

Natural capital

Manufactured capital

Intellectual capital

Financial capital

Human capital

Relationship capital

Sustainable Value
Creation Plan
2024-2030

Builders of the future

The journey continues



Contents



1. Our Commitment	3
1.1 The values that drive us	4
1.2 The Group presence	5
1.3 The value chain	6
1.4 The paths of the Strategic Plan	7
1.5 Our view on sustainability	8
1.6 The right direction	9
1.7 Benefits for the future generations	10
2. The context we work in	11
2.1 A responsible use of resources	12
2.2 The factors of change	13
2.3 Today's challenges	15
3. The Sustainable Value Creation Plan (2024-2030)	16
3.1 Italgas for the future of the planet	17
3.2 Italgas for the future of people	21
3.3 Italgas for a sustainable future together	26
4. Impact on the capitals	30
4.1 A forward-looking model	31
4.2 Awareness of value	32
4.3 A concrete promise	34

1. Our Commitment

Thinking sustainability means taking action now to build the future. At Italgas we are persuaded that this can be achieved by generating positive impacts on the planet, the people and the economic system.

The processes of an economic activity are truly sustainable only if they are able to preserve, increase or, where appropriate, minimize the use of the capitals that are used for value production.

To meet this challenge, we have developed an innovative model that, starting from an analysis of the challenges posed by a constantly evolving external context, identifies actions that will have a positive impact on the capitals we draw upon. This is where we started from to define the goals and the structure of our Sustainable Value Creation Plan.

The goal of this document is to present the evolution of the Group sustainability strategy and ambition.

The steps achieved along the path already traced have been presented in the 2023 Integrated Annual Report.¹



¹ <https://www.italgas.it/wp-content/uploads/sites/2/2024/04/Integrated-Annual-Report-2023.pdf>

1.1 The values that drive us

Vision

To be a leading player in the energy world, driving its evolution with continuous and sustainable innovation to improve people's quality of life.

Mission

We have provided energy services to the community with efficiency, safety and excellence for over 180 years. Advancing the energy transition by creating the networks of the future and promoting innovative and sustainable solutions. We care for local communities. We nurture positive and generative relationships with everyone we meet: individuals, companies, suppliers and shareholders. We are open to new markets where we can apply our distinctive skills. We promote people's growth and develop talent by building inclusive and stimulating working environments.

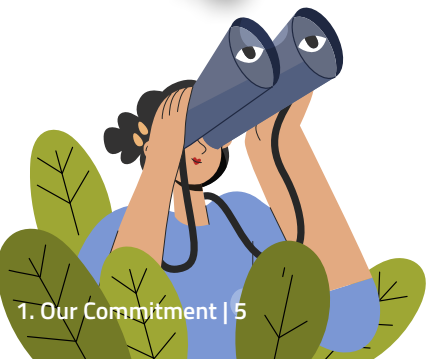
Purpose

Pioneers by passion and builders by vocation, we put all our energy into accelerating genuine ecological transition. We do it for us. We do it for everyone.

The future has ancient roots. Italgas was established in 1837, with a long history, is founded on strong, stable values, but able to adapt to our times



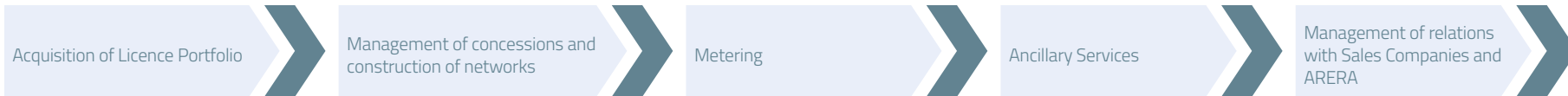
1.2 The Group presence



1.3 The value chain



Business process - Gas distribution and metering



Business Process - Water Service



Business Process - Energy efficiency



Business Process - IT Services



1.4 The paths of the Strategic Plan

The Italgas Strategic Plan aims at defining a medium and long-term perspective of value creation for the Group, in order to maximize the impact of its sustainability goals. Business prospects and sustainability are fully integrated.

Acceleration of transition processes and improved safety of supplies. Development and large-scale use of green gases in the networks

Energy transition

Transforming the gas distribution network into a digital network to enhance its efficiency and resilience and permit the distribution of green gases

Digital transformation

Decarbonisation of the Group's operational activities and development of energy efficiency initiatives, also through the Group's ESCo, Geoside

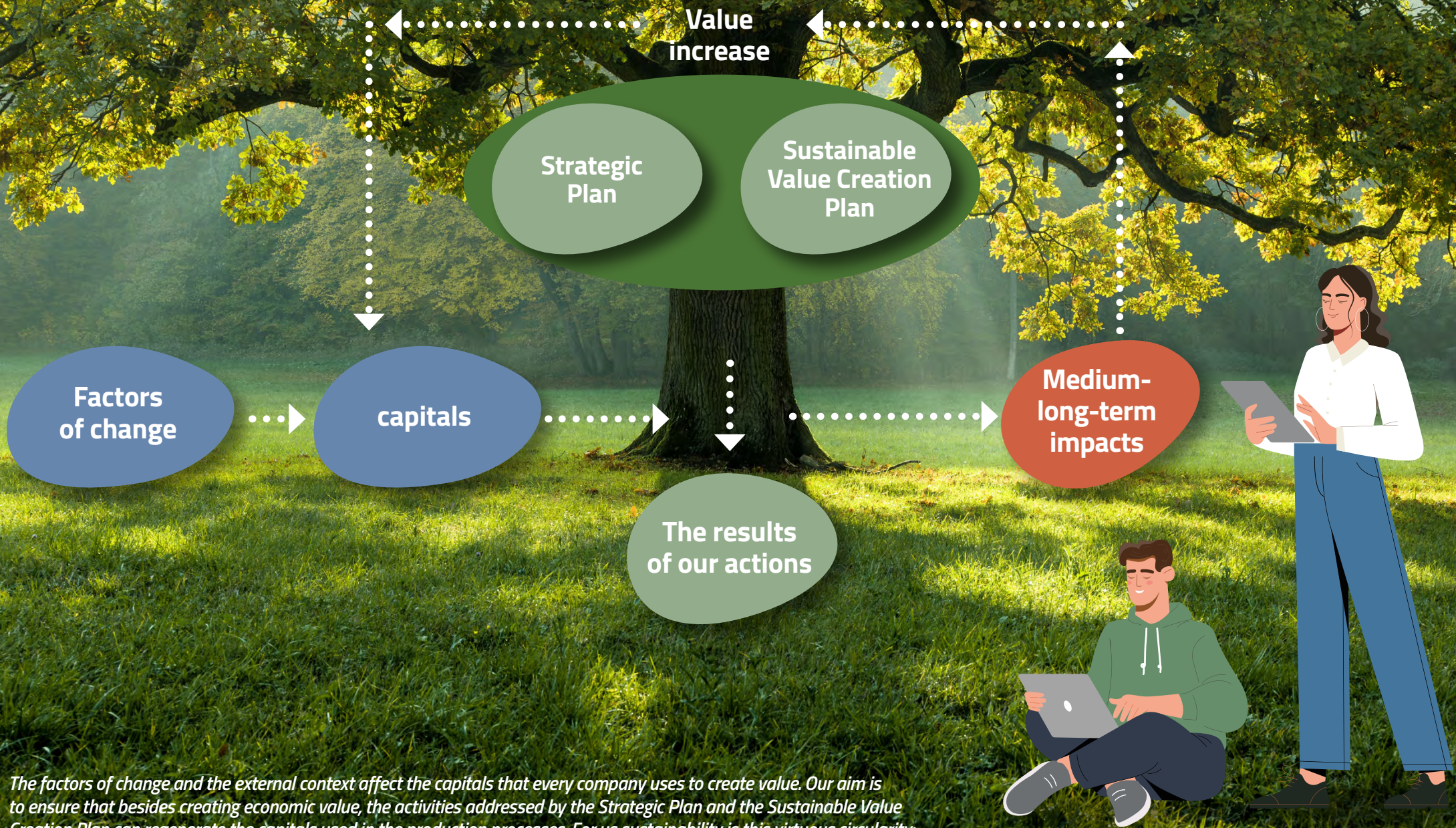
Emissions' reduction

Business expansion through acquisitions, network development, tenders to expand the service. Growth in the energy efficiency, water and digital service sectors

New opportunities



1.5 Our view on sustainability



The factors of change and the external context affect the capitals that every company uses to create value. Our aim is to ensure that besides creating economic value, the activities addressed by the Strategic Plan and the Sustainable Value Creation Plan can regenerate the capitals used in the production processes. For us sustainability is this virtuous circularity: working, together with our stakeholders, to generate positive impacts on the capitals that constitute the wealth of the communities where we operate



1.6 The right direction

The results of our actions

- Promotion of innovation and digital transition
- Reduction of energy consumption of the Group and of third parties
- Extensiveness and digitalisation of the distribution network
- Reduced leakage from the networks
- Distribution of renewable gases and GHG emissions' reduction
- Waste reduction
- Growth of skills within and outside the company
- Better results through the inclusion of diversity in terms of gender, age, abilities and education
- Employee satisfaction and engagement
- Respect for human rights
- Reduced work-related accidents
- Dissemination of good sustainability practices along the entire supply chain
- Support for the communities and the territory
- Financial solidity

Our every action produces results. Our commitment is to maximise positive results and minimise potential adverse effects by generating virtuous impacts on the tangible and intangible capitals we use in our processes

1.7 Benefits for the future generations

Medium-long-term impacts

- Increased supply chain resilience through the dissemination of the best sustainability practices
- Mitigation of environmental impacts, protection of the ecosystems, support for the circularity EU goals
- Economic development of the Country
- Energy security of the Country
- Decarbonisation of the Country in keeping with EU goals
- Development of a culture orientated to the promotion of equal opportunities and women's empowerment
- Energy and digital literacy of the citizens in the service of the energy transition
- Generation of shared value for the stakeholders in the territory
- Development of a corporate culture that is healthy and inclusive, based on respect for human rights and designed to ensure the wellbeing of the workers
- Digitalisation, innovation, efficiency, safety and sustainability of gas distribution & water infrastructure
- Safe and efficient access to energy for all
- Promotion of innovation in the service of energy transition

The commitment we undertake is to ensure that our actions have positive impacts on a wide range of issues that contribute to define a sustainable society

2. The context we work in

The resources existing in the context we operate in – natural, manufactured, intellectual, financial, human and relational capitals – enable Italgas to carry out its activities. On these capitals, together with our management skills, depends the success of our actions.

Since the external context is dynamic, evolving through rapid and often unpredictable changes that affect the capitals to different extents, we respond to change to preserve and increase over time the value of the capitals we use.



2.1 A responsible use of resources

Natural capital

- Natural gas, hydrogen, renewable gases
- Water
- Other natural and energy resources

Manufactured capital

- Corporate physical assets: distribution networks and systems
- Digital infrastructure

Intellectual capital

- Ability to innovate (R&D)
- Technical and digital knowledge
- Corporate culture and know-how

Financial capital

- Financial solidity of the Group
- ESG credibility and access to credit at competitive rates

Human capital

- Shared values and goals within the Group
- Motivation and involvement of Italgas people

Relationship capital

- Relationships with partners in the gas supply chain
- Relationships with trade associations, regulatory bodies, institutions and citizens
- Reputation and recognition of leading role in the distribution sector

The achievement of the Group's results depends on the choices we make every day and the passion we put into implementing them, but it would not be possible without the capitals we have access to and we strive every day to preserve. The main capitals used by Italgas are detailed above

2.2 The factors of change

Growing attention to renewable gases

Based on the goals defined by the European Union, the attention of the operators has focused to an ever-greater extent on renewable gases: biomethane and hydrogen will play a key role in the energy transition.

EU decarbonisation plan (Green deal)

The European Union has undertaken to reduce greenhouse gas emissions with the aim to achieve climate neutrality by 2050. This goal is the foundation of the EU energy transition Plan.

REPowerEU energy self-sufficiency plan

The plan provides for a series of measures to quickly reduce dependence of Russian fossil fuels and accelerate the energy transition, building up the resilience of the European energy system.

EU Circular Economy Action Plan

The package of measures adopted by the European Union aims to speed up the transition to a new economic model, reducing waste, energy use and raw materials consumption.

Criteria of access to financial capitals

Also through the effects of political choices such as the European Taxonomy for sustainable investments, banks and investors direct funding and investments primarily to companies that are seen to integrate the principles of sustainability into corporate goals and decisions.



2.2 The factors of change

Demand for specialised know-how

The energy transition and the evolution of digital technologies call for new, specific technical and specialised skills, not always readily available on the market.

Changing customs and diversity policies

The companies intensify their efforts to promote equal opportunities and policies ensuring diversity in management positions. At global level, legislators, investors and employees ask the companies to commit to the elimination of discrimination between workers.

Changing expectations of young workers

In recent years the way young people approach the world of work has been changing. A growing number of workers resign in search of independence and a better work-life balance. In particular, young people seek jobs characterised by values they can share, where they can express their interests and passions, and that enable them to acquire new knowledge.

Introduction of environmental and social criteria in supplier evaluation

Legislators are increasingly directing companies to extend their responsibility beyond organisational boundaries, along the entire supply chain. An example of this trend is the recent Corporate sustainability Due Diligence Directive, whereby companies are required to undertake environmental and social due diligence processes.



2.3 Today's challenges



Growing attention to renewable gases

Italgas invests in the technological and digital transformation of the networks so that they contain and distribute biomethane and hydrogen.

EU decarbonisation plan (Green deal)

Italgas makes investments aimed at reducing its carbon footprint, also through a complete digitalisation of its distribution network.

REPowerEu energy transition acceleration plan

Italgas intensifies its investments in biomethane, hydrogen and energy efficiency.

EU Circular Economy Action Plan

Italgas reduces the waste of resources and the impact of its activities on the planet.

Changing investment evaluation criteria

Italgas relies on its ESG performance to continue to attract new funding.

Growing demand for specialised know-how

Italgas addresses this need by leveraging internal training and new hires.

Changing workers' expectations

Italgas responds to the changing expectations of candidates and workers by striving to be attractive and secure the best talents.

Changing customs and diversity policies

Italgas looks to the best practices and invests in the dissemination of technical skills among women.

Environmental and social criteria in supplier evaluation

Italgas introduces specific sustainability criteria in procurement processes, leveraging its purchasing power.

Impact on capitals

Financial capital
Intellectual capital
Manufactured capital
Natural capital

Financial capital

Human capital
Intellectual capital
Relationship capital

Financial capital
Relationship capital

3. The Sustainable Value Creation Plan (2024-2030)

To be consistent with the intention to preserve and develop the capitals we use in our corporate processes, we have structured our Sustainable Value Creation Plan starting from three pillars: the Planet, the People, the Partnerships.

To each of these pillars correspond three precise lines of action with clear commitments and measurable targets*. Such lines of actions are expected to have a medium - long-term impact that will make it possible to enrich the capitals involved.

The plan reflects the deep integration of the Group's strategic and sustainability objectives, which are also taking into account the water companies and the integration of 2i Rete Gas.

** The targets, approved by BoD in October 2024, refer to the perimeter of the companies of the Group fully consolidated as of 30th of June 2024 plus the integration of 2i Rete Gas perimeter. Where relevant, targets include non-consolidated water companies. Moreover, targets do not take into account possible future changes following ATEM tenders and M&A operations.*



3.1 Italgas for the future of the planet

As gas distributors, Italgas is committed to the continual improvement of our infrastructure, with the aim to digitalize it so that the company can become an enabler of the energy transition.

This process is carried out in particular through the digitalization of the networks, to make them suitable to contain and distribute biomethane and hydrogen, and by extending the networks to areas using more emissive sources.

In water sector too, the technological and digital modernization of infrastructure allows a more efficient management of such a valuable resource, also improving the quality of the offered service.

By building up the activities of the ESCo, Geoside, and by reducing the Group's energy consumption and emissions, Italgas aims to strengthen its role as an active player in the fight against climate change.

Italgas is also committed to protect the ecosystems where it operates and to promote circular economy.





We count on digitalisation to bring about the energy transition, decarbonization and efficient management of resources

ACTIONS

TARGETS

MEDIUM- LONG-TERM IMPACTS

Repurposing the network to increase its flexibility and ensure the necessary connections for the distribution of biomethane and hydrogen

- 100% of gas distribution network ready to accommodate hydrogen by 2028
- 100% of gas distribution city gates and 95% of district governors digitized and monitorable by DANA by 2025 in Italy (old perimeter)¹; 100% by 2027 in Italy (new perimeter)²;
- 100% of assets digitized by 2025 and monitorable by DANA4Greece by 2026 in Greece

- Economic development of the Country
- Decarbonisation of the Country in accordance EU goals
- Digitalisation, innovation, efficiency, safety and sustainability of gas distribution infrastructure

Reducing water leaks

- Water leaks for the water distribution business³ from 73,7% to 30,5% by 2030 (baseline 2023)
- Water leaks for the water transportation business (Siciliacque) from 16,5% to 6,0% by 2030 (baseline 2023)

- Digitalisation, innovation, efficiency, safety and sustainability of gas distribution & water infrastructure
- Mitigation of environmental impacts, protection of the ecosystems, support for the circularity EU goals



1 Excluding 2i Rete Gas
 2 Including 2i Rete Gas
 3 Weighted average between Acqualatina and Nepta Caserta





We contribute to the fight against climate change

ACTIONS

TARGETS

MEDIUM- LONG-TERM IMPACTS

Enhancing the activities of ESCo Geoside

- 115,000 tons of CO₂ savings (including PV) through investment in Energy Performance Contracts for industrial, public administration, and residential clients
- 107,000 tons of CO₂ will be saved from 2024 to 2030 through energy efficiency solutions for industrial and residential clients

- Decarbonisation of the Country in accordance with the EU goals

Reducing the Group's energy consumption and greenhouse gas emissions

- -33% of Net Energy Consumption^{1,2} by 2030 (baseline 2020, excluding water business)
- -42% of Scope 1 and 2 by 2030^{2,3} (baseline 2020), Net Zero Carbon by 2050 (excluding water business)
- -33% of Net Energy Consumption⁴ by 2030 (baseline 2023) on water business⁵
- - 33% of Scope 1 and 2 by 2030 (baseline 2023) on water business⁵

- Digitalisation, innovation, efficiency, safety and sustainability of gas distribution & water infrastructure
- Decarbonisation of the Country in accordance with the EU goals
- Energy security of the Country

Reducing the GHG emissions from the Group's value chain

- -33% Scope 3 by 2030 (baseline 2020, water business excluded)^{2,6}

- Decarbonisation of the Country in accordance with the EU goals



1 Total energy consumption minus the total self-produced and consumed electricity. New 2020 baseline, including 2i Rete Gas 2020 energy consumption: 925,7 TJ
2 The perimeter of the targets is the same as the scope of consolidation for financial data as of 30th of June 2024 (excluding Water Sector companies) plus the integration of 2i Rete Gas perimeter. Any changes following M&As, and ATEM (Minimum Territorial Area) tenders of gas distribution concessions, if relevant, will be considered in the review of the target
3 Baseline recalculated by updating GWP from 28 to 29.8, according to the IPCC Sixth Assessment Report AR6, took into consideration starting from 2023 data. GWP applies to fugitive emissions only. The new baseline includes 2i Rete Gas 2020 Scope 1 and 2 (market-based) estimates, taking into consideration also IG 2020 fugitive emissions of natural gas/km network inspected for Scope 1 emissions and European Residual Mixes 2020 factor (by Association of Issuing Bodies) for Scope 2 emissions. New 2020 baseline: 373,5 kt Co₂_{eq}
4 Gross EE consumption minus EE from hydroelectric plant auto production
5 Nepta, Siciliaque and Acqua Latina included, Acqua Campania excluded. 2023 Baseline: 740,5 TJ; 94 kt CO₂_{eq}
6 Baseline has been updated with 2i Rete Gas 2020 Scope 3 emissions, applying to the 2i Rete Gas 2020 expenditures the same CEDA emission factors considered by IG Group for 2020. Baseline 2020: 277,3 ktCO₂_{eq}



We protect the ecosystems and promote a circular economy

ACTIONS

TARGETS

MEDIUM- LONG-TERM IMPACTS

Introducing ecodesign principles in smart meter production

- 6 millions «Nimbus» gas smart meters installed, designed according to "Design for environment" criteria, by 2030¹

- Mitigation of environmental impacts, protection of the ecosystems, support for the circularity EU goals

Reducing the amount of waste sent on for disposal

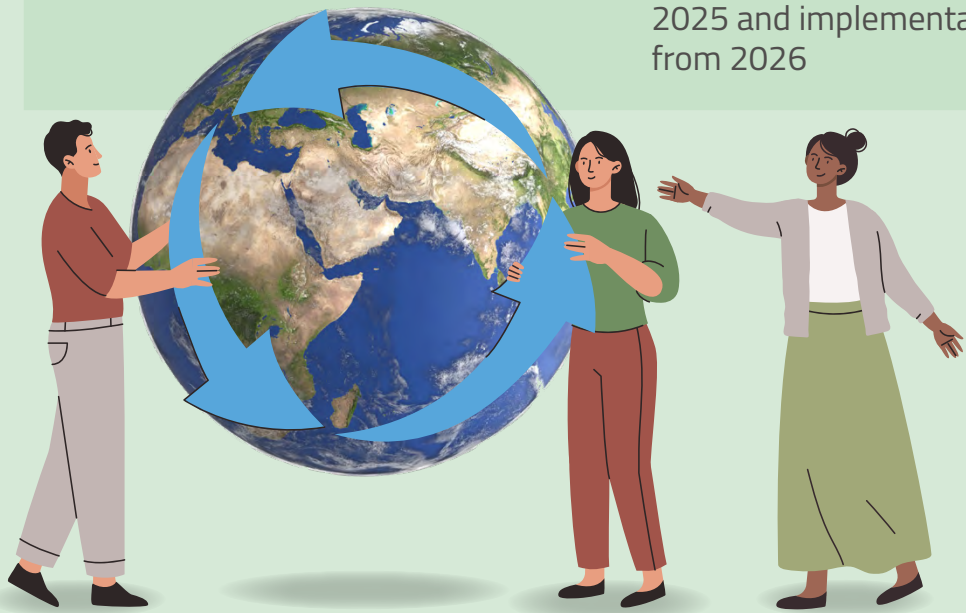
- 96-99% of waste recovery for Italgas Group and its contractors (annual target)

- Mitigation of environmental impacts, protection of the ecosystems, support for the circularity EU goals

Managing and mitigating the impact of the Group on the ecosystems

- Realisation by 2024 of an integrated model for the evaluation, management and monitoring of the impacts of Group activities on the ecosystems, with action plan adopted within 2025 and implementation and monitoring from 2026

- Mitigation of environmental impacts, protection of the ecosystems, support for the circularity EU goals



3.2 Italgas for the future of people

We view people as our most important asset. This is why we are actively engaged in improving the quality of life of our customers, by providing safe and reliable services, and the quality of life of our employees and collaborators, by promoting rigorous health, safety and wellbeing policies, protecting human rights, valorising and supporting diversity, inclusion and equal opportunities.

Since digitalisation is a key factor in our strategy, we are committed to disseminating skills among the people, both within and outside the Group, with a focus on AI.

Italgas also works to increase the energy security of the countries in which we operate, making it possible to reduce energy dependence on external sources.

The Group also works with the goal of converging towards the integrated security system to manage vulnerabilities, threats and security events to continue to ensure the highest level of cybersecurity.



We improve the quality of life and ensure the safety of employees, citizens and the national energy system

ACTIONS

TARGETS

LONG-TERM IMPACTS

Providing the citizens with high quality, dependable and safe services

- 90% compliance with the 10-day and 100% compliance with the 20-day time limit to complete procedures within Italgas' remit, from request for a quotation to activation of the supply of gas to the end-customer by 2028¹
- More than 100% of the networks undergoing annual inspections under the gas dispersion search programme (target value for each year), and 200% by 2028²
- 98% of interventions with Emergency Response arrival at site within 60 minutes (target value for each year for gas distribution network)³

- Safe and efficient access to energy for all

Monitoring of aspects of organisational security necessary to maintaining commensurate levels of cybersecurity

- Annual maintenance for all Italgas Group companies of the "Advanced" level of Bitsight's Cyber Security index; for new companies consolidated by the Group, achievement of the same level within 24 months after the acquisition⁴
- 60,000 training hours for employees on cybersecurity and AI by 2029

- Energy security of the Country
- Digitalisation, innovation, efficiency, safety and sustainability of the gas distribution & water infrastructure

Promoting the health, safety and wellbeing of employees and collaborators

- Maintain a combined employee and contractor accident index below 0.15 (minimum annual target)⁴
- 90% of employees benefiting from corporate welfare services by 2030
- >85% net promoter score for employee engagement (degree of satisfaction with working for the Group) by 2030

- Development of a corporate culture that is healthy and inclusive, based on respect for human rights and designed to ensure the wellbeing of the workers

¹ Target applies solely to interventions to be performed by the distributor that do not call for network extensions. Target valid only for Italian perimeter
² Also taking into account regulatory performance targets of both Italy (ARERA target: the gas distributor company is required to comply with the service obligations undertaken in terms of inspection frequency, corresponding to 100% in the 3 mobile years for high and medium pressure networks and 100% in the 4 mobile years for low pressure networks) and Greece (RAE target: 2-4 times per years for ductile networks in areas with high population density, while regulatory targets for other kinds of network vary from once a year to once every 4 years, depending on network characteristics)
³ ARERA target: > 90%; RAE target: >90% within 120 minutes, without exceeding the 240 minutes in any case
⁴ Measured as a product of frequency index (number of accidents per million hours worked) and severity index (number of days of absence per thousand hours worked) of accidents recorded at Group level during the year



We improve the quality of life and ensure the safety of employees, citizens and the national energy system

ACTIONS

Promoting the diversification of national energy supply

TARGETS

- 400 biomethane production plants, built by third parties, connected to the distribution network by 2030
- 200 tons of green hydrogen produced and distributed in the Group's P2G pilot plant in Sardinia by 2028, demonstrating the validity of the solution for industrial and residential transport and use

LONG-TERM IMPACTS

- Energy security of the Country
- Decarbonisation of the Country in accordance with EU goals



We develop the skills of the future

ACTIONS

Promoting the dissemination of digital skills for the energy sector outside the organization

Developing digital skills and repositioning skills towards higher value-added activities

TARGETS

30,000 persons engaged in external training activities dedicated to the energy transition by 2029

- 45 hours of training per year per employee, with a focus on digital training AI and ESG topics, by 2030
- Implementation of Academy’s training activities to third parties by 2024, with a focus on ESG topics. Implementation of a bottom-up and self-learning approach in training activity to enhance employees’ skills and encourage job rotation by 2030

LONG-TERM IMPACTS

Energy and digital literacy of the citizens in the service of the energy transition

Energy and digital literacy of the citizens in the service of the energy transition



We valorise diversity and support equal opportunities and inclusion

ACTIONS

TARGETS

LONG-TERM IMPACTS

Promoting female leadership and ensuring a workplace that offers equal opportunities, also in terms of remuneration

- 23% Women in the total workforce by 2030
- 30% Women in the total workforce (white collars)
- 33% of women in responsibility roles by 2030
- 33% of women in Top Management position¹
- Gender equity pay gap between +/- 3% by 2030²
- 15 days of paternity leave³
- 100% of employees involved in performance management
- Inclusion of another Group's company in the certification perimeter of UNI/PdR 125:2022 for gender equality within 2024 and extension of the certification to other 3 companies of the Group by 2030
- Annual implementation of projects and involvement of the employees on diversity and inclusion issues with specific focus on gender equality, age, culture, disability, affective and sexual orientation

- Development of a culture orientated to the promotion of equal opportunities and women's empowerment
- Development of a corporate culture that is healthy and inclusive, based on respect for human rights and designed to ensure the wellbeing of the workers

Investing on the future of women, also by supporting the dissemination of STEM skills among the female population

- Supporting empowerment and development of individuals, through professional orientation and career guidance to foster STEM skills among women and local community placement

- Energy and digital literacy of the citizens in the service of the energy transition

Monitoring respect for human rights

- Annual due diligence audits on respect for human rights, applied to the Group's operational activities and suppliers

- Development of a corporate culture that is healthy and inclusive, based on respect for human rights and designed to ensure the wellbeing of the workers



*1 Top Management position n-2 from CEO
 2 Calculated as the change in the average ratio of women's and men's hourly basic pay for clusters of employees comparable by organisational weight
 3 Days of paternity used (10 days granted by law)*

3.3 Italgas for a sustainable future together

Italgas adopts an approach inspired by Partnership for the Goal (SDG 17) criteria, promoting an ongoing search for innovative solutions for the energy transition and, in general, a culture of innovation within and outside the Group.

We disseminate good practices along our supply chain, to ensure compliance with sustainability principles.

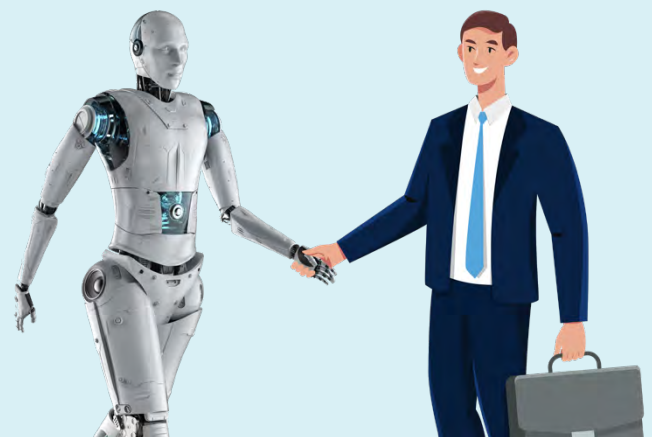
We want to take care of the territory, supporting employment levels and the local economy, and developing and supporting projects that reflect the identity and the values of the Group.





We promote innovation and dialogue through partnerships

ACTIONS	TARGETS	LONG-TERM IMPACTS
<p>Promoting the culture of innovation</p>	<ul style="list-style-type: none"> 3,000 innovative SMEs and start-ups evaluated for collaboration between 2022 and 2028, also through advisors, incubators and university scouting in Europe, USA and Asia 	<ul style="list-style-type: none"> Promotion of innovation in the service of energy transition Digitalisation, innovation, efficiency, safety and sustainability of gas distribution & water infrastructure
<p>Developing innovative solutions that will promote the energy transition</p>	<ul style="list-style-type: none"> 45 solutions to support the energy transition adopted or developed with innovative start-ups or SMEs between 2022 and 2028 75% of the digital projects realised for the Group and the market having a major impact on sustainability in 2028 Development of an excellence center in green gases testing and research by 2025, new laboratories kick-off by 2026 and start of 7 related innovation projects by 2030 	<ul style="list-style-type: none"> Promotion of innovation in the service of energy transition Digitalisation, innovation, efficiency, safety and sustainability of gas distribution & water infrastructure
<p>Contributing to the debate on the role of gas in the energy transition</p>	<ul style="list-style-type: none"> Activate participation in the release of at least 20 political documents every year, covering topics such as energy transition, sustainability, resilience and energy affordability 	<ul style="list-style-type: none"> Promotion of innovation in the service of energy transition



We encourage the adoption of sustainability principles in the supply chain

ACTIONS

Disseminating the culture of sustainability along the supply chain

Integrating sustainability criteria in supplier qualification, evaluation and selection processes

TARGETS

- 100% of the suppliers potentially posing high sustainability risks¹ involved and trained in ESG issues by 2026
- Inclusion, by 2026, of all the tier II SMEs suppliers in the territory in Group Vendor Portal, to guarantee the wider alignment with the Group approach and policies within the entire supply chain
- 100% of suppliers potentially at high sustainability risk¹ audited on-site for ESG compliance (including respect for human rights) by 2028.

LONG-TERM IMPACTS

- Increased resilience of the supply chain through the dissemination of the best sustainability practices
- Increased resilience of the supply chain through the dissemination of the best sustainability practices



1 Suppliers of strategic importance to the core business of the Group at potential risk of non-compliance with their contractual obligations concerning sustainability-related issues



We take care of the territory

ACTIONS

Supporting employment levels and the economy of the municipalities where we operate

Developing projects associated with the identity and business model of the Group that can valorise the territories

TARGETS

- Involvement, by 2030, of 25% of selected best SMEs from current Group business and involvement in capacity building initiatives for sustainable growth in the long period¹
- Meetings with municipalities or other collective bodies at local level representing at least 40% of Italgas re-delivery points (gas and water) each year
- Definition of an evaluation model for the impacts of Group activities by 2024

LONG-TERM IMPACTS

- Generation of shared value for the stakeholders in the territory
- Generation of shared value for the stakeholders in the territory



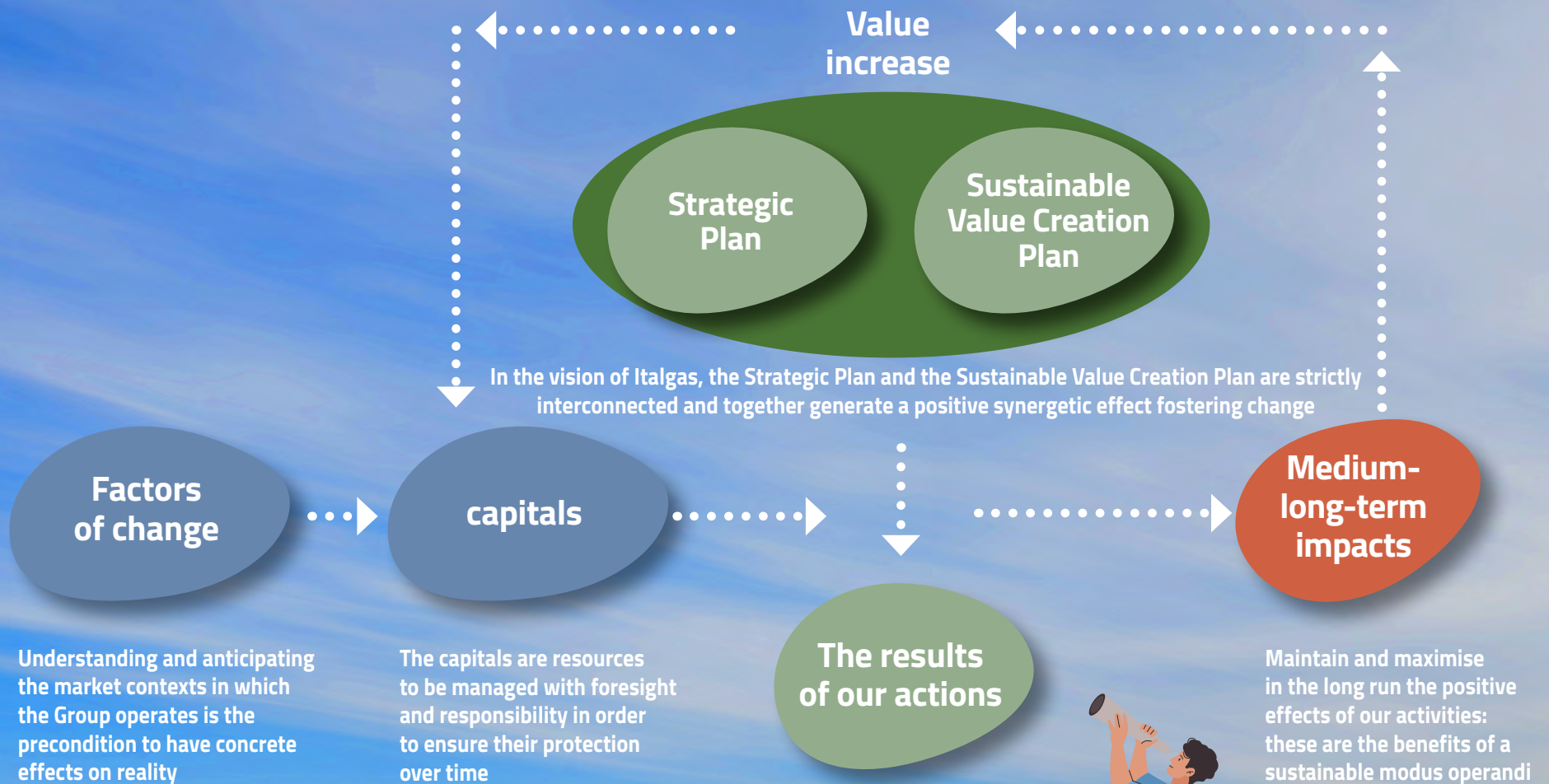
4. Impact on the capitals

Our ambition is to become players in processes that contribute to creating a better future. This is the reason why we view the capitals available to us as resources to be preserved, as fruits to take care of.

The medium- long-term impacts of our activities will enrich the capitals affected, handing down a better tomorrow to future generations.



4.1 A forward-looking model





4.2 Awareness of value

Medium- long-term impacts of our activities



- Decarbonisation of the Country in accordance with EU goals
- Mitigation of environmental impacts, protection of the ecosystems, support for the EU circularity goals
- Digitalisation, innovation, efficiency, safety and sustainability of the gas distribution & water infrastructure
- Promotion of innovation in the service of energy transition
- Energy security of the Country
- Safe and efficient access to energy for all
- Digitalisation, innovation, efficiency, safety and sustainability of the gas distribution & water infrastructure
- Promotion of innovation in the service of energy transition
- Energy security of the Country
- Contribution to the energy and digital literacy of the Country

Natural capital

Manufactured capital

Intellectual capital

We work to ensure that the medium - long-term impacts generated by our activities preserve and increase the capitals: this is our notion of sustainability



4.2 Awareness of value

2

Medium- long-term impacts of our activities



- Energy security of the Country
- Safe and efficient access to energy for all
- Economic development of the Country
- Enhanced resilience of the supply chain through the dissemination of the best sustainability practices
- Generation of shared value for the stakeholders in the territory



Financial capital



- Contribution to the energy and digital literacy of the Country
- Development of a corporate culture that is healthy and inclusive, based on respect for human rights and designed to ensure the wellbeing of the workers
- Development of a culture orientated to the promotion of equal opportunities and women's empowerment



Human capital



- Digitalisation, innovation, efficiency, safety and sustainability of the gas distribution infrastructure
- Promotion of innovation in the service of energy transition
- Decarbonisation of the Country in keeping with EU goals
- Safe and efficient access to energy for all
- Contribution to the energy and digital literacy of the Country
- Economic development of the Country
- Enhanced resilience of the supply chain through the dissemination of the best sustainability practices
- Generation of shared value for the stakeholders in the territory



Relationship capital

4.3 A concrete promise

Builders of the future

for the future of the PLANET

Digitalise to bring about the energy transition and decarbonisation

Contribute to the fight against climate change

Protect the ecosystems and promote a circular economy



for the future of PEOPLE

Improve the quality of life and ensure the safety of employees, citizens and the national energy system

Develop and disseminate the skills of the future

Valorise diversity and support equal opportunities and inclusion



for a sustainable future TOGETHER

Promote innovation and dialogue through partnerships

Promote the principles of sustainability in the supply chain

Take care of the territory





Learn more at
www.italgas.it