

# Sustainability and Impact Report

**2024**



# Sustainability and Impact Report 2024

## Disclaimer

Eni Plenitude S.p.A. Società Benefit (hereinafter also “Plenitude”, the “Company”) published the integrated “Sustainability and Impact Report 2024”, as an annex to the Annual Report 2024, as required by Italian Law no. 208 of 2015 on Benefit Corporations (Società Benefit), with reference to the Impact Report. The document is prepared in compliance with the Global Reporting Initiative’s (GRI) “Sustainability Reporting Standards” 2021, which is the “external valuation standard” used to measure the impacts generated, in compliance with Annexes 4 and 5 of the Benefit Corporations (Società Benefit) regulation, for the purpose of preparing the required annual report. This document has been subjected voluntarily to a Limited Assurance by an independent auditor.

Plenitude’s Sustainability and Impact Report is published on an annual basis and contains forward-looking statements on the issues it covers. Forward-looking statements are based on the expectations and beliefs of Plenitude’s management which are developed on a reasonable basis in light of the information available at the time they were formulated. However, by their very nature, forward-looking statements have an element of uncertainty, since they depend on the occurrence of future events and developments that are wholly or partially beyond Plenitude’s control and reasonable predictability. Actual results may differ from announced results due to a variety of factors, such as: future trends in natural gas demand, supply and prices, actual operating performance, general macroeconomic conditions, geopolitical factors and changes in the economic and regulatory environment in many of the countries in which Plenitude operates, success in the development and application of new technologies, developments in scientific research, changes in stakeholder expectations and other changes in the business conditions. Readers are therefore advised to be mindful of a possible discrepancy between some forward-looking statements in the text, which are to be understood as estimates, and the results that will be achieved, should the events or factors such as those indicated above occur. Plenitude’s voluntary choice to report Scope 3 GHG emissions and associate targets with them should not to be understood as the assumption of any legal responsibility for the effective and/or potential impacts of such GHG emissions.



## Who we are

We are a **Benefit Corporation (Società Benefit)** in the energy sector.

We believe that only an **equitable transition** can create future-proof change.

We work to be the **best ally to people and companies** in the challenge of improving **energy awareness and carbon neutrality**.

## What we do

We adopt an **integrated approach to sustainability**, from the **production of electricity from renewable sources** to its **responsible use**.

We invest in **technological innovation** to offer products and services that allow our customers to make **better choices every day**.

We support **electric mobility** by sustaining the growth of **charging points** across Europe.

## How we do it

We inspire our customers to join us in becoming **ambassadors for change**.

We share our expertise to promote **ethical behavior**, starting internally.

We promote an **inclusive culture** to attract and develop talent.

## Why we do it

We believe that together, through making **conscious choices**, we can reach our **net-zero emissions target by 2040**.

**We want to reduce our impact on the planet, starting with energy.**

### INTERACTIVITY

► External links

■ Internal links



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## Message to our stakeholders

2024 was a crucial and challenging year for Plenitude. Our Company strengthened and accelerated its growth path, thanks to its unique integrated model, confirming its long-term vision and paving the way for the realization of future goals.

We are proud to say that, at the end of the year, we have reached 4 GW of installed capacity from renewable sources and a portfolio of more than 10 million customers, to whom we offer innovative and sustainable energy solutions. In the e-mobility sector we recorded a significant growth, reaching more than 21,000 charging points, even within a complex market environment. These strong operating achievements are matched by equally strong economic results, with our EBITDA exceeding 1 billion euro.

During 2024 the fund *Energy Infrastructure Partners* entered Plenitude shareholding, reaffirming the value of our Company. As a strategic partner, EIP is aligned with our commitment to the energy transition path towards a socially, environmentally and economically sustainable development.

Sustainability is part of our corporate DNA. ESG principles are integrated into our business model and, as a Benefit Corporation (Società Benefit), we are committed to reducing the environmental impact of our activities on a daily basis, promoting initiatives that bring real benefits to the communities and territories in which we operate.

Looking to the future, we are determined to continue our path: we will invest in renewable energy production and efficiency solutions to meet our customers' needs. We will strengthen our charging network for electric vehicles while promoting responsible consumption practices.

In closing, I would like to express my sincere thanks to all our stakeholders for their continued support and trust. In particular, I would like to express my gratitude to all the people and management at Plenitude: we have achieved these goals thanks to their expertise, dedication and passion.

Together, we will continue to operate in line with Plenitude's distinctive industrial model, aligning sustainability with return on investment, the only winning model for the energy transition.



**Stefano Goberti**  
*Chief Executive Officer*

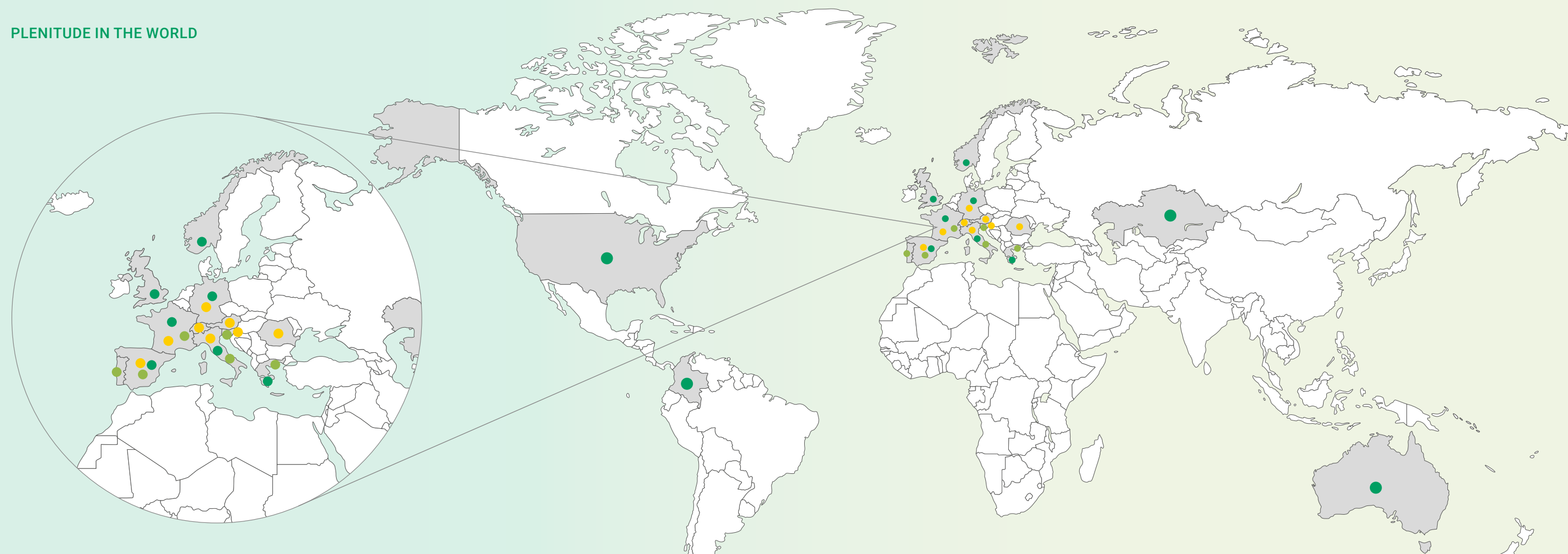
# Sustainability for Plenitude

## HIGHLIGHTS

Eni Plenitude S.p.A. Società Benefit, a subsidiary of Eni S.p.A.<sup>1</sup>, plays a central role in energy transition<sup>2</sup> with a business model that integrates **power production from renewable sources**, the **sale of energy and energy solutions** to 10 million customers, families and businesses, and an extensive **network of charging points** for electric vehicles.

With **2,788 employees** at the end of 2024, the Company operates globally in **16 countries**, aiming to have a positive impact on the community<sup>3</sup> and mitigate negative impacts on the environment by achieving Net Zero Scope 1, 2 and 3 CO<sub>2</sub> emissions by 2040.

## PLENITUDE IN THE WORLD



### RENEWABLES



ITALY  
FRANCE  
GREAT BRITAIN  
GREECE  
NORWAY  
SPAIN

KAZAKHSTAN  
AUSTRALIA  
COLOMBIA  
USA  
GERMANY<sup>4</sup>

### RETAIL



ITALY  
FRANCE  
GREECE  
SLOVENIA  
SPAIN  
PORTUGAL

### E-MOBILITY



ITALY  
AUSTRIA  
FRANCE  
GERMANY  
SPAIN  
SLOVENIA

ROMANIA  
SWITZERLAND

1 - Plenitude is a subsidiary of Eni S.p.A., which exercises control and coordination over the Company and its subsidiaries. For Plenitude's ownership structure, please refer to the annex of the Annual Report 2024 available at ► <https://corporate.eniplenitude.com/en/home-page>

2 - Understood as the transition of the economy towards a lower carbon model and the goals set by COP 21 in Paris.

3 - For more information, see Chapter ■ "5. Communities".

4 - New presence in 2024 in this Country in the Renewables business.

Main results 2024

GOVERNANCE	<div><div>EQUITY COMPENSATION LINKED TO ESG TARGETS</div><div>Attribution of the 35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs</div></div> <div><div>DATA PROTECTION &amp; CYBERSECURITY</div><div>No episodes of data breaches (in line with 2023)</div></div> <div><div>GENDER DIVERSITY WITHIN THE BOARD OF DIRECTORS IN OFFICE AT 31.12.24</div><div><div>57%</div><div>MEN (60% at 31.12.23)</div><div>43%</div><div>WOMEN (40% at 31.12.23)</div></div></div>
CLIMATE AND EMISSIONS	<div><div>SCOPE 1, 2, 3 EMISSIONS (Location based) post offset<sup>5</sup></div><div>9.1 Mt CO<sub>2</sub>eq. (-20% vs 2023)</div><div>TARGET NET ZERO SCOPE 1, 2, 3 EMISSIONS BY 2040</div><div>CAPEX ALIGNED WITH THE EUROPEAN TAXONOMY 75%</div><div>EMISSION INTENSITY INDEX<sup>6</sup></div><div>55 g CO<sub>2</sub>eq./kWh</div></div> <div><div>INSTALLED CAPACITY FROM RENEWABLE SOURCES<sup>7</sup></div><div>29%</div><div>WIND POWER 1,187 MW</div><div>4.1 GW</div><div>71%</div><div>PHOTOVOLTAIC (INCLUDING STORAGE) 2,903 MW</div><div>(+1.1 GW vs 2023)</div></div> <div><div>100% POWER PRODUCTION FROM RENEWABLE SOURCES</div><div>55%</div><div>PHOTOVOLTAIC 2,543 GWh</div><div>45%</div><div>WIND POWER 2,122 GWh</div><div>(+17% vs 2023)</div></div> <div><div>% POWER CERTIFIED THROUGH GUARANTEE OF ORIGIN CERTIFICATES FROM RENEWABLE SOURCES OVER TOTAL POWER SOLD AT EUROPEAN LEVEL</div><div>74% (+5 pp vs 2023)</div><div>INSTALLED PROPRIETARY CHARGING POINTS &gt;21.000 CHARGING POINTS WITH PUBLIC ACCESS (+12% vs 2023)</div><div>GHG EMISSIONS AVOIDED THROUGH POWER PRODUCTION FROM RENEWABLE SOURCES, E-MOBILITY SERVICES AND ENERGY EFFICIENCY SOLUTIONS<sup>8</sup></div><div>1.9 Mt CO<sub>2</sub>eq. (+7% vs 2023)<sup>9</sup></div></div>
BUSINESS SUSTAINABILITY	<div><div>CUSTOMER SATISFACTION</div><div>78.3% SATISFIED CUSTOMERS<sup>10</sup> (Retail Italy) (82.5% in 2023)</div><div>2.71x NET PROMOTER SCORE<sup>11</sup> vs 2018 (Retail Italy) (2.94x in 2023)</div></div> <div><div>DIGITALIZATION</div><div>85% NEW PAPERLESS CONTRACTS SIGNED AT EUROPEAN LEVEL<sup>12</sup> (+5pp vs 2023)</div><div>56% DIGITAL BILLS AT EUROPEAN LEVEL<sup>13</sup> (+7pp vs 2023)</div><div>SUSTAINABLE SUPPLY CHAIN</div><div>PROCESSES WITH ESG ASSESSMENT OF 100% OF PROCUREMENT (Eni Plenitude S.p.A. Società Benefit – HQ) (95% in 2023)</div></div>
PEOPLE	<div><div>EMPLOYEES COMPOSITION AT 31.12</div><div>2,788</div><div>49.2% WOMEN (47.7% in 2023)</div><div>MEN 50.8% (52.3% in 2023)</div><div>FEMALE EMPLOYEES IN POSITIONS OF RESPONSIBILITY (SENIOR AND MIDDLE MANAGERS)</div><div>43.5% (+2.7 pp vs 2023)</div></div> <div><div>GENDER PAY GAP<sup>14</sup></div><div>1.4 FOR FIXED REMUNERATION (1.8 in 2023)</div><div>1.6 FOR TOTAL REMUNERATION (3.0 in 2023)</div><div>TRAINING HOURS</div><div>87,366 hours</div><div>32.6 AVERAGE TRAINING HOURS PER EMPLOYEE (compared to 34.5 in 2023<sup>15</sup>)</div><div>TOTAL RECORDABLE INJURY RATE</div><div>0.19 (1.09 in 2023)</div><div>(total recordable injuries/hours worked) x 1,000,000</div></div>
COMMUNITIES	<div><div>CORPORATE VOLUNTEERING</div><div>1,840 HOURS OF CORPORATE VOLUNTEERING THROUGHOUT ITALY</div></div> <div><div>SUPPORT TO LOCAL COMMUNITIES</div><div>€3.64 million</div><div>INVESTED IN SUPPORTING LOCAL COMMUNITIES (in line with 2023)<sup>16</sup></div></div>

5 - Figure derived from the sum of Scope 1, Scope 2 (Location Based method), and post offset Scope 3. Post-offset Scope 3 GHG emissions are calculated by subtracting carbon credits (3.14 Mt CO<sub>2</sub>eq., see footnote 56) from total Scope 3 GHG emissions.

6 - For details on the calculation methodology, see paragraph **"Calculation Methodologies"** section on **"Emission Intensity"**.

7 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).

8 - For details on the calculation method, see the **"Calculation Methodologies"** section on **"GHG Emissions Avoided"**.

9 - The data for the *GHG emissions avoided through power production from renewable sources* KPI for the 2023 and 2022 have been revised following Eni's adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation resulted in a change to the KPI for 2023 from 1,541,489 t CO<sub>2</sub>eq to 1,518,721 t CO<sub>2</sub>eq, a decrease of 1.48%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which affected the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

10 - Plenitude asks a representative sample of about 4,000 customers (divided into two annual waves) for an assessment of satisfaction with their use of Plenitude services. The ratings given are on a scale of 0 to 10, where 0 means "not at all satisfied" and 10 means "completely satisfied". "Satisfied" customers are those who indicated an overall satisfaction value between 7 and 10.

11 - Net Promoter Score (NPS): an indicator that in multi-channel mode (telephone, chat, e-mail and in-store support) measures the percentage of customers who would recommend Plenitude as an operator. In the last quarter of 2024, after completing the developments and optimizations of the new CRM, Plenitude renewed and upgraded its customer service management systems. As a result, the NPS in Italy reached a value 3.3 times higher than that measured in 2018.

12 - New power and gas supply contracts signed by B2C customers in Italy, France, the Iberian Peninsula, Greece, Slovenia contracted digitally (e.g. via tablet in shop, via web, etc.).

13 - Includes Italy, France, Iberian Peninsula, Greece, and Slovenia. This figure includes only commodity contracts.

14 - Gender Pay Gap calculated at the same role level and age group.

15 - A decrease of 5.5% compared to 2023, due to the expansion of the reporting scope because of the new acquisitions in 2024 and the high number of new hires.

16 - See section **"5.2 Supporting Local Communities"** for more information.

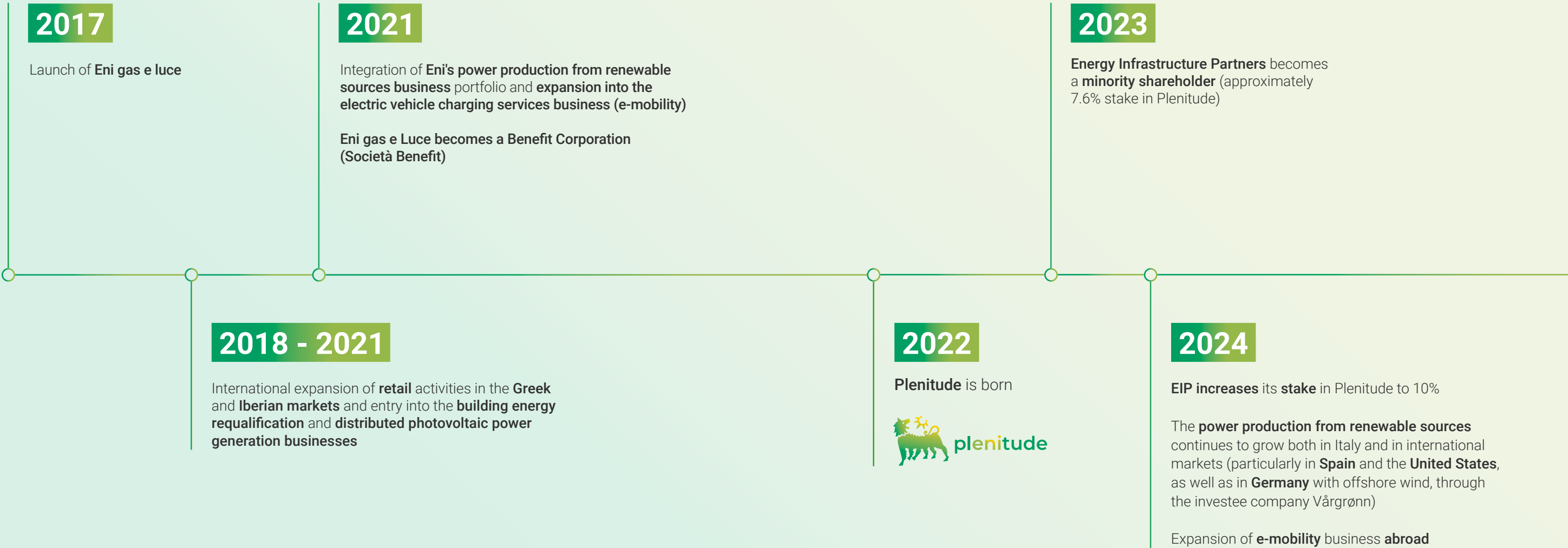


# The journey of Plenitude Benefit Corporation

Since its inception, Plenitude has continued to expand its business by increasing the power production from renewable sources and expanding its offer of innovative energy solutions and e-mobility services.

Plenitude pursues an organic growth strategy across all its businesses while monitoring the market for opportunities in synergy with its portfolio.

## MAIN STAGES OF PLENITUDE'S EVOLUTION OVER THE YEARS







MAIN EVENTS 2024

JANUARY
<ul style="list-style-type: none"><li>• Agreement between GreenIT and Galileo for the development of eight photovoltaic projects in Italy</li><li>• Agreement with EDP Renewables (EDPR) for the acquisition of three photovoltaic parks in the US with a capacity of 382 MW</li><li>• Partnership with BlueFloat Energy - Sener Renewable Investments for the development of offshore wind farms in Spain</li></ul>
MARCH
<ul style="list-style-type: none"><li>• EIP's entry into Plenitude's share capital completed</li><li>• The GreenIT - CIP project obtains Italy's first Environmental Impact Assessment for a floating offshore wind farm</li></ul>
APRIL
<ul style="list-style-type: none"><li>• Start of construction of the 330 MW Renopool photovoltaic park in Spain, the largest park built by Plenitude</li></ul>
MAY
<ul style="list-style-type: none"><li>• Partnership with Leolandia for the construction of the first attraction in Italy dedicated to e-mobility and a 10-point charging hub within the park's parking areas</li></ul>
JUNE
<ul style="list-style-type: none"><li>• Partnership with MERKUR for the installation of 62 fast and ultra fast charging points at shopping centres in Slovenia</li><li>• Inauguration of the new 50 MW Villanueva II solar power plant in Spain</li><li>• Offer of two years of free energy to households and SMEs installing solar panels in Spain</li></ul>
JULY
<ul style="list-style-type: none"><li>• Construction of a new approximately 39 MW onshore wind farm in Calabria, which will produce 84 GWh of power annually</li></ul>
AUGUST
<ul style="list-style-type: none"><li>• A 10-year Corporate PPA was signed with Ferriera Valsabbia for power supplied from 100% renewable sources. The wind farm in question has a capacity of 15 MW</li></ul>
OCTOBER
<ul style="list-style-type: none"><li>• Launch of "On the Road", uniting all electrical vehicles charging solutions under one identity</li><li>• Construction started on a new 220 MW photovoltaic plant in Villarino de los Aires, Spain</li></ul>
NOVEMBER
<ul style="list-style-type: none"><li>• Increase of EIP's shareholding in Plenitude to 10%</li><li>• Vårgrønn enters the German offshore wind market with a 27.4% stake in the Baltic 2 project</li></ul>
DECEMBER
<ul style="list-style-type: none"><li>• Vårgrønn and Flotation Energy win FEED contracts, promoting the largest offshore floating wind farm, Green Volt</li><li>• Plenitude doubles its installed capacity in Spain thanks to organic growth</li><li>• Plenitude completes the construction of the Guajillo plant, the largest battery storage system ever built by the Company</li></ul>

PLENITUDE SOCIETÀ BENEFIT

In 2021, Plenitude updated the Company Bylaws to become a **Benefit Corporation (Società Benefit)**. This business model, introduced in Italy by Law no. 208 of 28 December 2015<sup>17</sup>, establishes that in conducting their business activity, Benefit Corporations (Società Benefit) pursue a **dual purpose**: the generation of profit and the achievement of one or more **common benefit purposes** in relation to people, communities, territories, environment, cultural and social activities and assets, organizations, associations, and other stakeholders. More specifically, in line with its responsibilities as a Benefit Corporation (Società Benefit), Plenitude committed itself to pursue **four** specific **common benefit purposes**.

	<b>SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE</b>	Contributing to the creation and spread of a culture of sustainable energy usage by promoting access to renewable energy sources and raising people's awareness of their conscious energy consumption, and making them active participants in the ongoing energy transition.
	<b>PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE</b>	Promoting the development and marketing of products, services and technologies able to guarantee the responsible use of energy, improving the quality of life, in cooperation with other entities.
	<b>PROMOTING DIVERSITY AND INCLUSION</b>	Recognising our employee as a valuable resource, ensuring they are diverse and fully integrated through establishing a welcoming working environment and supporting a healthy work-life balance.
	<b>PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS</b>	Placing customers first, encouraging them to use energy more efficiently and making them the focal point of activities, communicating with them honestly and transparently, providing quality products and services in line with their needs, to make the lifestyles and habits of the entire community more sustainable.

The regulation also requires that Benefit Corporations (Società Benefit) prepare an annual Impact Report on the pursuit of the common benefit, to be attached to the Company's annual report. Starting from the financial year 2023, Plenitude includes the information and data related to the **Impact Report in its Sustainability Report** thus simplifying reporting for its Stakeholders.

As a Benefit Corporation (Società Benefit), since 2022 Plenitude has been a member of Assobenefit, the first representative association of Società Benefit in Italy. Assobenefit promotes, *inter alia*, the affirmation and dissemination of good practices in the exercise of the legal provisions of the founding law of Società Benefit and in the protection of the collective interests of its members<sup>18</sup>.




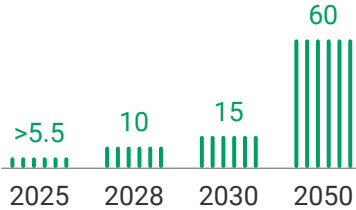

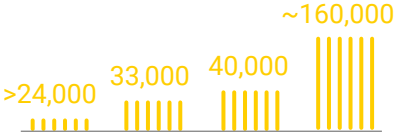
17 - For more details on Law no. 208 of 28 December 2015, Articles 376-384, please refer to the following link ► <https://www.gazzettaufficiale.it/eli/id/2015/12/30/15G00222/sg>  
18 - For more information on Assobenefit see ► <https://assobenefit.org/>.





# The Plenitude business model

Plenitude proposes a diversified **offer** that **integrates** the following **three strategic areas** into its **business model**: Renewables, Retail and E-mobility, declined through power production from renewable sources, sale of energy and energy solutions, and an extensive charging infrastructure for electric vehicles.

BUSINESS AREAS		
 <b>RENEWABLES</b> Power generation from renewable sources	 <b>RETAIL</b> Purchase and sale of gas and power, and energy solutions	 <b>E-MOBILITY</b> Charging services for electric vehicles
SERVICE MODEL		
ONSHORE AND OFFSHORE WIND POWER	POWER	OWNER OF CHARGING STATIONS
PHOTOVOLTAIC	GAS	OPERATOR OF CHARGING STATIONS
STORAGE	ENERGY SOLUTIONS <sup>19</sup>	OPERATOR OF E-MOBILITY SERVICES
RESULTS 2024		
<b>4.1 GW<sup>20</sup></b> OF INSTALLED CAPACITY (+1,1 GW vs 2023)  71% photovoltaic plants (including storage) 29% onshore and offshore wind plants 25% in Italy, 75% abroad	<b>&gt;10 million</b> CUSTOMERS <sup>21</sup> (+6% power customers vs 2023)  58% gas customers 42% power customers 80% in Italy, 20% abroad	<b>&gt;21,000</b> PROPRIETARY CHARGING POINTS INSTALLED (+12% vs 2023)  Charging points with public access
FUTURE TARGETS		
 2025 2028 2030 2050 INSTALLED CAPACITY (GW)	 2025 2028 2030 2050 NO. OF RETAIL CUSTOMERS (MILLION)	 2025 2028 2030 2050 NO. OF PROPRIETARY CHARGING POINTS INSTALLED <sup>22</sup>

19 - For more information on energy solutions, please refer to section **2.1.4 Energy Efficiency Solutions**.

20 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).

21 - At supply points.

22 - The plan for installing charging points was updated in response to market trends (a slowdown in the penetration curve of electric vehicles).

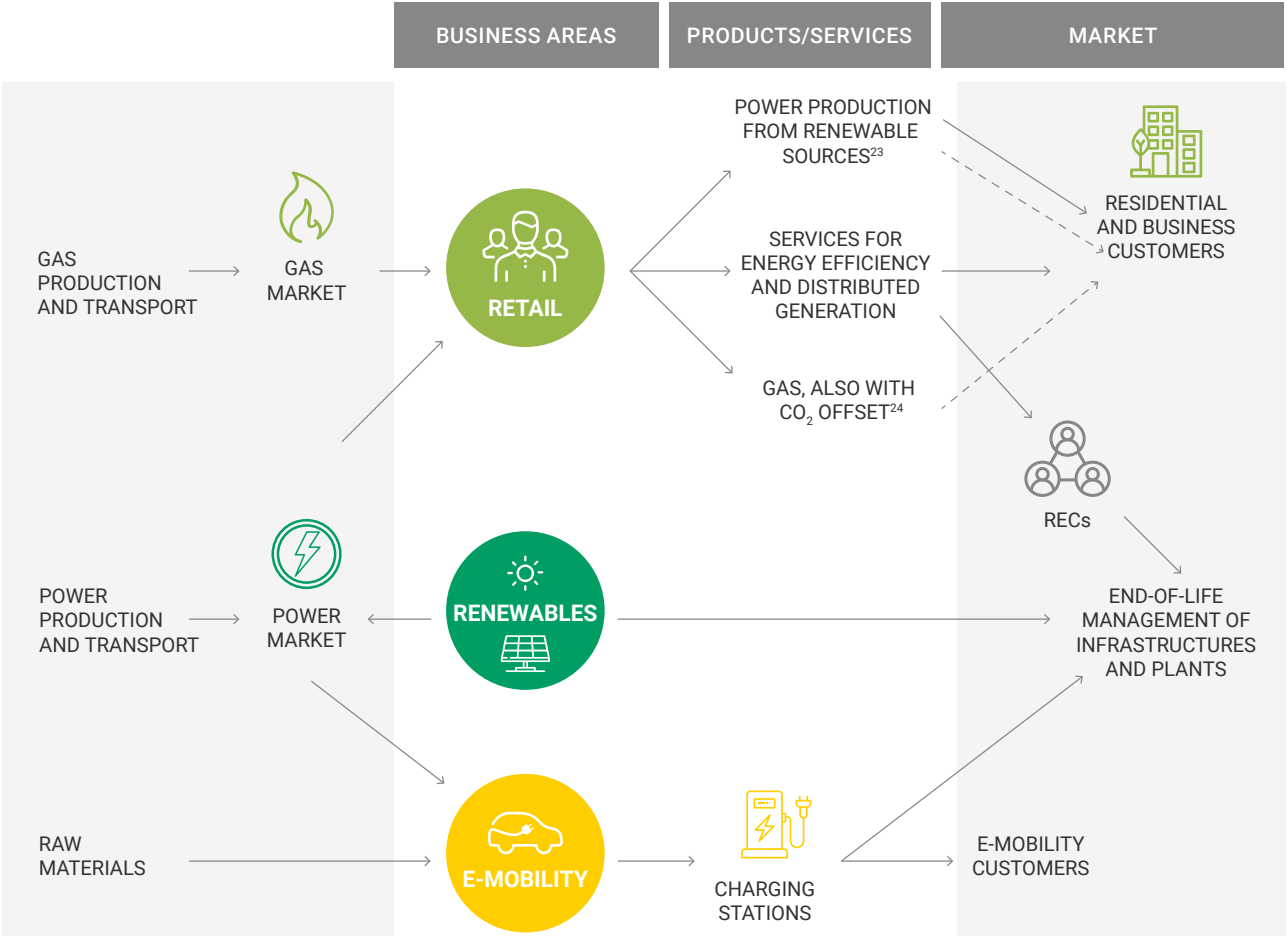


THE PLENITUDE VALUE CHAIN

Plenitude can count on a **strong international presence**, mainly in Italy, France, Spain, Greece, Germany, Slovenia, Portugal, Kazakhstan, Australia, Austria, Romania, and Switzerland and, through joint ventures and partnerships, the United Kingdom, Norway and the United States. Plenitude’s **value chain** includes the distribution of natural gas, the generation and distribution of power, and the supply of raw materials to build the necessary infrastructure.

Plenitude directly manages the **power production from renewable sources**, the **purchase of gas and power** from the market, and the **installation of charging stations** for electric vehicles. It thus provides its customers with power, gas and solutions for energy efficiency and distributed power generation, as well as services for e-mobility.

Further down the value chain is the **management of retail customers** (residential and business), **Renewable Energy Communities** (RECs) and e-mobility. The value chain closes with the **end-of-life management of infrastructures** (wind/photovoltaic plants and charging stations) owned by Plenitude or prosumers.



23 - As of April 2022, Plenitude offers all Business To Consumer (B2C) customers certified power through European Guarantees of Origin, as generated by plants fuelled by 100% renewable energy (in compliance with existing laws on the topic); by 2030, all Business To Business (B2B) customers will receive certified power, too. In 2024, 74% of the total power sold in Europe is certified with European guarantees of origin. Plenitude’s power production from renewable sources will exceed the power consumption of its customer base by 2040.

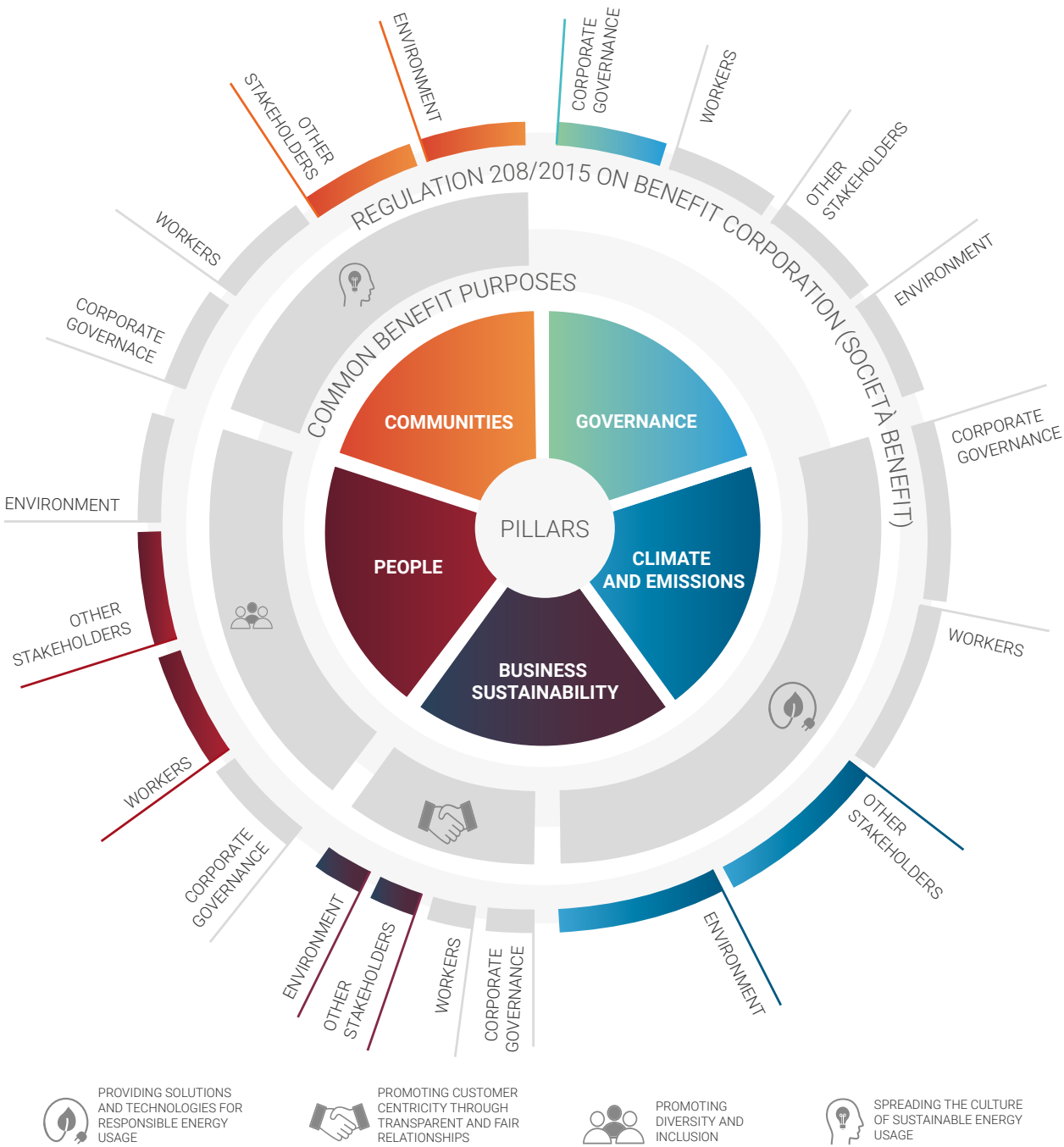
24 - Progressive decarbonization in the B2C and B2B gas portfolio to achieve Net Zero by 2040. For more information, see paragraph **2.1.3 Offsetting emissions from natural gas combustion**.





# Integrated sustainability strategy and the SDGs

The sustainability strategy, integrated with the business model, has outlined a **model of doing business** focussed on **sustainable growth objectives** and is based on **five pillars**: Governance, Climate and Emissions, Business Sustainability, People, and Communities. The pillars of the Company's sustainability strategy are closely related to the common benefit purposes that Plenitude, as a Benefit Corporations (Società Benefit), is committed to pursuing in its Bylaws, fulfilling the regulatory requirements for Società Benefit, under Law No. 208/2015.



## THE PILLARS OF PLENITUDE'S SUSTAINABILITY STRATEGY AND ITS COMMON BENEFIT PURPOSES

<div>GOVERNANCE</div>	Compliance with the principles of <b>integrity</b> and <b>professional ethics</b> , corporate values, and corporate procedures, ensuring transparency and consistency in the pursuit of Company objectives. Identification of <b>internal bodies</b> and <b>roles of responsibility</b> related to the definition of the <b>sustainability strategy</b> for the pursuit of common benefit purposes.
<div>CLIMATE AND EMISSIONS</div>	Pursuit of the decarbonization strategy to achieve <b>Scope 1, 2 and 3 Net Zero by 2040</b> by increasing the installed capacity of the <b>power production from renewable sources, offering energy-saving solutions and technologies</b> , progressively <b>offsetting CO<sub>2</sub> emissions</b> from gas combustion by customers <sup>25</sup> and developing <b>e-mobility</b> services.
<div>BUSINESS SUSTAINABILITY</div>	Management of how the Company operates and conducts its activities, respecting all stakeholders and using natural resources. Particular attention is dedicated to <b>innovation and digitalization</b> processes and the integration of ESG aspects along the entire <b>value chain</b> . In addition, emphasis is given to <b>customer satisfaction and promoting customer centricity, through transparent and fair relationships</b> and offering quality products and services, that meet their needs and help them make better use of energy.
<div>PEOPLE</div>	Safeguard and enhancement of Plenitude's people, <b>encouraging inclusion</b> while <b>respecting the diversity</b> of each individual, promoting safety and mental well-being and fostering personal and professional growth through specific career paths.
<div>COMMUNITIES</div>	Commitment to <b>create shared value</b> for local communities, promoting initiatives to support local development and helping to create and <b>spread a culture of sustainable energy use</b> . Active listening to the expectations and needs of different stakeholders through a multi-stakeholder approach.

The Company focuses its efforts on the goals that it considers better aligned to its mission, strategy and the undertaken initiatives. With its business model, the Company is actively committed to contributing to 10 of the **17 Sustainable Development Goals (SDGs)** defined in the United Nations 2030 Agenda.










25 - For more information, see paragraph **"2.1.3 Offsetting emissions from natural gas combustion"**.








MAIN ESG TARGETS IN THE SHORT, MEDIUM AND LONG-TERM

The main short-, medium- and long-term targets of Plenitude's sustainability strategy are given below. These include targets related to the business model and common benefit purposes, which will be further explored later in the Report, particularly with reference to the future targets set for each pillar of the ESG model.

COMMON BENEFIT PURPOSES	MATERIAL TOPICS	FUTURE TARGETS	SDGs
GOVERNANCE			
	<ul style="list-style-type: none"><li>BUSINESS CONDUCT</li><li>DATAPROTECTION &amp; CYBERSECURITY</li></ul>	<ul style="list-style-type: none"><li>Maintaining the <b>35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs</b> in the 2023-2025 Eni Long-Term Equity-based Incentive (LTI) Plan</li></ul>	 
CLIMATE AND EMISSIONS			
 PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	<ul style="list-style-type: none"><li>CLIMATE AND EMISSIONS</li></ul>	<ul style="list-style-type: none"><li><b>100% power supply covered by guarantees of origin or equivalent instruments for consumption within Plenitude companies by 2025<sup>26</sup></b></li><li><b>Offsetting emissions</b> related to the combustion of <b>no less than 1.2 billion standard cubic metres of gas</b> sold per year using carbon credits <b>by 2025</b></li><li><b>Installed capacity</b> for power production from renewable sources: <b>&gt;5.5 GW in 2025, 10 GW by 2028, 15 GW by 2030 and 60 GW by 2050</b></li><li><b>&gt;24,000 installed proprietary electric vehicle charging points by 2025, 33,000 by 2028, 40,000 by 2030, ~160,000 by 2050<sup>27</sup></b></li><li><b>Net Zero Scope 1, 2, 3 emissions targeted by 2040</b></li></ul>	   

26 - All companies have already completed migration to power supply covered by guarantees of origin or planned to cover power purchases with instruments equivalent to guarantees of origin, with the exception of Eni Plenitude Renewables Italy, Adriaplin, Zenith and Eni Plenitude Renewables France, which will complete migration by the end of 2025.

27 - The plan for installing charging points was updated in response to market trends (a slowdown in the penetration curve of electric vehicles).

COMMON BENEFIT PURPOSES	MATERIAL TOPICS	FUTURE TARGETS	SDGs
BUSINESS SUSTAINABILITY			
 PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	<ul style="list-style-type: none"><li>CUSTOMER RELATIONS</li><li>INNOVATION AND DIGITALIZATION</li><li>RESPONSIBLE SUPPLIER MANAGEMENT</li><li>BIODIVERSITY AND ECOSYSTEMS</li><li>CIRCULAR ECONOMY AND WASTE MANAGEMENT</li></ul>	<ul style="list-style-type: none"><li><b>3.5x Net Promoter Score (Retail Italy) 2025 vs 2018</b></li><li><b>90% of new contracts digitally signed</b> in Europe in 2025<sup>28</sup></li><li>Procurement Italy: <b>proceedings with ESG assessment of approx. 100%</b> of procurement in 2025</li></ul>	    
PEOPLE			
 PROMOTING DIVERSITY AND INCLUSION	<ul style="list-style-type: none"><li>OCCUPATIONAL HEALTH AND SAFETY</li><li>DEVELOPMENT AND WELL-BEING FOR PEOPLE</li><li>EQUAL TREATMENT AND OPPORTUNITIES FOR ALL</li></ul>	<ul style="list-style-type: none"><li><b>50% women out of the total workforce in 2025</b></li><li><b>100% equal pay</b> for men and women in 2025, closing the pay gap<sup>29</sup></li><li><b>≥40% female employees in positions of responsibility (senior and middle managers)</b></li><li><b>≥30 average training hours</b> per employee per year in the 2025-2028 Plan</li></ul>	   
COMMUNITIES			
 SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	<ul style="list-style-type: none"><li>SUPPORT TO LOCAL COMMUNITIES</li></ul>	<ul style="list-style-type: none"><li>Extending the <b>non-profit</b> commitment in <b>France</b> and the <b>Iberian Peninsula</b> where Plenitude operates through retail subsidiaries</li><li>Dedicating <b>at least 40%</b> of Plenitude social media <b>posts</b> to <b>raising</b> awareness of the principles of responsible and conscious use of energy. Initiate <b>at least 5 projects</b> that combine the <b>world of art with energy</b></li></ul>	   

28 - New power and gas supply contracts signed by B2C customers in Italy, France, the Iberian Peninsula, Greece, Slovenia contracted digitally (e.g. via tablet in shop, via web, etc.).

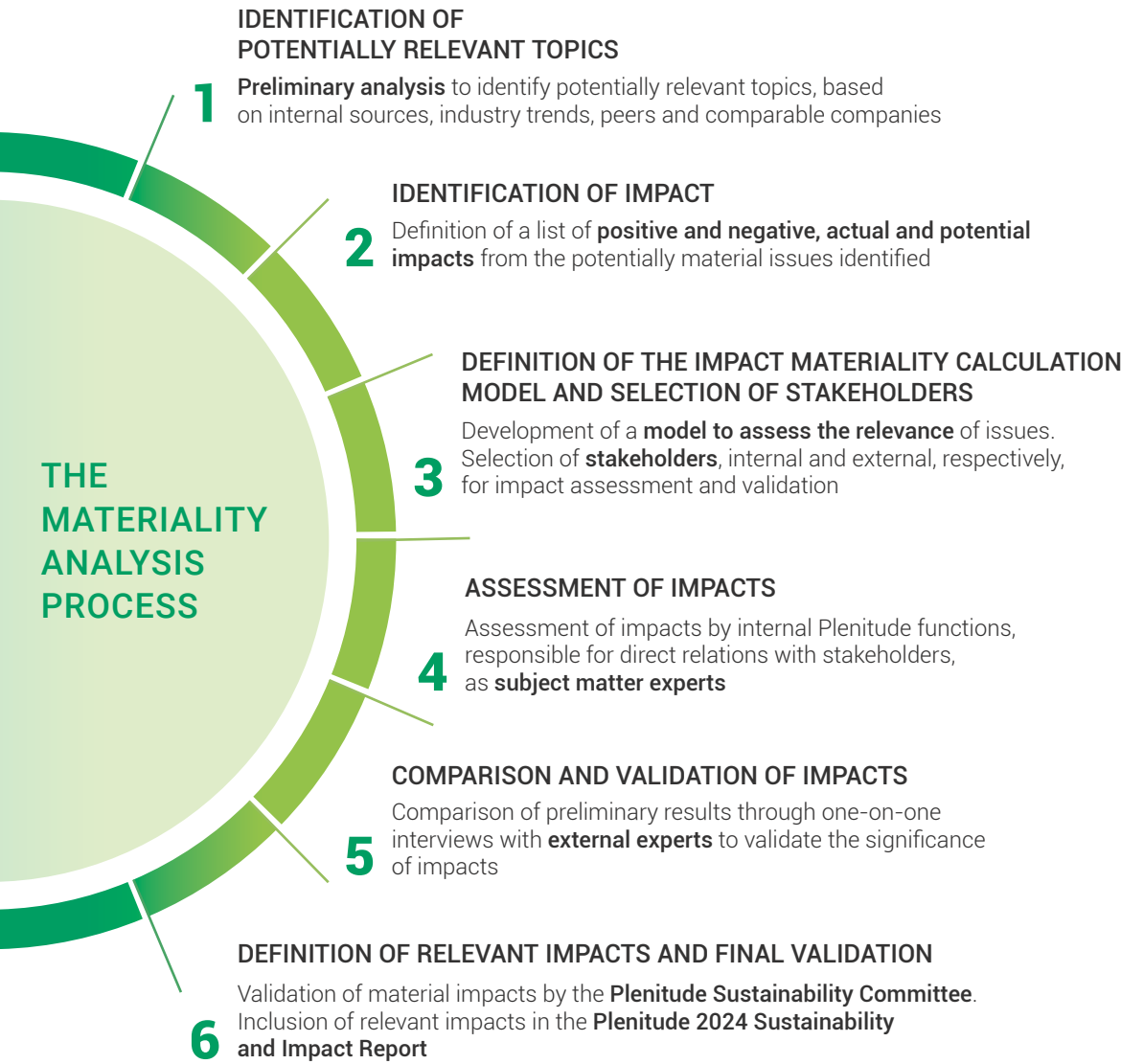
29 - Gender Pay Gap calculated at the same role level and age group.

# Materiality analysis

In 2024, Plenitude updated its Materiality analysis, inspired by the Impact Materiality approach of the recent **Corporate Sustainability Reporting Directive (CSRD)**.

Specifically, Plenitude identified the relevant impacts generated by the Company on people and the environment and the material topics related to them. The exercise was not limited to the organisation alone but extended to the entire value chain<sup>30</sup>.

The Materiality analysis process is structured into six main stages:



To understand the context in which the organisation operates, preliminary analysis was conducted to update the list of sustainability topics potentially relevant to Plenitude and to identify the actual and potential impacts, both positive and negative, associated with the identified issues (Stage 1 and 2). This phase considered an analysis of peers and comparable companies, as well as regulatory references and key industry trends. The list of topics was updated by drawing inspiration, where applicable, from the nomenclature provided by the **European Sustainability Reporting Standards (ESRS)** in the context of **CSRD**.

Subsequently, a **model for assessing the relevance** of the issues identified was developed and internal and external stakeholders were selected for impact assessment and validation (Stage 3). This made it possible to proceed with the **assessment of impacts**, conducted by Plenitude's internal functions, as they are responsible for direct relations with stakeholders (Stage 4).

Specifically, each impact was given a value on a scale of **1 to 5**, with respect to three parameters: **Scale**, **Scope** and **Irremediability**<sup>31</sup>, according to predetermined rating scales. The highest value among these three parameters then defined the **Impact Severity**. Next, the **Likelihood** of occurrence for each impact was assessed using the same scale, setting the rating for actual impact at 5.

The impact assessments were reported in a 5x5 matrix, in which the definition of a **materiality threshold** allowed the impacts to be classified into three categories:

- **Tier 1 Material** (very relevant)
- **Tier 2 Material** (relevant)
- **Tier 3 Not Material** (excluded from reporting)

The preliminary results from this assessment were then submitted to external experts, through one-on-one interviews, to validate the severity of the identified impacts (Stage 5).

Finally, the impacts that emerged as material from the Impact Materiality were validated by the Plenitude Sustainability Committee on 11 December 2024. The related impacts were reported in this Plenitude 2024 Sustainability and Impact Report (Stage 6).

25  
material  
impacts

30 - In line with sustainability reporting principles, the information provided also includes the relevant impact related to the upstream and downstream value chain, and/or arising from business relationships.

31 - Scale: significance of the positive/negative impact on people or the environment. Scope: extent of the effect of impact. Irremediability: whether and to what extent negative impact can be remedied.

IMPACTS AND MATERIAL TOPICS

Following is the list of impacts found to be material from the 2024 Impact Materiality analysis.

- Positive impact

Negative impact

Actual impact

Potential impact

Short term

Medium term

Long term

Operations

Upstream value chain

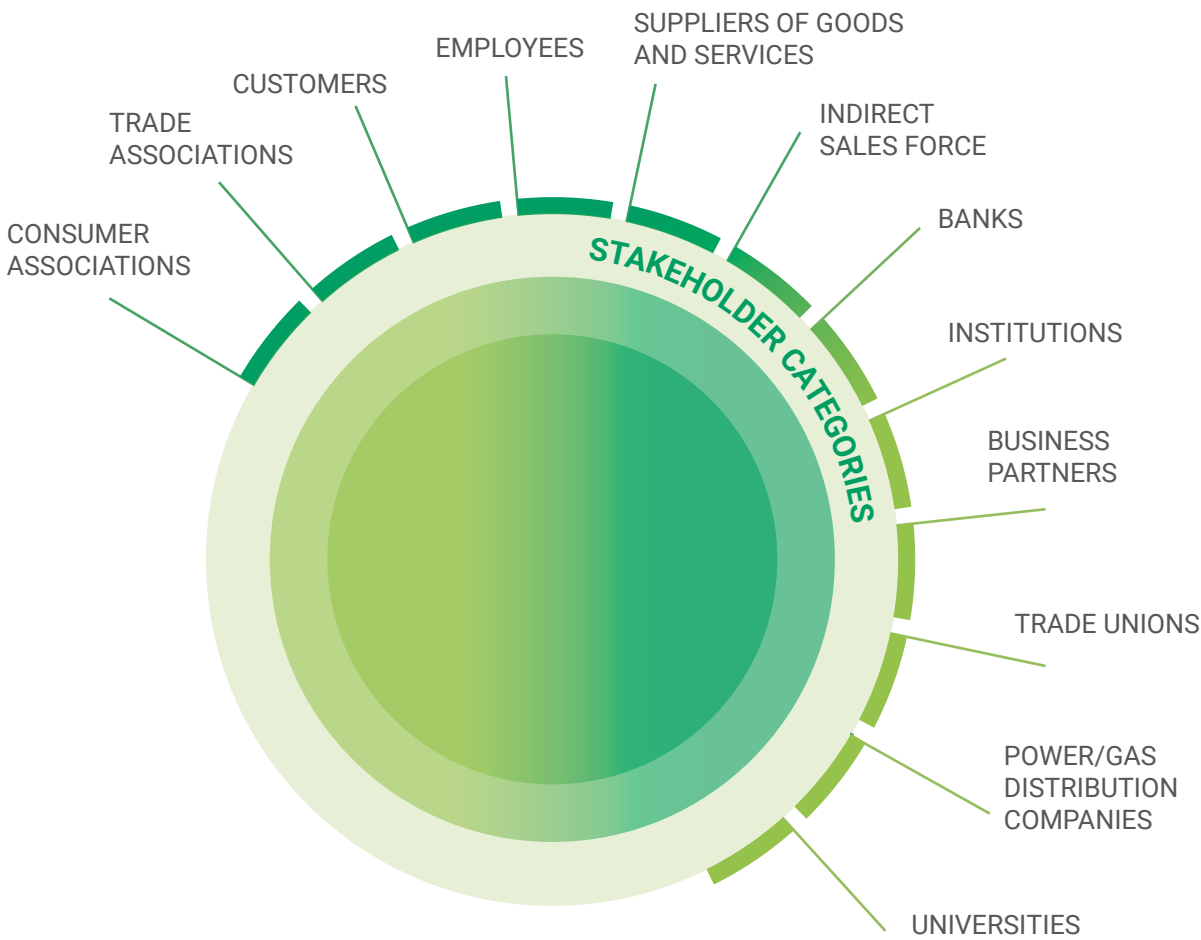
Downstream value chain

MATERIAL TOPIC	IMPACT	POSITIVE/ NEGATIVE	ACTUAL/ POTENTIAL	TIME HORIZON	VALUE CHAIN
GOVERNANCE					
BUSINESS CONDUCT	Creation of economic value in the areas where the Company has investments and is paying taxes	+	A	M – L	●
	Incidents of corruption and illicit acts with potential repercussions on the market and businesses	-	P	S – M – L	↑ ●
DATA PROTECTION & CYBERSECURITY	Negative impact resulting from the loss of confidentiality and/or integrity of information or the unavailability of computer systems supporting the business as a result of a cyber security incident with possible propagation onto the computer systems of Plenitude's suppliers and partners	-	P	S – M – L	↑ ● ↓
CLIMATE AND EMISSIONS					
CLIMATECHANGE	Climate-changing emissions from its activities or along the value chain	-	A	S – M – L	↑ ● ↓
BUSINESS SUSTAINABILITY					
CUSTOMER RELATIONS	Offering quality products and services in line with customers' needs, respecting transparent and fair commercial practices, with the support of appropriate listening channels, while promoting a culture of sustainable energy use	+	A	S – M	● ↓
	Unclear advertising campaigns, or misleading or aggressive commercial practices	-	P	S	● ↓

MATERIAL TOPIC	IMPACT	POSITIVE/ NEGATIVE	ACTUAL/ POTENTIAL	TIME HORIZON	VALUE CHAIN
RESPONSIBLE SUPPLIER MANAGEMENT	Work-related injuries of workers in the supply chain	-	P	S – M – L	↑ ●
	Relating to workers in the supply chain: restrictions on freedom of association and trade union membership; non-application of collective bargaining agreements (where present); and limitations of the right to strike	-	P	S – M	↑
	Violence and harassment of a physical, psychological or verbal nature (including gender-based) for workers in the supply chain	-	P	S – M	↑ ●
	Failure to respect labour rights for workers in the supply chain (including: working hours; inadequate wages to meet the needs of the worker and their family)	-	P	S – M	↑ ●
	Failure to respect the right to employment security for workers in the supply chain (informality of employment, unclear contractual conditions, repeated renewal of temporary contracts)	-	P	S – M	↑
	Incidents of on-the-job discrimination and failure to establish internal mechanisms in the supply chain for proper management of opportunities and careers in recruitment, training and career development	-	P	S – M	↑ ●
	Dissemination of environmental and social sustainability principles through the involvement of suppliers and supply chain partners	+	A	S – M – L	↑
	Technological development and innovation of products and services offered through investment in cutting-edge digital technologies	+	A	M – L	●
CIRCULAR ECONOMY AND WASTE MANAGEMENT	Contribution to the conservation of natural resources through circular end-of-life asset management	+	A	S – M – L	●
	Production and treatment of waste that, especially if not properly managed, can cause environmental impact on air, water and soil matrices	-	A	S – M – L	●
BIODIVERSITY ANDECOSYSTEMS	Biodiversity loss or degradation (habitats, ecosystems and species) of ecosystem services	-	A	S – M – L	●

MATERIAL TOPIC	IMPACT	POSITIVE/ NEGATIVE	ACTUAL/ POTENTIAL	TIME HORIZON	VALUE CHAIN
PEOPLE					
OCCUPATIONAL HEALTH AND SAFETY	Occupational diseases and health impacts on employees	—	A	S – M – L	●
	Work-related injuries of workers	—	P	S – M – L	●
EQUAL TREATMENT AND OPPORTUNITIES FOR ALL	Discrimination at work and failure to respect equal treatment and opportunities (e.g. in recruitment, training, career progression, and wages)	—	P	S – M	●
	Violence and harassment of a physical, psychological or verbal nature (including gender-based)	—	P	S – M	●
DEVELOPMENT AND WELL-BEING FOR PEOPLE	Impact on workers' well-being due to welfare initiatives	+	A	S – M – L	●
	Contribution to the development of employees' skills aimed at professional growth	+	A	S – M – L	●
	Failure to respect labour rights (including: working hours, inadequate wages to meet the needs of the worker and their family, freedom of association and collective bargaining, or employment security)	—	P	S – M	●
COMMUNITIES					
SUPPORT TO LOCAL COMMUNITIES <sup>32</sup>	Development of communities and areas through local development projects, such as energy efficiency and urban regeneration interventions	+	A	M	●

## Stakeholder Engagement



For Plenitude, it is crucial to directly involve all stakeholders and maintain an ongoing dialogue with them. These elements are essential for creating **shared value** and establishing relationships based on **trust, transparency** and **integrity**.

For this reason, in addition to giving a voice to all its stakeholders on an annual basis, involving them in the definition and assessment of the impacts, the Company constantly strives to promote open and transparent dialogue to share information, values and visions.

Plenitude's different companies and business units use various modes of interaction, such as meetings, workshops, collaborations and training initiatives to ensure constant exchange of information with its Stakeholders. Furthermore, Plenitude is committed to fostering a culture of active listening and interdisciplinary collaboration between company functions to foster innovation, sustainability and the creation of trusting relationships and lasting partnerships with all stakeholders.

To support the relationship with local stakeholders, Plenitude also uses the Company's "Stakeholder Management System" (SMS) application, which also allows the timely mapping and management of any complaints related to sustainability topics.

32 - With reference to the potential negative impact, "Negative impacts on local communities due to the exploitation of natural resources (water, soil) and their possible unfair compensation" in the Sustainability and Impact Report 2023, please note that this impact was found to be non-material in the 2024 Materiality analysis.



ENGAGEMENT ACTIVITIES	HIGHLIGHTS
CONSUMER ASSOCIATIONS	
<ul style="list-style-type: none"><li>Continuous dialogue and discussion with consumer associations to improve customer satisfaction and the quality of the service offered, also through dedicated channels such as:<ul style="list-style-type: none"><li>♦ FiloGiallo, telephone line integrated in Plenitude contact centres;</li><li>♦ a reserved web area on the Plenitude website;</li><li>♦ Joint Conciliation Protocol, a non-judicial termination procedure for disputes between the Company and customers, compliant with the Alternative Dispute Resolution method (ADR<sup>33</sup>).</li></ul></li><li>Webinars and in-person meetings to share the results of monitoring within the framework of the Protocol for the prevention of unsolicited activations.</li><li>More than 20 annual meetings and workshops with national, regional and area representatives of associations to present results, objectives and future strategies, including the "Vincenzo Dona Prize<sup>34</sup>" meeting organised by UNC (Unione Nazionale Consumatori) and two Cittadinanzattiva meeting<sup>35</sup>, focusing on energy and consumers.</li><li>Participation in specific initiatives on the energy market and sustainability promoted by individual associations, such as "Seminare Futuro", which aims to promote dialogue between various national stakeholders on consumption and environmental issues. In 2024, it organised conferences to foster discussion in the energy market, involving both experts and the general public.</li></ul>	<p>~ 20 regular meetings</p> <p>~ 500 contacts in Italy</p>
TRADE ASSOCIATIONS	
<ul style="list-style-type: none"><li>Participation in the working groups of Elettricità Futura, Proxigas and AssoESCo to analyse regulatory forecasts and assess the need for clarification and further study.</li><li>Approximately 20 institutional face-to-face meetings with 18 trade associations and 2 webinars, aimed at proposing solutions and services for gas and power supply, as well as solutions for energy efficiency in condominiums, industry, the tertiary sector and SMEs.</li></ul>	<p>~ 20 meetings with 18 trade associations</p>

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

34 - For more information see the following page: ► <https://www.consumatori.it/eventi/premio-dona-2024/>.

35 - Cittadinanzattiva is an organisation that promotes citizen activism for the protection of rights, care for common property, and support for people in precarious conditions. For more information see the following page: ► [Cittadinanzattiva](#).

ENGAGEMENT ACTIVITIES	HIGHLIGHTS
CUSTOMERS	
<ul style="list-style-type: none"><li>Educational programs, events and initiatives in the local area aimed at raising awareness and bringing people closer to the world of energy, providing useful tools for understanding it and educating them about the efficient use of energy.</li><li>Over 70 qualitative-quantitative market surveys, involving &gt;130,000 people, through various channels (online, telephone or in person), with the support of research institutes.</li></ul>	<p>&gt;70 qualitative-quantitative market surveys</p>
EMPLOYEES	
<ul style="list-style-type: none"><li>Listening to employees' needs through a survey related to well-being, involving 1,700 people and collecting more than 680 responses.</li><li>Involving employees in Company life through Workplace, Eni's corporate social network, to engage them and increase their sense of belonging.</li><li>Change management activities aimed at the integration of business and people.</li><li>Targeted campaigns and initiatives to promote the health and psychophysical integrity of employees (e.g. adhesion to the programme "Workplaces that Promote Health - WHP Lombardy Network<sup>36</sup>").</li><li>Dedicated approximately 258 hours to training and information to improve the Health and Safety culture.</li><li>About 176 hours were spent on HSE awareness campaigns (e.g. introduction to HSE for new recruits, dissemination of the Golden Safety Rules and Principles, emergency management, campaigns on technical topics, regular HSE meetings, workshops on specific topics, management of HSE aspects at construction sites, dissemination of information pills via Workplace, etc.).</li></ul>	<p>1,700 employees involved in activities to listen to needs</p> <p>Plenitude received the WHP "Workplace Health Promotion' award" – Companies that promote the Health of Assolombarda</p> <p>~ 4,077 participants in training and information initiatives on health and safety issues;</p> <p>~ 2,160 participants in HSE awareness campaigns</p>
SUPPLIERS OF GOODS AND SERVICES	
<ul style="list-style-type: none"><li>Events, workshops, and meetings aimed at engaging suppliers on ESG topics with a focus on workplace safety and health aspects.</li><li>Analysis of the supplier's ESG profile at the qualification and tender stage, including assessment of the degree of compliance with specific requirements.</li><li>Free training for suppliers through the organization of events and in-depth discussions with sustainability experts as part of Open-es initiatives.</li></ul>	<p>Organization of a Road Show in Munich and Supplier Day in Milan<sup>37</sup></p>

36 - For more information see the following page: ► [Workplaces that Promote Health - WHP Lombardy Network](#).

37 - For more information, see section ► "3.3. Responsible supply chain management".

ENGAGEMENT ACTIVITIES	HIGHLIGHTS
INDIRECT SALES FORCE	
<ul style="list-style-type: none"><li>• Four meetings and webinars for continuous training on commodity and extra commodity products, as well as cross-training content in the areas of privacy and compliance.</li><li>• Regular meetings with about 30 indirect B2B network partners, both one-on-one and group, to optimise the sale of power and gas supply solutions and energy efficiency services.</li></ul>	<p>~ <b>30</b> indirect B2B network partners involved in regular meetings</p>
BANKS	
<ul style="list-style-type: none"><li>• More than 15 commercial collaboration agreements, for financial services to support energy efficiency solutions for the condominium, industrial and tertiary sectors and SMEs, as well as partners and suppliers.</li></ul>	<p>&gt;<b>15</b> cooperation agreements with banking institutions</p>
INSTITUTIONS	
<ul style="list-style-type: none"><li>• Participation in working groups with the Gestore dei Servizi Energetici (GSE) and the Italian Ministry of the Environment and Energy Security (MASE) concerning charging infrastructure and renewable power sources.</li><li>• Recurring meetings and discussions aimed at representing positions, requests for clarification, proposals in line with Company objectives, during consultations and hearings with the competent authorities in the field of retail, renewables and storage, also through participation in trade association initiatives.</li><li>• Periodic meetings, in person and remotely, with local authorities (mainly municipal administrations) to present collaboration and sponsorship initiatives for the corporate activities, sharing issues of energy efficiency, environmental sustainability and safeguarding the local territory, including through the expansion of the network of electric charging infrastructures.</li></ul>	<p>Collaboration with GSE and MASE for areas of interest</p> <p>Expression of positions within the association and responsible authorities</p> <p>Recurring discussions with responsible authorities and local authorities in the field of sustainability</p>
BUSINESS PARTNERS	
<ul style="list-style-type: none"><li>• Annual convention in Copenhagen with about 100 of the most relevant business and technical partners to share results and strategies for future development in customer service and the energy transition path undertaken by Plenitude.</li><li>• More than 25 partners involved and more than 50 collaborations for promotional activities and partnership communication.</li></ul>	<p>~ <b>100</b> business and technical partners involved in the annual Company convention</p>

ENGAGEMENT ACTIVITIES	HIGHLIGHTS
<ul style="list-style-type: none"><li>• Seven training and information activities carried out with more than 120 technical and commercial partners, remote and face-to-face, including platforms dedicated to energy efficiency solutions for the condominium sector, the tertiary industrial sector and Small and Medium Enterprises (SMEs).</li><li>• As part of the promotion of e-mobility, joint communication projects with more than 15 business partners (including BMW, Ikea, and Esselunga).</li><li>• Dedicated approximately 81 hours to in-person initiatives such as HSE Day, Safety Moment, Safety and Environment Pacts, application of the THEME method and toolbox talks. In addition, communications were carried out to increase health and safety culture and improve engagement (e.g. publication of posters on the Golden Safety Rules).</li></ul>	<p>&gt;<b>120</b> technical and commercial partners involved in training and information initiatives on HSE issues</p>
TRADE UNIONS	
<ul style="list-style-type: none"><li>• More than 40 consultations with trade unions, with both national secretariats and local representatives, aimed at defining measures to protect the well-being of employees, including in the projects for integration and contractual confluence to the CCNL Energy and Oil of the subsidiaries.</li></ul>	<p>&gt;<b>40</b> consultations with trade unions</p>
POWER/GAS DISTRIBUTION COMPANIES	
<ul style="list-style-type: none"><li>• Constant interaction to address and resolve customer-related issues. Monitoring and guaranteeing the continuity and quality of communication between Plenitude and the distribution companies through access to the portals made available by the operators.</li><li>• Recurring cross-functional working tables with the major distribution companies and Acquirente Unico, including through trade associations, to ensure more effective delivery of gas and power network services.</li></ul>	<p>Interactions with ~ <b>300</b> power/gas distribution companies and recurring contact with the five most representative</p>
UNIVERSITIES	
<ul style="list-style-type: none"><li>• Collaboration with the Politecnico di Milano to research and draft the Smart Mobility Report 2024, which analyses the current state and prospects of smart mobility, examining trends such as electrification, car sharing and self-driving.</li><li>• Lectures and online workshops to convey educational content and Company testimonials. Collaboration with the University of Pisa for training activities on energy issues for sustainable development, with a specific focus on Renewable Energy Communities.</li></ul>	<p>Collaborations with universities:</p> <ul style="list-style-type: none"><li>• for research on e-mobility</li><li>• training content and Company testimonials</li></ul>

# Governance



Corporate governance is the Company's administration and control system, the **instrument for creating** lasting **value** for shareholders and all stakeholders.

**Governance** is based on the Company's values, which guide the performance of activities in compliance with the principles of integrity and transparency, promoting ethical behavior and inclusive culture, and contributing to building a **relationship of trust** between the Company and its stakeholders.

### POLICIES / POSITIONS / OTHER DOCUMENTS

- ▶ [Eni Code of Ethics](#)
- ▶ [Model 231](#)
- ▶ [Anti-Corruption MSG](#)
- ▶ [Annex C to the Internal Control and Risk Management System MSG, "Whistleblowing reports received by Eni SpA and Its Subsidiaries"](#)
- Privacy and Data Protection ECG Policy
- Eni Risk and Internal Control Holistic ECG Policy framework

### 2024 MAIN RESULTS

#### ECONOMIC VALUE GENERATED AND DISTRIBUTED

**91.5%**  
ECONOMIC VALUE  
DISTRIBUTED  
**9,510 mln €**



ECONOMIC VALUE GENERATED  
**10,395 mln €**  
  
ECONOMIC VALUE  
RETAINED  
**8.5%**  
**885 mln €**

#### EQUITY COMPENSATION LINKED TO ESG TARGETS

Attribution of the 35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs

#### AGE GROUPS WITHIN THE BOARD OF DIRECTORS IN OFFICE AT 31.12.24



#### GENDER DIVERSITY WITHIN THE BOARD OF DIRECTORS IN OFFICE AT 31.12.24



**6**  
Audit interventions  
with anti-corruption  
verifications

**10**  
Audit  
interventions

**DATA PROTECTION  
& CYBERSECURITY**  
  
**No episodes**  
OF DATA BREACHES  
(IN LINE WITH 2023)

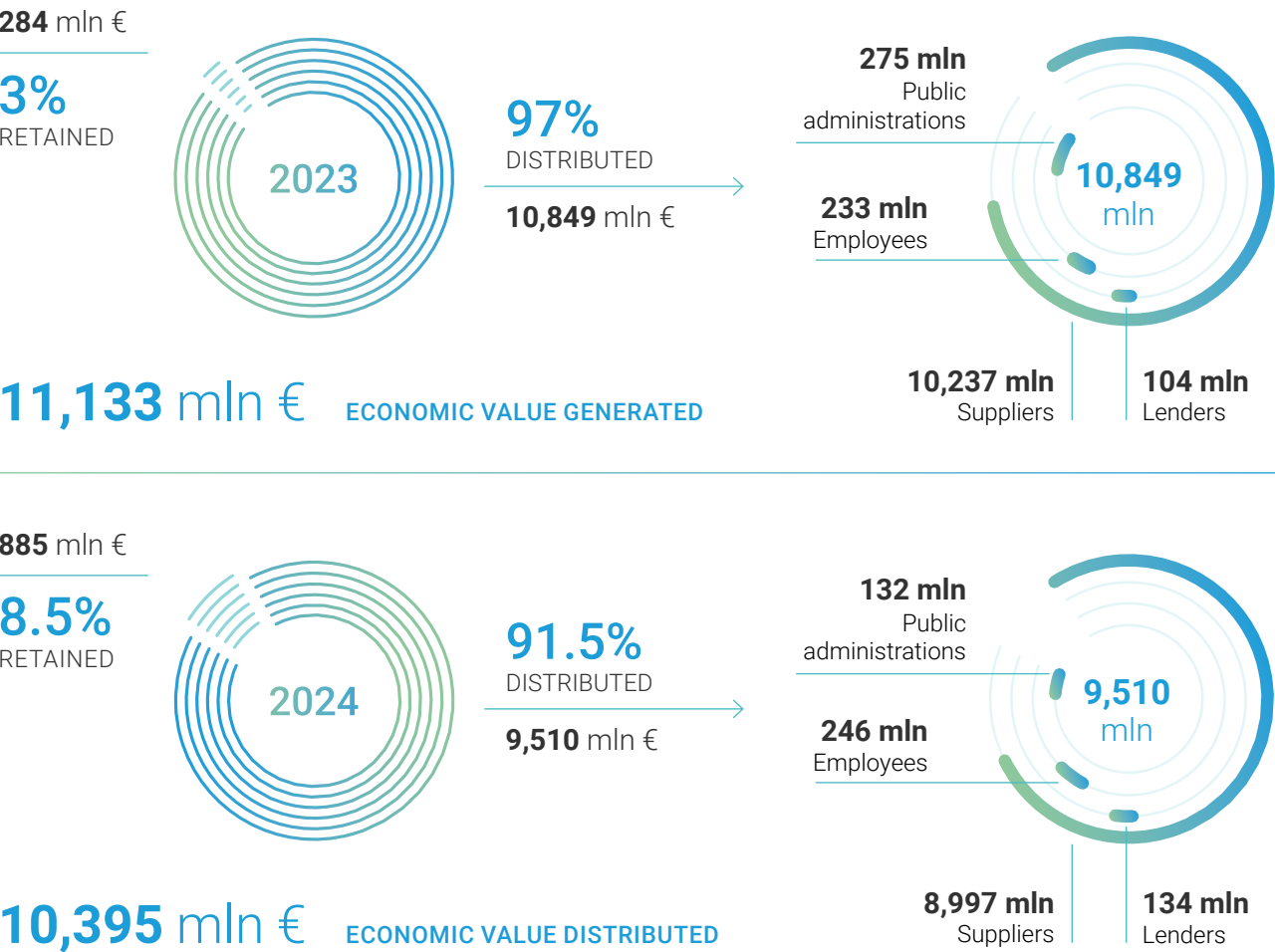
1.1

The creation of shared value

In 2024, Plenitude generated an **economic value** of **€10,395 million** (corresponding to the wealth generated in terms of revenues from the sale of products and services, income from financial investments and cash and cash equivalents).

Over 90% of the generated value – equal to approximately **€9,510 million – was distributed<sup>38</sup>** to the various stakeholders. Specifically, around €8,997 million (95% of the value distributed) was allocated to suppliers of goods and services (particularly suppliers of natural gas and power), while around €246 million (3% of the value distributed) was distributed to employees, including salaries, social security contributions, severance pay and other personnel expenses. Furthermore, during the financial year, €134 million in dividends and borrowing expenses were distributed to lenders, and taxes of €132 million were paid (net of any tax credits received).

ECONOMIC VALUE GENERATED AND DISTRIBUTED



38 - For more information on shared value, see the **"Performance Tables"** section.

1.2

Governance structure

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
BUSINESS CONDUCT	Maintaining the 35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs in the 2023-2025 Eni Long-Term Equity-based Incentive (LTI) Plan	Attribution of the 35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs	GOAL ACHIEVED	Maintaining the 35% weight of CEO and top management long-term variable remuneration linked to ESG KPIs in the 2023-2025 Eni Long-Term Equity-based Incentive (LTI) Plan

















The Company's corporate governance system is structured according to the traditional model, which, without prejudice to the tasks of the Shareholders' Meeting, attributes strategic management to the Board of Directors (BoD) and control functions to the Board of Statutory Auditors<sup>39</sup>. The statutory audit of the accounts is entrusted to an independent auditor appointed by the Shareholders' Meeting. The Company has adopted the organizational, management and control model indicated in Italian Legislative Decree 231/2001 ("Model 231", updated in 2022) for the purpose of creating a rules system aimed at preventing illicit acts and has constituted the **Supervisory Body**. The Supervisory Body carries out supervisory activities on implementation and observance of Model 231 and monitors and assesses the state of implementation of the measures to prevent the risk of committing crimes, also periodically informing the corporate bodies such as the Board of Directors and the Board of Statutory Auditors.

Pursuant to Articles 23 et seq. of the current bylaws, Plenitude is administered by a **Board of Directors** consisting of a minimum of 7 and a maximum of 9 members. Their number and term in office are established by the shareholders' meeting at the time of their appointment. The Board of Directors in office as at 31 December 2024 consists of 7 members, 5 members of whom were appointed by the Company's Ordinary Shareholders' Meeting of 26 April 2023 for a period of three financial years until the approval of the financial statements as at 31 December 2025, and 2 members of whom were appointed by the Company's Ordinary Shareholders' Meeting of 8 March 2024. The Board of Directors remains in office for a period of three financial years until the approval of the annual financial statements as at 31 December 2025.



39 - The Board of Statutory Auditors was appointed on 28 November 2022 for three financial years.





THE BOARD OF DIRECTORS AND CONTROLLING BODIES OF PLENITUDE AT 31.12.24

SHAREHOLDERS' MEETING	
BOARD OF DIRECTORS	BOARD OF STATUTORY AUDITORS
<b>Chairman</b> <i>Rita Marino</i> 	<b>Chairman</b> <i>Michele Casò</i>
<b>Chief Executive Officer</b> <i>Stefano Goberti</i> 	<b>Standing statutory auditors</b> <i>Roberto Antonio Maria Colussi, Patrizia Ferrari</i>
<b>Directors</b> <i>Luca De Santis</i>   <i>Giovanni Maffei</i>   <i>Annalisa Muccioli</i>   <i>Claudia Vignati</i>   <i>Roland Dörig</i>  	<b>Alternate statutory auditors</b> <i>Monica Di Oronzo, Tiziano Onesti</i>
<b>INDEPENDENT AUDITOR</b>	<i>PricewaterhouseCoopers S.p.A.</i>
<b>SUPERVISORY BODY</b>	<b>Chairman:</b> <i>Carlo Piergallini</i>  <b>Members:</b> <i>Simona Napoli</i>   , <i>Patrizia Ferrari</i> 



Title of Governance Body member:

-  EXECUTIVE
-  NON-EXECUTIVE

Type of Governance Body member:

-  INTERNAL (appointed by Eni S.p.A.)
-  EXTERNAL (appointment of third party partner Monza Holding II S.a r.l.)

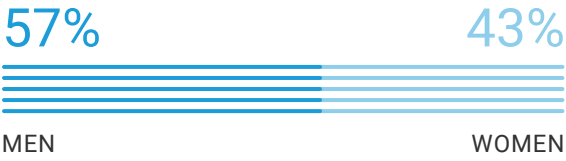
Type of Supervisory Body member:

-  INTERNAL
-  EXTERNAL

\* Member of the Supervisory Body and member of the Board of Statutory Auditors

As a main subsidiary, the process of nominating and selecting members of the Board of Directors involves a formal passage through Eni's Nomination Committee. Among other criteria, the diversity of candidates<sup>40</sup> is promoted and, in particular, their expertise and gender diversity are taken into account, in line with the regulations<sup>41</sup> and the best practices in terms of diversity that Plenitude is promoting.

GENDER DIVERSITY WITHIN THE BOARD OF DIRECTORS  
IN OFFICE AT 31.12.24



AGE GROUPS WITHIN THE BOARD OF DIRECTORS  
IN OFFICE AT 31.12.24

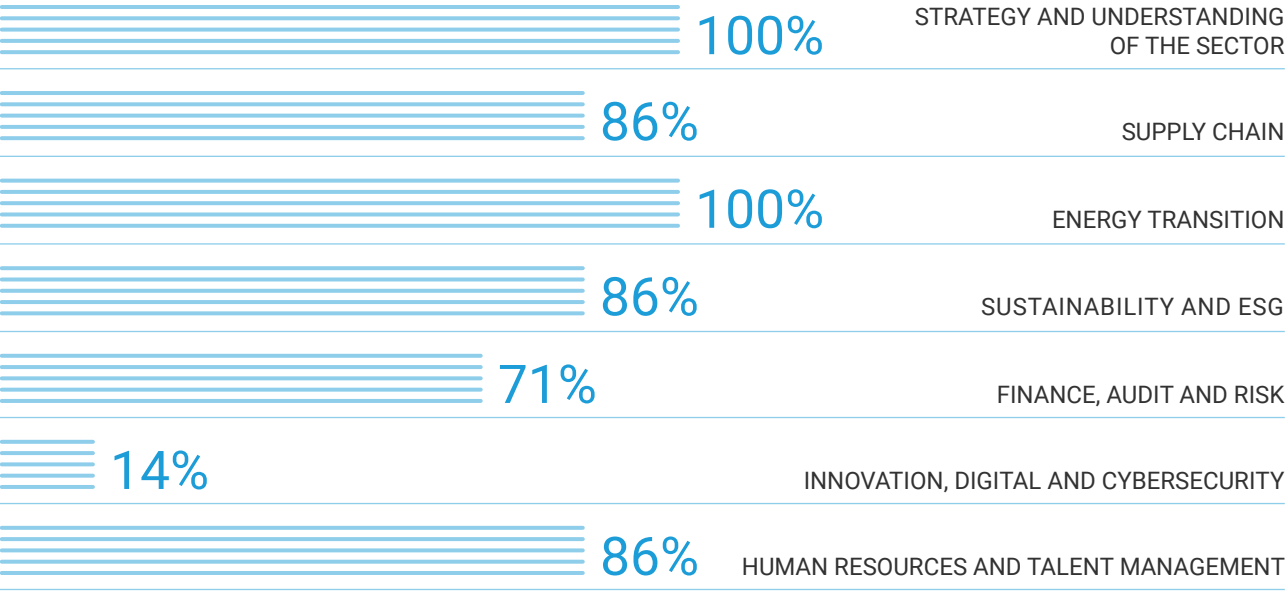


40 - The Management System Guideline "Corporate Governance of Eni companies", adopted by Eni Plenitude S.p.A. Società Benefit on 24 January 2023, establishes the promotion of diversity, and for that purpose considering the training courses and professional path, nationality, gender, age and seniority in the Company, and seniority in office. In particular, with reference to gender diversity, without specific legal obligations: in subsidiaries incorporated in Italy (like Eni Plenitude S.p.A. Società Benefit), at least two-fifths of the members of each corporate body must belong to the least represented gender.

41 - For Italy, Decree of the President of the Republic No. 251 of 30 November 2012 "Regulations concerning equal access to board of directors and controlling bodies in companies, established in Italy, controlled by public administrations, in accordance with Article 2359(1) and (2) of the Civil Code, not listed on regulated markets, in implementation of Article 3(2) of Law No. 120 of 12 July 2011", which stipulates that in the collegiate corporate bodies of such companies, the least represented gender must obtain at least one-fifth of the memberships on each body for the first term of office and at least one third for the next two terms. Art. 6 of Law No. 162/2021, which came into force on 3 December 2021, extended the gender parity rules for the composition of the boards of directors of companies listed on regulated markets outlined in art. 147-ter of the Consolidated Law on Finance to companies incorporated in Italy and controlled by the Public Administration pursuant to art. 2359 of the Italian Civil Code that are not listed on regulated markets. According to these provisions, for six consecutive terms of office, the least represented gender must obtain at least two-fifths of the elected directorships. The rules on the Board of Statutory Auditors remain unchanged, which, for the purposes of composition and duration of the regulatory requirement, continue to be regulated by Decree of the President of the Republic No. 251/2012.

The composition of the Board of Directors and its members' diverse expertise bring elements of dynamism and innovation to the decision-making process.

EXPERTISE OF THE MEMBERS OF THE BOARD OF DIRECTORS



With a view to the **continuous improvement** of topics related to the business and the context in which it operates, the six Directors nominated by the stakeholder Eni periodically participate in communication meetings on Eni's strategic objectives, which include sustainability topics, particularly the achievement of carbon neutrality.

**The Board of Directors promotes the values and ethics that guide the Company**, in line with internal regulations, while preventing possible conflicts of interest. Since these six directors are employees of the Eni Group and most of them hold other positions in the Eni S.p.A. organization or in other subsidiaries<sup>42</sup>, particular attention is paid to the correct application of the regulations on directors' interests, which is further supplemented and reinforced by internal regulations such as the Code of Ethics and the ECG Policy "Transactions involving the interests of the Directors and Statutory Auditors and transactions with related parties". In line with the regulation on the functioning and organization of the Board of Directors as well as with the provisions of Article 2391 of the Civil Code, it is provided that before each item on the agenda of the board meeting can be discussed, each director and statutory auditor is required to declare any interests, on his/her own behalf or for third parties, which he/she has in relation to the matters or issues to be discussed, specifying their nature, terms, origin and extent. In connection with the remuneration policies of senior managers, including the Chief Executive Officer, the Company applies Eni S.p.A.'s remuneration policies, as set out in the "Report on remuneration policy and remuneration paid"<sup>43</sup>.

42 - It should be noted that the members of the Board of Directors also hold other positions as listed below:  
Rita Marino is Chairman of the Board of Directors of Eni Rewind S.p.A.  
Stefano Goberti is a Member of the Eni Management Committee  
Luca De Santis is the Head of Eni Human Resources and Organization  
Annalisa Muccioli is president of Enivibes S.r.l.  
Giovanni Maffei is Commercial Manager of Enilive S.p.A..  
43 - For more information see ► <https://www.eni.com/en-IT/governance/remunerazione.html>.

Sustainability governance: roles and responsibilities

In light of the Company's commitment to objectives of common interest articulated in its Company Bylaws, Plenitude's Corporate Governance system integrates sustainability within its business model, identifying **internal bodies** and **roles of responsibility** related to the definition and oversight of the **sustainability strategy**. The Board of Directors plays an important role in accompanying the Company on its sustainability journey, verifying that the objectives are being pursued and monitoring performance. In carrying out its sustainability tasks, the Board of Directors is supported by the **Sustainability Committee**, which was established in 2021 in connection with the transformation of Plenitude into a Benefit Corporation (Società Benefit), and the **Sustainability & ESG** unit within **People, Sustainability & Services**. The Board of Statutory Auditors integrates the supervisory responsibilities over the Company attributed by the legislation with monitoring the pursuance of common benefit purposes.

Focus on

"ZUSTAINABILITY"  
BOARD

In 2024, the "Together for the Future" call gave rise to the ZustainabilTY Board<sup>44</sup>, an international working group of 14 members from the Z and Y generations, renewed annually. The Board has two main objectives: to support the creation of sustainability projects to be submitted to the Sustainability Committee of Plenitude and to spread the culture of sustainability within the Company through short contents and partnerships with organisations active in the field. The Board promotes actively listening to the younger generation to strengthen their engagement and enhance their creativity for the benefit of the entire Company.

"SUSTAINABILITY  
BY DESIGN"

Plenitude promotes the adoption of sustainability principles within business processes according to a "Sustainability by Design" approach overseen by the Sustainability Committee that, among its other responsibilities, reviews the implementation of sustainability policy in business initiatives. In this regard, workshops were organised in 2024 with various Company functions, promoted by the Sustainability & ESG unit with the support of the Services Design unit, to enhance the ESG criteria adopted within individual processes.

44 - For more information see ► <https://corporate.eniplenitude.com/en/chi-siamo/le-nostre-persone/zustainability-board>.

BOARD OF DIRECTORS			
<ul style="list-style-type: none"><li>• Support in the sustainability journey and strategy implementation;</li></ul>	<ul style="list-style-type: none"><li>• Reviews and approves the information reported in the Sustainability and Impact Report;</li></ul>	<ul style="list-style-type: none"><li>• Is informed periodically in relation to ESG risks identified by the Risk Management function.</li></ul>	
CHIEF EXECUTIVE OFFICER			
<ul style="list-style-type: none"><li>• Serves as Chairman of the Sustainability Committee;</li></ul>	<ul style="list-style-type: none"><li>• He/she holds the position of Impact Manager, i.e. the figure in charge of overseeing the functions and actions instrumental to the pursuit of common benefit purposes pursuant to Law no. 208 of 28 December 2015 governing Benefit Corporation (Società Benefit).</li></ul>		
BOARD OF STATUTORY AUDITORS			
Integrates the supervisory responsibilities over the Company attributed by the legislation with monitoring the pursuance of common benefit purposes.			
SUSTAINABILITY COMMITTEE			
Formed by:			
<ul style="list-style-type: none"><li>• <b>Chairman</b>, role held by the Chief Executive Officer;</li><li>• <b>Secretary</b>, role held by Head of Sustainability &amp; ESG;</li><li>• <b>Five other</b> members: Head of Digital, Information Technology &amp; Communication; Head of People, Sustainability &amp; Services; Head of Legal, Regulatory and Compliance Affairs; Head of Financial &amp; Risk Officer; and Head of Retail-International Markets.</li></ul>			
<ul style="list-style-type: none"><li>• Examines and evaluates the sustainability policy which is aimed at ensuring the creation of value over time for stakeholders, in compliance with the principles of sustainable development and consistent with Company sustainability guidelines and objectives, and also with reference to Diversity &amp; Inclusion and Non-Profit issues;</li></ul>	<ul style="list-style-type: none"><li>• Examines the implementation of the sustainability policy in business initiatives by promoting Sustainability By Design within the Company;</li><li>• Supports the Impact Manager in monitoring actions aimed at achieving the common benefit purposes of Eni Plenitude S.p.A. Società Benefit as defined in the Company Bylaws;</li></ul>	<ul style="list-style-type: none"><li>• Monitors the Company's positioning on sustainability topics, assessing its participation in the main sustainability indices;</li><li>• Monitors and evaluates the possible involvement of Plenitude and its subsidiaries in relation to international sustainability initiatives.</li></ul>	
PEOPLE, SUSTAINABILITY & SERVICES UNIT			
This unit ensures the analysis of the context on sustainability topics and defines the relative positioning strategy of the Company in line with that of Eni; it ensures the actions aimed at improving Plenitude's impact in environmental, social and governance terms, through the development of specific initiatives, in connection with the competent functions of Eni and the monitoring of the defined measurement indicators and promoting actions that favour the dissemination of a culture of sustainability within the Company.			
SUSTAINABILITY & ESG UNIT			
Part of People, Sustainability & Services:			
<ul style="list-style-type: none"><li>• Carries out activities such as context analysis, strategy and positioning definition, sustainability and impact reporting;</li></ul>	<ul style="list-style-type: none"><li>• Identifies, develops and monitors sustainability initiatives, implements qualitative/quantitative methodologies and tools for assessing sustainability and ESG aspects;</li></ul>	<ul style="list-style-type: none"><li>• Participates in national and European industry associations, contributing to advocacy activities;</li></ul>	<ul style="list-style-type: none"><li>• In carrying out its activities, it operates in coordination with the Sustainability unit and the other competent units of Eni for the respective processes, and with other Company units involved, ensuring the appropriate information flows.</li></ul>



Remuneration linked to ESG objectives

In line with Eni's policies for managerial personnel, the remuneration policies for the CEO and top management provide for the correlation between remuneration and the achievement of ESG objectives. In particular, **25% of the short-term variable remuneration and 35% of the long-term variable remuneration are linked to the achievement of environmental sustainability, human capital and energy transition targets**, such as, for example, decarbonization, power generation capacity from renewable sources, circular economy, use of ESG assessment criteria in procurement processes, safety, human rights, and gender equality.

Focus on

ECOVADIS



Plenitude places great importance on transparency towards its stakeholders and is committed to annually reporting on its ESG performance. To confirm this commitment, in 2024 it chose to submit its sustainability profile for assessment by EcoVadis.

Plenitude has earned a **Gold Medal by EcoVadis**, the leading sustainability intelligence platform for global supply chains. This award is given to the top 5% of the companies evaluated in the 12 months prior to the medal issue date. This result reflects the quality of the Company's sustainability management system and demonstrates a commitment to promoting transparency throughout the value chain.





# 1.3

## The values leading the Company



As a subsidiary of Eni, Plenitude has ratified ► **Eni’s Code of Ethics**, which reflects its vision. Through the adoption of Eni’s Code of Ethics, Plenitude commits to making decisions and undertaking 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.

In line with its values, the Company is committed to: working with **passion** and **courage** to change patterns, overcoming obstacles and bringing innovation; **sharing its knowledge** to inspire communities to become ambassadors of change; **promoting diversities** through an inclusive corporate culture; **relating with simplicity and fairness** with its customers, building lasting relationships.

All of Plenitude’s people, along with those who work for its goals, are required to abide by the principles of the Code of Ethics. For this reason, entities with which Plenitude maintains business relationships (its suppliers and business associates), are required to read the document and observe the principles contained in it.

The Company provides its people with several tools to report any breach of conduct of the Code of Ethics, laws, regulations, or internal or external regulations that may cause damage or prejudice to Eni, as well as harm the dignity of any other individual, to ensure that they are dealt with promptly. These include, ► **the whistleblowing channel** where Eni’s people and all those who work or have worked on behalf of or in the interest of Eni can make whistleblowing reports, anonymously and confidentially, within a protected system, in line with the provisions of the reference legislation.




# 1.4

## Plenitude’s regulatory system

Plenitude, in compliance with the principles contained in the Code of Ethics and in adherence to its Bylaws, has adopted a set of regulations, in line with that of Eni, consisting of a hierarchy of documents. In order of importance, the Ethics, Compliance & Governance (ECG) Policies, the Process Management System Guidelines, the Global and Company Procedures and the Operating Instructions guide the conduct of corporate activities, identifying roles and responsibilities in compliance with the principles of traceability and segregation of duties.


The regulatory system, therefore, consists of:




**ECG Policies**

Approved by Eni’s Board of Directors or by the Process Owner in the case of Application Methods, are mandatory documents that set out the values, principles, the reference model for the implementation of specific regulatory requirements, at-risk activities and consequent mitigations. The ECG Policies cut across processes, are focused on a key element of business management, apply to Eni S.p.A. and, following the implementation process, to all subsidiaries.

The Process Management System Guidelines are the guidelines common to all Eni’s companies and include the main operational and compliance risks, the consequent control measures and sustainability aspects. The individual MSGs issued by Eni S.p.A. apply to subsidiaries, which ensure their implementation, unless a derogation is needed.




**Process Management System Guidelines**



**Global Procedures**

Global Procedures set out the operating procedures by which the activities are to be carried out. They describe the tasks and responsibilities of the organizational contacts involved, management and control methods and communication flows. The content is defined by Eni S.p.A. in compliance with the ECG Policies and Process MSGs as implemented by the companies and includes minimum operational requirements and operating procedures identified among the subsidiaries. Plenitude adopts Global Procedures by drafting a Company Procedure, implementing the minimum operational requirements and adapting operational methods to local needs.

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



**Operating Instructions**

### POLICIES AND REGULATORY DOCUMENTS ADOPTED BY PLENITUDE



**BUSINESS ETHICS AND INTEGRITY**

*Plenitude believes in the freedom of business and competition and is committed to fighting any form of corruption, according to the principles of business ethics and integrity.*

Eni Code of Ethics, Model 231, MSG: Anti-Corruption, Annex C to the MSG Internal Control and Risk Management System “Management of Reports Received by Eni S.p.A. and Subsidiaries”, and Consumer Protection & Green Claims ECG Policy



**CLIMATE CHANGE AND EMISSIONS**

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

Eni Code of Ethics, Consumer Protection & Green Claims ECG Policy and MSG Responsible and Sustainable Enterprise



**ENVIRONMENTAL MANAGEMENT**

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

Eni Code of Ethics, Eni’s Position on Biodiversity and Ecosystem Services, Eni’s Position on Water, and MSG Responsible and Sustainable Enterprise



**SUPPLIERS**

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

Eni Code of Ethics, Supplier Code of Conduct, Respect for Human Rights in Eni ECG Policy, Privacy and Data Protection ECG Policy



**PEOPLE, HEALTH 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.*

Eni Code of Ethics, Respect for Human Rights in Eni ECG Policy, Zero Tolerance ECG Policy, Diversity & Inclusion ECG Policy, Annex C to the MSG Internal Control and Risk Management System “Management of Reports Received by Eni S.p.A. and Subsidiaries”, Privacy and Data Protection ECG Policy, HSE MSG, Health MSG



**SUPPORT TO LOCAL COMMUNITIES**

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

Eni Code of Ethics, Respect for Human Rights at Eni ECG Policy, MSG Responsible and Sustainable Enterprise



**CONSUMERS**

*Plenitude supports its customers by offering state-of-the-art energy solutions to accompany them towards the energy transition.*

Consumer Protection & Green Claims ECG Policy, Privacy and Data Protection ECG Policy



MANAGEMENT SYSTEMS ADOPTED BY PLENITUDE

MANAGEMENT SYSTEM	CERTIFICATION	COMPANY
ENVIRONMENT	UNI EN ISO 14001:2015	Plenitude: "People, Sustainability & Services" Employer Line
		Plenitude: "Retail Italian Market" Employer Line
		Gas Supply Company of Thessaloniki – Thessalia S.A.
		Adriaplin d.o.o.
		Eni Gas & Power France
		Arm Wind LLP
		Plenitude Energy Services S.p.A.
HEALTH AND SAFETY	UNI ISO 45001:2018	Plenitude: "People, Sustainability & Services" Employer Line
		Plenitude: "Retail Italian Market" Employer Line
		Gas Supply Company of Thessaloniki – Thessalia S.A.
		Eni Plenitude Renewables Italy S.p.A.
		Adriaplin d.o.o.
		Eni Gas & Power France
		Arm Wind LLP
ENERGY MANAGEMENT – ENERGY SERVICE COMPANIES	UNI CEI 11352	Plenitude: "People, Sustainability & Services" Employer Line
		Plenitude: "Retail Italian Market" Employer Line
		Plenitude Energy Services S.p.A.
QUALITY	ISO 9001:2015	Gas Supply Company of Thessaloniki – Thessalia S.A.
		Be Power S.p.A.
		Plenitude Energy Services S.p.A.
ENERGY	UNI ISO 50001:2018	Eni Gas & Power France
		Gas Supply Company Thessaloniki-Thessalia S.A.
GENDER EQUALITY	UNI PdR 125:2022	Eni Plenitude S.p.A. Società Benefit

In 2024, Plenitude continued its activities aimed at attaining certification, according to ISO 45001 (occupational health and safety management systems) and ISO 14001 (environmental management systems), for all of its entities with a significant HSE risk profile, maintaining the coverage percentage of 85% and 71% respectively<sup>45</sup>, with plans to achieve full coverage for specific risks by 2026.

45 - For more information on management systems for significant risk realities, see the **"Performance Tables"** section.





# 1.5

## Risk Management and Internal Audit

### 1.5.1 Risk Management model

Plenitude’s **Risk Management process**, regulated by the “Eni Risk and Internal Control Holistic framework” policy issued by Eni and adopted by Plenitude, ensures the **detection, consolidation** and **analysis of Plenitude’s risks**, and supports management during the decision-making process by enhancing awareness of the risk profile and supporting identification of the most appropriate mitigations.

In line with the Eni model, Plenitude’s Risk Management Model is characterised by a structured approach that is defined based on the guidelines of the **Internal Control and Risk Management System (SCIGR)**, which provides for governance that leverages **three levels of control**. The **Chief Executive Officer**, relying on the Risk Management process, ensures the identification, assessment and management of the main risks and **approves** the **document** containing the risk analysis results prepared every six months. The same document is reported to the **Board of Directors** by the CEO at least once a year. In the last report received, the Board of Directors was informed about the eleven main risks in 2024 of a strategic, operational and external nature. Mitigation actions have been defined for each risk to help reduce the related negative impacts. The Risk

Management process was involved in significant transactions, particularly acquisitions, submitted to Eni’s Board of Directors, ensuring the preparation of the relevant risk profile, an integral part of the Authorization Notes. Both in the risk assessment and monitoring cycles and in the analysis of the risk profile of the relevant transactions, the necessary information flows to the competent functions of Eni are ensured.

Risks are assessed with **quantitative and qualitative methods**, provided by Eni, considering both the **probability of occurrence** and the **effects on Plenitude’s quantitative and qualitative objectives** that would result in a given time horizon if the risks were to occur. 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 life span for business projects and M&A transactions. The risks are represented based on the probability of occurrence and on the impact on matrices that allow them to be compared and classified by importance.





MAIN RISKS AND TREATMENT/MITIGATION ACTIONS<sup>46</sup>

STRATEGIC RISK		
SCENARIO	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Risk of unfavourable fluctuations in gas and power prices compared to plan forecasts</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Targeted strategies and hedging dynamics</li><li>• Active management of the retail offer portfolio (fixed/variable price) in relation to market conditions</li><li>• Maximisation of synergies between power generation from renewable sources and power customer portfolio. Further securitisation of revenues from renewables through the Power Purchase Agreement</li></ul>
CONTRACTION OF DEMAND/COMPETITIVE ENVIRONMENT	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Contraction of demand/competitive environment, referring to the occurrence of a market supply/demand imbalance or an increase in competitiveness such as to:<ol style="list-style-type: none"><li>1. reduce sales volumes</li><li>2. increase difficulties in defending the customer base/developing growth initiatives</li><li>3. generate adverse price dynamics for finished products</li><li>4. contraction of demand</li></ol></li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Organic retail growth mainly abroad and increase in power customer share</li><li>• Development of energy solutions and distributed generation</li><li>• Development in the renewables market focusing on profitability through organic growth and integration with retail</li><li>• Development in the e-mobility market</li></ul>
DECARBONIZATION TARGETS	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Non-achievement of decarbonization targets related to power and gas sales activities (Scope 1, 2, 3)</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Careful monitoring of regulatory developments (e.g. COP 29)</li><li>• Coordination with Eni, in particular for the analysis and evaluation of carbon credit projects</li></ul>

EXTERNAL RISK		
COMMERCIAL CREDIT	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Commercial credit risk due to a counterparty's possible non-fulfilment of their obligations, with repercussions on the economic/financial situation and the achievement of Company objectives</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Centralized credit model with the application of selective rules for retail customer acquisition and business customer lending</li><li>• Use of collateral</li><li>• Systematic monitoring of risk indicators of debtor counterparties and timely alerting mechanisms</li></ul>
REGULATORY	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Evolving industry regulations with consequent impacts on business operations and competitiveness</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Monitoring of legislative and regulatory dynamics; advocacy within the institutional processes for defining new directives or regulations aimed at decarbonization and energy security</li></ul>
PERMITTING	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>• Occurrence of possible delays or failure to issue authorizations, renewals or permits by the Public Administration with impacts on project times and costs as well as repercussions in social, environmental, image and reputation terms</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>• Constant dialogue with institutions also for the purpose of proposing legislation and hearings at parliamentary committees</li><li>• Supervision and monitoring of industry authorization processes with the competent local authorities</li><li>• Selectivity in the choice of initiatives with a focus on the maturity/advancement of the administrative process</li></ul>

46 - The risks indicated are the result of the risk assessment conducted by Plenitude.



OPERATIONAL RISK		
SHORTCOMINGS IN CUSTOMER SERVICE MANAGEMENT	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>Shortcomings in the service offered to the customer at the acquisition, sales, billing and after-sales stages (e.g. delays in contracting, billing, delivery) and related claims</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>Continuous monitoring of operational and customer satisfaction indicators</li><li>Implementation of specific actions (adoption of tools for monitoring customer services, development of predictive models on the causes of complaints) aimed at achieving customer management objectives according to a continuous improvement approach</li><li>Conducting sample interviews with customers after telephone contact in order to understand the level of service provided</li><li>Continuous optimization of the billing process</li></ul>
CYBERSECURITY	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>Occurrence of cyber attacks capable of compromising management information systems (ICT) and industrial systems (ICS), as well as facilitating the theft of sensitive information</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>Centralized cybersecurity governance model, with a unit dedicated to the prevention, monitoring and management of cyber attacks</li><li>Upgrading of cyber security operation infrastructure and services</li><li>Strengthening security for foreign subsidiaries</li><li>Implementation of specific IoCs (Indicators of Compromise)</li><li>Promotion of a cyber security culture through actions aimed at spreading "cyber-aware" behaviour to the entire Company population (e.g. phishing &amp; smishing training for Italy, abroad and external collaborators, specific initiatives for top management, MyEni media campaign, etc.)</li></ul>
RAW MATERIAL PROCUREMENT/ SUPPLY CHAIN DIFFICULTIES	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>Occurrence of difficulties in meeting supply needs in a timely manner and with adequate quality</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>Conclusion of framework agreements with strategic suppliers</li><li>Continuous monitoring of contracted or registered suppliers to monitor market developments and trends for the most critical items and thus adopt appropriate purchasing strategies in the event of any shortage scenarios</li></ul>

CONTRACTION OF PRODUCTION PROFILE DUE TO EXOGENOUS REASONS	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>Possible fluctuations in the profile for power production from renewable sources due to exogenous reasons (e.g. climate)</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>Use of long-term time series on the weather to determine the production profile envisaged in the strategic plan</li><li>Number of plants and the geographical and technological diversification (solar and wind power plants) of the portfolio</li></ul>
CONTINUITY OF IT SERVICES	MAIN RISK EVENTS	<ul style="list-style-type: none"><li>An interruption of one or more IT services at Plenitude or its subsidiaries</li></ul>
	TREATMENT / MITIGATION ACTIONS	<ul style="list-style-type: none"><li>Ongoing digital transformation program involving the migration of key applications to the Cloud, resulting in greater resilience to faults thanks to data centre redundancy</li><li>Disaster recovery solutions for each new relevant system implemented and/or integrated</li><li>Application of contractual standards to suppliers with business continuity and disaster Rrecovery clauses as well as the identification of recovery and restart times</li></ul>

1.5.2 Internal Audit activities

Internal Audit supports the Company functions and management and control bodies in the pursuit of their objectives using a professional and systematic approach, which creates added value and is aimed at **evaluating and improving the control, risk management and corporate governance processes**. Internal audits are planned based on the annual **audit plan** prepared according to a defined methodology, taking into account **relevance criteria** and **coverage of the main corporate risks**. When identifying processes to be audited, Plenitude also considers **sustainability topics relevant to the business and stakeholders**. The audit plan is approved at least once a year by the Board of Directors of Plenitude, after consulting the Chairman of the Board, the Chief Executive Officer and the Board of Statutory Auditors. The 2024 Audit Plan envisaged 10 audits and 2 advisory activities for Plenitude processes (mainly related to commercial activities abroad, the renewables business and ICT).

Within the framework of the aforementioned audit plan, 6 audits were carried out in a total of 6 countries, which included, in particular, anti-corruption checks on compliance with certain provisions of the Anti-Corruption Compliance Programme.



## 1.6

# Privacy, Data protection e Cybersecurity

### Cybersecurity risk management

In the current context, in which digital development plays a crucial role in energy transition and sustainability, the increasing dependence on new technologies requires the energy sector to prepare for an increasingly complex cybersecurity reality.

In this scenario, **cybersecurity risk** relates to the possibility that customer information and, more generally, confidential data may be exposed to cyber attacks, with the intent to steal and alter them in an unauthorised manner. These threats aim to compromise the ICT (Information & Communication Technology), OT (Operational Technology) and IoT (Internet of Things) services that manage and protect them. Consequently, this risk threatens the confidentiality, integrity and availability of data, as well as the business continuity of the systems involved.

As technological development continually generates new challenges, the digital transformation of companies cannot be separated from a structured, proactive and preventive approach to cybersecurity, which is crucial to protect digital assets and ensure business resilience. To manage cyber risk in the ICT, OT and IoT sectors, Plenitude has developed its own **cybersecurity operating model** and **framework**, adopting and implementing the main international cybersecurity standards.

The framework is based on a **risk-based approach** and the **principle of cybersecurity by design**.

The former ensures that risk assessment is the fundamental prerequisite for strategic decisions and the safe development and maintenance of all Company assets. The second ensures that cybersecurity principles are integrated from the outset and throughout the entire life cycle of solutions, services and infrastructures, covering all areas (ICT, OT and IoT).

Among the **preventive tools** adopted by Plenitude are **training**, constant **testing and simulation** initiatives aimed at the entire Company population to improve awareness of the threats of the digital world. In addition, **technical checks** are carried out to identify **system vulnerabilities** and **systems, partners and suppliers are monitored, controlled and audited**. Special attention is given to **business resilience** through the adoption of the main best practices in the area of **business continuity**.

Among the **corrective tools**, a particularly important role is played by the **constant monitoring of IT systems**, aimed at identifying and managing any anomalies.





Privacy and Data Protection

Within the context of technological innovation, **data protection** represents a fundamental tool for Plenitude for the prevention of **privacy risk**, specifically related to processing of customer, employee, user and third-party personal data, including through the use of artificial intelligence systems.

To guard against this type of risk, Plenitude has adopted several measures, taking advantage of an **interdisciplinary approach** to identify the most appropriate methods for processing personal data, while respecting the principles and requirements set out in European Regulation 2016/679 and in current personal data protection regulation. Thus, the privacy policy system is integrated into the broader context of risk management and corporate compliance. Plenitude adopted the **Privacy and Data Protection Policy** and designated a responsible function to handle all privacy issues, appointing its own **Data Protection Officer** (DPO) in February 2025.

The prevention of data protection-related risks requires adequate awareness, which is why Plenitude has set up a **privacy training plan**, aimed at both employees and third parties. The plan takes into account the constant innovations in the field, as well as certain priority issues in relation to the sectors in which the Company operates. Finally, Plenitude conducts **privacy audits** of suppliers involved in the processing of personal data, identifying, where necessary, appropriate mitigation actions and defining the relevant roadmap for implementation.

In continuity with the previous three years, **Plenitude did not detect any data breaches or leaks, thefts or losses of data** for which a breach of customer privacy was ascertained during 2024.

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. The Company has put in place various 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. Specifically:

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. The service, activated in 2020, received over 1,887 reports during 2024, of which more than 99% related to numbers not registered with the ROC (Single Call Centre Operator Register) and therefore in violation of the law and potentially fraudulent;

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.





# Climate and emissions



To achieve **Net Zero Scope 1, 2 and 3 by 2040**, Plenitude defined a **decarbonization strategy** based on increasing power production from renewable sources by increasing installed capacity, offering power solutions to reduce consumption, progressively offsetting the CO<sub>2</sub> emissions from gas combustion by customers and developing e-mobility services.

### POLICIES/POSITIONS/OTHER DOCUMENTS

- [Eni Code of Ethics](#)
- [Consumer Protection & Green Claims Policy](#)

2024 MAIN RESULTS		Scope 1, 2, 3 emissions		
<div>INSTALLED CAPACITY FROM RENEWABLE SOURCES</div> <div><div>29%</div><div>WIND 1,187 MW</div><div><div></div></div><div>71%</div><div>SOLAR 2,903 MW (including storage)</div></div> <div>4.1 GW<sup>47</sup> (+1.1 GW vs 2023)</div>	<div>100% POWER PRODUCTION FROM RENEWABLE SOURCES</div> <div><div>55%</div><div>SOLAR 2,543 GWh</div><div><div></div></div><div>45%</div><div>WIND 2,122 GWh</div></div> <div>4.7 TWh (+17% vs 2023)</div>	<div>9.1 Mt CO<sub>2</sub>eq. (-20% vs 2023)</div> <div><div>18°</div><div>SCOPE 1 4,149 t CO<sub>2</sub>eq. (-10.6% vs 2023<sup>50</sup>)</div><div><div>💡</div><div>SCOPE 2 LOCATION BASED<sup>51</sup> 6,781 t CO<sub>2</sub>eq. (+7% vs 2023<sup>52</sup>)</div><div><div>🔥</div><div>SCOPE 3 12.25 Mt CO<sub>2</sub>eq. (-11% vs al 2023<sup>53</sup>)</div></div><div><div>MARKET BASED 1,315 t CO<sub>2</sub>eq. (-68% vs 2023)</div></div></div></div>		
	<div>74% (+5pp compared to 2023)</div> <div>% POWER CERTIFIED through guarantee of origin certificates from renewable sources over total power sold at European level</div>	<div>GHG EMISSIONS AVOIDED through power production from renewable sources, e-mobility services and energy requalification measures<sup>54</sup></div> <div>1.9 Mt CO<sub>2</sub>eq. (+7% vs 2023<sup>55</sup>)</div>	<div>3.14 Mt CO<sub>2</sub>eq. (+31%)</div> <div>OFFSETTING EMISSIONS through the purchase of carbon credits<sup>56</sup></div>	<div>&gt;21,000 (+12% vs 2023)</div> <div>PROPRIETARY CHARGING POINTS installed at European level</div>
<div>CAPEX ALIGNED WITH THE EUROPEAN TAXONOMY 75%</div> <div>EMISSION INTENSITY INDEX<sup>48</sup> 55 g CO<sub>2</sub>eq. / kWh</div>				

47 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).

48 - For details on the calculation method, see the **“Calculation Methodologies”** section on **“Emission Intensity”**.

49 - Figure derived from the sum of Scope 1, Scope 2 (Location Based method), and 2024 post offset Scope 3. Post offset Scope 3 emissions are calculated by subtracting carbon credits (3.14 Mt CO<sub>2</sub>eq., see footnote 56) from total Scope 3 emissions.

50 - The data for the *Direct GHG Emissions (Scope 1)* KPI for 2023 and 2022 were revised following Eni’s adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation produced a substantial change in the KPI for 2023 from 4,203 t CO<sub>2</sub>eq. to 4,641 t CO<sub>2</sub>eq., an increase of 10.42%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which impacted the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

51 - For more information on the trend in emissions compared to last year, see section **“2.2 Direct and indirect emissions”**.

52 - The data for the *Indirect GHG Emissions (Scope 2 - Location-Based)* KPI for 2023 and 2022 were revised following Eni’s adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation did not produce any substantial changes, with a minimum difference of 0.01%. In particular, the value for 2023 was updated from 6,324 t CO<sub>2</sub>eq. to 6,323 t CO<sub>2</sub>eq..

53 - The *Indirect GHG emissions (Scope 3)* KPI data for 2023 and 2022 were revised following Eni’s adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): The recalculation did not produce any substantial changes, with a minimum difference of 0.0003%.

54 - For details on the calculation method, see the **“Calculation Methodologies”** section on **“GHG Emissions Avoided”**.

55 - The data for the *GHG emissions avoided through power production from renewable sources* KPI for the 2023 and 2022 have been revised following Eni’s adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation resulted in a change to the KPI for 2023 from 1,541,489 t CO<sub>2</sub>eq. to 1,518,721 t CO<sub>2</sub>eq., a decrease of 1.48%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which affected the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

56 - Given by the sum:

- 0.32 Mt CO<sub>2</sub>eq. representing the difference between the estimated and actual carbon credits associated with offset gas deliveries for Q4 2023 and cancelled in October 2024.
- 2.82 Mt CO<sub>2</sub>eq. representing the estimated purchase of carbon credits that will be finalised during 2025 associated with the 2024 offsetting gas supplies. Of this, 1.81 Mt CO<sub>2</sub>eq. related to the gas consumption billed to Plenitude’s customers from January 2024 to September 2024 was offset in February 2025. By October 2025, the rest of the gas consumption billed from October 2024 to December 2024, estimated at 1 Mt CO<sub>2</sub>eq., will be offset.



# 2.1

## The strategy to tackle climate change



Aware of its vital role in contributing to mitigating the effects of climate change, Plenitude is committed to achieving **the Net Zero Scope 1, 2, and 3 by 2040**.

Therefore, the Company has embarked on a **decarbonization pathway based on four guidelines** outlined below.

BUSINESS AREA	STRATEGIC DIRECTION	ACTIONS	OBJECTIVES AND COMMITMENTS
 RETAIL	POWER PRODUCTION FROM RENEWABLE SOURCES	Purchase of guarantees of origin from renewable sources	Progressive decarbonization of the B2B portfolio over time, with the aim of achieving <b>Net Zero by 2030</b> through <b>European guarantees of origin</b> for energy from 100% renewable energy plants, both Plenitude-owned and third-party.
 RENEWABLES		Renewable energy production from owned plants	Plenitude's <b>power production from renewable sources</b> will <b>exceed the power consumption</b> of its customer base by 2040.
 RETAIL	NATURAL GAS WITH OFFSET CO <sub>2</sub>	Purchase of carbon credits	<b>Progressive decarbonization</b> over time in the B2C and B2B gas portfolio, with the aim of achieving <b>Net Zero by 2040</b> , including <b>the possible introduction</b> of new products such <b>as biomethane and hydrogen</b> if market conditions permit.
	SOLUTIONS FOR CARBON FOOTPRINT REDUCTION	Offering energy solutions to reduce energy consumption	Contributing to the <b>reduction of the carbon footprint of households and businesses</b> through distributed generation of energy from renewable sources, energy requalification of buildings, the sale of energy-efficient products and using of technological tools for monitoring and improving energy consumption efficiency.
 E-MOBILITY	E-MOBILITY SERVICES	Development of charging infrastructure for electric vehicles	Supporting the development of <b>e-mobility through the installation of charging stations for electric vehicles</b> powered by renewable energy, with the aim of increasing the service network in Italy and abroad, installing 33,000 charging stations by 2028 <sup>57</sup> .

57 - The plan for installing charging points was updated in response to market trends (a slowdown in the penetration curve of electric vehicles).





2.1.1 Plenitude Capex aligned with the European Taxonomy<sup>58</sup>

The European Taxonomy is the classification system introduced by the European Union to define which economic activities can be considered environmentally sustainable. Its aim is to direct investments towards activities that contribute to the energy transition and environmental protection.

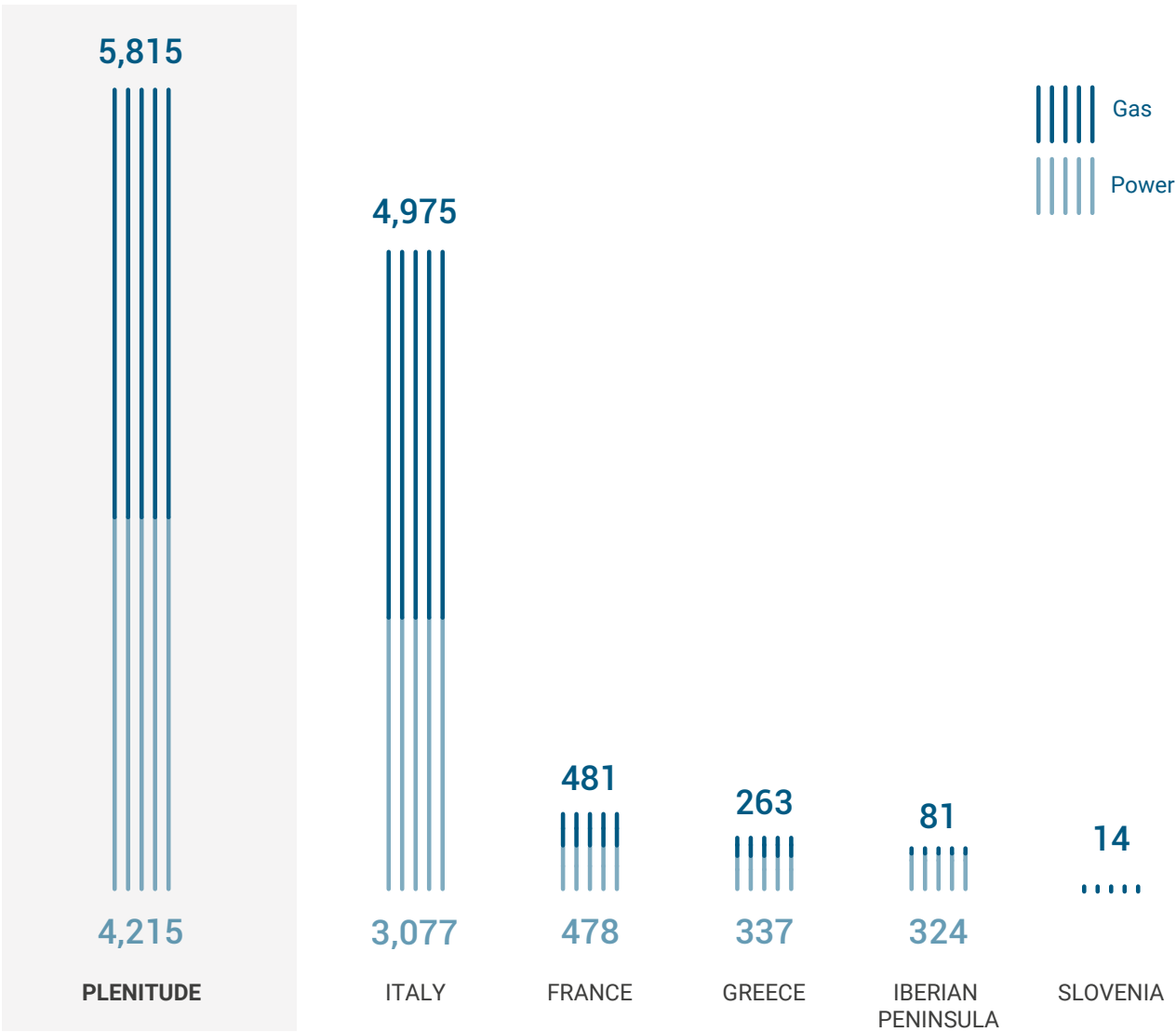
In 2024, Plenitude conducted a voluntary internal exercise to analyse the share of capital expenditure aligned with the Taxonomy objectives, with particular reference to the *Climate Change Mitigation* objective. This commitment is reflected in investments in **electricity generation from renewable sources, power storage** and the **development of low-carbon mobility infrastructure**. The following table details the 2024 CapEx for eligible assets aligned with the Taxonomy.

CAPITAL EXPENDITURE		
PLENITUDE - YEAR 2024		
	amount in million €	Proportion
<b>A. TAXONOMY ELIGIBLE ACTIVITIES</b>	757	75%
A.1 environmentally sustainable activities (taxonomy-aligned)	<b>757</b>	<b>75%</b>
A.2 taxonomy eligible but not environmentally sustainable (not taxonomy aligned)	0	0%
Total A.1 + A.2	757	75%
<b>B. TAXONOMY NON-ELIGIBLE ACTIVITIES</b>	258	25%
<b>TOTAL A + B</b>	<b>1,015</b>	<b>100%</b>
TAXONOMY KPI OVERVIEW 2024		
CAPITAL EXPENDITURE		
Electricity generation using solar photovoltaic technology	(mln €)	533
Electricity generation using wind		48
Power storage		98
Infrastructure enabling low-carbon road and public transport		78
<b>TOTAL ALIGNED</b>		<b>757</b>
Consolidated		1,015
<b>Taxonomy KPI</b>	<b>(%)</b>	<b>75</b>

2.1.2 The supply of power and gas

The Retail business area deals with the **purchase** and **sale of gas** and **power**, and **energy solutions** to more than **10 million customers** (in line with last year). To meet the gas requirements of its customers, Plenitude has established multiannual natural gas supply agreements with its Parent Company, Eni, and third-party suppliers. Considering the sale of **natural gas** to households, condominiums and businesses, Plenitude is one of the primary operators in **Italy**, with 4.98 million customers, and in **Greece** (where it is focused on the household segment, serving approximately 0.26 million customers). Considering the **power**<sup>59</sup> supplied, in Italy it serves 3.08 million customers, and is also present in France, Iberian Peninsula and Greece. Of the total number of Plenitude customers, 42% (+3pp compared to 2023), have signed **power supply contracts**. Of these, 73% are located in Italy, 11% in France and to a lesser extent in Greece (8%) and the Iberian Peninsula (8%).

BREAKDOWN OF TOTAL CUSTOMERS BY COMMODITY AND COUNTRY IN 2024 (THOUSAND SUPPLY POINTS)



58 - For details on the calculation method, see the ["Calculation Methodologies"](#) section on ["Taxonomy"](#) or [https://finance.ec.europa.eu/sustainable-finance/tools-and-standards/eu-taxonomy-sustainable-activities\\_en](https://finance.ec.europa.eu/sustainable-finance/tools-and-standards/eu-taxonomy-sustainable-activities_en)

59 - Italy's power is supplied both through the energy market (via the Power Exchange managed by Gestore dei Mercati Energetici - GME) and through third-party producers, including Eni. Withdrawal and supply dispatching contracts are signed with Terna. In other European countries, power sale and purchase agreements are implemented with third-party suppliers and trusted partners.



2.1.2.1 Sale of power from renewable sources

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

MATERIAL TOPIC				
COMMON BENEFIT PURPOSE	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATECHANGE  PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	100% power certified <sup>60</sup> through guarantees of origin as fed into the grid and produced from renewable sources by 2030 also for the B2B segment	% of power from renewable sources certified through European guarantees of origin out of the total power sold in Europe: 74%	GOAL ACHIEVED	100% power certified through guarantees of origin as fed into the grid and produced from renewable sources by 2030 also for the B2B segment
		% of power from renewable sources certified through European guarantees of origin out of the total power sold in Europe to the B2C segment: 100%		

Since April 2022, Plenitude has been offering **all of its Business To Consumer customers power certified through European guarantees of origin, as generated by plants fuelled by 100% renewable energy**, as required by current legislation on the subject<sup>61</sup>. This made it possible to arrive at about 13.6 TWh of certified power through guarantees of origin in 2024, out of a total of power supplied on the European market, amounting to 18.276 TWh. As a result, the Company recorded an increase in the percentage of certified energy in relation to total energy sold, from 69% in 2023 to 74% in 2024.

The rest of the power supplied, which is not covered by guarantees of origin, contributes to the generation of greenhouse gas emissions during the production phase, equal to 1.2 million tonnes of CO<sub>2</sub>eq. (-27% compared to 2023) in the “**power (marketed)**” category of **Scope 3** (Category 3 of the GHG Protocol).

60 - Certified power through European Guarantees of Origin, as fed into the grid and produced by plants 100% fuelled by renewable sources, in compliance with existing laws on the topic.  
61 - The power residential customers consume does not come directly from a renewable energy generation plants. Instead, Plenitude acquires the Guarantees of Origin from third-party renewable energy producers to certify that power generation from renewable sources has been generated in quantity equal to the customer's annual consumption.

2.1.2.2 Installed capacity and power production from renewable sources

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

MATERIAL TOPIC				
COMMON BENEFIT PURPOSE	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATECHANGE  PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	Installed capacity for power production from renewable sources: 4 GW by 2024, >8 GW by 2027, >15 GW by 2030, >30 GW by 2035 and 60 GW by 2050	Reached 4.1 <sup>62</sup> GW installed capacity from renewable sources	GOAL ACHIEVED	Installed capacity for power production from renewable sources: >5.5 GW in 2025, 10 GW by 2028, 15 GW by 2030 and 60 GW by 2050
	Plenitude's power production from renewable sources will exceed the power consumption of its customer base by 2040		IN PROGRESS	Plenitude's power production from renewable sources will exceed the power consumption of its customer base by 2040

Installed capacity from power production plants from renewable sources

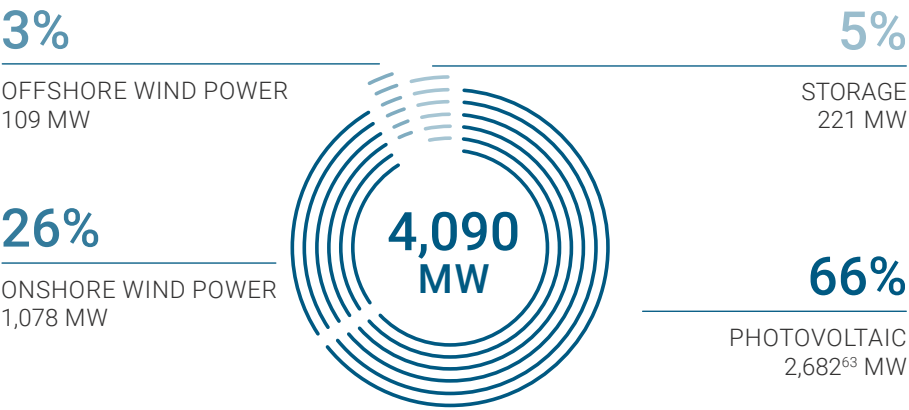
In 2024, Plenitude continued the growth path initiated in previous years, reaching **4.1 GW installed capacity**, up 37% from the 2023 figure (3 GW), in line with the announced target of exceeding 4 GW.

This capacity, similar to last year, is mainly composed of photovoltaic plants (66%) and wind power plants (29%), while there is a growing presence in the storage systems sector thanks to the completion of the Guajillo plant (200 MW) in the United States (the largest storage plant built by Eni), which will be joined by the Assemini plant (14 MW) in Italy, in operation from 2023.  
Among offshore wind projects, in addition to the advancement of the Dogger Bank project, the Baltic 2 plant (288 MW, of which Plenitude's share is 51 MW), already operational, was acquired, which will further expand Plenitude's expertise in the sector.

4.1 GW  
installed capacity  
from renewable  
sources  
(+37% compared  
to 2023)

62 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).

INSTALLED CAPACITY OF POWER PRODUCTION PLANTS FROM RENEWABLE SOURCES BY TECHNOLOGY AT 31 DECEMBER 2024



Geographically, Plenitude confirms its internationalisation path, increasing its share of installed capacity abroad from 68% to 74%, particularly driven by growth in Spain (+507 MW; +107%) and the United States<sup>64</sup> (+399 MW; +32%).

Power production from renewable sources

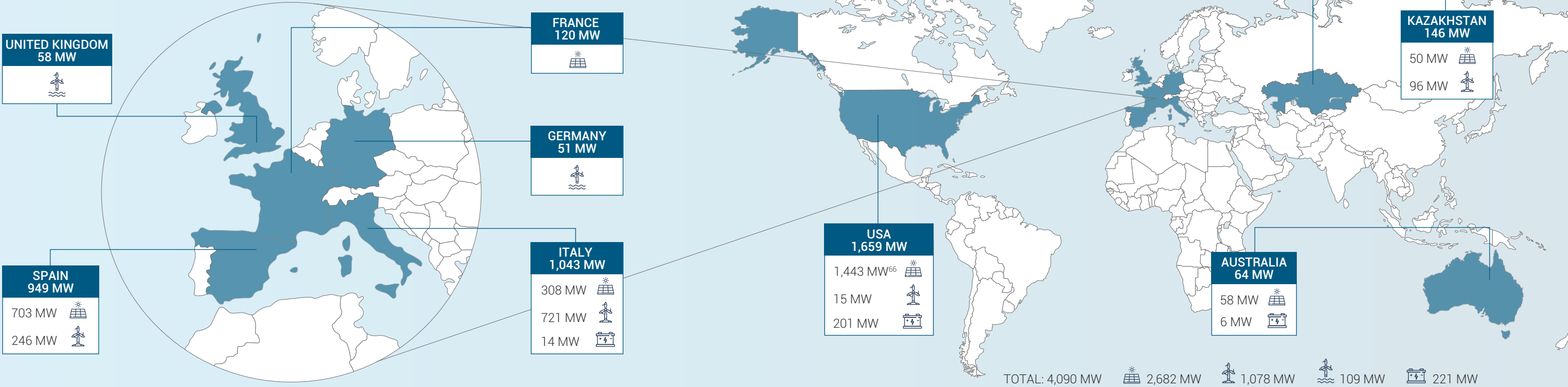
Consistent with the installed capacity, the production of the Plenitude plants also increased during 2024. Compared to the previous year, the increase was 17%, reaching **4.7 TWh**. This production could **avoid 1.6 million tonnes of equivalent CO<sub>2</sub>** (+7% compared to 2023)<sup>65</sup>. Avoided emissions represent the amount of CO<sub>2</sub>eq. that would have been emitted into the atmosphere given the same energy production with the current generation mix of the various energy-producing countries. About 55% of production in 2024 is related to photovoltaic plants (44% in 2023) and the remaining 45% to wind power plants (56% in 2023).

**4.7 TWh**  
of power production  
from renewable  
sources in 2024

POWER PRODUCTION FROM RENEWABLE SOURCES IN 2024



INSTALLED CAPACITY OF POWER PRODUCTION PLANTS FROM RENEWABLE SOURCES BY TECHNOLOGY AND BY COUNTRY AT 31 DECEMBER 2024

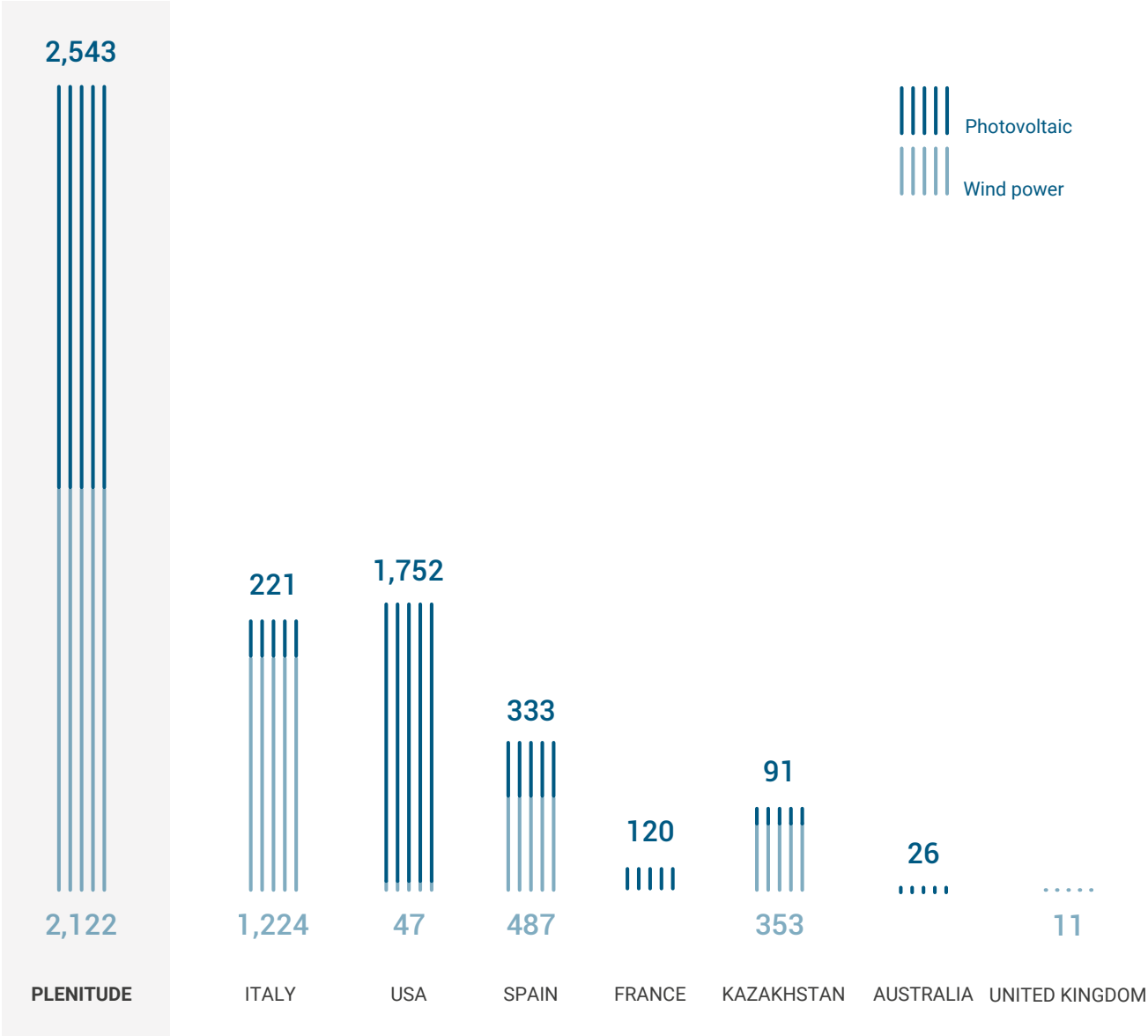


63 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).  
64 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).

65 - For details on the calculation method, see the **"Calculation Methodologies"** section on **"GHG Emissions Avoided"**.  
66 - The figure includes 199 GW related to the acquisition of 2 photovoltaic plants in the United States (agreement signed in December 2024 with the closing of the transaction by the first quarter of 2025).



POWER PRODUCTION FROM RENEWABLE SOURCES IN 2024,  
BROKEN DOWN BY SOURCE AND COUNTRY (GWH)



1.6 Mt CO<sub>2</sub>eq.  
of emissions  
avoided by power  
production from  
renewable sources  
(+7% compared  
to 2023)

Based on forward-looking forecasts, by 2040, the power production capacity from renewable sources by Plenitude plants will exceed the power consumption of its customer base at that date.

Focus on

EVOLUTION OF THE RENEWABLE ENERGY PORTFOLIO  
IN 2024

The growth of the plant portfolio was achieved mainly with internal lines, through the organic development of the pipeline of projects in Italy, France, Spain and the United States acquired in the past, as well as by external lines, with acquisitions in Spain, the United States and offshore in Germany.

From a technology perspective, 2024 saw a particular strengthening of photovoltaics, storage with the completion of the Guajillo plant, and offshore wind with the acquisition of the Baltic 2 plant and the continued development of Dogger Bank.

With Baltic 2, Plenitude also entered the renewables segment in Germany, consolidating and diversifying its presence in Europe.

The main initiatives that supported the growth of installed capacity were:

The photovoltaic plant in Caparacena (150 MW) and, partially, the plants in Guillena (166 MW out of 230 MW) and Badajoz (86 MW out of 330 MW) were completed. In addition, already operational plants, Grijota 1 and 2 (105 MW in total), in the region of Castilla y Leon were purchased;

SPAIN

Completion of the Guajillo storage system in Texas (200 MW/400 MWh), as well as the acquisition of 49% of two operational photovoltaic plants, Sandrini 100 and Sandrini 200, located in California, with a total capacity of 406 MW (199 MW in Plenitude share);

USA

Continued the development of the pipeline acquired in previous years for a total of 58 MW;

ITALY


The installation of an additional 28 turbines at the Dogger Bank offshore wind farm was completed, thus reaching a total installed capacity of 442 MW (57 MW Plenitude, +46 MW compared to 2023);

UNITED KINGDOM

Acquisition, through Vårgrønn, of a stake in the Baltic 2 offshore wind farm (288 MW, of which Eni share is 51 MW), located in the Baltic Sea between Germany and Denmark.

GERMANY

2.1.3 Offsetting emissions from natural gas combustion

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATE CHANGE	Offsetting emissions related to the combustion of <b>no less than 1.2 billion standard cubic metres of gas sold per year</b> through the retirement of carbon credits <b>by 2025</b>	<b>Offsetting emissions</b> related to the combustion of <b>1.54 billion standard cubic metres of gas sold</b> <sup>67</sup> (equivalent to 3.14 Mt CO <sub>2</sub> eq.)	 <b>IN PROGRESS</b>	Offsetting emissions related to the combustion of <b>no less than 1.2 billion standard cubic metres of gas sold per year</b> through the retirement of carbon credits <b>by 2025</b>

In 2024, the combustion of gas sold to customers contributed 11 million tonnes of CO<sub>2</sub>eq. to the generation of greenhouse gas emissions in the “use of sold products” category of Scope 3 (Category 11 of the GHG Protocol).

Starting in 2021, in Italy, Plenitude's natural gas supply<sup>68</sup> offers for B2C customers in the free market include offsetting CO<sub>2</sub> emissions through the voluntary purchase and cancellation of carbon credits, which are generated by projects validated and registered with international carbon standards (e.g. VCS Verra, Gold Standard), and aim to reduce or remove greenhouse gases from the atmosphere<sup>69</sup>.

In 2024, **3.14 million tonnes of CO<sub>2</sub>eq. emissions were offset**<sup>70</sup> using voluntary carbon credits. To offset the emissions related to its business, Plenitude specifically purchases carbon credits generated by environmental protection and emission reduction projects certified by third-party organizations that follow the strictest environmental and standards, and credits from energy efficiency projects.

67 - Given by the sum:

- 160 million standard cubic metres of gas representing the difference between the estimated and actual gas deliveries offset in October 2024 for the fourth quarter of 2023.
- 1.38 billion standard cubic metres of gas, which is the estimate for offset gas supplies in 2024. Of this, 890 million standard cubic metres of gas sold from January 2024 to September 2024 were offset in February 2025. The remaining estimated 0.49 billion standard cubic metres of gas will be offset by October 2025.

68 - Excluding “PLACET” offers (Prezzo Libero a Condizioni Equiparate di Tutela, Free Price with Equal Protection Conditions).

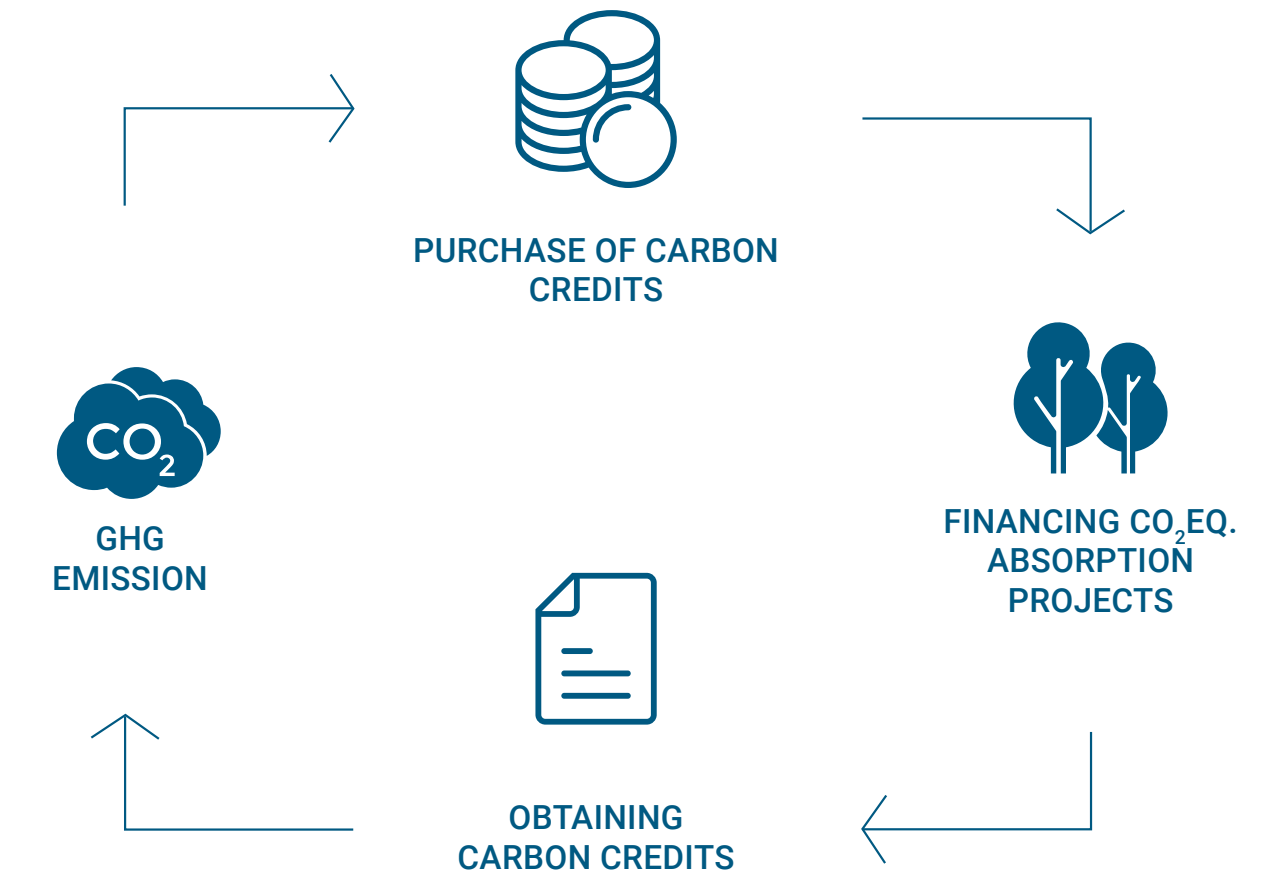
69 - Thanks to this mechanism, Plenitude offsets emissions caused by combustion by residential customers, which constitute the indirect emissions produced downstream in the value chain using the products and services sold, which are included in the emissions identified as “Scope 3”.

70 - Given by the sum:

- 0.32 Mt CO<sub>2</sub>eq. representing the difference between the estimated and actual carbon credits associated with offset gas deliveries for Q4 2023 and cancelled in October 2024.
- 2.82 Mt CO<sub>2</sub>eq. representing the estimated purchase of carbon credits that will be finalised during 2025 associated with the 2024 offsetting gas supplies. Of this, 1.81 Mt CO<sub>2</sub>eq. related to the gas consumption billed to Plenitude's customers from January 2024 to September 2024 was offset in February 2025. By October 2025, the rest of the gas consumption billed from October 2024 to December 2024, estimated at 1 Mt CO<sub>2</sub>eq., will be offset.

By signing the supply contracts mentioned above, B2C customers support the financing projects mainly of the *Natural Climate Solutions (NCS)*<sup>71</sup> type, including:

- **Improved Forest Management (IMF) projects**, such as VCS2609 *Kuamut Rainforest Conservation Project*<sup>72</sup> (both avoidance and removal).
- **Energy efficiency projects**, including GS10790 *Efficient and Clean Cooking for households in Somalia*<sup>73</sup> (energy efficient cookstoves).
- **REDD+ projects** (Reducing Emissions from Deforestation and Forest Degradation), such as VCS934 *The Mai Ndombe REDD+ Project*<sup>74</sup>.



71 - Actions to avoid generating greenhouse gas emissions and increase the carbon sequestration capacity of forests, grasslands and wetlands. Restoration not only returns forests to a healthy state but increases the amount of carbon sequestered, improves biodiversity and soil and water quality in the ecosystem, and provides economic benefits to forest-dependent communities.

72 - For more information on VCS2609 Kuamut Rainforest Conservation Project, see: ► <https://registry.verra.org/app/projectDetail/VCS/2609>.

73 - More information on GS10790 Efficient and Clean Cooking for households in Somalia can be found at: ► <https://registry.goldstandard.org/projects/details/2747>.

74 - For more information on VCS934 The Mai Ndombe REDD+ Project, see: ► <https://registry.verra.org/app/projectDetail/VCS/934>.



2.1.4 Energy efficiency solutions

Energy efficiency in buildings, distributed power generation from photovoltaic systems and high-efficiency heating and air-conditioning products are key tools supporting energy transition.

Thanks to Plenitude Energy Services (PES) (Plenitude’s ESCO - Energy Service Company), which grew from the union of SEA and Evolvere<sup>75</sup>, and the collaboration with a wide network of business partners, Plenitude has offered its customers a vast range of energy efficiency solutions through energy requalification of buildings, the installation of photovoltaic systems, relamping, cogeneration, systems for remote management and optimization of plants (BEMS), as well as the various services including support for tender application for subsidised initiatives.

SOLUTION OFFERED	CUSTOMER TYPE	ITALY	FRANCE	GREECE	SPAIN
ENERGY REQUALIFICATION OF BUILDINGS AND PRODUCTION PLANTS	Residential customers	✓		✓	
	Business customers	✓	✓		
SALE, INSTALLATION AND MANAGEMENT OF PHOTOVOLTAIC SYSTEMS	Residential customers	✓	✓		✓
	Business customers	✓			✓
SMART HOME PRODUCTS	Residential customers	✓		✓	
GOODS AND SERVICES FOR HEATING AND COOLING	Residential customers	✓	✓	✓	✓
	Business customers	✓	✓		✓
INSTALLATION OF CHARGING STATIONS, WALLBOXES AND ELECTRIC MICRO-MOBILITY SERVICES	Residential customers	✓		✓	✓
	Business customers	✓	✓	✓	✓

To support its energy efficiency solutions, in France Plenitude can also count on ENERA, an engineering company specialising in the energy transition of buildings. Joining Eni in 2021, ENERA offers advanced tools for monitoring and optimising energy performance, including the SEMLINK platform and the SEMAUTOMATION technical management system. With these solutions, building efficiency can be improved, consumption reduced and predictive maintenance optimised, contributing to the reduction of greenhouse gas emissions. In 2024, the value of the Energy Economy Certificates<sup>76</sup> associated with the works contracted by the company amounted to 979,813 MWh cumac<sup>77</sup>.

75 - As of 1 January 2024, Evolvere S.p.A. Società Benefit merged with SEA S.p.A. and incorporated changing its name to Plenitude Energy Services S.p.A..

76 - For more information on the Energy Economy Certificates mechanism, see ► <https://www.ecologie.gouv.fr/politiques-publiques/dispositif-certificats-deconomies-denergie>.

77 - The MWh cumac (cumulés et actualisés) is a unit of measurement used in the French system of energy economy certificates (Certificats d’Économies d’Énergie, CEE). It expresses the total energy savings achieved through energy efficiency measures, taking into account the estimated lifetime of the intervention and the discounting of future benefits.





2.1.4.1 Energy requalification of buildings

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

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE <sup>78</sup>	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATE CHANGE  SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	Continuation of energy efficiency measures (CappottoMio) extended to non-profit organizations, Seismic Crater Basin	Actions related to the <b>CappottoMio</b> offer - for about <b>3,330 buildings</b> - continued, resulting in the <b>avoidance of more than 206,600 t CO<sub>2</sub>eq.</b>	GOAL ACHIEVED	In 2025, all interventions planned or started in 2024 for non-profit organisations and the Seismic Crater Basin will be consolidated
	Continuation of project management activities to obtain Energy Efficiency Obligations (TEE) or White Certificates	Plenitude obtained <b>TEEs</b> that allowed <b>avoiding emissions for more than 22,800 t CO<sub>2</sub>eq.</b>	GOAL ACHIEVED	Continuation of project management activities to obtain Energy Efficiency Obligations or White Certificates
	Consolidation and growth of energy efficiency measures using the EPC and Equity formula (including projects under the National Recovery and Resilience Plan, PNRR)	Consolidation of the extent of the <b>energy efficiency</b> benefits in the business sector and SMEs – around <b>115 interventions</b> that have enabled the <b>avoidance of more than 8,300 t CO<sub>2</sub>eq.</b>	GOAL ACHIEVED	Consolidation and growth of energy efficiency measures using the EPC and Equity formula. Attention in the Renewable Energy Communities

In 2024, Plenitude, through its network of partner companies and with the support of PES, offered solutions for the energy requalification and anti-seismic reinforcement of both condominiums and single-family buildings, through “**CappottoMio**”.

Clients were able to use the service, benefiting from tax incentives related to improving the energy or seismic class (Superbonus, Ecobonus and Sismabonus) of the building.

Several types of interventions are envisaged with “CappottoMio”:

- thermal insulation of façades and roofs with “external cladding” systems, in compliance with CAM requirements, 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 charging electric vehicles.

Interventions carried out in this area in 2024 involved **around 3,330 buildings**, enabling the **more than 206,600 t CO<sub>2</sub>eq.** to be avoided (more than four times that of 2023)<sup>79</sup>. Also through PES, Plenitude has carried out energy upgrading and energy efficiency measures and SMEs, through the signing of **Energy Performance Contracts (EPC)**<sup>80</sup> and **Equity contracts**<sup>81</sup> also associated with PNRR tenders. The services provided under EPC contracts include the study and energy analysis of production plants and the identification of innovative solutions for the efficiency of plants, installation of plant remote monitoring and optimization systems and relamping to achieve tangible energy savings.

Case Study

In 2023, Plenitude started the construction of the plants to meet the energy needs of the “Chorus Life” smart district in the municipality of Bergamo, following an agreement reached in 2022 to set up a joint venture with Elmet, named BetterCity.

THE “CHORUS LIFE”  
SMART DISTRICT

The smart district was inaugurated on 20 November 2024 and for the next few years BetterCity will be responsible for supplying energy carriers to the district while optimising costs. The project involved the operation of various generation systems (including a regenerator, heat pumps and a photovoltaic system with battery) and the start-up of an innovative dynamic dispatching system optimised to minimise the consumption and cost of primary energy supply, which will be set up in the current year and implemented in 2025.

The energy system will be dynamically optimised on an hourly basis, using forecast data from power markets and the district's energy needs to define optimal set-ups, minimising costs and consumption.

79 - For details on the calculation method, see the “**Calculation Methodologies**” section on “**GHG Emissions Avoided**”.

80 - The EPC model calls for the PES to cover the intervention's initial investment and management costs while the customer pays the Company a share of the energy savings generated. In the EPC model, energy saving is evaluated as the difference between the monitored post-intervention consumption and the calculated consumption prior to intervention. Reference is made to the table of updated national standard parameters published by the Italian Ministry of the Environment and Energy Security and to the authorizations to emit Greenhouse Effect Gases for thermal energy. For power reference is made to the emission factor for electrical consumption of the 386/2023 report of the Italian Institute for Environmental Protection and Research (ISPRA) referring to the updated efficiency and decarbonization indicators of the national energy system and the electrical sector.

81 - The model in Equity provides that the investment of the work is fully borne by the customer.

78 - For details on the calculation method, see the “**Calculation Methodologies**” section on “**GHG Emissions Avoided**”.



Through the same contractual arrangement, PES has offered companies the installation of plants for energy production from renewable sources. In 2024, thanks to the work carried out in EPCs (around 115 considering completed and ongoing sites), emission of **more than 8,300 t CO<sub>2</sub>eq.** was avoided (an increase of almost 23% compared to 2023)<sup>82</sup>. For business customers, Plenitude also provides the option of purchasing power covered by a certified guarantee of origin from renewable sources. Project management activities are ongoing to obtain **Energy Efficiency Obligations (TEE)**<sup>83</sup>, which in 2024 resulted in **avoiding 22,800 t CO<sub>2</sub>eq. emissions** (+10% compared to 2023)<sup>84</sup>. Overall, **avoided emissions** through energy requalification by the end market amounted to **approximately 237,800 t CO<sub>2</sub>eq.**<sup>85</sup> (more than three times the 76,000 t CO<sub>2</sub>eq. voided in 2023).

Focus on

PNRR TENDER AND  
AGRISOLAR PARK  
2023-2024

The National Recovery and Resilience Plan (PNRR), for Mission 2 “Green Revolution and Ecological Transition”, makes available a budget of almost €60 billion, representing an important lever for energy transition. In particular, the Agrisolar Park 2023 initiative made around EUR 1.5 billion available in non-repayable funds, at a rate of up to 80%, to agricultural enterprises for the installation of photovoltaic systems, storage systems and charging points.

Plenitude plans to support customers at all stages of the process: from accompaniment for participation in the call for tenders (preparation and collection of the technical and administrative documentation required for the application) to the realisation of the works and reporting to obtain the grant. In 2024, Plenitude signed contracts for the realisation of 2.07 MW related to the plants accompanied by a call for tenders in 2023 and supported agricultural enterprises in participating in the “Agrisolar Park 2024” call for tenders. The applied Agrisolar Park model, in which Plenitude supports its customers in all stages of the process starting with the support for obtaining incentives, can be replicated on other initiatives that may open during the year 2025.

82 - For details on the calculation method, see the ■ **“Calculation Methodologies”** section.  
83 - TEE (Energy Efficiency Obligations): consumption data is monitored and verified by the GSE to obtain TEEs, for which the conversion parameter taken from the updated national standard parameter table published by the Italian Ministry of the Environment and Energy Security is used with reference to authorizations to emit Greenhouse Gases.  
84 - For details on the calculation method, see the ■ **“Calculation Methodologies”** section.  
85 - Avoided emissions related to requalification measures include CappottoMio, EPC and TEE, and refer to energy savings due to energy efficiency in buildings. For details on the calculation methodology, see the ■ **“Calculation Methodologies”** paragraph in the ■ **“GHG Emissions Avoided”** section.

2.1.4.2 Sale, installation, and management of photovoltaic systems

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

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATECHANGE  PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	Continued commitment to the <b>installation of photovoltaic capacity</b> for potential prosumers in 2024	<b>7.28 MW of installed photovoltaic installed capacity</b> at customer sites reached	✓ NEW TARGET	By 2025, the installed capacity of photovoltaic systems is expected to reach 15 MW sold to customers
	In 2024, for RECs: <ul style="list-style-type: none"><li>• continue promotional activities</li><li>• upon completion of the regulatory framework, contract and implement some REC configuration units</li><li>• in the event of strong market growth for RECs, industrialize their design and implementation processes</li></ul>	Commercial action to propose <b>CACERs</b> (Configuration for Self-Consumption Renewable Energy) has started, in both REC and AID (Remote Individual Self-Consumption) forms  Designs of four REC configurations completed and one underway, totalling 1.3 MW  Completed design of five AID configurations, totalling 2.8 MW	✓ OBIETTIVO RAGGIUNTO	Monitor demand trends for the implementation of CACER to assess possible actions/ changes to the Plenitude proposal  Realising CACER for a total of 6 MW of new installed PV capacity, considering REC, AID and CSC <sup>86</sup>
	–	Monitoring and study of energy and economic flows, including payments by the GSE to the CSC (Self-Consumption Collective) for shared energy and energy fed in	⊕ NEW TARGET	Cost/benefit assessment given the new GSE payments to the CSC

In Italy, through its subsidiary Plenitude Energy Services, Plenitude supplies energy efficiency, self-consumption and optimisation services through the installation, management and monitoring of photovoltaic systems directly at the premises of end customers, both residential and industrial. It is active throughout the country and has a network of highly qualified technical partners who are able to follow companies from design to the construction of installations and their monitoring. The Company also contributes to the development of the energy efficiency market by selling, installing and servicing heating, ventilation and air conditioning (HVAC) products, offering residential customers innovative solutions in line with evolving market needs. June 2024, through the transfer of the business unit, also saw the formalisation of transfer to Plenitude of the 260,000 subscribers to the My Solar Family service, a digital community that allows the energy and economic flows of a photovoltaic system to be monitored.

86 - Achieving the 2025 targets is closely linked to the market response to the current regulatory framework.



At the end of 2024, Plenitude Energy Services counted an installed capacity of 150.36 MW from photovoltaic plants, owned or managed throughout Italy (a 63% increase over the 92 MW recorded at the end of 2023). In 2024, the plants generated a total of 84.3 GWh of power, an increase of 9% from the 77.4 GWh in 2023.

In 2024, the regulatory path for the development of Energy Communities in Italy was completed, definitively introducing three types of incentivized configurations: Renewable Energy Communities (RECs), Individual Distance Consumption (AID) and Collective Self-Consumption (CSC), all together referred to as CACER (Configurations of Self-Consumption for the Sharing of Renewable Energy).

To comply with the new regulations and promote the spread of Energy Communities in 2024, Plenitude has:

- specialised its design, implementation and configuration management processes to align with the three types required by the regulations, simplifying activities for promoters and community participants;
- continued its collaboration with the Politecnico di Milano, joining the Energy Market Report and the Renewable Energy Report of Energy & Strategy;
- contributed to the training of new professionals by lecturing in the second-level master's course "Sustainable Energy Communities - RECs" at the University of Pisa.

2.1.4.3 Other energy efficiency solutions offered by Plenitude

Smart Home energy efficiency products

**Eugenio** is a **smart energy ecosystem** designed to encourage more efficient use of residential energy. Through integrable and scalable infrastructure, it enables the management and monitoring of energy devices such as inverters, storage systems, sensors and actuators. Thanks to the home internet connection, data is sent to the cloud and made accessible via a mobile app, giving users tools to optimise consumption and improve energy management.

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, air conditioners and hybrid heating systems) for domestic or equivalent use. The products are selected from those available on the market that have a high energy class and are also offered with advanced thermal regulation systems to improve the energy efficiency of their customers' homes. The products are purchased directly through partnerships with Riello<sup>87</sup>, Ariston<sup>88</sup> e Haier<sup>89</sup>.

Installation of charging columns and wallboxes

Plenitude offers its residential and business customers (condominiums and companies) the installation of charging columns and wallboxes, with subsequent management and monitoring. This service can be sold with other services, such as the supply of power from renewable sources or installing a photovoltaic system.




87 - Italian company producing heating and air conditioning systems and technologies. For more information see the website: ► ["Riello"](#).  
88 - Italian company producing heating and air conditioning systems and technologies. For more information see the website: ► ["Ariston"](#).  
89 - Company that produces household appliances and consumer electronics. For more information see the website: ► ["Haier"](#).



2.1.5 E-mobility solutions

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

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATE CHANGE  PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	24,000 installed proprietary electric vehicle <b>charging points</b> in 2024, 40,000 by 2027, ~50,000 by 2030, ~160,000 by 2050	>21,000 installed proprietary electric vehicle charging points installed by the end of 2024, avoiding 25,000 tonnes of CO <sub>2</sub> eq. <sup>90</sup>	 IN PROGRESS <sup>91</sup>	>24,000 installed proprietary electric vehicle <b>charging points</b> by 2025, 33,000 by 2028, 40,000 by 2030, ~160,000 by 2050 <sup>92</sup>

In 2024, Plenitude continued to grow its business model, increasingly becoming a benchmark for innovation in the e-mobility market. The Company's objective is to contribute to the energy transition also through a less polluting mobility model by supporting the installation of charging points for electric vehicles powered by certified energy through guarantees of origin fed into the grid and produced from renewable sources, in a capillary manner throughout Italy and abroad.

In 2024, Plenitude had installed and activated almost 2,300 On the Road charging points in Italy and Europe. With more than 21,000 proprietary charging points installed as at 31 December 2024 (+12% compared 2023), Plenitude is confirmed its place among the most important operators in the electric vehicle charging services segment in Italy and Europe.

In 2024, recharging sessions and energy delivered saw an increase of 20% compared to 2023, allowing the avoiding the emission of 25,000 tonnes of CO<sub>2</sub>eq. into the atmosphere<sup>93</sup>.

PROPRIETARY CHARGING POINTS INSTALLED AT 31 DECEMBER 2024



Looking ahead to the next few years, Plenitude aims to build one of the largest and most extensive public charging infrastructures for electric vehicles in Italy and Europe, with more than 24,000 charging points installed by the end of 2025 and 40,000 by 2030.

In the field of e-mobility, Plenitude is involved in projects ranging from technology to advanced analytics and predictive modelling. In 2024, the Company has continued to develop innovative initiatives, addressing the trade-off between the power availability of the local distribution network operator and the charging speed at certain sites, working on pooling installed assets to optimise the use of charging infrastructure in urban areas<sup>94</sup>.

90 - For details on the calculation method, see the ["Calculation Methodologies"](#) section.  
91 - The plan for installing charging points was updated in response to market trends (slowdown in the penetration curve of electric vehicles), favouring high-powered charging points and the commissioning of already installed charging points.  
92 - The plan for installing charging points was updated in response to market trends (a slowdown in the penetration curve of electric vehicles).  
93 - For details on the calculation method, see the ["Calculation Methodologies"](#) section.

94 - For more information on innovation projects in the field of e-mobility, see section ["3.2.1 Innovation and Research and Development"](#).



## 2.2

### Direct and indirect emissions



MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CLIMATECHANGE	100% power supply covered by guarantees of origin or equivalent instruments for consumption within Plenitude companies by 2027	84% of power covered by guarantees of origin or equivalent instruments consumed within Plenitude companies	 IN PROGRESS	100% power supply covered by guarantees of origin or equivalent instruments for consumption within Plenitude companies by 2025 <sup>95</sup>
	Net Zero Scope 1, 2 & 3 emissions targeted by 2040	Scope 1 emissions: 4,149 t CO <sub>2</sub> eq.  Scope 2 emissions – Location Based: 6,781 t CO <sub>2</sub> eq.  Scope 2 emissions – Market Based: 1,315 t CO <sub>2</sub> eq.  Scope 3 emissions: 12.25 Mt CO <sub>2</sub> eq.  Scope 1, 2, and 3 emissions post offset: 9.1 Mt CO <sub>2</sub> eq. <sup>96</sup> (-20% vs 2023)	 IN PROGRESS	Net Zero Scope 1, 2 & 3 emissions targeted by 2040

95 - All companies have already completed migration to green contracts or plan to hedge their power purchases with guarantees of origins-equivalent instruments, with the exception of Eni Plenitude Renewables Italy, Adriaplin, Zenith and Eni Plenitude Renewables France, which will complete migration by the end of 2025.

96 - Figure derived from the sum of Scope 1, Scope 2 (Location Based method), and 2024 post offset Scope 3. Post-offset Scope 3 emissions are calculated by subtracting carbon credits (3.14 Mt CO<sub>2</sub>eq., see footnote 101) from total Scope 3 emissions.



Greenhouse gas emissions are divided into direct emissions and indirect emissions.

**Direct emissions (Scope 1)** come from the company's operations, produced by sources owned or controlled by the company.

**Indirect emissions** are associated with the activity of the reporting company but come from sources owned or controlled by third parties. They are classified into:

- **Scope 2:** emissions coming from the power production, steam, heat or cooling;
- **Scope 3:** indirect emissions, not included in scope 2. Considering Plenitude's activities, regarding Scope 3 emissions, in line with last year, the emissions related to categories that were significant based on the Company's business model are reported. In particular, those considered are emissions tied to the consumption of gas sold to customers (category 11 of the GHG Protocol) and those related to power production in the retail segment (category 3 of the GHG Protocol)<sup>97</sup>.

Scope 1 and 2 emissions depend on the performance of business activities.

In 2024, Scope 1 emissions<sup>102</sup> amounted to 4,149 tonnes of CO<sub>2</sub>eq. (down 10.6% from 2023). This figure includes 1,432 t CO<sub>2</sub>eq. from combustion and 2,718 t CO<sub>2</sub>eq. from diffuse and fugitive emissions (referring to methane CH<sub>4</sub>) relating to Adriaplin's gas pipelines. Emissions from combustion are down from 2023, particularly in connection with Adriaplin's reduction of natural gas consumption, while diffuse and fugitive emissions grow slightly (+2% compared to 2023) due to the expansion of the Adriaplin pipeline network.

The energy consumption, related to Scope 2, primarily concerns the use of the Company's fleet vehicles, energy for heating and power purchased from the grid for offices, shops, and utilities and auxiliary services for the photovoltaic and wind power plants of the Renewables business unit. In 2024, the total consumption of fuel energy and power purchased amounted to approximately 192,623 GJ<sup>103</sup> (+15% vs 2023). Compared to 2023, there is an 82% drop in natural gas consumption in 2024 due to Adriaplin completing the decommissioning of the cogeneration plants it operates in 2023. On the other hand, there was an increase in vehicle-related petrol consumption due to the extension of the consolidation domain. For the same reason, power consumption also increased (+19% compared to 2023).

In 2024, **Scope 2**<sup>104</sup> emissions were calculated according to two methods:

- **Location based:** a criterion is applied that is based on periodically updated emission factors representative of the energy mix of the country in which the installation is located. Unless there are specific local requirements, the reference sources are IEA (International Energy Agency) publications.
- **Market based:** a criterion is applied that is based on specific energy supply data of each company. In the absence of specific data, the emission factor of the country where the installation is located is used in line with the location-based approach.

According to the Location-based method, Scope 2 emissions in 2024 amounted to 6,781 t CO<sub>2</sub>eq. with an increase of 7% compared to last year, due to the expansion of the consolidation domain. For the Market based method, which excludes energy purchases from renewable sources from the counting of indirect emissions, Scope 2 emissions in 2024 amounted to 1,315 t CO<sub>2</sub>eq., a decrease of 68% compared to 2023, consistent with the growth of power covered by guarantees of origin or equivalent instruments consumed out of the total power purchased (from 48% in 2023 to 84% in 2024).

100 - The *Indirect GHG emissions (Scope 3)* KPI data for 2023 and 2022 were revised following Eni's adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation did not produce any substantial changes, with a minimum difference of 0.0003%.

101 - Given by the sum:

- 0,32 Mt CO<sub>2</sub>eq. representing the difference between the estimated and actual carbon credits associated with offset gas deliveries for Q4 2023 and cancelled in October 2024.
- 2,82 Mt CO<sub>2</sub>eq. representing the estimated purchase of carbon credits that will be finalised during 2025 associated with the 2024 offsetting gas supplies.

Of this, 1.81 Mt CO<sub>2</sub>eq. related to the gas consumption billed to Plenitude's customers from January 2024 to September 2024 was offset in February 2025. By October 2025, the rest of the gas consumption billed from October 2024 to December 2024, estimated at 1 Mt CO<sub>2</sub>eq., will be offset.

102 - For details on the calculation method, see the **"Calculation Methodologies"** section.

103 - The consumption figure in GJ was calculated according to Eni's methodology and taken from the Parent Company's database, refining the data taken into consideration and the calculation method itself. For more information on energy consumption and emissions, see the **"Performance Tables"** section.

104 - For details on the calculation method, see the **"Calculation Methodologies"** section.

## SCOPE 1

Emissions from direct consumption



**4,149 t CO<sub>2</sub>eq.**  
(4,641 t CO<sub>2</sub>eq. in 2023<sup>98</sup>)

## SCOPE 2

Emissions from power consumption



**6,781 t CO<sub>2</sub>eq.**  
(6,323 t CO<sub>2</sub>eq. in 2023<sup>99</sup>)  
LOCATION BASED

**1,315 t CO<sub>2</sub>eq.**  
(4,119 t CO<sub>2</sub>eq. in 2023)  
MARKET BASED

## SCOPE 3

CO<sub>2</sub>eq. emissions from customer gas consumption and power production



**12.25 Mt CO<sub>2</sub>eq.**  
(13.7 Mt CO<sub>2</sub>eq. in 2023<sup>100</sup>)

**-3.14 Mt CO<sub>2</sub>eq.**  
offset<sup>101</sup>

POWER (marketed)  
**1.24 Mt CO<sub>2</sub>eq.**  
(Category 3 of the GHG Protocol)

USE OF SOLD PRODUCTS  
**11.01 Mt CO<sub>2</sub>eq.**  
(Category 11 of the GHG Protocol)

97 - The Scope 3 categories covered are those that are most material from an emissions contribution perspective and considered relevant to the Company's decarbonization goals.

98 - The data for the *Direct GHG Emissions (Scope 1)* KPI for 2023 and 2022 were revised following Eni's adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation produced a substantial change in the KPI for 2023 from 4,203 t CO<sub>2</sub>eq. to 4,641 t CO<sub>2</sub>eq., an increase of 10.42%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which impacted the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

99 - The data for the *Indirect GHG Emissions (Scope 2 - Location-Based)* KPI for 2023 and 2022 were revised following Eni's adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation did not produce any substantial changes, with a minimum difference of 0.01%. In particular, the value for 2023 was updated from 6,324 t CO<sub>2</sub>eq. to 6,323 t CO<sub>2</sub>eq..



In 2024, **Scope 3 emissions**<sup>105</sup> amounted to 12.25 million t CO<sub>2</sub>eq., of which 11.01 million t CO<sub>2</sub>eq. derived from gas consumption by users (Category 11 “use of sold products”), down from 2023 due to the decrease in gas sales, and 1.24 million t CO<sub>2</sub>eq. related to the power production purchased from third parties for resale not covered by Guarantees of Origin (Category 3 “marketed power”), down 27% compared to 2023. With regard to gas consumed by customers, 3.14 million t CO<sub>2</sub>eq. were offset through the purchase of carbon credits, mainly obtained from Natural Climate Solutions.

Of these, 1.81 million t CO<sub>2</sub>eq. corresponding to gas sales with offsets for the period from January to September 2024 were cancelled in February 2025; 1 million t CO<sub>2</sub>eq. will be cancelled by October 2025; in addition, in October 2024, 0.32 million t CO<sub>2</sub>eq. were cancelled due to the availability of volumes invoiced in the fourth quarter of 2023. This resulted in net Scope 3 emissions of 9.1 million t CO<sub>2</sub>eq..

105 - For details on the calculation method, see the [“Calculation Methodologies”](#) section.  
On the adjacent page: Corazon plant - Texas - USA





# Business sustainability



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

### POLICIES / POSITIONS / OTHER DOCUMENTS

- ▶ [Eni Code of Ethics](#)
- ▶ [Supplier Code of Conduct](#)
- ▶ [Respect for Human Rights in Eni Policy](#)
- ▶ [Annex C to the Internal Control and Risk Management System MSG, "Whistleblowing reports received by Eni SpA and Its Subsidiaries"](#)
- ▶ [ECG Zero Tolerance against violence and harassment in the workplace Policy](#)
- ▶ [Eni's policy on biodiversity and ecosystem services](#)
- ▶ [Eni's Slavery and Human Trafficking Statement](#)
- ▶ Privacy and Data Protection ECG Policy

### 2024 MAIN RESULTS

TOTAL NUMBER OF CUSTOMERS  
(SUPPLY POINTS)

Over 10 million

NET PROMOTER SCORE<sup>106</sup> -  
RETAIL ITALY

2.71 x vs 2018 (2.94 x in 2023)

DIGITAL BILLS AT EUROPEAN LEVEL<sup>107</sup>

56% (+7pp compared to 2023)

PROCESSES WITH  
ESG ASSESSMENT

100%

of procurement of Eni Plenitude S.p.A. Società Benefit - HQ (compared to 95% in 2023)

NEW CONTRACTS  
SIGNED DIGITALLY<sup>108</sup>

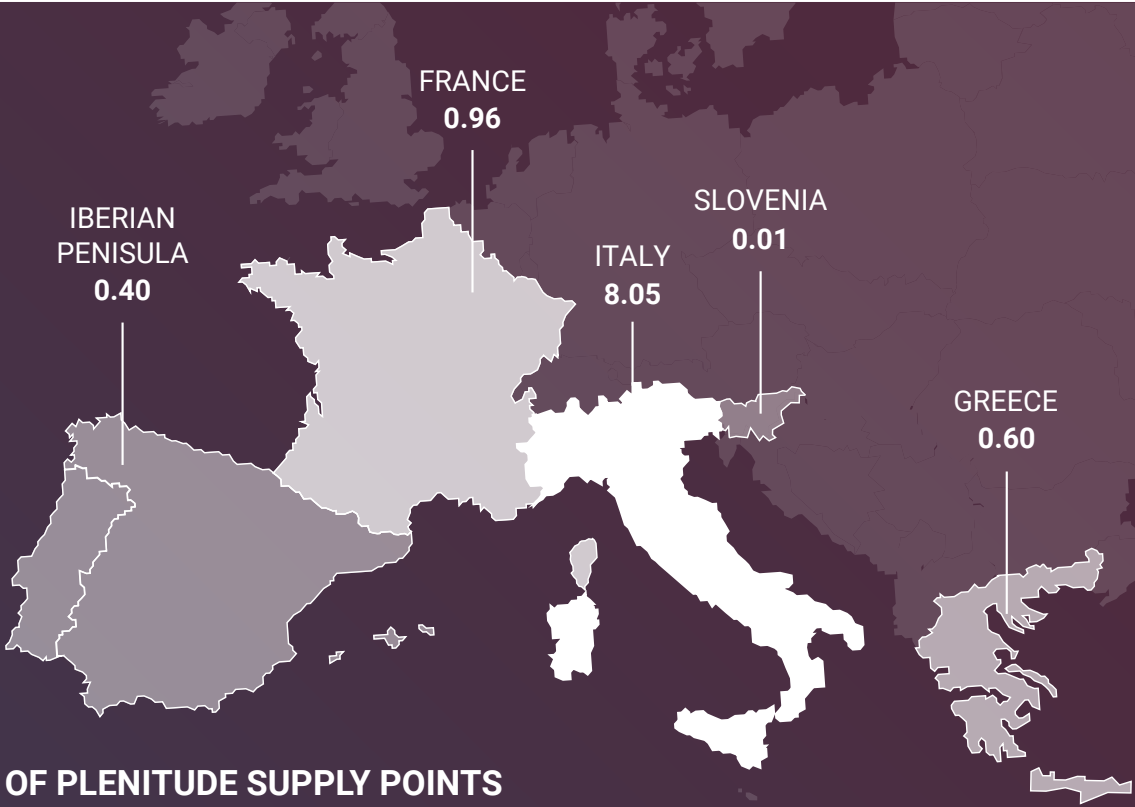
85%

(+5pp compared to 2023)

106 - Net Promoter Score (NPS): is an indicator, in multi-channel mode (telephone, chat, e-mail and in-store support), that measures the percentage of customers who would recommend Plenitude as an operator. In the last quarter of 2024, after completing the developments and optimizations of the new CRM, Plenitude renewed and upgraded its customer service management systems. As a result, the NPS in Italy reached a value 3.3 times higher than that measured in 2018.

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

108 - New power and gas supply contracts signed by B2C customers in Italy, France, the Iberian Peninsula, Greece, Slovenia contracted digitally (e.g. via tablet in shop, via web, etc.).



NUMBER OF PLENITUDE SUPPLY POINTS  
at 31 December 2024 (in millions)



### 3.1

## Operational excellence to support customer relation

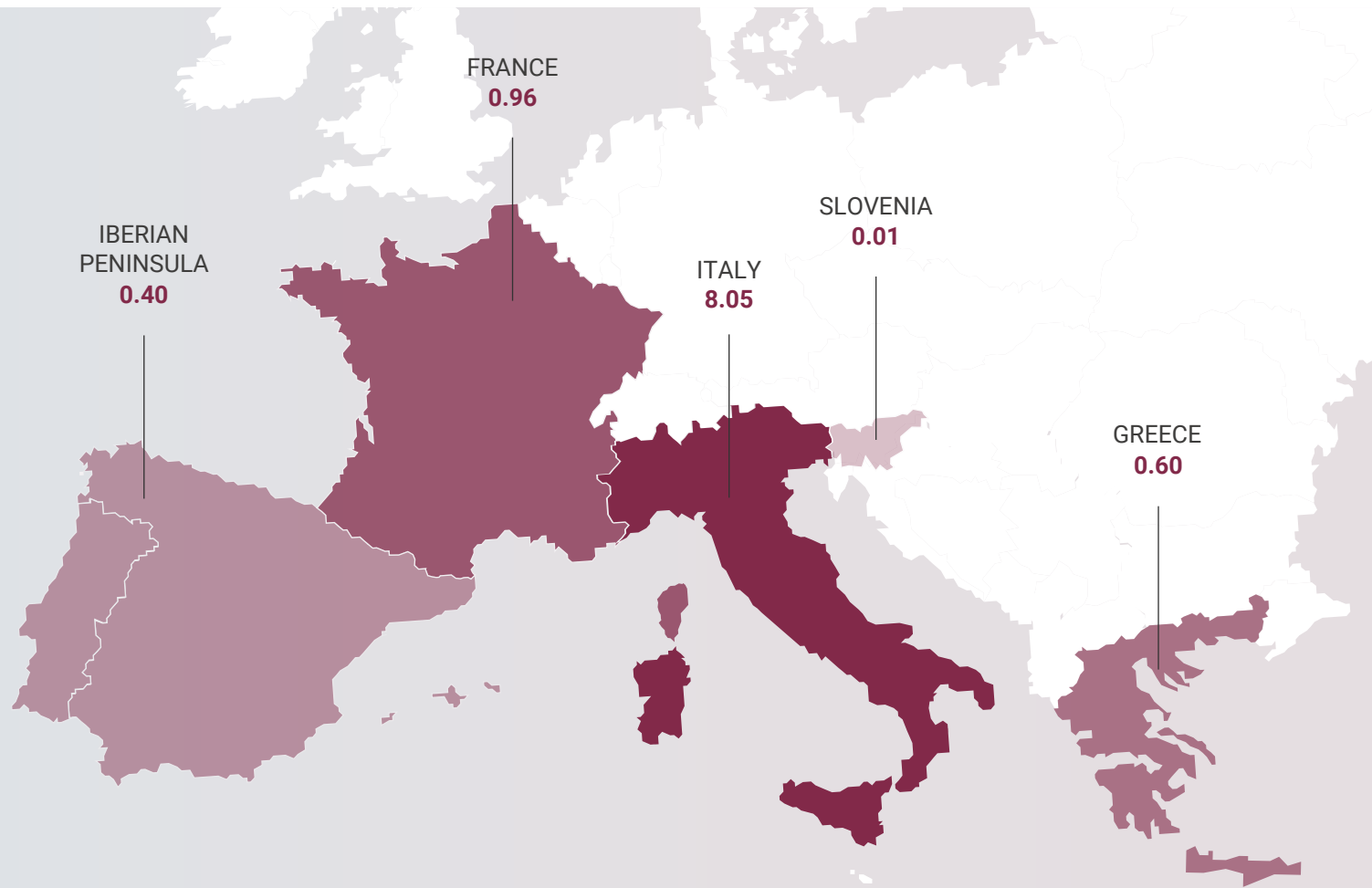


The constant, transparent dialogue and building of strong, trustworthy relationships with customers represent critical development directives, aimed at deeply understanding the expectations and the needs of a customer base which pays increasing attention to business sustainability.

In 2024, the Company offered its services to **10 million customers**, mainly located in **Italy** (80%), but also in **France, Greece, Iberian Peninsula** and **Slovenia**.

Plenitude intends to expand its customer base, aiming to **exceed 11 million customers by 2028, 15 million by 2030 and 20 million by 2050**.

NUMBER OF PLENITUDE SUPPLY POINTS AT 31 DECEMBER 2024 (in millions)



More than 10 million supply points





3.1.1 Customer relation

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

The physical channels, Plenitude flagship stores (direct) and Plenitude corners and mall stores (indirect), aim to provide specific advice on energy efficiency services to accompany customers towards conscious choices in terms of energy transition and sustainability (choosing to change boiler, heat pump, photovoltaic installation, wallbox), and assist them in managing power and gas supplies. Remote channels in particular bring potential customers closer to opportunities and promotions related to the product catalogue and they receive and handle enquiries from people who are already customers. The most significant development was made in the enhancement of dispositive actions for customers via the *eniplenitude.com* website and dedicated app, thus saving time and resources in order to manage activities autonomously and promote a conscious use of power and gas supplies (viewing paperless bills, entering actual meter readings, accessing special offers reserved for customers).

The relationship with consumer associations for customer protection

Plenitude maintains continuous and direct dialogue and discussion with consumer associations, to improve customer satisfaction and the quality of the service offered. Consumer associations are guaranteed the possibility to report potential service failures and product malfunctions reported by customers<sup>109</sup>. 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 commits to implementing corrective and improvement measures.

Among others, the **Protocol of unsolicited activations** is an agreement signed with the associations belonging to the Consiglio Nazionale dei Consumatori e degli Utenti (CNCU, National Council of Consumers and Users<sup>110</sup>) to strengthen the measures aimed at protecting consumers in the matter of unsolicited activations of power and natural gas supply and, more generally, in relation to conduct attributable to unfair commercial practices in the contract acquisition process. As at December 2024, Plenitude's **"Unsolicited Activations Observatory"** recorded 55 reports, a decrease of more than 60% compared to 2023.

Monitoring non-activations and managing complaints

In Plenitude, in order to guarantee a **constant control of the quality of the service provided**, the monitoring of the **trend of** commodity and extra-commodity **contract activations** on the Company's systems is foreseen, with specific focus on their non-activations. Commitments made as part of this activity include:

- management of reporting on the progress of supply point contract activations. An analysis of the development of Plenitude's customer portfolio and its dynamics is presented to Top Management on a monthly basis;
- monitoring critical issues that may arise after the customer has signed the contract, preventing its effective activation, both in the commodity and non-commodity sectors.

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

On the other hand, with regard to the management of the grievance process *vis-à-vis* business partners, specific sanctioning procedures are applied to handle any complaints. Therefore, in the event of an unsolicited activation, penalties are imposed, whereas in the event of violations of the contractual articles in the mandate are found that can be traced back to the actions of the partners, a preliminary investigation is opened for the definition of a penalty proposal, which is submitted to the appropriate Penalty Committee for evaluation.

Plenitude initiatives for vulnerable customers

In 2022, Plenitude became one of the first 50 partner companies of the National Youth Card, an initiative launched by the Italian Department for Youth Policies and Universal Civil Service aimed at young Europeans resident in Italy aged between 18 and 35. The card gives access to discounts on the supply of gas and power from renewable sources covered by the Guarantee of Origin, a discount on a pay-as-you-go charging via the Plenitude On the Road app, and a dedicated promotion on boilers and air conditioners.

Moreover, after the end of the protected gas market in December 2023, Plenitude defined a similar offer for non-vulnerable customers, guaranteeing equal conditions for those who did not join the free market.

An update of the Plenitude app has been completed making all its functions usable for blind and visually impaired people. For deaf customers, in addition to chat, TELLIS, a customer service enabling communication through the Italian Sign Language, with qualified interpreters connected remotely, has been active since 2022.

109 - For more information on channels dedicated to Consumer Associations see the **"Stakeholder engagement"** section.  
110 - National Council of Consumers and Users, a representative body of consumer and user associations at Italian level, was established by Law No. 281 of 30 July 1998, merged into the Consumer Code (Legislative Decree No. 206/2005).





3.1.2 Customer satisfaction

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

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CUSTOMER RELATIONS  PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	3.5x Net Promoter Score in Italy 2025 vs 2018	2.71x <b>Net Promoter Score</b> in Italy vs 2018	➤ <b>IN PROGRESS</b>	3.5x Net Promoter Score in Italy 2025 vs 2018
	Monitoring the new Earned Growth Rate (EGR) indicator	The <b>EGR</b> indicator is monitored, shared and communicated both internally within Plenitude (e.g. various Company functions) and externally (e.g. international events)	✓ <b>OBJECTIVE ACHIEVED</b>	In 2025, it is planned to continue to monitor the EGR and verify any developments based on the development of new business
	-	In 2024, for the <b>Plenitude Insieme loyalty programme</b> : <ul style="list-style-type: none"><li>• 1,055,000 registered customers</li><li>• 87% participation rate</li></ul>	✱ <b>NEW TARGET</b>	In 2025, for the Plenitude Insieme loyalty programme: <ul style="list-style-type: none"><li>• 1,200,000 registered customers</li><li>• &gt;80% participation rate</li></ul>
	Customer Centricity training for 45 Eni/Plenitude staff for 16 hours each (720 hours total)	<b>Training delivered to 51 Eni staff</b> for 16 hours each (816 hours total)	✓ <b>GOAL ACHIEVED</b>	Customer Centricity training to 40 Eni/Plenitude staff for 16 hours each (640 hours total)

Actively listening to customers’ needs

Plenitude is attentive to listening to consumers, with the aim of identifying their needs and expectations in order to promote innovation in the Company's product and service offering. In 2024, in cooperation with various market research institutes, **more than 70 research projects** were carried out, 20 of them multi-country, involving more than **130,000** current and potential customers. Compared to 2023, the percentage of customer satisfaction<sup>111</sup> dropped slightly to 78.3% from 82.5% in 2023, as measured in the satisfaction assessment of a representative sample of about 4,000 customers. Since 2019, Plenitude, in cooperation with Medallia, has activated the **Customer Feedback Programme** to continuously collect and enhance customer expectations. Within the programme, both customer service satisfaction and complaint handling are monitored through the various contact channels. This approach enables the monitoring of both specific interactions and the customer journey, as well as the customer busi-

111 - Plenitude asks a representative sample of about 4,000 customers (divided into two annual waves) for an assessment of satisfaction with their use of Plenitude services. The ratings given are on a scale of 0 to 10, where 0 means “not at all satisfied” and 10 means “completely satisfied”. “Satisfied” customers are those who indicated an overall satisfaction value between 7 and 10.





>130,000  
customers  
involved in

>70  
research projects

ness relationship, fostering continuous improvements in processes and strategic KPIs. In fact, Plenitude can turn feedback into concrete actions, thanks to the Agile approach that allows it to be taken up quickly.

Also through the Customer Feedback Programme, the customer experience has improved, a result attested by the **Net Promoter Score (NPS)**<sup>112</sup>, which in the last quarter of 2024, once the developments and optimisations of the new CRM with which Plenitude has renewed and modernised its customer service management systems were completed, exceeded the high levels of quality achieved in 2023, reaching an NPS value in Italy of 3.3 times higher than that measured in 2018. During the year, however, the NPS value was 2.71 times higher than that measured in 2018.

In 2024, Plenitude consolidated its monitoring of the **Earned Growth Rate (EGR)**, introduced in 2023, which measures how much value the retention of its customers brings to Plenitude. The indicator consists of Net Revenue Retention and Earned New Customers<sup>113</sup>. The indicator, which Plenitude monitored throughout the year, verifying how it reflects market and customer base trends induced, for example, by market liberalisation and increased industry competitiveness, was shared and communicated among the business units and was used as one of the drivers for Plenitude's customer experience strategy. Furthermore, the development of the EGR indicator was the subject of presentations at international events where Plenitude was able to demonstrate its innovative

drive and continuous focus on customers and the quality of their customer experience. Thanks to the adoption of Artificial Intelligence (AI) and Generative Artificial Intelligence (GenAI) algorithms, in 2024 Plenitude innovated the way it analysed customer feedback, including identifying issues to be addressed. This information, integrated in advanced dashboards with customer information, allows Plenitude to have a comprehensive, analytical view of customer experiences and expectations. .

In 2024, Plenitude took part in the International Customer Experience Awards<sup>114</sup> (ICX Awards), an international award that for several years has allowed hundreds of cross-industry companies to exchange views on the most innovative customer experience issues, presenting their improvement projects implemented in recent years. Plenitude took first place in the categories "Best measurement in customer experience" and "Best use of customer insights and feedback" and third place in the category "Best customer centric culture".

In Spain, Plenitude was recognised for the fourth consecutive year as a leader in customer service for the residential and SME sectors, receiving the "Customer Service of the Year" award in the energy supplier category. This award was achieved thanks to the availability, quality of answers, customer care and accessibility provided over the telephone, by e-mail or from web support service<sup>115</sup>.

112 - Net Promoter Score (NPS): an indicator that in multi-channel mode (telephone, chat, e-mail and in-store support) measures the percentage of customers who would recommend Plenitude as an operator.

113 - Net Revenue Retention: this measures the "back-for-more" component, i.e. the percentage of revenue generated by customers who continued to make purchases or interactions with the Company after having been acquired in the past. Earned New Customers: this represents the percentage of new customers acquired through referrals and word of mouth, emphasising the importance of recommendations in generating new acquisitions.

114 - International awards organised by the Interactive Customer Experience Association® (ICXA) that celebrate excellence in customer experience and provide an opportunity to demonstrate commitment to innovation in customer experience by sharing results with a global community of experts.

115 - For more information see: ► <https://lideresenservicio.com/ganadores-2024/>.



Design thinking for customer centricity

Plenitude adopts the Design Thinking methodology, with the aim of **developing tailor-made solutions for its customers**, focusing on the **centrality of users’ needs** in order to create value through omni-channel solutions.

Again, with the aim of encouraging an in-depth understanding of customer needs and direct feedback, an initiative to listen to calls made by customers to the Plenitude hotline was organized in 2024, for a total of 250 hours. In 2025, Plenitude will undertake four creative workshops using Design Thinking to innovate products and services, focusing on the needs of residential and business customers, starting to design new solutions from these needs.

Through its **Design Academy**, Plenitude offers the opportunity to acquire advanced skills in Design Research and Design Thinking, as well as to become familiar with Service Design tools and techniques and to develop systemic thinking skills. This training is important for equipping the participants with the skills needed to adopt a customer-centred approach. In 2024, Plenitude reached the target set for 2023, involving 51 participants in the Design Academy. Each participant completed a 16-hour programme, totalling 816 hours of collective learning. For 2025, Plenitude is committed to continuing this training project, aiming to involve at least 40 participants, for a total of 640 training hours. Finally, to strengthen internal skills by fostering an increasingly consumer-centred approach, three editions of the “Effective Survey” course were organised, involving 34 participants for a total of more than 130 hours.

Focus on

THE PLENITUDE ON THE ROAD APP

In 2024 Plenitude consolidated and further developed tools for monitoring and evaluating customer satisfaction concerning their experience using the charging stations. Through the Plenitude On the Road app, e-drivers are offered a simple, engaging, reliable and digital recharging experience, aimed at ensuring a high level of customer satisfaction.

In addition to the rating analysis for the charging network (implemented since 2022) and the rating history of the app, the monitoring of the level of customer satisfaction in every interaction with the service offered by Plenitude On the Road continued, using an always-on post-charging survey system.

To maintain constant supervision, feedback request systems via CRM are in place, enabling Plenitude On the Road to monitor customer satisfaction and direct its current and future activities. To understand the real needs and opinions of customers, a more in-depth survey of a statistically representative sample of the customer base was carried out in 2024.

In addition, qualitative research was carried out on a sample of 35 users of full electric vehicles in Italy, France and Germany in 2024, to identify charging behaviour, motivations and choices to help identify project opportunities. The survey analysed the entire end-to-end charging experience.

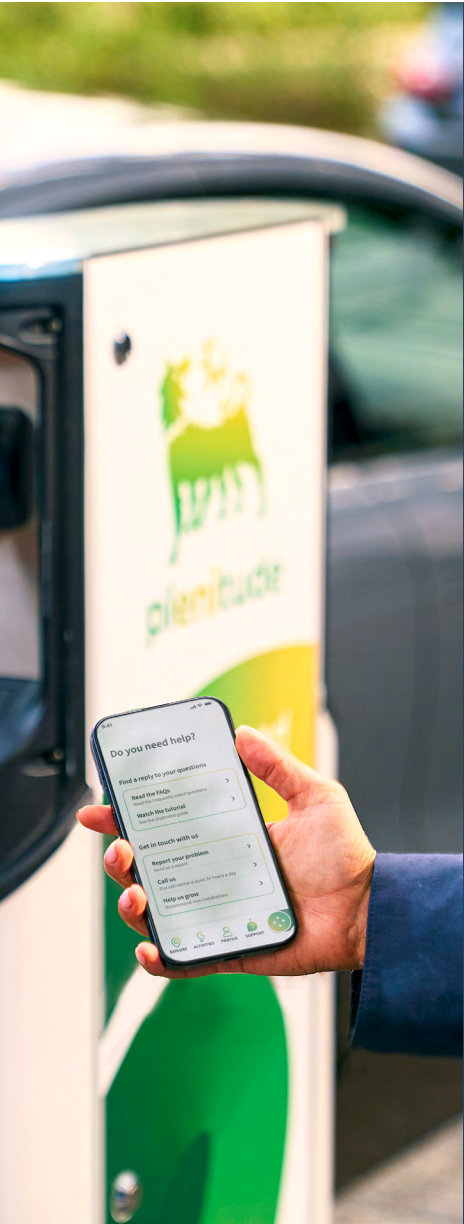
Focus on

PLENITUDE INSIEME

In 2024, Plenitude continued the growth of the *Plenitude Insieme* loyalty programme that not only builds a lasting and valuable relationship for customers, but also engages them in the energy transition journey. The program provides useful tools for increasing awareness of and knowledge about the topic through the *Azioni consapevoli* (Awareness Actions) section, which provides a continuous and engaging method for customers to improve their knowledge of energy efficiency. In 2024, the section was enriched by rewarding customers who checked their consumption behaviour each month to encourage full awareness.

By the end of 2024, 1,055,000 customers enrolled in the programme, with high participation rates: 87% of those enrolled had interacted with the programme at least once and more than 200,000 customers performed the proposed Awareness Actions at least once.

For 2025, Plenitude intends to consolidate its relationship with its customers with the aim of maintaining a high participation rate among its members (more than 80%), not only with the Awareness Actions section, which will see creative development, but by involving them more closely in the energy transition journey through, for example, special activities with offers, prizes and themed benefits.



INSIEME SIAMO  
1 MILIONE!





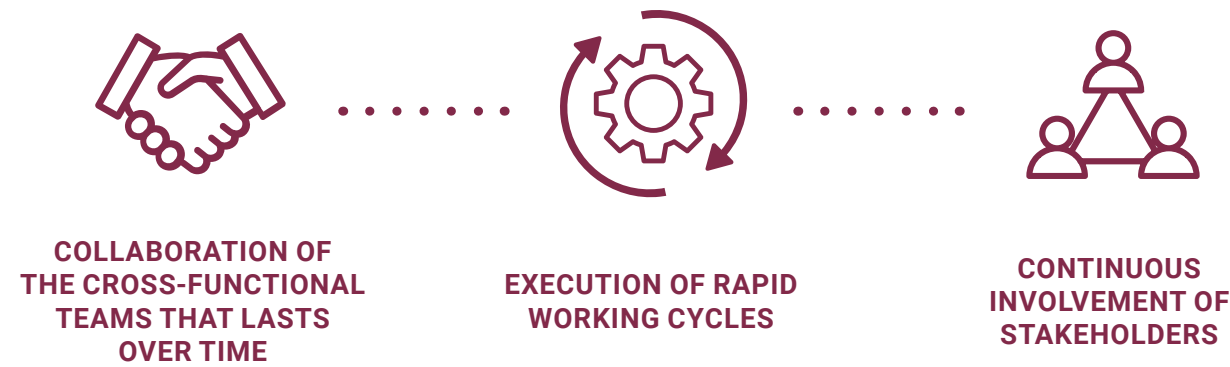
# 3.2

## Innovation and digitalization



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

In order to foster business agility (i.e. the organisation's ability to rapidly adapt structure, strategy, skills and technologies to exploit business opportunities), Plenitude has adopted a three-pronged approach:



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



3.2.1 Innovation and research and development

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
INNOVATION AND DIGITALIZATION	-	Developed a <b>card</b> in the Open-es platform that allows Plenitude B2B customers to perform a <b>self-assessment</b> to measure their own <b>level of circularity</b>	⊛ NEW TARGET	Involvement of an initial set of Plenitude B2B customers in using the card in 2025. Progressive extension to all interested customers
	Development of <b>data analytics</b> tools to support <b>Operation and Maintenance</b> activities on renewable plants in 2024	Testing of data analytics tools concerning: <ul style="list-style-type: none"><li>two plants for ~500 MW in total;</li><li>&gt;3 years of data processed per asset</li></ul>	✓ GOAL ACHIEVED	In 2025, assess the extension of the test to other plants and start the pre-production phase for the platform
	-	Study of business models to promote the penetration of renewables through servitisation of energy ( <b>Renewable as a Service</b> )	⊛ NEW TARGET	Develop a product concept that allows B2C customers to procure power directly from Plenitude's proprietary photovoltaic systems
	-	Under the <b>Horizon Europe</b> programme: <ul style="list-style-type: none"><li><b>Flex4Fact</b>: developed and implemented algorithms for reducing emissions and power supply costs on a cloud platform</li><li><b>Project INCUBE</b>: design of hardware and software architecture for a cloud platform to manage an energy community</li></ul>	⊛ NEW TARGET	In 2025: <ul style="list-style-type: none"><li><b>Flex4Fact</b>: platform testing on industrial pilot locations in Spain, Italy, Germany and Norway</li><li><b>Project INCUBE</b>: cloud platform release and validation testing</li></ul>
	Release of the first Proof of Concept (POC) for V1G in 2024	In study phase the POC and identified the supplier for the implementation of V1G	➤ IN PROGRESS	Integration of electric vehicle data retrieval solutions to enable charging modulation and other mobility service scenarios. POC release during 2025

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
INNOVATION AND DIGITALIZATION	Permanent storage: commissioning of 3 charging points. Order for 2 more units	Commissioning of 3 charging points with nominal power ratings of 300 kW, 60 kW and 22 kW respectively, connected to a permanent storage facility based on lithium-ion storage technology. Order for 3 more units	✓ GOAL ACHIEVED	Permanent storage: commissioning 3 charging points already available in 2025
	Further development of the predictive analysis tool based on big data to guide the choice of locations for the installation of proprietary charging points in 2024	Consolidated development framework to increase computational efficiency when prototyping new features. Started configuring the tool for new European target countries. Improved database quality with new sources and optimisation activities	✓ GOAL ACHIEVED	In 2025, the main goal is to expand the tool, integrating new databases to provide advanced support in the selection of foreign locations. A backtesting framework is planned to be implemented for backtesting of the selected locations, improving the learning capacity of the system

To guide change in a constantly evolving external context, Plenitude seeks **innovations** capable of **promoting the development** of new operational and technological solutions, also thanks to the creation of **partnerships with startups and reference companies** in the sector, to seize stimuli and integrate contaminations from the outside world. To this end, Plenitude **monitors new trends** and **researches functional innovations** for all business areas on some specific topics, such as energy efficiency, renewable energy generation and storage, e-mobility and energy aggregation and flexibility. All **innovation needs** are collected and **development directives are intercepted** for all of Plenitude's business areas. Solutions are researched to meet the needs identified or the opportunities arising from the new trends impacting the energy sector. This is done through its connections with innovation ecosystems at the Italian and European levels, and the creation of **synergies with internal stakeholders** including Eni's Open Innovation functions or vehicles (e.g. Joule, Eni NEXT, R&D, etc.). The ultimate goal is to nurture an **innovation ecosystem** that develops solutions capable of ensuring business resilience and growth, aligning with Plenitude's strategic objectives. To foster a culture of innovation within the Company, Plenitude intends to create an **Observatory** that constantly monitors emerging trends and technologies in the energy sector. The aim is to intercept the most promising technological innovations, international best practices and development trajectories at an early stage, thus accelerating crucial initiatives for the energy transition and decarbonization.



Plenitude's main synergies to foster innovation

In 2024, synergies with stakeholders saw Plenitude engaged on several fronts:

- in collaboration with **Eni and the Energy Department at the Politecnico di Milano**, participating in a study on seasonal thermal storage solutions to be combined with solar collectors and heat production systems, with the aim of improving the energy efficiency of buildings and neighbourhoods, assessing sustainability according to different types of use;
- following the progress of **efficient power production by photovoltaic** panels in perovskite, the development of industrialisation processes that could lead to a new solar technology with high efficiency and lower production costs;
- participates in **experimental initiatives funded by Horizon Europe**, the European Union's research and innovation programme, in collaboration with international partnerships, such as:
  - **Flex4Fact**: in 2024, algorithms for demand flexibility planning and storage systems were developed and implemented on a cloud platform with the objective of reducing emission and the costs of power supply.
  - **InCUBE**: the hardware and software architecture for a cloud platform was designed to manage the emerging pilot energy community at the demonstration site of the Municipality of Trento, in the Santa Chiara District.
- Participates in the "V2G" experimental project with Ricerca sul Sistema Energetico (RSE) to evaluate digital services in the field of energy flexibility.
- in collaboration with **Eni's Open-es** platform, Plenitude has developed a tool to support business customers in adopting energy efficiency solutions offered by Plenitude. This tool, integrated into the Open-es platform, allows companies to carry out a self-assessment to **measure their level of circularity**. The tool adapts to different business types and provides:
  - a circularity score;
  - Plenitude's energy efficiency solutions;
  - indications and best practices within the circular economy.

Innovation in energy flexibility

Plenitude monitors the energy flexibility market to understand its potential in terms of environmental and economic sustainability in the short and medium term. In 2024, the Company studied new ways for involving its customers and their assets to continuously adapt the demand and availability of energy, contributing to the **power system balance** and promoting the integration of power generation from renewable sources from non-programmable proprietary plants.

In particular, the focus was both on utilising the capacity of batteries installed at residential customers as a key resource for the power system by participating in energy markets, and on managing the flexibility of electric vehicles (EVs). The aim is to transform electric cars from simple means of transport into strategic resources for energy optimisation within the context of private and public charging on Plenitude's proprietary infrastructure network. A concrete example of this is the active participation of residential batteries in the Romeflex pilot project<sup>116</sup>, a pilot project promoted by the distribution

network operator Areti that aims to develop the flexibility market at local level. Plenitude intends to continue its efforts to increasingly engage its customers (residential and industrial) and their assets to contribute to the transition to a more flexible and resilient energy system. Within the framework of the Distributor System Operator (DSO) experimental projects (Romeflex, Mindflex and Edge), Plenitude is studying incentive mechanisms to encourage customers to change their power withdrawal profile.

For more information on e-mobility innovation projects, see the section ■ **"E-mobility innovation"**.

Innovation and research and development in renewables

PHOTOVOLTAIC ASSET PERFORMANCE OPTIMISATION TOOLS	<p>In the area of renewables, a project was launched in 2024 to develop functional tools for the early and timely identification of performance failures to optimise performance and the Operation and Maintenance activities on photovoltaic assets.</p> <p>The project uses the data measured in the plant to develop technical KPIs that can reliably and accurately measure the efficiency of the various components, enabling the early and precise identification of those that are underperforming.</p> <p>The indicators, accessible through an interactive web interface, are developed by combining data analytics and physical modelling techniques. They are adaptable to different plant configurations and module technologies and types.</p>
RESIDENTIAL WIND MICROTURBINE INTEGRATED WITH PHOTOVOLTAIC SYSTEM	<p>The testing of micro-wind technology, which started in 2023 with the selection of a start-up, continued in 2024 in cooperation with Eni R&amp;D and the Politecnico di Torino. Technological developments were completed, installation and testing requirements were defined, and safety aspects of the trial were evaluated. The preparation process was completed in 2024 with site surveys and load tests. The activities will continue with the aim of testing the microturbine integrated into a residential photovoltaic system and reaching the 6,000 hours of operation required for certification and commercial installation.</p>
RENEWABLE AS A SERVICE, THE SERVITISATION OF POWER FROM RENEWABLE SOURCES	<p>In 2024, Plenitude conducted an in-depth study on emerging business models that promote the penetration of power generation from renewable sources by transforming the direct sales model for products such as plants or energy, into a service through the virtualisation of the plant, with the aim towards servitisation of power from renewable sources. This model allows those who cannot install stand-alone generation plants to benefit from power produced from renewable sources. Through benchmarking, the characteristics of the various business models, the different value propositions for the end customer and potential market applications were analysed, with the aim of strengthening the integrated value proposition between renewable energy production and commercial offers for retail customers, thus contributing to the reduction of Scope 3 emissions.</p> <p>The goal for 2025 is to develop a product concept that allows retail customers to purchase power directly from renewable sources produced by utility-scale photovoltaic plants, with a market launch initially aimed at a limited number of customers, who will have access to the production of a Plenitude-owned photovoltaic plant.</p>

116 - Initiative promoted at the local level in the municipality of Rome by Distributor System Operator (DSO) Areti on ARERA Resolution 52/2021/R/eel.



E-mobility innovation

In 2024, Plenitude continued to invest in innovation projects in the following areas:

DEMAND  
RESPONSE  
ACTIVITIES

In 2024, Plenitude launched the study of Proof of Concept (POC) in V1G, a technology that enables the dynamic adjustment of electric vehicle charging power in one direction (from the grid to the vehicle). The project aims to provide flexibility services to the grid through the modulation of charging delivered by Plenitude On the Road public charging infrastructures<sup>117</sup>. This approach will help reduce the load on the power grid during peak demand, improving energy efficiency and promoting the use of power from renewable sources.

EXPERIMENTATION  
AND TESTING  
OF STORAGE  
SYSTEMS

Plenitude experimented with permanent storage systems combined with electric vehicle charging stations, commissioning three charging points with nominal power ratings of 300 kW, 60 kW and 22 kW respectively, connected to permanent storage facilities. This project allows users to enjoy the benefits of fast charging infrastructure even in remote locations or with a limited network connection. The initiative increases the accessibility of fast charging, utilises stored energy and improves the resilience of the power grid.

DEVELOPMENT  
OF A PREDICTIVE  
ANALYSIS TOOL

In 2024, Plenitude consolidated the development framework of a predictive analysis tool based on big data to guide the choice of locations for the installation of Plenitude On the Road proprietary charging points. This tool will support increasingly effective decisions for locating of new charging stations, ensuring ever greater accessibility of e-mobility services for all customers.



<sup>117</sup> - Plenitude's On the Road e-mobility solutions are managed through Be Charge Srl, a Plenitude subsidiary since 2021 that deals with the deployment of charging infrastructure for e-mobility.



3.2.2 Digitalization

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

Over recent years, digitalization has had a real impact on the customer experience process. The percentage of **digital bills** increased from 49% in 2023 to **56%** in 2024. As far as the signing of new paperless contracts in the B2C market is concerned, **85%**<sup>120</sup> was reached at European level in 2024, an increase from 80% in 2023.

Digital acceleration with an increasing focus on sustainability

In 2024, Plenitude consolidated and strengthened its digital transformation strategy across various touchpoints, such as the website, self-care portal and mobile applications. By optimising costs and centralising design and development, the Company aims to simplify and apply the Italian model in Spain, Portugal, France, Slovenia and Greece, exploiting the synergies offered by Plenitude Italy as a Centre of Excellence for other countries.

Specifically, in 2024, the focus was on the following areas:

- **Content delivery:** improved user experience and component consistency due to the new design system, ensuring seamless digital interactions, i.e. guaranteeing a fast smooth experience, even between different systems, ensuring a consistent standardised digital presence aligned with Plenitude's integrated business model.
- **Accessibility:** achieving and exceeding the AA accessibility score for both the public and private areas of the commercial site, meeting the technical and methodological requirements to ensure a clear structure for information and support for assistive technologies.
- **Green coding:** adoption of energy efficient and reusable solutions to reduce the environmental impact of digital content and technology infrastructure. Green coding techniques were adopted for the development of new digital front ends with the aim of optimising energy efficiency. Standardisation of operating practices was initiated and innovative code and architecture solutions were implemented. These efforts have improved costs and performance, encouraging the reuse of existing solutions.
- **Media campaigns:** through qualified partners, an activity was started to measure the emissions of advertising campaigns, with the aim of creating data history to be used as a benchmark to define guidelines for future digital communication campaigns, reducing their environmental impact. Two carbon emission surveys were conducted as institutional digital campaigns in Italy (April and October 2024) and tests for Plenitude Iberia and France (October-November 2024).

In 2024, Plenitude participated in working tables of the Fondazione per la Sostenibilità Digitale, applying the UNI/PdR 147:2023 Practice guidelines to the scale-up project for its digital front-end assets. In 2025, the goal will be to develop a UNI practice for the sustainability of the digital content infrastructure (including media), defining the requirements that digital projects must meet to be consistent with the sustainable development goals of the 2030 Agenda.

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
INNOVATION AND DIGITALIZATION  PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	90% of new contracts digitally signed in Europe in 2025	<b>85%</b> <sup>118</sup> of new <b>contracts digitally signed</b> in Europe	➤ IN PROGRESS	90% of new contracts digitally signed in Europe in 2025
	Extension of accessibility targets also to the self-care area and app and scaling of content in Spain, Portugal and France	Achieved the <b>AA accessibility</b> <sup>119</sup> compliance objective for the commercial public site and the self-care portal. Sharing digital guidelines and using the same technology platform scaled to subsidiaries abroad	➤ IN PROGRESS	In 2025: <ul style="list-style-type: none"><li>• optimisation and monitoring of other digital and communication channels (e.g. corporate website, app, loyalty programme, and digital bills)</li><li>• sharing editorial guidelines with Spain, Portugal and France to have components accessible by default</li></ul>
	Start of: <ul style="list-style-type: none"><li>• tests for measuring carbon emissions from digital campaigns, through qualified partners</li></ul>	To detect <b>carbon emissions from digital campaigns</b> : <ul style="list-style-type: none"><li>• performed tests</li><li>• scouted 5 tracking partners</li></ul>	✓ GOAL ACHIEVED	In 2025: <ul style="list-style-type: none"><li>• continue scouting activities to measure carbon emissions</li><li>• optimise the digital media plan to reduce emissions in Italy</li></ul>
	Start of: <ul style="list-style-type: none"><li>• tests for the use of sustainability-conscious partners for the management of competitions and prize operations via dedicated platforms</li></ul>	Held a competition for customers with products from companies with <b>sustainability reward catalogues</b> as prizes	✓ GOAL ACHIEVED	In 2025: organize additional contests for customers, continuing to use sustainable prizes and partner with sustainable companies
	Development of the photovoltaic estimator	<b>Photovoltaic estimator</b> released on Plenitude's commercial website	✓ GOAL ACHIEVED	In 2025: extension of the photovoltaic estimator to additional touchpoints

118 - New power and gas supply contracts signed by B2C customers in Italy, France, the Iberian Peninsula, Greece, Slovenia contracted digitally (e.g. via tablet in shop, via web, etc.).

119 - The AA accessibility score refers to the AA compliance level with the Web Content Accessibility Guidelines (WCAG). WCAG are international standards designed to make web content accessible to all, regardless of user capabilities.

120 - New power and gas supply contracts signed by B2C customers in Italy, France, the Iberian Peninsula, Greece, Slovenia contracted digitally (e.g. via tablet in shop, via web, etc.).





### Involving customers in the energy transition journey

Plenitude pursued several initiatives to promote the efficient use of energy. Among these, it developed consumption monitoring functions in the private area and in the app (**energy tracker**), offering personalised recommendations based on customer behaviour to increase energy awareness.

A new **photovoltaic estimator** was also developed and integrated on the Plenitude commercial portal. This tool allows customers to get an estimate of energy production from residential photovoltaic systems when evaluating an offer. It also makes it possible to estimate the potential savings in the first year from the installation of these systems, while offering an overview of the possible self-consumption.

Finally, scouting activities were carried out and reward platforms **for competitions and prize operations** were implemented, with the aim of rewarding participants with prizes from **environmentally aware suppliers**. To execute this project, a partner was involved that offers sustainability reward catalogues, training and awareness-raising on topics of sustainability, inclusiveness and gender equality.

Also in Zenith, Plenitude's Greek subsidiary, useful tools have been implemented for customers, such as three apps to monitor the consumption of heating, lighting and light bulbs, allowing potential cost savings to be visualised. A bi-annual newsletter with energy-saving tips was launched, available in digital or paper version, depending on the type of bill. The launch of the myZenith app has introduced new features for monitoring energy consumption, including comparison with consumption from the previous month or the same period in the previous year.

At Adriaplin, Plenitude's Slovenian subsidiary, all customers have access to their own online account "My Adriaplin", where they can view historical gas consumption data, consult issued invoices and payments made, as well as contract data. Among the services offered is "Artisan at hand", which gives customers free access to qualified technicians for urgent repairs. Furthermore, a digital guide with practical energy-saving tips was created and is accessible to visitors to the Adriaplin website, helping to further educate and raise awareness of the importance of energy efficiency.

In 2025, Plenitude France will announce the possibility of using the Watt Watchers programme, an app that helps domestic consumers to use energy more consciously to save on energy bills. The app will allow users to connect their smart meters and receive customised energy diagnoses, with tailored recommendations to reduce costs and monitor energy savings in real time.





The path of data transformation in Plenitude data management

In 2024, Plenitude's data strategy was structured around three pillars: Value, Data Transformation and Integration.

VALUE	Plenitude adopted a model that assigns a specific value to each product developed, ensuring that each initiative contributed concretely to the Company's objectives. This approach made it possible to prioritise projects and maximise the effectiveness of collaboration with internal customers.
DATA TRANSFORMATION	Data transformation was not limited to value creation but promoted a data-driven culture throughout the organisation. A significant example is the path of the People area, which used data to optimise operational processes, adopting an integrated and widespread vision at all levels.
INTEGRATION	Plenitude's data platform has evolved into a unique ecosystem for data management, both Italian and foreign. In 2024, the platform was extended to Greece and Spain, while in France, where implementation took place in 2023, the adoption phase began. This integrated ecosystem has improved cohesion between business units and support functions, providing an overview of corporate activities.

During 2024, Plenitude integrated **generative artificial intelligence** into projects, such as Nautilus, to facilitate employees' exploration of internal documentation, and into the Company's commercial portal to assist customers in navigating offers.

At the same time, traditional artificial intelligence (AI) has been used to optimise business processes and generate value. Through workshops conducted with all Company functions, some 100 new AI use cases were identified, 12 of which were already implemented during the year. In addition, an **AI governance committee** was set up to deal with democratisation, ethics, compliance and architectural issues. This body promotes responsible and transparent use of AI technologies, maintaining the concept of "human in the loop" in all use cases, thus ensuring that people remain at the centre of business operations.

Plenitude's progress on the digital transformation path was recognised through the **2024 Cloud Transformation Award** by the Politecnico di Milano. This recognition, along with participation as a speaker at industry conferences, testifies to the Company's commitment to promoting innovative initiatives, and sharing data and AI with the global community. Plenitude also invested in employee training, delivering more than 4,500 hours of training to prepare its people for future challenges and improve the use of advanced tools. On the efficiency front, green coding and FinOps initiatives were promoted with code optimisation processes to reduce energy consumption and improve overall performance.

Looking ahead to 2025, Plenitude will continue to develop its data management strategy, focusing on:

- provide reliable, quality data to enable users to generate value;
- accompany business units along a path of transformation and innovation, putting data at the centre of growth;
- create a competitive advantage by continuously experimenting with new technologies and artificial intelligence solutions.



# Focus on

## CLOUD SUSTAINABILITY IN PLENITUDE

At Plenitude, the commitment to cloud sustainability, i.e. the practice of reducing the carbon footprint of workloads managed on public clouds, continued in 2024, following up on the initiatives started in 2023.

### FINOPS

The interdisciplinary working group set up for the containment and optimisation of cloud consumption in 2024 focused mainly on:

- **Configuration of the computational capacity of cloud resources**, appropriate for the delivery of the service level agreed to with the user units. Work has been done on optimising the available resources (e.g. elimination of inactive resources, removal of obsolete environments) and identifying new families or products with an improved cost/benefit ratio compared to the resources in use.
- **Extension of the technological and infrastructural perimeter covered by FinOps:**
  - implementation of the on/off scheduling of non-production environments for invoice and tender archiving by reducing the delivery period by 50%;
  - optimisation and control of user licence allocation.
- **Using the new contractual options provided by cloud providers** to obtain discounts and concessions in terms of price and reduced consumption.
- **Extension of the FinOps practice to other group subsidiaries.** The adoption of the FinOps practice applied to the public cloud in Plenitude France in particular has yielded excellent results, such as savings on storage and computing consumption, rationalisation and updating of data, and decommissioning of environments no longer used. These same activities were already carried out in Italy in 2023.
- **Automation and simplification in analysis and monitoring activities:**
  - acquisition of new tools to extend analysis and to increase cost accountability of requesting business areas and users. Thanks to the adoption of a new multi-cloud FinOps tool, monitoring is extended to include the three main cloud providers involved (Azure, Google and AWS);
  - creation of dedicated reports for each application group, to allow cost monitoring and anomaly detection through alerts;
  - configuration of budgets for each application/group: monitoring of actual values and simulation of future values allows for the early detection of deviations from expected values.

In addition, revision and optimisation work was carried out on the development code released in December, the benefits of which will be visible in 2025.

- **Automation of emission calculation reports:** in addition to what was done in 2023, an automatic calculation of CO<sub>2</sub> emissions was implemented in 2024. For 2024, the emissions associated with consumption related to the use of Microsoft Azure and Google Cloud Platform (GCP) public cloud technologies amounted to 167 mega tonnes CO<sub>2</sub>eq..
- **CO<sub>2</sub> emission analysis by user function:** the carbon footprint report was enriched with detailed data to attribute CO<sub>2</sub> production to the user function. The report allows the user to visualise costs and CO<sub>2</sub> emissions by filtering for the individual resources used in day-to-day operations.

Thanks to the “Plenitude Data Evolution and transformation” project, in 2024 Plenitude won the first prize of the “2024 Cloud Innovation Award” from the Cloud Transformation Observatory at the Politecnico di Milano<sup>122</sup>, distinguishing itself for its degree of technological and organisational innovation thanks to the potential of the Cloud. Since December 2024, Plenitude also participates on the Advisory Board of the Cloud Transformation Observatory of the Politecnico di Milano with two representatives. Their objective is to create and disseminate knowledge that supports companies to seize Cloud opportunities as an enabler of digital transformation.

### MEASURING AND REPORTING THE CARBON FOOTPRINT<sup>121</sup>

121 - Data are collected through the activation, on Plenitude subscriptions, of the Microsoft Azure Emissions Impact Dashboard and Carbon Footprint Google Cloud Platform services.

122 - For more information on the Cloud Transformation Observatory of the Politecnico di Milano, see ► <https://www.osservatori.net/cloud-transformation/>.



3.3

Responsible supply chain management



MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
RESPONSIBLE SUPPLIER MANAGEMENT	<b>Eni Plenitude S.p.A. Società Benefit – HQ</b> Maintain 100% of new suppliers assessed using social criteria in 2024	<b>Eni Plenitude S.p.A. Società Benefit – HQ</b> 100% of new suppliers assessed using social criteria <sup>123</sup> in 2024	✓ GOAL ACHIEVED	~124
	<b>Plenitude Subsidiaries</b> Introduction of social criteria in qualification processes of Plenitude's subsidiaries in 2024	<b>Plenitude Subsidiaries</b> Conducted two training sessions to introduce social criteria into the qualification processes of subsidiaries and to share the relevant evaluation tools, including the Open-es platform		
	<b>Eni Plenitude S.p.A. Società Benefit – HQ</b> By 2027: processes with ESG assessment of 98% of procurement	<b>Eni Plenitude S.p.A. Società Benefit – HQ</b> 100% of procurement processes with ESG assessment	✓ GOAL ACHIEVED	<b>Procurement Italy 2025:</b> proceedings with ESG assessment of approx. 100% of procurement  <b>Procurement abroad 2027:</b> proceedings with ESG assessment of 90% of procurement <sup>125</sup>
	<b>Plenitude Subsidiaries</b> Introduction of procedures with ESG assessment in 2024	<b>Plenitude Subsidiaries</b> Conducted a training session on the inclusion of ESG criteria in tenders and disseminated the “ESG library” as a tool to support the identification of sustainability elements. As a result of these initiatives, the inclusion of ESG criteria in the procurement processes was initiated for subsidiaries (e.g. in Spain, for Plenitude Iberia and Plenitude Renewables Spain, proceedings with an ESG assessment of 72% of the procurement were recorded)		

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
	Strengthening the <b>Sustainable Supply Chain Programme</b> with dedicated initiatives (e.g. Supplier Day, <b>local events</b> , training <b>workshops</b> and awareness-raising, supplier engagement on Open-es)	Major events in 2024 include: • <b>Road Show in Munich</b> with representatives of major companies in the DACH area (Germany, Austria, Switzerland) for installation and maintenance services for electric charging infrastructure • <b>Supplier Day in Milan</b> dedicated to the network of installers and maintainers active throughout Italy, aimed at sharing business projects and programmes dedicated to the development of local companies	✓ GOAL ACHIEVED	-
		-	⊛ NEW TARGET	In 2025: 65% of the total value of active contracts awarded to suppliers registered on Open-es <sup>126</sup>

Plenitude fosters an ongoing dialogue with suppliers, with a focus on occupational safety and the protection and inclusion of people, requirements that underscore a collaborative relationship functional to the sustainable development of the retail, renewables and e-mobility businesses.

- Plenitude **concludes and manages** contracts with **qualified suppliers** for:
- the purchase of goods (photovoltaic modules, wind turbines, storage batteries) and services (installation, operating activities, maintenance) for **renewable power** generation plants;
  - the purchase, installation and maintenance of **charging stations for electric vehicles**;
  - for the purchase of **goods and services** for business development, in particular **Retail**, such as IT, marketing, administrative, communication, and call centre services.

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

124 - The evaluation of suppliers based on social criteria is now an integral part of Plenitude's qualification process. See the section on **“ESG criteria in supply processes”**.

125 - The perimeter of the objectives relates to proceedings in the MSG Procurement Italy and Abroad. The targets were calculated by comparing the sum of the administrative validity of new Italy contracts with ESG assessment criteria against the sum of the administrative validity of all new Italy contracts issued.

126 - The scope of the objective relates to contracts in MSG Procurement Italy and foreign subsidiaries. The target is calculated by taking the ratio between the sum of the administrative validity of active contracts assigned to suppliers registered on Open-es and the total administrative validity of all active contracts.



ESG criteria in supply processes

Plenitude applies the principles of environmental protection, social growth and economic development, as well as technical-operational, ethical and reputational aspects in all phases of the supply process.

1

**SUPPLIER QUALIFICATION:** Plenitude subjects all suppliers to qualification and due diligence processes to verify their ethical, reputational, economic, financial and technical-operational reliability and their application of health, safety, environmental, governance, cyber security and human rights safeguards. Depending on the critical level of the product group in question, Plenitude carries out specific audits and investigations, which may also include field assessments/audits, such as in the HSE and human rights fields (consistent with international SA8000 standards).

2

**PURCHASING PROCEDURES:** Plenitude selects suppliers awarded works, goods and services contracts based on criteria measuring ESG performance, with the help of ► **Open-es**<sup>127</sup>, as well as technical and economic performance. These sustainability criteria were applied to 100%, in economic value, of the procurement processes concluded in 2024 for Eni Plenitude Società Benefit S.p.A.

3

**CONTRACT MANAGEMENT AND FEEDBACK:** During the execution of the contract, Plenitude monitors the supplier's compliance with its sustainable development commitments, also to promote continuous improvement actions.

In the event of significant shortcomings, Plenitude reserves the right to take action on the supplier's qualification status, which could result in the termination of the contractual relationship.

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

Finally, the Company adopts **Eni's Sustainable Supply Chain Framework**, a tool that, in line with regulatory requirements, supports the management of sustainability risks, associated with suppliers, as regards:

- 1. **Human rights, dignity and equality:** aspects of social responsibility
- 2. **Climate change:** measuring emissions
- 3. **Supply chain governance:** how to manage the supply chain
- 4. **Cyber security:** in-depth analysis of the cyber profile

For example, with regard to respect for human rights, risk management involves a context assessment (supplier characteristics, reference product class, Country), the outcome of which is followed by the implementation of audits mainly focused on forced/ compulsory labour, the right to freedom of association and collective bargaining.

3.4

Natural resources management

Plenitude integrates respect for the environment into its corporate culture. In addition to monitoring its environmental performance, the Company promotes initiatives to reduce environmental impact and identify new solutions for an increasingly sustainable management of natural resources<sup>128</sup>, collaborating with nationally and internationally recognised bodies such as the International Union for Conservation of Nature (IUCN) and the National Agency for New Technologies, Energy and Sustainable Economic Development (Agenzia nazionale per le nuove tecnologie, l'energia e lo sviluppo economico sostenibile, ENEA).



3.4.1 Circular economy and waste management

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
CIRCULAR ECONOMY AND WASTE MANAGEMENT		Two R&D projects on <b>recycling and reuse</b> in power production plants from renewable sources were completed	-	In 2025 start Eni R&D's participation in the FiberLoop project
	Extension of waste assessment to six foreign subsidiaries in the four-year period 2024-2027, starting in 2024 with Slovenia and Spain (renewables area)	Conducted two assessments on <b>waste management methods</b> generated by Slovenia and Spain (renewables area)	GOAL ACHIEVED	In 2025 waste assessment in Greece (renewables area)

CIRCULAR ECONOMY

In 2024, Plenitude was engaged in the study of **life extension** interventions and **decommissioning** scenario analysis for **power production plants** from renewable sources.

Study of interventions to extend the useful life of installations

The analysis involved the five operating wind power plants, with the aim of:

- investigating possible ways to **extend the life of the plant** through component replacement and maintenance strategies;
- studying the possibility of replacing the blades or the entire rotor of wind turbines (**re-rotoring**) with the aim of increasing their efficiency and extending their service life;
- studying the **repowering** of the park, replacing existing turbines with new-generation turbines by leveraging synergy related to power connection, land availability and the possibility of access to a simplified authorisation process.

127 - Open-es is a platform, created by Eni in collaboration with Google and BCG, where companies can enter and update their sustainability performance, share information with customers and other stakeholders, access sector benchmarks to compare themselves with similar realities, and identify priority actions to be implemented to improve their position.

128 - Plenitude also pays attention to the water sources used in order to achieve the efficiency and water resilience of its business activities. Given the activities carried out, water consumption is not very significant. Water is mainly used for cleaning the photovoltaic panels and toilet facilities in the offices. For more information on water consumption, see the ► **"Performance Tables"** section.



For each plant and scenario, the benefits in terms of expected output and the associated costs were evaluated in order to arrive at a technical-economic assessment of the different options. The first option was found to be the preferable one in terms of profitability in the short/medium term, followed by the third option, which benefits in terms of timing and simplification of the authorisation process.

Analysis of plant decommissioning scenarios

Two R&D projects concerning recycling and reuse in the decommissioning of power production plants from renewable sources were concluded.

The first, which started in 2022 and ended in March 2024, was implemented under a **Joint Cooperation Agreement between Eni and ENEA**. Several case studies were analysed concerning the decommissioning of a wind farm and two photovoltaic plants, with the aim of identifying the most effective scenario to maximise the opportunities related to end-of-life management of the plants. Two end-of-life solutions for wind power plants and two for photovoltaic plants were selected based on technological maturity, environmental sustainability and economic return.

As far as **wind power plants** are concerned, the two processes identified, with high technological maturity<sup>129</sup> include:

- the recovery of fibreglass waste from the production or decommissioning of wind turbines, which is completely recycled both thermally and materially in the production of cement;
- cracking, a process capable of completely eliminating the resin present in the compound, with degradation of less than 10% of the recycled carbon and glass fibres.

For **photovoltaic systems**, the two medium/low technology maturity processes<sup>130</sup> include:

- a mechanical detachment process for the electrical connectors, glass and aluminium frame and a heat treatment with leaching for silicon recovery and electrolysis for copper and silver recovery;
- a pre-treatment to remove the aluminium frame and connections, followed by a mechanical operation to crush and separate the materials.

The second concerns Eni's **collaboration with the research group of the "Giulio Natta" Department of Chemistry, Materials and Chemical Engineering at the Politecnico di Milano**, which has specific knowledge of circular economy along the entire value chain of fibre-reinforced composite materials, gained as part of the EU-funded FiberEUse Project. The project, which started in 2023 and ended in the first half of 2024, benchmarked the main methods used to recycle or reuse wind turbine components and materials. Currently, co-processing in cement plants and mechanical recycling are viable alternatives to landfill and waste-to-energy plants for end-of-life management of composite materials. As far as permanent magnets are concerned, hydrogen decrepitation technology is a promising solution. The market potential of the recycled fibre and resin fractions depends on the recycling and reprocessing technology used. However, in general, it is not yet pos-

129 - Technology maturity is expressed by the Technology Readiness Level (TRL) parameter, which ranges from 1 for basic research to 9 for first production. The TRL of the two processes in question is 8/9.  
130 - The TRL of the two processes in question is 4/7.

On the adjacent page: Sant'Agata plant - Italy





sible to produce composite materials made entirely from recycled material. In addition, activities are being initiated on FiberLoop, a MSCA<sup>131</sup> European research project with the key objective of promoting the use of circular economy strategies for composite materials, improving their ability to be recycled and expanding applications for recycled composites. The project started in October 2024 and has a duration of 48 months. In addition to Eni, which participates through R&D as Associated Partner, the participants are the Politecnico di Milano as project co-ordinator and several universities, research institutes and companies active in the recycling of composite materials in Europe. In 2025, it is planned to complete the selection of doctoral candidates, conduct the state-of-the-art analysis for mechanical, thermal and chemical recycling of composites, and issue the data management plan and the plan for dissemination and exploitation of the results. In addition, in 2025 Eni R&D will host a PhD student from the project to evaluate the end-of-life conditions of a wind turbine sample and test conditions for materials recycled from the wind turbine blade.

Finally, in 2024, Plenitude developed the “**Circularity Card**”, a circularity assessment tool, aimed at customers in the B2B segment, to support them in measuring their degree of circularity. The Card will be conveyed via the Open-es platform. For more information see section ■ “**3.2.1 Innovation and Research and Development**”.

WASTE MANAGEMENT

Waste prevention and proper waste management also play a key role in the implementation of a circular economy model. Plenitude promotes solutions to **reduce waste generation and maximise recycling and recovery along the entire value chain**. The main waste generated by the Company consists of excavated soil and rocks, produced during the construction and installation of plants for the production or distribution of energy from renewable sources.

For this type of waste, Plenitude has taken steps to promote reuse in accordance with the applicable regulations concerning the verification of compliance with environmental quality parameters (e.g. filling).

The **total waste produced** in 2024 is **3,652 tonnes** and all comes from production activities. This is 99.5% non-hazardous waste, in line with 2023. The reduction of around 60% compared to 2023 (10,111 tonnes) is mainly due to the 94% reduction in waste produced by the company operating in renewables in Italy, thanks to the recovery and reuse of excavation soil and rocks at the Priolo and Gela sites.

With regard to the destination of non-hazardous waste, the share of recovered waste on total waste recovered and disposed of increased from 18.5% in 2023 to 98.5% in 2024, due to the recovery of excavated soil and rocks.

As far as hazardous waste is concerned, 18.25 t were generated, most of which (11.4 t) came from the company operating in renewables in Spain. These are mainly absorbents, filter materials, waste oil. As regards their destination, 75% of the total hazardous waste generated was sent for recovery.

Throughout 2024, with a view to continuous improvement of environmental performance and in continuity with the work carried out in Italy in 2023, **two assessments were carried out on the waste management methods for waste produced** in Slovenia and a company operating in the Spanish renewable area. These assessments analysed applicable national regulatory compliance and alignment with Eni and Plenitude’s HSE management system, with the aim of identifying any best practices for continuous improvement.

**Over the four-year period 2025-2028, it is planned to extend the waste assessment to four more foreign entities** that manage other types of waste than those generated by offices. The journey will begin in 2025 with the assessment of the Greek renewable energy company.

3.4.2 Biodiversity and ecosystems

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
BIODIVERSITY ANDECOSYSTEMS	BES (Biodiversity and Ecosystem Services) assessment in 2024 on sites overlapping protected areas or Key Biodiversity Areas (KBAs)	The BES assessment conducted in 2024 identified an action plan on three sites found to be at risk that will be implemented by the end of 2025	GOAL ACHIEVED	Implement the action plan on sites found to be at risk by the 2024 BES assessment.  2025 BES assessment on sites overlapping protected areas or KBAs

The use of energy from renewable sources is a key lever in the decarbonization pathway. However, for the energy transition to be truly sustainable, **it is essential to integrate the conservation of Biodiversity and Ecosystem Services (BES) into renewable energy development strategies**. Indeed, although the expansion of renewable energies is crucial for decarbonization, their large-scale development may pose significant risks to biodiversity. If not properly planned and managed, the installation of solar and wind power plants could alter natural habitats and endanger local fauna.

Plenitude has adopted a **biodiversity and ecosystem services management model**, inspired by the principles and guidelines of major international conventions, such as the Convention on Biological Diversity (CBD). Following the **Mitigation Hierarchy** approach, the Company prioritises preventive measures over corrective ones, integrating them from the earliest operating stages in its project life cycle.

131 - MSCA (Marie Skłodowska-Curie Actions) projects are funding programmes that support the training and career development of research workers. These projects are oriented towards international, cross-sectoral and interdisciplinary research, with the aim of increasing the skills and innovation abilities of researchers in Europe and worldwide.



This approach reflects Plenitude's commitment to continuously improving the biodiversity and ecosystem services management, pursuing a harmonious coexistence between energy development and environmental protection.

Plenitude's method includes an **annual biodiversity risk assessment** for all plants in operation.

This analysis is based on the mapping of operating sites, considering their **proximity to protected areas and Key Biodiversity Areas** (Key Biodiversity Areas – KBA<sup>132</sup>), which play a crucial role in the preservation of land and marine biodiversity.

In addition, areas potentially affected by the presence of endangered species are identified. The purpose of the analyses is to identify priority sites, at greater exposure to the risk of biodiversity loss, on which to initiate BES Assessment studies to verify the actual exposure to risk through the analysis of pre-existing BES research and ad hoc impact assessments. Where necessary, specific action plans are implemented to manage significant residual impact. This method also requires that **for all new projects** and for existing projects to which significant changes are made, BES investigations and subsequent impact **assessments are carried out as part of the Environmental Impact Assessments**.

The 2024 BES assessment, on sites found to overlap with protected areas and KBAs in the 2023 mapping, identified an **action plan for three sites found to be at risk to be implemented by the end of 2025**. In addition, a memorandum of understanding has been drawn up with the Sirente Velino Regional Natural Park for the **Collarmentele wind farm** in 2024:

- the installation of mitigation measures based on camera detection systems and acoustic deterrence and stop systems;
- monitoring for at least one year to assess the effectiveness of the mitigation measures implemented to identify any critical issues and further measures needed.

As part of the identification and dissemination of good practices for the mitigation of impact on biodiversity associated with the development of renewable energy projects, in 2024, the participation in the work plan envisaged by the **partnership signed in 2022 by Eni with IUCN** was concluded, which also involved other international energy companies and led to the publication of 4 documents<sup>133</sup>.

The analysis of the mapping of Plenitude's operating sites in 2024 showed that overlap (even partial) with protected areas or with KBAs concerns 18 sites, while 40 additional sites are adjacent to protected areas or KBAs, which means they are located at less than 1 km.

It should be noted that neither in Italy nor abroad do operating activities overlap with natural sites belonging to the UNESCO World Heritage (WHS) or sites covered by the Ramsar Convention.

## Case Study

### “SELLO DE EXCELENCIA EN SOSTENIBILIDAD” FOR THE CERRILLARES PHOTOVOLTAIC PLANT

In 2024, the Plenitude Cerrillares photovoltaic plant in the Murcia region of Spain was awarded the Certificate of Excellence in Sustainability (“Sello de Excelencia en sostenibilidad”) issued by UNEF (Union Española Fotovoltaica), the primary Spanish solar photovoltaic industry association. It is a voluntary certification system for photovoltaic projects and installations that meet the highest standards of sustainability.

Mitigation measures for the protection of the plant's biodiversity, as well as the promotion of initiatives and dialogue with local stakeholders, led to certification following an external audit conducted by a third party.



Cerrillares Plant - Spain

132 - Sites that contribute significantly to the global persistence of biodiversity, in terrestrial, freshwater and marine ecosystems. They represent the most important sites for biodiversity conservation worldwide and are identified at the national level using globally standardised criteria and thresholds. For more information see ► <https://www.biodiversitya-z.org/content/key-biodiversity-areas-kba>

133 - For more information see: ► [Guidance on biodiversity cumulative impact assessment for wind and solar developments and associated infrastructure](#), ► [Spatial planning for wind and solar developments and associated infrastructure](#), ► [Opportunities for enhancing biodiversity at wind and solar energy developments](#), ► [Biodiversity and responsible sourcing for wind and solar developments](#).



Focus on

BIODIVERSITY CONSERVATION PROJECTS  
IN PLENITUDE IN 2024

SPAIN

**CUEVAS WIND FARM, CUENCA:** a campaign was conducted to protect and preserve the reproduction of Montagu's harriers (*Circus pygargus*) with actions to identify and protect their nests and monitor their presence, preventing damage during the harvest season. Additionally, a specific campaign was conducted around the wind farm to identify potential breeding areas for the sparrowhawk (*Accipiter nisus*) and increase knowledge of land use for this vulnerable species.

**CERRILLARES PHOTOVOLTAIC PLANT:** monitoring of the efficiency of the biodiversity conservation measures already implemented at the plant, including wildlife-permeable fencing around the facility, bird nest boxes, forest plantings that cover 10% of the total surface of the plant, leasing of land in the vicinity of the facility for the preservation of forest raptor habitat, a breeding tower for lesser kestrels, and a water pond that provides a suitable habitat for a variety of wildlife species.

**VILLANUEVA II PHOTOVOLTAIC PLANT:** implementation of biodiversity conservation measures in close coordination with the promoters of nearby solar power plants, including 3 breeding towers for lesser kestrels, installation of trail markers, clearing work in public forest areas, annual campaign on the protection and conservation of Montagu's harrier reproduction, and protection against collision with private power lines around the plants.

**BONETE PHOTOVOLTAIC PLANT:** a key initiative is the vegetation management plan, which deliberately avoids the use of herbicides and agrochemicals. Barley (a crop known for its heavy reliance on agrochemicals and intensive land management), initially planned as an in-plant crop, has been replaced with grassland that favours pollinators and also promotes a healthier and more diverse arthropod community.

Extensive replanting with native species has been carried out in the surrounding area, along with a tree belt surrounding the entire plant; the survival of the replanting is regularly monitored during the autumn.

Artificial nests for birds and bats have been installed, and drinking troughs have been placed inside the plant to provide water for various species of fauna. In addition, to allow the passage of wildlife, the lower part of the fence is raised off the ground and the width of the fence openings is greater in the first sixty centimetres from the base.

A cooperation agreement was established with the owner of a neighbouring farm to implement agri-environmental measures. These measures are specifically designed to support the great bustard (*Otis otis*) and other steppe birds, which are threatened by the loss of their habitat due to agricultural practices. In 2024, ongoing activities were followed up on and some improvements were implemented, such as the replacement of old nests and some information signs in the area for offsetting measures, the installation of new nests and planting activities.

**BORGIA WIND PARK:** installed a system to detect the presence of birds using sensors within a 100-200 m radius of the turbine. The installed "shutdown" system detects and identifies the bird species and stops the turbine to minimise the risk of collision.

**GUAJILLO ENERGY STORAGE:** before construction activities were started in mid-2024, a thorough preliminary analysis was conducted to carefully assess potential impact on the breeding areas of protected species, including migratory birds, the Texas lizard (*Phrynosoma cornutum*) and the Texas tortoise, in compliance with the State's Wildlife Department's best practices. Additionally, a "Wildlife Information Station" was established to provide contractors with essential knowledge about local wildlife, promoting a culture of respect and awareness.

ITALY

USA



Villanueva II plant - Spain



3.4.3 The Sustainability of Plenitude's headquarters and flagship stores

2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
Conduct the <b>feasibility analysis</b> for <b>LEED certification</b> for at least <b>one more office</b> within the Company perimeter and another <b>10 flagship stores</b> by the end of 2024	Obtained <b>GOLD LEED Certification for Interior Design and Construction</b> (Commercial Interiors) for the <b>Be Charge</b> headquarters in Milan; conducted feasibility analysis on <b>all active flagship stores in Italy</b>	<div>✓</div> <b>GOAL ACHIEVED</b>	In 2025: <ul style="list-style-type: none"><li>LEED certification feasibility analysis for the other Italian Plenitude offices and obtaining new LEED certification for five more flagship stores</li></ul>

In 2024, Plenitude achieved **GOLD LEED certification for Interior Design and Construction** (Commercial Interiors) for the Be Charge headquarters in Milan. This award recognises excellence in interior design and construction, with a focus on energy efficiency, indoor environmental quality and responsible use of resources.

In addition, at the Plenitude headquarters in Milan, a BEMS (Building Energy Management System) was installed to monitor and optimise energy consumption, thus improving the operational efficiency of buildings.

Similarly, **BREEAM (Building Research Establishment Environmental Assessment Method)** certification was obtained for **Plenitude France’s headquarters**.





# People



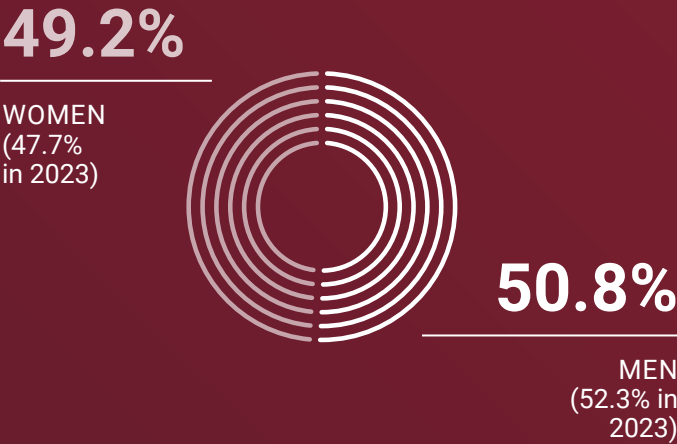
Plenitude values its people, guaranteeing paths of personal and professional growth; it protects their health and safety, as well as their psycho-physical well-being, in a climate that respects diversity and inclusion.

### POLICIES / POSITIONS / OTHER DOCUMENTS

- [Eni Code of Ethics](#)
- [Respect for Human Rights in Eni Policy](#)
- [ECG Zero Tolerance against violence and harassment in the workplace Policy](#)
- [ECG Diversity & Inclusion Policy](#)
- Company Procedures Gender Equality Management System Manual
- [Annex C to the Internal Control and Risk Management System MSG, "Whistleblowing reports received by Eni SpA and Its Subsidiaries"](#)
- Protocollo Insieme - industrial relations model to support the energy transition

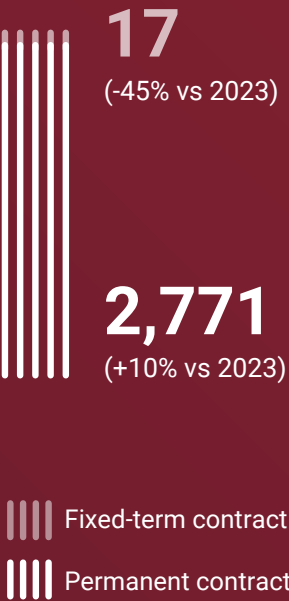
### 2024 MAIN RESULTS

#### EMPLOYEES COMPOSITION AT 31.12



TOTAL  
**2,788** (2,557 in 2023)

#### EMPLOYEES BY EMPLOYMENT CONTRACT



Fixed-term contract  
Permanent contract

#### FEMALE EMPLOYEES IN POSITIONS OF RESPONSIBILITY (SENIOR AND MIDDLE MANAGERS)

**43.5%**  
(+2.7 pp vs 2023)

#### TOTAL RECORDABLE INJURY RATE

**0.19** (1.09 in 2023)  
(TOTAL RECORDABLE INJURIES/HOURS  
WORKED) × 1,000,000

#### GENDER PAY GAP

**1.4** for fixed remuneration<sup>134</sup>  
(1.8 in 2023)

**1.6** for total remuneration<sup>135</sup>  
(3.0 in 2023)

#### EMPLOYEE TRAINING

**87,366** hours  
(84,706 hours in 2023)

**32.6** average training hours per employee  
(compared to 34.5 in 2023<sup>136</sup>)

**1,006** average training and development  
expenditure per full time employee  
(+16% compared to 2023)

134 - Gender Pay Gap calculated at the same role level and age group.  
135 - Gender Pay Gap calculated at the same role level and age group.  
136 - This figure is down 5.5% compared to 2023, due to the extension of the reporting scope because of the new acquisitions in 2024 and the high number of new hires.



## 4.1

### The value of our people

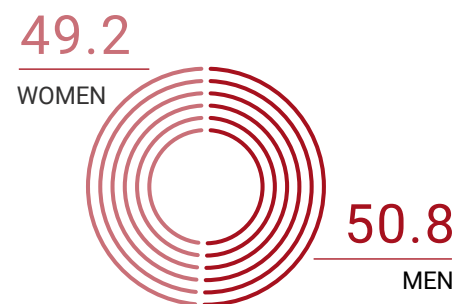


Plenitude places people at the centre of its organisation, recognising the importance of each individual's well-being and growth. It promotes a management model that not only protects, but also values the diversity, skills and aspirations of each member, creating an inclusive, stimulating and respectful environment.

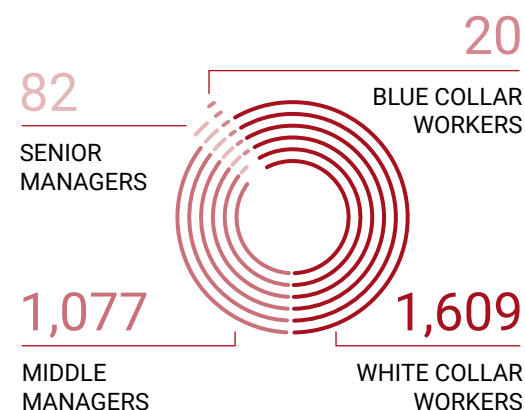
Total employees  
at the end of 2024

# 2,788

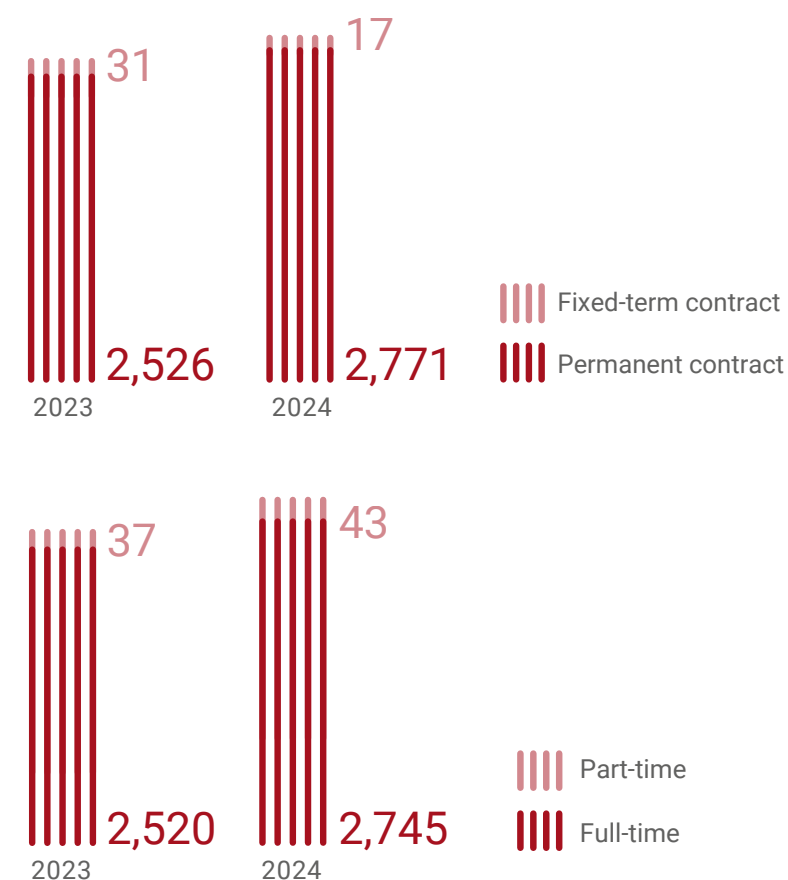
EMPLOYEES BY GENDER  
AT 31.12.2024 (%)



EMPLOYEES BY EMPLOYEE CATEGORY  
AT 31.12.2024



EMPLOYEES BY EMPLOYMENT CONTRACT AND TYPE AT 31 DECEMBER 2024



Employees hired  
with permanent  
contracts in 2024

# 2,771



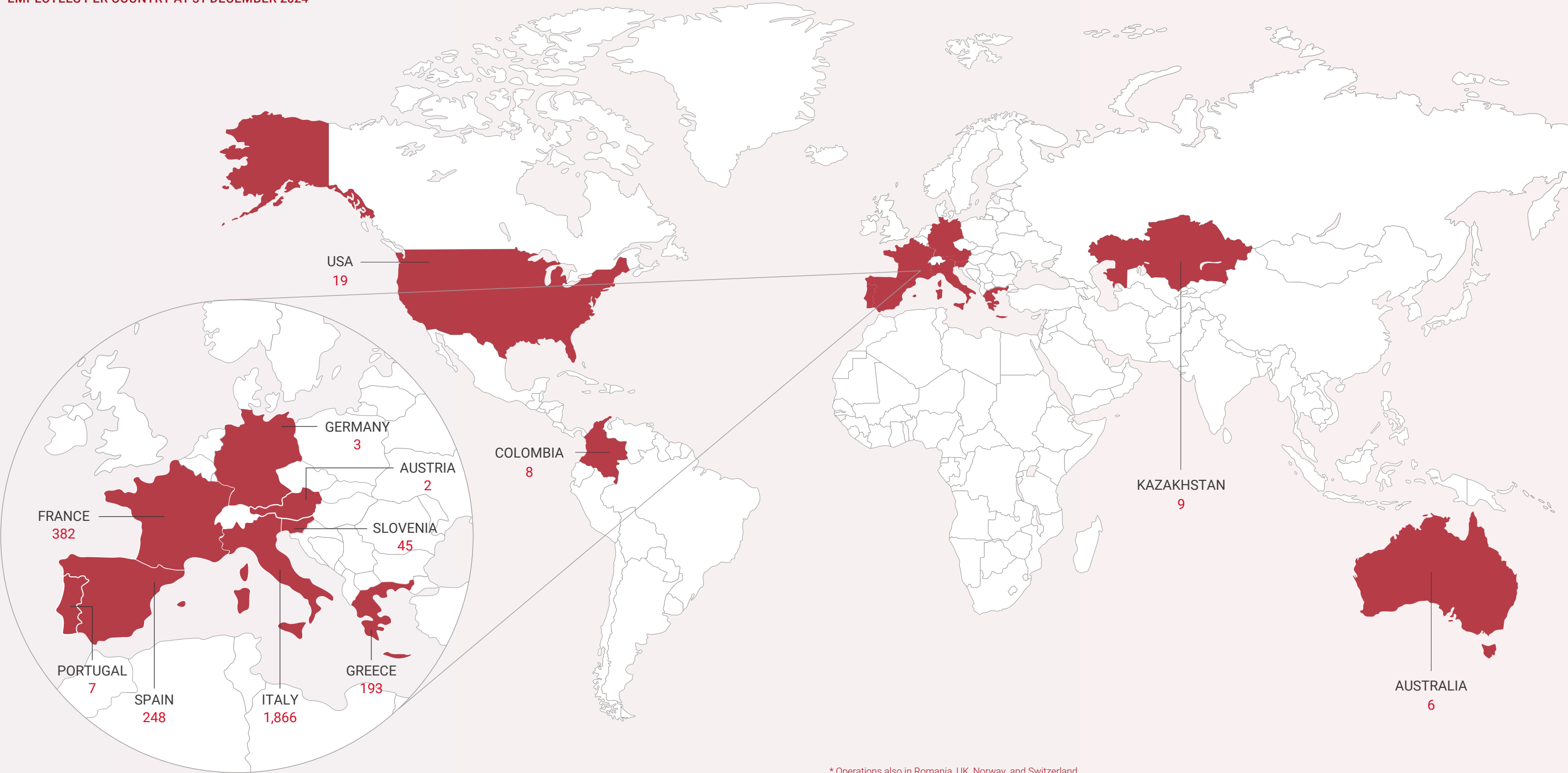
Internationalization

Plenitude's focus on diversity and inclusion is reflected in the Company's composition, which is constituted by **heterogeneous teams** with **different nationalities** in each Country where it operates.

EMPLOYEES IN ITALY AND ABROAD AT 31.12.2024



EMPLOYEES PER COUNTRY AT 31 DECEMBER 2024\*





4.1.1 Enhancement and including diversity

Plenitude strongly believes in **valuing all the uniqueness** that characterises people, including, *inter alia*, gender, ethnicity, nationality, religion, political affiliation, mental and physical diversity, sexual orientation, health condition, age and any other personal aspect. In line with Eni’s Code of Ethics, in compliance with the Diversity & Inclusion Policy and the Respect for Human Rights in Eni Policy and consistently with its Benefit Corporations (Società Benefit) Bylaws, which identifies the promotion of diversity and inclusion as one of the common benefit purposes, Plenitude is committed to implementing organizational models that **respect opportunities and prevent any discrimination**.

The aim is to create a working environment where **diversity represents an added value** in the Company’s growth path and where each individual can express his or her abilities and talents to the best of their ability.

In this context, a **2024-2025 Roadmap** was defined, built on **4 strategic areas**:



**PEOPLE DATA  
AND WAY OF  
WORKING**

Initiatives with a metrics-based approach to collect data on its corporate population.



**PSYCHOLOGICAL  
SAFETY AND INCLUSIVE  
ENVIRONMENT**

Initiatives to create an environment in which people feel included, through a culture that values uniqueness and ensures full self-expression.



**ERG AND  
ENGAGEMENT**

Proposed initiatives to engage the Company population through the creation of a community (ERG - Employee Resource Group) of people allied to the D&I.



**EXTERNAL IMPACT  
AND MARKET  
POSITIONING**

Initiatives to make products/services inclusive by investing in design in terms of brand positioning and inclusive marketing.

To create an inclusive working environment that values uniqueness, it was necessary to develop an immediate, innovative and automated tool to return **D&I data on the Company population** and the impact of the D&I initiatives implemented. The end result was the implementation of the **Inclusive Dashboard** that allows the user to navigate between different pages to obtain a qualitative-quantitative snapshot of D&I in Plenitude.

In 2024, the **D&I Plenitude Allyship Community** was born, bringing together **over 120 people from more than 7 nationalities** and **4 generations**, to communicate the D&I initiatives and give everyone a voice. Through testimonials, dialogues and cross-cultural interactions, the Community raised awareness and engagement on D&I issues.

The aim is to promote D&I values, gather new proposals and build an inclusive culture and a cohesive working environment. The community periodically organises **“D&I Community Talks”**, events that foster dialogue and involvement on various D&I topics. In 2024, two talks were held on the topics “Agree to disagree culture” and “Inclusive communication”.

Plenitude also implemented the educational and informative **“Getting to know D&I”** sessions to expand the inclusive culture through interactive communication activities. The first topic covered in 2024 was the well-being for people, which includes physical, mental, emotional and social aspects, and its correlation with D&I issues.

In August 2024, Plenitude also obtained the **Italian Certification for Gender Equality (UNI/PdR 125:2022)**, demonstrating its concrete commitment to reducing the gender gap. This certification, valid for three years, is subject to annual monitoring and assesses several areas: culture and strategy, governance, HR processes, opportunities for growth and inclusion, pay equity, parental protection and work-life balance.

Plenitude promotes inclusive behaviour outside its own walls, too. Because of its wide reach, it can have a positive impact on the community in which it operates and on the value chain with which it interacts. For this reason, in 2024, Plenitude launched a series of discussion sessions with leading suppliers to share and synergistically exchange know-how, ideas and best practices on the main ongoing D&I initiatives. Within this context, Plenitude Spain engaged in a project of social and labour reintegration of prisoners, involving them in call centre activities for Plenitude within some prison facilities in the Country.



Women’s empowerment

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

In 2024, Plenitude reached **49.2% female presence**<sup>139</sup> (+1.5 pp compared to 2023), with the goal of reaching 50% by 2025, to continue its path of women’s enhancement and empowerment. In addition, the Company recorded **43.5% female employees in positions of responsibility**, with a target of maintaining this percentage at or above 40% in 2025.







Plenitude, in accordance with Eni guidelines, applies a gender-neutral remuneration policy in all countries where it operates and periodically monitors the gender pay gap in order to assess, with the relevant functions, any corrective actions. In 2024, it continued the process of progressively reducing the gender remuneration gap by improving the relevant indicators, with the aim of achieving equal remuneration for male and female workers in 2025. In particular, according to the UN principle “equal pay for equal work”, the 2024 **gender pay gap** measured at the same role level and age group is **1.4 for fixed pay and 1.6 for total pay**. In 2023<sup>140</sup>, the indicators were 1.8 and 3.0, respectively.

With reference to the “raw” gender pay gap, i.e. the gender pay gap that does not consider role level and age group, in 2024 the indicator stood at 15 for fixed pay and 19 for total pay, an improvement over 2023 (16 and 22, respectively).

Plenitude’s commitment to closing the gender remuneration gap is implemented not only through specific remuneration actions but is part of a broader vision of gender equity promoted through cultural change based on concrete actions to eliminate inequality, foster inclusion and value diversity.

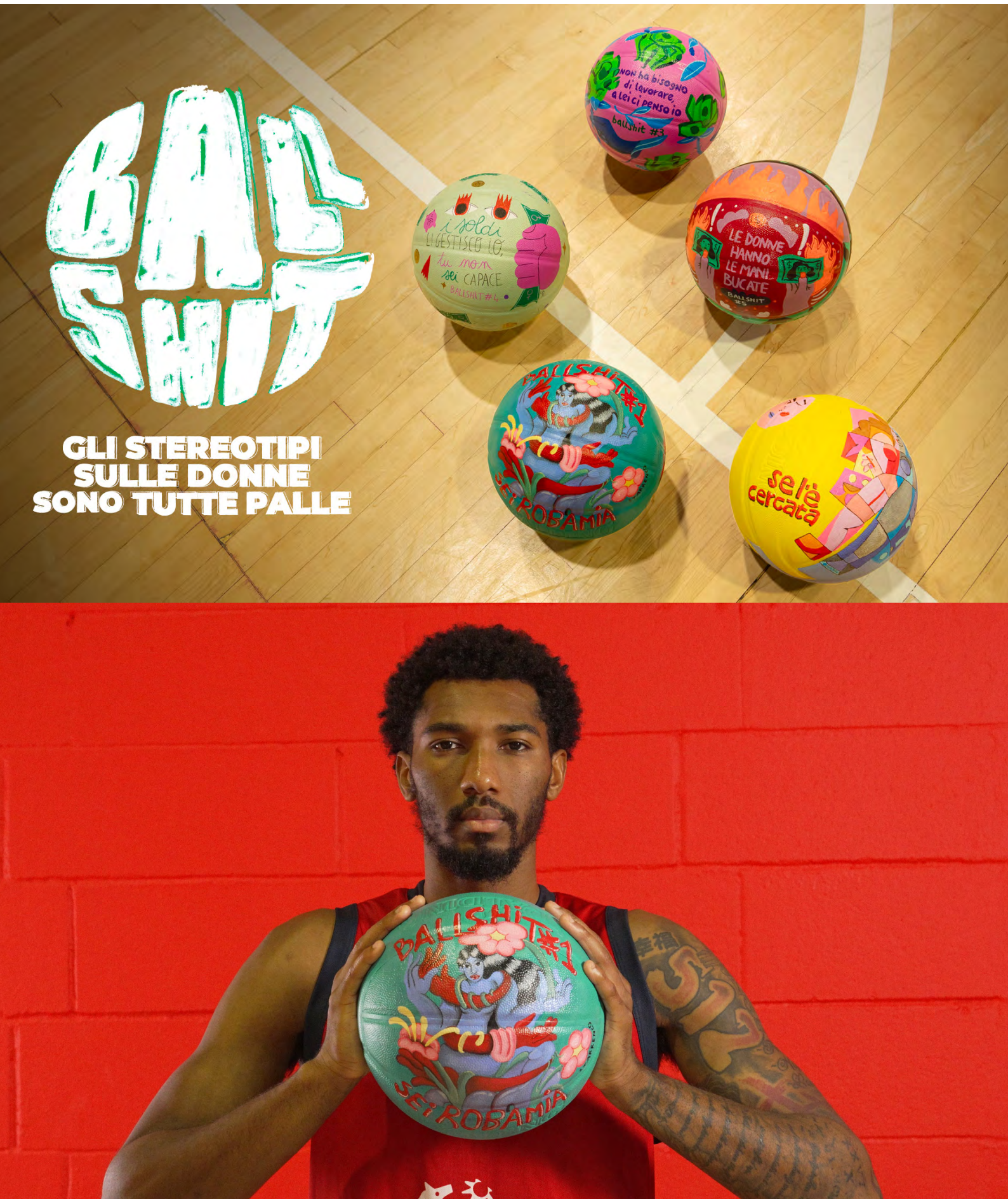
In 2024, among the D&I projects on the topics of gender discrimination and equal opportunities, Plenitude started a path dedicated to economic awareness (for more information see the focus on “Plenitude for International Days”) and completed the study project on Pay Transparency. In fact, anticipating the transposition of EU Directive 970/2023 which is expected by 2026, the legislation enforcement mechanisms, which aims to strengthen the principle of equal pay for men and women through pay transparency, were examined in depth.

139 - For more information on the composition of staff, see the **“Performance Tables”** section.  
140 - In 2024, to align with the ESRS on pay transparency, Plenitude replaced the Gender Pay Ratio indicator with the Gender Pay Gap. The latter measures the percent difference between men’s and women’s average wages compared to men’s average wages, at the same role level and age group. Rationale and effect of the revision (GRI 2-4, a-i, a-ii): the change ensures greater regulatory compliance and adherence to the standards adopted by the Parent Company Eni.

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
EQUAL TREATMENT AND OPPORTUNITIES FOR ALL  PROMOTING DIVERSITY AND INCLUSION	100% equal pay for men and women in 2025, closing the pay gap	<b>Gender pay gap<sup>138</sup> of 1.4 and 1.6</b> for fixed and total remuneration respectively	 <b>IN PROGRESS</b>	100% equal pay for men and women in 2025, closing the pay gap
	50% women out of the total workforce in 2025	<b>49.2% women</b> out of the total workforce in 2024 vs 47.7% in 2023	 <b>IN PROGRESS</b>	50% women out of the total workforce in 2025
	≥40% female employees in positions of responsibility (senior and middle managers) in 2025	<b>43.5% female employees in positions of responsibility</b> (senior and middle managers)	 <b>GOAL ACHIEVED</b>	≥40% female employees in positions of responsibility (senior and middle managers) in 2025
	Implementation of the initiatives included in the D&I Roadmap 2024-2025 and their monitoring through the D&I Dashboard	Compared to the 2024-2025 D&I Roadmap: • 6/12 initiatives implemented • 3/12 initiatives in the planning stage	 <b>IN PROGRESS</b>	Continue the initiatives included in the 2024-25 Roadmap and evaluate their evolution
	Increase the engagement of Plenitude people from the various business areas and the external community	Creation of the D&I Allyship Community Celebration of “Plenitude for International Days”	 <b>IN PROGRESS</b>	
	Updating of the responsibilities of the Plenitude Sustainability Committee for guidance and direction in D&I	Included D&I issues in the Sustainability Committee’s agenda. Provided updates and presented plans for the year 2024	 <b>GOAL ACHIEVED</b>	-

138 - Gender Pay Gap calculated at the same role level and age group.





BALLSHIT

GLI STEREOTIPI  
SULLE DONNE  
SONO TUTTE PALLE

Focus on

PLENITUDE FOR INTERNATIONAL DAYS

Plenitude for International Days offers the opportunity to dedicate specific actions and initiatives to the D&I themes, celebrating the most significant international anniversaries in line with the D&I Roadmap defined by Plenitude.

Plenitude organised internal and external initiatives to raise awareness on gender equality:

- Live-streamed internal event with Gabriella Greison: a graduate in Nuclear Physics, writer and theatre performer, she brought to the stage stories of 20th century physicists and scientists, highlighting the importance of sharing, inclusiveness, change, strength, personal motivation, female empowerment and diversity to break down prejudices and promote equal opportunities.
- Partnership with the Olimpia Milano basketball team: to raise awareness on gender-based violence, during a Euroleague game at the Assago Forum, players wore shirts with messages to raise awareness on discrimination.

Plenitude decided to raise awareness in particular on economic violence, a form of violence that is still little known and often underestimated, through the following initiatives:

- Internal event entitled "A journey towards economic awareness", with testimonies and analysis on the topic. Among the participants, Francesca Cavallo, author of the children's bestseller "Bedtime Stories for Rebellious Girls" and Edoardo Lozza, Professor of Economic Psychology at the Catholic University of Milan, shared their stories and knowledge. Furthermore, stand-up comedian Giulia Cerruti ironically addressed the financial difficulties of women.
- Special Projects "Ballshit" in cooperation with Olimpia Milano: during the warm-up of a Euroleague game, Olimpia players used balls with phrases emblematic of the most widespread stereotypes imprinted on them, reaching, through sport, a wide and transversal audience. The same balls were then the subject of a roadshow both at the Company's headquarters and in the Milan flagship store, to give further visibility to the initiative and messages.

INTERNATIONAL  
WOMEN'S RIGHTS  
DAY, 8 MARCH

INTERNATIONAL  
DAY FOR THE  
ELIMINATION  
OF VIOLENCE  
AGAINST WOMEN,  
25 NOVEMBER



# 4.2

## Concern for people’s health and safety



Plenitude considers occupational health and safety a top priority and is committed to providing safe and healthy working environments for its employees, contractors and all people involved in its businesses. Managing these aspects is a fundamental element of corporate culture and goes beyond mere compliance with current regulations. The Company adopts an approach geared towards prevention and continuous improvement, through proactive management of risks and practices relating to the safety and health of workers. Over the years, Plenitude has managed the increasing complexity of its operations resulting from acquisitions and asset expansions, introducing innovative organisational solutions and tools to effectively respond to health and safety challenges.

With a view to continuous improvement and in compliance with Eni policies and guidelines, as well as national and international standards, Plenitude is committed to **maintaining management systems in the areas of Occupational Health and Safety, certified according to the ISO 45001 standard, and Environment, certified according to the ISO 14001 standard**. These systems ensure that all aspects of Health, Safety and Environment (HSE) are constantly monitored, with the aim of ensuring safe and healthy working conditions. Plenitude’s subsidiaries have adopted an **Integrated HSE Management System** that complies with Eni’s HSE Management System Guideline and Plenitude’s guidance. All companies at significant risk must ensure that they obtain and maintain UNI EN ISO 14001 and UNI EN ISO 45001 certification. In addition, some low-risk companies have also proactively obtained these certifications.

Plenitude ensures the **active involvement of workers** in the occupational health and safety management system, promoting their **participation and consultation** during the development, implementation and evaluation of health and safety policies and practices. This takes place through the involvement of the Workers’ Safety Representatives (RLS) in the **periodic safety meetings** provided for in Article 35 of Legislative Decree 81/08, in the renewal and monitoring of **Company certifications**, in the consultation and signing of the **Risk Assessment Documents (DVR)** and its annexes, and in the **Emergency Plan**.

Plenitude has set itself the goal of **zero work-related injuries**, minimising accidents and near misses, reporting hazardous conditions, and taking action to anticipate potential critical events and define effective preventive actions. Plenitude also ensures that its assets are properly designed, built and operated, ensuring maximum reliability and safety for people and the environment.

In line with the methods adopted by Eni, Plenitude uses specific key performance indicators to monitor and improve the Company’s occupational safety performance. Thanks to the efforts of recent years and the focus on health and safety issues, there was a significant **reduction in work-related injuries** in 2024 **compared to previous years**. Only one minor work-related injury occurred, resulting in a **total recordable injury rate (TRIR) of 0.19**, down from 2023. This result highlights the effectiveness of the policies implemented and underlines the importance of continuing to strengthen preventative and protection measures further.





Focus on

PLENITUDE ACTIONS FOR THE PREVENTION  
AND MANAGEMENT OF NEGATIVE IMPACTS

Plenitude has taken numerous actions to prevent and manage potential negative impacts, including:

INDUSTRIAL  
HYGIENE

A programme was implemented to monitor risk factors such as microclimate, exposure to chemicals and the general well-being of workers.

In 2024, an awareness campaign was carried out for all subsidiaries and specific courses were made available.

TOOLS TO REDUCE  
ACCIDENTS

- **HSEni APP:** used for real-time reporting of incidents and unsafe conditions in the field, ensuring rapid response.
- **IRIDE system:** each report is recorded in IRIDE, which collects and archives all information about the event, including the causes, consequences and corrective actions taken. IRIDE interacts with other platforms, such as “Safety Pre-sense” to analyse recurring dangerous situations and enable preventive action, including in other subsidiaries, through targeted actions.
- **Hermes:** application developed to optimise planning and safety at Plenitude operations. It was further improved in 2024 thanks to the “ZY Board” project. This digital tool customises safety management content for specific Plenitude operations, facilitating the verification of the technical and professional suitability of contractors and partners, the real-time reporting of hazardous conditions and the compilation of operational checklists in the field.
- **Promoting safety throughout the value chain:** involving contractors and partners in awareness-raising programmes and providing them with useful HSE information documents for their work, such as the “**Technical Partner's Kit**” and Plenitude’s **Golden Rules**.

Promotion of themed workshops and awareness-raising initiatives, such as HSE Days, also involving contractors and external partners. For more information, see section ■ “**4.2.3 Training and awareness-raising**”.

HSE TRAINING

Implemented emergency plans tested through regular drills, introducing the digital Emergency Exercise Management tool, in cooperation with Eni, to plan and record emergency drills and manage the resulting actions for improvement from these simulations.

EMERGENCY  
MANAGEMENT

After the workshop “Volcanic Risk Awareness - Focus on the Phlegraean Fields and Eni’s Preparedness” organised in 2023 at the Pozzuoli site in collaboration with the Civil Protection, Plenitude participated in the National Civil Protection Exercise in the Phlegraean Fields in 2024.

PLENITUDE'S  
PARTICIPATION IN  
CIVIL PROTECTION  
INITIATIVES

During this exercise, the seismic parameters for emergency management based on objective data relating to the severity of the event and the specific characteristics of the host building were explored. This approach aims to reduce the subjective risk perception factor, improving preparedness and response to seismic emergencies.



4.2.1 Hazard identification and risk assessment

The protection of workers' health and safety, considered a top priority, is pursued through a systematic approach to monitor, prevent and reduce risks in the workplace.

The processes and tools adopted by Plenitude focus first and foremost on **hazard identification** and **risk assessment**. These activities, carried out systematically and non-systematically, aim to eliminate hazards and minimise residual risks.

Assessments are conducted in a structured and documented manner, with regular updates to include new risks arising from emerging technologies or changes in business processes.

The results of these analyses make it possible to identify areas for improvement in the safety management system, promoting a virtuous cycle through procedure updates, staff training and the implementation of corrective actions. The hazard identification and assessment process adopted by Plenitude has three stages:

- 1

**Activity and hazard mapping:** each operation is analysed to identify potential hazards, including routine and extraordinary activities, both inside and outside the work environment.
- 2

**Staff involvement:** this process actively involves operational staff, promoting open and continuous participation to gather feedback useful in identifying specific risks.
- 3

**Risk analysis:** identified hazards are assessed according to their likelihood and severity, making it possible to determine intervention priorities and the necessary mitigation measures for each type of hazard.

The most relevant hazards associated with Plenitude activities are mainly related to field or commercial operations and include:

- **Risks associated with working at heights:** activities that take place at great heights on structures or plants, exposing workers to the risk of falls from height. This danger is significant on construction sites/photovoltaic plant installations in residential and industrial areas or at production plants from renewables, where there is frequent access to wind turbines.
- **Risks associated with the handling of large components:** lifting and moving heavy equipment or bulky components involves the risk of crushing, trauma or accidents due to equipment malfunction. These risks are related to both the maintenance of plant parts and the use of lifting equipment in the field.
- **Business-related driving risks:** work-related road accidents.





For each risk identified, Plenitude adopts a set of organisational, technical and training measures to **mitigate impacts and prevent incidents**.

The primary mitigation actions include:

- **Organisational measures:** implementation of specific operating procedures and regular supervision by Security Contacts to ensure compliance with the correct practices.
- **Technical measures:** continuous staff training on occupational safety, emergency management, safety at work at heights, and safe handling of heavy equipment. Training is updated periodically, with practical simulations and exercises on real risk scenarios.
- **Emergency procedures and evacuation plans:** preparation of emergency plans for each operating site, with regular testing through drills and simulations.

These processes are managed by competent staff, who are trained continuously and subject to internal audits and practical skill assessments.

Plenitude constantly monitors the effectiveness of the measures taken through specific performance indicators, ensuring compliance with safety regulations and minimising risks to workers' health and safety.

4.2.2 Occupational health services

Occupational health services play a crucial role in **identifying and eliminating hazards and minimising risks to workers' health**. These services enable fundamental activities, such as health risk assessments through regular medical examinations and health assessments. The aim is to identify potential risks related to working conditions at an early stage, providing a reference point for the protection of workers' health.

To guarantee high quality for these services, the organisation has a **dedicated occupational health service in its primary locations** while in the others it employs **qualified professionals**.

Workers' medical information is treated with the **utmost confidentiality** and **respect for privacy**, according to current regulations. Medical personnel guarantee the confidentiality of health data and diagnoses, allowing access to authorised personnel only.

Through a system of quality, professional skills and accessibility, the organisation is committed to ensuring that all workers have the necessary resources to work in a safe and healthy environment.

4.2.3 Training and awareness-raising

Plenitude considers worker training, including non-compulsory training, a fundamental pillar to ensure a safe working environment.

The Company is committed to constantly raising awareness and training its personnel, both employees and non-employees (including contractors and technical partners), on HSE issues, with the aim of promoting a safety culture, increasing awareness of specific risks and encouraging the adoption of safe working practices.

TRAINING AND INFORMATION	
	The main training and information activities included:
GENERAL AND SPECIFIC TRAINING	Compulsory and non-compulsory courses on health and safety at work, covering both general aspects (e.g. fire-fighting training, first aid, emergency management) and specific aspects according to the activities performed (e.g. behavioural safety course).
SPECIAL PROJECTS	In 2024 Plenitude Energy Services activated the transition of maintenance technician. Some of them were transferred to HSE roles with specific installation control responsibilities.
WORKSHOPS AND DEDICATED DAYS	Initiatives such as HSE Day, safety workshops and HSE forums involve not only internal staff but also contractors and technical partners, facilitating the sharing of best practices, the application of the Golden Rules and the in-depth study of specific topics (e.g. work at height, the use of ladders).

Focus on

THEME  
(THE HUMAN ERROR  
MODEL FOR ENI)

Plenitude, in cooperation with Eni's central HSE functions, applied the THEME model to a subsidiary company. This analysis model makes it possible to analyse human errors and factors influencing security behaviour. The model uses intervention tools to improve both behaviour and safety culture.

The objective of the model is to analyse the probability of human error, the effectiveness of barriers and the cultural context in which work activities take place. Based on the findings, the method suggests a number of intervention tools to correct risky behaviour and further strengthen the human barriers present.

Observation and analysis of what works is also crucial. The model does not only examine what "goes wrong", but also includes what "goes right".

This positive approach helps to stimulate and motivate workers to continue improving their behaviour, consolidating safe practices. During 2024, this method was applied to Plenitude Energy Services.



AD HOC TOOLS	
	Various awareness-raising tools have been developed and circulated to support continuous learning and awareness:
SAFETY PRINCIPLES AND GOLDEN RULES	Eni's guiding principles for ensuring safety at work, distributed to all employees and partners. Plenitude also introduced its own Golden Rules, focused on specific situations in its business sector.
LESSON LEARNED	<p>Incidents, near misses or relevant hazardous situations are analysed and turned into documents that share causes, corrective actions and recommendations to avoid a recurrence.</p> <p>These documents are shared with all Company functions, including subsidiaries, to promote a proactive approach to incident prevention. In the event of an incident, Plenitude follows a rigorous process to investigate the events, identify their causes and plan corrective actions. Survey results are shared through the "Lesson Learned" system, facilitating the communication of experiences and strategies to prevent future incidents.</p>
TECHNICAL PARTNER'S KIT	A training kit for partners in subsidiaries to reduce operating risks during operations.
COMMUNICATION	
	Training is not limited to classroom sessions. It is integrated with a series of continuous communication activities involving workers at all levels:
HSE PERFORMANCE MONITORING	Every month, Plenitude sends HSE dashboards to all Company levels, monitoring key HSE performance indicators. This tool makes it possible to assess the effectiveness of training and awareness-raising initiatives, and to identify areas for improvement.
HSE TIPS	Short videos during which topics on HSE topics are discussed.

4.2.4 Occupational Health and Safety  
in Business Relations

Plenitude takes a proactive approach to ensuring occupational health and safety in its **operating activities** and in **its relationships with business partners, suppliers and contractors**.

This approach is based on principles of prevention and mitigation of negative impacts, with the aim of minimising the risks associated with the activities, products and services provided. It also aims to ensure that all stages of the business process, from supplier selection to operational management, meet the highest safety standards. In particular, during Company events involving business partners (HSE Day, workshops, or conventions) a speech on HSE issues is always given at the opening.

The **selection and qualification of suppliers and contractors** is carried out through a rigorous **assessment of their health and safety skills and capabilities**. Plenitude has updated the HSE requirements for each type of service, ensuring that all suppliers and partners meet the required safety standards. Tools such as kick-off meetings and periodic audits are essential to verify compliance with contract requirements, including those related to occupational safety.

During some Company events, incidental events simulations are organised with the help of stuntmen, involving technical and operating staff. The objective is to improve the preparedness and responsiveness of personnel to emergency or accident scenarios, ensuring that workers are ready to avoid risks and handle critical situations safely and effectively.





## 4.3

### Protecting well-being and supporting growth

#### 4.3.1 Workers' well-being

For Plenitude, people's well-being is a core value: the Company offers all its employees a Company's **welfare plan**, considered a best practice in the industry. With this tool, Plenitude promotes various actions aimed at supporting the work-life balance, enhancing the physical and mental well-being of its people and providing innovative tools for optimal work management.



MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
DEVELOPMENT AND WELL-BEING FOR PEOPLE	Direct activity on Workplace to disseminate welfare initiatives in 2024	Communication of welfare initiatives through Workplace  Survey conducted to analyse Plenitude Italy's employees' knowledge of welfare	GOAL ACHIEVED	In 2025, study of the results of the survey and implementation of a plan of initiatives to increase awareness of the welfare offer, also by sending out further surveys
	Continuation of the Beyond Smart Working project and its dissemination to foreign companies	Launched and completed the dissemination of Beyond Smart Working practices at major foreign subsidiaries thanks to the contribution of HR teams and the involvement of Ambassadors from local offices	GOAL ACHIEVED	On demand, the possibility to create new dedicated moments to strengthen awareness of the model's practices will be considered
	Continue to monitor organisational health and climate indicators on a regular basis	Analysis of results and identification of future targets	IN PROGRESS	New organisational health and climate survey planned for 2025



MAIN WELFARE INITIATIVES<sup>141</sup>

ENI LAUNCHES EMPLOYEE STOCK OWNERSHIP PLAN	
	Plenitude introduced the Eni Employee Stock Ownership Plan for its employees, offering the possibility of receiving free shares in Eni according to criteria and conditions set for the three-year period 2024-2026 <sup>142</sup> .
IMPLEMENTATION 2024	Grant of free shares by Eni for an individual monetary value of €2,000.
IMPLEMENTATION 2025	Grant of free shares by Eni for an individual monetary value of €2,000.
IMPLEMENTATION 2026	Grant of free shares by Eni equal to 50% of any shares purchased by the employee. However, the free shares allocated by Eni may not exceed the maximum value of €1,000.
PHYSICAL AND MENTAL WELL-BEING OF PEOPLE	
HEALTH AGREEMENTS	Agreements to offer specialised medical services with discounts on standard prices. Eni signed agreements with San Raffaele Hospital in Milan, Policlinico San Donato and Campus Bio-Medico University in Rome.
ONCOLOGICAL AND CARDIOVASCULAR PREVENTION INITIATIVES	Prevent with Eni project and Early Diagnosis Plan. With a view to offering all people access to the prevention service, the “Prevent with Eni” service has been significantly expanded throughout Italy in 2023.
FREE ONCOLOGY INFORMATION DESK	Dedicated to Eni people who are facing, as patients or as relatives, cancer. The service is remote and activated with a dedicated number.
“PIÙ SALUTE (MORE HEALTH)” SERVICE	<p>For qualified home and digital healthcare through the Doc 24 platform. In 2024, Più Salute augmented its offer for Plenitude people and their families with free access to <b>tele/video consultations with a paediatrician 24/7</b> (even at night and on weekends), and a home visit from the paediatrician on public holidays, as well as a service to choose between home delivery of medicines and medical devices, taking samples for lab work and accompaniment to health facilities.</p> <p>From 2024, moreover, Più Salute includes Eni's <b>psychological counselling</b> service, which is free, anonymous and confidential. With a view to greater inclusivity, a video-interpreting service in LIS (Italian Sign Language) was launched in December, making all Più Salute services accessible to deaf people.</p>

HARASSMENT HELP LINE	Dedicated psychological support for victims of gender-based violence and harassment. The service, available for Italy, is remote and activated with a freephone number or via web.
SOCIAL WORKER	Provides professional technical support and, together with the employee, defines an intervention plan directing them to the most suitable territorial facilities. Active service at the Rome and San Donato Milanese offices.
PROMOTION OF PHYSICAL ACTIVITY	Promotion of physical activity through agreements with around 2,000 sports centres.
STOP SMOKING SERVICE	There are facilities in the area for all those who require support to stop smoking.
ENI'S BLOOD DONOR GROUP	Eni's Blood Donor Group (Gruppo Eni Donatori Sangue, GEDS) with the support of AVIS (Associazione Volontari Italiani del Sangue), organizes periodic blood donation campaigns at its Milan and Rome sites to support the culture of donation and contribute to making the availability of blood in hospitals less critical.
PLENITUDE VIRTUAL TOUR	This is a virtual sports relay race (running, cycling, swimming or even just walking) in which all Plenitude people can participate and which fits in well with Workplace Health Promotion, the World Health Organization's program for workplace health promotion, which Plenitude has joined. Each employee contributes kilometres by playing his or her favourite sport in his or her city.
CARDIOPULMONARY RESUSCITATION AND EARLY DEFIBRILLATION	Promotion of <b>cardiopulmonary resuscitation and early defibrillation</b> : installation of Automated External Defibrillator (AED) at the premises and training staff on how to use it.
WAY OF WORKING	
SMART-WORKING	Possibility to use <b>smart-working</b> : 12 days a month for employees in Italy, which can be extended in case employees experience health problems affecting themselves or their children.
FLEXIBLE HOURS	<b>Flexible hours</b> allowed on a daily and seasonal basis.
AGREEMENTS	Offer of agreements favouring the use of <b>public transport, carpooling, and bike-sharing</b> .
TICKET RESTAURANT	In 2023, the value of the ticket restaurant is increased for smart working days.

141 - The contents of the table shown refer to Plenitude's Italian perimeter.  
142 - The participant may annually adhere to each allocation according to the terms and conditions set by Eni.



PARENTING AND FAMILY	
	Since 2015, Eni has guaranteed its people worldwide the application of the minimum maternity standards set by the International Labour Organization (ILO).
DIGITAL TRAINING COURSES	Activation of two <b>digital training courses</b> in order to support parents throughout the child evolution process.
NEW SMART WORKING	Activation of “ <b>New Smart-Working to support the family</b> – Welfare and sustainability <sup>143*</sup> ”:  - <b>New parents</b> : up to 12 days a month with the possibility of making up 2 days not taken in the previous month.  - <b>Pink - pregnancy period</b> : <ul style="list-style-type: none"><li>Up to 12 days a month from the employee's notification of pregnancy until the completion of the sixth month of pregnancy, with the possibility of making up a maximum of 2 days not taken in the previous month.</li><li>Up to 5 days a week from the seventh month of pregnancy until the beginning of the compulsory abstention period.</li></ul>
WELCOME MUM	Up to 5 days a week for 4 consecutive weeks at the end of maternity leave and within the following 5 months.
WELCOME DAD	Up to 5 days a week for 4 consecutive weeks after the birth/entry of the child into the family/in Italy and within the following 5 months.
SUMMER KID	For parents with children under 16 years old. Up to 5 days a week for 4 weeks, even fractionated, in the period from the closure to the reopening of the schools, guaranteeing the disposal of at least two consecutive weeks of holidays during the school closure period and having achieved the holiday disposal target for the previous year, subject to technical organizational requirements.
PROTECTION OF THE HEALTH	<b>Protection of the health of children with disabilities and protection of the health of employees with pathologies recognised under Law 68/1999</b> : up to 12 days/month with the possibility of bringing forward 2 days not used in the previous month.
AGREEMENTS FOR CULTURAL INITIATIVES	Offer of agreements to promote participation in cultural initiatives such as shows, museums and exhibitions.
SUPPORT TO THE NEW GENERATIONS	
ENI NURSERY SCHOOL	Possibility to benefit from the <b>Eni nursery school</b> dedicated to children from 0 to 6 years old in Milan and Rome.

SUMMER STAYS	Opportunity for children aged 6 to 14 to attend <b>summer stays with sports</b> , recreational and educational activities with a focus on environmental topics (e.g. energy saving and circular economy) and diversity and inclusion (e.g. bullying and cyberbullying).
SUMMER CAMPS	Organization of <b>Summer Camps</b> for young people aged 15 to 16, with a focus on interculturalism, respect for human rights and sustainability.
EDUCATIONAL AND PROFESSIONAL GUIDANCE	Promotion of programs to support and develop younger generations’ talents by activating initiatives dedicated to <b>guiding them to make conscious choices concerning their educational and professional careers</b> .
ANNUAL CONTRIBUTION FOR NURSERY AND BABYSITTING ESPENSES	<b>Possibility to apply for a contribution of up to €3,000 per year for employees with young children aged 0 to 3 years</b> for the reimbursement of expenses incurred for nursery fees and babysitting services.
COMMUNITY SERVICES	
FRAGIBILITY	Availability of access to the <b>Fragibility</b> platform to support the management of problems associated with the management of elderly or dependent family members and for the care of children and young people with specific learning disorders.
BONUS ON THE PER NOI OFFER	<b>Bonus</b> on the Per Noi offer (one-off payment): for power and gas utilities for people who have activated the “Per Noi” offer:  - <b>70€</b> discount on <b>power</b> supply; - <b>70€</b> discount on <b>gas</b> supply; - <b>140€</b> on combined <b>power and gas</b> supply.
SUSTAINABLE MOBILITY	
FREE ELECTRIC CHARGING POINTS	<b>Installation of 14 charging points</b> for free electric charging at Plenitude's headquarters in Milan.

143 - All the plans below are valid for natural, adopted or pre-adoptive children.



With the aim of making Plenitude a Company that can attract talent, promote well-being and professional growth, a survey was conducted in 2024 among Plenitude Italy employees, with the purpose of **assessing the level of knowledge and awareness of the corporate welfare offer (ProtocolloPerNoi)**.

The survey was also an opportunity to re-present the entire list of available services to the people of Plenitude, facilitating greater understanding and access to the resources offered. The analysis of the results collected will allow new initiatives to be planned in 2025, aimed at increasing knowledge of the welfare offer.

New surveys will also be proposed to monitor the effectiveness of the actions taken and measure the improvement in the perception of the value of corporate welfare. In addition, during 2024, the PerNoi Protocol and related services were extended to **three subsidiaries** (Plenitude Energy Services, Be Power, Eni Plenitude Renewables Italy), further reinforcing Plenitude's commitment to an inclusive and people-oriented work environment.

## Focus on

### THE PROTECTION OF HUMAN RIGHTS OF PLENITUDE'S PEOPLE

Plenitude recognises its responsibility to promote all people's rights and reject any form of forced or child labour. It condemns all forms of worker mistreatment, as well as any psychological or physical abuse or coercion. The Company guarantees all its employees **freedom of association** and collective bargaining and protects them by implementing measures that **ensure their health and safety**.

For this purpose, the Company applies the principles of the Code of Ethics in all circumstances. It draws inspiration from the best practices of international standards to develop its business activities throughout the value chain, respecting the current local, national, and international regulations on human rights protection. In February 2024, Plenitude adopted Eni Group's policies **"Respect for Human Rights at Eni"** and the **"Zero Tolerance against Violence and Harassment at Work"**. In addition to prohibiting all forms of violence and harassment in the workplace, this new policy promotes a corporate culture based on respect, professionalism and non-discrimination.

Plenitude is committed to building satisfactory and lasting relationships with all workers focusing on respecting human rights in the workplace. Plenitude's industrial relations model is based on constant dialogue with trade unions through information and consultation processes defined at the national and international levels.





4.3.2 Training and development

Plenitude believes in the growth and enhancement of its people's skills as a business development driver.

To this end, the Company provides diversified training courses that increase knowledge, in technical and soft skill areas, and motivate people.

Training

MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
DEVELOPMENT AND WELL-BEING FOR PEOPLE	≥30 average traning hours per employee per year in the 2024-2027 Plan	32.6 average traning hours per employee	GOAL ACHIEVED	≥30 average traning hours per employee per year in the 2025-2028 Plan

Average training hours

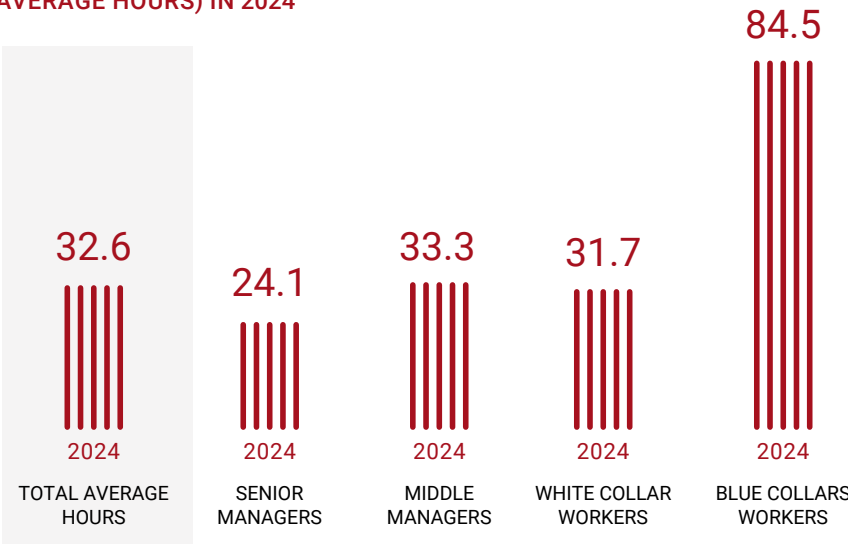
32.6

In 2024, Plenitude invested over **€2.7 million in training** (+27% compared to the €2.1 million spent in 2023), with an average expenditure per employee of €1,006. A total of **87,366 training hours** were provided (+3% compared to 84,706 hours provided in 2023), with an **average of 32.6 hours per capita**<sup>144</sup>, thus exceeding the target set. The courses were delivered through digital channels and in the classroom.

In the coming years, Plenitude will continue to use training as a strategic lever, in line with the training target in the 2025-2028 Plan of a minimum of 30 average hours per year.

During the last few years, Plenitude has undertaken a transformation process for its business strategy, which is reflected in the training courses offered. The training courses aims to provide all employees with effective and innovative tools to handle the key topics for business development.

TRAINING BY EMPLOYEE CATEGORY  
(AVERAGE HOURS) IN 2024



€2.7 million  
invested  
in training

Focus on

Plenitude is committed to ensuring in-depth knowledge of the Code of Ethics, anti-corruption and corporate responsibility through dedicated training courses.

CODE OF ETHICS AND  
ANTI-CORRUPTION  
TRAINING

All new employees are in fact enrolled in “Being Eni: Code of Ethics, Anti-Corruption and Corporate Responsibility” e-learning. In addition, in 2024, the “Anti-Corruption Compliance Programme” and “Corporate Administrative Responsibility” training courses were also organised, distributed in Italy and abroad.

As part of the “Human Rights Eni” awareness-raising plan launched in 2020, Plenitude involved senior and middle managers, in Italy and abroad, in attending four modules dedicated to the protection of human rights in the context of security, community relations, the workplace and finally along the supply chain.

TRAINING ON  
HUMAN RIGHTS

From 2023, these courses will be available on Enicampus, the training platform operated by Eni, as open and freely accessible courses to encourage broad participation and awareness.

144 - This figure decreased by 5.5% compared to 2023, due to the extension of the reporting because of the new acquisitions in 2024 and the high number of new hires.



Growth paths

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

MATERIAL TOPIC COMMON BENEFIT PURPOSES	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
DEVELOPMENT AND WELL-BEING FOR PEOPLE  PROMOTING DIVERSITY AND INCLUSION	Maintaining 100% of target employees involved in performance appraisal in 2024	100% of target employees involved in the 2024 performance appraisal	GOAL ACHIEVED	Maintaining 100% of target employees involved in the performance appraisal in 2025
	Maintaining induction courses and networking paths and launch of the "Welcome to Plenitude" initiative for new hires in 2024. Extension of the onboarding program to foreign subsidiaries	The Welcome to Plenitude initiative continued with 3 meetings for a total of 300 participants	GOAL ACHIEVED	In 2025, release of the "Plenitude Uncovered" course for the entire Company population to provide insights into the Company and its business areas  Continue to involve all employees in Italy and abroad
	CEO on the road, the CEO's roadshow in all Plenitude locations worldwide, is planned in a new and evolved format in 2024	Plenitalk started, the new edition of the CEO roadshow in all Plenitude locations worldwide. Seven stops were made, three abroad and four in Italy.	GOAL ACHIEVED	Completion of Plenitalk

Plenitude is actively committed to the continuous development and improvement of its people, adopting various tools and initiatives aimed at creating synergies between business and individual needs. The pillars of corporate strategy include a performance management system and annual review processes involving all employees, both at home and abroad.

The Company adopts potential appraisal tools, tailored for different employee categories (junior, expert and senior), and professional models aimed at monitoring and enhancing skills. In 2024, Plenitude continued with the application of a rolling method for managing the performance of non-management employees. This flexible, individual-centred approach allows employees to self-assign goals at an early stage and to review them during the year, in cooperation with managers, if there are changes in activities or priorities.

This approach promotes constant dialogue between managers and employees, supporting a culture of feedback as a fundamental tool for personal and professional growth.

Talent attraction and employer branding

Plenitude promotes talent development through opportunities for professional growth and the enhancement of individual skills. The Company allows for participation in master's degrees and specialized courses thanks to partnerships with universities or training institutions, including Eni, Eni Corporate University, Bocconi University, Politecnico di Milano and ELIS, a non-profit organization that works in synergy with schools and companies for orientation and training activities. These opportunities help develop innovative and transformative skills for the business, while improving people motivation and retention.

Plenitude also took part in the ELIS "School for School" initiative aimed at high school students. Through meetings with Company experts, talks and workshop activities on specific topics were organised. Plenitude focused on the energy transition, with the aim of increasing students' knowledge and awareness of this issue.

Finally, in 2024 Plenitude launched the Graduate Programme, consisting of two training and professional development courses for recent graduates: Business Integration Program and Technology Program. These programmes, designed to attract and nurture new talent, offer the opportunity to gain practical experience, develop specific skills and initiate growth within the Company. Participants spend periods of time in different functions of the Company, in Italy and abroad, to gain an overall view of the business and develop a multifunctional understanding of it.

100%  
of employees  
involved in  
performance  
appraisal



# Focus on

## LA PERSONA AL CENTRO (THE PERSON AT THE CENTRE)

This year “La persona al centro” pathway took the form of a series of appointments (interviews-focus groups-workshops-off-site in small groups) aimed at the Plenitude and Be Charge population and targeted actions for the leadership team with a view to:

- fostering greater integration between businesses and people;
- building/consolidating valuable relationships between members of the leadership team;
- discussing topics such as vision, strategy and engagement;
- drawing up an action plan with clear rules of engagement.

These activities were opportunities for listening, information, awareness and engagement.

## WELCOME TO PLENITUDE GLOBAL

This year, the event dedicated to new hires has evolved into a Global dimension, thus addressing all new Plenitude Worldwide resources. The structure of the meeting was further characterised by a strong focus on people with a specific emphasis on the talent of each person.

In the first part of the event, the CEO illustrates Plenitude's strategy, the results achieved and the Company's future plans by engaging in a discussion with all newly recruited people. In the second part, space is given to interaction between people, through virtual and physical rooms, dedicated to exchange and mutual knowledge. Each person is asked to focus on their own capabilities and how their uniqueness can be part of a global context contributing to the evolution of Plenitude.

## VIRTUAL TOUR

The sporting initiative, with an aim to promoting a culture of health, well-being and sustainable behaviour, while promoting integration and knowledge of renewables sites, ended in 2024 with active participation from Plenitude people around the world.

Four challenges were carried out in different locations around the world where 21 of Plenitude's renewables plants are located: Italy, Kazakhstan, Texas and Spain.

The approximately 300 participants travelled a total of 56,000 kilometres practising their favourite sport, sharing photos and videos of their training, while learning about the Company and meeting Plenitude people from all over the world.

The second edition of the international contest involving all Plenitude people and allowing them to express their ideas and skills by proposing concrete projects for the future of the Company started at the end of 2024.

In this second edition, the teams, mixed by Country and business, were activated to create projects on two macro-themes: how to make Plenitude increasingly the “Place to Be” and how to foster greater integration between business and people by becoming “One Plenitude”. Finally, thanks to a Free Challenge, anyone can propose ideas that do not fit into the first two macro-themes.

Initiative launched to involve Plenitude people in co-building the corporate future strategy and create an opportunity for discussion and interaction with the Chief Executive Officer. It is a series of meetings designed with the Future Thinking methodology.

In 2024, through dedicated workshops, projects currently under development as part of Plenitude's evolution were identified.

## TOGETHER FOR THE FUTURE

## PLENITUDE GOES BEYOND



# Communities



Plenitude is committed to creating shared value in the areas it operates, by promoting the culture of sustainable energy usage to foster collective commitment to the energy transition and supporting initiatives aimed at sustainable, inclusive local development.

### POLICIES / POSITIONS / OTHER DOCUMENTS

- ▶ [Eni Code of Ethics](#)
- ▶ [Respect for Human Rights in Eni Policy](#)

### 2024 MAIN RESULTS

#### SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE

PLENITUDE SOCIAL MEDIA:

>740

published content

>100 million

views

3.5%

average engagement rate

>50 articles published in the ▶ [One Plenitude magazine](#)

MUSICAL EVENTS:

7

musical events in as many partnerships

460,000

participants

2

energy efficiency projects

#### SUPPORT TO LOCAL COMMUNITIES

€ 3.64 million

invested in **supporting local communities**  
(in line with 2023<sup>145</sup>)

#### STEMMING ENERGY POVERTY

6 projects supported

Beneficiaries: approximately  
**425** households

#### STEMMING EDUCATIONAL POVERTY

2 projects supported

Beneficiaries: approximately  
**1,430** minors and adolescents

#### SOCIAL INCLUSION

5 projects supported

Beneficiaries: approximately  
**5,220** individuals

#### LOCAL DEVELOPMENT

**1,898** primary school pupils in 27 schools in 9 Italian regions involved in the “More I know, less I consume” project

In the areas where Plenitude operates in the field of power production from renewable sources, it supports local communities with urban regeneration, energy efficiency of public facilities and training on energy saving

#### CORPORATE VOLUNTEERING

**1,840** hours of corporate volunteering throughout Italy

145 - See section ■ “5.2 Supporting Local Communities” for more information.



5.1

Spreading the culture  
of sustainable energy usage



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

MATERIAL TOPIC	2024 TARGETS <sup>146</sup>	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
COMMON BENEFIT PURPOSES				
CUSTOMER RELATIONS	COMMUNICATION			
	Evaluation of the launch of media campaigns to continue awareness-raising on the principles of responsible and conscious use of energy in 2024	>10 media campaigns aimed at raising awareness of the principles of responsible and conscious use of energy	GOAL ACHIEVED	By 2025, reach at least 500,000 users through at least 10 media campaigns
	Preparation of a content plan that will aim to continue the messages conveyed by the “Vitamin E” and “Guide to high energy prices” initiatives in 2023	<ul style="list-style-type: none"><li>Published &gt;740 contents on Plenitude social media and &gt;50 articles in One Plenitude magazine aiming to raise awareness of the principles of responsible and conscious use of energy</li><li>Involved &gt;20 content creators</li><li>&gt;100 million views of content on social media</li><li>3.5% average engagement rate on social media</li></ul> To promote e-mobility: <ul style="list-style-type: none"><li>developed the “Electric Driving Experience” format and formalised partnership with Genny Zero</li></ul>	GOAL ACHIEVED	<p>In 2025:</p> <ul style="list-style-type: none"><li>involve at least 15 content creators</li><li>dedicate at least 40% of posts to raising awareness of the principles of responsible and conscious energy use</li><li>improve the average engagement rate on social media to 4%</li></ul> <p>In 2025, to promote e-mobility:</p> <ul style="list-style-type: none"><li>use and development of the “Electric Driving Experience” format</li><li>development Genny Zero Partnership</li></ul>

CUSTOMER RELATIONS	EDUCATION		
	Valuation of the launch of projects uniting the worlds of art and energy in 2024	Four projects launched that combine the world of art with energy	GOAL ACHIEVED
	Preparation of a plan of educational initiatives that can continue to spread the energy culture	Realised: <ul style="list-style-type: none"><li>educational initiatives to spread the energy culture (e.g. Futura by Plenitude)</li><li>2 awareness-raising events (e.g. on issues such as inclusion, gender-based violence, mental health)</li></ul> Regarding e-mobility: <ul style="list-style-type: none"><li>new edutainment format “Future Driving School” created</li><li>the public art project “The Art in Motion Museum” was held</li></ul>	Hold at least 4 awareness-raising events (e.g. on topics such as inclusion, gender-based violence, mental health) per year
	PARTNERSHIPS AND EVENTS		
SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	Continuing collaboration with: <ul style="list-style-type: none"><li>events to spread the sustainability culture</li><li>energy efficiency projects at music events, as partner</li></ul>	<ul style="list-style-type: none"><li>Seven events were organised as part of the same number of partnerships in which more than 460,000 people participated. During these events, aimed at spreading the culture of energy awareness, two energy efficiency projects were implemented</li><li>Participation in events to spread the culture of sustainability (e.g. Umbria Green Festival and Imola Green)</li></ul>	GOAL ACHIEVED
		<ul style="list-style-type: none"><li>Organise at least 8 events as part of the same number of partnerships, reaching at least 500,000 participants, to promote more efficient and responsible energy use. Conduct at least three energy efficiency projects</li><li>Regarding e-mobility: sponsorship of events both in Italy (such as MIMO, Imola Green, and Umbria Green Festival) and abroad</li></ul>	

146 - Regarding the target set for 2024 and included in the Sustainability and Impact Report 2023 “Continuation of Plenitude’s participation in the WBCSD working group Transport & Mobility in 2024”, participation did not continue.



**Spreading the culture of sustainable energy usage** is one of Plenitude's common benefit purposes. Therefore, it is one of the objectives the Company is committed to pursuing consistently.

To achieve this, Plenitude invests in communication activities and the production of content dedicated to its stakeholders, through various channels and in collaboration with different realities, with the aim of raising **energy awareness** and **guiding daily behaviour**. In fact, the Company shares its technical expertise by collaborating with various organisations to create educational content on energy savings and sustainability. Finally, to expand the impact of **good practices on responsible energy use** and **promote an e-mobility culture**, Plenitude activates partnerships with local actors and organises cultural and training events.

PLENITUDE'S INITIATIVES TO SPREAD THE CULTURE OF SUSTAINABLE ENERGY USAGE DURING 2024

COMMUNICATION	
ELECTRIC DRIVING EXPERIENCE	A new format was developed that allowed consumers, journalists and influencers to experience a real electric driving experience, thanks to the introduction of the Electric Vehicle Coach <sup>147</sup> .
PARTNERSHIP WITH GENNY ZERO	<p>A collaboration was developed to promote means of transport for personal mobility, combining the concept of e-mobility with an inclusive urban micro-mobility project.</p> <p>The partnership aims to make cities more liveable by proposing solutions that meet the challenges of contemporary mobility: reducing environmental impact and increasing accessibility.</p>
► CORPORATE WEBSITE	<p>In 2024, the website was enhanced with content dedicated to the Company's business and sustainable commitment, initiatives and strategic partnerships, as well as presenting its achievements. A section focusing on people and an overview of the Company's global presence was added.</p> <p>The website not only provides information, but also represents a crucial access point to foster dialogue with stakeholders (institutions, media and citizens), enhancing transparency and stimulating user involvement on energy transition issues.</p>

147 - For more information on the Electric Driving Experience see ► <https://corporate.eniplenitude.com/it/chi-siamo/partnership-ed-eventi/electric-driving-experience>.

► ONE PLENITUDE  
MAGAZINE

Available on the corporate website in the dedicated section, in 2024 it enriched its editorial offer with new articles, videos and podcasts focusing on innovation, sustainability and corporate initiatives that enhance Plenitude's business and people, both in Italy and worldwide. In line with Plenitude's commitment as a Benefit Corporation (Società Benefit), the magazine continued to pursue the goal of spreading the culture of energy efficiency and sustainability.

It strengthened its dialogue with readers, delving into the energy sector and the Company's commitment to a just and sustainable transition, while fostering an inclusive culture that helps attract and develop new talent.



INSTAGRAM

To further promote the dissemination of Plenitude's initiatives, its values, its partnerships based on shared principles and its commitment to sustainability, the Instagram channel was fed with a content strategy, oriented towards brand entertainment, designed to make the energy sector more attractive to the platform's target audience. By the end of 2024, Plenitude's Instagram profile had published 574 content stories and feeds, acquired **3,000 new followers** for a total of more than **7,394 followers** and **9 million total impressions**.

EDUCATION

**FUTURE DRIVING SCHOOL** At the Leolandia amusement park, in the province of Bergamo, a new attraction dedicated to e-mobility was inaugurated to raise awareness among the new generations towards a more sustainable mobility. In the first four months of the attraction's opening, more than 110,000 children and 540,000 families were involved, with more than 11,000 kWh delivered since May 2024. The attraction won the Special Jury Prize at the 23rd Parks mania Awards<sup>148</sup> and took first place at the Italian festival of events and live communication 2024 (Best Events Awards, BEA) in the educational/training category<sup>149</sup>.

THE ART IN  
MOTION MUSEUM

Plenitude On the Road charging stations are transformed into public works of art, and exhibited in 13 Italian municipalities with the aim of promoting e-mobility, additionally recharging the area that hosts them with beauty. The project falls within the context of public art, an artistic form that integrates itself into the social fabric and urban structure of the context in which it is located and aims to intervene in the connotation of spaces<sup>150</sup>. This offers a unique experience, transforming a simple everyday action, such as charging an electric vehicle, into a moment of connection with artistic expression.

OLIMPIA@SCHOOL

For the 2024/2025 school year, within the scope of the partnership with Olimpia Milano, a project was launched, now in its eighth year, in collaboration with Comunità Nuova Onlus and the Ufficio X Ambito Territoriale di Milano. The project involves six institutes in Milan and two in the metropolitan area, with the aim of introducing more than 200 students to the world of sport. Particular attention will be paid to energy efficiency and the world of work in a sports club, conveying fundamental values such as respect for rules, healthy competition, a sense of belonging to a team and community spirit, as well as enhancing the potential of each student. Thanks to the Plenitude's partnership, the figure of the "energy manager" was introduced. The students taking on this role will be tasked with identifying innovative solutions to improve the energy performance of sports club simulations, thereby fostering the learning of skills that can be applied in reality.



PLENITUDE HOUSE  
ON TIKTOK

Launched in early 2024 to promote a more energy-conscious culture and engage new target groups. Based on the payoff "What are we changing today - we are changing the way we tell the energy story", the project adapted the creative language of the platform to its own communication, based on listening and data analysis.

In the format, 12 TikTok creators spent a week in a house equipped with cameras, facing a variety of tests and challenges every day to discover more about the energy sector and gain more awareness of their own energy impact. In just a few months, Plenitude House reached **92.7 million views** and **48.4 thousand new followers**.



BACKSTAGE  
DELL'ENERGIA  
ON TIKTOK

The series, launched at the end of 2024, travels through Italy in an electric car to tell the story of how Plenitude's renewable energy is created. The episodes explore photovoltaic power generation at the Plenitude plant in Volpiano, in Piedmont, and wind power generation with a visit inside a wind turbine at the Collarmele site in Abruzzo.

The series was published on Plenitude's TikTok channel at the end of 2024 and will continue in January 2025.

ONLY THE BEST  
FROM THE SUN

Starting from the parallelism between sun creams and photovoltaic panels, i.e. "getting the best from the sun", Plenitude launched an initiative in the summer of 2024 in Senigallia, the Marche, and Villasimius, Sardinia.

Vending machines powered by photovoltaic panels were installed, offering free samples of sunscreen. In addition to promoting healthy skin, this giveaway raised awareness of the benefits of photovoltaics and the importance of conscious energy choices.

148 - Parksmania Awards is an annual review dedicated to amusement parks, which each year assesses and rewards the initiatives that have most distinguished themselves during the season on the Italian and European scene. For more information on the award see ► <https://www.parksmania.it/2024/10/30/premio-speciale-della-giuria-per-leolandia-ai-parksmania-awards-2024/>.  
149 - For more information on the award see ► [https://besteventawards.it/eubea\\_events/scuola-guida-futuro/](https://besteventawards.it/eubea_events/scuola-guida-futuro/).  
150 - For more information on The Art in Motion Museum see ► <https://corporate.eniplenitude.com/it/chi-siamo/partnership-ed-eventi/art-in-motion-museum>.



PARTNERSHIPS AND EVENTS

THE ISLAND FUZE TEA  
FESTIVAL

For the third consecutive year, Plenitude was Sustainability Partner of the experiential festival in Pantelleria. The event was powered by the photovoltaic plant donated to the island in 2022, which continues to generate energy from renewable sources. In addition, charging stations for electric vehicles have been installed, with the aim of encouraging e-mobility on the island.



PRIMAVERA  
SOUND FESTIVAL

Once again in 2024, Plenitude supported the music festival in Spain and Portugal, one of the largest in Europe. The event was also powered by power certified through European guarantees of origin, fed into the grid and produced by plants powered by 100% renewable sources, thus reinforcing Plenitude's commitment to promoting an energy-conscious culture.



OPERA FESTIVAL

Plenitude supported the festival in Milo, on the slopes of Mount Etna, contributing to the urban regeneration of the town. It provided generators to power some festival events. This project is part of an extensive redevelopment plan that will transform the building into a Creative Hub, with spaces dedicated to co-working and design for the local community.

FESTIVALLE

Plenitude was a partner of the international music and digital arts festival in the Valley of the Temples in Agrigento, a UNESCO World Heritage site. The main aim of the event was to bring a selection of artists from the international jazz scene to the archaeological sites, with live performances and innovative, experiential formats. Plenitude installed a photovoltaic system at the Santa Rosa Oratory to support summer events, providing energy for daily activities and sports.



SENSTATION SUMMER

From 13 June to 14 July 2024, the Company was a partner of SenStation Summer, supporting the construction of a skate park in Piazza Duca D'Aosta, Milan.

The event was also powered with power certified through European guarantees of origin, fed into the grid and produced by plants 100% fuelled by renewable sources. Plenitude also installed a series of solar panels that helped illuminate the event.

C2C FESTIVAL

Plenitude renewed its support for the Turin festival of avant-pop and electronic music, which was attended by 41,000 participants. Plenitude provided energy from renewable sources to power some parts of the venue.



RED BULL

The partnership between Plenitude and Red Bull continued in 2024, with the aim of improving the Austrian company's sustainability performance, both at its headquarters in Milan and during all events organised and planned in Italy.

In 2024, Plenitude made the Red Bull Cliff Diving in Polignano a Mare (Puglia) and the Red Bull 64 Bars in Scampia (Naples) more efficient by installing photovoltaic systems.



## Focus on

### FUTURA, PLENITUDE'S METAVERSE

3 metaverse  
platforms  
released in

2024

In 2024, "**Futura**" was born, Plenitude's virtual planet that exploits the features of some of the most popular metaverse platforms to accompany users on a learning journey to raise awareness of sustainability topics and measures to mitigate negative impacts on the environment.

"**Futura by Plenitude**" is an ecosystem that aims to lead the digital planet towards the energy transition by raising the level of community awareness of its consumption. Each user becomes an explorer of the energy sector by participating in creative challenges, games, workshops, events and other digital interactions.

Futura by Plenitude is spread over five platforms in the metaverse, each representing a continent. In 2024, the first three platforms were released:

- **Futura HUB, the continent of sustainable innovation on Spatial:** a natural archipelago where each island represents a business area of Plenitude.
- **Futura VILLE, the continent of sharing on Roblox:** four villages were conceived as an interconnected network, sharing energy and creating an energy community.
- **Futura TRACKS, the continent dedicated to e-mobility on Fortnite:** where users challenge each other on a track winding through canyons and mountains, aiming to raise awareness of e-mobility and the advantages of charging at electric charging stations.

During 2024, the project involved more than 100,000 users for a total of more than 7,000 hours played, with live participation also at events such as Lucca Comics & Games and Milano Games Week<sup>151</sup>. In 2025, the evolution of Futura will see the release of two new experiences, offering other ways to explore the energy sector.

>100,000  
users involved  
in the project

>7,000  
hours played  
in 2024

**FUTURA**  
by  plenitude





## 5.2

# Support to local communities



MATERIAL TOPIC	2024 TARGETS	2024 PERFORMANCE	STATUS OF ACHIEVEMENT	FUTURE TARGETS
SUPPORT TO LOCAL COMMUNITIES	NON-PROFIT COMMITMENT			
	Confirming the non-profit commitment in the areas of stemming energy poverty and educational poverty and promoting new inclusion initiatives for socially marginalised individuals	Plenitude supported: <ul style="list-style-type: none"><li>• <b>6 initiatives to stem energy poverty</b> with Banco dell'Energia Ente Filantropico. Beneficiaries: <b>approximately 425 households</b></li><li>• <b>2 initiatives to stem educational poverty</b> Beneficiaries: <b>approximately 1,430 minors and adolescents</b></li><li>• <b>5 social inclusion initiatives.</b> Beneficiaries: <b>approximately 5,220 individuals</b></li></ul>	✓ GOAL ACHIEVED	<ul style="list-style-type: none"><li>• Confirm the non-profit commitment in the areas of stemming energy poverty, educational poverty and social inclusion in 2025</li><li>• Extend the non-profit commitment to France and the Iberian Peninsula where Plenitude operates through retail subsidiaries in 2025</li></ul>
	CORPORATE VOLUNTEERING			
	Maintain 2 days per capita per year of paid leave for corporate volunteering activities on Italian territory for all Plenitude people in Italy	<b>194</b> Plenitude people involved in <b>corporate volunteering</b> throughout Italy for a total of <b>1,840 hours.</b> <b>5 associations</b> involved	✓ GOAL ACHIEVED	Keep 2 days per capita per year of paid leave for corporate volunteering activities in Italy for all Plenitude Italy people and include the new associations suggested by Plenitude people in the project
	Expand corporate volunteering activities to foreign countries where Plenitude operates through its subsidiaries	In a start-up phase in Plenitude Spain and Slovenia	➡ IN PROGRESS	In 2025, continue to expand corporate volunteering activities to foreign countries where Plenitude operates through subsidiaries
	Expand the shortlist of associations participating in the project also by evaluating proposals from Plenitude people	Collected proposals from Plenitude people to expand the short list of associations	➡ IN PROGRESS	In 2025, assess the feasibility of the proposals collected and extension of the short list Expand the range of volunteering through other skill-based activities

As a Benefit Corporation (Società Benefit), Plenitude aims to create shared value for the communities and territories in which it operates, inspired by the common benefit purposes defined in its Bylaws.

To do this, Plenitude is committed to promoting both the spread the culture of sustainable energy usage in favour of a collective commitment to the energy transition and initiatives aimed at contributing to sustainable and inclusive local development, collaborating with realities that share the same values as Plenitude.

Approximately  
**€3.64 million**  
invested in projects supporting communities in 2024

### PLENITUDE'S INITIATIVES TO SUPPORT COMMUNITIES IN 2024<sup>152</sup>

DONATIONS	
PLENITUDE'S NON-PROFIT COMMITMENT	<p>From the first three common benefit purposes contained in Plenitude's Company By-laws, namely to spread the culture of sustainable energy use, to offer solutions and technologies for the responsible use of energy, and to promote diversity and inclusion, also derives Plenitude's non-profit commitment aimed at stemming energy poverty, educational poverty and fostering social inclusion.</p> <p>In particular, energy poverty is defined as the difficulty of acquiring a minimum of energy goods and services, or even access to energy services that implies a diversion of resources, in terms of expenditure or income, above a "normal value"<sup>153</sup>. In this area, Plenitude is active with Fondazione Banco dell'Energia Ente Filantropico, whose social aim is to stem energy poverty in Italy. In 2023, Plenitude adhered to the Manifesto "Together to Counter Energy Poverty" and joined the Board of Directors of Fondazione Banco dell'Energia Ente Filantropico indicating the Head of Sustainability &amp; ESG as its member.</p> <p>Stemming educational poverty means supporting children and adolescents to learn, experience and develop skills, talents and aspirations, possibilities they are deprived of due to the economically and socially vulnerable condition of their families.</p> <p>Finally, social inclusion is understood as the insertion and reintegration into the socio-economic fabric of people in a socially marginalised condition through personal support and assistance initiatives.</p>

152 - For more information on Plenitude's commitment to communities see ► <https://corporate.eniplenitude.com/en/sustainability-commitment/our-initiatives>  
153 - Source: Osservatorio Italiano sulla Povertà Energetica (OIPE). For more information see ► [https://oipeosservatorio.it/poverta\\_energetica/](https://oipeosservatorio.it/poverta_energetica/)



STEMMING  
ENERGY POVERTY

During 2024, with Fondazione Banco dell'Energia, Plenitude supported numerous initiatives to stem energy poverty in favour of **425 households** in economically and socially vulnerable conditions. Specifically:

- **4 economic support and energy efficiency projects** for **425 families** in the provinces of Bari, Palermo, Taranto and Salerno began during the first few months of 2025, that involve the **payment of utilities** (regardless of their operator), the **replacement of light bulbs and old household appliances** with new energy-efficient ones, and the **training of Home Energy Tutors** (Tutor per l'Energia Domestica, TEDs) who help beneficiaries reduce future bills through consumption awareness and energy-saving courses.
- **2 energy efficiency projects** for two Third Sector organisations, active in Naples and Milan, to free up economic resources for their social activities. Plenitude's support was earmarked to cover the costs related to the installation of ventilation and air-conditioning systems of the **Spazio di Comunità di Fondazione Beta** (former Fondazione Pianoterra) in the SpaccaNapoli area and to cover the costs related to the installation of the electrical system for one of the buildings in Cascina Monluè, where the Impresa Sociale **Cascina Monluè** carries out social and integration projects for citizens living in fragile conditions.

The energy support and energy efficiency projects supported with Fondazione Banco dell'Energia in 2023 and developed during 2024 reached 805 beneficiary households in 16 Italian municipalities by the end of the year.

STEMMING EDUCATIONAL  
POVERTY AND PROMOTING  
SOCIAL INCLUSION

During 2024, Plenitude supported **four initiatives in Italy** benefiting about **6,650 minors, girls and boys in families living in economically and socially vulnerable conditions**. Specifically:

Dynamo City Camp

This project promoted by **Fondazione Dynamo Camp ETS** was supported by Plenitude, covering the costs of participation in **4 weeks** of activities organised at the **summer City Camps** in Milan, Florence and Rome.

The **210 children and adolescents with severe or chronic illnesses and disabilities** involved took part in Recreational Therapy activities such as theatre and musical workshops, art and manual workshops, juggling, mime and clowning workshops, sensory activities and tactile stimulation workshops.

In addition, Plenitude involved its customers, registered in the Plenitude Insieme loyalty programme, to support with one click, without no financial commitment on their part, **10 Camperships**, i.e. the participation of **10 teenagers with serious or chronic illnesses** at the residential Camp organised by Dynamo Camp at the Limestre facility in Tuscany. In return for the more than **58,000 clicks received**, Plenitude bore the costs of the one-week campership for each participant, including board, lodging and Recreational Therapy activities.

Frequenza 200

The project launched by **WeWorld** in 2013, aims to foster the inclusion and development of adolescents from at-risk backgrounds by stemming and preventing educational poverty and dropping out of school.

The project supported by Plenitude involves **970** socio-economically disadvantaged **pre-adolescents** and **adolescents** from **10 suburban areas with high social vulnerability** in the Milan (Barona, Giambellino, Corvetto and Ponte Lambro), Rome (San Basilio), Cagliari (Sant'Elia), Naples (Scampia), Catania (San Cristoforo), Bologna (San Vitale) and Aversa. The project comes to life at the "Frequency 200 centres" where, in addition to school support activities, beneficiaries take part in art and sports activities and benefit from a listening desk.

Spazi Indifesa

The project supported by Plenitude organizes activities in the Spazi Indifesa at the **Fondazione Terre des Hommes Italia** in Milan, Ragusa and Catania, for **460 beneficiaries**. At Spazi Indifesa, services such as psychological and educational support, after-school activities, sports and drama courses designed for young people from vulnerable family backgrounds are provided to bridge the gap in cultural, educational and recreational opportunities aimed at breaking the vicious cycle of material and educational poverty.

Case dell'Amicizia

The project, implemented with the **Eni Foundation**, provides support for the activities carried out in the **Community of Sant'Egidio's** "Case dell'Amicizia" in Rome, Turin and Naples in favour of the homeless, vulnerable individuals and families, elderly people in a state of fragility and migrants.

The Case dell'Amicizia in Rome, Turin and Naples support an average of 20,000 people each year, offering multidimensional services, from emergency and care interventions in response to basic needs, to individual paths to economic independence and job placement. The project covers the implementation of one-year interventions for **about 5,000 people in vulnerable situations**. In addition, for Christmas 2024, the costs of 1,500 solidarity Christmas lunches and gifts were supported for the Comunità Sant'Egidio in Rome, Turin and Naples.

The 5 projects to stem educational poverty in Italy supported in 2023 and concluded during 2024 reached a total of more than 4,100 direct beneficiaries and about 630 indirect beneficiaries.

Plenitude's non-profit commitment in 2024 also involved Greece and Slovenia, countries where the subsidiaries **Zenith** and **Adriaplin** are located respectively.



The following initiatives were supported:

- **Donation of 25 solar streetlamps to the Municipality of Lagadas** (Region of Thessaloniki, Greece), to be placed in the darkest spots of the villages of Pente Vryses and Polydendri to alleviate energy poverty and increase residents' safety.
- **Donation of a vehicle to the General University Hospital in Larissa** (Region of Thessaly, Greece), for transporting medical personnel, materials necessary for blood sampling and blood donation bags, within the region.
- **Support for the "Kras Safe House" project of CSD Južna Primorska**, one of the 16 social assistance centres in Slovenia, which has been promoting the social programme offering shelter, assistance and psychological support to women and children who are victims of domestic violence since 2012, through a charitable donation intended for the renovation and purchase of furniture and equipment for the safe house located in the municipality of Ilirska Bistrica.

LOCAL DEVELOPMENT INITIATIVES

ITALY

In the areas where Plenitude operates its power production plants from renewable sources, compensatory measures in favour of the local communities affected by the presence of the plants were financed in 2024, as foreseen by current local regulations.

In particular, community engagement projects were implemented, including consultations with local authorities to understand community needs, socio-environmental impact assessments to identify the positive and negative effects of renewable energy projects, and customised mitigation plans to manage land-use and environmental preservation concerns.

**In Italy**, consistent with the provisions of the Ministry of Economic Development's Guidelines for the authorisation of plants powered by renewable sources (Ministerial Decree 10-09-2010), compensatory measures allowed for environmental improvements (e.g. urban redevelopment works and construction of new municipal car parks, forestry enhancement plan, maintenance of parks, gardens and public walks), energy efficiency (e.g. replacement of floodlights and lighting fixtures that illuminate municipal monuments with LED floodlights and lighting fixtures, redevelopment and energy efficiency of the Municipal Volunteer Fire Brigade Detachment), dissemination of installations of power production plants from renewable sources, and awareness-raising among citizens on the aforementioned issues. In addition, new agreements were signed with municipalities for facilities under construction.

KAZAKHSTAN

**In Kazakhstan**, where Plenitude is present through its subsidiary Arm Wind, the following local development initiatives were carried out:

- in the Aktobe region, where Arm Wind operates two 48 MW wind farms, an initiative was carried out to support the village of Karatal, in the district of Oiyl, which was heavily affected by the floods that hit the Country in the spring of 2024, with the aim of supplying computer equipment to the local school.
- In the region of Turkistan, where Arm Wind operates a 50 MW photovoltaic plant, a Heritage Impact Assessment (HIA) was conducted for the archaeological site of Kultobe, where the Mausoleum of Khoja Ahmed Yasawi (on the UNESCO World Heritage List) is located, regarding the installation of projectors for 3D mapping of the ancient walls of the archaeological site with historical, cultural and architectural video content, and solar panels installed to compensate for the energy consumption of the projectors.
- In Astana, the capital of Kazakhstan, with the support of Arm Wind and Eni Corporate University, the two-year master's programme "Green Energy Technologies" was launched at the Eurasian National University (ENU). Courses were organised on the most advanced technologies in the field of renewable energy sources held by professors from the Politecnico di Torino and the University of Pavia.

"PIÙ CONOSCO,  
MENO CONSUMO"  
PROJECT

Plenitude, in collaboration with **FEEM Servizi** (Fondazione Eni Enrico Mattei), **Eni Scuola** and **ANP** (Associazione nazionale dirigenti pubblici e alte professionalità della scuola, formerly Associazione Nazionale Presidi), implemented the project "Più Conosco, meno consumo" (The more I know, the less I consume), aimed at Italian primary schools and concerns the dissemination and promotion of the culture of sustainable energy usage through digital innovation and education.

The pupils involved receive specific training courses on digital innovation (from basic coding to Arduino board programming, from sustainability to digital ethics) and energy sustainability (from efficient use of resources to e-mobility), with a Socio-pedagogical STEAM training approach, to Computational Thinking, to Coding and Basic Robotics. The classes involved are asked to devise analogue or digital artefacts on sustainability issues and to produce short videos on what they have achieved throughout the training period, producing a manifesto on environmental and digital sustainability.

For the school year 2022/2023, the project involved **952 pupils (496 girls and 456 boys)** and **89 teachers and school managers** in **17 primary schools** in **six Italian regions**.

The school year 2023/2024 saw an increase in coverage involving **1,898 pupils (1,063 girls and 835 boys)** and **228 teachers and school managers** in **27 schools** in **nine regions** (Piedmont, Lombardy, Tuscany, Lazio, Campania, Basilicata, Apulia, Sicily and Sardinia). At the end of 2024, the third edition of the project was launched for the school year 2024/2025.



SPONSORSHIP

FONDAZIONE  
CAMERA TORINO

In continuity with what has been done by Eni, Plenitude supports the exhibition centre dedicated to the enhancement of Italian and international photography. This space also serves as a place for education, discussion and study, with a focus on 20th and 21st century Italian photographic production. The project is aimed at schools of all levels, integrating digital modes of use.

BASE MILANO

Thanks to a three-year sponsorship, Plenitude became an energy partner of Base Milano, a cultural centre in Milan. The project involved the construction of a photovoltaic system on the roof of Base and the former Ansaldo steel plant, a building owned by the City of Milan. With a total output of 151.5 kWp, the system will produce around 172.7 MWh per year, allowing a significant reduction in consumption and ensuring the energy autonomy of the bistro and the ground hall, Base's main reception area.

UMBRIA GREEN  
FESTIVAL

Plenitude participated as a main sponsor of the festival, an artistic project that brings together energy and environmental experts, scientists, artists and philosophers to talk about sustainability and the future.

IMOLA GREEN

Plenitude participated as a sponsor of the third edition of the event dedicated to sustainable mobility issues, with the aim of educating people and promoting the use electric vehicles in total safety in city centres, teaching the notions of driving and managing the vehicle through the presence of federal technicians from the Italian Motorcycle Federation (FMI) and other specialised experts. The event hosted track driving activities, professional training courses, speeches and specific panels. In addition, there was an exhibition area with various types of electric vehicles, a space for talks and entertainment activities, including food trucks and artistic-musical performances.

Corporate volunteering

The Volunteer Project, which began at the end of 2023, continued into 2024. The project allows Plenitude people to take 2 days of paid leave per year to volunteer with one of the Associations on a shortlist.

The initiative involved **194 people all over Italy**, for a total of about **1,840 hours of voluntary work** at the **five associations** involved, proving to be an opportunity to get to know non-profit organizations up close while strengthening personal well-being and teamwork.

The activities carried out by the volunteers ranged from initiatives in the town squares with **Associazione Italiana Sclerosi Multipla** (AISM, the Italian multiple sclerosis association), to the “In Farmacia per i Bambini” days of the **Rava Foundation**, from packing parcels in the various **Banco Alimentare** (food bank) locations, to the “Packets of Happiness” in bookshops with **Dynamo Camp**.

Another type of volunteering that attracted a lot of participation was skill-based volunteering with the **Fondazione Albero della Vita**, where the people involved provided their skills to give practical and useful information to the children and families living in the foundation's centres. For example, there were days when we showed how to read a utility bill and how to use energy more responsibly in the home, or how a solar panel works, through a “renewable energy workshop”. Practical sessions were also held on how to write a CV (curriculum vitae) and face a job interview, and how to educate children and teenagers as well as parents on the conscious use of social networks, with a special focus on cybersecurity.

For 2025, the goal is to expand the number of associations on the shortlist through recommendations by Plenitude people, and to extend the project abroad. Finally, during the Christmas holidays, a solidarity initiative was launched in Plenitude: each Plenitude location in the world got organised by collaborating with associations that support children to collect donations and purchase gifts and educational materials.

194  
people involved in  
Italy for a total of  
approximately  
1,840  
hours of  
volunteering



# Methodological note

## Reporting criteria and principles

The Plenitude Sustainability Report, voluntarily published annually, aims to describe the material sustainability impacts for Plenitude and its key stakeholders. As of the financial year 2023, Plenitude decided to integrate the Impact Report, prepared in compliance with Law No. 208 of 28 December 2015 since it is a Benefit Corporation (Società Benefit). Therefore, the Sustainability and Impact Report 2024 includes how material topics are managed, the policies, the activities carried out, the main results achieved and impacts generated during the year, as well as future commitments related to sustainability topics relevant to the organization and to the common benefit purposes enshrined in its Bylaws.

The document, which Plenitude's Board of Directors approved on 13 March 2025, complies with the Global Reporting Initiative's (GRI) "GRI Sustainability Reporting Standards" (GRI Standards 2021), under the "in accordance with" option, in order to provide an accurate and quantitative representation of the performance achieved. The GRI represents, for the purposes of preparing the annual report required of Benefit Corporations (Società Benefit), the "external valuation standard" used to assess the impact generated, in compliance with the provisions of Annexes 4 and 5 of the Società Benefit regulation.

The section ■ **"GRI Content Index"** contains the list of GRI indicators reported and the reference to the paragraph that deals with the related information. The information included in this Report reflects the principle of materiality or relevance as set out in the GRI Standards and the European Sustainability Reporting Standards. The topics were identified following analysis and assessment of the most significant actual and potential, positive and negative impacts generated on the environment and people.

This document has been voluntarily subjected to a Limited Assurance audit by an independent auditor.

## Key performance indicators

The data and information reported in the document were selected based on the results obtained from the 2024 Materiality analysis, in line with the principle of Impact Materiality, which made it possible to identify the most relevant sustainability issues (for more details see the chapter ■ **"Materiality analysis"**). Key performance indicators' scope is aligned with the objectives set by the Company and represent the potential impact of the activities managed by Plenitude. Unless otherwise specified, the figures and information refer to the financial year ending 31 December 2024 (performance for 2023 and 2022 is also shown for comparative purposes) and they are the best possible representation of performance based on the data available when this document is drawn up. Most of the quantitative data used to calculate 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 ■ **"Calculation methodologies"** section.

## Reporting boundary

The data and key performance indicators represent the share of KPIs reported at a consolidated level by Eni's 2024 Sustainability Statement and Sustainability Report (Eni for), considering the consolidated Italian and foreign companies at 31 December of the reporting year (where not otherwise specified).

With regard to data on health and safety, environment and energy consumption topics, the operator reporting criterion is adopted, i.e. 100% values are reported in the assets over which Plenitude has operational control, excluding avoided emissions, which are reported on an equity basis<sup>154</sup>.

For any clarification about the present Sustainability and Impact Report, you can contact the Sustainability & ESG Unit at the following e-mail address:  
**[sostenibilita@eniplenitude.com](mailto:sostenibilita@eniplenitude.com)**

154 - According to this approach, avoided emissions are accounted for on the basis of the share held in each asset, whether operated by Plenitude or by a third party.

Calculation methodologies

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 ("economic value distributed") in the form of operating costs, employee salary and wage, payments to capital suppliers and payments to the Public Administration. The residual portion of economic value generated that is not distributed constitutes the economic value retained.
GOVERNANCE	
TRAINING ANTI-CORRUPTION	Training delivered through e-learning, general workshops and job-specific training.
CHIEF EXECUTIVE OFFICER VS EMPLOYEE MEDIAN PAY RATIO	The CEO's pay ratio is calculated as the ratio of the highest paid employee within the organisation and the median of the other employees, Italy-wide and globally, on fixed remuneration and total remuneration, which from 2024 includes in-kind benefits and allowances.
CLIMATE AND EMISSIONS	
TAXONOMY	<p>Performance indicator relating to the share of investments (CapEx) associated with aligned business activities in the total investments reported at the consolidated financial statements level.</p> <p>Capital expenditures incurred by Plenitude<sup>155</sup> and "CapEx" capital expenditures allocated to the relevant eligible and environmentally sustainable economic activities include costs accounted for based on:</p> <ul style="list-style-type: none"><li>• Property, Plant and Equipment</li><li>• Intangible Assets</li><li>• Rights of Use of Leased Assets</li></ul> <p>CapEx also include increases in tangible and intangible assets resulting from business aggregation. Plenitude<sup>156</sup> is essentially not present in economic activities that require application of IAS 40 and IAS 41.</p>
INSTALLED CAPACITY FROM RENEWABLE SOURCES	The indicator is measured as the maximum capacity of Plenitude's share of power generation plants from renewable sources. 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.

155 - Eni Plenitude S.p.A. Società Benefit and subsidiary companies.  
156 - Eni Plenitude S.p.A. Società Benefit and subsidiary companies.

GHG EMISSIONS

**Scope 1 emissions:** these are emissions directly generated from the Company's own or controlled sources. Direct GHG emissions include the following gases: CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O. The Global Warming Potential used for conversion to CO<sub>2</sub> equivalent is 29.8 for CH<sub>4</sub> and 273 for N<sub>2</sub>O, according to IPCC, 6AR. The emissions calculation is derived from estimated activity data (e.g. fuel consumed, power, distance travelled) and emission factors, consistent with Regulation EU-ETS 2018/2066: table of the standard national parameters for the year in progress and with the API Compendium.

- Scope 2 emissions**
- **Location Based:** are the indirect GHG emissions related to power generation and heat purchased from third parties and consumed in the Company's assets. Indirect GHG emissions include the following gases: CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O. The Global Warming Potential used for conversion to CO<sub>2</sub> equivalent is 29.8 for CH<sub>4</sub> and 273 for N<sub>2</sub>O (IPCC, AR6). The calculation of emissions is derived from purchased power and IEA emission factors, which consider the average energy mix of the Countries of origin.
  - **Market based:** a criterion is applied that is based on specific energy supply data of each company. In the absence of specific data, the emission factor of the Country where the installation is located is used in line with the location-based approach.

**Scope 3 emissions:** these are the indirect GHG emissions related to the Plenitude value chain. According to the WBCSD/WRI GHG Protocol of the Corporate Value Chain (Scope 3) accounting and reporting standard, and the IPIECA standard, Scope 3 indirect GHG emissions are divided into 15 categories. For Plenitude, emissions tied to the consumption of gas sold to customers (category 11) and those related to power production in the retail segment (category 3) are considered.

To calculate these emissions, the residual mix factors taken from European Residual Mixes, Association of Issuing Bodies (AIB), the official national factors for gas consumption are used for purchased power. The Global Warming Potential used for conversion to CO<sub>2</sub> equivalent is 29.8 for CH<sub>4</sub> and 273 for N<sub>2</sub>O (IPCC, AR6).

**Relating to power production from renewable sources:** the calculation is made using the hypothesis that emissions vary associated with the average power mix in the Country of generation and consider the specific Country emission factors, in compliance with Eni's "Methodologies for estimating greenhouse gas emissions", based on international best practices (e.g. WBCSD/WRI GHG Protocol for methodologies and IEA for emission factors). The Global Warming Potential used for conversion to CO<sub>2</sub> equivalent is 29.8 for CH<sub>4</sub> and 273 for N<sub>2</sub>O (IPCC, AR6).

**Referring to the e-mobility services:** The power sold at the charging points was converted into km travelled, calculating an average consumption of the Italian electric vehicle fleet of 5.13 km per kWh. Similarly, considering the average emissions (ISPRA, 2021, available at the date of this publication) of the Italian ICE fleet (internal combustion vehicles), it is possible to estimate a saving of 0.116 kg of CO<sub>2</sub> per km travelled in electric mode, 0.3755 g of NOx per km, 0.0222 g of PM2.5 per km and 0.0322 of PM10 per km.

GHG EMISSIONS  
AVOIDED



GHG EMISSIONS AVOIDED	<p>Referring to energy requalification interventions:</p> <ul style="list-style-type: none"><li>• <b>CappottoMio:</b> Evaluation of avoided emissions using a Conventional Energy Performance Certificate as per 12.2 Annex A of Italian Legislative Decree 6 August 2020 providing the value of CO<sub>2</sub> emissions in kg/m<sup>2</sup> per year. Before 6 August 2020, energy savings, and thus emission reductions, were quantified by reference to the pre- and post-intervention Energy Performance Indices for heating as declared for ENEA tax deductions (the figure takes into account savings from previous years).</li><li>• <b>Energy Performance Contract (EPC):</b> Energy saving is evaluated as the difference between the monitored post-intervention consumption and the calculated consumption prior to intervention. Reference is made to the table of updated national standard parameters published by the Ministry of the Environment and Energy Security and to the authorizations to emit Greenhouse Effect Gases for thermal energy. In contrast, reference is made for power to the emission factor for electrical consumption of the 363/2022 report of the Italian Institute for Environmental Protection and Research (ISPRA) referring to the updated efficiency and decarbonization indicators of the national energy system and the electrical sector.</li><li>• <b>TEE (Energy Efficiency Obligations):</b> Consumption data is monitored and verified by the GSE to obtain TEEs, for which the conversion parameter taken from the updated national standard parameter table published by the Italian Ministry of the Environment and Energy Security is used with reference to authorizations to emit Greenhouse Gases.</li></ul>
EMISSION INTENSITY	<p>Emission Intensity Indicator expressed in g CO<sub>2</sub>eq./kWh. The calculation is made by dividing the sum of Scope 1, 2 and 3 emissions with the power generated added to the power purchased for sale. For Scope 3, only emissions from traded power (cat. 3 according to the GHG Protocol) were included.</p>
BUSINESS SUSTAINABILITY	
BIODIVERSITY	<p><b>Number of sites overlapping with protected areas and Key Biodiversity Areas (KBAs):</b> operating 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><b>Number of sites adjacent to protected areas and to KBAs:</b> operating sites in Italy and abroad which, while 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.</p> <p>There are some limitations to consider when interpreting the results of this analysis:</p> <ul style="list-style-type: none"><li>• it is globally recognised 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);</li><li>• the databases of protected or key biodiversity areas used for the analysis, while representing the most up-to-date information available at the global level, may not be complete for each Country.</li></ul>

PEOPLE	
HEADCOUNT DATA	<p>Number of employees expressed as Headcount (HC) as of 31 December.</p>
GENDER PAY GAP	<p>The <b>Gender Pay Gap</b> is calculated as the difference between the average remuneration of the male population and the average remuneration of the female population divided by the average remuneration of the male population. The indicator can be calculated for the same role level and age group or only by individual qualification.</p>
INDUSTRIAL RELATIONSHIPS	<p><b>Employees covered by collective bargaining agreements:</b> are those employees whose employment relationship is governed by collective agreements or contracts, whether national, industry, company or site.</p>
SENIORITY	<p>Average number of years worked by employees at Plenitude.</p>
TRAINING HOURS	<p>Hours provided to Plenitude employees through training courses (classroom and online). Average training hours are calculated as total training hours divided by the average number of employees in the year.</p>
TURNOVER RATE	<p>The turnover rate is calculated as the ratio of the number of permanent employees who left the company in the reference year to the total number of permanent employees of the company in year -1.</p>
SAFETY	<p><b>TRIR:</b> total recordable injury rate (work-related injuries leading to days of absence, medical treatments and cases of work limitations). Numerator: number of total work-related injuries; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000.</p> <p><b>High-consequence work-related injuries rate:</b> work-related injuries with days of absence exceeding 180 days or resulting in total or permanent disability. Numerator: number of work-related injuries with serious consequences; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000.</p> <p><b>Near miss:</b> an incidental event, the origin, execution and potential effect of which is accidental in nature but differs 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. Incidental events that do not result in damage or injuries are considered near misses.</p>

Reference table linking sustainability topics  
and common benefit purposes

PILLARS OF PLENITUDE'S ESG MODEL	SUSTAINABILITY TOPIC	COMMON BENEFIT PURPOSES	AREA OF IMPACT
GOVERNANCE	Data Protection & Cybersecurity	-	• Corporate governance
	Business conduct	-	• Corporate governance
CLIMATE AND EMISSIONS	Climate change	• Solutions and technologies for the responsible energy use	• Other stakeholders • Environment
BUSINESS SUSTAINABILITY	Customer relations	• Promoting customer centricity through transparent and fair relationships	• Other stakeholders
	Innovation and digitalization	• Providing solutions and technologies for responsible energy use • Promoting customer centricity through transparent and fair relationships	• Other stakeholders • Environment
	Responsible supplier management	-	• Other stakeholders
	Circular economy and waste management	-	• Environment
	Biodiversity and ecosystems	-	• Environment
PEOPLE	Equal treatment and opportunities for all	• Promoting diversity and inclusion	• Workers • Other stakeholders
	Occupational health and safety	-	• Workers • Other stakeholders
	Development and well-being for people	• Promoting diversity and inclusion	• Workers
COMMUNITIES	Support to local communities	-	• Other stakeholders • Environment

Performance Tables

Governance

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED <sup>157</sup>		2022	2023	2024
Economic value generated	(million €)	12,753	11,133	10,395
Economic value distributed		12,212	10,849	9,510
of which: operating costs		11,816	10,237	8,997
of which: employee salary and wage		259	233	246
of which: payments to capital providers		56	104	134
of which: payments to Public Administration		81	275	132
Economic value retained		541	284	885
SALES FROM OPERATIONS		2022	2023	2024
Total revenue	(million €)	12,638	10,979	10,178
of which gas		5,383	5,037	4,868
of which power sold to end customers		4,148	4,469	4,402
of which power sold on the exchange		2,473	948	523
of which services and other		369	277	179
Total Retail		12,373	10,731	9,972
Renewables		115	224	178
E-mobility		150	24	28
COMPOSITION OF THE ORGANIZATION GOVERNANCE BODIES		2022	2023	2024
Members of Plenitude Board of Directors	(number)	5	5	7
By role	(number)			
executive		1	1	1
non-executive		4	4	6
independent		0	0	0
non-independent		5	5	7
By age group	(%)			
under 30		0	0	0
30-50		40	20	14
over 50		60	80	86
Women members of the BoD	(number)	3	2	3
Board of Directors Annual Meetings	(number)	16	12	13
Average attendance Board of Directors Annual Meetings	(%)	100	95	95
Presence of women in the supervisory body	(%)	40	40	40

157 - Marginal changes were made to the economic value generated figures in 2022 in order to align it with what was published in the approved Plenitude 2022 financial statements.



CHIEF EXECUTIVE OFFICER VS EMPLOYEE MEDIAN PAY RATIO	2022	2023	2024
<b>Employees in Italy</b> (number)			
Ratio between fixed remuneration of CEO/GM and median fixed remuneration of employees	11	13	14
Ratio between total remuneration of CEO/GM and median total remuneration of employees	20	25	29
<b>All employees</b> (number)			
Ratio between fixed remuneration of CEO/GM and median fixed remuneration of employees	11	14	14
Ratio between total remuneration of CEO/GM and median total remuneration of employees	21	26	30
INTERNAL CONTROL AND RISK MANAGEMENT SYSTEM	2022	2023	2024
<b>Audit interventions</b> (number)	6	10	10
Scheduled audits	5	9	7
Spot audits	0	0	0
Follow-up	1	1	3
Advisory	0	0	2
<b>Audit actions with anti-corruption verifications</b> (number)	2	5	6
<b>E-learning for managerial roles</b> (number)	1	2	2
<b>E-learning for other roles</b> (number)	1	2	2
<b>General workshops</b> (number)	5	4	2
<b>Job specific training</b> (number)	2	4	4
<b>Whistleblowing files opened during the year broken down by process being reported:</b> (number)	3	3	5
Supply	0	0	0
Human Resources	2	1	1
Maintenance	0	0	0
Commercial	1	1	4
Logistics of raw materials and products	0	0	0
HSE	0	0	0
Other (security, operations, portfolio management and trading)	0	1	0
<b>Whistleblowing files that have been closed during the year divided according to the outcome of the investigations, of which:</b> (number)	3	2	5
Founded	0	1	1
of which: related to respect for human rights	0	0	0
Partially founded	0	0	1
of which: related to respect for human rights	0	0	0
Unfounded	1	0	2
of which: related to respect for human rights	1	0	1
Not ascertainable	0	0	0
of which: related to respect for human rights	0	0	0
Not applicable	1	1	1
of which: related to respect for human rights	1	0	1

TOTAL NUMBER OF EMPLOYEES WHO HAVE RECEIVED TRAINING IN THE FIELD OF ANTI-CORRUPTION	2022	2023	2024
<b>Total</b> (number)	2,194	1,624	1,844
Senior managers	76	78	77
Middle managers	737	498	784
White collar workers	1,365	981	963
Blue collars workers	16	67	20
MANAGEMENT SYSTEMS FOR SIGNIFICANT RISK REALITIES	2024		
<b>Percent of realities with significant HSE risk holding environmental certifications</b> (%)			71
ISO 14001 certifications (number)			5
ISO 50001 certifications			1
<b>Percent of realities with significant HSE risk audited by internal environmental functions (Technical Audit)</b> (%)			29
Internal audits (number)			2
<b>Percent of realities with significant HSE risk holding certifications related to labour practices and human rights</b> (%)			85
ISO 45001 certifications (number)			6

Climate and Emissions

EMISSIONS AND ENERGY		2022	2023	2024
Direct GHG emissions (Scope 1) <sup>158</sup>	(tonnes of CO <sub>2</sub> eq.)	5,311	4,641	4,149
Indirect GHG emissions (Scope 2) Location-based <sup>159</sup>		3,608	6,323	6,781
Indirect GHG emissions (Scope 2) Market Based		-	4,119	1,315
Indirect GHG emissions (Scope 3) <sup>160</sup>		15,154,000	13,724,000	12,254,000
of which “power (marketed)” (Category 3)		1,532,000	1,694,000	1,240,000
of which “use of sold products” (Category 11)		13,622,000	12,030,000	11,014,000
Carbon credits for Category 11		845,790	2,398,717	3,138,119 <sup>161</sup>
Indirect GHG emissions (Scope 3) net of offsets		14,308,000	11,326,000	9,116,000 <sup>162</sup>
GHG emissions avoided thanks to power production from renewable sources <sup>163</sup>		1,208,577	1,518,721 <sup>164</sup>	1,632,252
Emission Intensity Index <sup>165</sup>	(g CO <sub>2</sub> eq. / kWh)	-	-	55

158 - The data for the *Direct GHG Emissions (Scope 1)* KPI for 2023 and 2022 were revised following Eni's adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation produced a substantial change in the KPI for 2023 from 4,203 t CO<sub>2</sub>eq. to 4,641 t CO<sub>2</sub>eq., an increase of 10.42%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which impacted the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

159 - The data for the *Indirect GHG Emissions (Scope 2 - Location-Based)* KPI for 2023 and 2022 were revised following Eni's adoption of updated Global Warming Potential values for CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation did not produce any substantial changes, with a minimum difference of 0.01%. In particular, the value for 2023 was updated from 6,324 t CO<sub>2</sub>eq. to 6,323 t CO<sub>2</sub>eq..

160 - The *Indirect GHG emissions (Scope 3)* KPI data for 2023 and 2022 were revised following Eni's adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O. and in line with CSRD requirements. The revision only concerns the updating of the GWP coefficients (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation did not produce any substantial changes, with a minimum difference of 0.0003%.

161 - Given by the sum:

• 0.32 Mt CO<sub>2</sub>eq. representing the difference between the estimated and actual carbon credits associated with offset gas deliveries for Q4 2023 and cancelled in October 2024.

• 2.82 Mt CO<sub>2</sub>eq. representing the estimated purchase of carbon credits that will be finalised during 2025 associated with the 2024 offsetting gas supplies. Of this, 1.81 Mt CO<sub>2</sub>eq. related to the gas consumption billed to Plenitude's customers from January 2024 to September 2024 was offset in February 2025. By October 2025, the rest of the gas consumption billed from October 2024 to December 2024, estimated at 1 Mt CO<sub>2</sub>eq., will be offset.

162 - Figure derived from the sum of Scope 1, Scope 2 (Location Based method), and 2024 post offset Scope 3. Post-offset Scope 3 emissions are calculated by subtracting carbon credits (3.14 Mt CO<sub>2</sub>eq., see footnote 161) from total other indirect (Scope 3) GHG emissions.

163 - For details on the calculation method, see the [■ “Calculation Methodologies”](#) section on [■ “GHG Emissions Avoided”](#).

164 - The data for the *GHG Emissions Avoided through Power Production from Renewable Sources* KPI for the 2023 and 2022 have been revised following Eni's adoption of updated values for the Global Warming Potential of CH<sub>4</sub> and N<sub>2</sub>O and in line with CSRD requirements. The revision only concerns updating the GWP coefficients and there are no other changes to the methods (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the recalculation resulted in a change to the KPI for 2023 from 1,541,489 t CO<sub>2</sub>eq. to 1,518,721 t CO<sub>2</sub>eq., a decrease of 1.48%. This change is due to the update for the GWP of CH<sub>4</sub> from 25 to 29.8, which affected the calculation of methane emissions from fugitive sources. In contrast, the update for the GWP of N<sub>2</sub>O did not lead to significant changes.

165 - For details on the calculation method, see the [■ “Calculation Methodologies”](#) section on [■ “Emission Intensity”](#).

EMISSIONS AND ENERGY		2022	2023	2024
Fuel consumption	(GJ) <sup>166</sup>	35,534	23,197	19,408
of which: natural gas		18,374	3,967	704
of which: diesel		16,930	16,421	14,758
of which: petrol		231	2,706	3,681
of which: LPG		-	103	265
Power consumption from other companies	(GJ)	78,432	144,975	173,215
of which from renewable sources certified through Guarantees of Origin or equivalent instruments		-	-	145,841
Heating consumption	(GJ)	0	0	0
Total energy consumed	(GJ)	113,967	168,172	192,623
INSTALLED CAPACITY FROM RENEWABLE SOURCES BY REGULATORY REGIME		2022	2023	2024
Total installed capacity	(MW)	2,198	2,993	4,090
from solar (including storage)		1,185	1,913	2,903
of which storage		7	21	221
from onshore wind		1,013	1,069	1,078
from offshore wind		0	11	109
Installed capacity: Italy		844	954	1,043
from solar (including storage)		175	242	322
from onshore wind		669	712	721
from offshore wind		0	0	0
Installed capacity: Kazakhstan		96	146	146
from solar		0	50	50
from onshore wind		96	96	96
from offshore wind		0	0	0
Installed capacity: Australia		64	64	64
from solar (including storage)		64	64	64
from onshore wind		0	0	0
from offshore wind		0	0	0

166 - The consumption figure in GJ was calculated according to Eni's methodology and taken from the Parent Company's database.



INSTALLED CAPACITY FROM RENEWABLE SOURCES BY REGULATORY REGIME	2022	2023	2024
Installed capacity: United States	797	1,261	1,659
from solar (including storage)	782	1,246	1,644
from onshore wind	15	15	15
from offshore wind	0	0	0
Installed capacity: Spain	283	442	949
from solar	50	196	703
from onshore wind	233	246	246
from offshore wind	0	0	0
Installed capacity: France	114	115	120
from solar	114	115	120
from onshore wind	0	0	0
from offshore wind	0	0	0
Installed capacity: UK	0	11	58
from solar (including storage)	0	0	0
from onshore wind	0	0	0
from offshore wind	0	11	58
Installed capacity: Germany	0	0	51
from solar	0	0	0
from onshore wind	0	0	0
from offshore wind	0	0	51
NET ENERGY PRODUCTION BY ENERGY SOURCE AND REGULATORY REGIME	2022	2023	2024
Power production from renewable sources (%)	100	100	100
Total net energy production (GWh)	2,553	3,984	4,665
from solar	1,135	1,740	2,543
from onshore wind	1,418	2,244	2,111
from offshore wind	0	0	11
Net energy production: Italy	818	1,535	1,445
from solar	136	210	221
from onshore wind	682	1,325	1,224
from offshore wind	0	0	0

NET ENERGY PRODUCTION BY ENERGY SOURCE AND REGULATORY REGIME	2022	2023	2024
Net energy production: Kazakhstan	330	400	444
from solar	0	18	91
from onshore wind	330	382	353
from offshore wind	0	0	0
Net energy production: Australia	2	8	26
from solar	2	8	26
from onshore wind	0	0	0
from offshore wind	0	0	0
Net energy production: United States	916	1,333	1,799
from solar	861	1,292	1,752
from onshore wind	55	41	47
from offshore wind	0	0	0
Net energy production: Spain	352	588	820
from solar	0	92	333
from onshore wind	352	496	487
from offshore wind	0	0	0
Net energy production: France	135	120	120
from solar	135	120	120
from onshore wind	0	0	0
from offshore wind	0	0	0
Net energy production: UK	0	0	11
from solar	0	0	0
from onshore wind	0	0	0
from offshore wind	0	0	11
Net energy production: Germany	0	0	0
from solar	0	0	0
from onshore wind	0	0	0
from offshore wind	0	0	0

POWER SALES		2022	2023	2024
Plenitude	(TWh)	18.766	17.975	18.276
Retail		10.784	10.682	11.472
Business		7.982	7.293	6.804
Italy		9.143	9.511	9.838
Retail		6.557	7.303	7.725
Business		2.587	2.208	2.113
Greece		0.866	1.015	1.182
France		5.073	4.193	3.964
Iberian Peninsula		3.684	3.256	3.292

Business sustainability

WASTE		2022	2023	2024
Total waste generated	(thousands of tonnes)	7.86	10.11	3.652
Hazardous waste, directed to:		0	0.04	0.0183
Preparation for reuse		0		
Recycling		0	0.025	0.0136
Other recovery options		0	0	0
Incineration		0	0	0
Landfill		0	0.012	0.0046
Subjected to chemical/physical/biological treatment		0	0	0
Other disposal operations		0	0	0
Non-hazardous waste, directed to:		7.86	10.07	3.634
Preparation for reuse				
Recycling		5.94	1.85	3.579
Other recovery options		0	0	0
Incineration		0	0	0
Landfill		1.92	8.23	0.0547
Subjected to chemical/physical/biological treatment		0	0	0
Other disposal operations		0	0	0.00006
NUMBER OF PROTECTED AREAS AND KBAS OVERLAPPING OR ADJACENT TO OPERATING SITES		2023		2024
	Overlapping with operating sites	Adjacent to operating sites (<1km)	Overlapping with operating sites	Adjacent to operating sites (<1km)
Operating sites overlapping with protected areas <sup>167</sup> (number)	17	36	18	40
UNESCO World Heritage Natural Sites	0	0	0	0
Natura 2000 <sup>168</sup>	15	28	12	35
IUCN <sup>169</sup>	2	10	3	13
Ramsar <sup>170</sup>	0	0	0	0
Other Protected Areas	0	2	0	1
KBA	11	12	11	14

167 - A Plenitude operating site may overlap/be adjacent to several protected areas or KBAs.  
168 - Natura 2000 is the main instrument of EU biodiversity conservation policy. This is a Union-wide ecological network established under the Birds Directive 2009/147/EC and the Habitats Directive 92/43/EEC.  
169 - Protected areas with an IUCN (International Union for Conservation of Nature) management category assigned to them.  
170 - List of wetlands of international importance identified by the countries that are signatories to the Ramsar Convention signed in Iran in 1971 and aimed at ensuring the sustainable development and conservation of the biodiversity of these areas.



WATER CONSUMPTION		2023	2024
Total water withdrawal	(ML)	13.02	14.016
of which from surface water		0	0.016 <sup>171</sup>
of which from groundwater		0	0
of which from seawater		0	0
of which from produced water		0	0
of which from third-party water		13.02	14.000
Total water discharge	(ML)	12.965	8.243
of which from surface water		0	0
of which from groundwater		0	0
of which from seawater		0	0
of which from third parties		12.965	8.243
Total water consumption	(ML)	55	5.773

171 - It is specified that the KPI on water consumption, with specific reference to water withdrawal from surface water, is reported in compliance with GRI Standard 303-3. The figure, which stands at 0.016 ML for the year 2024, refers to the withdrawal of rainwater used by the Company.

People

EMPLOYMENT		2022	2023	2024
Employees	(headcount)	2,347	2,557	2,788
Men		1,294	1,337	1,415
Women		1,053	1,220	1,373
Fixed-term contracts		49	31	17
Men		36	24	11
Women		13	7	6
Permanent contracts		2,298	2,526	2,771
Men		1,258	1,313	1,404
Women		1,040	1,213	1,367
Part-time		45	37	43
Men		4	3	1
Women		41	34	42
Full-time		2,302	2,520	2,745
Men		1,290	1,334	1,414
Women		1,012	1,186	1,331
Temporary atypical employees (agency workers, contractors, etc.)		163	156	173
Men		62	55	58
Women		101	101	115
Italy		1,649	1,769	1,866
Fixed-term contracts		22	12	0
Permanent contracts		1,627	1,757	1,866
Part-time		43	36	31
Full-time		1,606	1,733	1,835
Temporary atypical employees (agency worker, contractor, etc.)		54	60	64
Abroad		698	788	922
Rest of Europe		668	755	880
Fixed-term contracts		26	18	13
Permanent contracts		642	737	867
Part-time		2	1	12
Full-time		666	754	868
Temporary atypical employees (agency workers, contractors, etc.)		105	84	96
Americas		19	22	27
Fixed-term contracts		0	0	0
Permanent contracts		19	22	27
Part-time		0	0	0
Full-time		19	22	27
Temporary atypical employees (agency workers, contractors, etc.)		0	0	0
Australia and Oceania		4	5	6
Fixed-term contracts		0	0	0
Permanent contracts		4	5	6
Part-time		0	0	0
Full-time		4	5	6
Temporary atypical employees (agency workers, contractors, etc.)		0	1	1

EMPLOYMENT	2022	2023	2024
Asia	7	6	9
Fixed-term contracts	1	1	4
Permanent contracts	6	5	5
Part-time	0	0	0
Full-time	7	6	9
Temporary atypical employees (agency workers, contractors, etc.)	4	11	12
Employees by employee category: Senior managers (headcount)	91	89	82
In Italy	76	73	66
Abroad	15	16	16
Employees by employee category: Middle managers	802	908	1,077
In Italy	498	600	658
Abroad	304	308	419
Employees by employee category: White collar workers	1,399	1,509	1,609
In Italy	1,021	1,046	1,122
Abroad	378	463	487
Employees by employee category: Blue collars workers	55	51	20
In Italy	54	50	20
Abroad	1	1	0
Employees abroad by type	698	788	922
Employees abroad by category	674	758	883
Italian expatriates	23	29	37
International expatriates (including Third Country National)	1	1	2
Employees abroad by category	674	758	883
of which: senior managers	7	7	6
of which middle managers	289	289	391
of which white collar workers	377	461	486
of which blue-collar workers	1	1	0
Senior and middle managers abroad <sup>172</sup> (%)	33.1	29.7	34.3
Non-Italian employees in positions of responsibility (%)	33.3	29.8	34.3
Average age (years)	41.8	41.4	41.4
New hires with permanent contracts (headcount)	336	383	316
Italy	205	225	162
Abroad	131	158	154
Rest of Europe	128	153	147
Americas	3	4	7
Australia and Oceania	0	1	0
Asia	0	0	0

172 - The data for the *Senior and middle managers abroad* and *Non-Italian employees in positions of responsibility* KPIs for 2023 and 2022 were revised following a refinement in the collection and aggregation of information (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the KPIs decrease by 21.93% and 21.83% for 2022, and 21.01% and 20.95% for 2023, respectively.

EMPLOYMENT	2022	2023	2024
Terminations of permanent contracts	251	172	148
of which: resignations	103	101	122
of which: retirements	131	53	9
of which: number of dismissals	13	17	15
of which: other	4	1	2
Turnover rate <sup>173</sup> (%)	0.13	0.07	0.06
Italy	0.12	0.06	0.03
Abroad	0.13	0.11	0.13
Rest of Europe	0.13	0.10	0.13
Americas	0	0.20	0.18
Australia and Oceania	0	0	0
Asia	0	0	0
Seniority (years)	9.71	9.20	9.13
In Italy	11.85	11.11	11.30
Abroad	4.66	4.93	4.75
INDUSTRIAL RELATIONS	2022	2023	2024
Employees covered by collective bargaining agreements (number)	2,313	2,502	2,749
Employees covered by collective bargaining agreements (%)	98	97	98
Italy	100	100	100
Abroad	95.9	91	97
Consultations, negotiations with trade unions on organizational changes (number)	42	28	43
Employees who are members of a trade union	388	376	451
Employees who are members of a trade union (%)	16.4	14.6	16
EMPLOYEES BY EMPLOYEE CATEGORY, AGE GROUP AND GENDER	2022	2023	2024
	Men Women Total	Men Women Total	Men Women Total
	(%) (%) (number)	(%) (%) (number)	(%) (%) (number)
Total	55.1 44.9 2,347	52.3 47.7 2,557	50.8 49.2 2,788
Senior managers	5.6 1.7 91	5.4 1.4 89	4.7 1.2 82
Under 30	0 0 0	0 0 0	0 0 0
30-50	52.1 50.0 47	50.0 47.1 44	51.5 50.0 42
Over 50	47.9 50.0 44	50.0 52.9 45	48.5 50.0 40
Middle managers	36.4 31.4 802	38.7 32.0 908	41.6 35.5 1,077
Under 30	6.4 7.6 55	2.9 5.9 38	4.6 8.4 68
30-50	73.9 75.8 599	77.2 77.7 703	74.7 76 811
Over 50	19.7 16.6 148	19.9 16.4 167	20.7 15.6 198

173 - The KPI *Turnover* data for the under 30, 30-50 and over 50 categories for the years 2023 and 2022 were revised following a refinement in the collection and aggregation of information (Reason for Revision, GRI 2-4, a-i).



EMPLOYEES BY EMPLOYEE CATEGORY, AGE GROUP AND GENDER									
2022			2023			2024			
	Men	Women	Total	Men	Women	Total	Men	Women	Total
	(%)	(%)	(number)	(%)	(%)	(number)	(%)	(%)	(number)
White collar workers	53.8	66.8	1,399	52.1	66.6	1,509	52.3	63.3	1,609
Under 30	22.7	20.3	301	17.8	20.2	288	16.5	21.2	306
30-50	50.1	54.8	734	55.7	58.6	864	56.8	58.1	925
Over 50	27.2	24.9	364	26.5	21.2	357	26.8	20.7	378
Blue collars workers	4.2	0.1	55	3.7	0.1	51	1.4	0	20
Under 30	9.3	0	5	6.0	0	3	10.0	0	2
30-50	70.4	100	39	70	100	36	80.0	0	16
Over 50	20.4	0	11	24	0	12	10.0	0	2
HIRES									
2022			2023			2024			
	Men	Women	Total	Men	Women	Total	Men	Women	Total
	(%)	(%)	(number)	(%)	(%)	(number)	(%)	(%)	(number)
New hires with permanent contracts	36.9	63.1	336	35.2	64.8	383	40.2	59.8	316
Under 30	33.1	38.7	111	26.7	40.3	136	37.8	42.9	129
30-50	62.9	59.4	216	68.9	56.0	232	56.7	56.6	179
Over 50	4.0	1.9	9	4.4	3.6	15	5.5	0.5	8
TURNOVER <sup>174</sup>									
2022			2023			2024			
	Men	Women	Total	Men	Women	Total	Men	Women	Total
	(%)	(%)	(number)	(%)	(%)	(number)	(%)	(%)	(number)
Turnover	0.14	0.10	0.13	0.07	0.08	0.07	0.07	0.05	0.06
Under 30	0.09	0.18	0.12	0.09	0.09	0.09	0.12	0.09	0.10
30-50	0.09	0.07	0.08	0.06	0.06	0.06	0.07	0.05	0.06
Over 50	0.24	0.15	0.21	0.11	0.11	0.11	0.04	0.02	0.03

174 - The *Turnover* KPI data for the under 30, 30-50 and over 50 categories for the years 2023 and 2022 were revised following a refinement in the collection and aggregation of information (Reason for Revision, GRI 2-4, a-i). Effect of the revision (GRI 2-4, a-ii): the KPIs are reduced by 87.14%, 80.00% and 45.00% for 2022, and 83.00%, 70.00% and 70.00% for 2023, respectively.

GENDER PAY GAP <sup>175</sup>						
2023			2024	2024	2023	2024
			Fixed remuneration		Total remuneration	
Employees in Italy (women vs. men)			At the same role level		Raw	Raw
Total Pay Gap			(number)	1.9	1.2	13.3
Senior Manager				9.5	0.9	7.8
Middle Manager e Senior Staff				3.0	2.2	4.4
White collar workers				0.7	0.5	1.3
Blue collars workers				n.a.	n.a.	n.a.
All employees (women vs. men)						
Total Pay Gap			(number)	1.8	1.4	15.0
Senior Manager				8.0	0.9	4.9
Middle Manager e Senior Staff				3.1	2.3	5.2
White collar workers				0.7	1.0	4.5
Blue collars workers				n.a.	n.a.	n.a.
HEALTH					2022	2023
Health Impact Assessments carried out			(number)		0	0
Employees included in health surveillance programs <sup>176</sup>					1,936	2,200
Number of health services provided					2,694	4,112
of which: to employees					2,689	4,100
of which: to contractors					5	12
of which: to family members					0	0
of which: to others					0	0
Number of registrations for health promotion initiatives					1	259
of which: to employees					11	184
of which: to contractors					5	35
of which: to family members					0	40
OIFR (Occupational Illness Frequency Rate)			(reports of occupational disease/hours worked) x 1,000,000		0	0.25

175 - In 2024, to align with the ESRS single European standard on pay transparency, Plenitude replaced the Gender Pay Ratio indicator with the Gender Pay Gap. The latter measures the percent difference between men's and women's average wages compared to men's average wages, at the same role level and age group. Rationale and effect of the revision (GRI 2-4, a-i, a-ii): the change ensures greater regulatory compliance and adherence to the standards adopted by the Parent Company Eni.

176 - The indicator does not include data from Subsidiaries / Employer Lines whose local regulatory framework does not provide for mandatory health surveillance for employees.

HEALTH		2022	2023	2024
Occupational disease reports received	(number)	0	1	0
Employees		0	1	0
Previously employed white collar workers		0	0	0
of which, out of the total number of complaints: women		0	0	0
of which, out of the total number of complaints: men		0	1	0
EMPLOYEE AND CONTRACTOR INJURIES		2022	2023	2024
Number of work-related injuries	(number)	1	6	1
employees		0	1	1
contractors		1	5	0
men		1	6	0
women		0	0	1
TRIR (Total Recordable Injury Rate)	(total recordable injuries/hours worked) x 1,000,000	0.23	1.09	0.19
employees		0	0.25	0.23
contractors		0.86	3.33	0
Italy		0.38	1.21	0.29
Abroad		0	0.91	0
High-consequence work-related injuries rate (not including deaths)	(high-consequence work-related injuries/hours worked) x 1,000,000	0	2	0
employees		0	0	0
contractors		0	2	0
Lost time injury frequency rate (LTIFR)	(injuries with days of absence/hours worked) x 1,000,000	0.23	1.09	0.19
employees		0	0.25	0.23
contractors		0.86	3.33	0
Italy		0.38	1.21	0.29
Abroad		0	0.91	0
Injury severity rate	(days of absence/hours worked) x 1,000	3.55	62	0.56
employees		0	14	0.70
contractors		13.17	191	0
Fatality index	(fatal injuries/hours worked) x 100,000,000	0	0	0
Employees		0	0	0
contractors		0	0	0
Number of deaths as a result of work-related injuries	(number)	0	0	0
employees		0	0	0
contractors		0	0	0
Near miss	(number)	26	35	44
Hours worked	(million of hours)	4.23	5.49	5.35
employees		3.09	3.99	4.29
contractors		1.14	1.50	1.06

EMPLOYEE AND CONTRACTOR INJURIES		2022	2023	2024
Process safety events	(number)	0	0	0
tier 1		0	0	0
tier 2		0	0	0
TRAINING		2022	2023	2024
Total attendances	(number)	21,335	19,076	19,711
Training hours by type	(hours)	58,059	84,706	87,366
HSE and quality		11,375	13,020	20,241
Languages and IT		6,028	26,907	23,912
Behavioural / Communication / Corporate identity		15,229	19,671	19,068
Professional-cross cutting		22,167	20,811	19,531
Professional-technical / commercial		3,260	4,296	4,614
Total training hours by employee category		58,059	84,706	87,366
Senior managers		2,107	3,384	2,058
Middle managers		22,930	30,298	33,048
White collar workers		32,419	49,611	50,091
Blue collars workers		603	1,412	2,169
Training hours by delivery method		58,059	84,706	87,366
Distance		43,825	50,914	51,966
In class		14,234	33,792	35,400
Average training hours by employee category		27	34	32.59
Senior managers		27	36	24.12
Middle managers		27	36	33.32
White collar workers		27	34	31.75
Blue collars workers		36	27	84.49
In-house training hours		368	1,556	726
Training expenditures	(million €)	1.83	2.13	2.7
Average training and development expenditure per full time employees	(€)	861	867	1,006



TRAINING ON HUMAN RIGHTS		2022	2023	2024
Human rights training hours	(number)	1,822	659	119
In class		0	0	0
Distance		1,822	659	119
Attendances in human rights training courses		1,477	552	148
Employees trained on human rights		334	163	117
Employees trained on human rights <sup>177</sup>	(%)	90	85	79
ENHANCING PEOPLE		2022	2023	2024
Employees covered by performance appraisal tools (senior managers, middle managers, young graduates)	(%)	100	100	100
of which: senior managers		100	100	100
Employees subject to annual review (senior managers, middle managers, young graduated)		100	100	100
of which: senior managers		100	100	100
EQUAL OPPORTUNITIES		2022	2023	2024
Female employees in service	(%)	44.9	47.7	49.2
Women recruited		63.1	64.8	59.8
Female employees in positions of responsibility (Senior and Middle Managers)		39.1	40.8	43.5
Women senior managers		19.8	19.1	19.5
Women middle managers		41.3	43.0	45.3
Women office workers		50.3	53.8	54.0
Women blue collars workers		1.8	2.0	0.0
Replacement rate by gender		1.3	2.2	2.1
Men		0.7	1.5	1.5
Women		2.5	3.1	3.1
CAREER OPPORTUNITIES		2022	2023	2024
Promotions from office worker to middle manager and from middle manager to senior manager by gender				
Women	(%)	51.9	40.50	51.02
Men		48.1	59.50	49.07

177 - 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.

Communities

INVESTMENTS FOR THE COMMUNITY		2022	2023	2024
Total investments for the community	(million €)	2.09	3.75	3.64
Donations		0.50	2.17	1.78
Local development initiatives:				
of which education <sup>178</sup>		0.04	0.20	0.23
of which economic diversification <sup>179</sup>		0.79	1.30	1.34
of which land protection <sup>180</sup> and compensation and resettlement		-	-	0.13
Sponsorships		0.76	0.08	0.16

178 - "Education" refers to activities that aim to "promote general education, skills development and help ensure access to quality, effective and inclusive education in the long-term for people in communities of presence".  
179 - "Economic diversification" means activities that aim to "Promote food security, the development of entrepreneurial, agricultural, fishing and infrastructural activities, in a long-term perspective, encouraging the creation of new job opportunities for people and businesses, and the empowerment of women and young people".  
180 - "Land Protection" refers to activities that aim to "Enhance and protect the local natural heritage, restore ecosystems, support projects for the conservation and rehabilitation of aquatic ecosystems".

GRI Content Index

DECLARATION OF USE	Eni Plenitude S.p.A. Società Benefit has reported the information mentioned in this GRI table of contents for the period 1 January 2024 - 31 December 2024 in accordance with the GRI Standards.
GRI 1 USED	GRI 1 - FOUNDATION PRINCIPLES - VERSION 2021
RELEVANT GRI SECTOR STANDARDS	N/A - will await the publication of the specific sector standard

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GENERAL INFORMATION				
GRI 2 – General Disclosures 2021	2-1 Organizational details	"Highlights", p. 8 "Independent Auditors Report", p. 230		
	2-2 Entities included in the organization's sustainability reporting	"Methodological note", p. 189		
	2-3 Reporting period, frequency and contact point	"Methodological note", p. 188		This document was published in May 2025
	2-4 Restatements of information	"Main results 2024", pp. 10-11 "Main results 2024", pp. 60-61 2.2 Direct and indirect emissions, pp. 86-87 4.1.1 Enhancement and including diversity, p. 141 "Performance Tables", p.198, pp. 206-209		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 2 - Informative generali 2021	2-5 External assurance	"Independent Auditors Report", pp. 228-230		
	2-6 Activities, value chain and other business relationships	"The Plenitude business model", pp. 17-18		
	2-9 Governance structure and composition	1.2 Governance structure, pp. 37-39		
	2-10 Nomination and selection of the highest governance body	1.2 Governance structure, p. 38		
	2-11 Chair of the highest governance body	1.2 Governance structure, p. 38		
	2-12 Role of the highest governance body in overseeing the management of impacts	1.2 Governance structure, pp. 40-41		
	2-13 Delegation of responsibility for managing impacts	1.2 Governance structure, pp. 40-41		
	2-14 Role of the highest governance body in sustainability reporting	1.2 Governance structure, pp. 40-41		
	2-15 Conflicts of interest	1.2 Governance structure, p. 39		
	2-16 Communication of critical concerns	1.5 Risk Management and Internal Audit, pp. 50-51		



GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 2 - General Disclosures 2021	2-17 Collective knowledge of the highest governance body	1.2 Governance structure, p. 39		
	2-18 Evaluation of the performance of the highest governance body	1.2 Governance structure, p. 39	Since the Company is unlisted, to date it does not have a procedure for assessing the performance of the highest governance body.	
	2-19 Remuneration policies	1.2 Governance structure, p. 39, p. 42		
	2-20 Process to determine remuneration	1.2 Governance structure, p. 39		
	2-21 Annual total compensation ratio	"Performance Tables", p. 196		
	2-22 Statement on sustainable development strategy	"Message to our stakeholders", p. 6		
	2-23 Policy commitments	1.4 Plenitude's regulatory system, pp. 46-47		
	2-24 Embedding policy commitments	1.4 Plenitude's regulatory system, pp. 46-47		
	2-25 Processes to remediate negative impacts	"Stakeholder Engagement", pp. 29-33 1.5 Risk Management and Internal Audit, pp. 50-51 3.1 Operational excellence to support customer relation, pp. 94-95 5.2 Support to local communities, pp. 180-186		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 2 - General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	1.3 The values leading the Company, pp. 44-45		
	2-27 Compliance with laws and regulations		In 2024, as in the previous two years, there were no cases of non-conformity or violations of environmental laws or regulations.	<p>Following the sanctioning and remedial measure ordered by the Privacy Guarantor against the Company (Cour Register No. 342 of 6 June 2024), in which the Authority questioned the violation of privacy regulations on teleselling and telemarketing with particular reference to the measures necessary to adequately control the chain from contact to contract, Plenitude has put in place a remedial plan to strengthen its customers' personal data protection measures by taking the following actions:</p> <p>(a) communication of the outcome of the proceedings to the data subjects involved in the processing operations under investigation;</p> <p>(b) reinforcement of controls at its sales network and appropriate implementation of systems to exclude that contracts generated by unlawful contacts can enter the Company's assets;</p> <p>(c) reinforcement of measures to ensure that the processing of personal data is carried out in compliance with the GDPR within the framework of the various promotional campaigns carried out by Plenitude.</p> <p>In the field of data protection, Plenitude manages personal data and confidential information processing using an interdisciplinary approach that allows it to safeguard data in accordance with the principles and requirements established by the European Regulation 2016/679. ERSE (the Portuguese energy sector regulator) imposed an administrative fine of EUR 548,000 on Eni Plenitude Iberia, S.L.U. - Sucursal em Portugal, charging it with (i) unilaterally modifying the price conditions applied to some of its customers during the contractual tie-up period in breach of the applicable regulations and customer information obligations, and (ii) certain information gaps on its website, pre-contractual documentation and billing. In quantifying the fine, the authority took into account the conciliatory behaviour of the Company towards the customers concerned and Plenitude's fulfilment of its duty of loyal cooperation in its relations with the authority. Plenitude took an active part by undertaking the following actions:</p> <p>a) with regard to crimes of negligence: upon receiving the notification of the opening of the proceedings, Plenitude promptly made the information available, the lack of which had been the subject of observation by the Authority;</p> <p>b) with regard to culpable infringements: Plenitude engaged in a campaign to compensate customers, reaching, at the date of the sanction measure, 35 out-of-court settlements with persons affected by the misconduct.</p>

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 2 - General Disclosures 2021	2-28 Membership associations	"The journey of Plenitude Benefit Corporation (Società Benefit)" p. 15 "Stakeholder Engagement", pp. 29-33 5.2 Support to local communities, p. 181		
	2-29 Approach to stakeholder engagement	"Materiality analysis", pp. 24-25 "Stakeholder Engagement", pp. 29-33		
	2-30 Collective bargaining agreements	4.3 Well-being protection and growth support, p. 160 "Performance Tables", p. 207		
MATERIAL TOPICS				
GRI 3 – Material Topics 2021	3-1 Process to determine material topics	"Materiality analysis", pp. 24-25		
	3-2 List of material topics	"Main ESG targets in the short, medium and long-term", pp. 22-23 "Impacts and material topics", pp. 26-28 "Reference table linking sustainability topics and common benefit purposes", p. 194		
SPECIFIC INDICATORS REPORTED IN RELATION TO MATERIAL TOPICS				
BUSINESS CONDUCT				
GRI 3 – Material Topics 2021	3-3 Management of material topics	1.3 The values leading the Company, pp. 44-45 1.4 Plenitude's regulatory system, pp. 46-48		
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	1.3 The values leading the Company, pp. 44-45 "Performance Tables", p. 197		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	-	As in 2023, also in 2024 there are 0 ascertained cases of corruption related to Eni Plenitude S.p.A. Società Benefit.	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	"Main results 2024", pp. 34-35 1.1 The creation of shared value, p. 36 "Performance Tables", p. 195		
CYBERSECURITY & DATA PROTECTION				
GRI 3: Material Topics 2021	3-3 Management of material topics	1.6 Privacy, Data Protection and Cybersecurity, pp. 57-58		
GRI 418: Customer Privacy 2016	418-1 Substantiated grievances concerning breaches of customer privacy and losses of customer data	"Main results 2024", p. 35 1.6 Privacy, Data Protection and Cybersecurity, p. 58		
CLIMATE CHANGE				
GRI 3: Material Topics 2021	3-3 Management of material topics	2.1 The strategy to tackle climate change, p. 62 2.2 Direct and indirect emissions, pp. 85-88		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	2.2 Direct and indirect emissions, p. 87 "Performance Tables", p. 199		Heat consumption for 2024 is zero.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	"Main results 2024", p. 61 2.2 Direct and indirect emissions, pp. 85-87 "Performance Tables", p. 198	305-1c: Not applicable since the Company does not produce biogenic emissions.	



GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions from energy consumption	"Main results 2024", p. 61  2.2 Direct and indirect emissions, pp. 85-87  "Performance Tables", p. 198		
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) GHG emissions	"Main results 2024", p. 61  2.1.1 The supply of power and gas, p. 66  2.2 Direct and indirect emissions, pp. 85-86  "Performance Tables", p. 198	305-3c: Not applicable since no biogenic emissions are attributable to the Company.	
GRI 305: Emissions 2016	305-4 Greenhouse gas (GHG) emissions intensity	"Main results 2024", p. 10  "Performance Tables", p. 198		
GRI Sector Standard EU 1	GRI Sector Standard EU 1: Installed capacity, broken down by primary energy source and by regulatory regime	"Main results 2024", p. 60  2.1.1.2 Installed capacity and energy production from renewable sources, pp. 67-68  "Performance Tables", pp. 199-200		
GRI Sector Standard EU 2	GRI Sector Standard EU 2: Net energy output broken down by primary energy source and by regulatory regime	"Main results 2024", p. 60  2.1.1.2.2 Installed capacity and energy production from renewable sources, pp. 69-70  "Performance Tables", pp. 200-201		
GRI Sector Standard G4	GRI Sector Standard G4: Demand-side management programs including residential, commercial, institutional and industrial program	2.1.3 Energy efficiency solutions, pp. 72-83		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
CUSTOMER RELATIONS				
GRI 3: Material Topics 2021	3-3 Management of material topics	3.1 Operational excellence to support customer relation, pp. 92-101		
INNOVATION AND DIGITALIZATION				
GRI 3: Material Topics 2021	3-3 Management of material topics	3.2 Innovation and digitalization, pp. 102-117		
RESPONSIBLE SUPPLY CHAIN MANAGEMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	"The Plenitude Value Chain", p. 18  3.3 Responsible supply chain management, pp. 118-120		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	"Main results 2024", p. 90  3.3 Responsible supply chain management, pp. 118-120		
BIODIVERSITY AND ECOSYSTEMS				
GRI 3: Material Topics 2021	3-3 Management of material topics	3.4.2 Biodiversity and ecosystems, pp. 125-129		
GRI 304: Biodiversity 2016	304-1 Operating sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	3.4.2 Biodiversity and ecosystems, pp. 125-129  "Performance Tables", p. 203		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 303: Water and effluents 2018	303-3 Water withdrawal	"Performance Tables", p. 204	The organisation reports the total water withdrawal and its breakdown by source (a). In addition, the volumes of drinking water and other water (c) are reported. However, the total water withdrawal from water- stressed areas (b) is not reported, as specific data are not currently available.	
GRI 303: Water and effluents 2018	303-4 Water discharge	"Performance Tables", p. 204	The organisation only reports the total water discharge (requirement a, aggregate value). The breakdown of water discharge by destination (a.i- iv), the distinction between drinking water and other water (b), the volume of discharge in water-stressed areas (c), and information on priority substances of concern (d) are not reported, as specific data are not currently available.	
GRI 303: Water and effluents 2018	303-5 Water consumption	"Performance Tables", p. 204	The organisation only reports the total water consumption (requirement a). Water consumption in water-stressed areas (b) and changes in water storage (c) are not reported, as data are not currently available.	

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
CIRCULAR ECONOMY AND WASTE MANAGEMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	3.4.1 Circular economy and waste management, pp. 121-125		
GRI 306: Waste 2020	306-1 Waste generation and significant waste- related impacts	3.4.1 Circular economy and waste management, pp. 121-125		
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	3.4.1 Circular economy and waste management pp. 121-125		
GRI 306: Waste 2020	306-3 Waste generated	3.4.1 Circular economy and waste management, pp. 124-125 "Performance Tables", p. 203		
GRI 306: Waste 2020	306-4 Waste diverted from disposal	3.4.1 Circular economy and waste management, pp. 124-125 "Performance Tables", p. 203		
GRI 306: Waste 2020	306-5 Waste directed to disposal	3.4.1 Circular economy and waste management, pp. 124-125 "Performance Tables", p. 203		
EQUAL TREATMENT AND OPPORTUNITIES FOR ALL				
GRI 3: Material Topics 2021	3-3 Management of material topics	4.1. The value of our people, pp. 134-143		
GRI 2: General Disclosures 2021	2-7 Employees	"Main results 2024", p. 132 4.1. The value of our people, pp. 134-137 "Performance Tables", pp. 205-206		



GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 2 - General Disclosures 2021	2-8 Workers who are not employees	"Performance Tables", pp. 205-206		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	"Main results 2024", p. 132  4.1. The value of our people, pp. 134-135  "Performance Tables", p. 206		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	"Main results 2024", pp. 132-133  1.2 Governance structure, p. 38  4.1. The value of our people, pp. 134-135  "Performance Tables", pp. 207- 208, p. 212		
	405-2 Ratio of basic salary and remuneration of women to men	-	GRI indicator 405-2 is not relevant because, as of 2024, the organisation has adopted the Gender Pay Gap as the benchmark metric for measuring the gender remuneration gap.	
OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material Topics 2021	3-3 Management of material topics	4.2 Concern for people's health and safety, pp. 144-153		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	1.4 Plenitude's regulatory system, p. 48  4.2 Concern for people's health and safety, p. 144		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	4.2 Concern for people's health and safety, pp. 144-150		
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	4.2 Concern for people's health and safety, p. 151  4.3.1. Workers' well-being, pp. 155-159  "Performance tables", p. 209		
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	4.2 Concern for people's health and safety, pp. 144-150		
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	4.2 Concern for people's health and safety, pp. 151-153  "Performance Tables", p. 211		
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	4.3.1 Workers' well-being, pp. 155-159		
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.2 Concern for people's health and safety, p. 153		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	"Main results 2024", p. 133  4.2 Concern for people's health and safety, p. 144  "Performance Tables", pp. 210-211		
DEVELOPMENT AND WELL-BEING FOR PEOPLE				
GRI 3: Material Topics 2021	3-3 Management of material topics	4.3 Protecting well-being and supporting growth, pp. 155-167		
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.3.1 Workers' well-being, pp. 155-159		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	"Main results 2024", p. 133  4.3.2 Training and Development, pp. 162-163  "Performance Tables", p. 211		
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	4.3.2 Training and development, pp. 164-165		
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	4.3.2 Training and development, p. 164  "Performance Tables", p. 212		

GRI INDICATOR / OTHER SOURCE	INFORMATION	LOCATION	OMISSION (requirements omitted, reason for omission, explanation)	NOTES
SUPPORT TO LOCAL COMMUNITIES				
GRI 3: Material Topics 2021	3-3 Management of material topics	5.2 Support to local communities, pp. 180-187		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	"Main results 2024", p. 169  5.2 Support to local communities, pp. 180-187  "Performance Tables", p. 213		



Independent Auditors’ Report



INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT ON THE SUSTAINABILITY AND IMPACT REPORT

To the Board of Directors of Eni Plenitude SpA Società Benefit

We have undertaken a limited assurance engagement on the Sustainability and Impact Report of Eni Plenitude SpA Società Benefit and its subsidiaries (hereinafter the “Group”) for the year ended 31 December 2024.

Responsibilities of the Directors and the Board of Statutory Auditors for the Sustainability and Impact Report

The Directors of Eni Plenitude SpA Società Benefit are responsible for the preparation of the Sustainability and Impact Report. The Sustainability Report is prepared in accordance with the “Global Reporting Initiative Sustainability Reporting Standards” issued by GRI - Global Reporting Initiative (the “GRI Standards”), the Impact Report, included into the Report, is prepared in accordance with the article 382 of the Law no.208 of 28th December 2015 and with the GRI Standards, as illustrated in the “Methodological note” section of the Sustainability and Impact Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of a Sustainability and an Impact Report, that are free from material misstatement, whether due to fraud or error.

The Directors are also responsible for defining the sustainability performance targets of the Group, as well as for identifying its stakeholders and material topics to be reported on.

The Board of Statutory auditors is responsible for overseeing, in the terms prescribed by law, in compliance with the article 382 of the Law no.208 of 28th December 2015.

Auditor’s Independence and quality control

We are independent in accordance with the principles of ethics and independence set out in the International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management Italia 1 (ISQM Italia 1), which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

PricewaterhouseCoopers SpA

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Auditor’s Responsibilities

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

Therefore, the procedures performed were less in extent than those performed in a reasonable assurance engagement conducted in accordance with ISAE 3000 Revised (reasonable assurance engagement) and, consequently, do not provide us with a sufficient level of assurance that we have become aware of all significant facts and circumstances that might be identified in a reasonable assurance engagement. The procedures performed on the Sustainability and Impact Report were based on our professional judgement and included inquiries, mainly of personnel of the Company responsible for the preparation of the information presented in the Sustainability and Impact Report, inspection of documents, recalculations and other procedures designed to obtain evidence considered useful.

In detail, we performed the following procedures:

- 1) analysis of the process of definition of the material topics reported on in the Sustainability and Impact Report, with reference to the method applied in the analysis and understanding of the Company’s environment, the identification and prioritisation of the actual and potential impacts, and the internal validation of the results of the process;
- 2) analysis and assessment of the criteria used to identify the consolidation area, in order to assess their compliance with the “Methodological Note”;
- 3) comparison of the financial information reported in the section “1.1 The creation of shared value” of the Sustainability and Impact Report with the information included in the Group’s annual consolidated financial statements;
- 4) understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability and Impact Report;
- 5) analysis of the process for defining the significant aspects reported in the Sustainability and Impact Report, with reference to issues related to corporate governance, employees, other stakeholders, and the environment.

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

- Moreover, for material information, considering the activities and characteristics of the Group:
- at parent company level
    - a) with reference to the qualitative information presented in the Sustainability and Impact Report, we carried out interviews and obtained supporting documentation to verify its consistency with available evidences;



- b) with reference to quantitative information, we performed both analytical procedures and limited tests to verify, on a sample basis, the accuracy of data aggregation.
- for the following entities, Arm Wind LLP, Gas Supply Company Thessaloniki-Thessalia SA, Eni Plenitude Iberia S.L.U. e Adriaplin Podjetje za distribucijo zemeljskega plina doo Ljubljana, which we selected on the basis of their activities and their contribution to performance indicators, we conducted in-depth analyses during which we met the persons in charge and obtained documentary evidence, on a sample basis, regarding the correct application of the procedures and calculation methods applied for the indicators.

***Intrinsic limitations in the preparation of the Sustainability Report and Impact Statement***

The information provided regarding Scope 3 emissions and avoided emissions is subject to greater intrinsic limitations compared to Scope 1 and Scope 2 emissions:

- For Scope 3 emissions, due to the limited availability and relative accuracy of the information used, both quantitative and qualitative, pertaining to the value chain,
- For avoided emissions, due to the uncertainties underlying the variables used in the modeling of the calculation.

***Limited Assurance Conclusion***

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Eni Plenitude SpA Società Benefit and its subsidiaries, containing the Impact Report of Eni Plenitude SpA Società Benefit, for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the GRI Standards and, for the Impact Report, with the requirements of the article 382 of the Law no. 208 of 28 December 2015 and of the GRI Standards as illustrated in the “Methodological note” section of the Sustainability Report.

Milan, April 4, 2025

PricewaterhouseCoopers SpA

*Signed by*

Paolo Bersani  
(Partner)

*This report has been translated into English from the Italian original solely for the convenience of international readers*



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