

WE HAVE THE ENERGY TO CHANGE

IMPACT REPORT 2021



Eni Plenitude SpA Società Benefit

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September 2022





This Impact Report has been issued on a voluntary basis: Plenitude, Società Benefit since 1 July 2021, has reported on the impact generated during the entire year in relation to its common benefit purposes, despite the fact that the legislation only requires to do so at the end of the first and full accounting year (i.e. when the Annual Report for the year 2022 will be published). This document elaborates on the initiatives and objectives related to the common benefit purposes, integrating the Sustainability Report published in June 2022, which portrays the overall representation of sustainability for Plenitude. The Impact Report marks the first step in the growth path that Plenitude, as a Benefit Company, intends to take towards increasing integration between all reporting tools.

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

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



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Message from the Impact Manager

In July 2021, we became a **Società Benefit**. We undertook this fundamental step to demonstrate our commitment to support our customers and all our stakeholders as enablers of the **energy transition**. Being a Benefit Company is deeply meaningful for Plenitude: it is the key element that represents our commitment to pursue the **common benefit**, through the combination of the expectations on the value generated for shareholders and the assessment of the impact on people, the community and ecosystems, in every business decision.

Embracing our responsibilities to nurture a long-lasting and trustworthy relationship with our stakeholders, I am pleased to present to you our first Impact Report, that leverages on our four purposes of common benefit, included in our Company Bylaws: **spreading the culture of sustainable energy usage** by sharing knowledge, experience, and good practices; **offering a wide range of solutions for the responsible use of energy** to the market; **ensuring diversity and fostering integration**, aware that people represent an invaluable resource; **promoting customer centricity** by building a lasting and transparent relationship with our customers.

We have committed to undertake activities and initiatives with a high social and environmental impact, in each of these fields of action, measuring their effects according to the internationally recognised Global Reporting Initiative (GRI) reporting standard.

With our passion and courage, we want to promote the development of a new way of conducting business, to contribute positively to the common benefit.

Stefano Goberti

Impact Manager and Chief Executive Officer



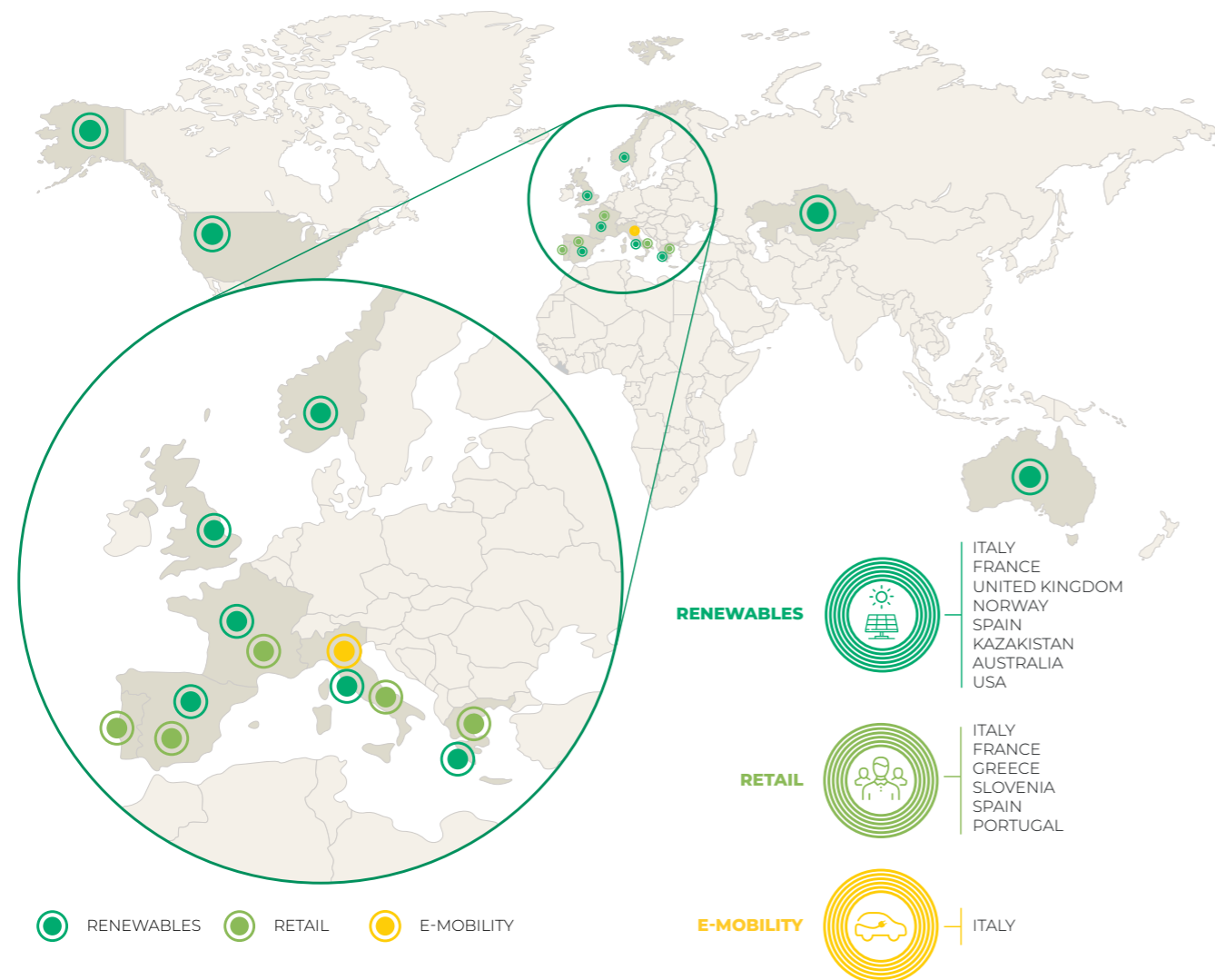
Highlights

Plenitude is the new identity of Eni gas e luce, 100% owned by Eni SpA and operating in the energy sector.

Established in July 2017, through the corporatization of its retail gas and power activities, Plenitude offers to the market a **unique business model** that integrates the generation of electricity from renewables, the sale of gas, electricity and energy solutions for Customers and

the installation of network of charging points for electric vehicles. Currently, Plenitude is present in four continents where it counts over 2,000 employees across three business areas: Renewables, Retail, and e-mobility, offering products and services that support Customers in the **energy transition**, with the aim of positively impacting the community and the environment.

PLENITUDE IN THE WORLD



PERFORMANCE 2021



SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE

Organisation of several **initiatives, events and partnerships for sharing information and knowledge**, among which:

- Weekly released articles on energy efficiency in cooperation with **Il Sole24Ore (3 mln impression*** registered) and **Agenzia Giornalistica Italiana - AGI (1 mln impression*** registered)
- Partnership with **Eataly** to collaborate to the realisation of the **Sentieri Sostenibili initiative**
- **Organisation of concerts**, including activities to **offset the CO₂eq emissions produced**

** An impression is the visualisation of a web page by an Internet user*



PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE

- **1.1 GW of renewable energy capacity installed** (wind and photovoltaic), contributing to **avoid the emission of 512,000 tonnes of CO₂eq**
- **11 thousand photovoltaic plants** owned and managed by the subsidiary Evolvere in Italy
- **6,500 charging points for electric vehicles installed** at the end of January 2022 by the subsidiary Be Power



COMMON BENEFIT PURPOSES



ENSURING DIVERSITY AND INTEGRATION

- **42% female workforce presence**
- **97% total Gender Pay Ratio** by fixed and variable remuneration
- Organisation of several **initiatives, events and partnerships for bringing people closer to the topic**:
 - Online event "Diversity: dentro e fuori EGL"
 - Participation "Orange the World", global campaign launched by UN WOMEN



PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS

- Customers' **satisfaction level** amounting to **85.9%** (+1.2% increase compared to 2020)
- Waiting time at the call-center amounting to **166 seconds** (in a decreasing trend if compared to 2020)
- **84% of new contracts** at the European level were signed paperless

01 PLENITUDE SOCIETÀ BENEFIT

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1.1 The business model for generating common benefit

The Benefit Corporation paradigm was conceived in 2006 by B Lab, a non-profit organisation that believes in an inclusive, equitable and regenerative economy. This business model was transposed in Italy through the Law n. 208¹ of December 28, 2015, which envisages the possibility for companies to establish themselves as **Società Benefit, integrating the corporate purpose with specific objectives of common benefit**, while maintaining the for-profit legal status. **Benefit Companies**, conducting their business activity, pursue a **dual purpose**: the generation of profit and the achievement of

one or more aims of common benefit in relation to people, communities, territories, environment, cultural and social activities and assets, organisations, associations, and any other stakeholder. **B Corp Companies**, instead, are companies that have obtained a certification issued by B Lab, following a process of measurement and analysis of the Company's sustainability profile in relation to environmental, social and governance dimensions through the **B Impact Assessment (BIA)**, which assess Companies according to five categories: governance, workers, communities, environment, and Customers.

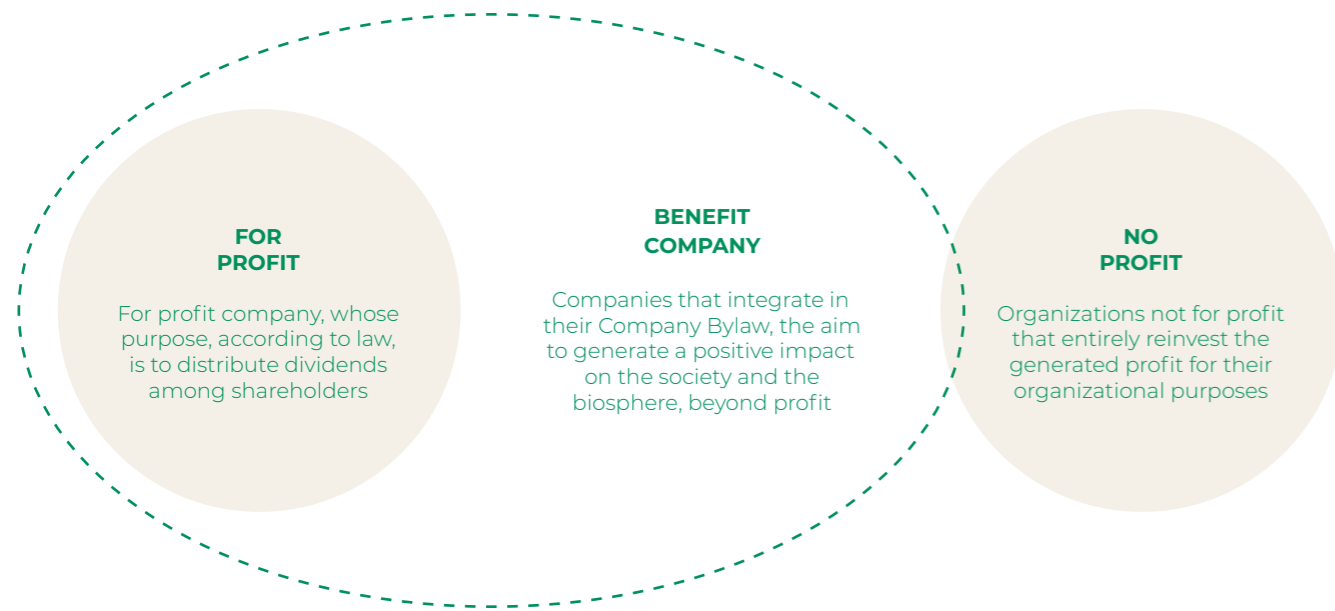
	GOVERNANCE	WORKERS	COMMUNITY	ENVIRONMENT	CUSTOMERS
DESCRIPTION	Mission, stakeholder engagement, governance structure , monitoring and transparency systems	Human resources management: compensation policies, benefits, training and working environment	Impact on external stakeholders, civic and charity commitment by the Company	Direct and indirect impacts on the environment caused by the Company	Impact of the business model on Customers and level of accessibility
EXAMPLES	<i>What portion of your management is evaluated in writing on their performance with regard to corporate, social, and environmental targets?</i>	<i>What kind of welfare benefit does the company provide to all employees?</i>	<i>What kind of measures does the company apply in order to manage and improve diversity and inclusion in the work environment?</i>	<i>Does your company monitor and record its universal waste production?</i>	<i>Does the company monitor the customer satisfaction level?</i>

1 - For further details on the Law n. 208 of December 28, 2015, Articles 376-384 please refer to the following link: <https://www.gazzettaufficiale.it/eli/id/2015/12/30/15G00222/sg>

Companies that achieve a minimum score of 80 out of 200 as a result of the process of measuring and analysing their sustainability profile against the five categories, are certified as **B Corporations**. Italian B Corp-accredited companies are obliged to become a Benefit Company within two years from receiving their first certification to maintain their certification.

Establishing as a Società Benefit and achieving a B Corp certification are therefore two different, however in part complementa-

ry, opportunities to be taken into consideration by any profit-making enterprise that is willing to commit to sustainability in a concrete, measurable and accountable way. A Benefit Company is a legal form, recognised by the Italian legal system as well as by other legal systems in Europe and several other countries in the world, while a B Corp is a certification, issued by the non-profit organisation B Lab, following the rigorous and articulated BIA that verifies the ESG impact produced by the Company².



Currently, Italy is the country with the fastest Benefit Companies growth rate in Europe: by the end of 2021, it counted more

than 1,000 Benefit Companies³. Among them, Plenitude ranks as the first large Company operating in the energy sector.

REQUIREMENTS FOR THE ESTABLISHMENT OF A BENEFIT COMPANY

To be recognised as a Società Benefit, the applicable regulations require the Company to **amend its Bylaws** by specifying Società Benefit (or SB) next to the Company name. Moreover, they require the Company to include the **common benefit purposes** that it intends to pursue while exercising the profit-making purpose. Moreover, they impose the appointment of an **Impact Manager**, the person responsible for the completion of the tasks aimed at pursuing the common benefit purposes and the publication of an **Impact Report** to be annexed to the Annual Report, based on external evaluation standards.

As stated in the regulations, the Impact Report describes the **governance structure**, explaining the **level of integration of common-benefit purposes with the**

Company's strategic objectives.

It describes the specific objectives, methods and actions implemented to pursue the common benefit purposes and explains any circumstances that have prevented or slowed down their fulfilment during the reporting year. It **assesses the impact generated** for each specific common-benefit purpose using an external evaluation standard. Finally, the report outlines the future objectives that the Company intends to pursue in the following years concerning each common benefit purpose.

Under the related legislative provisions, the reference standards for reporting must satisfy four basic requirements: to be comprehensive and articulate, to be credible, to be public, and to have been developed by an entity that is not controlled by or connected to the Benefit Company itself.

Plenitude Benefit Company since 2021

PLENITUDE SOCIETÀ BENEFIT

In July 2021, **Plenitude**⁴ updated its Bylaws to become a Benefit Company, being the first major Italian Company in the energy sector to do so. In accordance with its Bylaws, the Company identified four common-benefit purposes (that will be presented in the next chapter) and deliberated the appointment of the CEO as the Impact Manager. In addition, the Company committed to publishing the Impact Report on an annual basis, measuring the actual impact of the actions it takes to fulfil its common benefit purposes.

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and full accounting year (i.e. when the Annual Report for the year 2022 will be published). This document elaborates on the initiatives and objectives related to the common benefit purposes, integrating the Sustainability Report published in June 2022 which portrays the overall representation of sustainability for Plenitude. The Impact Report marks the first step in the growth path that Plenitude, as a Benefit Company, intends to take towards increasing integration between all reporting tools.

As this is the **first year of reporting**, performance indicators have been selected in accordance with the “GRI Sustainability Reporting Standards” (GRI Standards 2016) by Global Reporting Initiative (GRI).

1.2

Plenitude's common benefit purposes

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

contributing to the energy transition. Embracing its responsibilities as a Società Benefit, Plenitude committed itself to pursue **four specific purposes** of common benefit.

COMMON BENEFIT PURPOSES AND RELATED ACTIONS

				
	SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	ENSURING DIVERSITY AND INTEGRATION	PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS
DESCRIPTION	Contributing to the creation and spread of culture of sustainable energy usage by promoting access to renewable energy sources and raising people's awareness of their energy consumption of energy, and to make them active participants in the ongoing energy transition.	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.	Recognising our people as a valuable resource, ensuring they are diverse and fully integrated through establishing a welcoming working environment and supporting a healthy work-life balance.	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.
ACTIONS	To develop communication and education initiatives targeting consumers through web channels, magazines, podcasts, videos. To collaborate with other companies and organisations in sharing knowledge, experiences and best practices on energy efficient consumption.	To provide customers with a wide and innovative range of solutions for the responsible use of energy and pursue continuous improvement through research and development activities in the field of sustainable energy.	To structure human resources management and welfare systems, with specific initiatives and targets, aimed at maintaining an open, stimulating and safe working environment in which everyone can feel at ease.	To build a long-lasting and transparent relationship with customers, to stimulate a constant dialogue with them in order to be able to identify new needs and areas for development. To strive for excellence, going beyond the expected industry standards.
	   	  	   	

THE JOURNEY OF PLENITUDE SOCIETÀ BENEFIT

Since its foundation on July 1st, 2017, Plenitude (before Eni Gas e Luce) has been expanding its activities in the energy sector through acquisitions and joint ventures, aiming at increasing the generation of electricity

from renewables, the sale of innovative energy solutions and the installation of a network of charging points for electric vehicles. The path towards a more sustainable business model accelerated rapidly in 2021, with

the integration of Eni's renewable energy portfolio under Plenitude's control, and in July 2021, when the Company became a Società Benefit.

a Società Benefit was, therefore, a fundamental step in Plenitude's journey towards the sustainable development of the business, as it formalised the Company's commitment to combining the goal of profit with the aim of creating shared value by pursuing the four purposes of common benefit.

Each step of Plenitude's history demonstrates the Company's commitment to offer Customers an increasingly sustainable value proposition, thus supporting the energy transition. Becoming

2017

Launch of Eni gas e luce



2019

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



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



2021

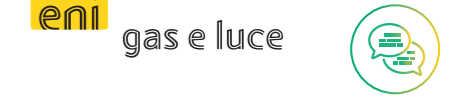
January 2021 Acquisition of Aldro Energia to enter the Spanish and Portuguese energy markets



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



Eni gas e Luce becomes a Società Benefit



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



2018



Expansion of the activities within the Greek market



2020

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



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



March 2022 Transformation of Eni gas e Luce into Plenitude

2022



Spreading the culture of sustainable energy usage

Ensuring diversity and integration

Providing solutions and technologies for responsible energy usage

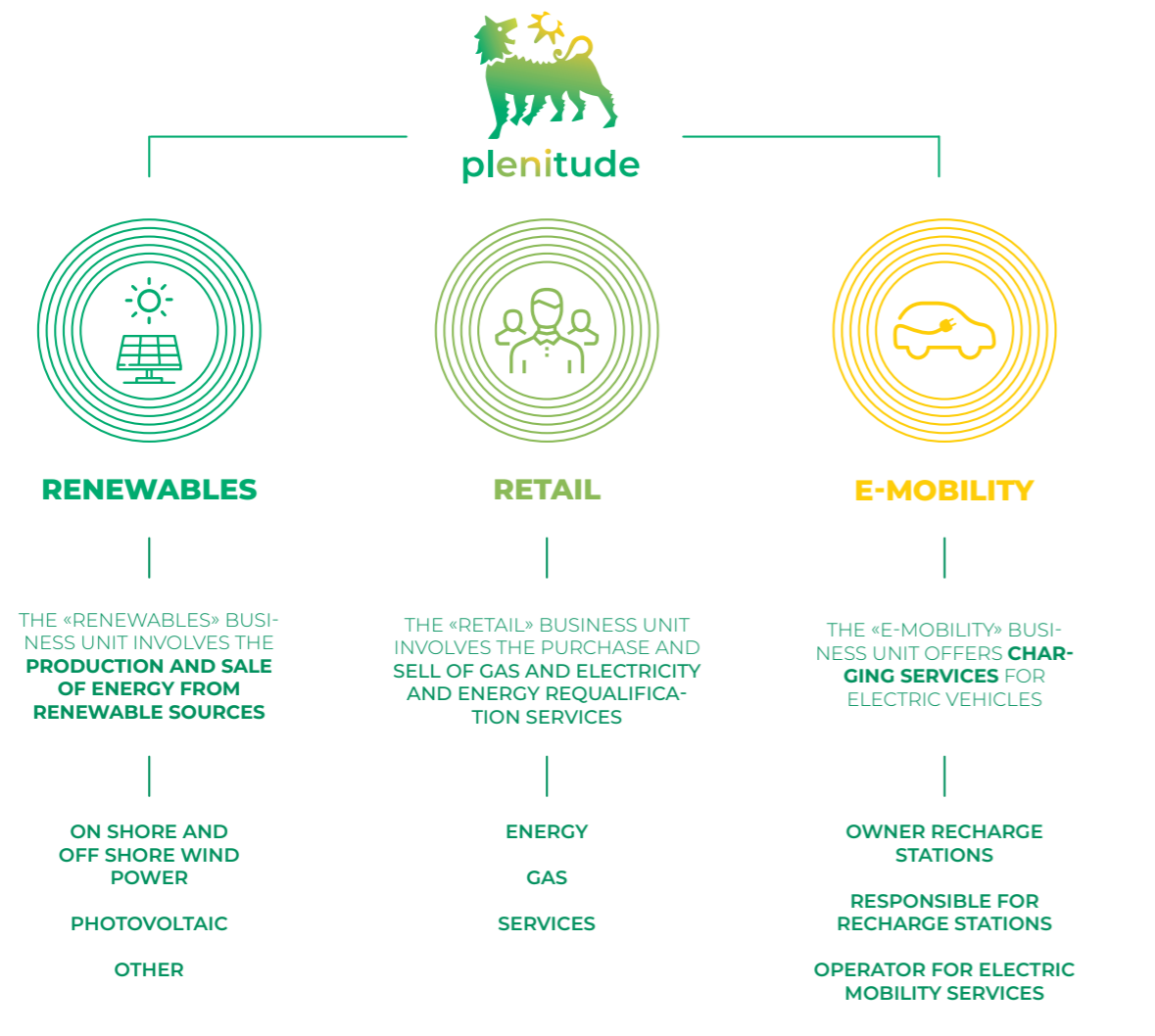
Promoting customer Centricity through transparent and fair relationships

1.3

Common benefit integrated into the sustainable business model

THE BUSINESS MODEL

Plenitude provides the market with a **unique and diversified** offer which integrates power generation from renewable energies, energy solutions for Customers and a network of charging infrastructures for electric vehicles with an international outreach⁵.



In 2021, the Company has developed a sustainability strategy integrated with the business, conceiving a **credible industrial model based on an ESG strategy**, with the goal of reaching carbon neutrality by 2040. The sustainability strategy follows

a holistic approach to different environmental, social and governance topics, with the aim to actively contribute to 10 out of 17 Sustainable Development Goals (SDGs) of 2030 Agenda, defined by the United Nations in 2015:



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

The sustainability strategy is based on five pillars:

GOVERNANCE Compliance with the principles of **integrity** and **professional ethics**, corporate values, and procedures, ensuring **transparency** and consistency in the pursuit of objectives. Safeguarding the **security** and **privacy** of Company data through control systems.

CLIMATE AND EMISSIONS Implementation of the **decarbonisation strategy** by undertaking actions to offset or reduce greenhouse gas emissions caused both by the Customers and the business.

BUSINESS SUSTAINABILITY Management of how the Company conducts its business activities, respecting all stakeholders and natural resources. Particular attention is dedicated to **Customer satisfaction**, **innovation** and **digitalisation** processes and the integration of ESG aspects along the entire **value chain**.

PEOPLE Safeguard and enhancement of **Plenitude's people**, respecting their uniqueness, ensuring an inclusive environment, and fostering personal and professional **growth** through specific career paths.

COMMUNITIES Commitment to **create shared value** for local communities, collaborating in the acceleration towards a more sustainable economic system. Listening to the expectations and needs of different stakeholders through a **multi-stakeholder approach**.

⁵ - For further details on the business model, please refer to Plenitude's Sustainability Report 2021, paragraph: "1.4 The Plenitude business model"

The pillars of the strategy are declined into 20 material topics, i.e. the themes that Plenitude's management and stakeholders have deemed relevant for the Company through the materiality analysis process⁶. The material

topics are aligned with common benefit objectives, highlighting the strong connection between business, sustainability strategy and engagement for the common benefit.

A "GOVERNANCE OF SUSTAINABILITY" TO DEAL WITH COMMON BENEFIT PURPOSES

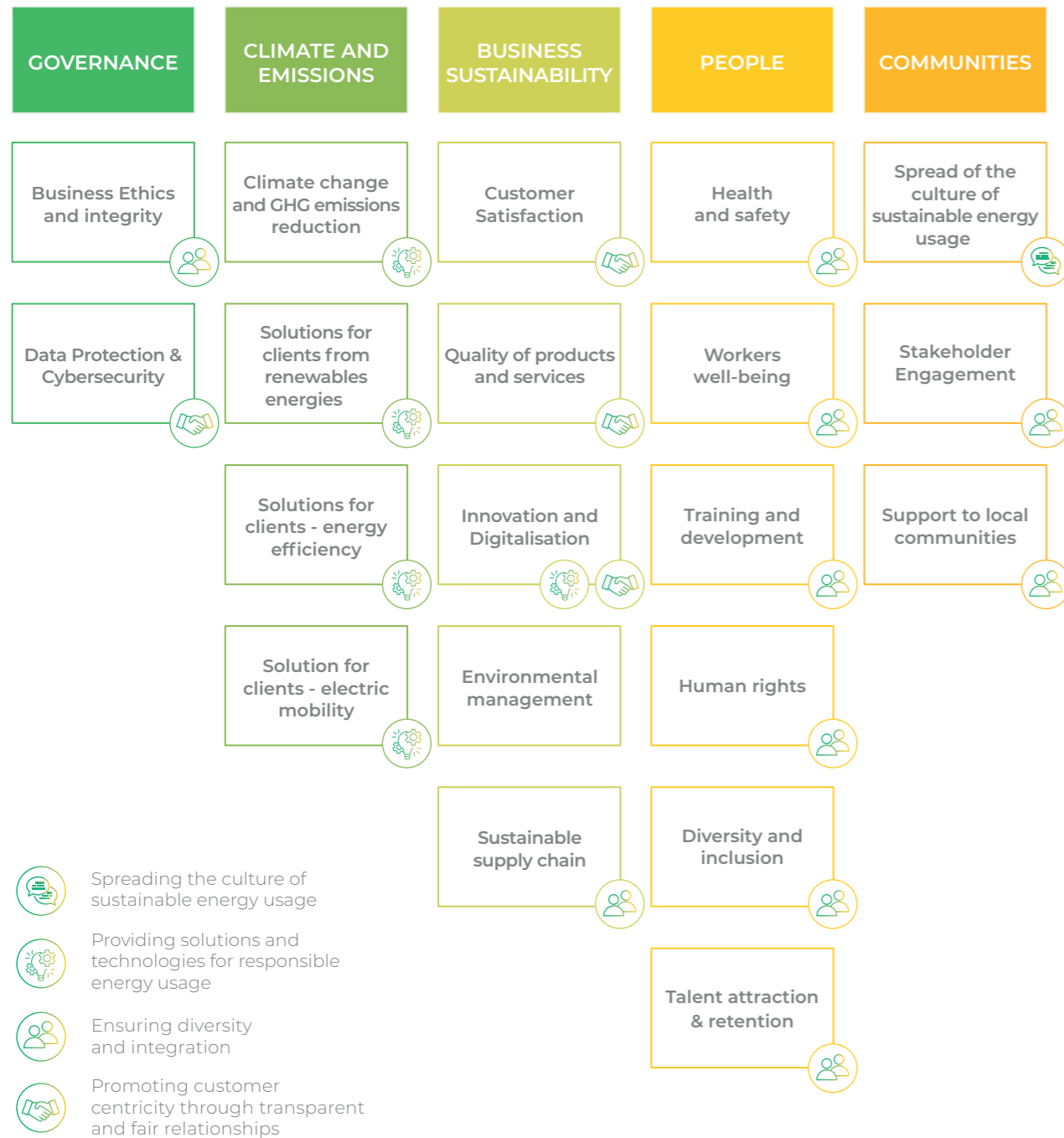
The evolution of Eni gas e luce S.p.A. into Eni Plenitude S.p.A. Società Benefit is a tangible sign of the Company's commitment to the inclusion of sustainability in its **strategic development drivers**.

The transition to Società Benefit goes hand in hand with the definition of the **new Corporate Governance system**.

In order to ensure the pursuit of the common benefit purposes - as stated in the Company's updated Bylaws - as well as the definition of a strong sustainability strategy, the establishment of a governance model that contributes to 'ensure Diversity and Inclusion' (guaranteeing, to this end, a fair gender representation in corporate bodies), as well as to the 'Customer Centricity' (protecting, to this end, the privacy and security of personal data and corporate information processed from a data protection perspective), is crucial.

The new Governance system also defines corporate sustainability guidelines, monitors their implementation and evaluates their results. As such, a correct allocation of responsibilities concerning sustainability issues is key to ensure consistency, transparency and continuity in the integration of sustainability into business strategies.

In line with the above-mentioned imperatives, and to ensure the **highest level of commitment** within the organisation, Plenitude appointed Stefano Goberti, the Company's Chief Executive Officer, as **Impact Manager**, to oversee specific functions and actions pertaining to the pursuit of the common benefit purposes.



6 - For further details on the materiality analysis, please refer to Plenitude's Sustainability Report 2021, paragraph: "2.2 Materiality analysis"

Moreover, to guarantee a continuous and cross-cutting oversight, specific roles have been defined within the Company's organisational structure:

1. The **Sustainability, Digital & Communication** function is responsible for the various activities carried out by the Company in the field of sustainability. As such it ensures the proper implementation of the actions aimed at ensuring a positive impact in environmental, social and governance terms through the development of specific initiatives, promoting actions that favour the dissemination of a culture of sustainability within the Company.

2. The **Sustainability&ESG** function carries out activities such as context analysis, strategy and positioning definition, sustainability, and impact reporting. In addition, it identifies, develops, and monitors sustainability initiatives, implements qualitative/quantitative methodologies and tools for assessing sustainability and ESG aspects, and participates in national and European industry associations, contributing to advocacy activities.

In the development of the above-mentioned activities, the two functions work in close coordination with Eni's Sustainable Development function and other units of Eni (according to the process involved), and with other Plenitude's business departments involved, ensuring the appropriate information flows.

3. The **Sustainability Committee** is responsible, inter alia, for providing periodic updates on **Sustainability&ESG issues**. More specifically, it is responsible for examining and assessing the Company's sustainability policy and verifying its implementation in business initiatives, monitoring the Company's positioning on sustainability issues, monitoring international sustainability initiatives and the possible involvement of the Company. The Committee is chaired by the CEO and its members are the heads of the following areas: Sustainability, Digital & Communication, People, Culture & Services, Chief Financial & Risk Officer, Legal, Regulatory and Compliance Affairs, Retail- International Markets.





4. The **Board of Statutory Auditors** integrates the supervisory responsibilities over the Company attributed by the legislation with monitoring the pursuance of the purposes of common benefit.

Plenitude's commitment to sustainability is reflected in **the remuneration** of the CEO and Top management, which **is linked to the achievement of specific ESG objectives**: 25% of the short-term variable remuneration and 35% of the long-term variable remuneration are linked to sustainability targets related to decarbonisation, energy transition and circular economy.

02 GENERATED IMPACT AND FUTURE OBJECTIVES

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2.4	Promoting customer centricity through transparent and fair relationships	46

Each purpose of common benefit was divided into macro-objectives on which Plenitude intends to act in order to generate a positive impact on the environment and the society.

PURPOSE	MACRO-OBJECTIVES	ACTIONS
 SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	COMMUNICATION	Development of initiatives aimed at raising awareness and addressing lifestyles.
	EDUCATION	Development of initiatives to educate, train and share knowledge and good practices.
	PARTNERSHIPS/EVENTS	Development of partnerships with key players in the area and organisation of cultural and educational events to spread awareness on energy use and promote the e-mobility culture.
 PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	RENEWABLE ENERGY	Enhancing renewable energy production and selling activities.
	ENERGY EFFICIENCY	Development of solutions available to Customers to increase energy efficiency.
	E-MOBILITY	Creation of e-mobility-related customer solutions.
 ENSURING DIVERSITY AND INTEGRATION	DIVERSITY, INCLUSION AND HUMAN RIGHTS	Promoting the appreciation of diversity and fostering a culture of inclusion.
	WELL-BEING	Ensuring a working environment that safeguards the well-being of all people.
	TRAINING AND TALENTS	Encouraging participation in training courses, including transversal courses and talent development programs.
 PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	IDENTIFYING THE NEEDS	Developing tools and initiatives to identify Customers expectations and improve customer satisfaction.
	DIGITALISATION OF SERVICES	Enhance digital tools to facilitate the use of services and favor transparency in customer relations.
	SERVICES AND PRODUCTS QUALITY	Ensuring the highest level of quality both in the services delivered and in the creation of new products.

2.1 Spreading the culture of sustainable energy usage



- COMMUNICATION
- EDUCATION
- PARTNERSHIPS/EVENTS

Plenitude commits to **contributing to the creation and promotion of a culture of the sustainable energy usage** with perseverance and dedication. Accordingly, Plenitude promotes the sustainability culture by launching communication and

education activities, organising events, and developing partnerships to share information, competencies, and experiences that may stimulate the adoption of conscious and efficient energy consumption habits both within and outside the organisation⁷.

Plenitude organises **communication activities** and creates **special content addressed to its stakeholders**. The communication material is realised in part-

nership with different actors and published on several communication channels to reach as many stakeholders as possible.

2021 PERFORMANCE

In 2021, Plenitude created a **dedicated section on its website** on which it publishes monthly news related to the energy world. Moreover, it launched a sitcom-style format: **Smart Conversation**, that shows non-responsible energy behaviour and suggests positive solutions based on Plenitude commercial offers. The content is published on Plenitude's Facebook, Instagram and Youtube channels.

Moreover, in collaboration with the magazine DOVE and the newspaper OPEN, Plenitude has created visual content to show the various itineraries that can be travelled in a 100% electric vehicle⁸. The content highlights the widespread presence of recharging stations managed by the subsidiary Be Charge. The goal of the project, called "**Silent Itineraries**", was to discredit misconceptions related to electric cars (such as the scarce presence of charging stations on the territory), contributing to the spread of the culture of sustainable mobility.

In collaboration with Agenzia Giornalistica Italiana (AGI) (i.e. Italian Journalistic Agency), Plenitude has also launched the initiative **Vitamina E**: the publication of short articles, videos, and podcasts on the most relevant energy efficiency interventions carried out by Plenitude on AGI's website.

2.1.1 COMMUNICATION

OBJECTIVE COMMUNICATION	PERFORMANCE 2021	FUTURE TARGETS
Development of initiatives aimed at increasing consumer awareness concerning energy transition issues and at addressing life-styles towards sustainable consumption models through the creation of dedicated programs to be published on social media	Smart conversation initiative, published on social media and Youtube	Involvement of influencers to raise awareness of responsible air conditioning use through the creation of social content identified by the hashtag #rinfrescatiresponsabilmente in 2022
	Digital magazine Vitamina E	<ul style="list-style-type: none"> Continuation of the Vitamina E digital magazine initiative in 2022 Publication on the online page Guida al caro energia in 2022
	Silent Itineraries project realized by Be Power in cooperation with Dove and Open	Launch of the partnership with STEP Futurability District in 2022

⁷ - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "7.1 Spreading the culture of sustainable energy usage"

⁸ - Initiative accessible at the following link: <https://www.open.online/crossroads/umbria-week-end-auto-elettrica>

FUTURE TARGETS

On the occasion of the **Clima-NoStress 2022** campaign, Plenitude will involve two influencers in order to spread more awareness about the responsible use of air conditioning through the creation of posts and reels with an ironic and funny tone. In addition to raising awareness, the content will invite people to visit sections of the Plenitude website dedicated to promotions on energy-efficient products. The content will be shared with the hashtag #rinfrescatiresponsabilmente.

Plenitude commits to supporting its stakeholders in navigating the increasingly complex and fragmented information environment. To this extent, the **Vitamina E** initiative will continue in 2022: thanks to the collaboration with AGI, Plenitude will be able to create informative content on how the Company handles energy efficiency issues.

Moreover, since the first half of 2022, the online page **Guida al caro energia** (i.e. Guide to increasing energy costs) is available on the Plenitude website to enable Customers (as well as an-

one interested in the subject) to deepen their knowledge of the evolution of the energy market. Moreover, it provides the reader with customised solutions to make their homes more energy efficient according to their different living contexts.

In 2022, Plenitude is also a partner of **STEP FuturAbility District**, a technological space that enables visitors to become more aware of the digital transformation and its impact on all areas of daily life: personal and professional. It is a place that supports the construction of an inclusive digital society where anyone can discover the tools and skills needed to build their future. Plenitude will contribute to this project by creating content on electric mobility, energy communities and renewable energy production.

2.1.2 EDUCATION

OBJECTIVE EDUCATION	PERFORMANCE 2021	FUTURE TARGETS
<p>Launch of educational, training and knowledge-sharing initiatives and programs to engage stakeholders, empowering them to understand and contribute to the energy transition</p>	<ul style="list-style-type: none"> • Podcast Match in collaboration with K magazine • Weekly released articles on energy efficiency in cooperation with Il Sole24Ore <p>Development of the #evolveregreen and #evolveryoung sections and participation in the #UnlockTheChange campaign by Evolvere</p> <p>Publication of digital e-mobility related educational content by Be Power</p>	<ul style="list-style-type: none"> - Launch of the Più conosco, meno consumo project realised in cooperation with EniScuola in 2022 - Display of the installation "Feeling the energy" during Fuorisalone 2022 <p>Continuation of #evolveregreen and #evolveryoung and development of the B Corp #UnlockEducation campaign by Evolvere during 2022</p> <ul style="list-style-type: none"> • Standardisation of La Via Elettrica edutainment format by Be Power in 2022 • Publication of digital e-mobility related educational content by Be Power in 2022

As it firmly believes that raising **energy awareness** is a powerful tool for fostering change, Plenitude shares its technical expertise

to collaborate with others to the realisation of educational content related to energy saving and sustainability issues.

2021 PERFORMANCE

In 2021, together with K Magazine, Plenitude created the **podcast Match**, that enables young people to discuss with professionals from different fields the relationship between their areas of expertise and sustainability. In addition to the podcast, three articles⁹ have been published in collaboration with other Benefit Companies to spread the culture of Benefit Companies. Moreover, in collaboration with Il Sole 24 ORE's **Redazione Radio-**

cor, Plenitude has contributed to the publication of a weekly article for ten weeks on Il Sole 24 ORE web page, to facilitate the readers understanding of topics linked to **energy efficiency**.

Not only Plenitude but also the subsidiary Evolvere, through its online magazine has actively pursued the educational purpose by stimulating curiosity and reflections on innovation, sustainability and the values linked to

More than **3 million impressions** generated by the articles published in collaboration with Il Sole 24 ORE

9 - Articles accessible through the following link: <https://kmagazine.it/it/Eni-progetto-futuro/>

Around **12 thousand** subscribers to the newsletter,
76 thousand users show interest in the content published in **#evolveregreen** and **#evolveryoung**

the world of B Corps and Benefit Corporations. In particular, it has successfully engaged the youngest thanks to the development of **#evolveregreen** and **#evolveryoung** sections, where it shares advice and insights on energy saving, sustainable lifestyles.

Moreover, in 2021 Evolvere took part in the Italian B Corp campaign **#unlockthechange**, created with the aim of raising awareness of the B Corp movement and sensitising citizens and companies on the need for a change in the way of doing business that goes beyond mere profit. To contribute to this aim, Evolvere explained what it means to be a B Corp through social posts, newsletters and by creating a special section of the Adesso¹⁰ magazine, focusing on the creation of shared value in the context of the energy transition.

FUTURE TARGETS

By the second half of 2022, Plenitude plans to launch the **Più conosco, meno consumo** (i.e.: The more I know, the less I consume) project, that has been realised in cooperation with Eniscuola. The project aims at raising awareness on sustainability issues, promote better energy usage and a conscious lifestyle among several primary schools located throughout the Italian country.

In 2021, Plenitude, through its subsidiary Be Power, created e-mobility education digital content, such as the "False myths vs. real", "Charge the question" and "E-quiz" sections that generated 32 million impressions on Facebook and Instagram. 41 articles were published on the blog and divided in four sections: e-mobility tips, e-mobility news, e-mobility green travel, e-mobility life (55 thousand total views) and 24 newsletters with educational content addressed to the Be Charge e-drivers community and those interested in electric mobility, which by the end of 2021 amounted to 148,000 registered contacts.

In 2022, Plenitude developed and presented the installation **'Feeling the energy'** during Fuorisalone 2022 at the Brera Botanical Garden. The installation provides a multi-sensory experience that enables perceiving energy in different ways through the five senses. By following the itinerary, visitors learn and become aware of the value of energy in all its facets: sound, light and wind, they all

produce energy. People can, for example, discover how a sound is created by blowing on the elements of the living orchestra or playing with a xylophone. In both cases, it is the vibration that transmits the energy needed to produce the sound. Moreover, visitors can find pinwheels that move at different speeds, depending on the force exerted by the wind: the same phenomenon that occurs in wind-powered installations. Finally, the sunlight enables photovoltaic panels to generate electricity, potentially powering many daily used devices.

Furthermore, in 2022 Evolvere will continue to publish dedicated content in the **#evolveregreen** and **#evolveryoung** columns. It will further develop content related to the B Corp world by supporting the new edition of the **#UnlockTheChange** campaign. In 2022 Evolvere will also develop an educational, digital and physical project to increase young people and children's knowledge about solar energy, photovoltaic plants and the energy communities.

By 2022, the subsidiary Be Power plans to standardise an edutainment format: **La Via Elettrica** (i.e. The Electric Way), to bring people closer to Be Charge service and mission in an engaging and entertaining way. The format envisages the experiential installation of an electric car track to let young e-drivers directly experience electric driving: the upcoming activation will take place during Umbria Green Festival in September 2022. To promote the project an experiential installation was installed during Fuorisalone 2022, enabling visitors to get in touch with the world of Be Charge and discover the main innovations in the field of electric mobility.

In 2022 Be Charge will continue to publish digital content on e-mobility and its evolution. All the touchpoints will be available in new social sections created on Facebook channels, articles on the Be Charge blog¹¹ and a dedicated bi-weekly newsletter.

2.1.3 PARTNERSHIP/EVENTS

OBJECTIVE PARTNERSHIP/EVENTS	PERFORMANCE 2021	FUTURE TARGETS
<p>Development of partnerships with key players in the area and organisation of cultural and training events to spread awareness on responsible use of energy and promote the e-mobility culture</p>	<ul style="list-style-type: none"> Partnerships with international organisations: WBCSD and UN Global Compact Sentieri Sostenibili in partnership with Eataly <p>Organisation of concerts, including activities to offset the CO₂eq emissions produced</p> <p>Realization of the "Parma Goes Electric" and "La via Elettrica - Kids drive the change" events via Be Power</p>	<p>Development of the following partnerships in 2022:</p> <ul style="list-style-type: none"> TedX Milano Assobenefit <p>Events partnerships in 2022:</p> <ul style="list-style-type: none"> LiveNation (Firenze Rocks) The Island experience in Pantelleria Primavera Sound in Barcellona

To expand its capacity to spread good practices on the responsible use of energy, Plenitude develops

partnerships with key players in the territory and organises **cultural and educational events**.

2021 PERFORMANCE

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

- UN Global Compact:** an initiative promoted by the United Nations to encourage companies around the world to adopt sustainability-conscious policies and interact according to social responsibility principles with their stakeholders.
- World Business Council for Sustainable Development (WBCSD):** an organisation led by the CEOs of more than 200 international companies, leaders in sustainable business development, in order to

contribute to the acceleration towards a more equitable and responsible economic system.

During 2021, Plenitude launched a collaboration with **Eataly** on the energy efficiency in the food sector. The project entailed the publication of sustainable recipes, the planning of a schedule of low-energy cooking classes and various energy efficiency operations in Eataly shops and along its supply chain.

Moreover, between July and September 2021, Plenitude arranged two concerts to celebrate the achievement of 10 million Customers with the participation of

two famous Italian artists: Elisa and Gianna Nannini, in Tarvisio (UD) and Taormina (ME) respectively. The **concerts were certified as Carbon Neutral**, to convey the importance of responsible energy consumption.

Lastly, via the subsidiary Be Power, Plenitude collaborated with two territorial administration bodies to the realisation of the two following events. **"Parma Goes**

Electric", realised for citizens and institutions in collaboration with the mobility department of the Municipality of Parma and **"La Via Elettrica - Kids drive the change"**, that involved children and families through an experiential installation located in the city of Milan. The two events have engaged people, stressing the importance of e-mobility and enhancing the existing recharging network.

FUTURE TARGETS

Developing new partnerships and organising events remains a core objective for Plenitude, which recognises the added value of investing in such initiatives for spreading the culture of sustainable energy usage.

Also, for 2022, the Company has formalised a partnership with **TedXMilano**, a non-profit organisation that annually organises multidisciplinary conferences with the aim of fostering the circulation of the most innovative local and global ideas, thus contributing to the spread of the culture of innovation and sustainability.

In the same period, Plenitude has joined the National association for Benefit Companies (**Assobenefit**), committing itself to collaborate with the organisation to: contribute to the spread of good practices related to the energy market among the Associates; create constructive relations with the Associates for the genera-

tion of value regarding mutual benefit purposes; and, support the Association in its interactions with stakeholders, in particular concerning the expected legislative and regulatory evolutions, the models for measuring, controlling and reporting impact and the spread of a communication culture based on fairness and transparency.

Plenitude plans to sponsor cultural and musical events by providing innovative energy solutions.

In the first half of 2022, Plenitude undertook a collaboration with **LiveNation** with the aim of embarking together on a path aimed at increasing the energy efficiency of live concerts. Such commitment implies undertaking several interventions during **Firenze Rocks 2022**, including: the power supply of the food & beverage area provided by a hybrid generator, the refrigeration in the village area by means of



low-consumption cold rooms and ensuring, in some areas, the possibility for the audience to recharge their phones by means of solar-powered benches.

Moreover, the Company has taken part, as a **Sustainability Partner**, to “**The Island Experience Festival**”, an experience festival that aims to reconnect man with nature stimulating reflections on environmental sustainability issues, that took place in Pantelleria Island. Plenitude installed and donated to the island of Pantell-

eria a photovoltaic system, which will be operational for the next 30 years, and charging columns for electric vehicles.

Finally, Plenitude has also participated as a **Sustainability Partner** to the **Primavera Sound Barcelona**, a music event of worldwide resonance, where thanks to its expertise, it has implemented initiatives to create the first stage in the history of festival powered entirely by energy from renewable sources.

2.2 Providing solutions and technologies for responsible energy usage

Operating in the energy sector, Plenitude is aware of the fundamental role that it can play in counteracting climate change. To this end, the Company takes all possible measures to offset or reduce the amount of greenhouse gas emissions generated by its activities and services. The Company aims to achieve carbon neutrality Scope 1, 2 and 3 by 2040 through a **decarbonisation strategy**. The latter bases on the following four guidelines: increasing

the installed capacity of renewable energy production plants, offering energy-saving solutions for homes and businesses, developing electric mobility services and progressively offsetting Customers' CO₂ emissions from gas combustion¹². To pursue the common benefit, Plenitude is currently investing its resources mostly in the first three strands which are tied to the purpose of offering a wide range of solutions for the responsible energy usage.

- RENEWABLE ENERGY
- ENERGY EFFICIENCY
- E-MOBILITY

2.2.1 RENEWABLE ENERGY

OBJECTIVE RENEWABLE ENERGY	PERFORMANCE 2021	FUTURE TARGETS
Expanding the renewable energy offer by introducing new solutions and tools to ensure the supply of renewable energy to Customers	1.1 GW of renewable energy capacity installed	Over 2 GW of renewable energy capacity installed in 2022
	<ul style="list-style-type: none"> • 944 GWh renewable energy production • 512,000 tonnes of CO₂eq avoided thanks to renewable energy production 	Extension of the project entailing thermography through the use of a drone in 2022
	3 TWh of electricity certified by European guarantees of origin sold to retail Customers in Italy	Increase in certified renewable electricity supply in 2022

¹² - For further details on the decarbonization strategy, please refer to Plenitude's Sustainability Report 2021, paragraph: "4.1 The strategy to tackle climate change"

Plenitude generates and sells energy from renewable sources: the “Renewables” business unit

is a core area for reaching both business and sustainability objectives¹³.

2021 PERFORMANCE

At the end of 2021, Plenitude’s **installed capacity** amounted to **1.1 GW**, equally distributed between photovoltaic (46%) power, wind (53%) power and storage (1%), thanks to which it has been able to produce **944 GWh** of electricity from renewable sources, almost tripling its 2020 production.

Renewable energy is produced from plants located in Italy, the United States, Spain, France, Kazakhstan, and Australia, mainly 100% owned and a minority through strategic joint ventures, in particular in the United States. Based on the level of electricity production generated by the Renewables business area, it is possible to measure the avoided emissions indicator, which represents the amount of CO₂eq that would have been released into the atmosphere by producing

the same amount of electricity through the current generation mix of the different energy producing countries. During 2021, a total of **512 thousand tonnes of CO₂eq have been avoided, with a significant increase over the avoided** emissions of 187 thousand tonnes of CO₂eq in 2020.

Plenitude also offers the possibility to its Residential and business Customers to buy electricity certified **through Guarantees of European origin**, as generated by plants fueled by 100% renewable energy¹⁴. Since 2020, most of the offers proposed to new residential and business Customers in **Italy** include this option, reaching around **3 TWh of electricity** certified through Guarantees of European origin in 2021, out of a total energy supplied of around 7.6 TWh.

FUTURE TARGETS

Plenitude commits to increasing its installed capacity for renewable energy generation to over **2 GW by 2022**.

At the same time, the Company is working on the extension of a pilot project carried out in 2021 to experiment **thermography using a drone** to more photovoltaic plants in Italy. If compared to traditional thermography, this method allows a greater number

of modules to be examined in less time, increasing the efficiency of operations as well as the safety of the operator.

In addition, it aims to increase the supply of certified renewable electricity by enabling the whole Residential Customer base to benefit from the commercial offer which provides for the supply of electricity only with guarantees of origin of European origin, by 2022.

2.2.2 ENERGY EFFICIENCY

OBJECTIVE RENEWABLE ENERGY	2021 PERFORMANCE	FUTURE TARGETS
Development of solutions to increase Customer's energy efficiency through energy equalization interventions and the installation of photovoltaic plants	21,500 tonnes of CO₂eq avoided thanks to the energy efficiency interventions carried out also with the support of SEA	<ul style="list-style-type: none"> Continuation of interventions through CappottoMio and Energy Performance Contract Continuation of project management activities to obtain Energy Efficiency Certificates or White Certificates
	<ul style="list-style-type: none"> More than 18,500 tonnes of CO₂eq avoided thanks to the 11,000 photovoltaic systems of Evolvere's energy community prosumers Development of Eugenio, Evolvere's smart energy ecosystem New Genius App functionalities developed 	<ul style="list-style-type: none"> More than 13 MW of new photovoltaic capacity installed by Evolvere plants in 2022 Finalisation of preliminary development activities for the management of Energy Communities

The **efficient management of energy demand and consumption** is a fundamental aspect of the energy transition, as it favours energy demand reduction, thereby minimizing the impacts related to its production.

For this reason, during the last four years, Plenitude has implemented

a growth plan, which has enabled the development of a wide range of energy efficiency solutions available in the different countries in which the Retail business area operates, thanks to the acquisition of three companies (Evolvere, Sea, Enera) and the collaboration with more than 20 business partners¹⁵.

13 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "4.1.1 The supply of renewable electricity"

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

15 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "4.1.2 Energy efficiency solutions"

2021 PERFORMANCE

Plenitude has undertaken energy requalification and anti-seismic reinforcement interventions for Residential Customers' condominiums and single-family buildings through the service **CappottoMio**. Moreover, through the subscription to the **Energy performance contract (EPC)**¹⁶ its subsidiary SEA has carried out interventions for energy efficiency upgrades and requalifications for industrial Customers such as large enterprises and SMEs. The interventions have contributed to reducing the CO₂eq emissions by around 21,500 tonnes of CO₂eq.

In Italy, through its subsidiary **Evolvere**, Plenitude provides sales, installation, management, and monitoring services for photovoltaic systems directly to end Customers, who thus become **prosumers**, meaning Consumers who also autonomously produce and self-consume renewable energy, storing the unused energy and injecting the surplus into the grid. In 2021, thanks to **more than 11 thousand photovoltaic systems** owned and managed throughout Italy, corresponding to approximately 58 MW of installed capacity and 70 GWh of production, the emission of more than 18,500 tons of CO₂eq has been avoided. Evolvere gathers more than 100,000 prosumers from all over Italy through the My Solar Family digital community, that allows them to monitor the

energy and economic flows related to their (mainly residential) photovoltaic system. This is possible, also thanks to **Eugenio**, a proprietary technology made up of a cloud system and hardware installed at the Customer's premises. **Eugenio** is Evolvere's smart energy ecosystem that allows to monitor and manage photovoltaic system, storage and energy flows, to maximise energy efficiency and self-consumption, making the investment virtuous and using renewable energy.

To optimize consumption and avoid waste, Plenitude offers products for home automation management, integrated with the proprietary platform, to its end Customers: in this way, it aims to encourage them to learn energy savings best practices. By exploiting the data gathered from the devices, the Genius App provides Customers with **information on energy consumption and the related trends**, comparing them with alternative systems or comparable situations, and proposes **customized suggestions** to make energy use more efficient.

In 2021 Genius has supported its Customers to improve their energy efficiency by **increasing awareness of consumption**, offering them energy consulting services, monitoring tools and functionalities to manage smart devices.

FUTURE TARGETS

Plenitude will continue offering **energy requalification services** for condominiums, single-family buildings, industries, small and medium enterprises, and the tertiary sector. In 2022, the implementation of interventions through the **CappottoMio** and **Energy Performance Contract (EPC)** services will be continued. In addition, it will keep up with the management activities of projects suitable for achieving

Energy Efficiency Obligations.

Moreover, through the subsidiary Evolvere, Plenitude commits to installing **more than 13 MW of new photovoltaic capacity**.

Lastly, Plenitude is working toward the realization of **Renewable Energy Communities (RECs)** located throughout the territory (for further details please refer to the following box).

RENEWABLE ENERGY COMMUNITIES (RECs): A NEW MODEL FOR SHARING ENERGY

Renewable Energy Communities are based on the collaboration between several actors to produce, self-consume and share photovoltaic energy through the public distribution network. They are backed by an incentive tariff, a reduction in grid charges (proportional to the energy that they can share), and the withdrawal of the fed-in energy by the GSE.

Such measures encourage people to take part in self-production initiatives, even without being the owner of a roof or making investments but simply consuming the community energy. There is no need to buy and sell energy between participants, only to adhere to the community. This stimulates the installation of new photovoltaic power and the local use of the energy thus produced, with a double environmental benefit.

As a convinced promoter of new energy solutions, Plenitude aspires not only to supply technology but also to carry out the design and management phases of the RECs, supporting them throughout the whole lifecycle.

To this purpose, Plenitude has been monitoring for over three years the regulatory path (which has not yet been finalised) that is leading to the development of communities in Italy.

The Company has already signed two **memorandums of understanding**, one with SEM, an initiative undertaken by a group of municipalities in the South-East of Milan, and one with the municipality of Sante Marie (AQ), where all the peculiar aspects of RECs were evaluated, including the preliminary design of several solutions in the same area.

In line with the regulatory path, Plenitude intends to continue the project in 2022.

Moreover, in 2022, Evolvere has activated a collective self-consumption (a REC at condominium level) in a condominium in Naples.

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

2.2.3 E-MOBILITY

OBJECTIVE E-MOBILITY	PERFORMANCE 2021	FUTURE TARGETS
Supporting the development of electric mobility through the installation of charging points for electric vehicles powered by renewable energy, to increase the capillarity of the service in Italy and abroad	<p>Almost 3,000 charging points installed in Italy</p> <p>More than 1,950 tonnes of CO₂eq avoided thanks to the electric charging service</p>	<p>12,950 charging points installed in Italy and Europe by the end of 2022</p> <p>Development of projects in 2022 in the following areas:</p> <ul style="list-style-type: none"> • Demand response: real time dispatching optimisation algorithms • Stationary storage • Digital products

Thanks to the acquisition of Be Power, Plenitude has invested in the electric mobility market to

support the transition towards a more sustainable and less polluting mobility model¹⁷.

2021 PERFORMANCE

Thanks to the acquisition of Be Power in November 2021, Plenitude is **one of the leading players among the operators of charging services for electric vehicles in Italy**, with approximately 6,200 charging points installed as of December 2021, among which **3,000** have been installed and managed by Be Charge (the

Company that manages the network of charging stations for Be Power). Thanks to this service, Plenitude avoided more than **1,950 tons of CO₂eq** in 2021. By the end of June 2022, the number of recharging stations has further increased to a total of approximately 8,500 charging points in Italy.

FUTURE TARGETS

The electric mobility service offered by Be Charge aims at realizing one the greatest and widespread public recharging **infrastructure for electric vehicles** in Italy and soon in Europe: by

the end of 2022 Be Charge plans to have **12,950 charging points installed**. Be Power is a high-tech Company that plays a leading role in the radical transformations taking

place in the energy sector that integrates the innovative management of digital flows, the new activities of the energy market with the electric mobility sector. As such, the Company undertook innovative projects on both the

technological and digital flow management fronts. **Innovative development projects** that will have a significant impact in terms of benefits for the energy system are currently underway in the following areas:

DEMAND RESPONSE

Within the **Demand Response** activity, which provides flexibility to the distribution and transmission network, the development of **optimization and real-time dispatching algorithms** is underway, enabling the possibility to modulate the charging service (V1G) and to use the energy stored in the batteries of electric cars to support the electricity grid (V2G).

STATIONARY STORAGE

The **use of stationary storage systems combined with electric vehicle charging stations** is an enabling factor for users to enjoy the benefits of fast charging infrastructure, even in remote locations or in locations with limited grid connection potential. In 2022, three pilot projects involving the installation of a 'Booster' battery with 200 kW of power and 100 kWh of storage capacity at each site, will be developed. When combined with a limited power grid connection, the Booster will enable the installation of High Power charging stations that would otherwise not have been possible to power.

DIGITAL PRODUCTS

The development of **new digital products based on big data** is at the focus of a pilot project that Be Power will carry out in 2022 to create a platform for sharing data with a selected target of Customers, developing highly profiled advertising that will be delivered through physical and digital touchpoints.

Several managers from Be power are also annually involved in research projects related to sustainable mobility, electricity markets

and Big data & analytics in collaboration with the Politecnico di Milano - Energy Strategy Group.

2.3

Inclusive and fair working environment



DIVERSITY, INCLUSION AND HUMAN RIGHTS

WELL-BEING

TRAINING AND TALENTS

Plenitude considers its people the image and the soul of its business, moreover it believes that they represent a unique strategic asset for the business.

As such, it strives to maintain a **safe and inclusive working environment**, where diversity constitutes as a valuable element

in the business' growth path. To this end, it operates according to a management approach geared towards the **safeguard and growth of each person** in an atmosphere of mutual respect, continuous involvement, enhancement of competences and personal satisfaction.

2.3.1 DIVERSITY, INCLUSION AND HUMAN RIGHTS

OBJECTIVE DIVERSITY, INCLUSION AND HUMAN RIGHTS	2021 PERFORMANCE	FUTURE TARGETS
Promoting an inclusive working environment that encourages respect and the value of diversity, rejecting any discriminatory behaviour	97% Total Gender Pay Ratio by fixed and variable remuneration	100% equal pay for men and women in 2025
	42% total female workforce presence	40% women in managerial positions in 2025 in Italy and abroad 50% women out of the total workforce in 2025
	<ul style="list-style-type: none"> Implementation of the 'Diversity: inside and outside EGL' and 'Orange the World' initiatives Adherence to Eni's Zero Tolerance policy Approximately 95% of the company population has received training on human rights 	<ul style="list-style-type: none"> Development of additional advocacy and engagement initiatives in 2022: Diversity Talks in partnership with TLON Acquisition of the Winning Women Institute certification Contest Together for the Future #CEOntheroad
100% suppliers selected based on social criteria as defined in the Just process	Implementation of the Sustainability by design strategy by 2023	

By endorsing the Eni Code of Ethics, Plenitude commits to implement organisational models whereby respect for equal oppor-

tunities and the prevention of any kind of discrimination are fundamental pillars¹⁸.

2021 PERFORMANCE

In each country in which it operates, Plenitude adopts a remuneration policy aiming at overcoming the gender pay gap, to guarantee pay equity: in 2021 the Total Gender Pay Ratio by fixed and variable remuneration amounted to 97%. Moreover, Plenitude's focus on diversity and inclusion is reflected in the Company's composition, which is constituted by a heterogeneous team, with **ten different nationalities** in each of the countries where it operates and a **42% female presence**.

To promote a working environment in which diversity and inclusion are values interiorized by its people, the Company is committed to encouraging their participation in initiatives that shed light on the issue, among which the **online event "Diversity: dentro e fuori EGL"**, which involved around 200 employees. Thanks to this event, several inspiring testimonials, chosen among the personnel and external role models, have shared their experiences on issues relating to diversity and inclusiveness. Moreover, the Company, alongside Eni, joined the **"Orange the World"** initiative, a

worldwide campaign launched by UN WOMEN, the United Nations organisation dedicated to gender equality and the empowerment of women.

In order to empower its people to counter any kind of violence and discrimination, the Company adheres to Eni's **Zero Tolerance Policy** and provides its employees with a **Whistleblowing Platform** where they can make anonymous and confidential reports regarding any behaviour or actions that are not in line with the Code of Ethics, as well as harmful to the dignity of any other individual.

Plenitude is committed to integrating such principles along the entire value chain, by involving its suppliers in the sustainability process. For this reason, it uses an evaluation and monitoring model developed according to a **risk-based approach**, to identify, prevent and mitigate the risks of violations of human rights regulations in the procurement process. Adhering to the **JUST (Join Us in a Sustainable Transition)** approach defined by Eni, Plenitude relies on a structured

system for the selection and qualification of suppliers based on social criteria. 100% of suppliers were examined according to such criteria in 2021¹⁹. The process requires suppliers to sign Eni's

Supplier Code of Conduct, by which they agree, among other things, to recognise and protect the value of people and prevent any kind of discrimination.

FUTURE TARGETS

Being the fight against discrimination and the respect for human rights core values of Plenitude's work ethic, the Company aspires to achieve even more positive results than those registered in 2021.

With regard to gender diversity, Plenitude has in fact set the following ambitious targets for 2025: the achievement of **100% equal remuneration** between men and women, **50% female presence** over the total employee base, and **40% women in managerial positions** in Italy and abroad.

To involve its people in the changing process, the Company keeps organising activities to raise awareness and engage its employees. One has already been launched in 2022 during the International Women's Day: on this occasion, Plenitude has given its female workforce the possibility to attend a free online course on 'Women's Leadership' by TLON. In April 2022, again in collaboration with TLON²⁰, it launched the **Diversity Talks** pro-

gram: a series of six meetings on personal growth with the aim of improving work well-being and collaboration, through an in-depth discussion on diversity as a value and concrete exercises to contribute to the creation of an increasingly inclusive, flourishing, and positive working environment.

In order to attest its commitment to gender equality, Plenitude has embarked on a partnership with the **Winning Women Institute (WWI)**, the first Italian organisation set up to spread the principle of gender equality at work. With the aim of overcoming and preventing any form of discrimination based on gender, WWI evaluates Companies' gender equality through a certification system. With the launch of the partnership, Plenitude undertook the process to obtain the certification.

To foster greater **integration** between business areas and people from different countries, while increasing awareness of the **new Plenitude positioning** with a fo-

cus on **sustainability in relation to business**, the international **Together for the future** contest was launched in April 2022. The contest will allow **the 260 Plenitude people**, who have registered to work in groups that gather people from different countries/cultures, contributing to build **Plenitude's future** by designing sustainability-themed projects. Winning projects will not only be awarded, but they will also be realised.

In 2022, the Company has also launched **#CEOontheroad**, the roadshow that brings the CEO in Plenitude offices around the world with the aim of building a **relationship of trust and transparency** with the local top management. These meetings of direct dialogue with the CEO will enable discussions on the transformation and the objectives of

Plenitude while increasing the **feeling of belonging and the engagement of the people, in Italy and abroad**.

Plenitude's commitment persists along the entire value chain. Accordingly, in 2022 Plenitude plans to start a Procurement transformation path, thanks to a **Strategic Sustainable Sourcing model** - inspired by Plenitude's ESG model (Governance, Climate and Emissions, People, Business Sustainability and Community). The model will enable the evolution of an increasingly sustainable supply chain through a collaborative and shared approach with suppliers, characterised by dedicated in-depth analyses and workshops prior to the start of proceedings or tenders and with the involvement of the internal requesting functions.

Launch of the project "Strategic Sustainable Sourcing"

19 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "5.4 Sustainable supply chain"
20 - TLON is a school of philosophy and imagination, publishing house, theatre bookshop, event and training agency

2.3.2 WELL-BEING

OBJECTIVE WELL-BEING	2021 PERFORMANCE	FUTURE TARGETS
<p>Measuring the well-being and satisfaction of employees through surveys and meetings and protecting their physical and psychophysical integrity through a welfare plan that ensures work-life balance</p>	<p>0 recorded accidents</p> <hr/> <p>Implementation of a corporate welfare plan that offers a wide variety of conventions and initiatives</p> <hr/> <p>Launch of the "Beyond Smart Working" project interview and survey phase</p>	<p>Launch of the OHI (Organizational Health Index) Survey</p> <hr/> <p>Development of the Employee Experience Platform project in 2022</p> <hr/> <p>Progress of the 'Beyond Smart Working' project, launching collaborative workshops and co-design activities</p>

Plenitude is committed to dealing with **health and safety** in the workplace as an **essential element for the performance of business activities**. As such, the Company methodically updates and improves the tools that enable risk minimization and over-

sees the issue in line with the Health and Safety Policy that defines the health and safety management guidelines. Moreover, Plenitude implements a **welfare plan**, that is considered a best practice in the sector²¹.

2021 PERFORMANCE

The commitment to this topic concretises through the spread and **strengthening of the culture of health and safety**. All levels of the Company, contractors and suppliers are involved in the achievement of objectives and targets for improvement; employees participate in continuous **training activities** on health and safety. In 2021, no incidents involving either employees or contractors have occurred. Therefore, the Total Recordable Injury Rate (TRIR), the Fatality Rate and the Serious Oc-

cupational Injury Rate (excluding deaths) were equal to zero.

Not only the health and safety of people, but also their well-being is a primary value. Thereby a corporate welfare plan is dedicated to all employees, through which the Company develops numerous initiatives aimed at favouring the work-life balance as well as parenting, enhancing the physical and mental health of its employees and at offering innovative tools for managing their work.

The Company has committed to periodically monitoring employee satisfaction, giving voice to its people through dedicated surveys.

With a view to continuous improvement, Plenitude launched the **Beyond Smart Working project**. Through the initiative, Plenitude aims at co-constructing a new 'fluid' working model with its

people, providing them with the skills and tools they need to work more effectively, flexibly, and sustainably. The initial phase of the project took place in November 2021, involving the Italian workforce in an anonymous online survey and selected management representatives through interviews designed to better understand their needs.

FUTURE TARGETS

In 2022, Plenitude will strive to further strengthen its commitment to the health, safety, and well-being of its people, implementing mechanisms for listening and exchanging views with them. In 2022, the **OHI (Organisational Health Index) Survey**, an online survey addressed to 2,126 Plenitude's people in Italy and abroad, was launched with the aim to identifying strengths and opportunities for improving organisational health and promoting collaboration and corporate integration. The results of the survey will contribute to the definition and development of improvement actions to be implemented in the coming years.

In addition, the **Employee Experience Platform** Project, a system for implementing initiatives and tools by actively listening to the employees' preferences and needs, is planned for 2023.

The project, which will be launched in 2022, is structured

around three main strands:

- "Well-being&Engagement" to promote well-being, work-life balance and equal opportunities;
- "Purpose&Alignment" to spread knowledge of the purpose and values underlying the Plenitude identity;
- "Culture&Communications" to foster listening, continuous engagement and communication with Plenitude people and stimulate cultural transformation.

To keep up with the evolving external context that inevitably affects the needs of its people, in 2022 Plenitude plans to complete the implementation of the **Beyond Smart Working** project. To this end, between March and May 2022, the Company has carried out co-design workshops involving multidisciplinary teams. In autumn 2022 it plans to extend the pilot mindset and procedures to the entire organisation, through the activation of Ambassadors and the gradual involvement of all Plenitude people.

0 incidents recorded in 2021

21 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "6.2 Attention and care toward the people who work for Plenitude"

2.3.3 TRAINING AND TALENTS

OBJECTIVE TRAINING AND TALENTS	2021 PERFORMANCE	FUTURE TARGETS
<p>Ensuring opportunities for personal and professional growth, investing in the development and continuous updating of transversal knowledge and technical skills and in programs for talent development</p>	<p>48,958 total training hours</p>	<ul style="list-style-type: none"> • 25 hours of training per employee in 2025 • 6,500 hours of digital upskilling in 2022 (+50% participants vs. 2021)
	<p>100% of employees involved in performance evaluation</p>	<p>Maintaining 100% of employees involved in performance evaluation</p>
	<p>Development of induction and networking paths for new recruits</p>	<p>Implementation of induction and networking paths for new recruits</p>

Plenitude strongly believes in the power of training as a tool for growing and enhancing the

skills of its people, considering it as an engine for business development²².

2021 PERFORMANCE

To **enhance the growth of its people**, Plenitude has invested in a total of 48,958 hours of training, which amounts to a total expenditure of **1.4 million of euros for training**, confirming the strategic importance Plenitude assigns to skills acquisition and consolidation initiatives for its people. Plenitude also offers its talents the opportunity to participate in **master courses** through **partnerships with universities or training institutions**. Overall, around **4,000 hours of training** were held in the field of digital upskilling in 2021 and **500 participants** attended the courses.

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

The evolution of the performance assessment process confirms the concreteness and consistency of management's commitment to the people's development.

The Company has also rethought the relationship with its people through an employee-centred approach by **defining new job roles** (specifying mission and objectives, activities and responsibilities, knowledge and skills required) and redesigning the onboarding process. The new process, which was developed thanks to employees' suggestions collected through an ad hoc sur-

vey, pays particular attention to the involvement of new recruits. To this end, it provides them with a path of induction and networking to equip new resources with all the tools they need to know how to orient themselves within the organisation and how to start their career.

Among the new features introduced is the figure of the **buddy**, a role covered from time to time by employees already in the work environment who voluntarily help new recruits by resolving their first doubts and introducing them to Company life.

FUTURE TARGETS

Over the next few years, training will remain a strategic driver for Plenitude, which aims to deliver 25 hours of training per employee by 2025 and to increase the focus on digital skills by delivering 6,500 specific hours in digital upskilling in 2022, involving 50% more employees than in 2021.

Furthermore, in 2022 the Company is committed to maintaining the high level of employee coverage in performance appraisals and to implementing the on-boarding path, with induction and networking activities, for new recruits.

22 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "6.3 Attention and care toward the people who work for Plenitude "Supporting people's growth and empowerment"



2.4

Promoting Customer centricity through transparent and fair relationships

- IDENTIFYING THE NEEDS
- SERVICES DIGITALISATION
- SERVICE AND PRODUCT QUALITY

For Plenitude, building a **constant and transparent dialogue and establishing long-lasting and trustworthy relationships** with its Customers represent crucial elements for business development. With the aim of fully understand-

ing the expectations and needs of its Customers, the Company has structured an active, digital and quality-based system for understanding their needs in order to guarantee them the highest possible level of satisfaction.

2.4.1 IDENTIFYING THE NEEDS

OBJECTIVE IDENTIFYING THE NEEDS	2021 PERFORMANCE	FUTURE TARGETS
Developing tools and initiatives to identify customer expectations and improve customer satisfaction	Implementation of Design Thinking to develop customer centricity and the related training through the Design Academy	Training involving 30 people for 16 hours each (480 hours total in the field of Customer Centricity)
	Level of performance indicators related to: <ul style="list-style-type: none"> • Service satisfaction at 85.9%, (+ 1.2% compared to 2020) • Resolution at 86.1% (+ 0.8% compared to 2020) • Customer Effort Score at 86.6% (+ 0.7% compared to 2020) 	Maintaining the performance indicators level recorded in 2021 also throughout 2022
	Definition of the new methodology for measuring customer satisfaction: Net Promoter Score	3.5x Net Promoter Score in Italy in 2025 compared to 2018

Plenitude's business approach is strongly focused on Customer Centricity, as positive Customer

experience and attention to Customer needs are crucial elements for competitive advantage²³.

2021 PERFORMANCE

To define suitable solutions for its Customers, Plenitude adopts the **Design Thinking** method, which is a process to better understand users' needs, challenge the original assumptions, redefining problems and developing innovative solutions to deliver meaningful and valuable omnichannel experiences. In this light, more than 500 **co-design workshops** and more than 400 interviews with users were conducted between 2020 and 2022 to identify their needs. This method has enabled Plenitude to successfully anticipate Customer needs, emphasize with them and act systematically to improve the customer experience. The **Researcher for a day** activity and the training delivered through the **Design Academy** have also contributed to the success of the model. Thanks to the first initiative, Plenitude's people have actively taken part in the user research processes, while the second has empowered them with a data-driven training course on design research methodologies, service design tools and techniques and a system thinking approach. As of today, 36 people have participated in the 4 editions that have enabled them to acquire the skills needed to internalise the customer-centred approach.

Plenitude carries out **periodical customer satisfaction surveys**, based on interviews realized dai-

ly on a representative sample of Customers, through which they are asked to evaluate several aspects concerning the degree of Customer satisfaction with the Company. The results confirm a general **increase in the degree of Customer satisfaction** on phone services: the service satisfaction index amounts to 85.9% (+1.2 compared to 2020); also, the "resolution" of procedures performed by the call center has increased from 85.3% in 2020 to 86.1% in 2021 (+0.8). Consequently, the CES (Customer Effort Score), an indicator that captures Customer satisfaction during the interaction with Plenitude, has continuously increased, reaching a score of 86.6 (+0.7) in 2021.

By means of the Customer Feedback program, developed in collaboration with **Medallia**²⁴, the Company delivers surveys via messages or e-mail to its Customers in order to measure additional KPIs to monitor Customer satisfaction, among which the Net Promoter Score (NPS), that measures the probability that a Customer would recommend Plenitude to a friend or a colleague. Based on the first surveys in 2021, the NPS also shows an upward trend compared to the previous year.

85.9% service satisfaction
86.1% resolution level
86.6% Customer effort score

FUTURE TARGETS

Plenitude plans to involve 30 people for 16 hours each (480 hours total) in Design Thinking training to develop skills related to Customer centricity.

Considering the positive performance recorded in 2021, the Company intends to **maintain the actual level recorded by the**

performance indicators measuring satisfaction with the service, the degree of resolution and the Customer Effort Score.

Finally, Plenitude has set itself the goal of increasing the Net Promoter Score in Italy by 3.5x in 2025 compared to 2018.

2.4.2 SERVICES DIGITALISATION

OBJECTIVE SERVICES DIGITALISATION	2021 PERFORMANCE	FUTURE TARGETS
Implementing digital tools to foster transparency in customer relations	<p>Launch of the Digital Acceleration roadmap, including the development of the digital tools available to the Customers</p> <p>84% of new contracts at the European level were signed paperless</p> <p>36% of e-invoices</p>	<p>Consolidation of digital assets and implementation of new functionalities for customers in 2022</p> <p>90% of new contracts at the European level were signed paperless by 2025</p> <p>40% of e-invoices in Europe in 2022</p>

For Plenitude, research and technological innovation are essential elements for business development. Through innovation and digital transformation, it is in fact possible to effectively fulfil sus-

tainability objectives, while enriching the know-how and skills within the organisation and stimulating a continuous evolution of the services offered²⁵.

2021 PERFORMANCE

In 2021, Plenitude has invested on the development of **business agility**, that is the ability of an organisation to quickly reconfigure its structure, strategy, skills, and technologies to seize business opportunities. Innovation in the agile business process management is enabled and accelerated by a process of internal digitalisation of assets, guided by the **Digital Acceleration** project that leverages on three key points: strengthening the technological evolution of **digital assets** (internal and client-facing), accelerating the development of the **self-care framework** (internal and client-facing), and review-

ing post-acquisition processes to make their management more efficient.

Over the last three years, digitalisation had a tremendous impact on the Customer experience process, demonstrated by an **increase in the sales on the digital channel**, moving from 7% in 2018 to 34% in 2021. Starting from 2019, the Retail unit has relentlessly increased the number of digitally signed contracts across Europe. In 2021, 84% of the sales were “paperless”. At the same time, the percentage of **digital bills (e-invoices)** raised from 24% in 2019 to 36% in 2021.

FUTURE TARGETS

By consolidating its **digital assets** and enabling **new Customer functionalities** by 2022, Plenitude aims to strengthen its digital ef-

forts. To this end, it plans to attain a target of 40 % digital bills by the end of 2022 and a total of 90% paperless contracts by 2025.

25 - For further details, please refer to Plenitude's Sustainability Report 2021, paragraph: "5.1.1 Customer satisfaction" and "5.3 Digitalisation"

2.4.3 SERVICE AND PRODUCT QUALITY

OBJECTIVE SERVICE AND PRODUCT QUALITY	2021 PERFORMANCE	FUTURE TARGETS
<p>Ensuring the highest level of quality both in relation to the services offered and in products created</p>	<p>Implementation of the Customer Care model "WeCare"</p> <ul style="list-style-type: none"> Level of performance indicators related to: <ul style="list-style-type: none"> Service level at 96.8%, (+1.4% compared to 2020) Waiting time at the call centre amounting to 166 seconds (in a decreasing trend if compared to 2020 when it was 228 seconds) Self Care Indicator equal to 47 (-2.1% compared to 2020) First Call Resolution indicator equal to 92 (-1.1% compared to 2020) 	<ul style="list-style-type: none"> Implementation of the WeCare Model and development of dedicated caring initiatives, including Tellis Development of new AppBeCharge features <p>Maintaining the performance indicators level recorded in 2021 also throughout 2022</p>

Thanks to its efforts in reorganising its Customer Care model, Plenitude improved the level of service quality perceived by its Customers even during a criti-

cal period such as the Covid-19 health emergency that radically changed the way Customers interface with the Company²⁶.

2021 PERFORMANCE

The implementation of WeCare, the new customized operating model to support Customers, guaranteed exclusivity, efficiency, and an immediate response to diverse Customers' needs. The model foresees an innovative service built on the Customer centricity concept, according to which the Customer interacts with a reference person. In a period of severe uncertainty, thanks to this model, the Company was

therefore able to ensure **lasting, trust-based interactions with its Customers**.

Customer recognition is expressed through the results on the monitoring of Plenitude quality level. In monitoring these indicators, Plenitude **adheres to the specific and general commercial quality standards** for the sale and distribution organisations established by the Italian Authority for the Regulation

of Energy and the Environment (ARERA). Moreover, the Company integrates the assessment with the **First Call Resolution (FCR)** indicator, that is the percentage of problems that have been solved during the first call, and the **Self-Care** indicator, the percentage of operations carried out independently by the Customers out of the total number of requested operations. In 2021, the percentage of Plenitude's Customers who spoke to

an operator stood at 96.8%, recording a better result than the previous years and that far exceeds the minimum target set by the ARERA identified with 85%. The average waiting time in 2021 also improved significantly, settling at 166 seconds compared to 228 in 2020, while the FCR and Self Care indicators show a substantially unchanged performance, which is in line with the previous year.

96.8% of Customers managed to interact with an operator
92% First Call Resolution (FCR) level

FUTURE TARGETS

In line with its commitment to guaranteeing a quality and inclusive service alongside the consolidation of the WeCare Model, Plenitude plans to launch a specific caring initiative dedicated to deaf people, the **'Tellis' initiative**, in 2022.

Also in 2022, the Company plans to advance the **continuous improvement of the Be Charge app**. As of now, the App is able to simultaneously manage two different Customer profiles, one for private use, one for business use, greatly simplifying the user ex-

perience. The new feature, that is scheduled for release in 2022, will allow the management of electric vehicle fleet users within a single corporate account, coupled with a dedicated B2B portal that will allow the fleet manager to monitor consumption and manage authorisations.

Finally, given the positive performance recorded, the **performance indicators** measuring service level, waiting time, SelfCare rate and FCR are **expected to be maintained** during 2022.

CONCLUSIONS

In July 2022, Plenitude marked its first year as a Società Benefit: the common benefit purposes that it has incorporated in the Bylaws have proved to be in line with the expectations of our stakeholders and they have been translated into specific objectives, concrete actions and initiatives that positively impacted on people, the community, and the environment.

Through this document, Plenitude wants to share in a transparent way its commitment as a Benefit Company, reporting on the results achieved in 2021 and outlining the objectives for 2022, geared towards the pursuit of the common benefit purposes. Plenitude strongly believes in the importance of a cultural change related to the sustainable use of energy. To this end, it spreads its knowledge through experiences and initiatives, also in partnership with other organisations, aimed at involving as many stakeholders as possible.

The Company is investing in the production and sale of renewable energy and, together with its subsidiaries SEA, Evolvere, and Be Power, commits to developing and offering Custom-

ers increasingly innovative and sustainable solutions to support society in the energy transition process and to achieve carbon neutrality.

Plenitude intends to maintain and improve the inclusive, safe, and stimulating environment that it has built over the years. To this purpose, it commits to ensure growth paths and training and to implement welfare initiatives for its people. Moreover, it plans to involve all actors operating in its value chain in the process of integration of the sustainability principles within the business.

Customer centricity will continue to constitute a key element for business development, guiding choices towards meeting expectations and intercepting needs, maintaining high quality levels, and exploiting the potential of digitalisation.

Plenitude is therefore committed to reporting annually, through the Impact Report, the degree of achievement of its objectives, in line with the requirements of the regulations, to show the actual generated impact.

04

ANNEXES

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4.1

Methodological note

To communicate transparently and timely its commitment to create a positive impact on the environment and on the society to its stakeholders, Plenitude periodically reports its environmental, economic, and social performance through the publication of the Sustainability Report, voluntarily drawn up, and their impact through the Impact Report, in line with the regulations.

Plenitude's Impact Report 2021 has been drafted in compliance with Law No. 208 of 28 December 2015: for each of the four impact areas, the Company's commitments are explained in terms of the specific objectives, the actions implemented to achieve them, the monitoring indicators, and the intentions it aims to achieve in the future.

The performance indicators have been selected in accordance with the Global Reporting Initiative's (GRI) 2016 Sustainability Report-

ing Standards (GRI Standards). Most of the quantitative data used for the development of the KPIs required by the indicators are managed through specific Company software, which allows for their automatic collection and aggregation. Since this is the first year of publication of this document, it has not yet been possible to highlight the status of the KPIs, which are presented for the first time. However, the data reported provide the best possible representation of the performance based on the availability of data at the time of writing; the Company is committed to monitoring their progress in subsequent years.

In this way, Plenitude aims to create a long-lasting, trustworthy relationship with its stakeholders, to consolidate a business that is increasingly responsible and to contribute to the spread of information and knowledge related to sustainability, thus strengthening its importance.

4.2

Material topics and Common benefit purposes

	MATERIAL TOPICS	DESCRIPTION	PURPOSE
GOVERNANCE	Business Ethics and integrity	Respect for the principles of integrity and professional ethics, in compliance with laws and regulations	
	Data Protection & Cybersecurity	Safeguarding the security and privacy of company data, ensuring traceability and transparency through control systems	
CLIMATE AND EMISSIONS	Climate change and GHG emissions reduction	Promoting actions to reduce greenhouse gas emissions to contribute to the achievement of carbon neutrality targets and to the energy transition	
	Solutions for clients from renewables energies	Provision of energy from renewable sources including wind, photovoltaic and storage	
	Solutions for clients – energy efficiency	Energy efficiency solutions for homes and businesses, such as energy requalification interventions, smart home technologies, etc.	
	Solution for clients – electric mobility	Solutions to promote the development of electric mobility	
BUSINESS SUSTAINABILITY	Customer Satisfaction	Customer centricity, through direct involvement and constant dialogue in order to build trustworthy relationships and ensure a high level of customer satisfaction	
	Quality of products and services	Management approach geared towards offering customers quality products and services in line with their needs	
	Innovation and Digitalisation	Development of innovative and digital solutions aimed at offering innovative products, services, and improving business management	
	Environmental management	Integrating circular economy principles in the business conduct, promoting the responsible and efficient use of resources	
	Sustainable supply chain	Responsible management of the interaction with suppliers, geared towards full compliance with legality, transparency and sustainability principles	
PEOPLE	Health and safety	Protection of the health, safety and psychophysical integrity of all individuals	
	Workers well-being	Providing conditions that ensure the well-being of all workers, ensuring their work-life balance through welfare plans that meet their needs	
	Training and development	Personal and professional growth opportunities for employees, investment in continuous development and update of soft skills and technical expertise	
	Human rights	Respect for the fundamental rights and freedoms of workers and local communities, along the entire value chain	
	Diversity and inclusion	Inclusive work environment, which promotes respect among people and enhances the value of everyone's diversity, repudiating any discriminatory behavior	
COMMUNITIES	Talent attraction & retention	Being able to attract and retain talent, developing their skills and stimulating their motivation	
	Spread of the culture of sustainable energy usage	Spreading the culture of sustainable energy usage, enhancing the use of renewable energy sources and raising awareness on conscious energy consumption	
	Stakeholder Engagement	Involving and listening to stakeholders' expectations, balancing their interests to create shared value	
	Support to local communities	Development of initiatives to support local communities where the Company operates, in order to generate value in the territory	





4.1.1 REPORTING BOUNDARY

Key performance indicators' scopes are aligned with the objectives set by the Company and represent the potential impact of the activities managed by Plenitude. Data include Italian and foreign companies consolidated as of December 31 of the reporting year, unless otherwise specified. Data concerning companies in the "Renewables" business area that entered the consolidation period during 2021 are presented with reference to the overall reporting year. Particularly, data concerning new suppliers assessed according to social criteria, includes all Plenitude Società Benefit SpA's suppliers whose Vendor Management function is centralised, namely all Italian suppliers, mega suppliers, and international suppliers.

4.1.2 CALCULATION METHODS

KPI	METODOLOGY
2nd PURPOSE – PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	
GHG emissions	SCOPE 1 EMISSIONS: direct GHG emissions are those deriving from sources attributable to the Company's assets (e.g., combustion, flaring, fugitive and venting), and include CO ₂ , CH ₄ e N ₂ O; the Global Warming Potential used for conversion equals to 28 in relation to CH ₄ and to 265 for l'N ₂ O.
	SCOPE 2 EMISSIONS: are the indirect GHG emissions related to the generation of electricity and heat purchased from third parties and consumed in the Company's assets. Indirect GHG emissions include CO ₂ , CH ₄ e N ₂ O; the Global Warming Potential used for conversion equals to 28 in relation to CH ₄ and to 265 for N ₂ O.
Renewable installed capacity	AVOIDED EMISSIONS: avoided emissions attributable to the production of renewable energy, energy requalification interventions and the installation of photovoltaic panels refer to the amount of CO ₂ eq that would have been emitted into the atmosphere given the same electricity production with the current generation mix of the various producing countries. The avoided emissions attributable to electric mobility services represent the amount of CO ₂ eq that would have been emitted into the atmosphere with the current fuel mix of the Italian ICE (International Combustion Engine, i.e., with an internal combustion engine) fleet. Avoided emissions were calculated in accordance with Eni's Methodology for Estimating Greenhouse Gas Emissions. The calculation of the avoided CO ₂ eq emissions attributable to electric mobility services is based on data provided by ISPRA on the average emissions of the Italian ICE vehicle fleet.
	The indicator is measured as the maximum capacity of power plants that use renewable energy. Sources to produce electricity. 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.
3rd PURPOSE - ENSURING DIVERSITY AND INTEGRATION	
New suppliers evaluated according to social criteria	The indicator represents all new suppliers subjected to a new qualification process. The scope of the analysis consists of all suppliers of Plenitude Società Benefit SpA whose Vendor Management function is centralised, such as all Italian suppliers, mega suppliers and international suppliers.
Training hours	Hours provided to Plenitude employees through training courses managed and carried out by Eni Corporate University (classroom and remote) and through training on the job. Average training hours are calculated as total training hours divided by the average number of employees in the year.
Security	TRIR: total recordable injury rate (injuries leading to days of absence, medical treatments and cases of work limitations). Numerator: number of total recordable injuries; denominator: hours worked in the same period. Result of the ratio multiplied by 1,000,000

Common benefit purposes and indicators

PURPOSE	OBJECTIVE	KPIs	SDGs
SPREADING THE CULTURE OF SUSTAINABLE ENERGY USAGE	COMMUNICATION	<ul style="list-style-type: none"> List of initiatives Number of impressions 	
	EDUCATION	<ul style="list-style-type: none"> List of initiatives Number of impressions Number of subscriptions to the newsletter 	
	PARTNERSHIPS/EVENTS	<ul style="list-style-type: none"> List of partnerships List of events 	
PROVIDING SOLUTIONS AND TECHNOLOGIES FOR RESPONSIBLE ENERGY USAGE	RENEWABLE ENERGY	<ul style="list-style-type: none"> GRI Sector Standard EU 1: Installed capacity, broken down by primary energy source and by regulatory regime GRI Sector Standard EU 2: Net energy output broken down by primary energy source and by regulatory regime Tonnes of CO₂eq avoided Quantity (TWh) Certified renewable electricity sold 	
	ENERGY EFFICIENCY	<ul style="list-style-type: none"> GRI Sector Standard G4: Demand-side management programmes targeted to residential, commercial, institutional and industrial customers Tonnes of CO₂eq avoided (split between energy requalification interventions and panel installation) Number of photovoltaic systems installed at customer sites and associated photovoltaic power 	
	E-MOBILITY	<ul style="list-style-type: none"> E-mobility solutions offered Tonnes of CO₂eq avoided Number of installed charging points 	
	DIVERSITY, INCLUSION AND HUMAN RIGHTS	<ul style="list-style-type: none"> GRI 405-1: Diversity of governance bodies and employees GRI 405-2: Ratio of basic salary and remuneration of women to men Adoption of dedicated policies List of initiatives and programs GRI 414-1: New suppliers that were screened using social criteria 	
ENSURING DIVERSITY AND INTEGRATION	WELL-BEING	<ul style="list-style-type: none"> GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees GRI 403-9: Work-related injuries Initiatives for understanding the needs of employees 	
	TRAINING AND TALENTS	<ul style="list-style-type: none"> GRI 404-1: Average hours of training per year per employee GRI 404-2 (a): Programs for upgrading employee skills and transition assistance programs GRI 404-3: Percentage of employees receiving regular performance and career development reviews GRI 412-2: Employee training on human rights policies or procedures 	
PROMOTING CUSTOMER CENTRICITY THROUGH TRANSPARENT AND FAIR RELATIONSHIPS	IDENTIFYING THE NEEDS	<ul style="list-style-type: none"> Service satisfaction (%) - (Parent Company) Resolution (%) - (Parent Company) Customer effort score (CES) - (Parent Company) Net Promoter Score 	
	SERVICES DIGITALISATION	<ul style="list-style-type: none"> New contracts signed paperless (%) E-invoices (%) 	
	SERVICES AND PRODUCTS QUALITY	<ul style="list-style-type: none"> Development of customer experience management models specific and general commercial quality standards - ARERA (Parent Company) 	



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