

**EMPLOYEES (HEADCOUNT) - GRI STANDARD 405-1**

	Unit of measurement	2019			2018			2017		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Executives</b>	no.	52	9	<b>61</b>	46	11	<b>57</b>	49	11	<b>60</b>
<b>Office workers</b>		1,747	523	<b>296</b>	1,571	369	<b>1,938</b>	1,569	369	<b>1,938</b>
<b>Blue-collar workers</b>		1,361	3	<b>2,270</b>	1,361	3	<b>1,319</b>	1,331	4	<b>1,335</b>
<b>Total</b>		3,167	447	<b>4,096</b>	3,167	447	<b>3,614</b>	3,168	416	<b>3,584</b>

**EMPLOYEES (HEADCOUNT) - EMPLOYEES BELONGING TO PROTECTED CATEGORIES - STANDARD GRI 405-1**

	Unit of measurement	2019			2018			2017		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees belonging to protected categories	no.	146	30	176	183	25	163	147	25	172

**EMPLOYEES BY LEVEL OF EDUCATION**

	Unit of measurement	2019			2018			2017		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
High School diploma-holders	no.	1,807	277	2,084	1,601	232	1,833	1,541	243	1,784
Graduates		388	218	606	324	140	464	325	84	409
Other (no high school diploma)		1,322	84	1,406	1,242	75	1,317	1,311	80	1,391

**EMPLOYEES BY AVERAGE LENGTH OF SERVICE**

	Unit of measurement	2019			2018			2017		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
Average age of employees (age)	n.	51	49	51	52	50	52	53	51	53
Average length of service (years)		25	22	25	27	24	26	27	25	27

**STAFF BY POSITION**

	Measurement unit	<b>2019</b>	<b>2018</b>	<b>2017</b>
Executives	no.	61	57	60
Managers	no.	296	273	251
Office workers	no.	2,270	1,965	1,938
Manual workers	no.	1,469	1,319	1,335
<b>Total</b>	no.	<b>4,096</b>	<b>3,614</b>	<b>3,584</b>

**STAFF BY GENDER**

	Measurement unit	<b>2019</b>	<b>2018</b>	<b>2017</b>
<b>Total</b>	no.	<b>4,096</b>	<b>3,614</b>	<b>3,584</b>
Men	no.	3,517	3,167	3,168
Women	no.	579	447	416
	%	14,1	12,7	11,6

**TURNOVER RATE - GRI STANDARD 401-1**

	Measurement unit	2019	2018	2017
<b>Turnover rate*</b>	%	10.9	9.8	8.7
men	%	10.6	9.1	8.7
women	%	12.3	14.8	7.6
<b>Incoming turnover rate**</b>	%	5.0	3.3	2.3
< 30 years of age	%	41.0	32.8	24.9
30-50 years of age	%	5.1	5.1	3.9
> 50 years of age	%	0.0	0.0	0.0
<b>Outgoing turnover rate***</b>	%	6.0	4.4	4.1
< 30 years of age	%	3.0	2.5	0.1
30-50 year of age	%	2.0	1.3	0.2
> 50 years of age	%	8.0	5.5	3.7

\*Departures/workforce at 31/12.

\*\*Departures/total employees.

\*\*\*Entries/total employees.

**NEW HIRES (HEADCOUNT)\* - GRI STANDARD 401-1**

	Measurement unit	2019			2018			2017		
		Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
<b>Total</b>	n.	137	55	192	95	24	119	57	24	81
< 30 years of age		115	41	156	67	12	79	39	10	49
30-50 years of age		20	14	34	28	11	39	17	14	31

>50 years of age		2	-	2	-	1	1	1	-	1
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*\*Only the entrants from the market are considered*

**TURNOVER RATE - NEW HIRES\* - GRI STANDARD 401-1**

	Measurement unit	2019			2018			2017		
		Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
<b>Total</b>	%	4	9	5	3	5,6	3,3	1,8	5,8	2,3
< 30 years of age		36	69	41	30,5	54,2	32,8	21,9	52,6	24,9
30-50 years of age		3	8	4	4,5	7,5	5,1	2,6	10,4	3,9
> 50 years of age		0	0	0	0	0,4	0	0	0	0

*\*Calculated as: new recruits/employees as at 31 December 2019*

**EMPLOYEES - LEAVERS (HEADCOUNT)\* - GRI STANDARD 401-1**

	Measurement unit	2019			2018			2017		
		Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
<b>Total</b>	n.	237	13	250	142	17	159	128	17	145
< 30 years of age		12	11	13	5	1	6	5	-	5
30 -50 years of age		124	4	17	7	3	10	6	-	6
> 50 years of age		212	8	220	130	13	143	117	17	134

*\*Consensual termination and other leavers*

**TURNOVER RATE - LEAVERS\* - GRI STANDARD 401-1**

	Measurement unit	2019			2018			2017		
		Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
<b>Total</b>	%	7	2	6	4,5	3,8	4,4	4	4,1	4,1
< 30 years of age		4	2	3	2,3	4,2	2,5	2,8	0	0,1

30-50 years of age		2	2	2	1,1	2	1,3	0,9	0	0,2
> 50 years of age		9	2	8	5,6	4,7	5,5	5	6,5	3,7

*\*Calculated as: leavers/employees as at 31 December 2019*

**EMPLOYEES (HEADCOUNT) BY TYPE OF CONTRACT - GRI STANDARD 102-8**

	Measurement unit	2019			2018			2017		
		Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
Long term	n.	3.353	535	<b>3.888</b>	3.040	427	<b>3.467</b>	3.074	405	<b>3.479</b>
Fixed term	n.	2	0	<b>2</b>	4	0	<b>4</b>	1	1	<b>2</b>
Apprenticeship/internship	n.	162	44	<b>206</b>	123	20	<b>143</b>	93	10	<b>103</b>

Part-time	n.	11	43	<b>54</b>	8	33	<b>41</b>	41	8	31
Full-time*	n.	3.506	536	<b>4.042</b>	3.159	414	<b>3.573</b>	3.573	3.160	385
Casual	n.		0	0			<b>3</b>			<b>3</b>

\*Fixed- term contracts also include part-time contracts

#### TRAINING - GRI STANDARD 404-1

	Measurement unit	2019	2018	2017
<b>Total hours of training supplied</b>	<b>no.</b>	<b>84,038</b>	<b>67,537</b>	<b>66,000</b>
· of which to women	no.	7,856	5,364	5,945
· of which to men	no.	76,182	62,173	60,055
<b>Average hours of training per employee</b>	<b>no.</b>	<b>21</b>	<b>19</b>	<b>18</b>

#### AVERAGE HOURS OF TRAINING PROVIDED PER PROFESSIONAL CATEGORY\* - GRI STANDARD 404-1

	Unit of measurement	2019	2018	2017



Total employees	<b>Hours/no.</b>	21	19	12
Executives	Hours/no.	30	21	34
Middle Managers	Hours/no.	27	27	24
Office Workers	Hours/no.	18	18	10
Blue-collar workers	Hours/no.	22	18	14

*\*Data may include multiple participations per individual participant.*

**TRAINING PROVIDED BY SUBJECT MATTER AND TYPE - GRI STANDARD 404-1**

	Measurement unit	2019		2018		2017	
		Hours	Participants	Hours	Participants	Hours	Participants
Training on HSEQ topics*	<b>no.</b>	37,679	5,220	30,441	4,382	20,701	3,049
Training on the Code of Ethics - Model 231 - Anti-Corruption - Antitrust - ERM - regulatory system	<b>no.</b>	367	302	209	78	899	331

Management training	no.	18,752	5,224	11,595	1,470	14,038	3,200
Technical/specialist training	no.	27,241	3,392	25,292	2,580	30,363	2,595

*\*All training courses in the field of "health and safety" have been organised and delivered in accordance with the provisions of the State-Regions Agreement of 21 December 2011.*

**WOMEN / MEN PAY GAP BASIC SALARY\* - GRI STANDARD 405-2**

	Measurement unit	2019	2018	2017
Pay differences men/women (executives)	%	84.7	85.2	80.90
Pay differences men/women (managers)	%	94.5	92.8	93.10
Pay differences men/women (office workers)	%	98.2	97.4	98

*\*The figures do not include Seaside and Medea*

**WOMEN / MEN PAY GAP AVERAGE REMUNERATION<sup>13</sup>\* - GRI STANDARD 405-2**

	Unità Misura	2019	2018	2017
Executives	%	74.7	80,0	75,0
Middle Managers	%	89.8	90,3	89,7
Office Workers	%	93.4	93,1	92,7

*\*The figures do not include Toscana and Toscana Energia Green*

*Average remuneration: basic salary raised by increases, such as those for length of service, bonuses in cash or securities, benefits, paid overtime, payments for unused holiday entitlement or any other form of indemnity (e.g. transport expenses, board/lodging costs and child care service expenses).*

### Protected categories

	Measurement unit	2019	2018	2017
<b>Total</b>	no.	<b>176</b>	<b>163</b>	<b>172</b>
men	no.	146	138	147
women	no.	30	25	25

### PARENTAL LEAVE GRI STANDARD 401-314

	Measurement unit	2019	2018	2017
<b>Total positions open</b>	<b>no.</b>	<b>285</b>	<b>299</b>	<b>309</b>
<i>men</i>	no.	230	246	261
<i>women</i>	no.	55	53	48
<b>Positions opened during the year</b>	<b>no.</b>	<b>29</b>	<b>16</b>	<b>33</b>
<i>men</i>	no.	24	13	31
<i>women</i>	no.	5	3	2
<b>Positions closed during the year</b>	<b>no.</b>	<b>256</b>	<b>283</b>	<b>276</b>
<b>on return</b>	<b>no.</b>	<b>246</b>	<b>276</b>	<b>231</b>
<i>men</i>	no.	196	227	190
<i>women</i>	no.	50	49	41
<b>on termination</b>	<b>no.</b>	<b>10</b>	<b>7</b>	<b>45</b>
<i>men</i>	no.	10	6	40
<i>women</i>	no.	0	1	5

\*Data on parental leave refers to the L. 53/2000.

### Absenteeism rate\*

	Measurement unit	2019	2018	2017
<b>Absenteeism rate</b>	%	<b>6.1</b>	<b>6.6</b>	<b>6.9</b>

- women	%	6.0	6.5	7.2
- men	%	6.7	7.0	6.9

\*The absenteeism rate includes hours of absence for: illness, accidents, unjustified absences, lateness outside of flexible working hours, paid and unpaid leave, parental leave, leave for family illness (Italian Law 104/92), taking university exams and for the death of close relatives. Executives are not included in the calculation.

#### COLLECTIVE BARGAINING AGREEMENTS - GRI STANDARD 102-41

	Measurement unit	2019	2018	2017
<b>Total</b>	%	100	100	98

#### EMPLOYEE DISPUTES\*

	Measurement unit	2019	2018	2017*
<b>Total pending disputes (only employees/former employees)</b>	no.	<b>20</b>	<b>21</b>	<b>18</b>
begun during the year	no.	13	18	13
closed during the year	no.	15	15	21

\* Italgas Holding has no disputes with employees (or former employees)