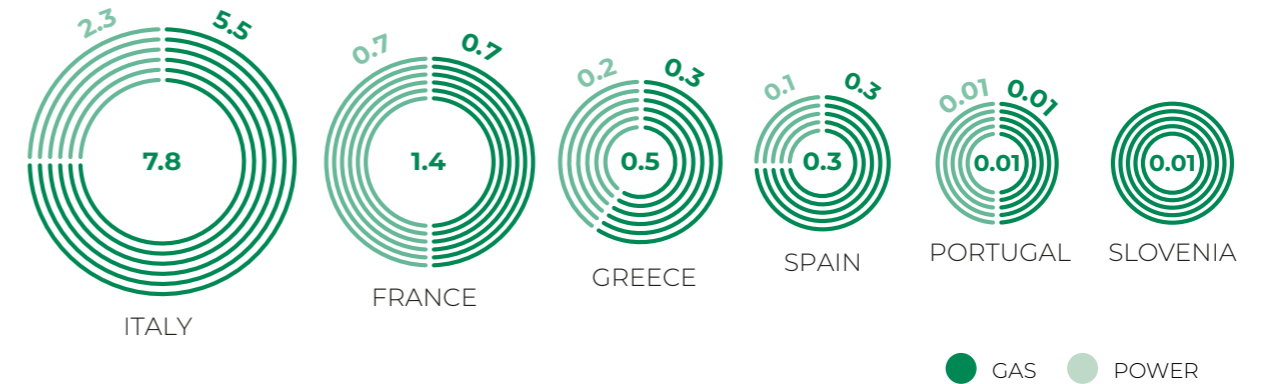
* As of 2022, Plenitude offers electricity to all residential Customers through Guarantees of European origin, that certify that it was generated by plants fueled by 100% renewable energy (in compliance with existing laws on the topic), by 2030 also to business Customers. By 2040 Plenitude's renewable energy production will be sufficient to cover the electricity demand of all its end Customers.
 **Natural gas supply with the possibility to offset emissions through carbon credits and the introduction of alternative sources to gas, i.e., biomethane by 2026 and hydrogen by 2030, to achieve carbon neutrality by 2040.

RETAIL

In the Retail business area, Plenitude Customer portfolio currently consists of 10 million Customers. Considering the sale of natural gas to households¹², condominiums and businesses, Plenitude is the main market operator in Italy, with more than 5.5 million Customers, and Greece (where it is focused on the household segment, serving 0.5 million Customers). Considering the electricity supplied to residential Custom-

ers, Plenitude is the second largest operator in the free market in Italy, with 2.3 million Customers. In France, Plenitude is the fourth largest operator in terms of number of Customers in the market (1.4 million in total) for the sale of natural gas and electricity to households, condominiums, businesses, and public administration. It is also present in Spain, Portugal, Greece, and Slovenia.

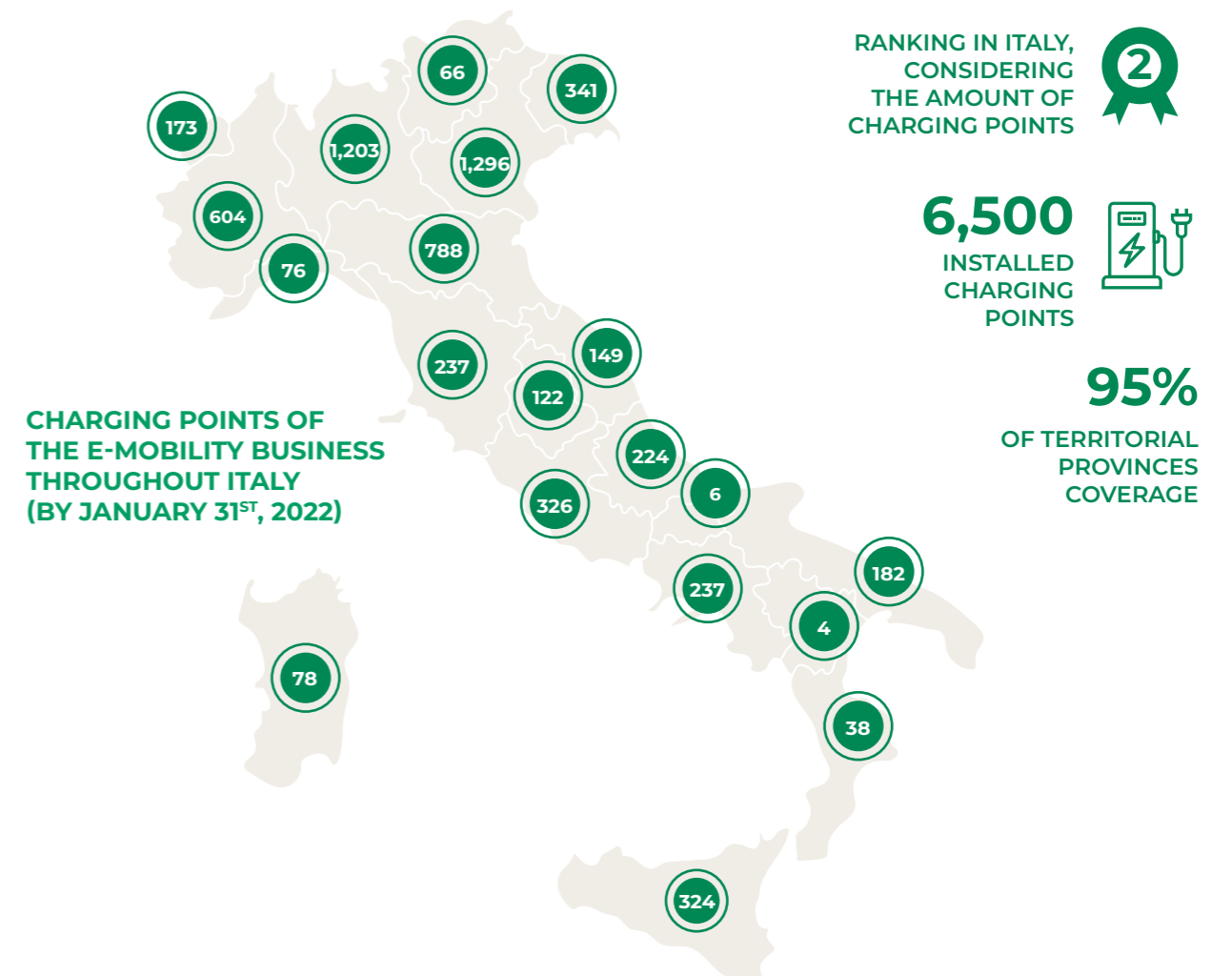
NUMBER OF CLIENTS BY COMMODITY (MLN)



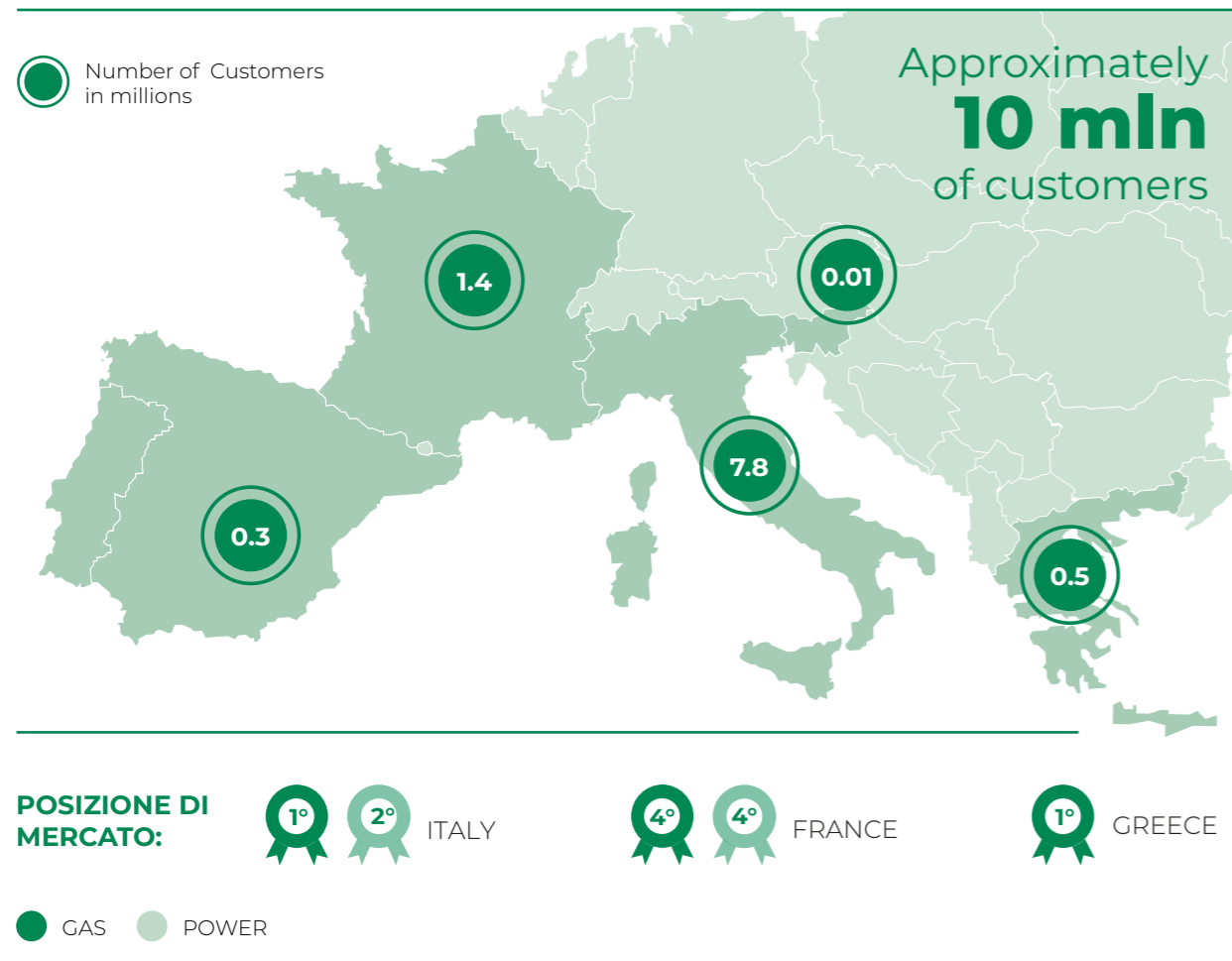
E-MOBILITY

Plenitude is the second largest operator in Italy in terms of electric vehicles charging points with approximately 6,500 columns

installed throughout Italy, as of January 2022, covering 95% of the provinces.



CUSTOMERS OF THE RETAIL BUSINESS AREA IN EUROPE (MILLIONS, 2021)



12 - Plenitude has established multiannual natural gas supply agreements with its Parent Company Eni and third-party suppliers to meet the natural gas requirements of its Customers.

1.5 Integrated sustainability strategy: the ESG model and the SDGs

Plenitude's sustainability strategy is integrated in the business strategy and supports its development towards a shared value creation model

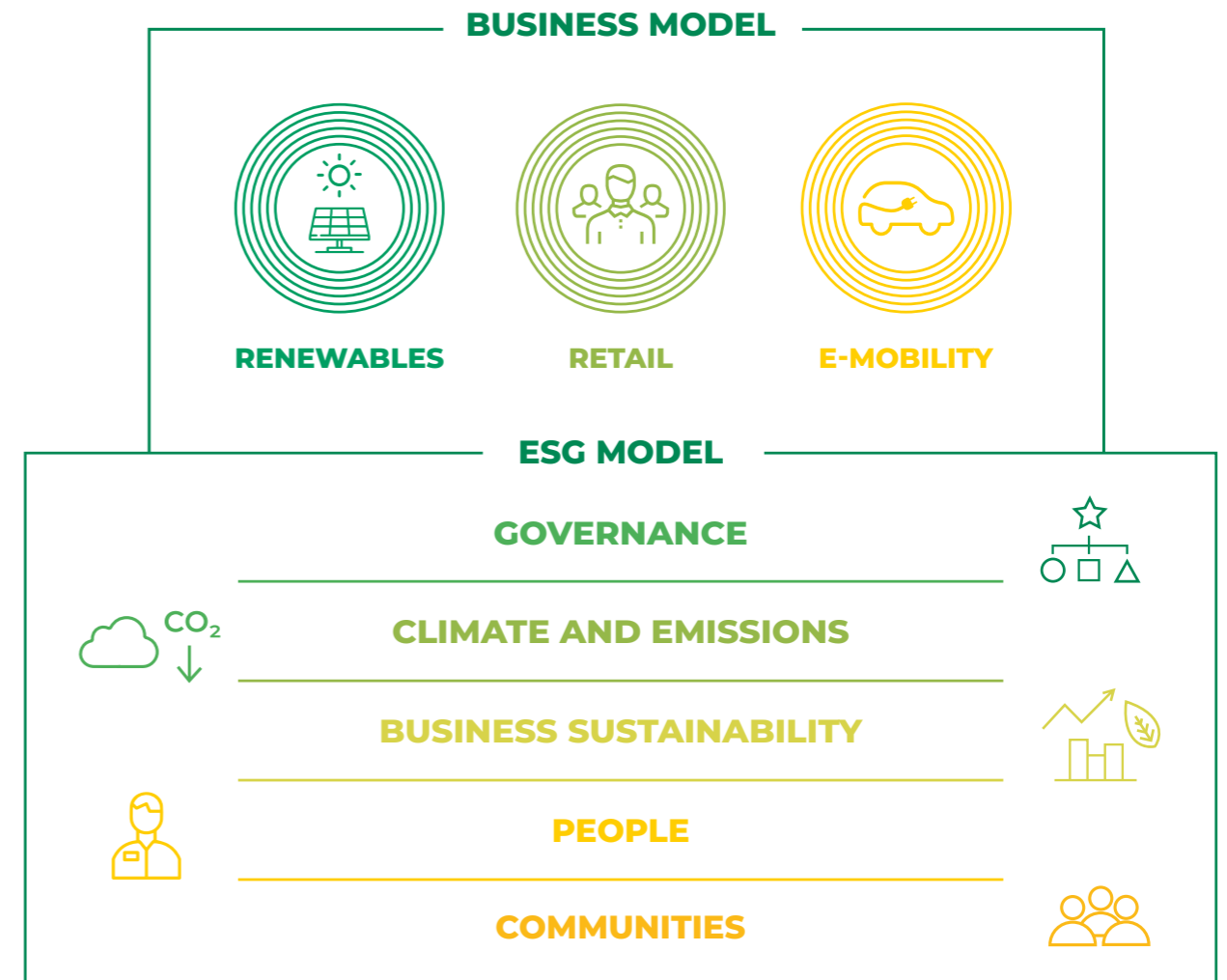
In realizing its sustainability strategy, Plenitude commits to actively contributing to 10 out of the 17 Sustainable Development Goals (SDGs) of the UN Agenda 2030, defined by the United Nations in 2015, to build a future of peace

and prosperity, for the people and the planet. The Company focuses its efforts on the goals that it considers more aligned to its mission, strategy, and the undertaken initiatives.



With the aim of **integrating sustainability into its business model**, Plenitude, during 2021, developed its sustainability strategy through an ESG model based on the SDGs and enhanced by a holistic approach to different environmental, social and govern-

ance topics. The sustainability strategy is based on five pillars: Governance, Climate and Emissions, Business Sustainability, People, and Communities.



Badamsha's plant – Kazakhstan

Plenitude's pursuit of the objectives of common benefit will enable the creation of shared value together with the community and all stakeholders

The "GOVERNANCE" model guarantees a structured guidance and highlights the direction to be undertaken. An effective governance system defines the values and rules that the company must follow, ensuring transparency and coherence in the pursuit of its objectives through various measures, including the correlation of management remuneration with ESG objectives and the promotion of gender equality even in managerial positions.

The "CLIMATE AND EMISSIONS" pillar represents the link between business and sustainability objectives, with the purpose to pursue **Plenitude's decarbonisation strategy**.

This strategy aims to supply 100% of electric power from renewable sources by 2030 using guarantees of European origin¹³ and, by 2040, to increase the installed capacity of wind and photovoltaic plants to fully cover the Customers' electricity needs by providing electricity produced through proprietary plants. In addition, Plenitude pursues the goal of reaching carbon neutrality by 2040, by offsetting emissions from domestic natural gas combustion using 'carbon credits'¹⁴ and introducing new energy sources, such as biogas from 2026 and hydrogen

from 2030. In addition, the wide range of solutions for energy consumption efficiency will make it possible to better manage energy demand, avoiding the production of additional CO₂ emissions. Lastly, the increasing capillarity of charging points will facilitate the use of less polluting means of transport, contributing to the spread of electric mobility by expanding the necessary infrastructure to 35,000 charging points in 2030.

The pillar "BUSINESS SUSTAINABILITY" examines how the Company operates and conducts its business, respecting all stakeholders (Customers, suppliers, and communities) and natural resources. In this context, particular attention will be given to the implementation of high-quality, innovative, and digital services to ensure Customer satisfaction, the integration of ESG aspects throughout Plenitude's value chain, as well as the environmental impacts related to operational activities.

Plenitude's "PEOPLE" represent the engine of the Company, and, for this reason, they are safeguarded and enhanced, respecting their uniqueness and investing in their personal and professional growth. The Company implements different programmes, not only with the aim to attract talented people,

but also to develop everyone's talent within the organization. Moreover, several initiatives have been and will continue to be promoted regarding diversity and inclusion.

The sustainable development of "COMMUNITIES" is one of the key values of Plenitude Società Benefit that is committed to creating shared value for local populations,

by pursuing specific objectives of common benefit through social impact initiatives in the territories in which it operates. With respect to this pillar, listening to the different stakeholders is crucial, accordingly Plenitude has developed a multi-stakeholder approach that will contribute towards a more sustainable economic system.



Katherine's plant – Australia

13 - The Guarantee of Origin (GO) is an electronic certification that attests that the sources used by qualified installations are of renewable origin. The legislator has introduced the "Guarantees of Origin" mechanism of e-certification, which establishes that the Gestore dei Servizi Energetici (GSE), in accordance with Directive 2009/28/EC, will issue a certificate called a Guarantee of origin for every MWh of renewable electricity fed into the grid by these plants.

14 - A carbon credit is a tradable certificate, i.e., a stock equivalent to one tonne of CO₂ not emitted or absorbed as a result of an environmental protection project carried out with the aim of reducing or reabsorbing global emissions of CO₂ and other greenhouse gases.

GOVERNANCE

OBJECTIVE

Remuneration linked to ESG objectives for top management

Promoting gender equality in management

ESG TARGET

- 35% of CEO and top management long-term variable remuneration linked to ESG KPIs already in 2022
- 40% of women in management positions by 2025

SDGs



CLIMATE AND EMISSIONS

Reduction of GHG emissions produced and decarbonisation of the business

Boosting the spread of electric mobility by integrating Be Power

- >15 GW of installed capacity for renewable energy production targeted by 2030
- Carbon neutrality Scope 1, 2, 3 emissions targeted by 2040
- 100% of electricity to come from renewables by 2030 (starting from 2022 for residential Customers)



BUSINESS SUSTAINABILITY

Customer centricity and satisfaction

Development of digital solutions to reduce environmental impacts

Strategic sustainable procurement schemes

Promoting sustainable operations

- 35,000 charging points for electric vehicles targeted by 2030

- 3.5x Net Promoter Score in Italy 2025 vs 2018

- 90% of new contracts signed on the digital channel in Europe in 2025
- Approximately 40% e-invoices in Europe in 2022

- Implementation of the Sustainability by Design strategy by 2023, which will see suppliers selected through competitions and processes based on ESG criteria

- 3 Plenitude offices (in Milan, Rome, Pozzuoli) and 5 Flagship stores with LEED certification by 2023
- BREEAM certification in the HQ in France



PEOPLE

Promotion of Diversity and Inclusion initiatives

Employee Experience Platform Program

Development of continuous training programmes for employees

- 50% women across total employees base in 2025
- 100% equal pay between men and women in 2025

- Development of "Well-being&Engagement", "Purpose&Alignment", and "Culture&Communication" initiatives by 2023

- 25 hours of training per employee in 2025
- 6,500 hours of digital upskilling in 2022 (+50% participants vs 2021)



COMMUNITIES

Multi-stakeholder approach for sustainable development

Creating shared value for local communities

- New partnerships with national and international organisations in 2022

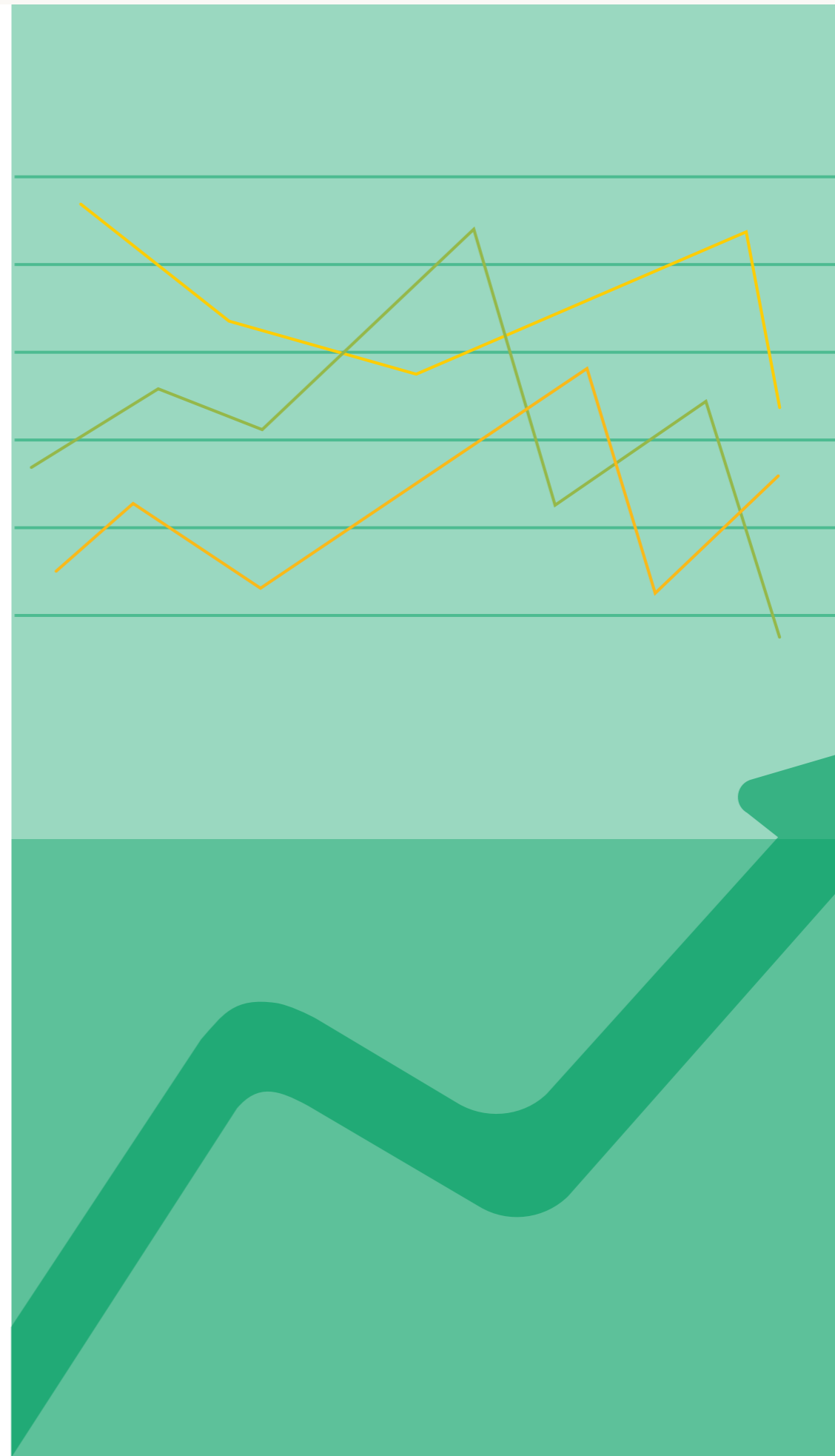
- 2 remunerated days per year by 2025 to do volunteering activities



02

STAKEHOLDER ENGAGEMENT AND MATERIAL TOPICS

2.1	Stakeholder engagement	38
2.2	Materiality analysis	46



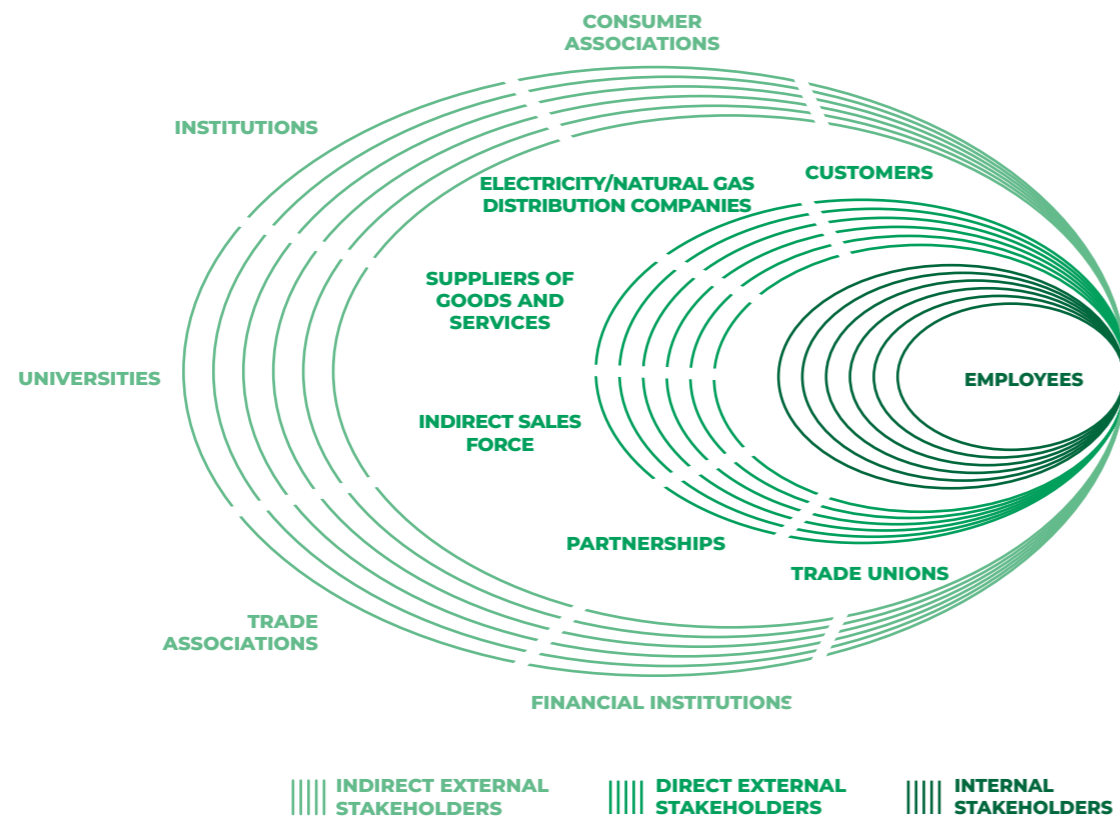
2.1 Stakeholder Engagement

By becoming Società Benefit, Plenitude has committed to balancing the interests of its shareholders, customers, and all stakeholders

Plenitude firmly believes that dialogue and direct involvement of all stakeholders are essential to creating shared value and establishing relationships based on mutual trust, transparency, and integrity. Accordingly, over time the Company has built a solid relationship

based on open communication and ongoing interaction with them, with the purpose of listening to their expectations and perspectives, understanding their needs, and identifying the areas of improvement specific to different contexts and categories.

PLENITUDE'S STAKEHOLDERS



Plenitude's subsidiaries and business functions proactively engage with each category of stakeholders through different channels, such as meetings, workshops, collaboration, and training initiatives. Thanks to this continuous communication system, Plenitude has developed an **open and responsive approach to seize the opportunities and needs** emerging from the discussions with its stakeholders.

In 2021, the engagement activities focused on sharing the relevant changes that took place within the Company during the year, such as the new strategic objectives related to the fight against climate change and the use of energy from renewable sources, the development of new energy solutions to support the energy transition and the update of Plenitude's corporate form to Società Benefit.



Badamsha's plant – Kazakhstan



STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	DESCRIPTION OF THE ACTIVITIES
EMPLOYEES	Internal improvement activities: "Agile", "New ways of working", "D&I"	Initiatives for cultural transformation and involvement in the application of the Agile methodology and adaptation to digital working methods, aimed at continuous process improvement with impact on Customer management. Annual workshop to share results and prospects for future developments and initiatives to raise awareness of diversity and inclusion issues.
	Events and workshops	Webinar addressed to employees, by means of the partnership with Ruling Companies on issues of sustainable mobility of the future, sustainable innovation, and participation in round tables with the CEOs of the CEOfor-LIFE Community on specific projects related to the development and recovery of the Italian economy.
	Società Benefit event	Involvement of Plenitude's people in business transformation in relation to the status of Società Benefit and to the specific common benefit purposes that it intends to pursue.
	"Brown Bag" and "Sprint Review Meeting" events	Organisation of inspirational events with external and/or internal speakers on topics related to culture and identity, digital and technological transformation, sustainability, and energy transition, where employees could share ideas.
	Bloom Emotional Lab – webinar series	A series of webinars on issues related to the well-being and emotional dimension of employees.
	Newsletter Evolvere	Sharing information on initiatives developed by the Company and articles on energy transition to stimulate internal dialogue.

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	DESCRIPTION OF THE ACTIVITIES
TRADE UNIONS	Dialogue with Trade Unions	Periodic meetings with territorial Trade Unions, Covid-19 committees and, at national level, with regard to the acquisition of the "Renewable Energies" business unit from Eni. Relations with the Trade Unions also focused on defining measures to protect the psychophysical well-being of workers, thanks the ratification of an agreement on smart-working.
CUSTOMERS	Customer Satisfaction Analysis	Involvement of Customers in satisfaction analysis using online questionnaires to understand potential issues and take opportunities for improving the service.
	Be Power event "La Via Elettrica - Kids drive the change"	For Christmas 2021, experimental installation addressed to families in Milan. An electric car track allowed young e-drivers to directly experience electric mobility.
CONSUMER ASSOCIATIONS	Satisfaction analysis	Involvement of Consumer Associations during periodic local meetings to assess operations, Company positioning and consumer initiatives.
	Awareness-raising campaign on suspicious calls	Meetings every six months with the specific Observatory to share the results of monitoring within the framework of the Protocol for the Prevention of Unsolicited Activations, including the progress of the Spotlight campaign.
	Dialogue with Consumer Associations	Continuous dialogue and discussion with Consumer Associations to improve Customer satisfaction and the quality of the service offered, also through dedicated channels such as FiloGiallo, a reserved web area and the Joint Conciliation Protocol.
	Meetings and workshops	Annual presentation of results, objectives and future strategies relating to the development and implementation of Customer centricity. Meetings with regional representatives to present trends and share developments in the services offered and to discuss local issues. Participation in specific initiatives promoted by the individual Associations.



STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	DESCRIPTION OF THE ACTIVITIES
PARTNERSHIPS	Collaborations	<ul style="list-style-type: none"> Creation of a joint working table with the partner Hyundai for the development of Retail and B2B initiatives (e-mobility, commodities, and services). Organization of and joint participation in carbon-neutral events inside Eataly stores for Customers and prospects. Discussion of joint sustainability initiatives with partner Esselunga.
	Convention	Annual convention with business partners (Fastweb, Sky, Zurich, Riello etc.) to share Plenitude's energy transition strategy and objectives.
	Sentieri Sostenibili per una nuova energia (i.e. Sustainable paths for a new energy)	Laboratories, didactic programs developed in collaboration with Eataly and its suppliers to spread the e culture of sustainable energy usage.
ELECTRICITY/NATURAL GAS DISTRIBUTION COMPANIES	Meetings and workshops	<ul style="list-style-type: none"> Training workshops/webinars held by distribution companies, aimed at illustrating new processes or functionalities made available on their applications or portals, in which sellers are actively involved. Participation in satisfaction surveys on the level of service provided. Annual sessions with the most relevant distributors in the area to share the Company's results and strategies for the future development of its service. 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, and the implementation of new processes or the evolution of existing ones to improve the Customer experience.
	Projects/Working groups	Working groups for the collaborative design of new products or services in favor of Customers.

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	DESCRIPTION OF THE ACTIVITIES
TRADE ASSOCIATIONS	Collaborations	Midweek alignments facilitated by the association bodies with internal stakeholders and institutions regarding the change in the perimeter of renewable energy plants, to promote energy transition and ensure fairness and transparency of commercial policies.
	Meetings and workshops	Institutional meetings in presence and in remote mode related to energy efficiency in the industrial, tertiary and SME sectors and to energy and seismic requalification in the condominium sector. Collaboration agreements and conventions were also signed for the development of joint initiatives.
SUPPLIERS OF GOODS AND SERVICES	Meetings and workshops	Engagement of suppliers through regular meetings, every month, or two months to listen and discuss developments and difficulties related to the energy sector.
	Pact for safety and environment	Pact for safety and environment on construction sites in Italy: agreement with contractors to pursue common objectives for safety in the workplace, through training, awareness-raising activities and meetings between management and operators and with the help of shared tools in the Pact's implementation framework.
INDIRECT SALES FORCE	Training initiatives	Organization of a series of meetings with Fimer for technical training on the e-mobility range dedicated to the Energy store sales network.
	Meetings and workshops	Engagement of suppliers through periodic meetings, every month, or every two months, to listen to and discuss developments and difficulties related to the energy sector.
	Training initiatives	Organization of training sessions with trainers and agents to discuss commercial offers with electricity from renewable sources and energy-efficient products.

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	DESCRIPTION OF THE ACTIVITIES
INSTITUTIONS	Dialogue with the authorities	Maintenance and development of relations, through Eni's coordination, with the Authorities (in particular ARERA, managing entities such as the Single Buyer Integrated Information System, GSE, ENEA, Médiateur National de l'Energie, Commission de Regulation de l'Energie, Direction Générale de l'Energie et du Climat), as well as with Ministries and other public administrations, within the scope of policies and directives.
	Social tariff and overcoming tariff protection	Intermediation with the competent authorities on the protection of socially and economically vulnerable Customers. The orientation - which is worthy of support - of protecting Customers who are vulnerable due to their age or physical condition, including through tariffs, must be accompanied by the overcoming of tariff protection for the remaining Customers.
	Comunità energetiche in sede di audizione al CNEL (i.e., Energy communities during the hearing at CNEL)	Proposal, during the hearing at the CNEL on the National Council for the Economy and Labour on the NRRP, of an incentive system for energy efficiency interventions for the benefit of vulnerable Customers, through the standardization of projects from behavioral economics.
	Collaboration with public bodies	Implementation of the "Parma Goes Electric" project in collaboration with the mobility department of the Municipality of Parma for the organization of a presentation open to citizens, institutions, and the local press, with the aim of enhancing the existing recharging network and collaboration between the private sector (Be Charge) and institutions.
UNIVERSITIES	Collaborations	<ul style="list-style-type: none"> ■ Collaboration on projects and participation in seminars, workshops, and masters. ■ Collaboration with Smart mobility report & electricity market, in which Be Power is involved annually as a speaker.

In addition, Plenitude, through its parent Company Eni, took part in two important initiatives to promote sustainable development at the international level in 2021:

■ **UN Global Compact**: an initiative promoted by the United Nations to encourage companies around the world to adopt policies that pay attention to sustainability aspects and to act with social responsibility towards stakeholders.

■ **World Business Council for Sustainable Development (WBCSD)**: an organization led by the CEOs of more than 200 in-

ternational companies, leaders in sustainable business development, with the aim of contributing to the acceleration of a more equitable and responsible economic system.

Among the others engagement activities undertaken during 2021, in the occasion of the drafting of the first Sustainability Report in 2021, Plenitude has decided to give voice to all its stakeholders, directly involving them in the definition of the priority topics on which the Company will have to commit and periodically report its performance (for further details see paragraph "2.2 Materiality analysis").

Plenitude in the leading international sustainability initiatives



2.2 Materiality analysis

More than **900** stakeholders involved

To define the priority topics to be reported in the Sustainability Report, Plenitude has carried out an analysis to identify the sustainability topics relevant to its business and stakeholders. The topics thus identified are defined as material, as they reflect the economic, social, and environmental

impacts of the organization and, at the same time, can influence stakeholders' assessments and decisions.

The process for defining the materiality matrix involved three main stages:



1 PRELIMINARY ANALYSIS FOR IDENTIFYING RELEVANT TOPICS

Preliminary analysis for identifying relevant themes for Plenitude and the reference sector, considering:

- PEERS AND COMPARABLE COMPANIES
- EXTERNAL CONTEXT
- INTERNAL CONTEXT

2 ASSESSMENT OF THE TOPICS

Assessment of the topics identified through an online questionnaire answered by **Top Management** and **more than 900 stakeholders** including Customers, employees, business partners, suppliers and others.



3 SHARING THE MATERIALITY MATRIX

Consolidating the results of the online questionnaires and predisposition of the **materiality matrix**.

Sharing and validation of the matrix by the **Sustainability Committee**.

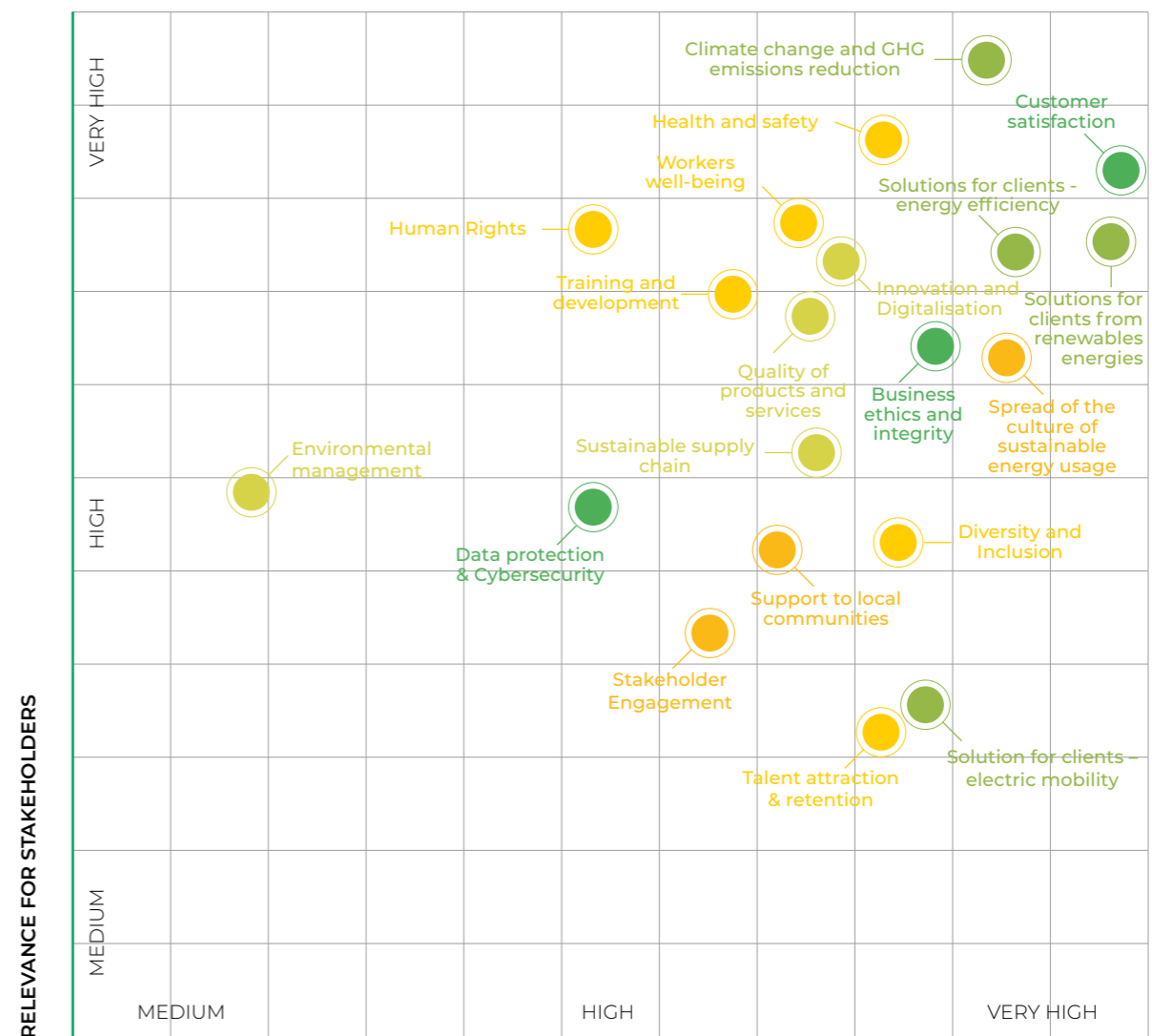


Following an initial preliminary analysis to identify the topics worth to be assessed, the Company Top Management and more than 900 stakeholders belonging to different categories responded to an online questionnaire in which they were asked to prioritise each proposed topic. Top Management expressed its assessment from the perspective of the business, while stake-

holders highlighted the topics that they considered most relevant from an external point of view.

The result of this process led to the **identification of Plenitude's material topics** and to the definition of the **materiality matrix** (shown below), that was later shared and validated by the Sustainability Committee.

PLENITUDE'S MATERIALITY MATRIX



- GOVERNANCE
- CLIMATE AND EMISSIONS
- BUSINESS SUSTAINABILITY
- PEOPLE
- COMMUNITIES

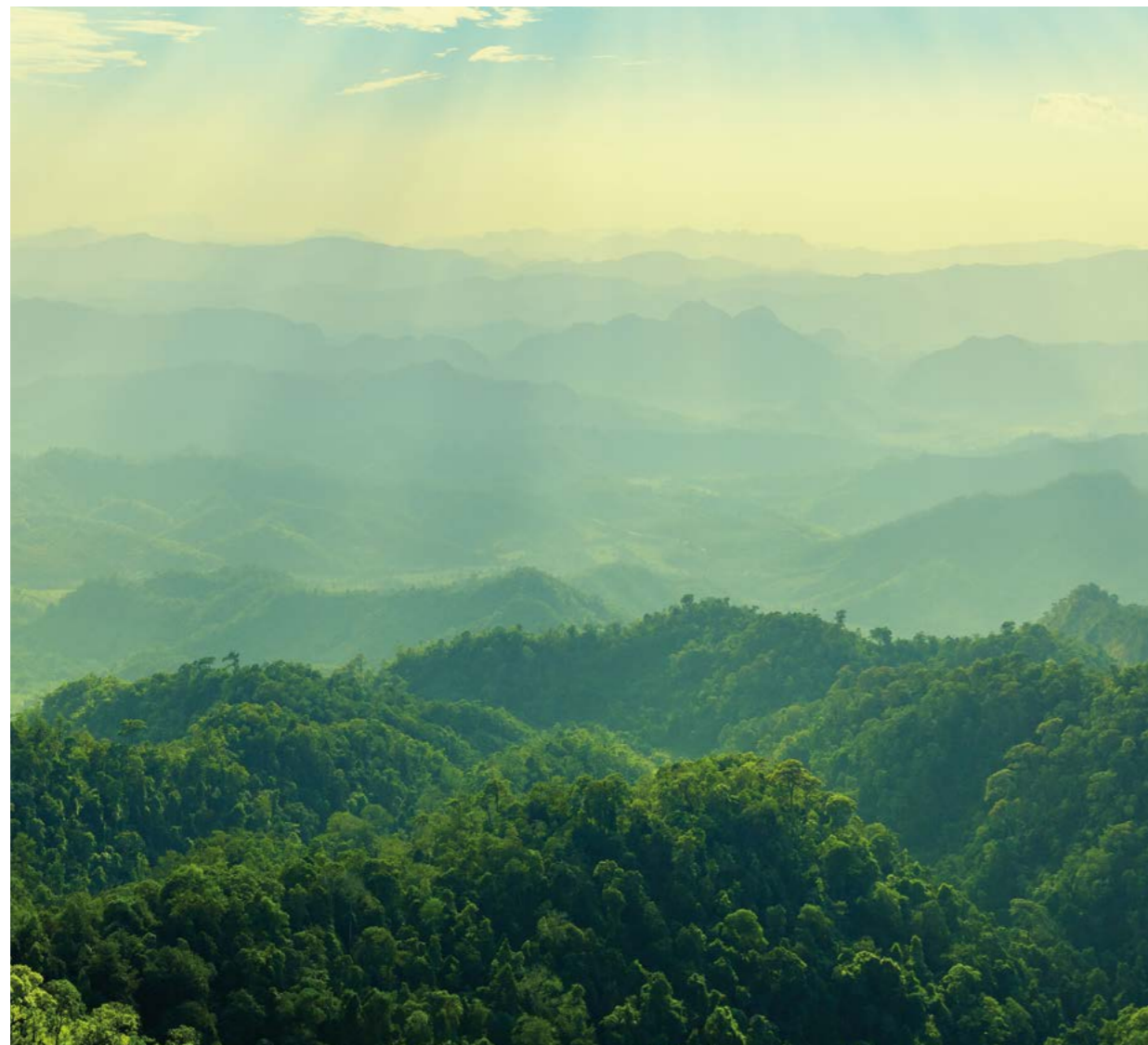
Examining the positioning of the various topics within the matrix, high importance was assigned to "Customer Satisfaction", reflecting the relevance of Customer centricity for Plenitude's Retail and e-mobility business areas.

Priority, both for stakeholders and top management, is given to topics related to decarbonisation and energy transition, declined in: "Climate change and GHG emissions reduction", "Solutions for Customers from renewable energy" and "Solutions for Customers - Energy

efficiency". Innovation and Digitalisation have been identified as key levers for accelerating sustainable business development.

Finally, as a Società Benefit, Plenitude pays particular attention to the welfare of its People and to supporting local communities.

A more in-depth analysis of the results of stakeholder involvement allows a deeper understanding of the most relevant topics for the different categories of stakeholders involved.



THE 5 MOST RELEVANT TOPICS ACCORDING TO THE DIFFERENT STAKEHOLDER CATEGORIES

Topics	Customers	Employees	Electricity/gas distribution companies	Suppliers	Partnerships	Consumer Associations	Trade Associations	Indirect sales force	Trade Unions	Financial institutions	Institutions
GOVERNANCE											
Business ethics and integrity					3°	4°					
Data protection & Cybersecurity											
CLIMATE CHANGE AND EMISSIONS											
Climate change and GHG emissions reduction	1°	1°	1°	1°	2°	3°	2°		1°	1°	
Solutions for clients from renewables energies	4°	3°	4°				3°			1°	
Solutions for clients - energy efficiency	3°	4°	3°		1°		4°				
Solution for clients - electric mobility											
BUSINESS SUSTAINABILITY											
Customer Satisfaction		4°	4°		4°	1°	1°				3°
Quality of products and services					4°			4°			
Innovation and Digitalisation				4°				2°			
Environmental management											2°
Responsible supply chain						4°				1°	3°
PEOPLE											
Health and safety	2°		2°	1°				4°	3°	1°	
Workers well-being		1°		3°				1°	1°		
Training and development						2°			3°		
Human rights	4°			4°				3°	4°	1°	1°
Diversity and inclusion											
Talent attraction & retention											
COMMUNITIES											
Spread of the culture of sustainable energy usage											
Stakeholder Engagement											
Support to local communities							4°				3°

Ranking based on relevance 1° ● 2° ■ 3° ▽ 4° ◆ 5° ▲

Note: Where different themes had the same score, the same symbol was used.

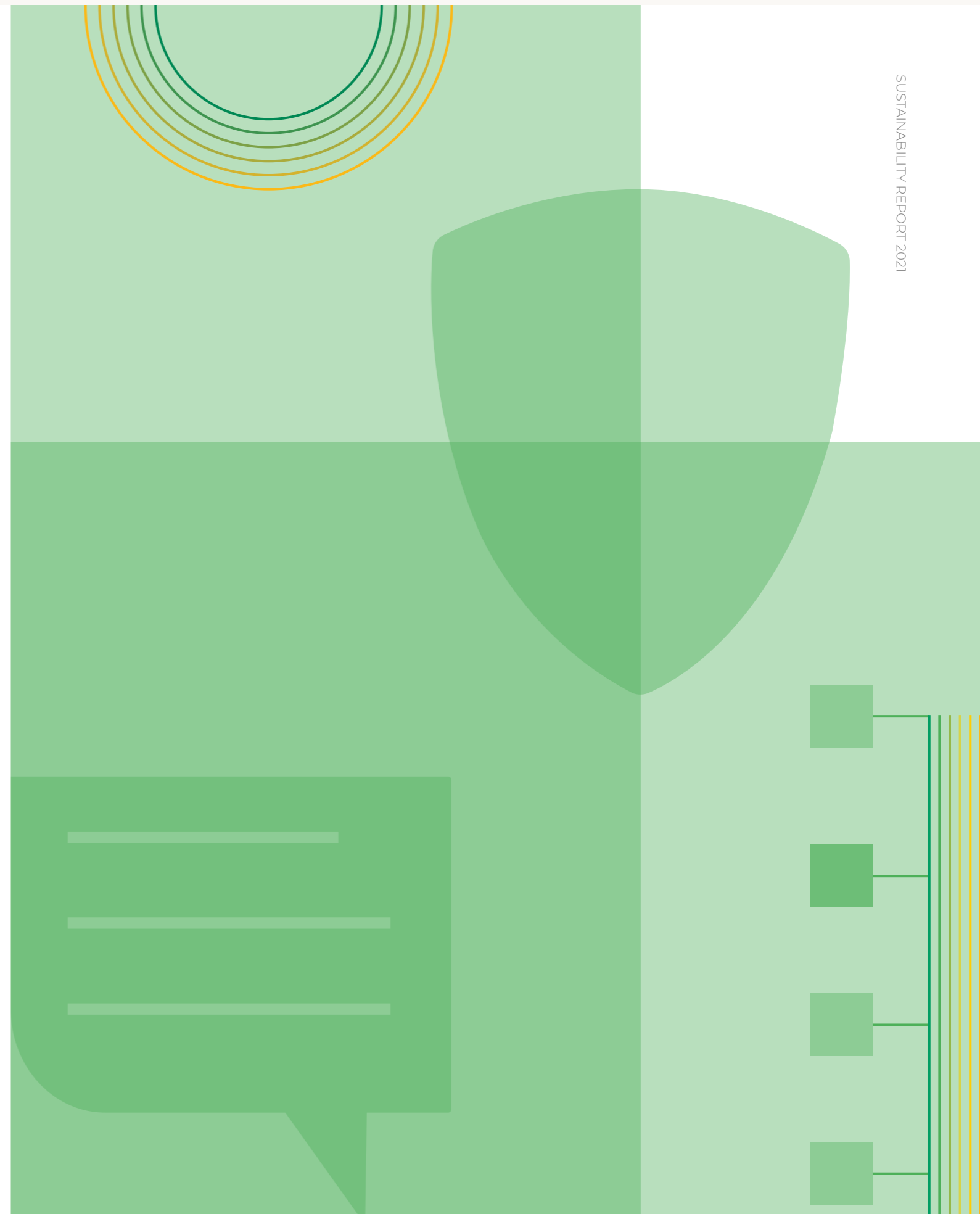
03

GOVERNANCE

3.1	Corporate governance	53
3.2	The values leading the Company	60
3.3	Plenitude's regulatory system	61
3.4	Risk Management Model	64
3.5	Privacy, Data protection and Cybersecurity	72

Plenitude's **"GOVERNANCE"** system embodies the values that inspire the Company from day-to-day.

To this end, Plenitude has adopted a comprehensive regulatory system consisting of policies, management system guidelines, procedures, and operating instructions, which guide the execution of its activities in accordance with the principles of loyalty, integrity, and transparency, promoting ethical behaviours and an inclusive culture.



SDGs



OBJECTIVE

ESG TARGET

REMUNERATION POLICIES LINKED TO ESG OBJECTIVES FOR TOP MANAGEMENT

35% of CEO and top management long-term variable remuneration linked to ESG KPIs already in 2022

PROMOTING GENDER EQUALITY IN MANAGEMENT

40% women in management positions by 2025

POLICIES AND REGULATORY TOOLS

Code of Ethics; Policy; "Our partners of the value chain"; MSGs: "Anti-Corruption", "Whistleblowing reports received, including anonymously, by Eni SpA and by its subsidiaries in Italy and abroad", "Antitrust"



3.1 Corporate governance

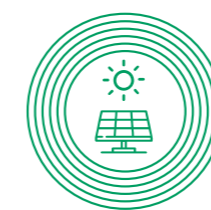
3.1.1 GROUP STRUCTURE

Eni Plenitude SpA Società Benefit controls¹⁵, directly or indirectly, the subsidiaries represented in the corporate chart, broken down by business area. Plenitude is part

of Eni, which carries out management and coordination activities on the Company, as the sole shareholder.

Eni Plenitude SpA Società Benefit

Directly controlled companies with majority of shares as at the date of this report



RENEWABLES

- Eni New Energy SpA
- Eni Energy Solutions BV
- GreenIT SpA
- SKGR Energy SA
- Ecovent Parc Eolic SAU
- Energias Ambientales de Outers SLU
- Desarrollos Energéticos Riojanos SL
- Energias Alternativas Eolicas Riojanas SL
- Eni Plenitude Renewables Luxembourg Sà rl
- Eni New Energy Australia Pty Ltd
- Eni New Energy US Inc.



RETAIL

- Evolvere SpA Società Benefit
- SEA SpA
- Eni gas & power France SA
- Gas Supply Company Thessaloniki
- Instalaciones Martinez Diez SLU
- Aldro Energia y Soluciones SLU (currently Eni Plenitude Iberia SLU)
- Adriaplin Pr Dis doo



E-MOBILITY

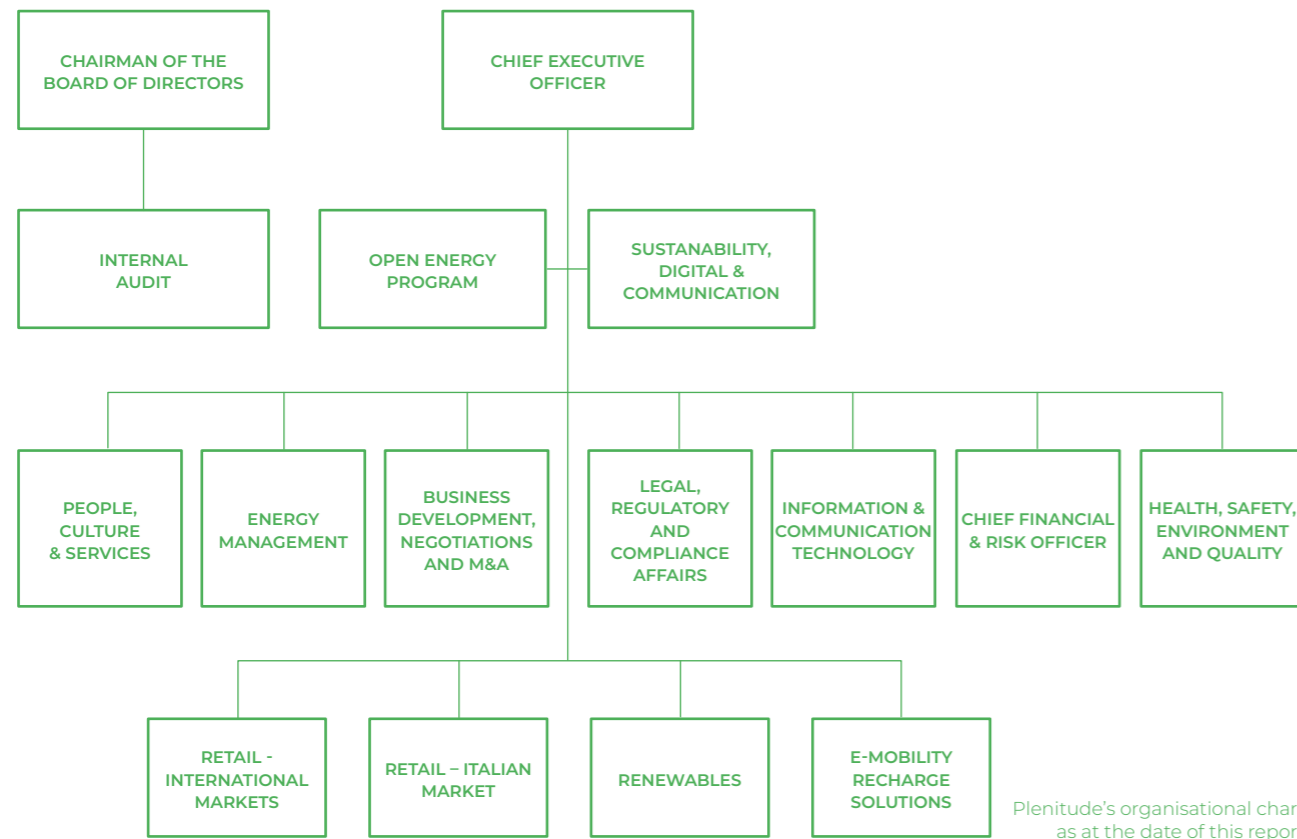
- Be Power SpA

¹⁵ - Plenitude SpA exercises control on the Plenitude Group's societies pursuant to Article 2359 of the Italian Civil Code and provides for the consolidation of their financial statements.

3.1.2 ORGANIZATIONAL STRUCTURE

The internal organizational system of the companies belonging to Plenitude, in Italy and abroad, is structured to ensure a **coordinated, simple, and clear management** between the different functions, as well as the correct application of Plenitude's guidelines.

PLENITUDE'S ORGANISATIONAL CHART



The Plenitude organisation is composed of business, that oversee Plenitude's different areas of activity, and staff functions, which have been assigned with specific activities and responsibilities and which are evaluated according to the results achieved in relation to their goals. The different functions pursue **continuous improvement**, working towards effectiveness and efficiency. The organisational structure also includes the Internal Audit department, which reports hierarchically to the Board and, on its behalf, to the Chairman.

3.1.3 GOVERNANCE STRUCTURE

The governance system is a fundamental aspect for Plenitude, both from a business and a sustainability point of view, as it contributes to building a **trustworthy relationship** between the Company, the market, and its stakeholders, while respecting the principles of integrity.

The Company has outlined its Corporate Governance system according to the traditional model, which envisages **the segregation of administrative and control functions**, assigning management responsibilities to the Board of Directors, supervisory functions to the Board of Statutory Auditors¹⁶ and auditing functions to the Independent Auditors.

Since the year of the Company's foundation (2017), Plenitude adopted the organizational and management model indicated in Legislative Decree 231 ("Model 231", updated in 2022), for the purpose of creating a rules system aimed at preventing illicit

acts that may be considered potentially significant and has consequently constituted the **Supervisory Body**. The Supervisory Body has been entrusted with the following tasks: supervision of the effectiveness and the adequacy and monitoring its implementation and updating activities, periodically informing the Board of Directors and the Board of Statutory Auditors.

Pursuant to Article 16 of the current by-laws, Plenitude's Board of Directors shall be composed of no less than three and no more than five directors. Their number and term in office are established by the shareholders' meeting at the time of their appointment.

The current Board of Directors consists of 5 members, appointed at the ordinary shareholders' meeting held on July 31, 2020 for a period of three fiscal years, until the approval of the financial statements for the year ended December 31, 2022.

16 - The Board of Statutory Auditors' term of office is set on the date of financial statements approval on December 31, 2021. The members of the Board of Statutory Auditors will remain in office, under prorogatio regime, until a new Board of Statutory Auditors is appointed by the Shareholders' Meeting.

THE BOARD OF DIRECTORS AND CONTROLLING BODIES OF PLENITUDE AS AT THE DATE OF THIS REPORT

SHAREHOLDERS MEETING



The Board of Directors of Plenitude is composed for the majority by women, in accordance

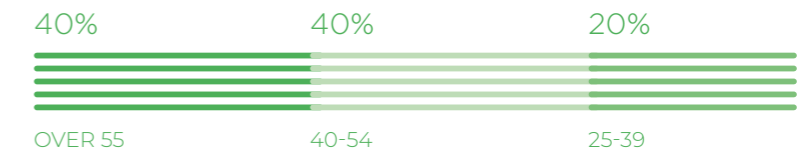
with the current best practices in terms of Diversity that Plenitude is promoting.

COMPOSITION OF THE BOARD OF DIRECTORS IN OFFICE

GENDER DIVERSITY WITHIN THE BOARD OF DIRECTORS IN OFFICE



AGE GROUPS WITHIN THE BOARD OF DIRECTORS IN OFFICE



In August 2021¹⁷, Plenitude established a sustainability committee ("Sustainability Committee") with the task of ensuring guidelines for the adoption of a sustainable approach throughout the value

chain. The **Sustainability Committee** is chaired by the Chief Executive Officer and is constituted by the heads of the following departments:

SUSTAINABILITY COMMITTEE



In particular, the Sustainability Committee is responsible for:

- examining and evaluating **the Company's sustainability policy** which is aimed at ensuring the creation of value over time for stakeholders, in compliance with the principles of sustainable development and consistently with corporate sustainability guidelines and objectives;
- verifying the **implementation of the sustainability policy** in the business initiatives;
- monitoring **the Company's positioning on sustainability topics**, with particular reference to the main sustainability indices;
- **monitoring the international sustainability initiatives** and the Company's potential involvement to consolidate its reputation within the international arena.

As a Società Benefit since July 2021, the Chief Executive Officer has been appointed as the **Impact Manager** to comply with the regulations¹⁸.

REMUNERATION LINKED TO ESG OBJECTIVES

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

25% of the short-term variable remuneration and 35% of the long-term variable remuneration are

linked to sustainability targets related to decarbonisation, energy transition and circular economy.

In addition, Plenitude promotes gender equality in management, aiming to achieve **gender pay equality and 40% of women in management positions** as a minimum standard by 2025.

35%
long-term
variable
remuneration
of CEO and Top
Management
linked to ESG
objectives
(25% short-term)



Badamsha's plant – Kazakhstan

3.2 The values leading the Company

For Plenitude, an equitable energy transition will trigger sustainable change for the future, therefore the Company strives to be people's closest ally in this challenge. Accordingly, the Company commits to sharing its knowledge in this area, with the goal of **inspiring communities to become ambassadors of change**.

Passion and courage lead the actions of the organization, that aims at always looking ahead and facing the challenges of the energy transition together. At the corporate level, Plenitude focuses its business on selling products and services that enable virtuous daily choices, moreover it promotes **ethical behaviour and an inclusive culture**.

Finally, it adopts a simple and transparent language in its relationship with Customers to build lasting relationships of trust with them. The values of the Company have guided the definition of the specific goals that Plenitude pursues as a Società Benefit, constituting the core of the Company's business.

Confirming its intentions, as a subsidiary of Eni, Plenitude has ratified **Eni's Code of Ethics**, that

reflects its vision. Through the adoption of Eni's Code of Ethics, Plenitude commits to make decisions and undertake actions that are in line with a culture of responsibility, legality, transparency, and value creation, through which it engages in actively contributing to sustainable development.

THE VALUES INSPIRING US EVERYDAY

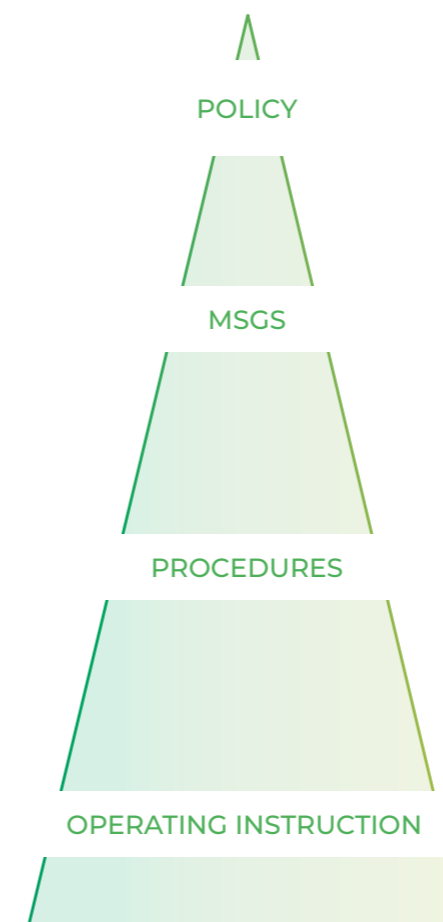


3.3 Plenitude's regulatory system

To pursue its corporate objectives, Plenitude has adopted a regulatory system in line with Eni's regulatory system, consisting of a set of policies, management system guidelines, procedures and operating instructions that guide the conduct of the activities, identifying roles and re-

sponsibilities in accordance with the principles of traceability and segregation of duties. The compliance and governance models, based on the Code of Ethics and the Company Bylaws, ensure a coherent definition of the documentation that constitutes the regulatory system.

THE SYSTEM IS GOVERNED BY FOUR DIFFERENT TYPES OF DOCUMENTS:



The **Policies** are mandatory documents that set out the principles and general rules of conduct.

The **Management System Guidelines** ("MSG") are the guidelines common to all subsidiaries, that may be process or compliance/governance-related and include sustainability aspects.

The **procedures** set out the operating procedures by which the companies' activities are to be carried out, describing the tasks and responsibilities of the organizational contacts involved, management and control methods and communication flows.

The **operating instructions** define the details of the operating procedures referring to a specific function/organizational unit/professional area or professional category, or to people and functions involved in the fulfilments regulated therein.

REGULATORY TOOLS ADOPTED BY PLENITUDE



BUSINESS ETHICS AND INTEGRITY

Plenitude is committed to fighting any form of corruption, according to the principles of business ethics and integrity.

Code of Ethics; Policy: "Our Partners in the Value Chain"; MSG: "Anti-Corruption", "Whistleblowing Reports received (including anonymously) by Eni SpA and by its subsidiaries in Italy and abroad", "Antitrust"



CLIMATE CHANGE AND EMISSIONS

Plenitude is committed to tackling climate change by offering products and services that support the energy transition.

Code of Ethics; Policy "Sustainability"



ENVIRONMENTAL MANAGEMENT

Plenitude is committed to using environmental resources responsibly and efficiently and protecting biodiversity and ecosystem services.

Code of Ethics; Policy "Sustainability", "The integrity in our operations", "Eni biodiversity and ecosystem services"



SUPPLIERS

Plenitude is committed to developing its supply chain in a sustainable way.

Code of Ethics; Supplier code of conduct; Eni's Statement on Respect for Human Rights; Policy: "Our Partners in the Value Chain"



PEOPLE AND HUMAN RIGHTS

Plenitude is committed to enhancing people in their diversity, ensuring respect for human rights throughout the value chain and safeguarding the health and safety of its employees and contractors.

Code of Ethics; Eni's Statement on Respect for Human Rights; Policy: "Sustainability", "Our people", "The integrity in our operations", "Zero tolerance policy"; "Global Framework Agreement on International Industrial Relations and Corporate Social Responsibility"; MSG: "Whistleblowing Reports received (including anonymously) by Eni SpA and by its subsidiaries in Italy and abroad"



SUPPORT TO LOCAL COMMUNITIES

Plenitude is committed to building a relationship with local communities, supporting their development and in particular the spreading of a sustainable energy culture.

Code of Ethics; Eni's Statement on Respect for Human Rights; Policy "Sustainability"

MANAGEMENT SYSTEMS ADOPTED BY PLENITUDE

MANAGEMENT SYSTEM	CERTIFICATION	COMPANY
Environment	UNI EN ISO 14001:2015	<ul style="list-style-type: none"> Plenitude: Linea Datoriale "Human Capital & Services" Plenitude: Linea Datoriale "Value Stream Business Customers" Plenitude: Linea Datoriale "Value Stream Retail Customers" Gas Supply Company of Thessaloniki - Thessalia SA Adriaplin doo Eni Gas & Power France Arm Wind LLP Green Energy Management Services Srl
Health and safety	UNI ISO 45001:2018	<ul style="list-style-type: none"> Plenitude: Linea Datoriale "Human Capital & Services" Plenitude: Linea Datoriale "Value Stream Business Customers" Plenitude: Linea Datoriale "Value Stream Retail Customers" Gas Supply Company of Thessaloniki - Thessalia SA Eni New Energy US Inc. Adriaplin Pr Dis doo Eni Gas & Power France Arm Wind LLP Green Energy Management Services Srl
Energy Management – Energy Service Companies	UNI CEI 11352	<ul style="list-style-type: none"> Plenitude: Linea Datoriale "Human Capital & Services" Plenitude: Linea Datoriale "Value Stream Business Customers" Plenitude: Linea Datoriale "Value Stream Retail Customers" Evolvere Società Benefit SpA SEA SpA
Quality management systems	ISO 9001:2015	<ul style="list-style-type: none"> SEA SpA Gas Supply Company of Thessaloniki - Thessalia SA Green Energy Management Services Srl
Energy management	UNI ISO 50001:2018	<ul style="list-style-type: none"> Eni Gas & Power France
Guidance on Social Responsibility	ISO 26000:2010	<ul style="list-style-type: none"> Eni gas e luce SpA Società Benefit (currently: Eni Plenitude SpA Società Benefit)

3.4 Risk Management Model

Plenitude's Risk Management Model, in line with Eni's model, is characterised by a structured approach that is defined based on the guidelines of the Internal Control and Risk Management System, which provides for a governance that leverages on three levels of control.

The Board of Directors plays a central role in the process, as it defines the nature and level of risk compatible with the strategic objectives, **including risks that may be relevant to the sustainability of the business** in the medium to long term. Plenitude's Board of Directors, acting on the proposal of the Control and Risk Committee, after hearing to the opinion of the Chairman for topics related to Internal Audit¹⁹ activities, will define its own guidelines for the Internal Control and Risk Management System, to ensure that the main risks are adequately identified, assessed and managed, determining the degree of compatibility with a management of the Company consistent with the strategic objectives.

The Chief Executive Officer, relying on the Risk Management process, ensures the identification, assessment, management and monitoring of the main risks, which he

submits to the Board of Directors on a quarterly basis. Finally, the Control and Risk Committee advises the Board on the main risks.

Plenitude's Risk Management process, regulated by the "**Management System Guideline (MSG) Integrated Risk Management**", ensures the detection, consolidation, and analysis of all risks, and supports management during the decision-making process by enhancing awareness of the risk profile and respective mitigations. The assessment is expressed both at an inherent level and at a residual level (considering the effectiveness of the mitigation actions) and allows measuring the impact in relation to the achievement of the Strategic Plan objectives and to a lifetime span for business projects. Risks are assessed with quantitative and qualitative tools considering both the probability of occurrence and the impacts that would be determined in a given time horizon if the risks were to occur. Then they are represented in matrices that allow their comparison and classification based on relevance.



Assemini's plant – Italy

19 - In February 2022, the **Internal Audit** department was established with the task of verifying that the internal control and risk management system is functioning, adequate and consistent with the guidelines that will be defined by the Board of Directors. The Head of the Internal Audit function reports hierarchically to the Board and, on its behalf, to the Chairman, without prejudice to the functional dependence on the Control and Risk Committee and on the CEO as the director in charge of setting up and maintaining the internal control and risk management system.



MAIN RISKS RELATED TO SUSTAINABILITY ISSUES

RISKS	RELATED MATERIAL TOPIC	DESCRIPTION	MITIGATION ACTIONS
Risks related to the effects of the Covid-19 pandemic	-	Risk of contagion or epidemic spreading on a large scale, which, while not being directly under the control of Plenitude, could have a negative impact on its operations and on the implementation of its Business Plan.	Refer to sections: "2.1 Stakeholder Engagement", "6.2.1 Health and Safety", "6.2.2 Workers' Well-being"
Risks related to the deterioration of the global macroeconomic scenario	-	Risks related to the current global economic and financial context and, more specifically, to the economic trend of the specific markets in which the Company operates.	Actions aiming at improving flexibility in terms of investment decisions and efficiency. Hedging strategy for financial and commodity risk exposures
Risks related to the functioning of information systems and IT security	INNOVATION AND DIGITALISATION / DATA PROTECTION AND CYBERSECURITY	Risk related to the potential malfunctioning of IT systems and consequent loss of sensitive information that could damage the productive activities of suppliers and/or Customers of Plenitude.	Refer to section "3.5 Privacy, Cybersecurity and Data protection"
Risks arising from technological change	INNOVATION AND DIGITALISATION	The Company's operating sectors are characterised by ongoing activities of research and innovation focused on the technologies used. As a consequence, the Company is exposed to the risk of not being able to promptly identify technological solutions in line with market developments.	Refer to section "5.2 Innovation and digitalisation"
Risks related to the implementation of a decarbonisation strategy when selling gas	CLIMATE CHANGE AND GHG EMISSIONS REDUCTION	<p>Risk related to the fact that Plenitude's decarbonisation strategy could not be achieved due to:</p> <ul style="list-style-type: none"> ■ insufficient production levels of biomethane and hydrogen from renewable sources due to lack of investments by third parties; ■ lack of availability on the market of a sufficient number of adequate carbon credits necessary to satisfy the offsetting demand or due to an excessively high purchase price. <p>Additionally, it cannot be excluded that Plenitude's decarbonisation strategy will not be deemed suitable to meet its 2040 carbon neutrality targets due to the evolving legal/regulatory and market landscape.</p>	Refer to chapter "4. Climate change and emissions"



RISKS	RELATED MATERIAL TOPIC	DESCRIPTION	MITIGATION ACTIONS
Risks related to climate change	CLIMATE CHANGE AND GHG EMISSIONS REDUCTION / SOLUTIONS FOR CUSTOMERS FROM RENEWABLE ENERGIES	The availability of wind and solar energy sources depends on the climatic conditions of the sites where the plants are located. Unfavourable or unexpected climatic conditions may lead to reduced productivity and profitability of Plenitude's plants. Likewise, climate change may potentially produce a decrease in solar irradiation and/or a reduction in wind, resulting in a reduction in energy generated throughout the forecast period.	Refer to chapter "4. Climate change and emissions"
Risks related to anti-corruption and anti-money laundering legislation	BUSINESS ETHICS AND INTEGRITY	Risk of violation of anti-corruption, anti-money laundering legislation and the economic sanctions programmes in the countries in which the Company operates.	Refer to section "3.3 Plenitude's regulatory system". During the two-year period 2020-2021, 3 audits were carried out to verify the observance of Anti-Corruption Compliance Program. In addition, in 2021, 2 supervisory interventions were carried out to examine the Compliance Models of foreign subsidiaries
Risks related to possible conflicts of interest of directors, auditors, and senior managers of the Company	BUSINESS ETHICS AND INTEGRITY	Risk that certain members of the Board of Directors and Senior Managers may have private interests that potentially conflict with the duties arising from their office or position within the Company.	Refer to the section "3.1.3 Governance structure"
Risks related to compliance with occupational safety legislation	HEALTH AND SAFETY	Risk that the Company may be subject to legal proceedings and/or be required to make significant investments to comply with its obligations due to its inability to properly comply with the applicable legislation on health and safety in the workplace.	Refer to the section "6.2.1 Health and Safety"



RISKS	RELATED MATERIAL TOPIC	DESCRIPTION	MITIGATION ACTIONS
Risks related to compliance with legislation related to environmental protection	ENVIRONMENTAL MANAGEMENT	Although the Company conducts its business in accordance with environmental and safety laws and regulations, the risk of experiencing unforeseen liabilities and compensation obligations, including claims for damages to property and individuals, is inherent to the operation of plants generating electricity from renewable sources. Therefore, it is not possible to exclude that the Company may in the future be required to meet compensation obligations arising from violations of environmental regulations, as well as to incur significant investments to comply with obligations under applicable environmental regulations.	Refer to the section "5.3 Sustainable management of natural resources"
Risks related to the impact of renewable energy installations on the surrounding environment and to objections arising from local communities or authorities	ENVIRONMENTAL MANAGEMENT	The installation of the plants through which the Company operates could, in some circumstances, alter or modify the surrounding natural habitat. In particular, it could affect the landscape, exposing it to the risk of accidents, noise pollution, and alterations to the flora and fauna.	Refer to the section "5.3 Sustainable management of natural resources"
Risks linked to the functioning of network infrastructures run by third parties	CUSTOMER SOLUTIONS / PRODUCTS AND SERVICES QUALITY	The Company exploits network infrastructures run by third parties for the ordinary execution of its activities related to the sale of gas and electricity. The Company is therefore exposed to the risk of interruptions, inefficiencies, or limitations in the operativity of such infrastructures, which could cause total or partial interruptions to the activities carried out by the Company.	Refer to the sections "5.1.1 Customer satisfaction" and "5.1.2 Products and services quality"
Risks related to the competence portfolio	PEOPLE	Risk that the portfolio of managerial and technical-professional competences is not in line with the business needs and the long-term positioning of the Company.	Refer to chapter 6 "People"
Risks arising from the relationship with stakeholders	STAKEHOLDERS' INVOLVEMENT	Risk related to the perception of the Company by the various stakeholders.	Refer to the section "2.1 Stakeholder engagement"
Risks related to the violation of human rights	HUMAN RIGHTS	Risks connected to the violation of human rights in the supply chain, in the workplace, etc.	Refer to the section "6.1.2 Human rights"

3.5 Privacy, Data protection e Cybersecurity

PREVENTIVE TOOLS



VULNERABILITY CHECK SOFTWARE



TRAINING



ANTI-MALWARE AND ANTIPHISHING SYSTEMS

Customers' needs, the consequent evolution of business activities and the opportunities arising from processes' digitalisation, require Plenitude to consider the relevance of the privacy & data protection topics, also in the light of the potential exposure to security-related threats. Attacks aimed at compromising the computer systems could potentially cause personal data breaches or loss of confidential information.

The **cybersecurity risk** is linked to the possibility that confidential information and personal data are subject to cyber-attacks with the aim of stealing, improperly modifying such information or disabling the IT services that process and store it. Plenitude manages these risks in IT, OT and IoT through the adoption and implementation of leading international cyber-security models.

Through an approach based on risk assessment and the implementation of the so-called security by design process, Plenitude has therefore equipped itself with several **preventive, corrective and monitoring tools** that jointly contribute to reducing the prob-

ability that potential cyber security attacks reach their target and limiting their possible impact.

The preventive tools adopted by Plenitude include software for checking the vulnerability of IT systems, continuous training of its employees, audits conducted on its suppliers and the adoption of anti-malware and anti-phishing systems. Among the corrective ones, the constant updating of IT systems is of particular importance; the monitoring tools include activities of constant monitoring of IT systems to identify and manage unusual activities.

In the field of **data protection**, Plenitude manages the processing of personal details and confidential information using an interdisciplinary approach that allows to safeguard data in accordance with the principles and requirements established by the European Regulation 2016/679.

The prevention of data protection risks also depends on **Customer awareness of the most common fraud attempts** in the energy market: Plenitude is at the forefront in monitoring the threats

to which they may be exposed. As such, the Company has put in place several initiatives to support Customers who may become victims of potential fraud, providing them with some specific tools to protect themselves and verify the identity of those who contact them, in particular:

- 1. Warnings** addressed to Plenitude's Customers to inform them of fraud attempts made to convince them to switch to another supplier;
- 2. Creation of a dedicated hotline** to take care of complaints about suspicious calls and collect qualitative information on the content of the call;

3. Service available on the Plenitude's website "Verify who is calling you", which allows Customers to verify that the number they are being contacted by is attributable to a Plenitude's operator;

4. Creation of a series of educational content available on the Plenitude's website and YouTube channel such as the web series Spotlight: **"Let's shed a light on energy"**, which deals in an entertaining and instructive way with instances of misbehaviour in the context of the energy market, in particular: suspicious phone calls, door-to-door scams and phishing.

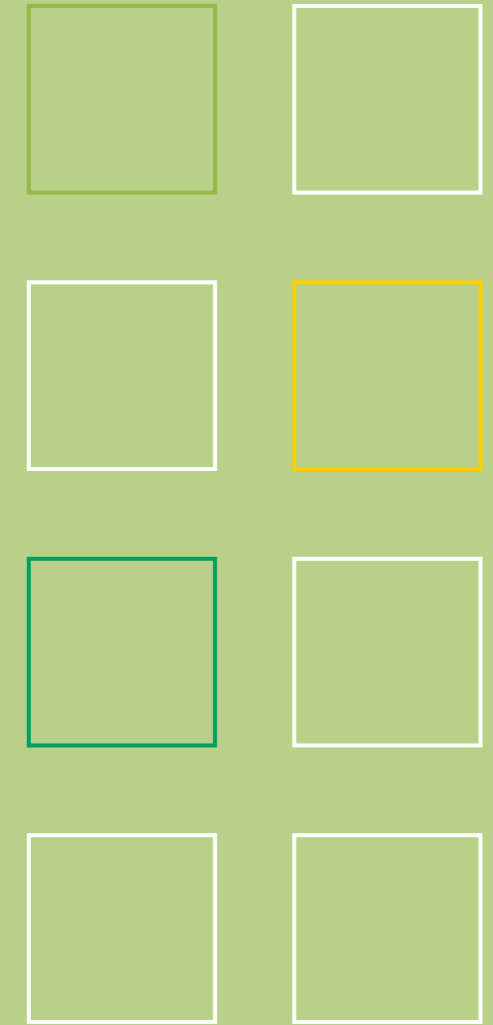


04 CLIMATE CHANGE AND EMISSIONS

4.1	The strategy to tackle climate change	77
4.2	Direct and indirect emissions	94

The section "**CLIMATE CHANGE AND EMISSIONS**" describes Plenitude's commitment to its decarbonisation journey, which, in line with the Company Bylaws, aims at developing and delivering an offer that supports Customers in their energy transition, for the benefit of the whole community.

In the last year, Plenitude has set out a decarbonisation strategy with the purpose of achieving **carbon neutrality Scope 1,2 and 3 emissions by 2040**, by increasing the installed renewable energy capacity, offering energy-saving solutions for residential and businesses Customers, gradually offsetting CO₂ emissions from natural gas combustion and developing electric mobility services.



SDGs



OBJECTIVE

ESG TARGET

REDUCTION OF GHG EMISSIONS PRODUCED AND DECARBONISATION OF THE BUSINESS

>15 GW of installed capacity for renewable energy production targeted by 2030

Carbon neutrality Scope 1, 2 & 3 emissions targeted by 2040

100% of electricity to come from renewables by 2030 (starting from 2022 for residential Customers)

BOOSTING THE SPREAD OF ELECTRIC MOBILITY BY INTEGRATING BE POWER

35,000 charging points for electric vehicles targeted by 2030

POLICY AND REGULATORY TOOLS

Code of Ethics; Policy: "Sustainability"
 Environmental management system certified according to the standard ISO 14001:2015, Energy management system- Energy Service Companies - certified according to the standard CEI 11352, Energy management system certified according to the standard ISO 50001:2018

4.1

The strategy to tackle climate change



As a Company that operates in the energy sector, Plenitude is aware of the fundamental role that it can play in fighting climate change by taking all the possible measures to reduce the greenhouse gas emissions generated by its activities and services.

Plenitude has therefore undertaken a **decarbonisation pathway that leverages on four strategic directions**, aimed at actively contributing to the energy transition and achieving carbon neutrality by 2040.

STRATEGIC DIRECTION

ACTIONS AND OBJECTIVES

RETAIL	RENEWABLE ENERGY	PURCHASE OF GUARANTEES OF ORIGIN FROM RENEWABLE SOURCES RENEWABLE ENERGY PRODUCTION WITH PROPRIETARY PLANTS	 	As of 2022, Plenitude offers to all its residential Customers electricity certified through the purchase of Guarantee of European origin that ensure that it is generated by plants fueled by 100% renewable energy , and by 2030 also to all business customers. By 2040 Plenitude's generation of renewable energy will cover all final Customers' demand of electricity.
	SOLUTIONS FOR CARBON FOOTPRINT REDUCTION	EXTENSIVE RANGE OF SERVICES FOR THE EFFICIENT USE OF ENERGY		Offer of energy efficiency solutions , with the aim to decrease families and enterprises carbon footprint through distributed generation of renewable energy, energy requalification of buildings and the use of technological tools for monitoring and improving energy consumption.
RETAIL	NATURAL GAS WITH OFFSET CO₂	PURCHASE OF CARBON CREDITS		Natural gas supply with the possibility of offsetting "Scope 3" CO₂ emissions through carbon credits and the gradual introduction of sources alternative to natural gas , namely biomethane in 2026 and hydrogen in 2030, in order to achieve carbon neutrality in 2040.
E-MOBILITY	CHARGING POINTS	CHARGING INFRASTRUCTURE FOR ELECTRIC VEHICLES		Commitment to the development of electric mobility through the installation of charging stations for electric vehicles powered by renewable energy, with the aim of increasing the capillarity of the service in Italy and abroad, installing 35,000 charging stations by 2030 .



4.1.1 THE SUPPLY OF RENEWABLE ELECTRICITY

4.1.1.1 RETAIL

In 2019, Plenitude has decided to design its proposal for the supply of electricity to the residential sector with a greater focus on environmental issues.

With reference to the Italian market, the renewable electricity supply option enables Plenitude to certify that the energy supplied under the related sales agreement is produced by plants powered by 100% renewable sources, through Guarantees of European origin²⁰.

Since 2020, most of the offers proposed to new residential and business Customers in Italy include this option, reaching around 3 TWh of certified electricity in 2021, out of a total energy supplied of around 7.6 TWh.

4.1.2.2 RENEWABLES

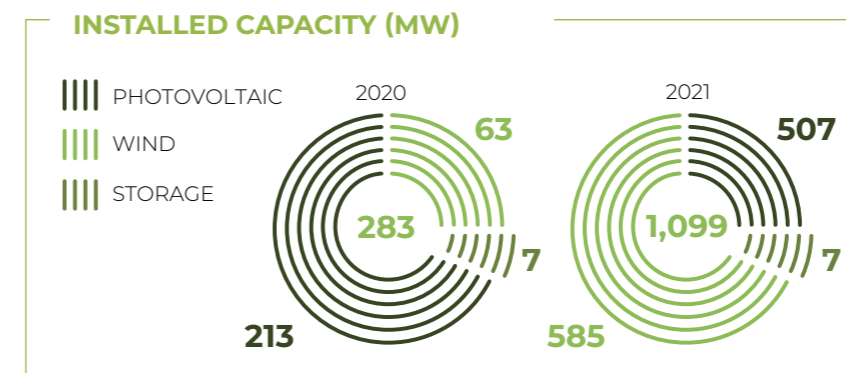
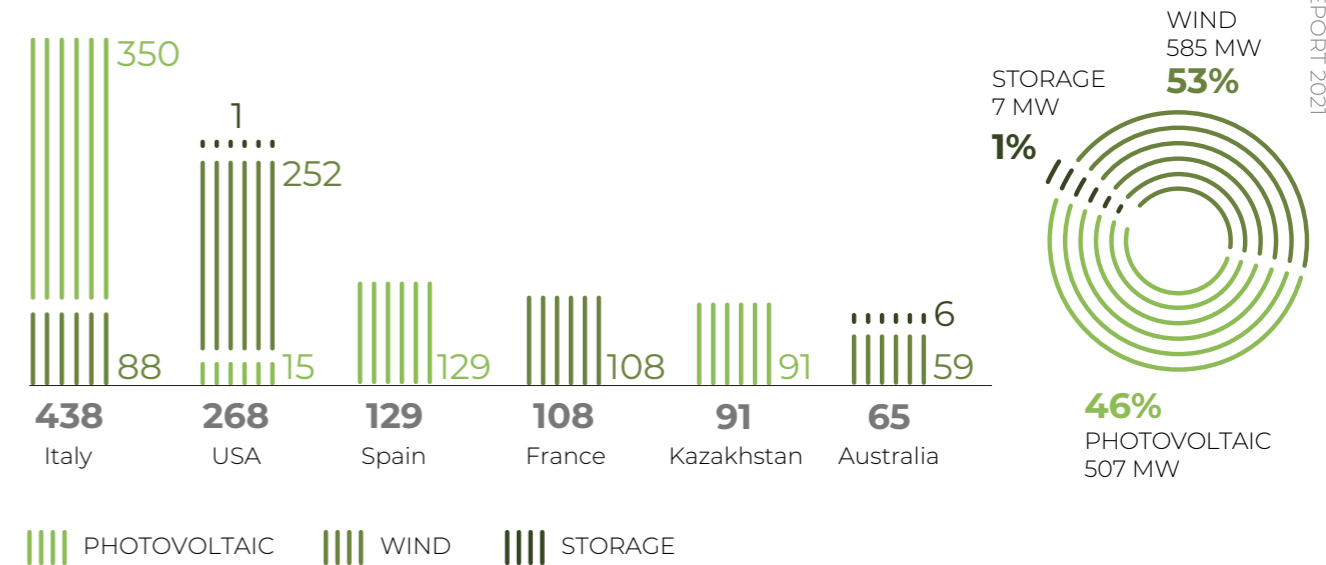
From the end of 2021, Plenitude's installed capacity amounted to 1.099 MW²¹, equally distributed be-

Considering other subsidiaries as of 31st December 2021, in France out of a total of 5.4 TWh of electricity supplied to the retail and B2B segments, 1.2 TWh of electricity has been certified through guarantees of origin, while in Spain, all the electricity supplied, amounting to approximately 2.5 TWh, has been certified through the guarantees of origin mechanism.

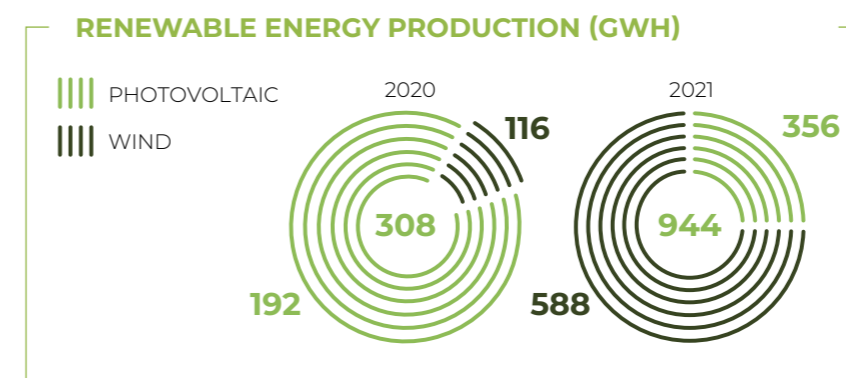
By the end of 2022, Plenitude will cover the whole residential Customers' electricity demand through electricity certified by guarantees of European origin, while for business Customers the aim is to achieve the supply of certified electricity by 2030.

tween photovoltaic (47%) and wind (53%) power, mainly located in Italy, the United States and Spain.

PLENITUDE'S INSTALLED CAPACITY AS OF DECEMBER 31, 2021, BY COUNTRY AND ENERGY SOURCE²²



Installed plants have produced 944 GWh of electricity from renewable sources in 2021, a three-fold increase compared to the 308 GWh in 2020.



22 - The reported data does not include small-scale installed capacity.

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

21 - The reported data does not include small-scale installed capacity.

512,000 tonnes of CO₂eq avoided thanks to the production of electricity from renewable sources

Based on the level of electricity production generated by the Renewables business area, it is possible to measure the **avoided emissions** indicator, which represents the amount of CO₂eq that would have been released into the atmosphere by producing the same amount of electricity through the current generation mix of the different energy producing countries. During 2021, a total of 512 thousand tonnes of CO₂eq have been avoided, with a significant increase over the avoided emissions of 187 thousand tonnes of CO₂eq in 2020.

Regarding the generation of electricity from renewable sources, Plenitude is investing in the **development of green field photovoltaic and wind power plants,**

in part through joint ventures or co-development agreements with international or local partners, or indirectly by acquiring from third parties both projects under development with option rights, and plants already built or under construction. By 2022, Plenitude will undertake projects to reach 2.3 GW of installed capacity by the end of the year; it is then expected to achieve more than 6 GW by 2025, increasing installations in Spain, and more than 15 GW in 2030, rebalancing the technologies used.

According to forecasts, by 2040 the electricity production capacity from renewable sources by proprietary plants will be able to cover the whole electricity needs of the Customer base.

PROJECTS UNDER CONSTRUCTION IN 2022

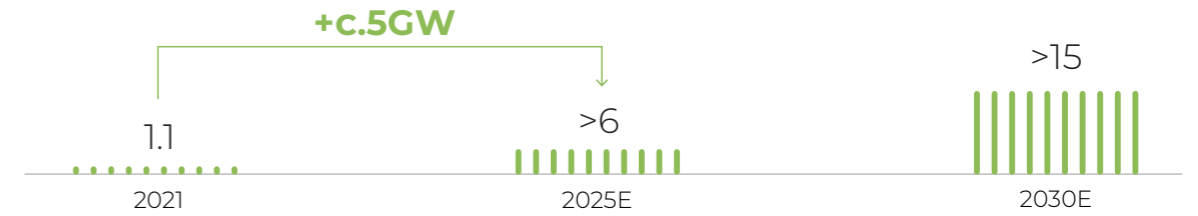
PROJECT NAME	COUNTRY	TECHNOLOGY	MW
4 PV projects	Italy	●	19
Fortore	Italy	■	56
2 storage projects	Italy	◆	15
Spain 1	Spain	●	50
Cuevas	Spain	■	105
9 PV projects	France	●	17
Corazon	USA	●	265
Brazoria	USA	●	263
Other 8 PV projects	USA	●	25
Shauldir	Kazakhstan	●	50
Undisclosed M&A*			225

*Undisclosed M&A already risked.
**Includes storage and other technologies.

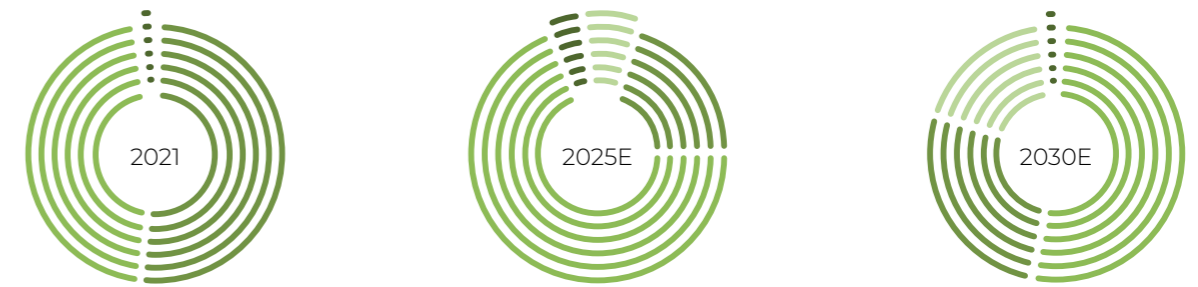
● Photovoltaic ■ Onshore wind ▲ Offshore wind ◆ Other**

EXPECTED TARGETS BY 2025 AND 2030

INSTALLED CAPACITY



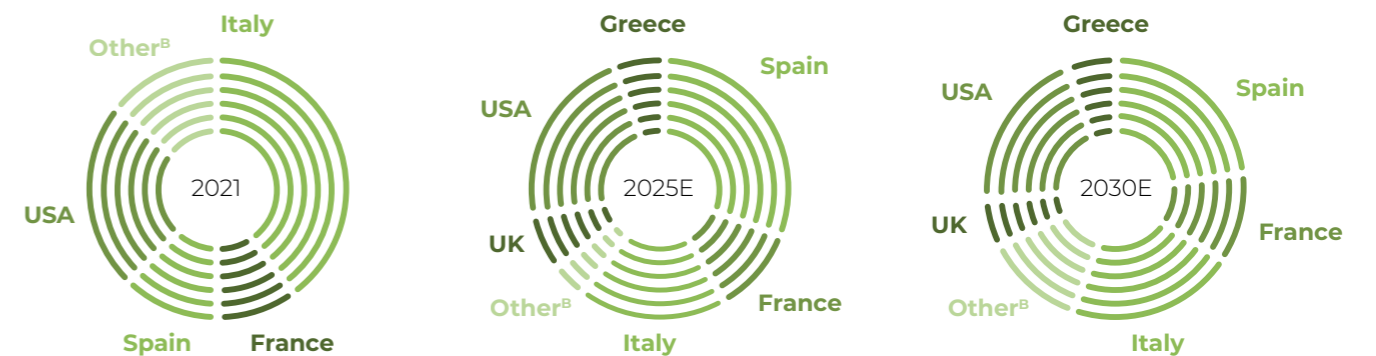
BREAKDOWN BY TECHNOLOGY



|||| PHOTOVOLTAIC |||| ONSHORE WIND |||| OFFSHORE WIND |||| OTHER^A

^A Includes storage and other technologies.

BREAKDOWN BY GEOGRAPHY



^B Includes Australia and Kazakhstan.

4.1.2 ENERGY EFFICIENCY SOLUTIONS

The **efficient management of energy demand and consumption** is a fundamental aspect of the energy transition, as it allows to reduce the demand for energy and, consequently, the impacts related to its production.

For this reason, during the last four years Plenitude has imple-

mented a growth plan, which has enabled the development of a wide range of energy efficiency solutions available in the different countries in which the "Retail" business area operates, thanks to the acquisition of three important companies (Evolvere, Sea, Enera) and the collaboration with more than 20 business partners.



ENERGY EFFICIENCY SOLUTIONS OFFERED BY PLENITUDE

	OFFERED SOLUTION	CATEGORY OF CUSTOMERS	ITALY	FRANCE	GREECE	SPAIN
1	Energy requalification of buildings and production facilities	Residential Customers	✓	✓	✓	
		Business Customers	✓	✓		
2	Sale, installation and management of photovoltaic systems	Residential Customers	✓			
		Business Customers	✓			
3	Smart Home products	Residential Customers	✓	✓	✓	
4	Goods and services for heating and cooling	Residential Customers	✓	✓	✓	✓
		Business Customers	✓			
5	Installation of charging columns, wallboxes and micro-electric mobility services	Residential Customers	✓			
		Business Customers	✓			

Around **21,500** tonnes of CO₂eq avoided thanks to energy efficiency interventions

The 'CappottoMio' solution has involved more than **800** partner companies

4.1.2.1 ENERGY REQUALIFICATIONS OF BUILDINGS

Plenitude, through its ESCO unit and its subsidiary Eni Gas and Power France, is involved in the "white certificates" mechanism, an instrument for promoting energy savings. The achievement of Energy Efficiency Obligations (or Certificats d'Economie d'Energie for the French market) is associated with the implementation of projects to increase energy efficiency in the industrial sector, network infrastructures, transport services and in the civil sector.

Moreover, by means of the activity of its subsidiary SEA, Plenitude carries out interventions of energy efficiency upgrades and requalifications for industrial Customers such as large enterprises and SMEs, through the subscription to the **Energy performance contract (EPC)**²³. The services provided under EPC contracts include the energy analysis of production plants, and the identification of innovative solutions for

the efficiency of plants to achieve tangible energy savings (i.e., the replacement of lighting elements with high-efficiency LED systems and the optimisation of thermal power station management). Through the same contractual arrangement SEA offers to companies the implementation of interventions that are functional for enabling energy production from renewable sources.

Regarding Residential Customers, Plenitude offers solutions for the energy requalification and anti-seismic reinforcement of both condominiums and single-family buildings through the product called "**CappottoMio**". This solution, which is eligible for the current tax incentives related to energy or seismic class improvements (Superbonus 110%, Ecobonus and Sismabonus), entails the implementation of different types of intervention, such as:

- **thermal insulation** of façades and roofs with 'external cladding' systems, in compliance with CAM requirements, the certification which requires the use of materials containing a minimum percentage of recycled materials;
- requalification or replacement of **thermal facilities** with "hybrid" systems consisting of a heat pump integrated with a condensing thermal module or only with condensing boilers, whether centralised or autonomous;

- replacement of window **fixtures**;
- **anti-seismic** reinforcement;
- installation of **PV and storage systems**;
- installation of facilities for the **electric recharging of vehicles**.

With reference to large corporate Customers, Plenitude carries out professional consultancy activities by undertaking Energy Assessments and feasibility studies. Such activities are also available for the Eni companies' production sites. Once it has identified the most sustainable energy solutions, Plenitude relies on SEA for the implementation of the interventions.

Moreover, in Italy, several projects related to energy efficiency are cur-

rently being planned and implemented, such as the development of monitoring services of plants and consumption of Business Customers' (industrial, SMEs and tertiary) production sites; initiatives in the smart district area for the realization and management of innovative energy systems to provide energy vectors (renewables but not only) aimed at maximizing urban districts' energy efficiency; and some initiatives for the establishment of Energy Communities.

THE BENEFITS OF EPC INTERVENTIONS CARRIED OUT FOR EATALY

In the context of an important partnership between Plenitude and Eataly, SEA has undertaken interventions across some of the Company's Italian sites using the Energy Performance Contract formula which has involved:

- the replacement of lighting devices with high-efficiency LED systems (**Relamping**);
- the **remote** management and control of HVAC systems (heating, air-conditioning, ventilation) thanks to the **use of Artificial Intelligence (AI)** to exploit innovative and predictive automation activities. In the framework of such activity, smart sensors have been installed to monitor the conditions of each room. Moreover, they control the thermo-refrigeration systems based on the guidelines that they receive from a software that uses IA algorithms to optimise the functioning of such systems in real time, ensuring optimal comfort conditions while minimizing energy consumption.

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

In 2021, Evolvere has acquired "My Solar Family", the largest digital community of prosumers in Italy, with more than 90,000 members

More than **18,500** tonnes of CO₂eq avoided thanks to photovoltaic plants owned and run by Evolvere in 2021

4.1.2.2 SALE, INSTALLATION, AND MANAGEMENT OF PHOTOVOLTAIC SYSTEMS

In Italy, Plenitude, through its subsidiary Evolvere, leader in the distributed generation, provides sales, installation, management, and monitoring services for photovoltaic systems directly to end Customers, who thus become **prosumers**, meaning Consumers who also produce clean and renewable energy on their own and share it with others.

Evolvere's offer combines different solutions, which may include, not only the installation of a **photovoltaic system** and its inverter, but also the **energy storage module**, a **heat pump winter air conditioning system** and an **electric car charging station**.

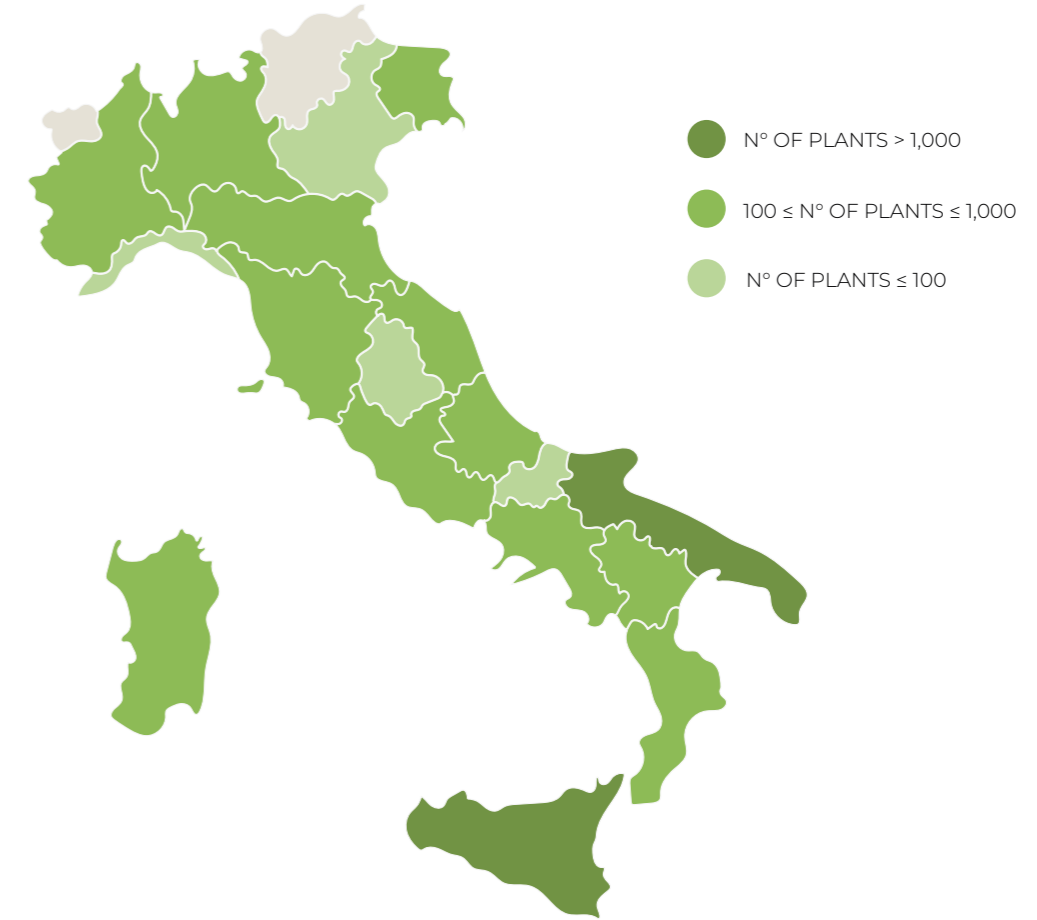
The Company constantly monitors households' energy flows - generation and consumption - through the **Eugenio** platform. In 2021, it has acquired "My Solar

Family", the largest digital community of prosumers in Italy, with more than 90,000 subscribers, where owners of photovoltaic systems find support in monitoring the performance of their system and receive updates on the status of payments of incentives and contributions, along with other dedicated services.

At the end of 2021, thanks to **more than 11 thousand photovoltaic systems owned and managed** throughout Italy (corresponding to approximately **58 MW of installed capacity and 70 GWh of production**), Evolvere has avoided the emission of more than 18,500 tons of CO₂eq.

In addition, Evolvere works together with SEA to offer services of sale and installation of photovoltaic systems also to its Business Customers.

NUMBER OF EVOLVERE'S RENEWABLE ENERGY PLANTS IN 2021



4.1.2.3 SMART HOME PRODUCTS

To optimize consumption and avoid waste, Plenitude offers products for home automation management, integrated with the proprietary platform, to its end Customers.

As far as devices are concerned, the Company plans to sell and install **smart lighting** products (purchased through the partnership with Signify, a Philips Hue brand), **thermoregulation** products (purchased through the partnership with Tado). In

the Greek market, ThermoSmart products have been introduced, allowing users to control heating systems remotely, via app or web, improving their energy efficiency.

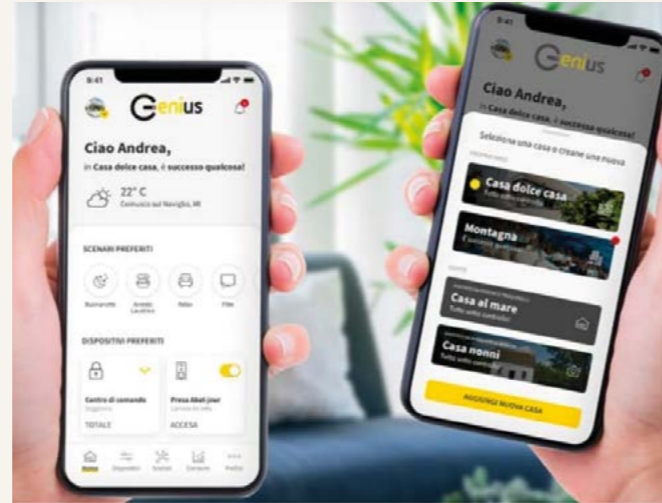
By exploiting the data gathered from the devices, the Genius App provides Customers with **information on energy consumptions and the related trends**, comparing them with alternative systems or comparable situations, and proposes customized suggestions to make energy use more efficient.



Impianto di Katherine - Australia

THE GENIUS APP FOR BOOSTING ENERGY EFFICIENCY

Genius is an app powered by Plenitude that supports current and new Customers to improve their energy efficiency by **increasing awareness on consumption**, avoiding waste and reducing environmental impact, supporting them with energy consulting services.



By managing and monitoring **smart devices** (e.g., smart thermostat or smart boiler), the Genius App favours an increase in comfort levels at home. Additionally, it enables Customers to monitor the trends of electricity and gas utilities through graphs and insights, to compare them with those of the previous month and with the same month of the previous year, and to identify power peaks.

Among the exclusive features dedicated to energy efficiency, the Genius App suggests to the client the **"eco-sustainable temperature"** that, based on the time of the day and the climatic zone^A where the house of the user is located, guarantees economic savings and the protection of the environment. Moreover, thanks to the integration with Ariston boilers, Genius allows the user to remotely monitor the energy consumption of the heating system, switching it off when it is not necessary ("Holiday Assistant"), to set an **optimised time schedule** based on one's own energy habits, and to provide the Customer with a **monthly report** on the use of the heating system, evaluating his energy habits by assigning a **score**.

The App provides the Customers **customized suggestions** throughout push notifications based on behavioral algorithms to encourage a more responsible consumption.

A. Following the D.P.R. 412/93 Italy has been divided into Climatic Zones to promote energy saving by establishing periods and duration of ignition of heating systems. The national territory has been divided into 6 Climatic zones according to the degree-day, a value obtained by comparing the mean (the average of the high and low) outdoor temperatures recorded for a location to a standard temperature.

4.1.2.4 OTHER ENERGY EFFICIENCY SOLUTIONS OFFERED BY PLENITUDE

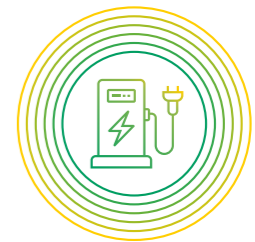
GOODS AND SERVICES FOR HEATING AND COOLING

In Italy, Plenitude offers its Customers the **sale and installation of products for heating and cooling** (boilers, water heaters and air conditioners), for residential domestic use or equivalent. Boilers and water heaters are purchased through partnerships with Riello and Ariston, while air conditioners through Haier. Also in France, the subsidiary Eni Gas and Power France offers its Customers the possibility to replace heating systems.



INSTALLATION OF CHARGING COLUMNS AND WALLBOXES

Plenitude offers to its residential and business Customers (condominiums and companies) the service of installing **charging columns** and wallboxes, with subsequent management and monitoring. This service can be sold in combination with other services, such as the renewable electricity supply or the installation of a photovoltaic system.



4.1.3 OFFSETTING EMISSIONS FROM NATURAL GAS COMBUSTION AND ALTERNATIVE GASES

In the natural gas sector, Plenitude has committed to reducing the environmental impact by offsetting the emissions from the combustion of domestic natural gas through the purchase of **"carbon credits"**. Carbon credits are negotiable certificates or bonds issued by external verification systems that guarantee the removal of one

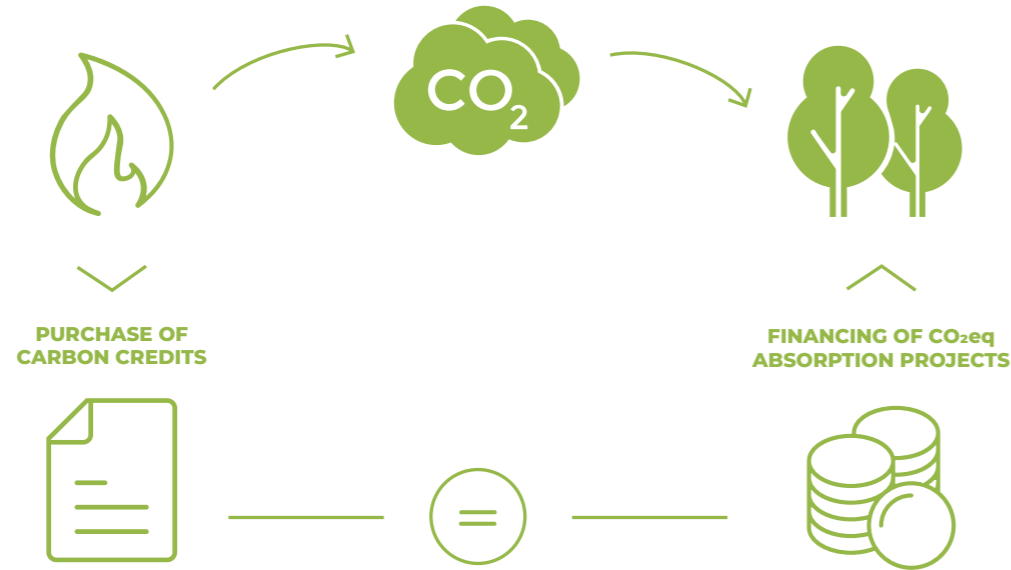
tonne of CO₂ or the equivalent amount of a different greenhouse gas (CO₂eq) from the atmosphere. To offset the emissions related to its business, the Company purchases carbon credits that will finance environmental protection projects with the aim of reducing or absorbing the corresponding quantities of CO₂eq emitted.

RETAIL



GAS WITH OFFSET CO₂

THE CARBON CREDITS MECHANISM



Residential Customers' natural gas consumption and the related carbon footprint are offset through projects that absorb the amount of produced emissions

Since 2021, in Italy by subscribing a Plenitude's contract for the supply of natural gas which includes the offsetting of CO₂ emissions (so-called natural gas offers with offset emissions), **all the CO₂ emissions relating to the domestic combustion of natural gas²⁴ will be offset through the purchase of carbon credits.** The latter certify the Company's involvement in national and international projects concerned with reducing or avoiding the release of greenhouse gases into the atmosphere. These projects are certified by external organisations based on the main international standards that ensure the reduction of emissions through the generation of carbon credits. By signing the above-mentioned contracts, Customers virtually ad-

here to financing REDD+ (Reducing Emissions from Deforestation and Forest Degradation) projects. The aim is to offset emissions equal to more than 1 billion cubic metres of natural gas every year, through the adoption of this system by 2025.

In addition to offsetting emissions, Plenitude plans to expand its commercial proposal by introducing the use of **biomethane** and **hydrogen** produced from renewable sources. The integration will be gradual, through the introduction of biomethane starting from 2026 and of hydrogen from 2030, prior favourable market and technological conditions, and will be completed by 2040 for the entire customer base.

4.1.4 ELECTRIC MOBILITY SOLUTIONS

With approximately 6,500 charging points installed as of January 2022 (+85% compared to 2020), Plenitude is one of the leading players among the operators of charging services for electric vehicles in Italy. Following the acquisition of Be Power in November 2021, Plenitude has invested in the electric mobility market to support the transition towards a more sustainable and less polluting mobility model.

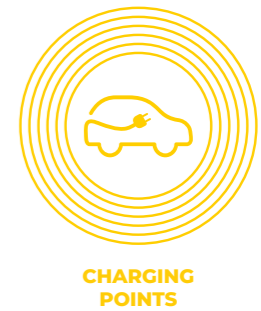
Throughout 2021 Be Charge, the Company that manages the network of charging stations for Be Power, **has installed and activated almost 3,000 charging points in Italy**, covering all the regions, supplying the recharging service to large cities as well as to small towns.

During 2021, the number of recharging sessions and the amount of energy delivered have experienced a sharp increase compared to 2020, the year in which the activities were launched.

Thanks to this service, more than 1,950 tonnes of CO₂eq were avoided in 2021, an 18-fold increase compared to the emissions avoided in 2020 (102 tonnes of CO₂eq).

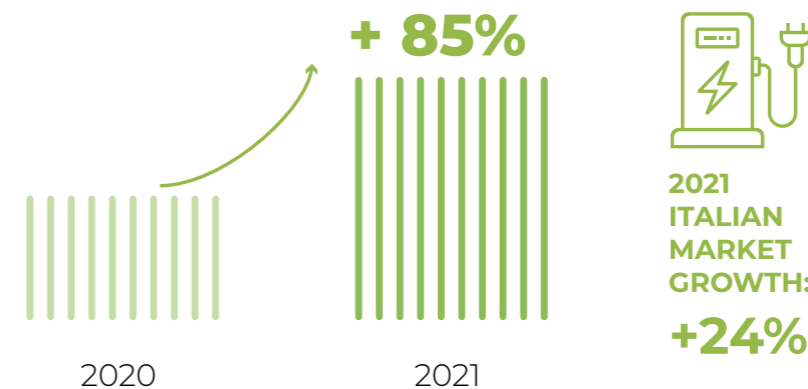
The electric mobility service offered by Be Charge aims at realizing one the greatest and widespread public recharging **infrastructure for electric vehicles** in Italy and soon in Europe. Plenitude has established a 9,000 charging points' pipeline, both in Italy (6,000) and abroad (2,400), 4,000 of which are located in Eni's service stations.

E-MOBILITY



More than **1,950** tonnes of CO₂eq avoided thanks to charging service for electric vehicles

NUMBER OF ELECTRIC VEHICLES CHARGING POINTS

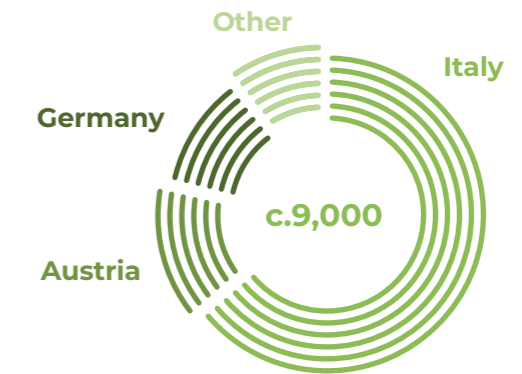


24 - Thanks to this mechanism, Plenitude offsets emissions caused by domestic combustion by retail Customers which constitute the indirect emissions produced downstream in the value chain using the products and services sold, which are included in the emissions identified as 'Scope 3'.

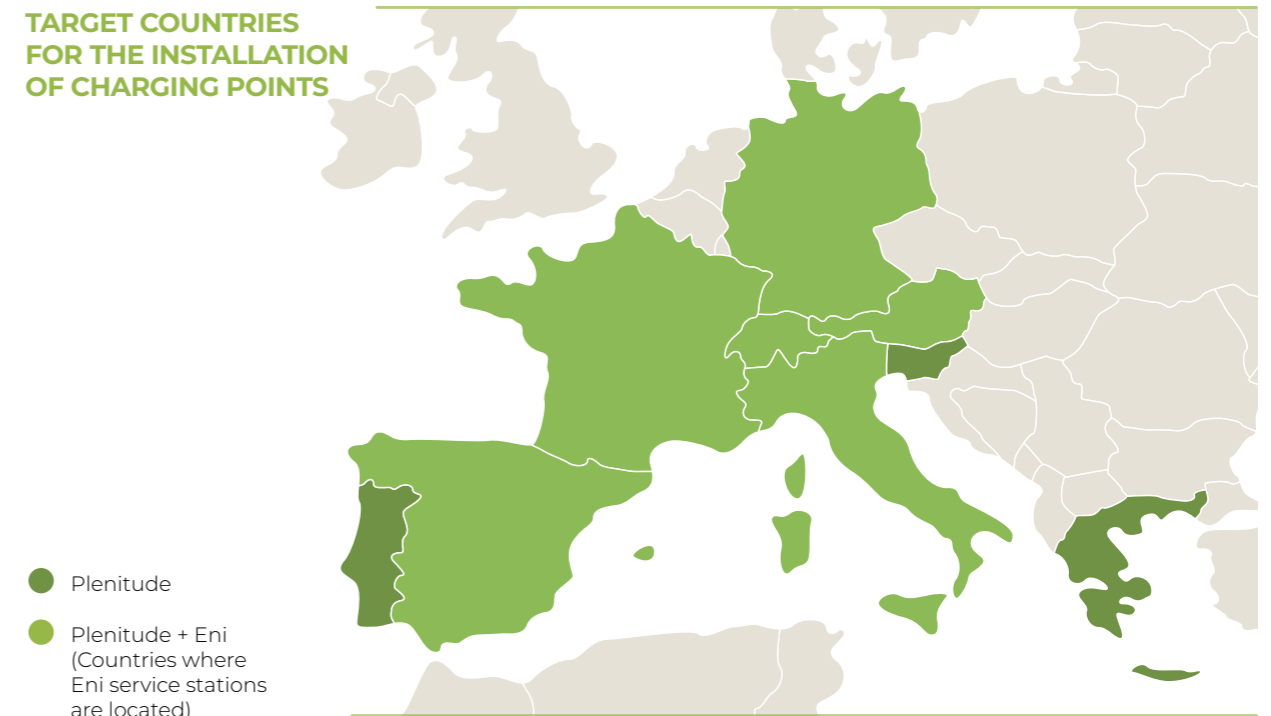
DISTRIBUTION OF BE CHARGE CHARGING POINTS IN ITALY



SECURED PIPELINE CHARGING POINTS BY COUNTRY



TARGET COUNTRIES FOR THE INSTALLATION OF CHARGING POINTS



c. 6,500
CHARGING POINTS
INSTALLED

c. 9,000
CHARGING
POINTS SECURED
PIPELINE

THE BE CHARGE APP

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.

The app was redesigned during 2021 to ensure the best customer experience. The "App" project has led to a significant growth of the customer base, observing an exponential increase in the downloads of the app compared to 2020.



4.2 Direct and indirect emissions

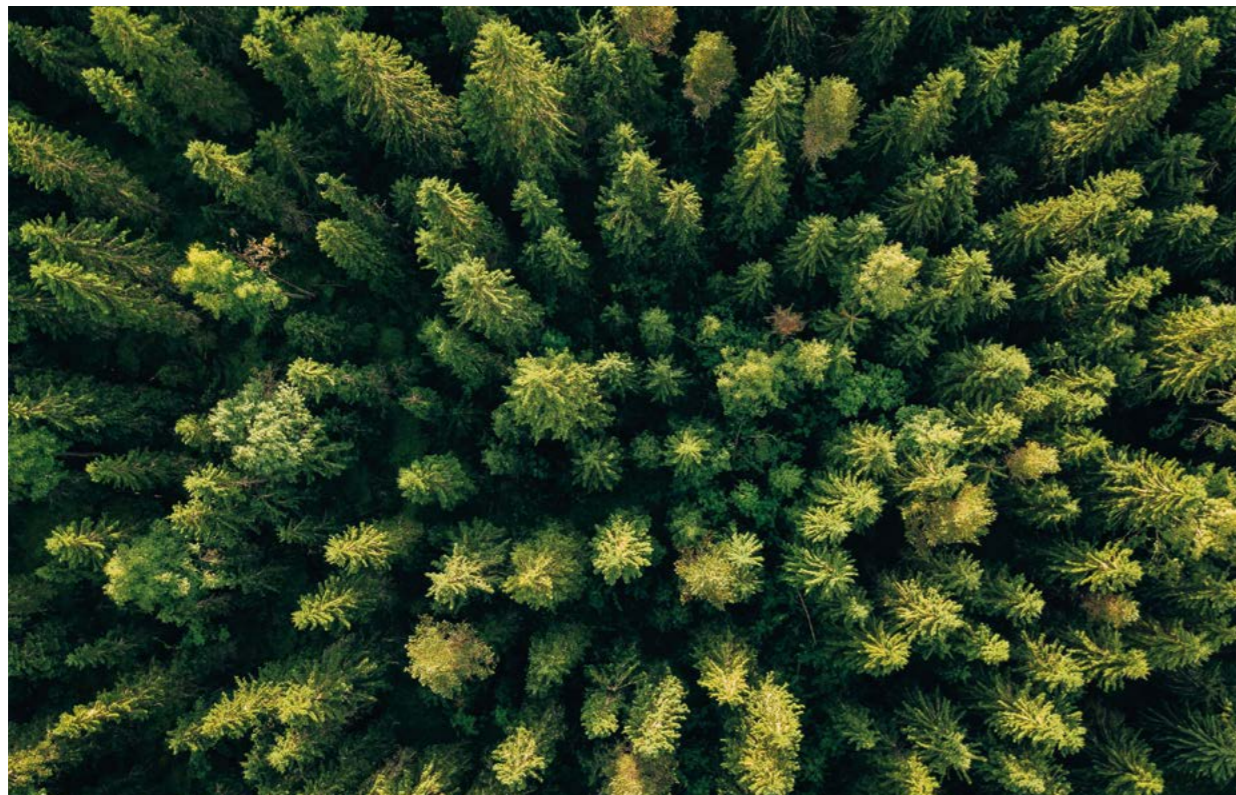


Plenitude's energy consumptions are mainly caused by the use of vehicles of the Company's fleet, the energy for heating and electricity used by offices, shops, as well as the utilities and auxiliary services of the photovoltaic and wind power plants of the business unit "Renewables".

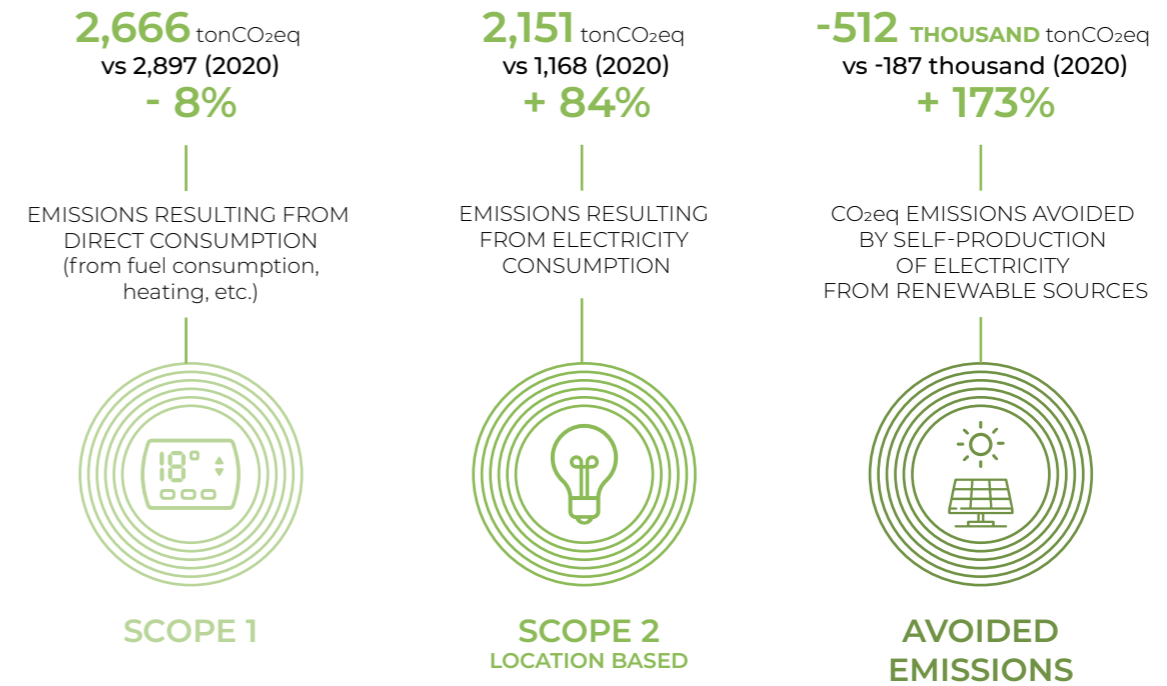
The **amount of consumptions**, including those related to the construction of plants to produce electricity from renewable sources, is **insignificant compared to**

the volumes of electricity produced by the plants themselves.

In 2021, the total energy consumption amounted to approximately 64,271 GJ, a slight increase compared to 2020 (+7%), which is mainly due to a more intense use of electricity by the Italian sites following the reopening after the lockdown in 2020 and to the expansion of the scope of consolidation as a result of the new corporate acquisitions that took place during the year.



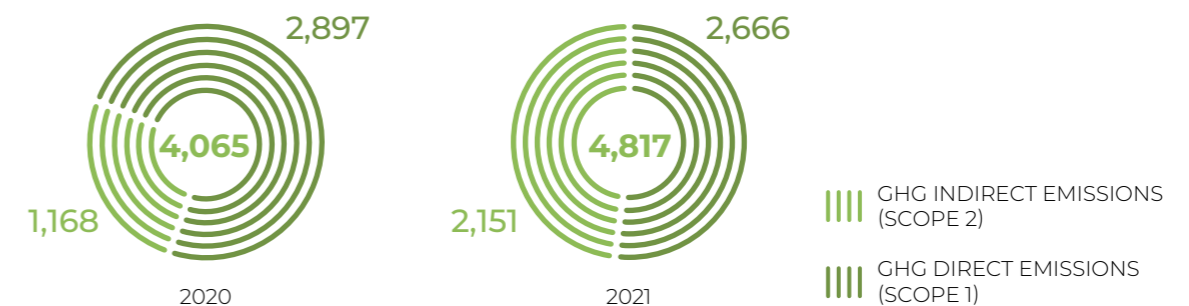
Plenitude's CO₂eq emissions in 2021



In 2021, fuel consumption has generated 2,666 tonnes Scope 1 CO₂eq emissions, a decrease of 8% compared to 2020, while the increased electricity consumptions have generated 2,151 tonnes of Scope 2 CO₂eq emissions, an increase of 84% compared to 2020, mainly attributable to the reopening of the Company's sites after the end of

Covid-19 emergency. At the same time, by producing electricity from renewable sources, Plenitude has avoided 512,000 tonnes of CO₂eq in 2021, a number that is significantly higher than the emissions generated directly (Scope 1) or indirectly (Scope 2) by the organization.

CO₂eq emissions in 2020-2021



05

BUSINESS SUSTAINABILITY

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The “**BUSINESS SUSTAINABILITY**” section presents the distinctive features of Plenitude’s activities, based on an offer of innovative and high-quality products and services, where Customer centricity and environmental protection play a key role.

Plenitude commits to anticipating Customers’ needs, creating innovative and digital products and services that can ensure a high level of quality and performance.

At the same time, the Company protects natural resources and biodiversity and integrates the ESG aspects across the entire value chain.



SDGs



OBJECTIVE	ESG TARGET
CUSTOMER CENTRICITY AND SATISFACTION	3.5X Net Promoter Score in Italy 2025 vs 2018
DEVELOPMENT OF DIGITAL SOLUTIONS TO REDUCE ENVIRONMENTAL IMPACTS	90% of new contracts signed on the digital channel in Europe in 2025 Approximately 40% of e-invoices in Europe in 2022
STRATEGIC SUSTAINABLE PROCUREMENT SCHEMES	Implementation of the Sustainability by Design strategy by 2023, which will see suppliers selected through competitions and processes based on ESG criteria
PROMOTING SUSTAINABLE OPERATIONS	3 Plenitude offices (in Milan, Rome, Pozzuoli) 5 flagship stores with LEED certification by 2023 BREEAM certification in the HQ in France

POLICY AND REGULATORY TOOLS

Code of Ethics; Supplier Code of Conduct; Eni's Declaration on Respect for Human Rights; Policy: "Sustainability", "The integrity in our operations", "Eni's Policy on Biodiversity and Ecosystem Services", "Our partners of the value chain". Environmental management system certified according to the standard ISO 14001:2015; Quality management system certified according to the standard ISO 9001:2015



5.1 Operative excellence supporting the Customer centricity

5.1.1 CUSTOMER SATISFACTION

For Plenitude, Customer centricity is a fundamental value, that has been included among the objectives of common benefit declared in the Company Bylaws. The constant and transparent dialogue and the building of strong and trustworthy relationships with Customers represent, therefore, critical drivers for development, aimed at deeply understanding the expectations and the needs of a customer base which pays increasing attention to business sustainability. Plenitude, by actively listening to the needs, commits to constantly improving the services offered and has structured a

monitoring system to catch the global **satisfaction level of Customers**.

Plenitude carries out periodical customer satisfaction surveys, based on interviews realized daily on a representative sample of Customers, through which they are asked to evaluate administrative aspects, such as resolution, that is the level of solution of problems, service satisfaction and Customer effort score (CES), an indicator assessing the extent to which the Customer feels at ease during the interaction with the Company.

Customer centricity is a fundamental value for Plenitude, declared in the Company Bylaws

PLENITUDE CUSTOMER SATISFACTION



The results confirm a general **increase in the degree of Customer satisfaction** on phone services: the service satisfaction index amounts to 85.9% (+1.2 compared to 2020); also, the “resolution” of procedures performed by the call center has increased from 85.3% in 2020 to 86.1% in 2021 (+0.8). Consequently, the CES (Customer Effort Score), an indicator that captures Customer satisfaction during the interaction with Plenitude, has continuou-

sly increased, reaching a score of 86.6 (+0.7) in 2021. In addition, in 2021, Plenitude has strengthened a **Customer Feedback Program**, oriented to listening to Customers in all touchpoints of the processes, where they interact with the Company, with the aim to align all people of the Company to the Customers’ expectations and needs, creating a common culture to transform the feedbacks received into value.

All Plenitude’s subsidiaries consider their Customers the engine of their own business and monitor the degree of Customer satisfaction in relation to their performances. Taking into consideration the different sectors where the subsidiaries operate, it is not possible to use a unique indicator to measure the Customer satisfaction’s performance. However, development paths for the evaluation systems have been launched, to implement tools to oversee the relation with the Customers in an efficient and improving way. For example, **Evolvere**, since 2021, submits a satisfaction survey regarding products and sale services and the installation of photovoltaic panels to its Customers and has set up a dedicated phone line, also supported by a digital assistance service through a chatbot. In addition, **Be Power** has developed a monitoring and assessment system on Customer satisfaction regarding the Customer’s experience in the use of recharging stations.

This process, based on the rating analysis and on the reviews left by users on the platform, aims at precisely detecting the appreciation of the network by specific areas and intervening widely with dedicated actions.

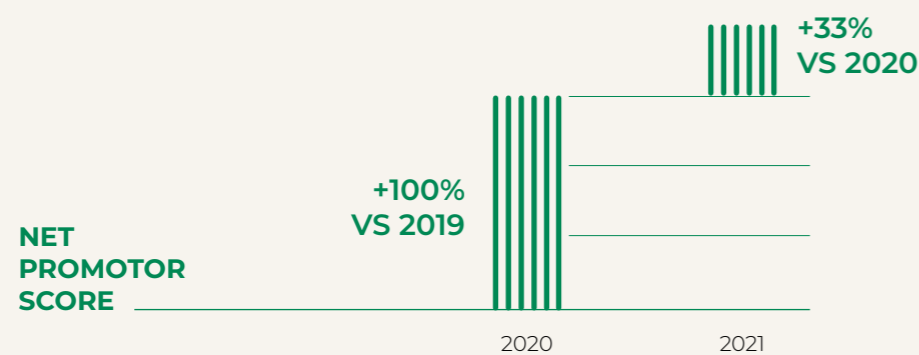
Over the last three years, digitalisation had a tremendous impact on the customer experience process, demonstrated by an **increase in the sales on the digital channel**, moving from 7% in 2018 to 34% in 2021. Starting from 2019, the Retail unit has relentlessly increased the number of digitally signed contracts across Europe. In 2021 84% of the sales were “paperless”, aiming at achieving 90% by 2025. At the same time, the percentage of **digital bills** raised from 24% in 2019 to 36% in 2021, thanks to the release of new digital assets, Plenitude is investing to strengthen this trend, with the goal of reaching the target of approximately 40% of digital bills by the end of 2022.

In 2021, Plenitude registered an increase in sales on the digital channel, moving from 7% in 2018 to 34% in 2021

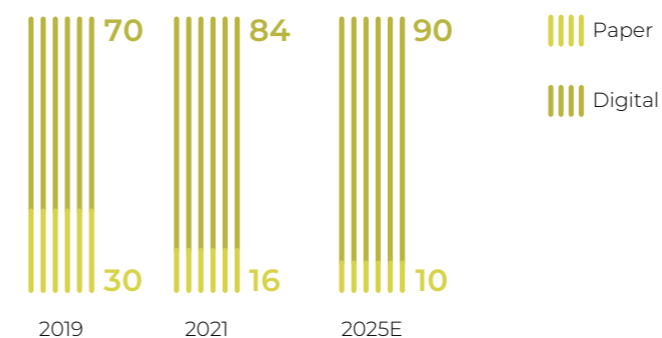
THE NEW CUSTOMER FEEDBACK PROGRAM DEVELOPED IN COLLABORATION WITH MEDALLIA

With the aim of offering an excellent customer experience, Plenitude uses innovative and dynamic instruments to focus on Customers’ needs. In this regard, Plenitude has developed a Customer Feedback program, in collaboration with **Medallia**, a leader in the Customer Experience Management (CEM) sector.

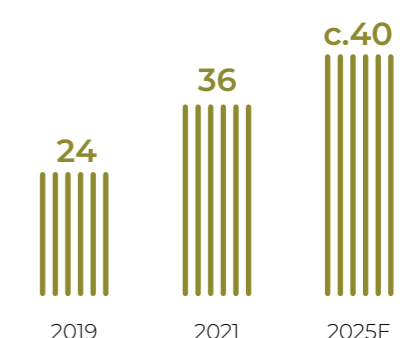
The program entails the use of a platform, which, integrated in the information systems, can deliver surveys through messages or emails to Customers, measure specific KPIs for monitoring satisfaction and interact with critical Customers to understand more deeply their feedback and integrate the suggestions within the business system. Among the monitored indicators, there is the **Net Promoter Score (NPS)**, an indicator that measures the probability that a customer would recommend Plenitude to a friend or a colleague. This indicator is useful to evaluate Customer satisfaction with the Company and the first surveys performed during 2021 show a **significant increase of the NPS** and a consolidated stability in the increase of the satisfaction level compared to 2020.



DISTRIBUTION OF NEW CONTRACTS BY TYPE OF SIGNATURE (%)*



DIGITAL BILLS**



*It includes Italy, France, Spain and Portugal, and Greece considering only the type of signature by contract (it does not include potential printed copies sent to the Customer). **It includes Italy, France, Spain and Portugal, Greece, and Slovenia.

5.1.2 QUALITY OF SERVICE AND PRODUCT

Correctness, transparency of the offer and accessibility to services and products are key elements to ensure high quality, not only to respond to Customers' needs efficiently and innovatively, but also to establish a strong and long-lasting relation of trust with them.

The Covid-19 pandemic has radically changed Customers' habits and, consequently, the ways they interact with the Company. Plenitude undertook all the necessary strategies to maintain adequate quality levels, in particular, by developing and implementing a new innovative service model ("We Care") aimed at the maximization of value creation and at the enhancement of the Customer Experience, in a win-win lo-

gic where benefits and risks are shared with the partners of Customer Care services.

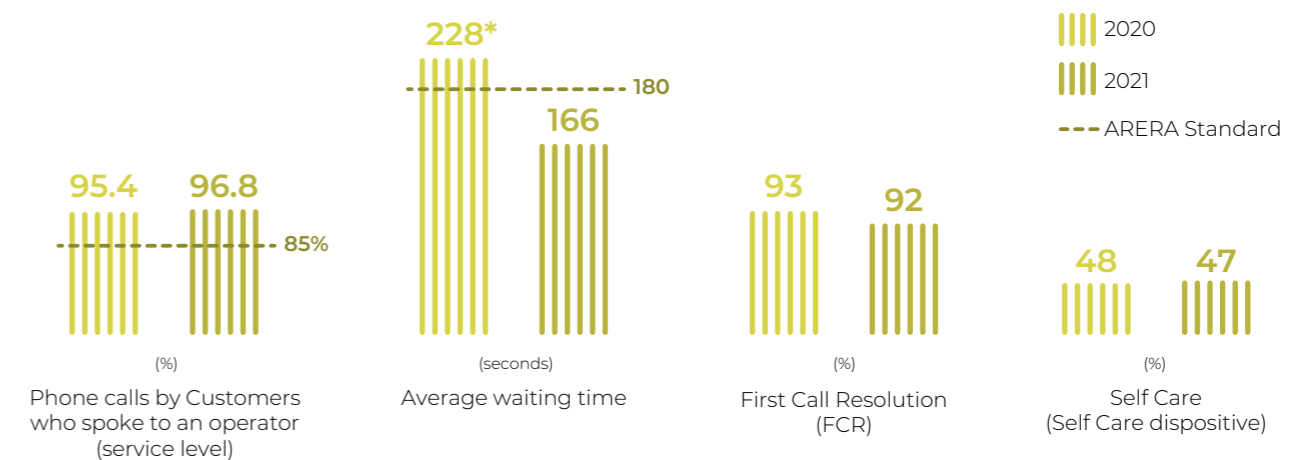
The continuity of activities has been guaranteed and the service quality has improved, thanks to the commitment and the determination of the human resources and the reorganization of the service model.

Customers' recognition is expressed through the results on the monitoring of Plenitudes' quality level, which includes the measurement of different indicators, adhering to the specific and general commercial quality standards for the sale and distribution organizations established by the Autorità di Regolazione per

Energia e Ambiente (i.e., The Italian Authority for the Regulation of Energy and the Environment, ARERA)²⁵. The assessment is integrated with the **First Call Resolution (FCR)** indicator, that is the percentage of problems that

have been solved during the first call, and the **Self-Care** indicator, the percentage of operations carried out independently by the Customers out of the total number of requested operations.

PERFORMANCE BY PLENITUDE'S CALL CENTER



*COVID-19 impact on average waiting times

THE NEW CUSTOMER CARE MODEL "WECARE"

In 2021, Plenitude has completed the implementation of WeCare, the new customized operating model to support Customers, which guarantees exclusivity, efficiency, and an immediate response to diverse needs.

The model foresees an innovative service built on the Customer centricity concept, which overcomes the traditional logics of customer management services' externalization, transitional remuneration and misalignment with suppliers' goals. Thanks to WeCare, Plenitude can guarantee the efficiency of interactions with the Customers through a simple, customized, and consistent architecture, creating a new model of shared value creation in the process of customer experience management. In 2022, the activation of an innovative service addressed to deaf people is expected.

In 2021, despite the general framework was still characterized by the pandemic, an **excellent service level** was registered. The percentage of Plenitude's Customers who spoke to an operator stood at 96.8%, recording a better result than the previous years, far exceeding the minimum target set by the Authority for the

Regulation of Energy and the Environment (ARERA) identified with 85%.

The average waiting time in 2021 also improved significantly, settling at 166 seconds compared to 228 in 2020, a year characterized, however, by lockdowns and the consequent reorganization of

25 - The commercial quality standards of the sale of electricity and natural gas are defined in the "Testo integrato della regolazione della qualità dei servizi di vendita di energia elettrica e di gas" (i.e., "integrated Text on the regulation of the quality of electricity and gas sales services, TIQV). The commercial quality standards referring to the gas and electricity distribution service are defined respectively by the resolutions: Text of the regulation of the quality of gas distribution and metering services (i.e., Testo della Regolazione della qualità dei servizi di distribuzione e misura del gas, RQDG). The text is integrated with the Testo integrato della regolazione output-based (i.e., integrated Text of regulation of electricity distribution and measurement services, TIQE).

the activity due to the different distribution of calls over the day. However, concerning the first call resolution (FCR), a substantially unchanged performance was recorded, which stood at 92% compared to 93% the previous year.

With regard to the operations carried out independently by Plenitude's Customers (**Self Care** - channels in the area: Web/App/IVR-Virtual Assistant/Smart speaker-Alexa/Chatbot). As the lockdown prevented the use of physical channels, 2020 was a record year for the percentage of dispositive Self Care. In 2021 the digital Customer base in Plenitude recorded the same level as the previous year, while the number of digital transactions in absolute value was higher than in 2020.

In compliance with the standards defined by ARERA relating to non-compliance with quality levels (which entails compensation to end Customers of automatic compensation), Plenitude has implemented a Joint Conciliation system (**Conciliazione Paritetica**), that is an out-of-court resolution procedure for disputes between the Company and Customers, compliant with the Alternative Dispute Resolution²⁶

method. The procedure can be activated via a simple online application on the site in reference to disputes arising from complaints relating to the sale and distribution of natural gas and electricity.

While dealing with Customers, the Company also maintains a direct contact with Consumer Associations, that can report the service failures and product malfunctions experienced by Customers. 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 CNCU²⁷ with the aim of strengthening the measures aimed at protecting consumers in the matter of unsolicited activations of electricity and natural gas and, more generally, in relation to conduct attributable to unfair commercial practices in the contract acquisition process.

In 2021 the "Unsolicited Activations Observatory" recorded **64 reports, a sharp decrease** compared to 2018 (206 in 2018). The number of cases for which Company was deemed as re-

sponsible follows the same trend, which decreased by almost 63% compared to 2018 (46 in 2021 and 124 in 2018).

FILOGIALLO: THE CHANNEL DEDICATED TO REPORTS FROM CONSUMER ASSOCIATIONS



To manage Retail Consumers' requests for information and claims, the representatives of the Consumer Associations can communicate with the Company through **Filogiallo**, a telephone channel dedicated to the operators of the Associations active since 2014.

Once the calling number has been recognized by the centralized call-center, the Consumers' Association representative can directly speak with an operator of a specialist team who responds to the requests. The service is active throughout the national territory and is available from Monday to Friday from 9.00 to 20.00.

The reports show a decreasing trend confirming Plenitude's commitment to guaranteeing an offer increasingly oriented towards providing its Customers with effective and high-quality dialogue tools.

26 - ADR is an Alternative Dispute Resolution (ADR) 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 in Italy a new regulation of ADR procedures is the legislative decree of 6 August 2015, n. 130 which transposed the ADR directive for consumers 2013/11 / EU.

27 - National Council of Consumers and Users (i.e., National Council of Consumers and Users, CNCU), a representative body of consumer and user associations at national level, was established by law no.281 of 30 July 1998, merged into the Code of consumption (legislative decree n.206 / 2005).

5.2 Innovation and digitalisation

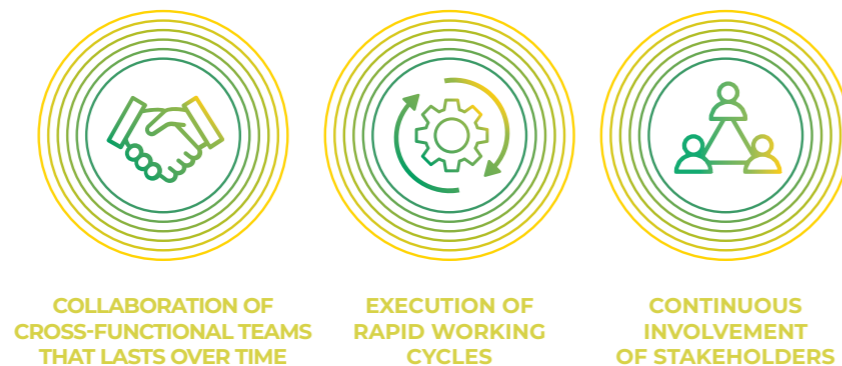
Innovation is a strategic driver for the value creation, enabling Plenitude's business to become increasingly integrated, efficient, and sustainable in the present and in the future

For Plenitude, research and technological innovation are essential elements for business development.

Through innovation and digital transformation, it is in fact possible to effectively fulfil sustainability objectives, while enriching the know-how and skills within the organization and stimulating a

continuous evolution of the services offered.

In Plenitude, **business agility**, that is the ability of an organization to quickly reconfigure its structure, strategy, skills, and technologies to seize business opportunities, leverages on three key points:



COLLABORATION OF CROSS-FUNCTIONAL TEAMS THAT LASTS OVER TIME

EXECUTION OF RAPID WORKING CYCLES

CONTINUOUS INVOLVEMENT OF STAKEHOLDERS

This process is guided by the **Open Energy department**, dedicated to the integration of the agile model at scale in the various functions of the Company. In 2021, 30 cross-functional teams were created thanks to a structured coordination and a proactive exchange of ideas, they made it possible, among others, to:

- improve the overall governance of the evolution of processes and systems and achieve a **greater level of corporate flexibility** by continuously monitoring the activities linked to the priority strategic objectives;
- increase **business efficiency** by improving time to market, thanks to a reduction in the release time of new products (from six months to



an average of 30 days) and in the activation times of a new customer (-45%), enhancing the distinctive skills and competences of Plenitude;

- improve **team productivity** (lower costs and production times), measured periodically to identify dedicated training plans;
- rethink the **design** of products and services with a **design thinking** approach geared to Customer needs and to reduce the impact on the environment.

In addition, to involve the entire Company's population in the transformation process, Plenitude organized multiple **training initiatives for employees** on the evolution of the operating model and an annual meeting with partners regarding the technological developments that make it possible. 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.

5.2.1 INNOVATION

To guide change in a constantly evolving external context, Plenitude seeks innovations capable of promoting the sustainable development of new operational and technological solutions, also thanks to the creation of **dynamic partnerships with startups** and reference companies in the sector, with a view to seizing stimuli and integrate contaminations from the outside world. With this purpose, Plenitude's **Open Innovation function** researches functional innovations for all business areas (Retail, Renewables, and e-mobility) on some specific topics, including

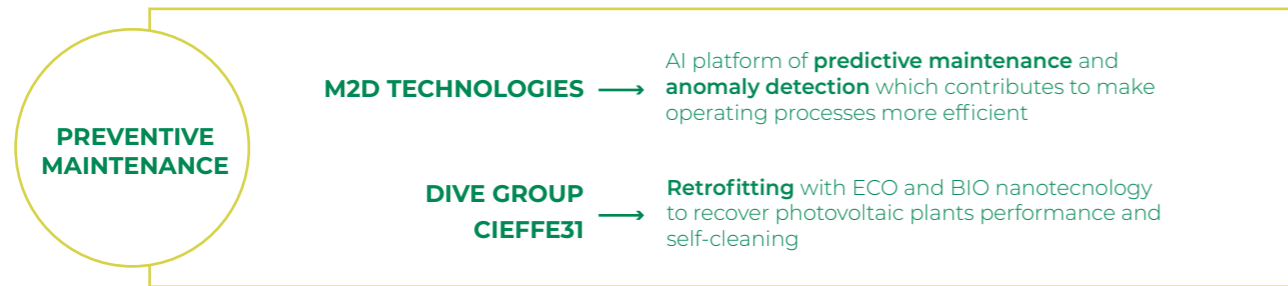
sustainable mobility, predictive maintenance, renewable generation utility scale, distributed generation, storage, energy aggregation & flexibility and energy efficiency.

The function collects innovation needs and intercepts the development guidelines of all Plenitude's business areas to determine the need for innovation at the Company's level. Moreover, it searches for start-ups and solutions capable of responding to the identified needs, also through the creation of synergies with internal stakeholders (including

Eni entities, such as Joule or Eni NEXT) and participation in national and international programs such as Open Italy or Mind the Bridge, with the ultimate goal of

feeding a real innovation ecosystem that ensures scale-up and business resilience.

Among the partnerships launched in 2021, the following should be highlighted:



700 thousand euro invested in 2021 for the research and development activities on Renewables

5.2.2 RESEARCH AND DEVELOPMENT

In a rapidly evolving context, such as the energy market, Plenitude supports the development of the business with technological and digital innovation factors, able to carry out its strategic projects in a smart and efficient way. In 2021, **research and development activities in the Renewables business area** (especially photovoltaic systems), conducted by Eni's

Research and Development department in coordination with the business lines involved, were mainly focused on four areas: site, energy efficiency, advanced data analytics and outdoor facility test. Overall, in 2021, Plenitude invested more than 700 thousand euros in these activities.

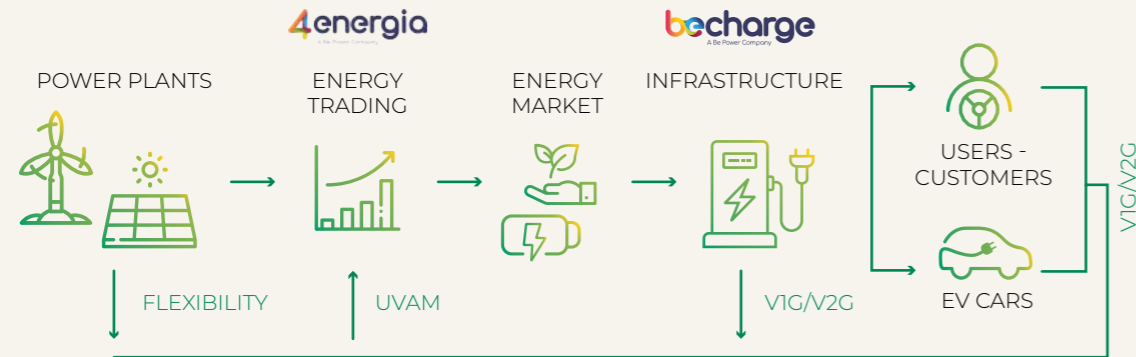
<p>ON-SITE INSPECTIONS</p>	<p>Experimentation of two different inspection techniques of photovoltaic systems:</p> <ul style="list-style-type: none"> Thermography²⁸ with the use of a drone or an aircraft which, compared to traditional thermography on the ground, allows the mapping of a greater number of modules in less time with a significant increase in the efficiency of operations as well as the safety of the operator; Inspection with electroluminescence that allows to obtain images with a higher definition and therefore to intercept a greater number of defects at the module and photovoltaic cell level.
<p>ENERGY EFFICIENCY</p>	<p>Experimentation of the anti-reflecting coating, a substance applied on the front glass of the photovoltaic modules that allows to reduce the amount of radiation reflected by the module, and which therefore cannot be converted into electrical energy, increasing the conversion efficiency of the photovoltaic module and consequently the production.</p>
<p>ADVANCED DATA ANALYTICS</p>	<p>Massive analysis of the operational performance data of photovoltaic systems through specific algorithms that allow to:</p> <ul style="list-style-type: none"> identify, quantify, and categorize the performances below a specific threshold (under performance) and to implement the appropriate actions to mitigate energy losses; identify the deterioration trends of the system components by anticipating possible failures; investigate specific phenomena of production loss such as the accumulation of residues on the modules, the shading of the panels and losses related to operating anomalies of the tracker systems.
<p>FACILITY TEST OUTDOOR</p>	<p>Development of outdoor testing activities on the components of photovoltaic systems, thanks to the construction of a Solar Lab in Novara at the Eni Research Center for testing standard photovoltaic components in various outdoor environmental conditions. The system is compact, modular, easy to install and replicate in other sites. Downstream of future measurement campaigns, the Renewables business area will exploit this information for a more precise calculation of the future productivity of new plants and to define site-specific procurement scenarios.</p>

28 - Analysis technique based on the acquisition of infrared images.

BE CHARGE TO SUPPORT THE RESILIENCE OF THE GREEN ELECTRICITY GRID

The growing use of renewable energy sources, which are by their very nature characterized by a significant level of uncertainty, and the progressive electrification of consumption can cause criticalities to the electricity system. To guarantee the stability and flexibility of the electricity grid, in the face of a progressive decarbonisation of the energy mix, **Demand Response** initiatives have been created in all advanced electricity markets in recent years, favoring the integration of renewables in the electricity system and allowing the generation of social and environmental benefits.

In the last years, **Be Power** has been able to offer independent production plants and industrial Customers, as well as obviously the Customers of its own charging infrastructures, the possibility of benefiting from additional remuneration for **flexibility services lent to the electricity grid**. In 2021, Be Charge managed authorized resources for **more than 30 MW**, both related to third-party production plants and to a part of its charging infrastructure, supporting the stability of the electricity grid and ensuring more efficient use of infrastructures and energy resources.



5.2.3 DIGITALISATION

Innovation in the agile business process management is enabled and accelerated by a process of internal digitalisation of assets. Thanks to the **Digital Acceleration** project, Plenitude has outlined its own digital transformation path, leveraging a defined strategic di-

rection and a reference technological roadmap, with the aim of accelerating digitalisation in certain areas of intervention

Firstly, the Company aims at strengthening the technological evolution of **digital assets** (internal

and client-facing), by acting on selected applications, with a view to creating a **new architecture of Company portals** and tools available to Customers (ICT & Cloud Architects, app and portal web etc.). At the same time, Plenitude aims at accelerating the development of the **self-care framework**, to introduce features with high

added value both for the internal management of processes and available to the customer. Finally, thanks to its Digital Acceleration strategy, Plenitude wants to exploit the opportunities of digitalisation to review post-acquisition processes and make their management more efficient.

THE VALUE OF DATA FOR PLENITUDE IN THE DIGITAL TRANSFORMATION JOURNEY

The gathering, analysis, and management of data in the era of digital transformation are essential elements for a resilient business development, capable of responding to the challenges of an ever-changing external context. In this sense, Plenitude has equipped itself with an **integrated data management system**, led by a multifunctional team, based on five key pillars: Data Governance, Advanced Analytics, Data Engineering, Stream Data and Consumer Research and Insight.

DATA GOVERNANCE	Data Governance processes are the foundations for controlled and correct access to data, facilitating and increasing confidence in their use thanks to a proactive management and control approach. Through effective data governance, it is also possible to assist stakeholders, thanks to a clear assignment of the ownership , governance of the data life cycle and greater coordination of data platform cloud tools .
ADVANCED ANALYTICS	On a technological level, the path undertaken by Plenitude to convert traditional business intelligence tools into Advanced Analytics represents a key element of the Company's competitive advantage, allowing it to strengthen the automation of the process, reducing costs and increasing its value .
DATA ENGINEERING	Plenitude's Data Engineering strategy focuses on three priority topics: the development of automatic tests to ensure greater programming quality, the more effective definition of programming elements according to a "brick" logic, and, finally, the promotion of fast and continuous delivery methods, identifying business opportunities already from the prototype stage.
STREAM DATA	Stream data is Plenitude's laboratory for digital innovation and experimentation, where the Data Platform , a platform capable of responding to all analytical and transformation needs , was conceived to redesign the processes in place to translate data into information in a simple and autonomous way.
CUSTOMER RESEARCH AND INSIGHT	Customer Research and Insight is the window for observing the customer and the market, thanks to which Plenitude develops scenario analysis (energy, mobility, for consumer sentiment), monitors branding and customer satisfaction, carries out ad hoc research and develops partnership for innovation and development.



5.3 Sustainable management of natural resources

5.3.1 WASTE MANAGEMENT

-23% total waste produced compared to 2020

Adequate waste management, based on the principle of circularity and valorization of secondary raw materials, plays a fundamental role in the sustainable development of the business activities of each Company. In compliance with the territories where it operates and with a view to **continuous improvement of environmental performance**, Plenitude manages the waste generated by the operational processes of the various business areas through

the planning of operational activities and the disposal of all excess substances and materials, reducing the impact on the environment where possible.

The waste produced by Plenitude is mainly generated by the installation and maintenance of energy production plants from renewable sources and during other construction site activities. Particular attention is paid to the waste generated by the

latter activity, such as excavated rocks and soil, which are reused in a circular economy perspective. It should be noted that the nature of Plenitude's operations generally implies that the waste produced by the normal activities carried out by contractors (i.e.: construction site activities or plant management with Engineering, Procurement and Construction contract -EPC-, with turnkey contract or Global maintenance service) are legally held by the contractors, therefore such waste does not fall within the scope of Plenitude's reporting.

The waste produced in 2021 amounted to approximately 4.1 thousand tons, a decrease

of 23% compared to the previous year (approximately 5.3 thousand tons in 2020). This is mainly due to lower excavation and construction activities by the Renewables business area and to the fact that, given the same pipelines built by the Company Adriaplin, part of the construction sites in 2021 were shared with municipal companies, that are then considered waste producers. The production of both hazardous and non-hazardous waste decreased compared to 2020, by 71% and 23% respectively, with a **considerable increase in the share destined for recovery** and a 49% decrease in non-hazardous waste disposed of in landfills.

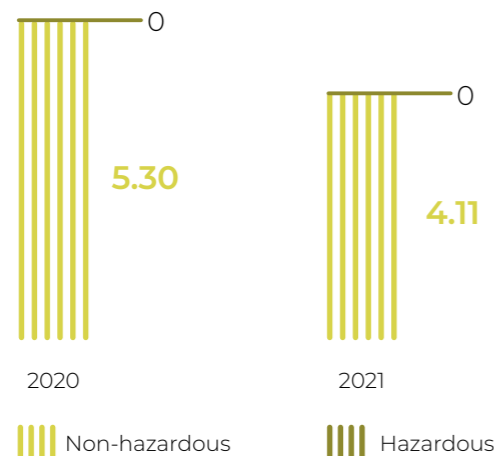
-49% non-hazardous waste disposed of in landfills compared to 2020

5.3.2 WATER RESOURCE MANAGEMENT

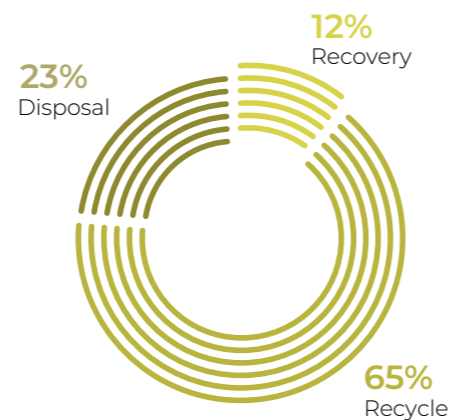
With respect to the sustainable management of water resources, Plenitude prefers to opt for the supply from **sources that do not fall within the areas with water stress**, to achieve the efficiency and water resilience of its business activities. Given the type of activities carried out, water consumption is not very significant, in fact, water is mainly used for cleaning the photovoltaic panels and for some construction site-related activities

in the Renewables business area (for example, the suppression of dust in compliance with regulatory requirements), while, within the Retail perimeter, water withdrawals are essentially attributable to toilet facilities located in the offices. Therefore, given the insignificance of the data, the information relating to Plenitude water withdrawals and consumptions are not included in the 2021 reporting.

TOTAL WASTE (THOUSANDS OF TONNES)



DESTINATION OF NON-HAZARDOUS WASTE





Plenitude applies the Mitigation Hierarchy to prioritize the preventive mitigation measures

5.3.3 BIODIVERSITY

Energy organizations operating on an international scale, such as Plenitude, interact with a wide variety of natural, marine, and terrestrial ecosystems, characterized by different ecological sensitivities and different regulatory contexts. There is a strong interdependence between the environment and organizations operating in the energy sector, due to the use of natural resources in the area where they operate and the influence they exert on habitats and species during the life cycle of a project. The way a Company operates in relation to the territory, and how its sites and activities interact with biodiversity, not only affect operating costs, but can also impact on the sustainability of the business, and potentially, the reputation of the entire sector. The conservation of biodiversity and ecosystem services (BES) is therefore of critical importance for Plenitude and its stakeholders.

Large renewable energy plants can have direct impacts, intended as effects on the natural environment directly associated with the physical presence of plants and infrastructures, as well as indirect ones. The latter can extend outside the boundaries of the site or even the concession for a very long period of time and are often more difficult to manage.

Through the application of the **Mitigation Hierarchy**²⁹, Plenitude prioritizes preventive mitigation measures, monitoring their effectiveness and adapting the management approach based on the results observed, to avoid the loss of biodiversity. The Hierarchy, implemented in accordance with Eni's³⁰ biodiversity and ecosystem services management policies, provides for the sequence of four key actions:

AVOID	MINIMIZE	RESTORE	OFFSET
Measures to avoid creating operational impacts from the outset , such as careful positioning (spatial and temporal) of the infrastructures designed to completely avoid the impacts on certain BES components.	Measures to reduce the duration, intensity and/or extent of operational impacts (direct, indirect, cumulative) that cannot be completely avoided, as far as possible.	Restoration of an area to a state in which the composition, structure, and functionality of the ecosystem/habitat previously present prior to the activities carried out on the site are re-established . These include, for example, the restoration of vegetation.	Measures to offset significant residual impacts , that are those negative impacts that cannot be avoided, minimized and / or restored, to avoid any loss of biodiversity. Compensation can be, for example, management interventions of degraded habitats or Protected Areas, to restore them, reverse their degradation or decrease their risks, protect areas where there is an imminent or expected loss of biodiversity.

In 2021, Plenitude conducted a **first mapping of protected areas or priority areas for the conservation of biodiversity (KBA - Key Biodiversity Areas)**, that are those areas that significantly contribute to the global persistence of biodiversity, on land, freshwater or in sea water.

The analysis of the mapping of Plenitude's operating sites has shown that overlap (even par-

tial) with protected areas or with KBAs concerns 10 sites, while 23 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, there is overlapping of operational activities with natural sites belonging to the UNESCO World Heritage (WHS)³¹ or sites covered by the Ramsar Convention.

29 - The sequence of actions to prevent and avoid impacts and where not possible, minimize and, when impacts occur, restore and where significant residual impacts remain, compensate for biodiversity-related risks and impacts on communities and the environment. CSBI, An Intersectoral Guide to Implementing the Mitigation Hierarchy, 2015.

30 - Annex E-F, Management System Guidelines - HSE | Biodiversity and ecosystems

31 - WHS, World Heritage Site.

5.4 Sustainable supply chain



Plenitude is committed to integrating sustainability principles within its purchase strategy and in the relationships with its suppliers, addressing **social and environmental responsibility** issues along the supply chain. For this reason, Plenitude has adopted a structured process for dealing with its suppliers, with the purpose of developing stable long-term relationships with strategic industry partners, as well as ensuring innovation and continuous improvement of its operations.

Plenitude's complex and articulated supply chain can be divided into four **macro-categories**: purchase of commodities and certificates (natural gas and electricity, guarantees of origin and carbon credits), provision of goods, services and interventions for renewable energy plants, supply of charging stations for e-mobility and purchase of goods, services and interventions that support corporate and B2C/B2B business activities.

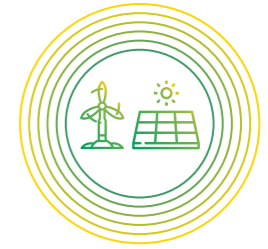


COMMODITY (ELECTRICITY AND NATURAL GAS) AND CERTIFICATES (GUARANTEES OF ORIGIN AND CARBON CREDITS)

- **Supply of electricity** in Italy both through the energy market (via the Power Exchange managed by Gestore dei Mercati Energetici - GME) and third-party producers, including Eni. Withdrawal transmitting **contracts**³² **subscribed** with TERNA. In other European countries, implementation of electricity sale and purchase agreements with **third-party suppliers** and trusted partners.
- A **purchase contract with Eni for gas procurement** has been signed in Italy and France, while in other European countries (Greece, Spain, and Portugal), gas is purchased through third-party suppliers.
- Procurement of **certificates**: guarantees of European origin certifying that energy is generated from renewable sources and carbon credits (including from Eni's REDD+ deforestation projects) that offset CO₂ emissions.

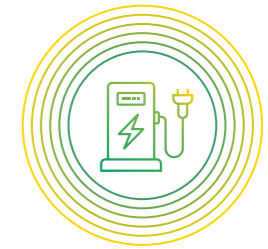
WIND AND PHOTOVOLTAIC PLANTS

- Construction and turning on of proprietary plants for the generation of energy from renewable sources following **tender** procedures or stipulating **supply contracts**, implemented, and managed according to Company's policies and in compliance with legislation.
- Strong relations established with qualified suppliers and producers of specific components, such as wind turbines and photovoltaic panels.



CHARGING STATIONS

- Purchase of charging from third-party suppliers and installation by means of tender contracts with qualified third-party installation service providers, while the connection between charging points and the energy infrastructure is carried out through a special request to the distribution grid.



CORPORATE, B2C AND B2B

- Establishment of **partnerships and relationships with qualified suppliers** for the purchase of a variety of goods and services that support business development, ensuring its continuity and efficiency. These include information technology services, administrative, accounting and marketing services, operation-related goods, and services.

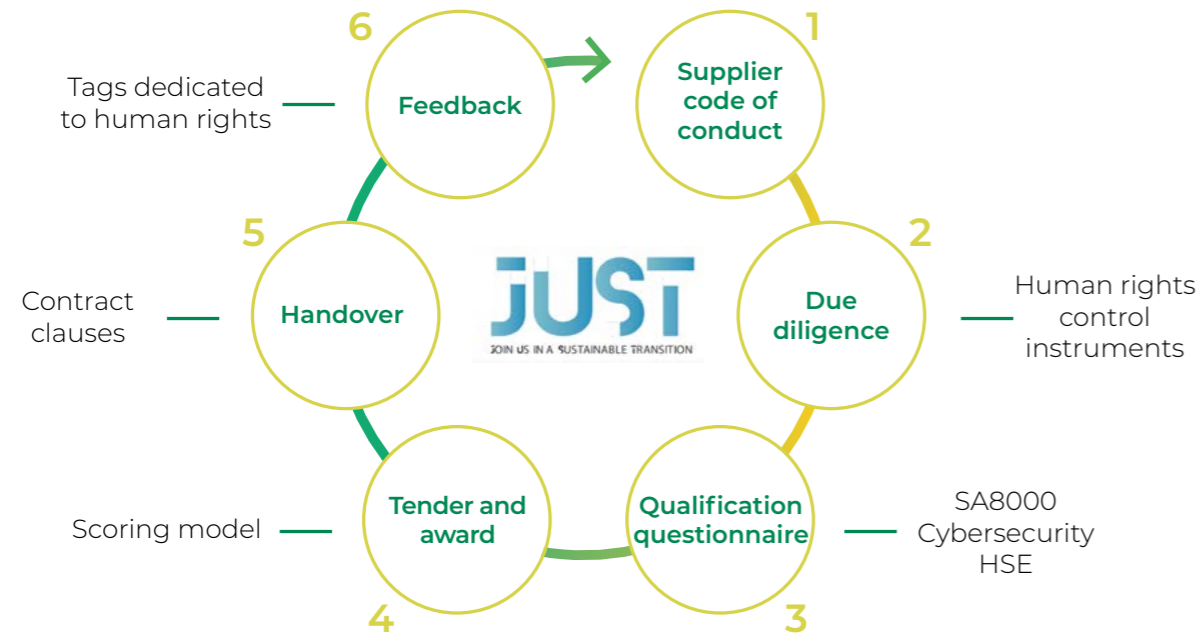


In purchasing natural gas and electricity, Plenitude complies with the regulatory and procedural requirements defined by energy-sector competent bodies. At the same time, the Company adopts criteria for the qualification and selection of other goods and services suppliers, to assess their ability to meet the Company's standards on reliability, ethics, health and safety, environmental protection, human rights, and cyber security. Plenitude has adopted the **JUST (Join Us in a Sustainable Transition)** approach defined by Eni, with the aim of involving its suppliers in the sustainability process, focusing on topics related to social protection, economic and territorial development. Social promo-

tion and **protection of human rights** along the supply chain is ensured through the adoption of a transparent, impartial, and non-discriminatory behaviour based on an assessment and monitoring model, developed according to a **risk-based approach**, with the purpose of identifying, preventing and mitigating the risks of breach of human rights protection regulations in the procurement process. The risk-based approach allows the segmentation of qualified suppliers according to potential Country and product risk. Thanks to this model, Plenitude is able to apply differentiated control measures based on the level of risk, using criteria inspired by the highest international standards.

³² - Withdrawal dispatching contract regulates the access modalities to the grid concerning the electricity supply at withdrawal points; Injection dispatching contract regulates the access modalities to the grid concerning the electricity supply by production units.

CONTROL MEASURES TO ENSURE RESPECT FOR HUMAN RIGHTS IN THE PROCUREMENT PROCESS



1. SUPPLIER CODE OF CONDUCT

Published in 2020, it sets out the principles contained in the Code of Ethics for suppliers who are required to sign it during the self-applications/qualification or awarding of contracts, recognising and protecting the value of people and the prohibition of any kind of discrimination.

2. DUE DILIGENCE

Introduction of keyword search strings dedicated to possible human rights violations in the reputational analysis of counterparties. To support due diligence on human rights, Eni has implemented a risk-based model to segment qualified suppliers according to a potential risk of human rights violations in consideration of the risks related to the Country and the activities carried out.

3. QUALIFICATION QUESTIONNAIRE

Verification of professionalism, technical-operational capacity, ethical, economic and financial reliability, health, safety, environmental protection, respect for human rights, by filling in a special section inspired by the SA8000 standard and cyber security to minimise the risks inherent in working with third parties.

4. TENDER AND AWARD

Definition of any minimum human rights requirements necessary for the evaluation of bids (scoring model) and the subsequent award of the tender. Strengthening of contractual clauses guaranteeing respect for human rights, including the possibility of specific audits of the supplier's activities.

5. HANDOVER

Transmission to the contract manager of all relevant information, including the indication of the contractual clauses protecting human rights, in order to allow actions aimed at the optimal management of the contract also in relation to the protection of human rights.

6. FEEDBACK

If critical issues are identified, improvement actions are requested or, if minimum standards of acceptability are not met, limitations or inhibitions are placed on the invitation to tender. Inclusion of dedicated tags in the system, in order to periodically detect which reports have led to action being taken against the supplier and in respect of which human rights violations.

By adhering to the JUST approach, Plenitude is therefore equipped with a structured system for the selection and qualification of suppliers based on social criteria according to which each supplier subscribes to the Eni Supplier Code of Conduct. By ratifying the document, they commit among others, to recognize and protect the value of people and prevent any kind of discrimination. 100% of Plenitude's suppliers³³ are selected in accordance with the social criteria defined by the Just

process and, to ensure that the qualification requirements are maintained over time, suppliers are continuously monitored and periodically subjected to the evaluation process.

All of the subsidiaries have undertaken an adjustment process to Plenitude's procurement procedures, to strengthen the involvement of their suppliers in a shared path lead by ethics, reliability and transparency.

100%
new suppliers
assessed
according to
social criteria

OPEN-ES: A DIGITAL PLATFORM FOR MANAGING A SUSTAINABLE SUPPLY CHAIN

Digital platform, developed in partnership with Google and Boston Consulting Group (BCG), open and dedicated to all suppliers interested in embarking on the path of fair and sustainable energy transition, with the aim of pooling and exploiting information, best practices, and sustainability models across the entire ecosystem of companies, in a collaborative and non-competitive spirit, for common growth in terms of present and future sustainability. This platform is based on the metrics defined by the World Economic Forum in the framework of the "Measuring Stakeholder Capitalism" initiative, with a simple, flexible approach suitable for all realities present in the energy industry chain, from SMEs to big players.

In the future, Plenitude intends to extend its transformation process to supply chain management through the development of a new **Strategic Sustainable Sourcing** model, that will overcome the logic of mere compliance. Through a "Call for Sustainable Procurement" model, the

project approach entails building a sustainable procurement framework together with suppliers and partner that will accompany them in the transformation process, attracting new partners aligned to Plenitude's ESG principles.

33 - The scope of the analysis consists of all suppliers of Plenitude Società Benefit SpA whose Vendor Management function is centralised, i.e., all Italian suppliers, mega suppliers and international suppliers.

06

PEOPLE

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Plenitude's **"PEOPLE"** are the driving force of the Company.

For this reason, Plenitude takes care of them by respecting diversity, integrating all individuals, and offering personal and professional growth opportunities to develop skills and improve talent.

Moreover, Plenitude safeguards the physical and mental health of all people involved in the Company, through the implementation of health and safety monitoring systems.



SDGs



OBJECTIVE

PROMOTION OF DIVERSITY AND INCLUSION INITIATIVES

ESG TARGET

50% women across total employee base in 2025

100% equal pay between men and women in 2025

EMPLOYEE EXPERIENCE PLATFORM PROGRAM

Development of "Well-being&Engagement", "Purpose&Alignment", and "Culture&Communication" initiatives by 2023

DEVELOPMENT OF CONTINUOUS TRAINING PROGRAMMES FOR EMPLOYEES

25 hours of training per employee in 2025

6,500 hours of digital upskilling in 2022 (+50% participants vs 2021)

POLICY AND REGULATORY TOOLS

Code of Ethics; Eni's Statement on Respect for Human Rights; Policy: "Sustainability", "Our people", "The integrity in our operations", "Zero tolerance policy"; "Global Framework Agreement on International Industrial Relations and Corporate Social Responsibility"; MSG: "Whistleblowing Reports received (including anonymously) by Eni SpA and by its subsidiaries in Italy and abroad". Occupational health and safety management system certified according to standard ISO 45001:2018.

6.1

Respect for all our people



People represent a strategic asset for Plenitude, which is committed to fostering a management model oriented to **the safeguard and the enhancement of each individual.**

Plenitude considers its people the image and the soul of its business, and recognizing their value, it strives to make them feel involved and valued. Indeed, business development cannot overlook the well-being of its people, who make it possible.

As such, Plenitude commits to listening to people's needs, by **involving and respecting them**, and to enriching their personal

satisfaction and skills. Moreover, Plenitude commits to ensuring a **safe and inclusive working environment**, where diversity is a valuable element in the business' growth path and where everyone can express his skills and talent at his/her best.

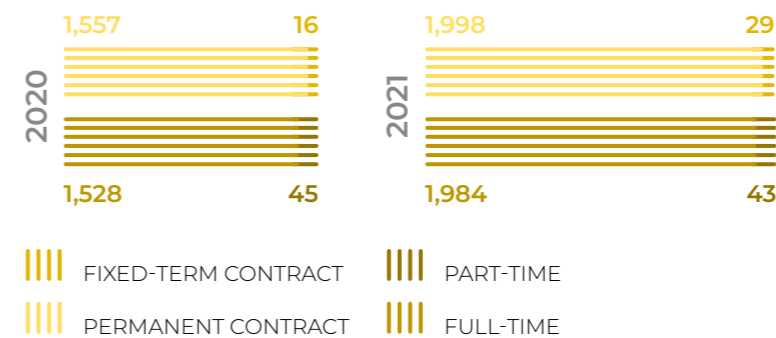
At the end of 2021, Plenitude's³⁴ workforce amounted to 2,027 employees, marking a 28.8% increase in staff compared to 2020, mainly due to the expansion of the Company's perimeter.

Of these, 1,427 (70%) work in Italy, while 600 (30%) work in subsidiaries abroad.

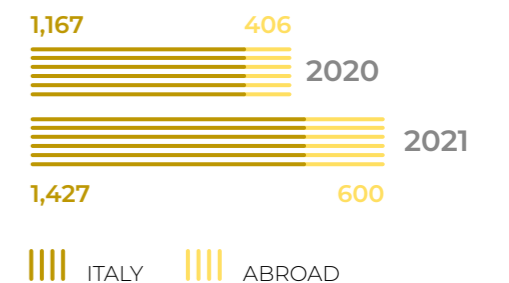
2,027 total employees by the end of 2021

194 employees hired with permanent contracts in 2021

EMPLOYEES BY EMPLOYMENT CONTRACT AND TYPE

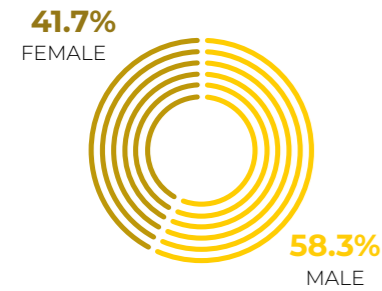


EMPLOYEES IN ITALY AND ABROAD

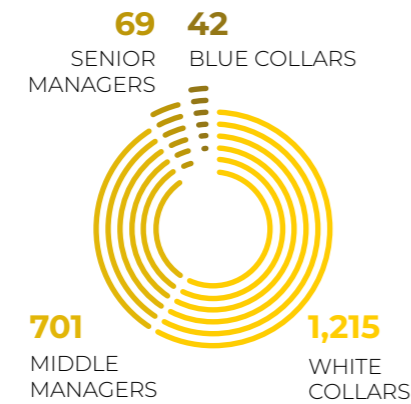


34 - Data includes details concerning the following Companies: EGL Spa, SEA, Evolvere, Eni New Energy, GEMS, Be Power, ADRIAPLIN Podjetje za distribucijo zemeljskega plina d.o.o. Ljubljana, Aldro Energía y Soluciones, SLU, Eni gas & power France SA, Gas Supply Company Thessaloniki-Thessalia SA Instalaciones Martinez Diez, SLU, Arm Wind LLP, Eni New Energy US Inc., Eni Plenitude Renewables France SAS, Eni Plenitude Renewables Spain SLU.

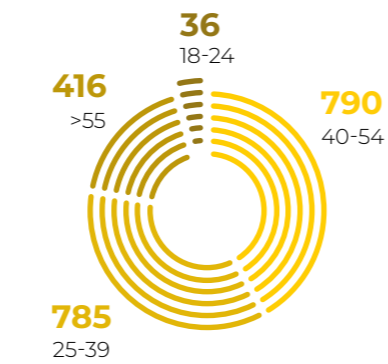
EMPLOYEES BY GENDER



EMPLOYEES BY PROFESSIONAL CATEGORY



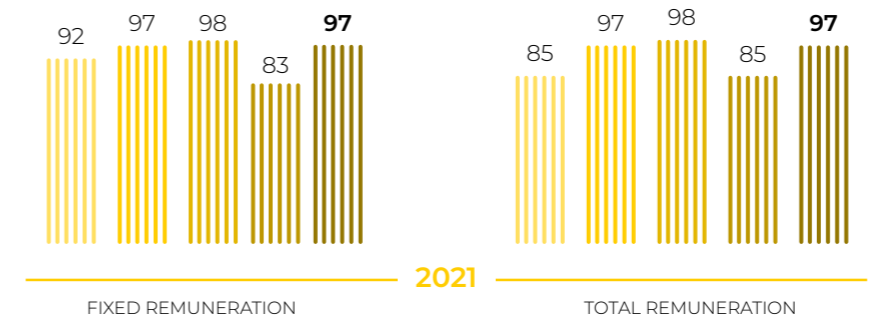
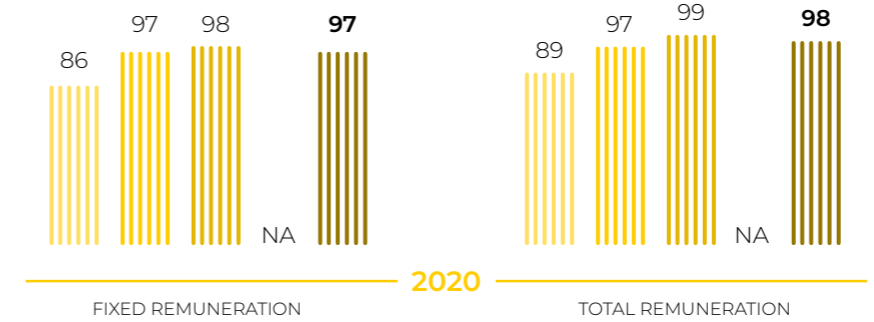
EMPLOYEES BY AGE GROUP (NUMBER)



meritocratic principles and respect for equal opportunities; aiming

at overcoming the gender pay gap, to guarantee pay equity.

TOTAL GENDER PAY RATIO



- ||| SENIOR MANAGER
- ||| MIDDLE MANAGER / SENIOR STAFF
- ||| WHITE COLLAR
- ||| BLUE COLLAR
- ||| TOTAL GENDER PAY RATIO

6.1.1 DIVERSITY AND INCLUSION

97 Total Gender Pay Ratio by fixed and variable remuneration

Plenitude strongly believes in **celebrating diversity without distinctions** based on gender, ethnicity, nationality, religion, political affiliation, mental and physical diversity, sexual orientation, health condition, age, or any other personal aspect. By subscribing to Eni's Code of Ethics, which guides and regulates the conduct underlying the management of its people, together with the "Our People" Policy, Plenitude is committed to implementing organizational models based on the respect for equal opportunities and the prevention of any kind of discrimination.

The Company has provided its employees with several tools to report any behaviour or actions that are not in line with the Code of Ethics, as well as harmful to the dignity of any other individual.

Among them, the **Whistleblowing** Platform is particularly important: here any employee can make anonymous and confidential reports within a secured system, in line with the provisions of the reference legislation.

Plenitude's focus on diversity and inclusion is reflected in the Company's composition, which is constituted by a heterogeneous team, with ten different nationalities in each of the countries where it operates and a 41.7% female presence. The Company has set the goal of achieving a 50% female presence in the company by 2025, thus continuing its path of female empowerment.

Moreover, in each country in which it operates, Plenitude adopts a remuneration policy which, in line with Eni's guidelines, is based on





PLENITUDE SUPPORTS THE UNITED NATIONS CAMPAIGN FOR GENDER EQUALITY

To promote a working environment in which diversity and inclusion are values interiorized by its people, the Company is committed to encouraging their participation in initiatives that shed light on the issue. In March 2021, Plenitude organized the online event "**Diversity: inside and outside EGL**", which involved around 200 employees. Thanks to this event, several inspiring testimonials, chosen among the personnel and external role models, have told their experiences on issues relating to diversity and inclusiveness. Moreover, the Company, alongside Eni, joined the "**Orange the World**" initiative, a worldwide campaign launched by UN WOMEN, the United Nations organization dedicated to gender equality and the empowerment of women. On the International Day of Violence against Women, by adhering to the initiative, Plenitude has engaged in the distribution of tulip-shaped origami together with a card with the number of the anti-violence centre in its offices and its Flagship Stores. Furthermore, it has promoted on its web and social channels a video made by the Association SVS Donna Aiuta Donna thus increasing the visibility of the association's contacts, while reinforcing its commitment to the cause. To confirm the growing commitment to the topic, in 2022, in conjunction with **International Women's Day**, Plenitude has engaged its female employees in attending an online course on "Women's Leadership" created by TOLON³⁵.

6.1.2 HUMAN RIGHTS

Plenitude acknowledges its responsibility to advocate for the rights of all people. By applying the principles of the Code of Ethics in all circumstances and by drawing inspiration from international standards, Plenitude is thus committed to responsibly developing its business activities throughout the value chain, respecting the applicable local, national, and international laws on human rights protection. Plenitude rejects any form of forced or child labour and **condemns all forms of workers mistreatment**, as well as any kind of psychological or physical abuse

or coercion. Also, the Company guarantees freedom of association and collective bargaining to all its employees and protects them by implementing measures that ensure their health and safety.

Plenitude adheres to Eni's **Zero Tolerance MSG**, which prohibits without exception all forms of violence and harassment in the workplace. The MSG, which is based on 10 general and imperative principles, aims at spreading a corporate culture based on respect, professionalism, and non-discrimination. The zero-tolerance culture is promoted

by management, which shall ensure that reporting channels are in place and that reported incidents are handled promptly. The fact that there were no incidents of discrimination within the

organisation during 2021, constitutes evidence of Plenitude's commitment to human rights.

HUMAN RIGHTS IN THE WORKPLACE: INDUSTRIAL RELATIONS

The respect for the rights of the people who work at and for Plenitude is a crucial element for building satisfactory and lasting relationships. Plenitude's industrial relations model is based on agreements defined at the national and international levels to determine how to share information with organisations representing workers.

Plenitude's industrial relations are ruled by the relational strategy agreed by Eni and employee representatives in December 2020. The new model of industrial relations in support of the energy transition is defined in the **document "Insieme"** (i.e., "Together"), which sets out the terms of trade union relations.

During 2021, trade union relations were exercised in a local context, through meetings with the Covid-19 committees and at the national level, particularly in relation to the acquisition of the "Renewable Energy" business unit from Eni. Due to the Covid-19 pandemic, relations with trade unions also focused on defining measures to protect the psychological and physical well-being of workers, thanks to the agreement on smartworking and the possibility of benefiting from periods of "smart working welfare and sustainability".

6.2 Attention and care toward the people who work for Plenitude



0 recorded injuries in 2021

6.2.1 HEALTH AND SAFETY

Plenitude is committed to dealing with **health and safety** in the workplace as an **essential element for the performance of business activities**, methodically updating and improving the tools that enable risk minimization and effectively monitoring the issue. Through Plenitude's Health & Safety Policy, which applies the highest national and international health and safety standards in line with Eni's policies, the Company ensures that working conditions are safe and healthy, adequately preventing the occurrence of accidents, injuries, and work-related diseases. Through structured management systems, health and safety aspects are constantly monitored in a perspective of continuous improvement. In this context, Plenitude has been awarded the OHSAS 18001:2007 and UNI ISO 45001:2018 certifications (for more details on the certified companies, see section "3.2.2 Policies and management models").

The commitment to this topic is also pursued through the spread

and **strengthening of the culture of health and safety**, as an essential part of the activities: in this sense, all levels of the Company, contractors and suppliers are involved in the achievement of objectives and targets for improvement, moreover, employers participate in continuous training activities on health and safety.

In 2021, no accidents involving either employees or contractors have occurred, therefore, the Total Recordable Injury Rate (TRIR), the Fatality Rate and the Serious Occupational Injury Rate (excluding deaths) were equal to zero. The zero TRIR is an improvement compared to the previous year when it stood at 0.24 due to one recorded accident.

Plenitude's goal is to keep the rate of work-related injuries at zero in the coming years, and to guarantee the current high level of safety performance, thanks to the adoption of the requirements established by the Company's Health & Safety Policy.

6.2.2 WORKERS' WELL-BEING

For Plenitude, people's well-being is a primary value. All employees can access the Company's **welfare plan**, considered a best practice in the sector, through which the Company develops numerous initiatives aimed at favouring the work-life balance as well as facilitating parenting, enhancing the physical and mental health of its employees and offering innovative tools for managing their work. Moreover, since 2017, em-

ployees can turn a percentage of the participation bonus into welfare goods and services: each employee can freely select, through a dedicated web platform, the options that best meet individual and family needs, and purchase products and services at favourable prices thanks to a wide range of agreements.

PHYSICAL AND PSYCHOLOGICAL WELL-BEING OF EMPLOYEES

- Access to **specialized medical services** at qualified health structures throughout the country and possibility to benefit from special agreements with health centres and surgeries at reduced prices.
- Promotion of **prevention and awareness initiatives**, contributing to the spread of a culture of attention and care for health among its employees.
- Organisation of eight webinars on relational and emotional issues, on how to face "emotional bombs", how to open up to "healing emotions" and how to manage "difficult" emotions.
- High-quality in-house canteen which actively **promotes healthy eating habits**.
- Promotion of **physical activity** through agreements with around 2,000 sports centres located in different areas of the territory.



PARENTING AND FAMILY

- Fully remunerated **paternity and maternity leave** for 10 working days.
- Adhesion to the **MAAM programme - Maternity as a Master**, which offers the opportunity to rethink motherhood as an opportunity for learning.
- Activation of two **digital training modules** during which experts support parents throughout the child evolution process, through seminars and group counselling sessions.

WORKING TOOLS

- An agreement reached with the trade unions regulates **smart working**, allowing employees in Italy to work from home for 12 days a month. Thanks to the "smart working welfare and sustainability" formula, this period can be extended in case employees experience health problems affecting themselves or their children.
- Flexible hours** allowed on a weekly and seasonal basis.
- Ratification of conventions to encourage the **use of public transport**, the Company **carpooling** service and other services, including **bike-sharing** and company shuttles, thus contributing to the reduction of polluting emissions.
- Signing of agreements to promote participation in **cultural initiatives** such as shows, museum visits and exhibitions.

SUPPORT TO THE NEW GENERATIONS

- Possibility to benefit from the Eni **nursery school** dedicated to children from 0 to 6 years old. This service is available in Milan and Rome, the educational model focuses on the development of transversal skills.
- Opportunity for children aged 6 to 14 to attend **summer camps** run by qualified educators offering sports, recreational and educational activities with a focus on environmental topics (e.g.: energy saving, circular economy) and diversity and inclusion (e.g.: bullying and cyberbullying).
- Organisation of English-speaking **Summer Camps** for young people

aged 15 to 16, with a focus on interculturalism, respect for human rights and sustainability.

- Promotion of programmes to support and develop younger generations' talents by activating initiatives dedicated to guiding them to make conscious choices concerning their **educational and professional careers**, among them: Push to open, Push to open junior and Think About Tomorrow, where young people meet with experts, work psychologists and representatives from the corporate world who encourage them to reflect on their attitudes and future ambitions.

COMMUNITY SERVICES

- Provided access to "**Fragibilità**", an online platform through which one can consult information tools, guidance and support in handling difficulties related to non-self-sufficiency or disability in the family sphere.
- Organisation of **holiday stays for employees' parents** including activities related to the promotion of health, good nutrition, and physical well-being.
- Possibility of taking part in **voluntary initiatives** during the year with the goals of guaranteeing the opportunity of dedicating two working days per year, by 2025.

Additionally, to the concrete efforts already made, Plenitude keeps on improving its services, in line with international best practices, to provide its employees with an environment that is increasingly tailored to their needs. To this extent, Plenitude is planning to implement "**upward feedback**" mechanisms through which employees will be able to express an opinion

on their managers, highlighting their strengths and weaknesses, contributing to their change in favour of a shared approach which will foster an efficient and pleasant working environment. In addition, the Company has committed to periodically monitoring Employee satisfaction, giving voice to its people through dedicated surveys.

6.3 Supporting people's growth and empowerment



6.3.1 TRAINING AND DEVELOPMENT

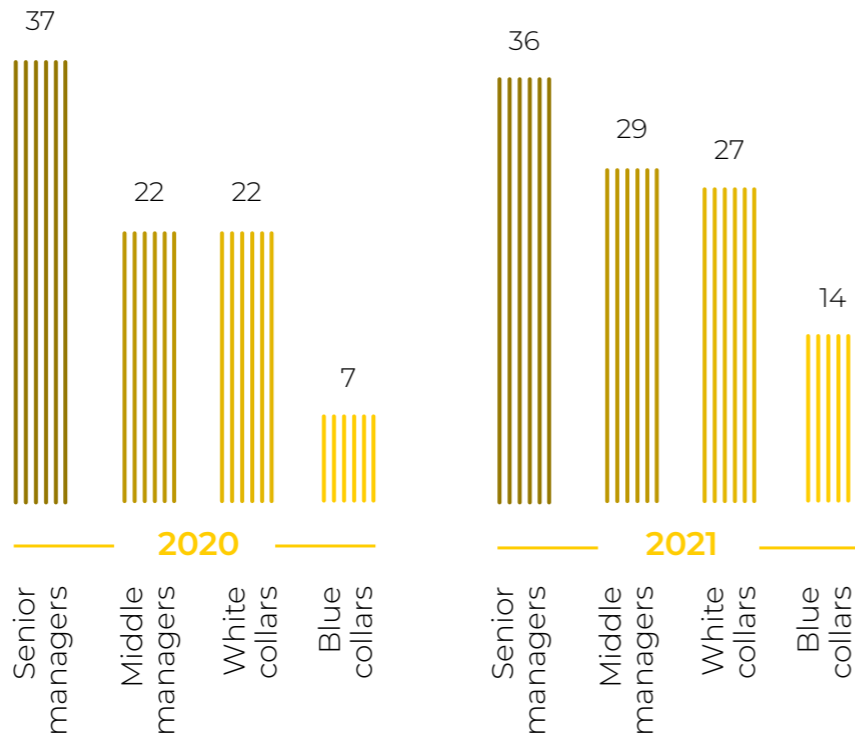
48,958 training hours delivered in 2021

To **enhance the growth of its people**, Plenitude provides an effective and diversified training programme, designed to stimulate self-esteem and motivation, while supporting the development of skills, both in technical and soft skills areas. In 2021, a total of 48,958 hours of training were provided, showing an increase of 35.5% compared to the previous

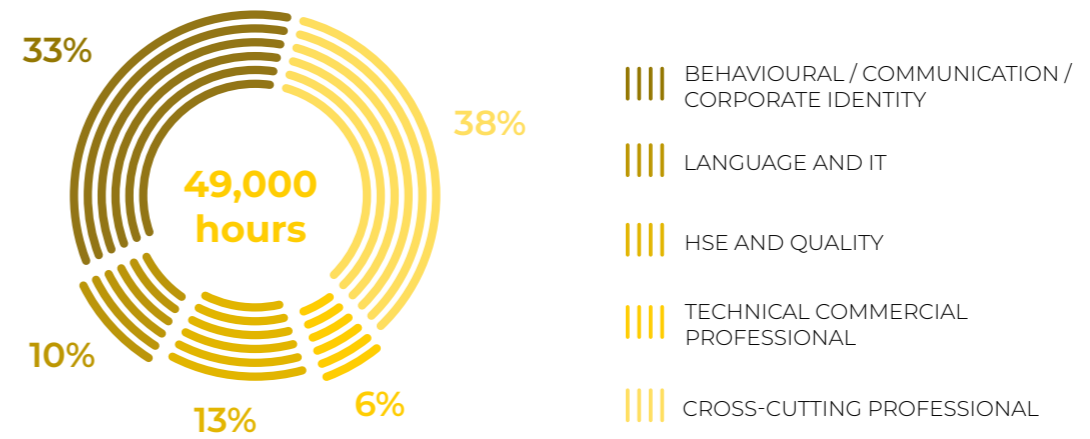
year (36,123 hours in 2020). In 2021, the Company responded to the pandemic circumstances by delivering 81% of the training hours digitally, ensuring that classes were available to a wide audience even during the lockdown period.

During the year, training activities have largely been focused on the acquisition of transversal skills

TRAINING BY PROFESSIONAL CATEGORY (AVERAGE HOURS)



TRAINING HOURS BY TYPE OF TYPE OF TRAINING DELIVERED (2021)



and technical-specialist knowledge related to health, safety, and quality, as well as language and IT skills. In particular, the Company provides **cross-professional courses** for all employees on compliance, Health Safety & Environment (HSE) and specific topics required by the business (technical-commercial).

Moreover, although the number of resources involved in mandatory training decreased, in 2021, about **95% of the Company population** received **training on human rights**, marking an increase compared to the previous year (92.5% in 2020). Managers are required to attend compulsory courses delivered through e-learning on safety in the workplace, community relations and dealing with suppliers. The e-learning is available in three languages (Italian, English and

French) to ensure access to a wider audience.

Also, with respect to **anti-corruption** topic, specific training courses involving the entire Company population are provided, including courses dedicated to management figures. In 2021, Plenitude's anti-corruption training involved **almost the entire workforce**, with 1,091 employees, showing a significant increase compared to the previous year (358 in 2020). It is worth mentioning that these courses are usually held every two years, the difference in the number of participants is therefore due to the cyclical nature of the training.

During the last two years, Plenitude has undertaken a pervasive transformation process of its business strategy, which is reflected in the training offered, through



1.4 mln€
investments in
training in 2021

which it aims to provide employees with effective and innovative tools to handle the key topics for the business development, in line with its commitment to energy transition and enhancement of human capital. Plenitude has rethought the relationship with its people through an employee-centred approach by **defining new job roles** (specifying mission and objectives, activities and responsibilities, knowledge and skills required) and redesigning the onboarding process. The new process, which was developed thanks to employees' suggestions collected through an ad hoc survey, pays particular attention to the involvement of new recruits. To this end, it provides them with a path of induction and networking to equip new resources with all the tools they need to know how to orient themselves within the organisation and how to start their career.

In 2021, Plenitude has invested more than €1.4 million in training, with an average expenditure per employee of €815. This figure is 41.8% higher than it was in 2020, confirming the strategic importance Plenitude assigns to training and development initiatives for its employees.

To track the level of learning, the Company applies **performance assessment** mechanisms, such as systems for evaluating the annual performance of individuals and professional categories (Junior, Expert and Senior), tools for the annual review of the entire Company population and systems for managing professional models. Over the last two years, the individual's annual scorecard has been supplemented with personalised and measurable objectives in addition to the review comments. By 2021 the annual review process had full coverage of the company's population. The evolution of the performance appraisal process confirms the concreteness and consistency of management's commitment to the people's development.

100%
of employees
involved in
performance
evaluation in 2021

6.3.2 TALENT ATTRACTION & RETENTION

Plenitude **supports the meritocratic development of its talents** by creating opportunities for their professional growth and the enhancement of individual skills. The Company offers its talents the opportunity to participate in **master courses** thanks to several **partnerships with universities or training institutions**, including the consolidated partnerships between Eni and Eni Corporate University and Bocconi, Luiss, Politecnico di Milano, Openitaly Elis and the Talent Garden programme for the provision of training courses on specific skills, including Big Data and Business Analytics, Digital Literacy, Agile Methodology. In addition to training opportunities in collaboration with external partners, Plenitude has organized upskilling courses aimed at acquiring specific knowledge in "Data Governance and Big Data", "Digital Literacy" and "Service Design".

Overall, around **4,000 hours of digital upskilling training** were held in 2021 and **500 participants** attended the courses. As digital

skills are strategic for the evolution of the business, the Company intends to **continue investing in this area**, setting the goal of providing **6,500 hours of training** and involving 50% more employees than 2021.

In addition, to attract new talents, Plenitude plans to develop several welfare initiatives **by 2023** through the **"Employee Experience Platform"** programme, along three guidelines:

- "Well-being&Engagement" to facilitate the balance between work and parenting, safeguard well-being, as well as promote equal opportunities;
- "Purpose&Alignment" to promote awareness about the purpose and values underlying the Plenitude identity;
- "Culture&Communications" to foster continuous engagement, encourage open communication and stimulate a cultural transformation.

07 COMMUNITIES

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7.2	Support to local communities	143

As a Società Benefit, the sustainable development of "**COMMUNITIES**" is a central activity for Plenitude that combines profit targets with the pursuit of common good, aimed at creating value for the community and the environment.

To this end, Plenitude is committed to supporting social impact initiatives in the territories in which it operates, in tangent and in accordance with the Company Bylaws. This includes an educational role in promoting the culture of sustainable energy usage.



SDGs



OBJECTIVE

MULTI-STAKEHOLDER APPROACH FOR SUSTAINABLE DEVELOPMENT

CREATING SHARED VALUE FOR LOCAL COMMUNITIES

ESG TARGET

New partnerships with national and international organizations in 2022

2 days of paid volunteering per year, by 2025

POLICY AND REGULATORY TOOLS

Code of Ethics; Eni's Statement on Respect for Human Rights; Policy "Sustainability "
Corporate responsibility management system certified according to ISO 26000:2010 standard

7.1

Spreading the culture of sustainable energy usage



Contributing to the creation and promotion of a culture of sustainable energy usage is an objective that Plenitude has included in its Bylaws as one of its purposes of common benefit. Accordingly, Plenitude is committed to supporting people's internalization of conscious and efficient energy consumption habits, actively contributing to the ongoing energy transition.

To this purpose, in 2021, Plenitude has organized several **communication activities** and has produced **special content dedicated** to the efficient use of energy. These initiatives are mostly addressed to Customers and employees, without excluding the possibility of spreading the culture of sustainable energy usage to a broader audience, including other stakeholders, such as suppliers, partner companies, peers, and competitors.

Among them, Plenitude has created a dedicated section on its website through which each month it

publishes all the news related to the energy world³⁶.

Plenitude has also collaborated with several partners to create new content related to energy saving and sustainability. Among these, the Company, together with K Magazine, has created the **podcast "Match"** where young people belonging to Generation Z enter into contact and dialogue with professionals from different fields, that explain them the relationship between their fields of expertise (such as tourism, food, etc.) and sustainability. In addition to the podcast, three articles³⁷ have been published in collaboration with other Benefit Companies to spread the culture of Benefit Companies.

Another interesting activity has emerged from the collaboration between Plenitude and AGI, Agenzia Giornalistica Italiana (i.e., Italian Journalistic Agency): **Vitamina E**³⁸, an initiative that sheds light on the most important energy efficiency projects carried out

Spreading the culture of sustainable energy usage is one among Plenitude Benefit Corporation's purposes for the common benefit

36 - Initiative accessible at the following link: <https://eniplenitude.com/energie-intelligenti>

37 - Articles available at the following link: <https://kmagazine.it/Eni-progetto-futuro/>

38 - Initiative accessible at the following link: <https://www.agi.it/vitamina-e/>

3 mln impressions generated by articles published in collaboration with Il Sole 24 ORE

by Plenitude. Short articles, videos and podcasts dedicated to the topic have been published on the AGI website, they have been read by 50,000 users, reaching 1 million impressions³⁹.

An additional project has been developed in collaboration with Il Sole 24 ORE's **Redazione Radiocor**. The purpose of the initiative is to facilitate the readers' understanding of topics linked to energy efficiency and, more specifically, to Superbonus, regulated by the 2020's Decreto Rilancio (i.e., Relaunch Decree), through the publication of a weekly article for ten weeks, which can be read on the web page of Il Sole 24 ORE⁴⁰. The initiative has been a success, generating more than 3 million impressions.

Plenitude has also launched on Facebook, Instagram, and YouTube channels, a "sitcom-style" format dedicated to energy saving entitled "**Smart Conversation**" based on hypothetical conversations between household appliances and their users. Conversations show non-responsible energy behaviour and suggest positive solutions to make their homes more efficient thanks to Plenitude's offers: from photovoltaic, to thermal insulation, to LED bulbs up to smart home solutions.

In October 2020, Plenitude formalized its partnership with Eataly, known as **Sustainable Paths for**

a New Energy. The project arose from a shared vision of values that the two companies have decided to combine. Plenitude, thanks to its technical expertise, supports Eataly in improving its energy efficiency and customer awareness on issues related to responsible energy consumption. For this purpose, the two companies have launched a training programme offering in-person courses and online videos focusing on energy saving in the culinary sector⁴¹.

In 2021, the collaboration with Plenitude allowed Eataly to optimize the energy consumption of its shops in Rome, Milan, Turin, and Piacenza through energy requalification interventions and the supply of certified green energy produced by plants powered by renewable sources, thus reducing its impact on the environment.

To celebrate the significant achievement of 10 million customers, Plenitude, between July and September 2021, organized two concerts for its Customers starring two important Italian artists: Elisa and Gianna Nannini, in Tarvisio (UD) and Taormina (ME) respectively. **Concerts were certified as Carbon Neutral**, insisting on the importance of making conscious use of electricity. In addition, the profits generated by Elisa's concert were donated to Kiki Camp, an educational project set up by the Social Cooperative "La Colli-

PLENITUDE AND EATALY: SUSTAINABLE PATHS FOR A NEW ENERGY

Thanks to the Sustainable Paths' initiative, **Eataly has optimized the use of energy** in four shops by installing a monitoring system that allows the reduction of energy consumption.

The Eataly shops in Rome, Milan, Turin, and Piacenza were involved in a sustainability process that leverages on four pillars::

- Installation of an advanced energy management system, which allows optimal temperature and comfort to be maintained all year round in the bakery area;
- Smart management of air conditioning in the butcher's shop;
- Optimizing temperature, humidity and CO₂ levels in the meat and cheese department. Collaborating with their suppliers to integrate sustainability into their production processes;
- Humidity and CO₂ monitoring to ensure product quality in the wine room.

na di Trieste" (i.e., "Trieste's Hill") to introduce young people to the mountains and the ecosystem that surrounds them. The revenues gained from Gianna Nannini's concert were allocated to the restoration of the "Oasi del Simito" (i.e., "Simito's Oasis") nature reserve, a protected area located in the municipality of Catania, which was severely affected by fires that occurred in the summer of 2021.

Not only Plenitude, but also its subsidiaries, have actively pursued the educational purpose. Aiming at discrediting misconceptions related to electric cars (such as the scarce presence of charging stations on the territory) and contributing to the spread of the culture

of sustainable mobility, Plenitude together with BePower have collaborated with RCS, to the realization of the project "**Silent Itineraries**". Together with the magazine DOVE and the online newspaper OPEN, Plenitude has created a series of contents that show itineraries that can be driven onboard a 100% electric vehicle, thanks to the widespread presence of Be Charge recharging stations⁴² throughout the territory.

Evolvere, instead, has boosted the involvement of young people through the publication of the **online magazine "Adesso"** (i.e., "Now"), which by the end of 2021 counted around 12 thousand subscribers to its newsletter

12,000 subscribers to the online magazine "Adesso" issued by the Evolvere subsidiary

39 - An impression is the visualisation of a web page by an Internet user.

40 - Initiative accessible at the following link: <https://www.ilssole24ore.com/dossier/20201203-focus-superbonus-ADcBuA6>

41 - Initiative accessible at the following link: <https://eniplenitude.com/eataly>

42 - Initiative accessible at the following link: <https://www.open.online/crossroads/umbria-week-end-auto-elettrica>



(+140%) and 76 thousand single users, showing a +363% increase compared to 2020. This has been achieved thanks to the further development of two features: **#evoleregreen** and **#evolve-reyoung**, dedicated contents on key sustainability topics and particularly active on Facebook and Instagram, also on a monograph-

ic format. 14 articles and contents dedicated to sustainability have been published, including insights on how to save energy with household appliances (#evoleregreen), on the most sustainable universities in the world (#evolve-reyoung), and on sustainable food and fashion.



7.2 Support to local communities

Being a Società Benefit means matching profit targets with the purpose of having a positive impact on society, communities, people, and the environment. With this goal in mind, in 2021, Plenitude, also thanks to its sub-

siidiaries, invested **more than €1 mln** in initiatives supporting local communities, mainly through **events sponsorship** and **activities aimed at enhancing the national cultural and artistic heritage**.

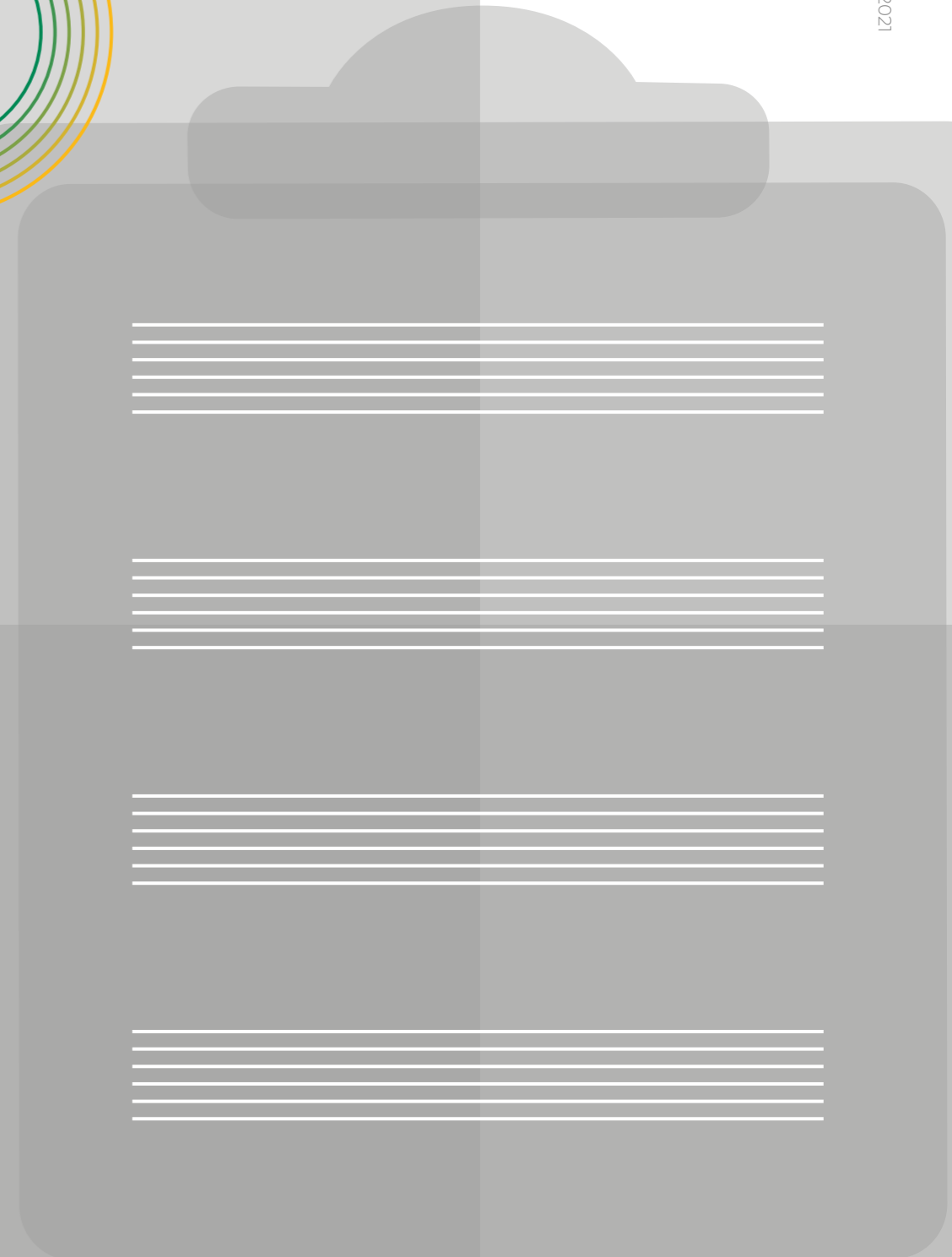
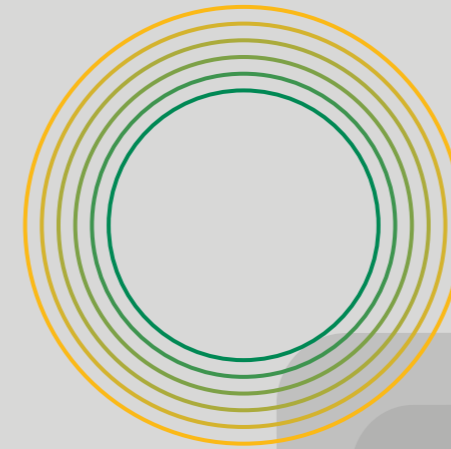
Over **1 mln€** invested in projects supporting communities

<p>EVENTS SPONSORSHIP</p>	<p>Sponsorship of events for charitable purposes:</p> <ul style="list-style-type: none"> ■ "Donne all'opera" (i.e., "Women at work") concert, to raise funds for the non-profit organisations "Vite Senza Paura" (i.e., "Lives Without Fear") and "We World" to finance projects dedicated to women victims of violence and their children. ■ Umbria Green Festival, combines art and science to celebrate nature.
<p>COMMUNITY INVESTMENT</p>	<p>Enhancement of the national artistic and cultural heritage through:</p> <ul style="list-style-type: none"> ■ Extraordinary maintenance and renovation interventions of the lighting systems in the former monastery, that will be turned into an art gallery dedicated to the Master Gianbecchina. ■ Energy efficiency interventions in the Cathedral of Perugia in collaboration with Brunello Cucinelli Foundation.
<p>DONATIONS</p>	<p>Donations of:</p> <ul style="list-style-type: none"> ■ 7 prefabricated housing modules (worth €65,000) through the subsidiary Zenith, to support 700 families left homeless by the devastating effects of the earthquake which occurred in Thessaly, Greece in March 2021. ■ Approximately €25,000 for the organization of the Piano City Milano event, a music festival designed to raise awareness and promote music, held in Milan between 25th and 27th June. ■ Around €163,000 for the supply of medical equipment, especially surgical masks, to the local community in the Aktobe region of Kazakhstan to help counter the spread of the Covid-19 pandemic.

08

ATTACHMENTS

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8.1

Methodological note

8.1.1 REPORTING CRITERIA AND PRINCIPLES

STANDARDS, GUIDELINES, AND RECOMMENDATIONS

Plenitude's first Sustainability Report is published on a voluntary basis and addressed to all its stakeholders. It describes how the Company handles non-financial aspects, highlighting: policies, activities, major achievements obtained during the year and future commitments in relation to its own activities and those of the subsidiaries.

To provide a quantitative and precise representation of the performance achieved, the document, which was approved by Plenitude's Board of Directors on 26 April 2022, complies with the Global Reporting Initiative's (GRI) "GRI Sustainability Reporting Standards 2016" (GRI Standards 2016), and its later

supplements, under the "in accordance Core" option. Moreover, the report discloses information required by the new GRI Standard 306: Waste (2020), as well as additional indicators which are significant for the business among those included in "GRI G4 Electric Utilities Sector Disclosures".

The paragraph "GRI Content Index" reports the list of GRI indicators that have been disclosed and the reference to the paragraph that deals with the related information. This report has been translated relying on the Italian original version for the convenience of international readers.

KEY PERFORMANCE INDICATORS

Data and performance indicators refer, unless otherwise specified, to the financial year ending on December 31, 2021, data on 2020 are reported for comparative purposes.

The data and information reported in the Sustainability Report were selected based on a mate-

riality analysis that has enabled the identification of the most relevant sustainability issues for Plenitude and its stakeholders (for more details see chapter "2. Materiality and stakeholder engagement"). The process through which data and information have been gathered has involved the various corporate functions

and subsidiaries. The data reported represent the share of KPIs which was reported at a consolidated level by Eni's Consolidated Non-Financial Statement and Sustainability Report (Eni for) 2021, documents that are subjected to limited review by the designated independent auditors.

Data referring to the year 2021 represent the most accurate representation of performance based on the availability of data at the time of writing. Most of the quantitative data used to calcu-

late KPIs are managed by specific company software, that allow them to be collected and aggregated automatically. The calculation methods used to determine the indicators are described in the paragraph named "Calculation methodology".

For any clarification about the present Sustainability Report, please contact the Sustainability & ESG Unit at the following e-mail address:

sostenibilita@eniplenitude.com.

8.1.2 REPORTING BOUNDARY

Key performance indicators' scopes are aligned with the objectives set by the Company and represent the potential impact of the activities managed by Plenitude. Data referring to 2021 and 2020 include Italian and foreign companies consolidated as of December 31 of the reporting year, unless otherwise specified. Data concerning companies in the "Renewables" business area that entered the consolidation period during 2021 are presented with reference to the overall reporting year.

Data concerning new suppliers assessed according to social criteria, includes all Plenitude Società Benefit SpA's suppliers whose Vendor Management function is centralised, namely all Italian suppliers, mega suppliers and international suppliers.

Moreover, for what concerns the KPIs relating to the composition of the Board of Directors, data on the Board of Directors appointed as of March 11, 2022, were reported in addition to those referring to 2021.



8.1.3 CALCULATION METHODS

KPI	METODOLOGY
GOVERNANCE	
Economic value	The economic value generated represents the wealth generated by the Company in carrying out its activities. A significant part of this value is in turn distributed (distributed economic value), in the form of operating costs, wages and salaries for employees, payments to capital suppliers and payments to the Public Administration. The residual portion of economic value generated that is not distributed constitutes retained economic value. All the components of these indicators are calculated with reference to the individual items of the Financial Statements published in Eni's Consolidated Financial Report.
Anti-corruption training	<p>E-learning for resources in a context at low/medium/high risk of corruption.</p> <p>General workshop: classroom training events for staff in a context at high risk of corruption.</p> <p>Job specific training: classroom training events for professional areas in a context at risk of corruption.</p>
CLIMATE CHANGE AND GHG EMISSION REDUCTION	
GHG emissions	<p>Scope 1 emissions: direct GHG emissions are those deriving from sources attributable to the Company's assets (e.g., combustion, flaring, fugitive and venting), and include CO₂, CH₄ e N₂O; the Global Warming Potential used for conversion equals to 28 in relation to CH₄ and to 265 for l'N₂O.</p> <p>Scope 2 emissions: are the indirect GHG emissions related to the generation of electricity and heat purchased from third parties and consumed in the Company's assets. Indirect GHG emissions include CO₂, CH₄ e N₂O; the Global Warming Potential used for conversion equals to 28 in relation to CH₄ and to 265 for l'N₂O.</p>

Renewable installed capacity	The indicator is measured as the maximum capacity of power plants that use renewable energy. The capacity is considered "installed" once the power plants are in operation, or the mechanical completion phase has been reached. The mechanical completion represents the final construction stage excluding the grid connection.
BUSINESS SUSTAINABILITY	
Biodiversity	<p>Number of sites overlapping with protected areas and Key Biodiversity Areas (KBAs): operational sites in Italy and abroad, which are located within (or partially within) the boundaries of one or more protected areas or KBAs (December of each reference year).</p> <p>Number of sites adjacent to protected areas or Key Biodiversity Areas (KBAs): operational sites in Italy and abroad which, although outside the boundaries of protected areas or KBA, are less than 1 km away (December of each reference year).</p> <p>The sources used for the census of protected areas and KBAs are the "World Database on Protected Areas" and the "World Database of Key Biodiversity Areas" respectively; the data was made available to Eni in the framework of its membership in the UNEP-WCMC Proteus Partnership. There are some limitations to consider when interpreting the results of this analysis:</p> <ul style="list-style-type: none"> • it is globally recognized that there is an overlap between the different databases of protected areas and KBAs, which may have led to a certain degree of duplication in the analysis (some protected areas/KBAs could be counted several times); • the databases of protected or key biodiversity areas used for the analysis, while representing the most up-to-date information available at global level, may not be complete for each Country.
New suppliers evaluated according to social criteria	The indicator represents all new suppliers subjected to a new qualification process. The scope of the analysis consists of all suppliers of Plenitude Società Benefit SpA whose Vendor Management function is centralised, such as all Italian suppliers, mega suppliers and international suppliers.



PEOPLE

Industrial relations

Regarding industrial relations, the minimum notice period for operational changes is in line with the provisions of the laws in force and the trade union agreements ratified.

Employees covered by collective bargaining: are those employees whose employment relationship is governed by collective agreements or contracts, whether national, industry, Company or site.

Seniority

Average number of years worked by employees at Plenitude.

Training hours

Hours provided to Plenitude employees through training courses managed and carried out by Eni Corporate University (classroom and remote) and through training on the job. Average training hours are calculated as total training hours divided by the average number of employees in the year.

Turnover rate

Ratio between the number of new hires + resolutions of permanent contracts and permanent employment for the previous year.

Security

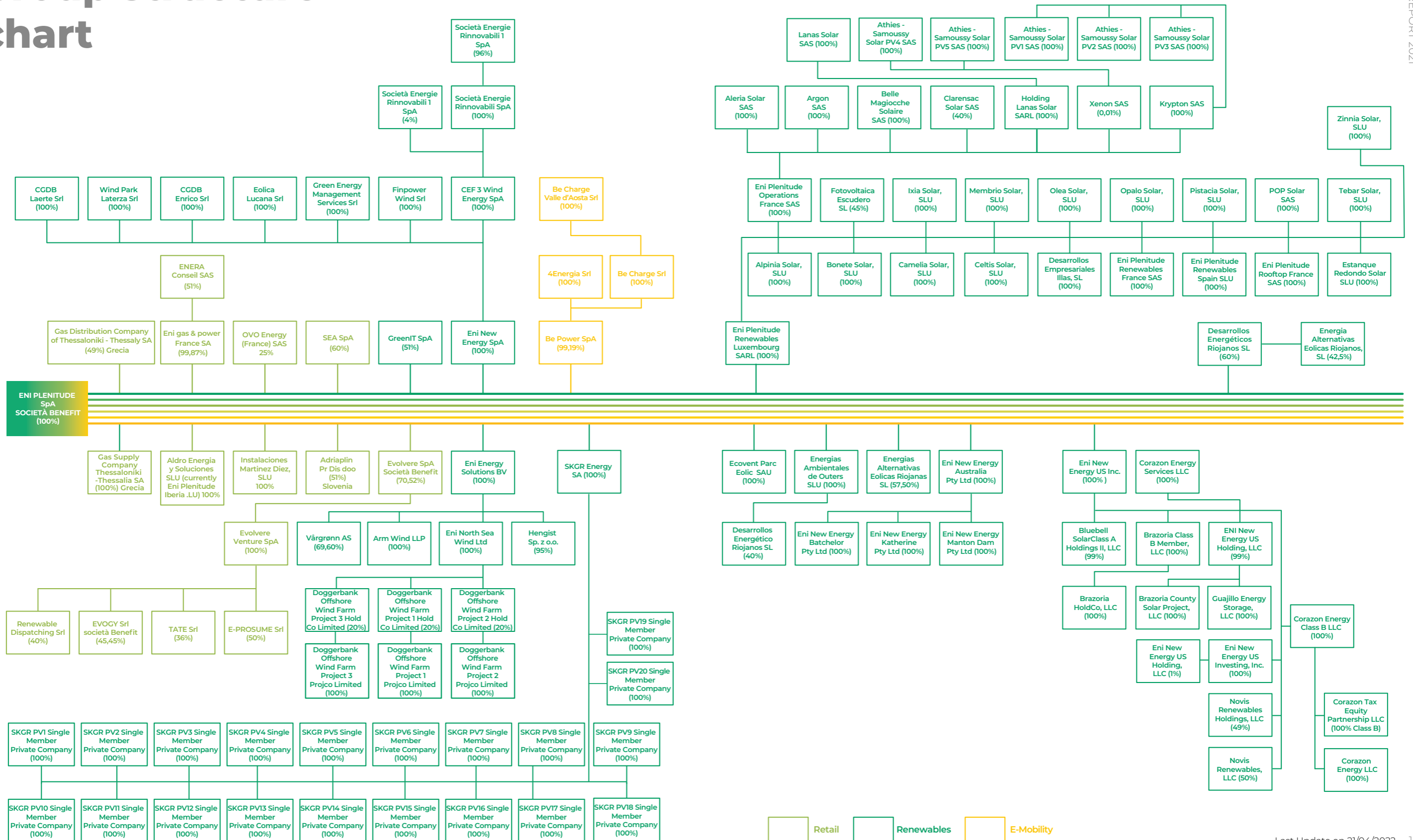
TRIR: total recordable injury rate (injuries leading to days of absence, medical treatments and cases of work limitations). Numerator: number of total recordable injuries; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000.

High-consequence work-related injuries rate: injuries at work with days of absence exceeding 180 days or resulting in total or permanent disability. Numerator: number of injuries at work with serious consequences; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000.

Near miss: an incidental event, the origin, execution and potential effect of which is accidental in nature, but which is however different from an accident only in that the result has not proved damaging, due to luck or favourable circumstances, or to the mitigating intervention of technical and/or organizational protection systems. Accidental events that do not turn into accidents or injuries are therefore considered to be near misses.

The **main hazards** for workers identified were associated to working at height and using transport equipment. During 2021 only damages to the assets were recorded. Mitigation actions concern the allocation and use of appropriate PPE, collective protection systems, education and training, health surveillance, use of monitoring systems for vehicles located in the most critical geographical areas. To a lesser extent, the danger arising from activities involving electrical equipment is also considered and mitigated by addressing training and requiring certification from employees, where applicable. By analysing near misses occurred in 2021, attention was also paid to lifting activities, to prevent potential risks dedicated procedures were introduced in sites that showed criticalities.

8.2 Group structure chart



Retail
 Renewables
 E-Mobility

8.3 Correlation table

	MATERIAL TOPICS	GRI STANDARD	PERIMETER OF MATERIAL TOPICS	
			Internal	External
GOVERNANCE	Business Ethics and integrity	GRI 205: Anti-corruption	✓	
	Data Protection & Cybersecurity	GRI 418: Customer Privacy		Customers
CLIMATE CHANGE AND EMISSIONS	Climate change and GHG emissions reduction	GRI 302: Energy GRI 305: Emissions	✓	
	Solutions for clients from renewables energies			Customers
	Solutions for clients- energy efficiency	-		Customers
	Solution for clients – electric mobility	-		Customers
BUSINESS SUSTAINABILITY	Customer Satisfaction	-		Customers
	Quality of products and services	-		Customers
	Innovation and Digitalisation	-	✓	Customers
	Environmental management	GRI 304: Biodiversity GRI 306: Waste	✓	
	Sustainable supply chain	GRI 414: Supplier social assessment	✓	
PEOPLE	Talent attraction & retention	GRI 401-1: New employees hires and employee turnover	✓	
	Workers well-being	GRI 401-2: Benefit for full-time employees	✓	
	Health and safety	GRI 403: Occupational Health and Safety	✓	Suppliers
	Training and development	GRI 404: Training and Education	✓	
	Diversity and inclusion	GRI 405: Diversity and Equal opportunity GRI 406: Non - discrimination	✓	
	Human rights	GRI 412: Human rights assessment	✓	Suppliers Local communities
COMMUNITIES	Spread of the culture of sustainable energy usage	-	✓	Suppliers Local communities
	Stakeholder Engagement	-		Local communities
	Support to local communities	GRI 203: Indirect economic impacts GRI 413: Local communities		Local communities

8.4

Material topics definition

	TOPIC	DESCRIPTION	SDGs
GOVERNANCE	Business Ethics and integrity	Compliance with the principles of integrity and professional ethics, in accordance with laws and regulations	
	Cybersecurity & Data Protection	Protecting the security and privacy of company data, ensuring traceability and transparency through control systems	
CLIMATE AND EMISSIONS	Climate change and GHG emissions reduction	Promoting actions to reduce greenhouse gas emissions to contribute to the achievement of carbon neutrality targets and to the energy transition	
	Solutions for clients from renewables energies	Provision of energy from renewable sources (e.g., wind, photovoltaic...)	
	Solutions for clients- energy efficiency	Solutions for improving the energy efficiency of homes and businesses, such as building renovation, smart home, etc.	
	Solution for clients – electric mobility	Solutions to promote the development of electric mobility	
BUSINESS SUSTAINABILITY	Customer Satisfaction	Customer centricity, by fostering their direct involvement and maintaining a constant dialogue with them to build fair, transparent and trustworthy relationships and ensure a high level of customer satisfaction	
	Quality of products and services	Management approach aimed at ensuring that customers receive quality products and services in line with their needs and with the purpose of making the lifestyle and habits of the whole community more sustainable	
	Innovation and Digitalisation	Development of new solutions aimed at offering customers innovative products and services and improving business management, to anticipate market demands and future regulatory developments. Digitisation of the products and services offered and of the internal processes, exploiting new technologies, to optimise business monitoring and management	
	Environmental management	Incorporating circular economy principles into the conduct of business, promoting responsible and efficient use of resources; Responsible water management, reducing water consumption and waste throughout the value chain; protection of biodiversity, to ensure the preservation of the natural environment and ecosystems	
	Sustainable supply chain	Responsible approach to the relationships with suppliers, pursuing conducts based on full respect for legality, transparency, and the principles of social and environmental sustainability	

	TOPIC	DESCRIPTION	SDGs
PEOPLE	Health and safety	Protection of the health, safety and psychophysical integrity of individuals, ensuring the safety of employees and third parties and spreading the culture of health and safety through targeted campaigns and initiatives	
	Workers well-being	Establishing conditions for the well-being of all workers, ensuring their work-life balance through welfare plans that meet their needs	
	Training and development	Providing employees with personal and professional growth opportunities by investing in the continuous development and updating of soft skills and technical expertise	
	Human rights	Respect for the fundamental rights and freedoms of workers and local communities, guaranteeing that human rights are also guaranteed throughout the value chain	
	Diversity and inclusion	Inclusive working environment, which encourages respect and recognizes the value of everyone's diversity, rejecting any discriminatory behaviour	
	Talent attraction & retention	Ability to attract and retain talent, enhancing their skills and stimulating their motivation	
COMMUNITIES	Spread of the culture of sustainable energy usage	Spreading the culture of sustainable energy usage, emphasizing the importance of renewable energy sources and educating people to conscientious and efficient energy consumption	
	Stakeholder Engagement	Stakeholders' involvement, listening to their expectations and balancing their interests to generate a positive impact on society	
	Support to local communities	Development of initiatives to support local communities in the areas where the Company operates, to create value in the territory	



8.5 Data and indicators

THE GENERATION OF SHARED VALUE

ECONOMIC VALUE GENERATED AND DISTRIBUTED		2021	2020
Economic value generated	(mln €)	7,384	6,089
Economic value distributed		7,021	5,631
Suppliers		6,616	5,286
People		149	164
Providers of financial capital		217	169
Public Administration		39	12
Economic value retained		363	458

GOVERNANCE

COMPOSITION OF THE ORGANISATION GOVERNING BODIES		2022	2021
Members of Plenitude Board of Directors	(number)	5	5
executive		1	1
non- executive		4	4
independent		0	0
non-independent		5	5
minority members		0	0
Presence of Members in the BoD			
Women in governing bodies	%	60%	40% - 60% ^(a)
Women in controlling bodies		33%	33%

(a) During 2021, Stefano Goberti was appointed Chief Executive Officer of the Company on November 4, 2021, while Rita Marino was appointed Chairman of the Board of Directors on November 19, 2021 increasing the proportion of women in the governing bodies to 60%.

Members aged 18-24		0%	0%
Members aged 25-39		20%	20%
Members aged 40-54		40%	40%
Members aged over 55		40%	40%
Board of Directors Annual Meetings	(number)	8	12
Average attendance Board of Directors Annual Meetings	%	95%	95%
Annual sessions of board induction	(number)	0	0

INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM		2021	2020
Integrated audits	(number)	3	8
Scheduled audits		2	6
Spot audits		0	0
Follow-up		1	2
Audit actions with anti-corruption verifications		0	3
E-learning for managerial roles		1	1
E-learning for other roles		1	1
General workshop		205	46
Job specific training		41	35

TOTAL NUMBER OF EMPLOYEES WHO HAVE ATTENDED TRAININGS CONCERNING ANTI-CORRUPTION		2021	2020
TOTAL	(number)	1,091	358
Senior managers		40	0
Middle managers		328	119
White collars		723	239
Blue collars		0	0

CUSTOMERS' PRIVACY		2021	2020
Substantiated complaints about breaches of customer privacy	(number)	0	0



CLIMATE CHANGE AND EMISSIONS

EMISSIONS AND ENERGY		2021	2020
Direct GHG emissions (Scope 1)	(tonnes of CO ₂ eq)	2,666	2,897
of which: from natural gas		1,746	2,230
of which: from diesel		916	667
of which: from petrol		3	0
Indirect GHG emissions (Scope 2)			
Location-based		2,151	1,168
GHG emissions avoided thanks to electricity production from renewable sources	(thousands of tonnes of CO ₂ eq)	512	187
Fuel consumption	(GJ)	46,381	50,349
of which: Natural gas		31,205	39,851
of which: Diesel		12,385	9,005
of which: Petrol		47	4
Electricity consumption from other companies		15,147	8,001
of which: from certified renewable sources		51	-
Heating consumption		2,743	1,488
Total energy consumed		64,271	59,837
of which: from non renewable sources		64,220	59,837
of which: from certified renewable sources		51	-

INSTALLED CAPACITY BY REGULATORY REGIME		2021	2020
Total installed capacity	(MW)	1,099	283
Installed capacity from solar sources		507	213
Installed capacity from onshore wind sources		585	63
Storage		7	7
Installed capacity: Italy		438	84
Installed capacity from solar sources		88	84
Installed capacity from onshore wind sources		350	-
Storage		-	-
Installed capacity: Kazakhstan		91	48
Installed capacity from solar sources		-	-
Installed capacity from onshore wind sources		91	48
Storage		-	-
Installed capacity: Australia		64	64
Installed capacity from solar sources		59	59
Installed capacity from onshore wind sources		-	-
Storage		6	6
Installed capacity: United States		268	87
Installed capacity from solar sources		252	71
Installed capacity from onshore wind sources		15	15
Storage		1	1
Installed capacity: Spain		129	-
Installed capacity from solar sources		-	-
Installed capacity from onshore wind sources		129	-
Storage		-	-
Installed capacity: France		108	-
Installed capacity from solar sources		108	-
Installed capacity from onshore wind sources		-	-
Storage		-	-



NET ENERGY PRODUCTION BY ENERGY SOURCE AND REGULATORY REGIME

	2021	2020
Total Net energy production (GWh)	944	308
of which: Solar	356	192
of which: Onshore wind	588	116
Net energy production: Italy	388	112
of which: Solar	116	112
of which: Onshore wind	272	-
Net energy production: Kazakhstan	212	111
of which: Solar	-	-
of which: Onshore wind	212	111
Net energy production: Australia	6	2
of which: Solar	6	2
of which: Onshore wind	-	-
Net energy production: United States	270	83
of which: Solar	219	78
of which: Onshore wind	51	5
Net energy production: Spain	54	0
of which: Solar	-	-
of which: Onshore wind	54	-
Net energy production: France	14	0
of which: Solar	14	-
of which: Onshore wind	-	-

BUSINESS SUSTAINABILITY

PLENITUDE SPA CUSTOMER SATISFACTION

	2021	2020
Resolution (%)	86.1	85.3
Service satisfaction (%)	85.9	84.7
Average assessment ^(a) (score)	^(a)	^(a)
Customer Effort Score (CES) ^(b) (score)	86.6	85.9

(a) Perceived Service Rating indicator is currently being replaced by CES (see note below).
 (b) Since May 2018, the phone survey has been modified and a new indicator the CES (Customer Effort Score) has been introduced, to assess to what extent the customer feels at ease when interacting with the Company.

PLENITUDE SPA CALL CENTER PERFORMANCE

	2021	2020
Phone calls by customers who spoke to an operator (service level) (%)	96.8	95.4
Average waiting time (seconds)	166	228 ^(a)
First Call Resolution (FCR) (%)	92	93
Self-Care (Self Care dispositive) (%)	47	48

a) Impact of COVID-19 on average waiting times

WASTE

	2021	2020
Total waste generated (thousands of tons)	4.11	5.30
Hazardous waste, directed to:	0	0
Preparation for reuse	0	0
Recycling	0	0
Other recovery options (please, specify)	0	0
Incineration	0	0
Landfill	0	0
Other disposal operations (please, specify)	0	0
Non-hazardous waste, directed to:	4.11	5.30
Preparation for reuse	0.50	0.08
Recycling	2.65	3.33
Other recovery options (please, specify)	0	0
Incineration	0	0
Landfill	0.96	1.89
Other disposal operations (please, specify)	0	0



NUMBER OF PROTECTED AREAS OR PRIORITY AREAS FOR BIODIVERSITY CONSERVATION (KBA) OVERLAPPING WITH PLENITUDE'S OPERATIONAL SITES

	2021	
	Overlapping with operational sites	Adjacent to operational sites (<1km)
Operational sites overlapping with protected areas ^(a) (number)	10	23
Protected areas Overlapping/ Adjacent to operational sites, of which:	17	32
UNESCO World Heritage Natural Sites	0	0
Natura 2000	10	19
IUCN ^(b)	0	3
Ramsar ^(c)	0	0
Other Protected Areas	3	3
KBA	4	7

(a) Plenitude's operational site/concession may result in overlap/adjacent to more protected areas or KBAs
 (b) Protected areas with an assigned IUCN (International Union for Conservation of Nature) management category
 (c) List of wetlands of international importance identified by the Countries that signed the Ramsar Convention in Iran in 1971 and which aims to ensure the sustainable development and conservation of biodiversity in these areas

NEW SUPPLIERS WHO HAVE BEEN SUBJECTED TO ASSESSMENT BASED ON SOCIAL CRITERIA

	2021	2020
New suppliers assessed using social criteria (%)	100	100

PEOPLE

EMPLOYMENT

	2021	2020
Employees (number)	2,027	1,573
Men	1,180	903
Women	846	670
Italy	1,427	1,167
Abroad	600	406
Africa	0	0
Americas	5	0
Asia	6	0
Australia and Oceania	0	0
Rest of Europe	589	406
Employees aged 18-24	36	9
Employees aged 25-39	785	557
Employees aged 40-54	790	664
Employees aged over 55	416	343
Employees abroad by category	585	402
Italian expatriates	14	4
International expatriates (including Third Country National)	1	0
Employees by professional category:		
Senior managers	69	49
In Italy	60	44
Abroad	9	5
Middle managers	701	555
In Italy	430	320
Abroad	271	235
White collars	1,215	954
In Italy	922	789
Abroad	293	165
Blue collars	42	15
In Italy	15	14
Abroad	27	1



EMPLOYMENT	2021	2020
Senior and middle managers abroad	268	236
Employees with permanent contracts	1,998	1,557
In Italy	1,425	1,166
Abroad	573	391
Employees with fixed contracts	29	16
In Italy	2	1
Abroad	27	15
Employees with full-time contracts	1,984	1,528
In Italy	1,385	1,123
Abroad	599	405
Employees with part-time contracts	43	45
In Italy	42	44
Abroad	1	1
Employees by educational qualification:	-	
Degree	1,203	891
Secondary school diploma	677	581
Less than secondary school diploma	147	101
New hires with permanent contracts	194	108
Terminations of permanent contracts	95	161
Turnover rate ^(a)	(%) 18%	17%
Seniority (Italy)	(years) 15.45	17.35
Senior managers	15.46	16.61
Middle managers	12.91	14.9
White collars	16.82	18.68
Blue collars	3.80	0.95
Seniority (Abroad)	4.46	5.43
Senior managers	14.26	19.18
Middle managers	4.22	4.04
White collars	4.65	6.89
Blue collars	1.57	22.97

(a) Ratio between the number of new hires + resolutions of permanent contracts and the permanent employment of the previous year.

INDUSTRIAL RELATIONS	2021	2020
Employees covered by collective bargaining agreements (%)	92%	100%
Italy	100%	100%
Abroad	72%	99%

GENDER PAY RATIO	2021	2020	2021	2020
Employees in Italy (women vs. men)	(%)	Fixed remuneration	Total remuneration	
Total Pay Ratio	97	97	97	98
Senior Manager	92	86	85	89
Middle Manager e Senior Staff	96	96	97	97
White collar	98	98	98	99
Blue collar	n.a.	n.a.	n.a.	n.a.
All employees (women vs. men)	(%)			
Total Pay Ratio	97	97	97	98
Senior Manager	92	86	85	89
Middle Manager e Senior Staff	97	97	97	97
White collar	98	98	98	99
Blue collar	83	n.a.	85	n.a.



EMPLOYEES AND CONTRACTORS INJURIES		2021	2020
Number of Recordable Injury	(number)	0	1
Employees		0	0
Contractors		0	1
TRIR (Total Recordable Injury Rate)	(total recordable injuries/ worked hours) x 1,000,000	-	0.24
Employees		-	-
Contractors		0	0.71
Number of fatalities resulting from work-related injury	(number)	0	0
Employees		0	0
Contractors		0	0
Fatality index	(fatal injuries/ worked hours) x 100,000,000	-	-
Employees		-	-
Contractors		-	-
High-consequence work-related injuries rate (excluding fatalities)	(number)	0	0
Employees		0	0
Contractors		0	0
High-consequence work-related injuries rate (excluding fatalities)	(high-consequence work-related injuries/ worked hours) x 1,000,000	-	-
Employees		-	-
Contractors		-	-
Worked hours	(million of hours)	5.14	4.19
Employees		3.41	2.78
Contractors		1.73	1.41
Near miss	(number)	19	13

TRAINING		2021	2020
Total attendances	(number)	11,224	11,003
Training hours by type	(hours)	48,958	36,123
HSE and quality		6,088	3,008
Languages and IT		4,773	3,164
Conduct/Communication/Institutional		16,207	13,624
Professional-cross cutting		18,796	12,189
Professional-technical/commercial		3,095	4,137
Total training hours by professional category		48,958	36,123
Senior managers		2,033	1,904
Middle managers		17,818	12,315
White collars		28,618	21,801
Blue collars		489	103
Training hours by delivery method (Total)		48,958	36,123
Distance		40,105	26,119
In class		8,853	10,004
Average training hours by employee category			
Senior managers		36	37
Middle managers		29	22
White collars		27	22
Blue collars		14	7
In-house training hours	(hours)	544	410
Training expenditures	(€ million)	1.45	0.94
Average training and development expenditure per full time employee	(€)	815	575



TRAINING ON HUMAN RIGHTS		2021	2020
Human rights training hours	(number)	1,313	1,782
In class		0	4
Distance		1,313	1,778
Attendances in human rights training courses		919	1,286
Employees trained on human rights		225	421
Employees trained on human rights ^(a)	(%)	95%	93%
Security contracts containing clauses on human rights		0	0
Countries with armed guards protecting sites		0	0
Security personnel trained on human rights		0	0
Security personnel (professional area) trained on human rights	(%)	0	0

(a) This percentage is calculated as the ratio between the number of registered employees who have completed a training course on the total number of registered employees.

ENHANCING PEOPLE		2021	2020
Employees covered by performance assessment tools ^(a) (Senior managers, middle managers, young graduates)	(%)	100%	99%
of which: senior managers		100%	100%
Employees subject to annual review (senior managers, middle managers, young graduated)		100%	100%
of which: senior managers		100%	100%

(a) % Assessment sheets addressed to the working population in the perimeter

WHISTLEBLOWING MANAGEMENT		2021	2020
Whistleblowing files (assertions) on human rights violations closed during the year and categorized by results of the investigations, of which:	(number)	0	1 (1) ^(a)
Founded assertions		0	0
Partially founded		0	0
Unfounded assertions, with the adoption of corrective/improvement measures		0	1
Unfounded/ Generic		0	0
Action plans implemented		0	1
Action plans which have been implemented and whose results have been verified throughout review processes		0	0

(a) The dossier (allegation) with impact on Human Rights, the outcome of which is "Not founded with action for improvement", concerns alleged delays by a business partner (franchisee) in paying salaries to its employees.

COMMUNITIES

INVESTMENTS FOR THE COMMUNITY		2021
Investments for the community	(€ million)	1.24
Community investment		0.26
Compensation and resettlement		0.64
Donations		0.07
Countering the Covid-19 Emergency		0.16
Sponsorship		0.11



8.6

GRI Content Index

GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE SECTION	NOTES/ OMISSIONS
GRI 102 – GENERAL DISCLOSURES 2016				
	102-1	Name of the organization	Cover	
	102-2	Activities, brands, products, and services	1.4 The Plenitude business model	
	102-3	Location of headquarters	Retro cover	
	102-4	Location of operations	1.4.2 The Plenitude value chain	
	102-5	Ownership and legal form	1.2 The journey of Plenitude Società Benefit 3.1.1. Group structure	
Organizational profile	102-6	Markets served	1.4.2. The Plenitude value chain	
	102-7	Scale of the organization	1.1 Highlight 1.4.1 The creation of shared value	
	102-8	Information on employees and other workers	6.1 Respect for all our people 8.5 Data and indicators	
	102-9	Supply chain	5.4 Sustainable supply chain	
	102-10	Significant changes to the organization and its supply chain	3.1.1 Group structure 3.1.3 Governance structure	
	102-12	External initiatives	2.1 Stakeholder Engagement	
	102-13	Membership of associations	2.1 Stakeholder Engagement	
Strategy	102-14	Statement from senior decision-maker	MESSAGE TO OUR STAKEHOLDERS	
	102-15	Key impacts, risks, and opportunities	3.4 Risk management model	

Ethics and integrity	102-16	Values, principles, standards, and norms of behavior	3.2 The values leading the Company
	102-16	Governance structure	3.1.3 Governance structure
	102-20	Executive-level responsibility for economic, environmental, and social topics	3.1.3 Governance structure
Governance	102-22	Composition of the highest governance body and its committees	3.1 Corporate governance
	102-35	Remuneration policies	3.1.3 Governance structure
	102-40	List of stakeholder groups	2.1 Stakeholder Engagement
Stakeholder engagement	102-41	Collective bargaining agreements	8.5 Data and indicators
	102-42	Identifying and selecting stakeholders	2.1 Stakeholder Engagement
	102-43	Approach to stakeholder engagement	2.1 Stakeholder Engagement
	102-44	Key topics and concerns raised	2.2 Materiality analysis
	102-45	Entities included in the consolidated financial statements	8.1.2 Reporting boundary
Reporting practice	102-46	Defining report content and topic Boundaries	8.3 Correlation table
	102-47	List of material topics	8.4 Material topics definitions



Reporting practice	102-48	Restatements of information		The 2021 Sustainability Report is the first Plenitude's sustainability report
	102-49	Changes in reporting		The 2021 Sustainability Report is the first Plenitude's sustainability report
	102-50	Reporting period	8.1.1 Reporting criteria and principles	
	102-51	Date of most recent report		The 2021 Sustainability Report is the first Plenitude's sustainability report
	102-52	Reporting cycle	8.1.1 Reporting criteria and principles	
	102-53	Contact point for questions regarding the report		
	102-54	Claims of reporting in accordance with the GRI Standards	8.1.1 Reporting criteria and principles	
	102-55	GRI content index	8.6 GRI Content Index	
	102-56	External assurance	8.1.1 Reporting criteria and principles	

ECONOMIC DISCLOSURES (GRI 200)

GRI 201 Economic performance 2016	103-1			
	103-2	Management approach	1.4.1 The creation of shared value	
	103-3		8.3 Correlation table	
	201-1	Direct economic value generated and distributed	1.4.1 The creation of shared value 8.1.3 Calculation methods	

GRI 203 Indirect economic impacts 2016	103-1			
	103-2	Management approach		7.2 Support to local communities 8.3 Correlation table
	103-3			
GRI 205 Anti-corruption 2016	203-1	Infrastructure investments and services supported		8.5 Data and indicators (Investments for the community)
	103-1			
	103-2	Management approach		3.4 Risk Management Model 6.3.1 Training and development 8.3 Correlation table
GRI 302 Energy 2016	103-3			
	205-2	Communication and training about anti-corruption policies and procedures		8.1.3 Calculation methods 8.5 Data and indicators (Total number of employees who have attended trainings concerning anti-corruption)

ENVIRONMENTAL DISCLOSURES (GRI 300)

GRI 302 Energy 2016	103-1			
	103-2	Management approach		4.2 Direct and indirect emissions 8.3 Correlation table
	103-3			
GRI 304 Biodiversity 2016	302-1	Energy consumption within the organization		8.5 Data and indicators (Emissions and Energy)
	103-1			
	103-2	Management approach		5.3.3 Biodiversity 8.3 Correlation table
GRI 304 Biodiversity 2016	103-3			
	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		8.1.3 Calculation methods 8.5 Data and indicators (Number of protected areas or priority areas for biodiversity conservation a (KBA) overlapping with Plenitude's operational sites)



GRI 305 Emissions 2016	103-1	Management approach	4.2 Direct and indirect emissions 8.3 Correlation table
	103-2		
	103-3		
	305-1	Direct (Scope 1) GHG emissions	4.2 Direct and indirect emissions 8.1.3 Calculation methods 8.5 Data and indicators (Emissions and Energy)
	305-2	Energy indirect (Scope 2) GHG emissions	4.2 Direct and indirect emissions 8.1.3 Calculation methods 8.5 Data and indicators (Emissions and Energy)
305-5	Reduction of GHG emissions	4.2 Direct and indirect emissions 8.5 Data and indicators (Emissions and Energy)	
GRI 306 Waste 2020	103-1	Management approach	5.3.1 Waste management 8.3 Correlation table
	103-2		
	103-3		
	306-1	Waste generation and significant waste-related impacts	5.3.1 Waste management
	306-2	Management of significant waste-related impacts	5.3.1 Waste management
	306-3	Waste generated	8.5 Data and indicators (Waste)
306-4	Waste diverted from disposal	8.5 Data and indicators (Waste)	
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GRI 401 Employment 2016	103-1	Management approach	6.1 Respect for all our people 8.3 Correlation table
	103-2		
	103-3		

GRI 401 Employment 2016	401-1	New employee hires and employee turnover	8.1.3 Calculation methods 8.5 Data and indicators (Employment)
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	6.2.2 Workers' well-being
GRI 403 Occupational Health and Safety 2018	103-1	Management approach	6.2 Attention and care toward the people who work for Plenitude 8.3 Correlation table
	103-2		
	103-3		
	403-1	Occupational health and safety management system	6.2 Attention and care toward the people who work for Plenitude
	403-2	Hazard identification, risk assessment, and incident investigation	6.2 Attention and care toward the people who work for Plenitude 8.1.3 Calculation methods
	403-3	Occupational health services	6.2 Attention and care toward the people who work for Plenitude
	403-4	Worker participation, consultation, and communication on occupational health and safety	6.2 Attention and care toward the people who work for Plenitude
403-5	Worker training on occupational health and safety	6.2 Attention and care toward the people who work for Plenitude	
403-6	Promotion of worker health	6.2 Attention and care toward the people who work for Plenitude	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	6.2 Attention and care toward the people who work for Plenitude	
403-9	Work-related injuries	8.1.3 Calculation methods 8.5 Data and indicators (Employees and contractors' injuries)	



	103-1	Management approach	6.3.1 Training and development
	103-2		8.3 Correlation table
	103-3		
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee	8.1.3 Calculation methods 8.5 Data and indicators (Training)
	404-2	Programs for upgrading employee skills and transition assistance	6.3 Supporting people's growth and empowerment
	404-3	Percentage of employees receiving regular performance and career development reviews	8.5 Data and indicators (Enhancing people)
	103-1	Management approach	3.1.3 Governance structure
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	103-3		
GRI 405 Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	3.1.3 Governance structure 6.1 Respect for all our people 8.5 Data and indicators (Composition of the organisation governing bodies)
	405-2	Ratio of basic salary and remuneration of women to men	6.1.1 Diversity and inclusion 8.5 Data and indicators (Gender Pay Ratio)
GRI 406 Non-discrimination 2016	103-1	Management approach	6.1 Respect for all our people
	103-2		
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	103-2		8.3 Correlation table
	103-3		
	412-2	Employee training on human rights policies or procedures	8.5 Data and indicators (Training on human rights)
	GRI 413 Local communities 2016	103-1	Management approach
103-2		8.3 Correlation table	
103-3			
413-1	Operations with local community engagement, impact assessments, and development programs	7.2 Support to local communities	
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	103-2		
	103-3		
GRI 414 Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	5.4 Sustainable supply chain 8.1.3 Calculation methods 8.5 Data and indicators (New suppliers who have been subjected to assessment based on social criteria)
	GRI 418 Customer Privacy 2016	103-1	Management approach
103-2		8.3 Correlation table	
103-3			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	8.5 Data and indicators (Customers' privacy)	
GRI SECTOR STANDARD EU			
GRI Sector Standard EU 1	EU 1	Installed capacity, broken down by primary energy source and by regulatory regime	4.1.1.2 Renewables 8.1.3 Calculation methods 8.3 Correlation table (Installed capacity by regulatory regime)



GRI Sector Standard EU 2	EU 2	Net energy output broken down by primary energy source and by regulatory regime	4.1.1.2 Renewables 8.5 Data and indicators (Net energy production by energy source and regulatory regime)
GRI Sector Standard EU 10	EU 10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	4.1.1.2 Renewables

PLENITUDE MATERIAL TOPICS NOT ASSOCIATED WITH GRI MATERIAL TOPICS

Solutions for clients from renewable energies	103-1 103-2 103-3	Management approach	4.1.1 The supply of renewable electricity 8.3 Correlation table
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