

# SUSTAINABILITY PLAN FOR 2020-2024 AND THE OPERATIONAL GOALS

The 2020-2024 Sustainability Plan, as already mentioned, acts on governance and operational levels, identifying 8 cross-cutting objectives aimed at incorporating sustainability into the governance of the Company and 5 macro-objectives for the Group.

## GOVERNANCE LEVEL THE 8 OBJECTIVES

ACEA IS COMMITTED TO THE ADEQUATE INTEGRATION OF SUSTAINABILITY IN CORPORATE GOVERNANCE BY:

- the consideration of material ESG issues in its business risk management model; the assessment of safety and environmental risks and impacts of its activities with the aim of keeping them under control and reducing them also through the adoption of certified management systems;
- the integrated reading of economic, financial and sustainability data so as to present the overall value generated by the Group;
- the enhancement of corporate sustainability objectives within management performance models;
- the dissemination of a “sustainability culture” through initiatives of awareness and engagement of internal and external stakeholders;
- the integration of financial aspects with the Group's sustainability objectives and ESG (Environmental, Social, Governance) aspects in its communication and relations with shareholders and investors;
- the reading of evolutionary trends of regulations both at a national and European level with respect to issues related to sustainability in the areas the Company works in;
- the development of an advanced labour-management relations model able to meet new social needs and focused on the well-being of the Company and employees;
- sustainable supply chain management, implementing the best procedures in the fields of supply management and circular procurement.

## OPERATIONAL LEVEL THE 5 MACRO-OBJECTIVES AND WITH A FOCUS ON THE FOLLOWING 5 MACRO-OBJECTIVES AND RELATED AREAS OF ACTION AND OPERATIONAL OBJECTIVES<sup>(\*)</sup>



PROMOTING A CUSTOMER FOCUS

### Improving communication with customers

- Developing web presence and digital channels in compliance with the Group's communication and positioning needs

### Improving the quality of services

- Improve the sales quality of services
- Improving the technical quality of services



VALUING PEOPLE FOR THE GROUP'S GROWTH

### Professional enhancement, training and development of skills

- Enhancing and boosting Human Capital skills
- Investing in the development and improvement of the staff assessment and recruitment system

### Involving people in the Group's identity

- Boosting the level of engagement of the Company population
- Defining and promoting an employer branding plan

### Organisational inclusion and well-being

- Identifying and improving the organisational well-being of the entire Company population
- Enhancing diversity and promoting inclusion

The **5 macro objectives** are broken down into **15 frameworks for action, 25 operational objectives and 125 objectives for 2024 and related KPIs** that allow the **progressive achievement thereof** to be **monitored**, below. It

is envisaged that **the Plan will be updated periodically**, especially at an operational level, so that consistency with changes to the management and strategic industrial guidelines of the Group is ensured.



### QUALIFYING PRESENCE IN THE REGIONS AND PROTECTING THE ENVIRONMENT

#### Reducing the environmental impact

- Planning and implementing actions aimed at fighting climate change (mitigation and adaptation)
- Promoting an efficient use of resources, thus facilitating circular economy
- Taking initiatives to protect the territory and limit impacts on the natural environment
- Enhancing certified environmental and energy management systems

#### Improving sustainability along the supply chain

- Implementing a rationale of sustainability in procurement procedures

#### Contributing to the well-being of the community

- Promoting activities with positive impact on the collectivity and on the territories where the Company works

#### Consolidating relations with the territory

- Contributing to create awareness on social and environmental matters
- Facilitating the engagement of stakeholders in Company projects with the aim of creating shared values



### PROMOTING HEALTH AND SAFETY ALONG THE VALUE CHAIN

#### Health and safety at workplace for Group workers

- Promoting a culture of health and safety at workplace

#### Health and safety at workplace for contractors and subcontractors

- Creating awareness among contractors on workplace health and safety at workplace

#### Health and safety of the communities with which the Group operates

- Ensuring the health and safety of the customers of the reference territory for the various services provided



### INVESTING IN INNOVATION FOR SUSTAINABILITY

#### Organisational innovation

- Promoting “smart” processes and working methods

#### Technological and process innovation

- Promoting the resilience of the urban territory and innovation from a smart city perspective
- Implementing remote control systems and remote interventions
- Applying new technologies in leak detection and other operations

#### Creating and promoting knowledge

- Developing research projects in partnership with other relevant departments

(\*) Each objective is divided into multiple targets and KPIs in the detailed Plan to which reference is made.