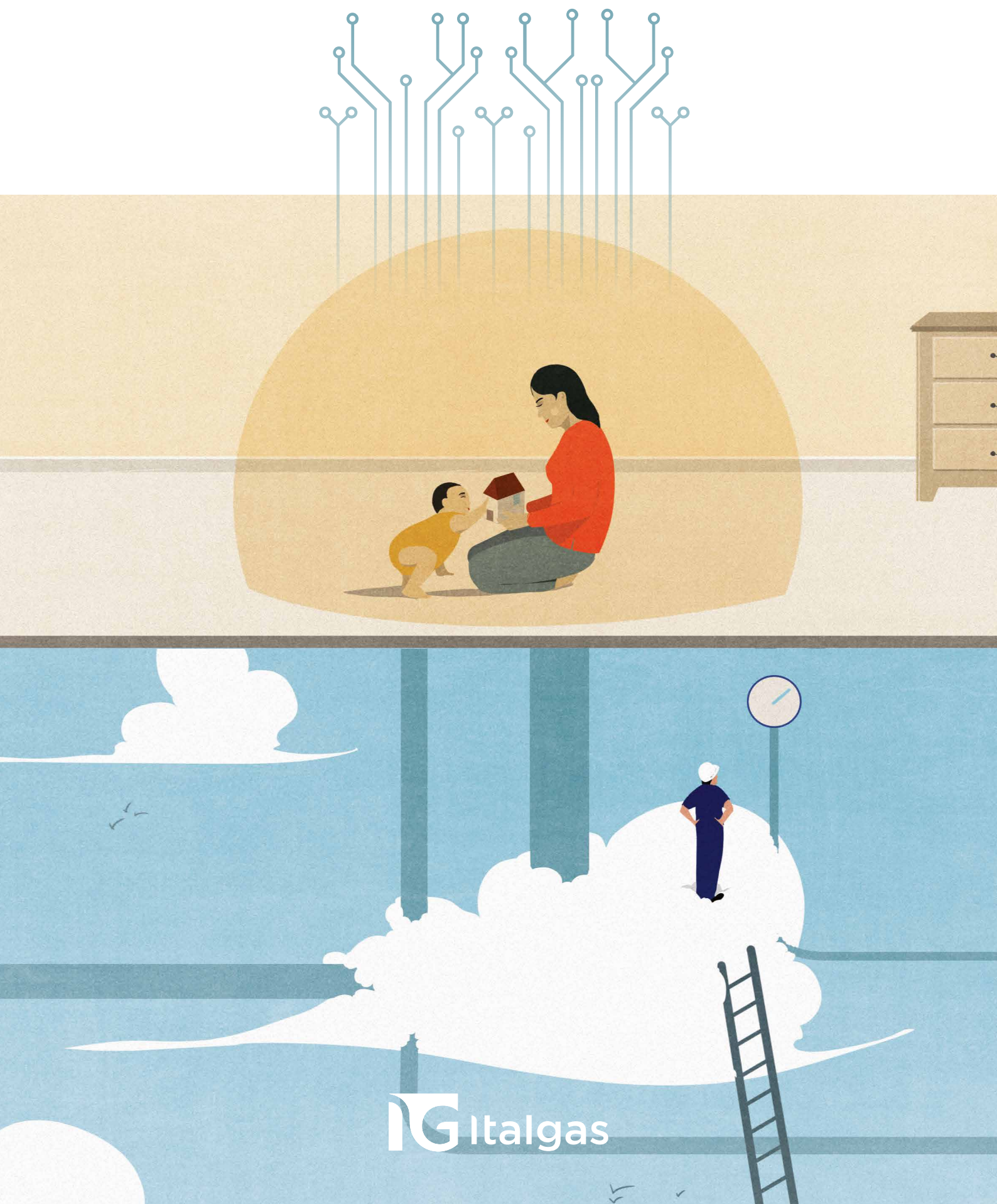
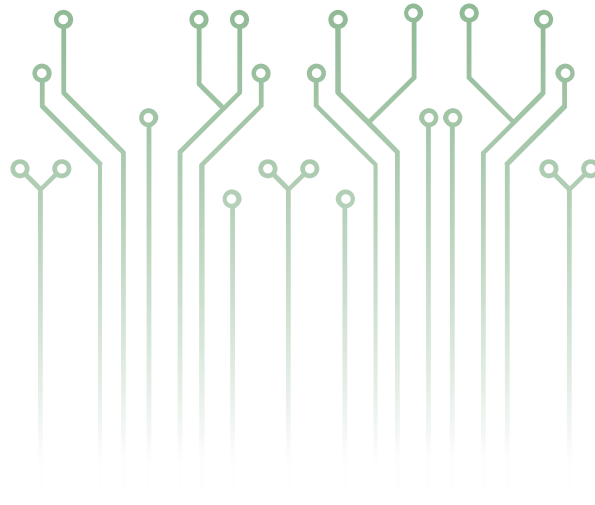
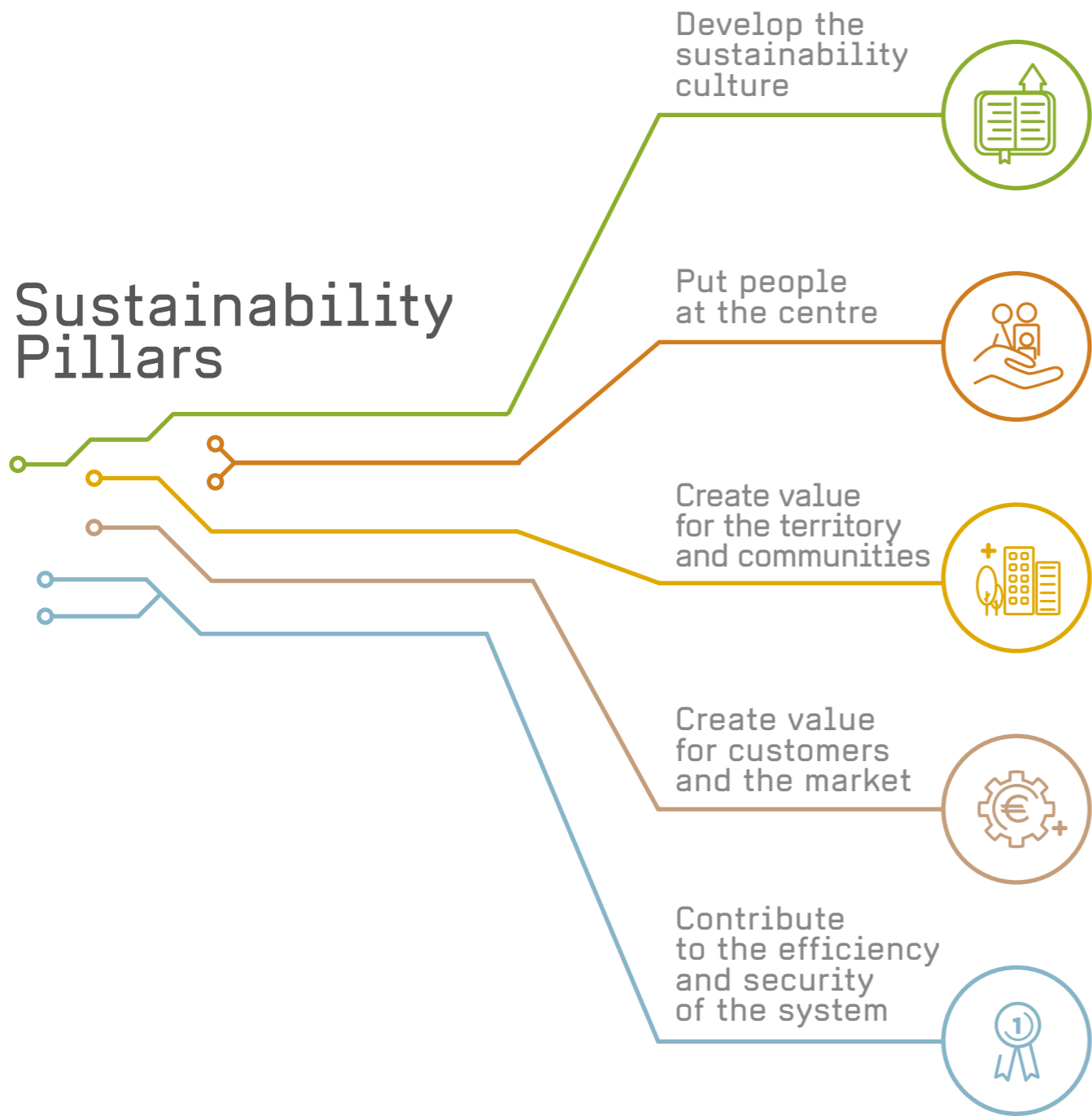


Sustainability Plan 2019-2025





Sustainability Plan 2019-2025



ITALGAS' SUSTAINABILITY FRAMEWORK

The sustainability aspects are an integral part of the operational management of the company and a reference value for the activities of Top management and all the company units. The strategic guidelines, in terms of commitment and lines of action, are contained in the Sustainability Plan developed, on a consistent basis with the SDGs of the United Nations, within the 2019-2025 Business Plan.





Develop the sustainability culture



Material topics:

- Integration of ESG elements into Governance
- Responsible management of business and anti-corruption

Objectives	Actions	Timing
1/ Strengthen and enhance the sustainability positioning	Consolidate and strengthen participation in national and international sustainability networks	2-3 years 90%
	Consolidate, optimize and improve the presence in the sustainability indexes	2-3 years 65%
	Evaluate an institutional communication campaign focused on sustainability content	1-2 years 0%
	Create internal communication tools to divulge the positioning of Italgas	2-3 years 71%
	Prepare a roadshow with SRI investors on sustainability issues	2 years 40%
2/ Promote the sustainability culture along the value chain	Develop sustainability requirements in vendor management processes	2 years 100%
	Promote good practices for sustainability and engagement in the supply chain	2 years 100%



Put people at the centre

Material topics:

- Protection of health and safety in the workplace
- Development and enhancement of human capital
- Employment and protection of labour rights
- Corporate welfare
- Diversity



Objectives	Actions	Timing
1/ Protect and optimise know-how and harmonise operational processes	Consolidate an external teaching and technical mentorship programme	3 years 85%
	Increase partnerships with the main Italian universities and polytechnics to "engage" students	2-3 years 86%
	Set up a Professional Families programme and encourage the exchange of knowledge and experience between the different figures and seniority at the company and harmonise the practices in place in the territory	2-3 years 100%
	Create a young engineer insertion plan	2-3 years 100%
	Adopt new digital tools for training in technical roles	2 years 83%
	Improve application accessibility for people with disabilities	1-2 years 36%

Objectives	Actions	Timing
2/ Develop skills	Implement a people's professional development policy	2 years 100%
	Create a skill development programme for young people and high potential	2-3 years 71%
	Develop evaluation and analysis activities (individual and group assessments)	2-3 years 80%
	Define projects and courses to spread the digital culture and knowledge	1-2 years 84%
	Transfer knowledge through the work-school alternation project	1-2 years 100%
3/ Engage employees and ensure their well-being	Conduct a company climate analysis	1-2 years 100%
	Increase new tools and channels to inform the company population of the welfare services	1-2 years 70%
4/ Promote diversity and equal opportunities	Define the value of women in the company and promote initiatives	2-3 years 75%
	Increase the presence of women in the company in terms of profiles and professionalism of "feminine" interest	1-2 years 100%
5/ Strengthen employee dialogue and engagement	Reduce the environmental impact in offices	1 year 60%



Create value for the territory and communities

Material topics:

- Responsible management of the supply chain
- Social innovation and relations with the community of reference



Objectives	Actions	Timing
1/ Give back to the reference territory	Implement scalable social innovation projects that can be replicated in the territories	3 years 80%
	Organise safety walks for schools in the territories	1-2 years 70%



Create value for customers and the market

Material topics:

- o Reliability, quality and safety of services
- o Information and data security (cybersecurity)
- o Relations with the Regulatory Authority
- o Innovation and digitisation
- o Transparent relations and collaboration with sales companies



Objectives	Actions	Timing
1/ Harmonize processes with sales companies	Conduct a customer satisfaction analysis with sales companies	3 years 20%
	Improve communication channels between Italgas and sales companies	2 years 60%
2/ Shorten the distances from the end customer	Create a complaint management portal	2 years 90%
	Implement the Memorandum of Understanding with Consumer Associations	2-3 years 85%





Contribute to the efficiency and security of the system

Material topics:

- Energy efficiency
- Reduction of the carbon footprint
- Waste management



Objectives	Actions	Timing
1/ Improve energy efficiency and reduce the carbon footprint	Complete the methanisation of the service fleet	1-2 years 100%
	Begin the installation of low energy consumption lights (LED) in substations	3 years 65%
	Replace cast iron pipes with mechanical joints with PE/steel equivalent pipes	3 years 94%
	Put together a carbon efficiency and CO ₂ reduction target	2 years 90%
	Monitor company cars using a black box	1 year 100%
	Develop a pilot project to make reduction stations safe (IRI)	1 year 100%
	Optimise the odorant levels in the network	2 years 90%
	Optimise the pressure at the time the gas is released from the network	2 years 28%
	Define a building intervention model geared towards energy saving	2 years 0%
Optimise the systems and improve the efficiency of the public cloud	2 years 85%	

Objectives	Actions	Timing
2/ Develop gas advocacy	Increase the re-delivery points in areas that still use LPG or other fuels	2 years 100%
	Promote the connection of biomethane producers	1 year 100%
	Study the pre-feasibility of a motor vehicle positioning	1 year 0%
	Promote the transformation of the LPG networks into methane gas	3 years 100%
3/ Enable circular economy processes	Identify the merchandise categories in which to develop green procurement approaches	2 years 90%
	Handle the disposal of mechanical meters in a virtuous manner	1-2 years 50%
	Develop approaches to manage the end of life of smart meters	3-5 years 90%



sustainability@italgas.it
italgas.it





italgas.it
sustainability@italgas.it

