



# Sustainability and Stakeholder Engagement Policy

***Board of Directors Meeting of 24 January 2019***

## Presentation of the Document

The policy document gives an overview of the Italgas commitment towards environmental, social and governance issues, which are relevant for building a corporate sustainability identity integrated within the business.

The policy is formed of an introduction with the principles and references that guide the Company's activities; an in-depth analysis of the areas of intervention, coinciding with the main pillars of the sustainability plan; and a brief description of the other related commitments. It is addressed both to employees and collaborators, with a view to the internal growth of a sustainability culture, and to external stakeholders, defining and circulating the positioning of Italgas.

The Sustainability and Stakeholder Engagement Policy becomes one of the references of the internal regulatory system, flanking the Code of Ethics and the other guideline documents for specific themes such as the Environmental, Health and Safety and Quality Policy of Italgas Reti, and the anti-corruption procedure.

At implementation level, it is directly related to the process standard ITH-STP-012-R00 *Sustainability Model*.

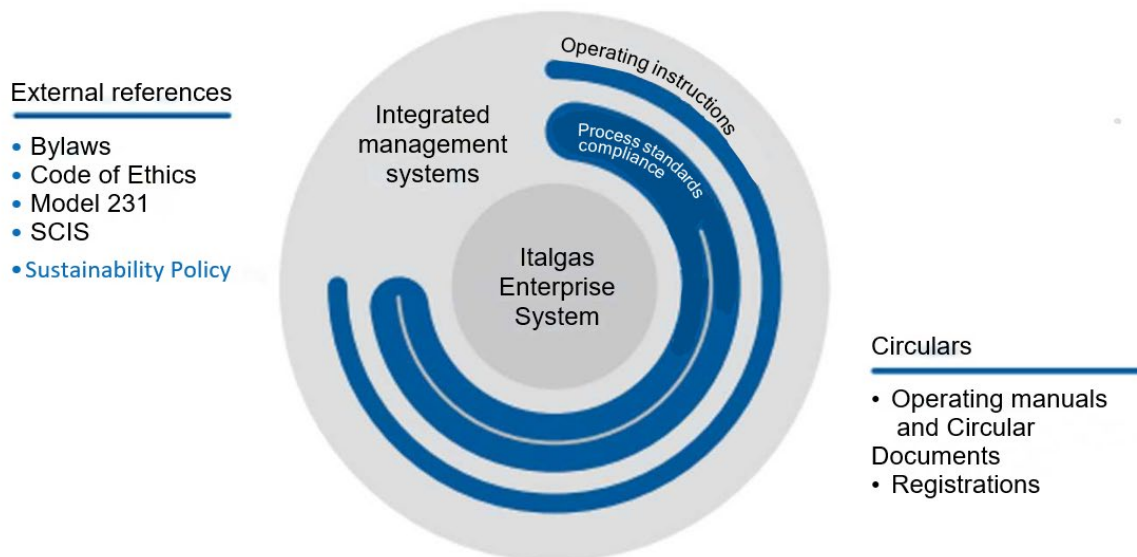


Figure 1 - Outline of the Italgas regulatory system

## Sustainability and Stakeholder Engagement Policy

Inspired by the UN Global Compact principles to which the Company adhered formally in 2018, the Italgas business model is based on people, respect for the environment and proximity to the customers and regions in which the Company operates.

Italgas promotes a company culture that favours a sustainable approach to business, to achieve sustainable economic and financial performances and to create long-term value and impact. Like so, it strives to contribute to achieving the sustainable development goals that make up the United Nations 2030 Agenda.

Italgas is driven by a governance system based on principles of integrity and responsibility, which the Company intends to reinforce by acknowledging the centrality of stakeholders and by promoting systematic forms of their involvement, to understand their requirements and legitimate expectations and integrate them into its development prospects.

Italgas is working on a sustainability plan with tangible actions and initiatives structured around four pillars:

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| <b>Put people first</b>   | by promoting the protection of human rights and equal opportunities; recognising the value of people with personal and professional growth and development; and protecting health and safety in the workplace.   |
| <b>Create value for customers and the gas market</b>                  | with a model of commercial relations and practices which guarantees transparency and accessibility of the service, and which pursues high standards of quality, safety and efficiency throughout all phases of designing and implementing the network and the distribution of gas to the end consumer. |
| <b>Gain recognition in the territory</b>                              | by contributing actively to the socio-economic development and training of human capital in the communities and regions in which it operates, in collaboration with local stakeholders.  |
| <b>Contribute to the efficiency and security of the energy system</b> | by operating with maximum respect for the environment using an approach based on energy efficiency and emissions containment to combat climate change, and on responsible resource management with a view to a circular economy.   |

Italgas aims to communicate the results and impact of the Sustainability and Stakeholder Engagement Policy and of the sustainability plan as part of its annual reporting, founded on the values of transparency and accuracy, and implemented in accordance with the applicable laws and most widely recognised reporting standards.