



PRINCIPLES AND VALUES OF
STAKEHOLDER ENGAGEMENT
WITHIN THE ACEA GROUP

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The Acea Group is a leading Italian multiutility company that has been operating for more than a century in energy (from the generation, distribution and sale of electricity and gas to the management of public lighting), integrated water services (from catchment and distribution to collection and waste water treatment) and environmental services (efficient use of waste) sectors.

Due to the role that the Acea Group plays in the socio-economic system it assumes a broader commitment than the typical efficient and effective management of its businesses, taking on responsibilities associated with contributing to the sustainable development of the territories in which it operates and the well-being of its personnel and all of its stakeholders.

The Acea Group recognises its stakeholders not only as parties that have a key role in enabling the company's objectives but also, and above all, as the main direct and indirect beneficiaries of the value created by its activities.

In considering its commitment to create value with and for its stakeholders as a distinguishing factor of the company's business, the Acea Group builds and develops trust relationships with stakeholders and takes an inclusive and proactive approach towards them, from the perspective of continuity and sharing related interests.

THE PRINCIPLES THAT GUIDE ENGAGEMENT

All parties/organisations in a relationship with the Acea Group that can contribute to achieving its business objectives or otherwise — and, in a broader sense, its ability to create value over time — and can be affected by the company's activities, products and services and the results it generates, in terms of performance along the entire value chain, are considered stakeholders

The Group is committed to managing relationships with its stakeholders according to the principles of **integrity, transparency, fairness, impartiality and inclusivity**, in line with its Code of Ethics. The aim is to create relationships based on **listening, dialogue** and the **mutual understanding of points of view and expectations**, with the goal of encouraging wider **stakeholder engagement in defining the Group's strategic priorities as well as its business operations**.

The Group also intends to seize, develop and consolidate opportunities arising from chances for positive collaboration that emerge from relationships with its stakeholders, with the goal of strengthening its ability to create shared value.

The Group aims to implement an inclusive and proactive approach to managing relationships with its stakeholders, including by addressing any **critical situations and/or conflicts** as quickly as possible.

THE ACEA GROUP'S COMMITMENT

The Acea Group is committed to ensuring that what is stated in this document is translated into goals aimed at building — mainly through the active and responsible participation of stakeholders — a **solid relational network** capable of supporting the Group in **achieving the corporate objectives**, broadly understood as the ability to **create shared value in the territories and socio-economic systems in which it operates**.

To that end, the Group considers this document an expression of its **strategic direction** as well as a **basis for extensively and consistently integrating the idea of stakeholder engagement in managing its business activities**.

The Acea Group is committed to implementing and keeping these Principles and Values active by defining and formalising **specific procedures and adequate corporate processes**, developing **appropriate organisational solutions**, and adopting the **necessary initiatives** to guarantee their full implementation.

The Group also pledges to **distribute** these Principles and Values as **widely** as possible **within and outside the organisation** and to carry out **constant monitoring**, also to identify any updates needed.

CONTACTS

For information please contact:

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