

Materiality analysis

During 2022, Plenitude updated its **materiality analysis**, i.e. the process of identifying sustainability topics relevant to the business and its stakeholders.

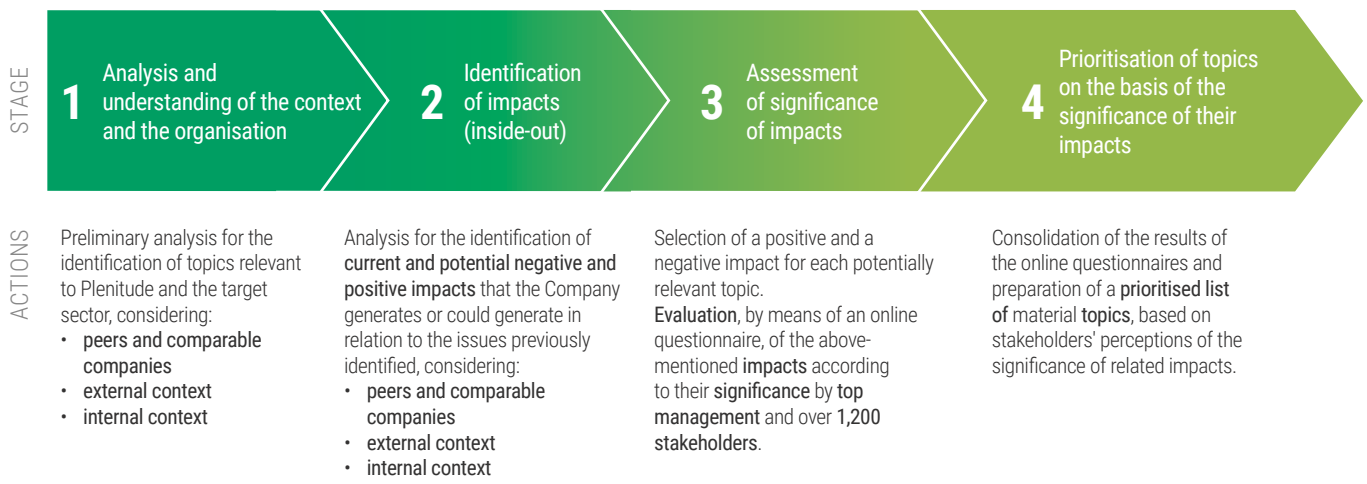
To this end, the Company has adopted a methodological approach following the new guidelines defined by

the GRI Universal Standards 2021, introducing, in particular, the concept of **impact materiality** or materiality of impact, described by 'GRI 3: Material Topics 2021'.

The new process involves identifying material topics based on the **significance**, i.e. the level of benefit or se-

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

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



In order to understand the context of the organization better, a **preliminary analysis** was carried out to update the list of sustainability topics potentially relevant to Plenitude and to identify the current and potential positive and negative **impacts** related to them that the company generates or could generate (Phase 1 and 2). In carrying out this analysis, peers and comparable companies, internal documentation, including the risk catalogue drawn up by the Risk Management unit, and external documentation relating to industry trends were taken as references. Afterwards, top management

Over 1,200 stakeholders involved in the materiality analysis process

and more than 1,200 other stakeholders were asked to assess the impacts based on their **significance** through an online questionnaire (Phase 3).

Top management expressed the assessment from the **business perspective**, while all other stakeholder categories involved¹³ brought out the

impacts they considered most significant from an **external perspective**.

All topics submitted for evaluation in the questionnaire were found to be 'material', having achieved a significance score of 'medium-high' to 'very high', exceeding the materiality threshold. By reworking the results of the assessments, it was possible to classify the material sustainability topics according to their significance. The list of **relevant sustainability topics** was also validated on 19 December 2022 by the Sustainability Committee.

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

Material topics for Plenitude

In analysing the positioning of the different topics, it is clear that most of the first five topics in order of importance are strictly tied to Plenitude’s business areas, as well as decarbonization and the energy transition, expressed in

the topics "Climate change and GHG emissions reduction", "Solutions for customers from renewable energy" and "Solutions for customers - Energy efficiency". In continuity with last year, the focus on the "Health and Safety"

of people remains significant, and, in line with the growing importance of the topic, Plenitude Stakeholders attach increasing importance to the topic of "Data Protection & Cybersecurity"¹⁴.

	MATERIAL TOPICS	SIGNIFICANCE		
		VERY HIGH	HIGH	MEDIUM HIGH
GOVERNANCE	Business ethics and integrity		●	
	Data Protection & Cybersecurity	●		
CLIMATE AND EMISSIONS	Climate change and GHG emissions	●		
	Solutions for customers from renewable energies	●		
	Solutions for customers: energy efficiency solutions	●		
	Solution for customers: electric mobility		●	
BUSINESS SUSTAINABILITY	Service quality and customer satisfaction		●	
	Environmental management		●	
	Sustainable supply chain		●	
	Innovation and digitalisation			●
PEOPLE	Health and safety	●		
	Development and well-being of people		●	
	Human rights		●	
	Diversity and inclusion		●	
COMMUNITIES	Spreading the culture of sustainable energy usage		●	
	Support to local communities			●

14 - Please refer to section "[Material topics definitions](#)" for a description of each material topic and its positive and negative impacts.

Stakeholder Engagement

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

business units adopt various modes of interaction, including meetings, workshops, collaborations and training initiatives to ensure a continuous exchange of information with its Stakeholders. Furthermore, Plenitude is committed to fostering a culture of active listening and interdisciplinary collaboration between business functions in order to foster innovation and the creation of trusting relationships and lasting partnerships with all its Stakeholders.

During 2022, Plenitude continued to focus its engagement activities, particularly on **sharing its strategic objectives** of combating climate change and increasing the use of renewable energy sources. Moreover, to support the relationship with local stakeholders, Plenitude uses the corporate application "Stakeholder Management System" (SMS), which enables constant and timely management of any complaints and requests.



STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
EMPLOYEES	<ul style="list-style-type: none"> • Involving people in corporate life, fostering engagement and a sense of belonging through Workplace, Plenitude's corporate social media • Listening to new needs through meetings aimed at co-designing new solutions related to personal well-being • Changing management activities through workshops to convey Plenitude's vision of the centrality of the person • E-mail communication, HSE Company portal and Workplace for participation, enhancement of health and safety culture and information 	<ul style="list-style-type: none"> • Development and Well-being of people • Health and safety • Diversity and inclusion • Spreading the culture of sustainable energy usage
TRADE UNIONS	<ul style="list-style-type: none"> • Periodic meetings with trade unions to define measures to protect the well-being of employees, including when changing locations (e.g. Turin) 	<ul style="list-style-type: none"> • Development and Well-being of people • Health and safety • Human rights • Diversity and inclusion • Ethics and business integrity
CUSTOMERS	<ul style="list-style-type: none"> • Activities to raise awareness of and bring people closer to the world of energy through: loyalty programs, educational programs, events and initiatives in the area to provide tools to understand the world of energy better and educate on its sustainable use • Evolvere newsletter to share useful information to customers, such as photovoltaic sector updates and ad hoc communications on news or special projects (e.g. new customer area design) • Qualitative-quantitative market surveys conducted independently or with the support of research institutes through various channels: online, telephone, personal, in-person or remote 	<ul style="list-style-type: none"> • Solutions for customers: energy efficiency, renewable energies and electric mobility • Climate change and GHG emissions • Spreading the culture of sustainable energy usage • Service quality and customer satisfaction

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
CONSUMER ASSOCIATIONS	<ul style="list-style-type: none"> • Webinars to share the results of monitoring within the framework of the Protocol for the prevention of unsolicited activations • Continuous dialogue and discussion with Consumer Associations to improve Customer satisfaction and the quality of the service offered, also through dedicated channels such as FiloGiallo, a reserved web area and the Joint Conciliation Protocol • Annual meetings and workshops with national contact persons to present results, objectives and future strategies • Participation in specific initiatives on the energy market and sustainability promoted by the individual associations 	<ul style="list-style-type: none"> • Service quality and customer satisfaction • Data Protection & Cybersecurity • Solutions for customers: energy efficiency, renewable energies and electric mobility • Business Ethics and integrity • Spreading the culture of sustainable energy usage
BUSINESS PARTNERS	<ul style="list-style-type: none"> • Participation in the annual convention to share energy transition strategy and objectives • Web-based training/information activities also with dedicated platforms on energy efficiency solutions in the condominium, tertiary industrial and Small and Medium Enterprise (SME) sectors 	<ul style="list-style-type: none"> • Spreading the culture of sustainable energy usage • Solutions for customers: energy efficiency, renewable energies and electric mobility • Climate change and GHG emissions
ELECTRICITY/NATURAL GAS DISTRIBUTION COMPANIES	<ul style="list-style-type: none"> • Training workshops/webinars held by distribution companies, aimed at illustrating new processes or functions made available on their applications or portals, in which sellers are actively involved • Annual sessions with the most relevant distributors in the area to share the results and strategies for the future development of customer service • Periodic meetings in person and through dedicated platforms to address contingent issues related to both the resolution of critical issues impacting the service offered to the customer, and the implementation of new processes or the evolution of existing ones to improve the customer experience • Working projects groups for the collaborative design of new products or services in favour of customers 	<ul style="list-style-type: none"> • Service quality and customer satisfaction • Spreading the culture of sustainable energy usage • Innovation and digitalisation

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
TRADE ASSOCIATIONS	<ul style="list-style-type: none"> • Institutional meetings in person and webinars to propose solutions and services as part of the gas and electricity offer and energy efficiency solutions in the condominium, tertiary industrial and SMEs sectors 	<ul style="list-style-type: none"> • Solutions for customers: energy efficiency, renewable energies and electric mobility • Climate change and GHG emissions • Innovation and digitalisation • Data Protection & Cybersecurity
SUPPLIERS OF GOODS AND SERVICES	<ul style="list-style-type: none"> • Coordination meetings and e-mail communication to increase health and safety culture and information 	<ul style="list-style-type: none"> • Health and safety • Spreading the culture of sustainable energy usage • Climate change and GHG emissions • Solutions for customers: energy efficiency and renewable energies • Innovation and digitalisation • Sustainable supply chain
INDIRECT SALES FORCE	<ul style="list-style-type: none"> • Meetings and webinars for training on new commodity products and energy efficiency solutions • Participation in the annual convention to share energy transition strategy and objectives • Through Evolvere, regular e-mail updates on business developments, sharing strategy, projects 	<ul style="list-style-type: none"> • Spreading the culture of sustainable energy usage • Climate change and GHG emissions • Solutions for customers: energy efficiency, renewable energies and electric mobility • Innovation and digitalisation • Service quality and customer satisfaction

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
INSTITUTIONS	<ul style="list-style-type: none"> • Maintenance and development of relations, through Eni's coordination, with the authorities (ARERA, managing entities such as the Single Buyer Integrated IT System, GSE, ENEA, Médiateur National de l'Energie, Commission de Regulation de l'Energie, Direction Générale de l'Energie et du Climat), as well as with Ministries and other public administrations, within the scope of policies and directives by taking part in moments of discussion and intermediation, and periodic meetings • Intermediation when there are consultations and hearings with the competent authorities on the protection of socially and economically vulnerable customers. The orientation of protecting customers who are vulnerable due to their age or physical condition, including through tariffs, must be accompanied by the overcoming of tariff protection for the remaining Customers • Supporting regional/local initiatives to achieve targets to reduce the economic impact on bills with formulas similar to social bonuses (e.g. in Basilicata, Province of Trento) • Proposal, during the hearing at the CNEL on the National Council for the Economy and Labour on the NRRP, of an incentive system for energy efficiency interventions for the benefit of vulnerable customers, through the standardization of projects from behavioural economics • Participation through Be Charge at the Umbria Green Festival, an event in cooperation with the Umbria Region and ARPA Umbria (with the aim of spreading the e-mobility culture and existing recharging network in the region) 	<ul style="list-style-type: none"> • Support to local communities • Spreading the culture of sustainable energy usage • Solution for customers: electric mobility
BANKS	<ul style="list-style-type: none"> • Intensified commercial collaboration agreements for financial services to support energy efficiency solutions for the condominium, industrial, tertiary and SME sectors, as well as partners and suppliers 	<ul style="list-style-type: none"> • Solutions for customers: energy efficiency and renewable energies • Spreading the culture of sustainable energy usage • Climate change and GHG emissions

STAKEHOLDER CATEGORY	ENGAGEMENT ACTIVITIES	MAIN TOPICS COVERED
UNIVERSITIES	<ul style="list-style-type: none"> • Collaborations with the Politecnico di Milano, e.g. for the BeCharge Smart Mobility Report • Participation in steering committees and webinars focusing on topics such as energy efficiency, smart building and smart cities within the framework of observatories that also included the establishment of specific working groups 	<ul style="list-style-type: none"> • Human rights • Spreading the culture of sustainable energy usage • Innovation and digitalisation • Solutions for customers: energy efficiency, renewable energies and electric mobility • Climate change and GHG emissions

Plenitude in the leading international sustainability initiatives

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

- UN Global Compact¹⁵
- World Business Council for Sustainable Development (WBCSD)¹⁶

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

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