



Italgas

Corporate Citizenship Policy

The Italgas commitment

Italgas promotes energy development that creates economic and social value for the community and for the Country in general, thanks to its capillary territorial presence.

Italgas operates primarily in the natural gas distribution sector in Italy. Its commitment is not only to continuously improve the network and services, but is also for the social and cultural growth and development of the communities it operates in, with which it promotes and nourishes an on-going, direct dialogue. Furthermore, the Group collaborates with bodies, associations and foundations, no-profit organisations and other parties in the area to give rise to events, projects and ventures in favour of protecting the environment, the divulgation of culture, technological and scientific innovation, research and training.

Consistent with its strategic and sustainable growth plans, the Italgas Group promotes and sustains social, cultural and environmental events and projects according to criteria of transparency, correctness and impartiality towards all the parties it deals with; confirming its commitment towards dialogue, collaboration and attention for the environment and the territory.

Proximity to the territory is a central part of the Group's sustainability strategy. Italgas is well aware of how important its activities are and of the important role it plays for the market, the economic growth and the well-being of people it works/collaborates with and the communities it operates in, consistently with what is declared in the Group's Code of Ethics and Sustainability Policy.

Thanks to talking and listening to stakeholders, it aims to identify the needs of local communities in order to launch initiatives and projects to satisfy interlocutor expectations. The need to respond to these requests effectively together with the complexity of situations Italgas operates in, the challenges of sustainable growth and the need to consider the interests of all stakeholders in the company's business, has led the Group to providing itself with this Corporate Citizenship Policy (the "Policy").

By the term Corporate Citizenship Italgas refers to its active "citizen" role in society in order to promote and protect civil and social rights, alongside the institutions (Matten et al. 2003)¹. One of the sustainability policy instruments used for that purpose is philanthropy, to which this Policy refers.

Italgas's philanthropic activities are consistent with its vision and attention for sustainable growth. Italgas is committed to promoting and sustaining bodies operating to protect the environment, culture, social aspects and safeguard the territory, active in Italy and abroad and in the geographical areas the Italgas Group operates in with its infrastructures and/or with investments for their growth and development.

The aim of the Policy is to define, more clearly and in a more structured way, the field and type of initiatives meeting the needs of the community the Group aims to support, making sure that they are related to Italgas activities. As part of the framework defined by the general principles set out in the Group's Code of Ethics, of transparency, honesty, fairness and good faith, the Policy assigns clear responsibilities for managing donations, sponsorships and local projects in partnership with

¹ Matten D., Crane A., Chapple W. (2003), Behind the mask: Revealing the true face of corporate citizenship Journal of Business Ethics (45:1).

bodies, associations and foundations, non-profit organisations and other entities in the territory set up to support the local communities (“Corporate Citizenship” activities).

General Principles

Building a culture and a solid approach to sustainability are an essential part of the strategic management and operations of Italgas; thanks to which sustainability is integrated in the business in both our processes and along the entire value chain.

For that reason, we must identify the needs of communities the company operates in, and that they are aligned with our company goals, in order to identify the projects and actions that respond to shared interests. Being known in the area, increasing relations with reference contexts and investing in communities in a way that is consistent and integrated with business enables us to combine competitiveness with creating long-term social value, which represents an important opportunity for both the Group and its stakeholders.

Ever since it was founded, Italgas has been dedicated to creating an infrastructure of excellence present almost all over Italy, and has been a protagonist of the Italian methanisation process. Today, the Group wants to carry on accompanying the economic and social growth of the communities it operates in and believes that Corporate Citizenship activities must be selected from amongst those that can best respond to the needs felt most by the community, and that emerge by communicating with the civil society, which represents a fundamental value for the company.

Donations, sponsorship and territorial projects are decided on a voluntary basis considering company capacity and goals, in order to effectively respond to local community needs.

The Italgas strategy is mainly reflected in four action areas:

- **raising awareness on energy sector issues and the responsible use of resources**
efficient and responsible use of energy resources is essential for sustainable development. As a player in the sector, Italgas must have an active role in improving energy efficiency and promoting responsible behaviour along the entire value chain and by the end customers
- **training and education initiatives**
it is important to have people to rely on who have the expertise required to provide a high-quality service. Therefore, Italgas must endeavour to improve the education and training system, in order to ensure access to universal training of a high standard, with particular reference to digital skills
- **artistic and cultural area**
through its commitment to preserving and promoting artistic and cultural heritage, Italgas aims to establish a connection with the territory and to disseminate artistic culture, developing the potential of Italian cultural heritage
- **inclusion and healthy lifestyles through sport:**
the promotion of positive values relating to sport and the spread of healthy lifestyles goes hand in hand with the increasing emphasis placed by Italgas on health and safety and celebrating differences

With the launch of Corporate Citizenship initiatives in these areas, Italgas aims to help meet specific Sustainable Development Goals (SDGs), constituting the 2030 Agenda of the United Nations.

utilizzo responsabile delle risorse



iniziative di formazione ed educazione



ambito artistico-culturale



inclusione attraverso lo sport



All Corporate Citizenship activities must be consistent with the company values expressed in the Code of Ethics, including:

- sustainability;
- attention for environmental problems;
- interest in divulgation and culture;
- contribution to technological and scientific innovation;
- support for training and research;
- territorial promotion.

It is forbidden to support activities that are:

- illegal;
- in conflict with Group values, with principles stated in its Code of Ethics, with the Italgas Sustainability Policy and with obligations in the Organisation and Control Model pursuant to Legislative Decree 231/2001;
- harmful for Group perception, reputation and image;

Management and monitoring

Corporate Citizenship activities are implemented in accordance with the principles and corporate values of transparency and correctness and are based on formalised procedures.

The department responsible for managing and monitoring Corporate Citizenship activities is the External Communications Department, together with the Sustainability Department.

Italgas undertakes to report and monitor the goals, targets and performance of its Corporate Citizenship activities in public company documents made available to stakeholders.

For greater transparency, it monitors performance and the scope of its Corporate Citizenship in compliance with international standards (for example referring to the classification and measurement standards of the London Benchmarking Group model), combined with specific methods and performance indicators developed in-house to enhance the benefits and impacts obtained thanks to the Corporate Citizenship activities and publicly communicate the results of surveys carried out.

Policy circulation and updating

The Italgas Group undertakes to evaluate, each year, whether it needs to update this Policy as a result of significant changes in Group strategy, in the needs of the community, in the main considerations emerging from discussions with its stakeholders and in the results of Corporate Citizenship activities.

The Group also undertakes to promote knowledge of this Policy amongst Italgas employees and to publicise it with all stakeholders involved through tools such as its Non-Financial statement and/or the Group website.