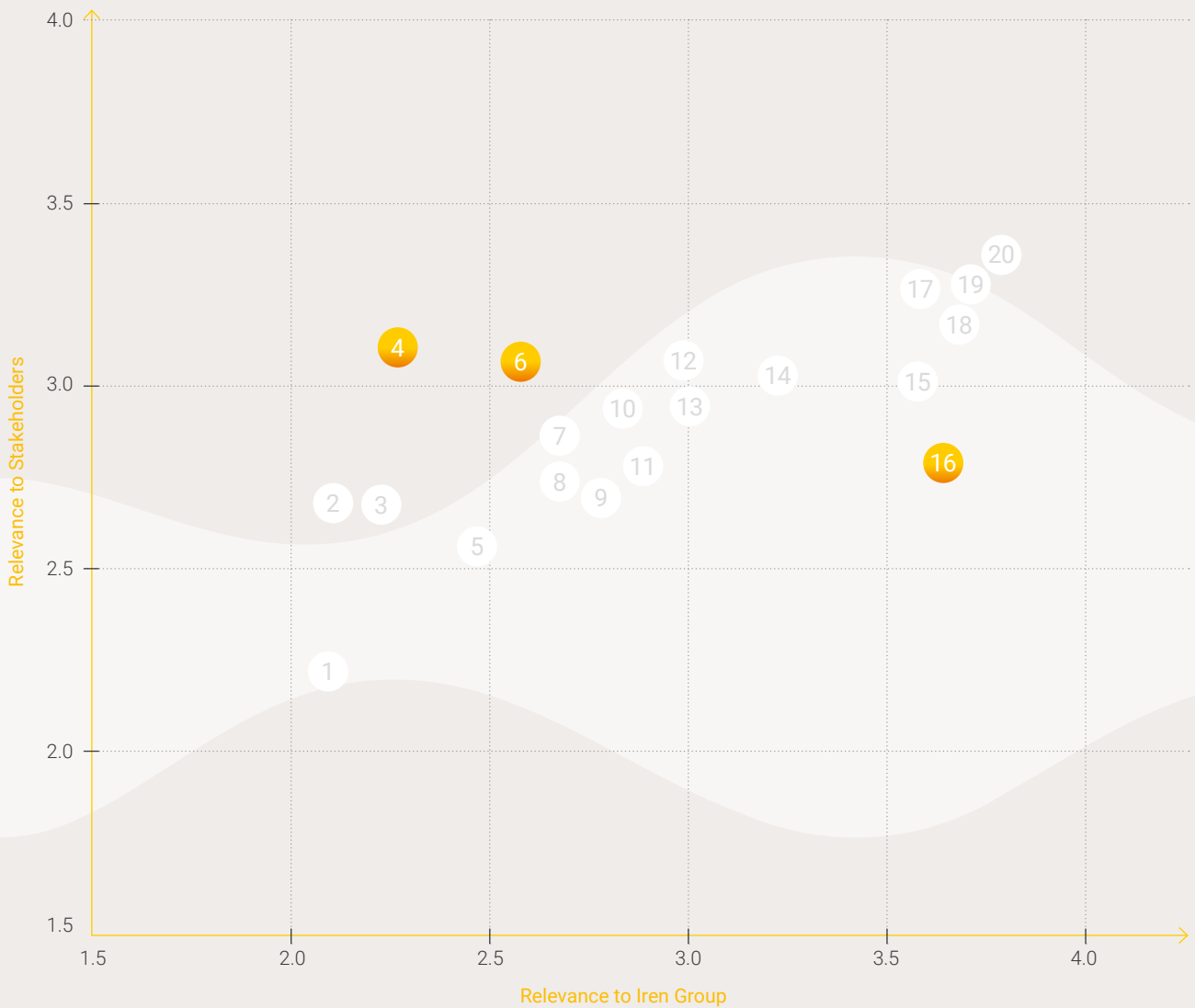




Local presence



Priority topics



16 Economic development and value for local areas



4 Sustainability education



6 Development of local communities



Local areas and community development

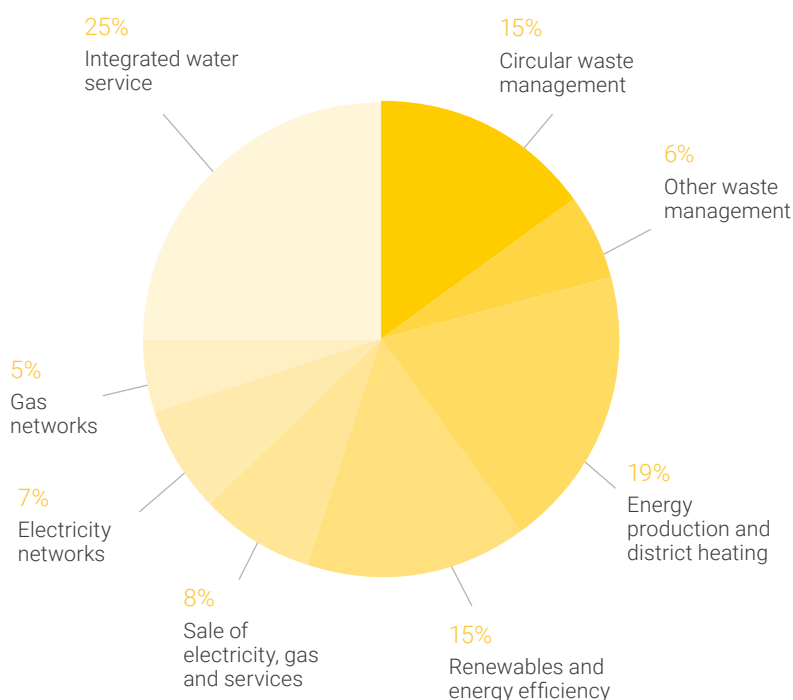
[GRI 102-13, 203-1, 413-1, 413-2, 416-1, 419-1, G4-EU22, EU25]

Investments for local areas

Since its origins, Iren Group has been characterised by strong territorial roots: the link with the territories is continuously affirmed by the value generated in the areas of operation, in terms of economic, occupational, social and cultural impacts. In particular, local presence represents one of the three pillars on which the Group's growth strategy is based, understood as the growth of penetration in legacy regions and the ambition to become a reference partner for communities, thanks to the expansion of the portfolio of services offered.

The Business Plan to 2030 foresees, in fact, that about 10 billion Euro, equal to 85% of the total investments, will be destined to the local areas to design a sustainable future to the benefit of the communities, increasing the base of customers and citizens served in the different businesses and more than doubling, compared to 2020, the number of provinces in which Iren is present with at least four services. The ambition of the Group to become the reference partner in the territories is pursued by expanding the range of services offered to municipalities, through the proposal of new services in the field of smart cities, e-mobility, public transport, urban and infrastructural redevelopment.

In 2021, the strategic guidelines of the Business Plan, oriented towards the local presence, found concrete expression in the amount of investments made to increase the efficiency of infrastructures and services and to maximise the opportunities for business development at the service of the reference territories. This is more than **905 million Euro** (including works for customers in the area carried out by Iren Smart Solutions and approximately 85 million of financial investments aimed at development through merger and acquisition transactions), representing 95% of the total gross investment, as broken down below:



The sector analysis shows:

- in **circular waste management**, the largest share of investments refers to the construction of plants for the recovery of materials from waste in Piedmont (wood recovery and plastic recovery), Emilia (paper and plastic recovery and organic waste recovery with production of biomethane), Tuscany and Liguria (organic waste recovery with production of biomethane). In addition, there are initiatives for the implementation and digitalisation of waste collection systems with “pay-as-you-throw” tariff in all the local areas served;
- within the **integrated water service**, the most significant investments regard the maintenance and division into districts to maximize the efficiency of the water networks, the upgrading, construction and renovation of wastewater treatment plants, as well as the installation of smart meters to improve the monitoring of water supplies and consumption;
- in the **electricity distribution networks**, the most significant investment initiatives in all the areas managed (Piedmont and Emilia) are related to the resilience of the network, the application of smart grid logics, the renewal and adaptation of electrical substations, the replacement of meters with new generation smart meters (2G) and remote control systems of networks and plants;
- in the **gas distribution**, the most significant investments regard, in the Ligurian and Emilian areas, ordinary and extraordinary maintenance for the efficiency and safety of the network and plants, the digitalization of processes, the installation of smart meters, remote control systems and the extension of the network to serve new areas;
- in the **sale of energy and innovative services**, the commitment is focused on the ever-increasing quality of service to customers in all the territories of reference, also thanks to investments in the digitalization of operations and the gradual expansion of the service portfolio for home automation, energy efficiency and e-mobility;
- in the production from **renewable sources**, investments are aimed not only at maintaining the efficiency of the Group’s plants, mainly in the Piedmont and Liguria regions, but also at expanding the plant portfolio in order to increase installed capacity and production;
- in the area of **energy efficiency**, the largest share of resources is allocated, in particular, to energy requalification initiatives in the buildings of public and private customers in the Group’s reference territories, which, in 2021, also included a financial investment for the acquisition of Bosch Energy;
- in **energy production and district heating**, most of the investments are related to the creation of heat storage systems (Parma and Turin), to the initiatives for the saturation of the networks (Parma, Piacenza, Reggio Emilia and Turin), also through the connection to the distribution systems of the waste-to-energy plants of Piacenza and Turin, and the extension of the Turin network.

Projects of Iren Local Committees

The Group’s sustainable development strategy is also managed through the Local Committees. These are bodies which have been established to strengthen relationships with the local areas, analyse them and anticipate needs, encourage innovative environmental and social initiatives, increase widespread awareness of strategies and services offered, guaranteeing broad representation of the various realities of civil society and engaging Iren Group top management in dialogue with its stakeholders.

The Committees are also a tool to collect, through the participatory planning platform irencollabora.it, the ideas and proposals of residents to design new sustainable development solutions, enhancing the experience, knowledge and skills of local communities to create shared value and generate growth for the Group and for the areas in which it operates.

The Committees are made up of 15-18 members, the representatives of Local Bodies and Associations, who offer voluntary and free participation. In addition to these, there are five members by right: a representative of the Municipal capital, a representative of the provincial Municipalities, a representative of the Local University, the Iren Deputy Chairperson and the Chairperson, as a permanent guest.

Through specific internal working groups, each Committee oversees the activities for the best implementation of the projects, proposed by the Committees themselves or by citizens, associations and entities via the platform irencollabora.it.

In 2021, 24 projects were incubated by the Committees of Genoa, Parma, Piacenza, Reggio Emilia and Turin, 9 of which were already completed during the year, and the others are in the development phase and concerning environmental, social and educational issues. At the end of 2021 the Local Committees have completed a total of 62 projects available at Irencollabora.it. Below is a breakdown of projects completed in 2021 and those in the pipeline.

Projects completed in 2021

| Project (implementer) | Local Committee | Description |
|--|-----------------|---|
| Parma City Camp 2021 (CSV Emilia) | Parma | The project, which is an evolution of the experimentation launched in 2020, has provided important support to families in the management of their children in the summer, creating a program of aggregation and sociality aimed at bringing environmental awareness and solidarity among young people, following the themes of the 2030 Agenda. The Camps were aimed primarily at young people from 6 to 18 years old and there were also camps for the age range 19-23 with a more pronounced focus on volunteering and active citizenship. 17 camps were held with 250 enrolled, 21% of which received free or subsidised registration. 21 Third Sector organisations were involved, 14 cultural organisations and 65 volunteers were involved. |
| <i>Estate popolare sostenibile – Sustainable popular summer (ACER Reggio Emilia)</i> | Reggio Emilia | A path dedicated to the inhabitants of the popular neighbourhoods of the city through events and workshops aimed at promoting intercultural and intergenerational dialogue. The projects developed themes such as circular economy, reuse, energy conservation and recycling. 154 activities were carried out, with the participation of 32 associations in the Reggio Emilia area. There were 3,176 registered attendees, about 80% represented by children and young people. |
| Lead Nature (AIESEC Turin) | Turin | The project supported organisations and associations committed to environmental sustainability and climate change issues, consistent with Goal 13 of the 2030 Agenda. There have been seminars, activities to raise awareness of citizenship, cleaning of forests, parks, riversides, urban areas and educational workshops, a set of initiatives aimed at generating awareness on these issues and aimed at a target belonging to various age groups. 20 international volunteers took part in the project, together with 7 organisations and municipalities in the area. |
| <i>Consolidamento e sviluppo del trasporto sociosanitario e sociale - Social and health transport (GAU Association)</i> | Genoa | The assistance and transport service for non-self-sufficient or partially self-sufficient older people living in Genoa was strengthened, with particular attention to the area of the Municipality IV Media Valbisagno, in order to improve their quality of life and increase moments of integration and socialisation. The project has seen the purchase of a zero-emission electric car to consolidate and develop these services with a view to environmental sustainability and has ensured the continuation of the "Spesa Sospesa" (shopping) in support of individuals and families in economic difficulty, managed in collaboration with the various stores in the area. |
| <i>L'orto collettivo - The collective vegetable garden (Orti Generali APS)</i> | Turin | A management model of a garden of 250 square meters was built and implemented in the Mirafiori district of Turin with a view to social inclusion, contrasting poverty, environmental education, focusing on the relationship between disadvantaged and disabled people, volunteers, students and families. The activities involved food support, through the supply of garden products, to citizens of the neighbourhood in economic difficulty, environmental education and the acquisition of skills in nursery gardening by the participants and the training of 1,200 students from primary and secondary schools in the area. Volunteers and people recommended by the Local Health Authority took care of the cultivation of the garden, allowing the delivery of about 300 kg of vegetables to the Neighbourhood House of Mirafiori Sud. |

| Project (implementer) | Local Committee | Description |
|--|-----------------|---|
| <i>Il Servizio 118 nel Nord del Madagascar - 118 Emergency Service in Northern Madagascar (NGO NEXT onlus)</i> | Genoa | Creation of a rescue and medical service network in Diego Suarez, Madagascar, thanks to the experience of the doctors and nurses of the Regional Department of 118 Emergency Service. A training plan dedicated to local doctors was set up, which can also be used remotely in collaboration with the e-learning service of the University of Genoa, Liguria Digitale and the Gaslini pediatric Institute. An emergency service has also been set up with an ambulance equipped with the necessary equipment to be a real mobile hospital, capable of bringing care to remote villages in Madagascar. |
| <i>Luce su Ponte Carrega- Light on the Carrega bridge (Amici di Ponte Carrega Association)</i> | Genoa | In order to enhance the value of a historical artefact of Val Bisagno, located in front of the historical Officine del Gas Iren in Gavette (Genoa), the lighting poles of the bridge have been replaced with new poles, replica of the historical ones of the '20s, equipped with LED lighting of the latest generation, with the aim of creating beauty and environmental sustainability through the use of new green technologies. The volunteers of the association and the Municipality IV Media Val Bisagno have contributed concretely to the preparation and enhancement of the project. |
| <i>Genova Cultura restaura - Genoa Cultura restores (Genova Cultura Association)</i> | Genoa | Restoration of the Boccadasse marble basin, the ancient basin with Carrara marble rings of the late 18 th /early 19 th century. The common thread of the project is Water and Art, and their relationship understood as a source of inspiration and an essential good for life. The restoration has returned to the seaside village its symbolic fountain, combining opportunities to raise awareness of the sustainable use of water resources. |
| <i>Ecosegmento Acquedotto Storico - Historical Aqueduct Ecosegment (Sertoli Club)</i> | Genoa | The historical aqueduct is an ancient structure located in Val Bisagno, which has guaranteed for centuries the water supply of the city of Genoa and its port. The project has seen the creation, following a method of participatory planning that has seen the children as protagonists, of a child-friendly itinerary with a signage designed and dedicated to children, consisting of explanatory panels and game panels relating to the history of the aqueduct and the sustainable use of water resources. Several players are involved in the project: the Laboratorio Didattico Luzzati (educational workshop), the University of Genoa, the Municipality IV, the Sertoli Club, the classes of the Staglieno and Molassana scholastic Institutes who participated in participatory and creative design workshops to devise signage and panel content. |



Projects in development in 2021

| Project (implementer) | Local Committee | Description |
|---|-----------------|---|
| Green in Parma (CEA and University of Parma) | Parma | The project, which also involves the Cooperative Il Cigno Verde, Federconsumatori Parma and the Forestry Consortium KilometroVerdeParma, promotes the awareness of citizens, businesses and institutions on the effects of climate change and its impact, involving them in participatory paths and educational activities that result in experimental designs and interventions for the conversion of small urban areas to green areas. The activities include: the creation of a peri-urban forest on land belonging to Iren Group aimed at recovering the naturalistic values of the area and the recapture of CO2 emissions, experimentation, carried out by the University of Parma, on the use of a mixture of compost and biochar (charcoal), information and documentation activities aimed at citizens, carried out in collaboration with local stakeholders, and support actions for the implementation of greening interventions, through participatory paths. |
| Lead Nature - Green Leaders (AIESEC Turin) | Turin | The project aims to create environmental awareness of local communities in the various age groups through workshops, recreational activities and events. The goal is to change the habits of the communities and their relationship with the environment, stimulating the attendance of green areas of the city and raising awareness of respect for the environment in daily habits. 12 international volunteers and 7 volunteers of Legambiente will involve local students in this path of education to sustainability, collecting direct testimonies and documenting the concrete effects of the program with respect to the stakeholders involved. |
| Suoni d'acqua, di storie e di passi - Sounds of water, stories and footsteps (Social Cooperative Risonanze) | Reggio Emilia | At the centre of the project is the rediscovery and preservation of a part of the heritage of environments, stories and traditions of the territories of Villa Canali and Fogliano, in the municipality of Reggio Emilia. Leveraging the common thread represented by the sounds and music, develops a series of artistic initiatives to animate the area, involving the many new residents of the two fractions. Music to rediscover the actions of protection of the Lodola stream, the parks of Canali and Fogliano, the ancient Via Francesca (crossed over the centuries by many pilgrims), the knowledge and memories of the elderly are the leitmotif of the activities aimed primarily at autistic and fragile children. |
| C'ero due volte... - There is twice... (Social Cooperative Des Tacum) | Piacenza | The project, which has been awarded the 2021 "Ambientazioni" ideas contest in Piacenza, aims to recover objects in good condition that, thanks to repair and creative reinterpretation, are sold at bargain prices continuing to perform their task and avoiding becoming waste. The recovery activity is carried out by disadvantaged people (e.g., unemployed immigrants and ex-offenders) that, once trained, will put old and new skills to use. The project also involves the participation of 3 city schools in the creation of instant spot for the reuse and dissemination of best practices, to be promoted to the families of students, social channels and websites of those involved. |
| Rete del riuso Grugliasco - Grugliasco Reuse Network (Le Serre Association) | Turin | The project aims to identify, in the municipality of Grugliasco, a place for the exchange and donation of used objects among citizens. Through aggregation, awareness and sharing, citizens become protagonists of initiatives for the safeguard of the territory. The use of a dedicated platform allows citizens to schedule the exchange of goods and manage the "time bank" by providing their skills to repair small items (small appliances and clothing). The project is completed by the dissemination of existing initiatives in the area for waste reduction and environmental protection (apps against food waste, collection centres for used clothing, etc.). |
| Sentieri Solidali - Solidarity Paths (CAI Section of Parma) | Parma | The aim of the project is to promote new synergies between the mountains and the realities of social cooperation type B of Parma, with the inclusion of disadvantaged people in the workforce, through a structured collaboration aimed at the maintenance of local trail networks. It is therefore intended to enhance, on the one hand, the distinctive skills of the CAI in the field of hiking, on the other hand, the skills that the social cooperation type B has developed in the management of green, offering job opportunities that facilitate and speed up the periodic maintenance of the trails, with positive effects for the community and the territory. |

| Project (implementer) | Local Committee | Description |
|---|-----------------|--|
| BenEssere in Natura - Well-Being in nature (Parma Sostenibile Association) | Parma | The project includes the development of extensive environmental sustainability and wellness education pathways, with resident workshops, guided tours of urban parks, nature areas, farmers markets, organic farms, and the Picasso Food Forest public green space. The recipients are young people aged 3 to 18 years who will be involved both in school (20 classes for about 500 students) and extracurricular (200 participants). The topics covered by the workshops concern the importance of biodiversity, conscious consumption, self-production, environmentally and socially sustainable agricultural practices, local economy and solidarity. |
| Lostello Porta a Porta (Emc2 Onlus) | Parma | The project is aimed at activating a new home delivery service, addressed to families and merchants of the Cittadella and Centro Storico districts, carried out by users of socio-educational paths and internships activated by Emc2 Onlus, with the help of electric vehicles. In a first phase, the home collection of used clothes is started, which, after recovery and sanitisation operations, are made available to citizens. It is also planned to develop an online platform dedicated to the management of requests for pick-up/delivery and to engage, as part of the school-work alternation, some students to assist in the conduct of the entire cycle of activities. |
| Furgone frigo contro lo spreco alimentare - Refrigerated van to fight food waste (CSV Emilia) | Reggio Emilia | The Emporio Solidale Dora of Reggio Emilia, with the aim of offering a wide range of food products to families in economic difficulty, intends to expand its offerings to the fresh produce chain. In addition to the refrigerated counter, which already provides seasonal fruits and vegetables, intercepting surpluses from fruit and vegetable markets and food companies, a van with a mobile refrigerator will be activated for the recovery, transport and storage of fresh food. |
| Lo spaccio di cultura-portineria di comunità - Community concierge (Rete Italiana di Cultura Popolare) | Turin | The project provides for the strengthening of some activities promoted by "Lo spaccio di cultura-portineria di comunità": the travelling School of the Concierge, which offers art workshops with recycling of materials, sewing courses, digital literacy courses, ABC technology for the elderly, support in the use of Apps and institutional websites and Italian courses for foreigners; the Solidarity Purchasing Group of the Inhabitants of the Concierge, created by traders, artisans, associations and active citizens, which delivers free groceries to those who request it. |
| Anche noi reporter! - We are reporters too! (Bet She Can) | Genoa | The project involves about two hundred children of elementary school with the aim of creating a community around issues such as personal development and potential, the environment, inclusive language, resilience and sustainability, and give a role as protagonists to children, so that they can make their voices heard, directly question the key witnesses of the proposed issues, dialogue with them and open to different points of view and experiences. Children's interviews with key witnesses are shared with the entire school to develop moments of classroom processing with teachers and consolidate learning. |
| Emporio Solidale 2021 - Solidarity Emporium 2021 (Il Ce.Sto Coop) | Genoa | The project was born from the experience of distributing food to families in the historic centre who are in a situation of economic distress, putting them in contact with a network of "donors", including Banco Alimentare, Ricibo, merchants and supermarkets, voluntary associations and other entities active in the historic centre of Genoa. The network, in addition to providing material help, will produce moments of exchange and sharing of knowledge aimed at improving and developing the social context. The project acts mainly in the Sestiere del Molo, a historic district of the medieval city, composed of an elderly population of ancient settlement, a new population of foreign residents and young people with not always stable professional situations. |

| Project (implementer) | Local Committee | Description |
|---|-----------------|--|
| <i>Lo sport sostenibile. Chi fa questo vince</i> - Sustainable sport. Whoever does it win (CSV Emilia) | Reggio Emilia | The project aims to implement practices of sustainable sport by facilitating the inclusion of young people with disabilities within the sports clubs active in the province of Reggio Emilia and spreading within the sports community good environmental practices. It is expected to distribute a brochure to all young members and their families to promote responsible and sustainable sport and the creation of graphic panels to be posted at the sports facilities to encourage good behaviour to be held at the facilities themselves: water saving, energy saving, waste reduction, recycling. |
| <i>Ciassa Verde – Piazza Verde – Green Square</i> (Association BtoBE) | Genoa | The project aims to promote environmental sustainability in the suburbs of Genoa, particularly in Valpolcevera, enhancing the neighbourhood through the creation of aggregation points. The objective is to carry out a series of actions capable of producing a positive environmental impact and able to create awareness on issues such as the impact of CO ₂ in the ecosystem, the advantages of using renewable energy, waste sorted and sustainable mobility. Murals will be created with paints capable of capturing CO ₂ on the spans of the railway bridge in front of Piazza Pallavicini, an e-bike/kick scooter battery recharging station will be set up, as well as bicycle parking areas equipped to guarantee the safe custody of the means of transport, a small photovoltaic system, which will share messages to stimulate awareness and use of renewable energies, and an eco-collector where citizens will be able to hand in plastic bottles and containers with a reward system (discounts in stores, incentives for sustainable mobility, entrance to museums, etc.). |
| <i>Oratorio dell'Assunta di Genova – Genoa oratory of the Assumption</i> (S.M. Assunta arconfraternity) | Genoa | The project, in addition to the recovery of an asset of artistic and cultural importance, allows to continue the work of social activity to which the Oratory has always been dedicated. The intervention concerns the realisation of some restoration works as well as the organisation of a plan of events for the population on environmental issues, in the social and cultural context of the west of Genoa in which the Oratory is the only one left active in the territory. |

Other initiatives of Local Committees

In 2021 the fifth edition of the Piacenza **"Ambientazioni" ideas contest** was launched, aimed at adult citizens, organisations and associations of people or companies, having as its object the design of tools, actions and initiatives to save energy and water resources, reduce waste production, reduction of CO₂ production and mitigation and adaptation to climate change. Participants were asked to propose innovative designs replicable in other contexts, with demonstrable economic and social benefits for the community, and to develop project ideas that could help mitigate the effects of the Covid-19 health emergency, with a particular appreciation for initiatives and actions that can be carried out online.

Iren Local Committees have also been a place for in-depth analysis and discussion between Iren Group and its stakeholders on matters such as the assessment of relevant topics for the materiality analysis, the 2020 Sustainability Report, the updating of the Business Plan, the management of the Tari service and complaints, the activities of Iren Smart Solutions and I.Blu.

The year 2021 saw the renewal of the three-year mandate of the Local Committees of Parma, Reggio Emilia and Turin and the start of the renewal procedure for the Local Committee of Genoa.

Initiatives for communities and local areas

The projects and communication activities in the local areas have as their objective the improvement of local communities, through direct and indirect investments on sustainability issues: in this way Iren is committed to making the society in which we live grow in a sustainable way.

In 2021, Iren realised and contributed to the realisation of important social, cultural and environmental projects to raise awareness in the communities on the correct way to manage waste or on the sustainable use of natural resources, and on the importance of these practices for the well-being of citizens and for the territory. Some of these projects had a significant impact on the local areas in which they were carried out.

| Cultural projects | |
|---|---|
| Iren mecenate (Iren for culture) | Iren shares the deep values of culture and their importance in the development of local areas. For this reason, for many years, it has been founder of the main theatres in northern Italy: Teatro Regio Foundation in Turin, I Teatri di Reggio Emilia Foundation, Teatro Carlo Felice in Genoa and Teatri di Piacenza Foundation. Iren has also always supported the Teatro Regio in Parma and for several years now the Teatro Nazionale in Genoa. |
| Permanent didactic and cultural routes in the Parma area | At the end of the recovery works of the underground spaces of the Ancient Farnese Aqueduct in Parma, the "Galleria delle Fontane" route was inaugurated in October. The restoration and redevelopment of the underground areas of Piazza Garibaldi are part of the project "Parma Territorio d'Acque, Percorsi permanenti didattico culturali sul territorio parmense" (Parma Territory of Water, Permanent didactic and cultural routes in the Parma area), which involves Iren Group, under the coordination of the City of Parma, and is part of the projects of Parma Italian Capital of Culture 2020 + 2021. |
| Ocean Race | During the Ocean Race Europe event, held in June 2021 in Genoa, awareness activities were carried out for children on the protection of the sea and oceans, with particular reference to plastic pollution, through the creation of the musical "Un mare senza plastica" (A sea without plastic), performed under the big top of Porto Antico, and the distribution of the brochure "Le fabbriche dell'acqua pulita" (The factories of clean water). |
| Science Festival | During the 2021 Science Festival in Genoa, Iren created an installation aimed at school students regarding the problem of plastic in the oceans. |
| National Innovation Award | Iren strongly believes in the strategic role of innovation and research in the Italian industrial panorama. This is why it supported the National Innovation Award in 2021, believing that the development and growth of its business can only benefit from the comparison and collaboration with innovative, ambitious start-ups, supported by solid business projects. Still in the field of innovation, Iren also supported the regional Start Cup held in Emilia-Romagna. |
| Food Journalism Festival | As part of the Food Journalism Festival, held in Turin in February 2021, Amiat participated in one of the sessions, illustrating the company's initiatives in favour of sorted waste collection and the good practice of the RePoPP Project for the recovery of unsold organic waste. |
| Iren History at "Archivissima" | "Iren History: know your origins to design tomorrow" is the title of the event promoted by Iren as part of Archivissima 2021, held in Turin, which recounts the Group's cultural and historical heritage, thanks to the testimony of numerous archival documents, graphic, photographic and video sources, and was created as an open participatory tool, a living container, progressively implementable with new elements. |
| 90 years of the Ceresole Reale dam | The event organised to celebrate the 90th anniversary of the Ceresole Reale dam, in the Orco Valley, located at an altitude of 1,570 meters, featured acrobatic performances organised by the Cirko Vertigo Foundation. For the occasion, the photographic exhibition "History of a dam (and of a valley)" was inaugurated. It presents historical images related to the realisation of the reservoir and of the other dams of Orco Valley. The exhibition, open for the entire month of August with a significant participation of the public, was set up inside one of the buildings built during the construction of the dam and now totally renovated and converted into a site for events, exhibitions, classroom. |
| Green Week in Parma | On the occasion of Green Week, an initiative within the Festival of the Green Economy held in Parma, Iren opened its doors to the visitors of the PAI of Parma and of the Pad of Mancasale (creating new ad hoc informative brochures) and brought its own experience on the integration of sustainability in business and on circular economy within the conferences in program. |

Social projects

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| "RePoPP" Project | A project against food waste, it concerns the recovery of unsold organic waste at five markets in Turin, with the aim of collecting and redistributing fruit and vegetable products that can still be used through awareness-raising and education activities on the sorted collection of organic waste. The project has been extended to two other markets in the Mirafiori area. The activities focused mainly on the aspects of food recovery and redistribution due to an acclaimed food emergency, a consequence of the Covid-19 emergency, which affected the weakest strata of the urban social fabric. |
| Helicopter rescue | With a first experimental flight, the helipad for night helicopter rescue landing was inaugurated in the Municipality of Ceresole Reale, near the Serrù dam of Iren Group. The area has been equipped with ground signs and a lighting system to allow helicopter rescue workers to have an additional base high up in the mountains, in case of emergencies in the area, both for the Iren personnel working on the plants and for the institutional purposes of the health rescue organisations. |
| SPoTT at Ecomondo | On 10 June 2021, in the framework of the Digital Green Weeks organised by Ecomondo, a webinar was held dedicated to TRM and, in particular, to the monitoring system SPoTT (Surveillance on the health of the population near the Turin waste-to-energy plant), organised in agreement with the Metropolitan City of Turin, the Local Health Authority and Arpa, titled "The relationship between a waste-to-energy plant and the territory. The Turin experience: between dialogue and environmental monitoring". |
| Iren for sports | Believing strongly in the values of fair play and the importance of teamwork, in 2021 Iren supported many sports projects in the territories of reference. Despite the health emergency, championships in water polo, basketball, American football, field hockey and rhythmic gymnastics were still held. In 2021, we point out the European Baseball Championships, held in September in the metropolitan city of Turin, in which Iren was Golden Sponsor. |

Environmental projects

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| Energy efficiency, artistic and public street lighting | In 2021, Iren Group realised and supported the initiatives of artistic lighting and territorial animation related to the end-of-year festivities, guaranteeing its know-how and its services in favour of the Public Administrations of the territories in which it operates. At the end of the year, the multi-year plan to commission over 700,000 new 2G smart meters in the cities of Turin and Parma that facilitate the management of electricity consumption got underway. The start of the replacement activity was preceded by a specific communication campaign to inform households and businesses about the reasons and benefits of the replacement, the new meter functions and the methods of the intervention. In November, the Chiomonte and Susa power plants were inaugurated. They underwent technical and functional upgrading that effectively combined industrial redevelopment, sustainable use of water, a primary renewable source, and territorial development. |
| Water | 2 new Acquapubblica distributors have been inaugurated in the province of Piacenza and Reggio Emilia with an awareness activity on the environmental benefits of using tap water, on the quality and on the controls of the water from the aqueducts managed by Iren Group. At the end of 2021, in the Emilia-Romagna territory 79 Acquapubblica distributors are active. Inauguration of the Gazzano wastewater treatment plant (Villa Minozzo, Reggio Emilia): the area was equipped with this important infrastructure that allows the water, collected through a system of sewers networks, to be purified and returned intact to the natural environment. In the municipality of La Spezia, an ongoing communication campaign has been carried out to promote connection to the public sewerage system for users who have not yet been connected. |
| Air quality | The TRM website has been enriched to increase the usability in the visualisation of daily emission data with the addition of a guide to the reading of the more technical aspects: type of parameters analysed, emission limits and regulatory references. In addition, in order to facilitate the search for information on emission data and integrate the current publication system, in agreement and coordination with the Local Control Committee, banners have been created that each municipality adjacent to the plant has published on its website, thus multiplying the channels available to stakeholders. On the occasion of World Bee Day 2021, Iren has positioned 2 hives of environmental sentinel bees in the Torino Nord cogeneration plant in order to carry out, through the presence of these insects, the bio-monitoring of the environmental matrices of the area. Approximately 120,000 bees have been placed in the hives and are able to pollinate about 60 million flowers in the surrounding area every day. The project involved monitoring air quality and various environmental matrices through constant observation of bee behaviour, health, and honey production capacity. |

Environmental projects

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|------------------------------|---|
| Virtual tour of TRM | <p>Since July 2021, on the TRM website it is possible to have a real video experience of the Turin waste-to-energy plant: an immersive virtual visit, during which the viewer can see the surrounding environment at 360° with a guide voice that describes the waste-to-energy process and thus promotes the understanding of what is displayed with a high degree of involvement, absolutely comparable to a visit in presence.</p> |
| Sustainable use of resources | <p>From the collaboration with the Municipality of La Spezia was the creation of the days “La Spezia Green”, aimed at citizens and schools, dedicated to the issues of waste and those of the integrated water cycle, with the presentation of reports and projects to raise awareness of the population on the proper use of resources.</p> <p>In September 2021, the site was started for the realisation of a plant for the transformation of wood that was recovered into new products such as pallets and blocks. The plant, equipped with latest generation technologies that will ensure product quality, safety and environmental protection, will recover wood materials that will find new life in finished and semi-finished products normally made with virgin wood, avoiding the felling of about 115,000 trees per year.</p> |
| Sorted waste collection | <p>Using various communication tools, the Group has devised and publicised campaigns to raise public awareness of the proper sorted waste collection and the fight against waste dumping.</p> <p>The campaign “Sarebbe un mondo da favola se...” (It would be a fairy-tale world if...) was carried out in all local areas with the aim of fighting the phenomenon of waste abandonment and raising awareness of the population to the correct sorted waste collection. On the occasion of the European Week for Waste Reduction, 3 videos inspired by the traditional fairy tales of Rapunzel, Sleeping Beauty and Aladdin (which can be viewed online on Iren's YouTube channel) were released through various channels. Each scene has a different epilogue than expected, precisely because of the abandoned waste, to emphasise the message: if everyone behaved responsibly, we could live in a fairytale world. The campaign was presented in the territories, in collaboration with Public Administrations including through a series of theatrical performances in the squares and streets of the city that involved citizens and students.</p> <p>In the Emilia area, the main initiatives concerned:</p> <ul style="list-style-type: none">• production of a vademecum with useful indications to operate safely in the recovery of abandoned waste during voluntary initiatives promoted by citizens or associations (e.g., Plastic Free, Legambiente);• implementation of the door-to-door waste collection system in the municipalities of Fornovo, Medesano, Fontanellato and Noceto (PR), Campagnola Emilia and San Polo d'Enza (RE), supported by citizen information activities;• activation of the reward system in the Collection Centre in Rolo (RE) with the use of the health card to confer certain types of waste and obtain points that generate discounts on the waste tariff;• communication campaign to support the introduction of the “pay-as-you-throw” tariff (TARI) in the municipalities of Collecchio and Traversetolo (PR) and Albinea, Rolo and Quattro Castella (RE);• communication campaign to support the start of joint collection of plastic and cans in the municipalities of Rivergaro, Rottofreno and Alta Vaidone (PC);• communication in support of the launch of new collection methods in the municipalities of Rivergaro and Castelvetro Piacentino;• activation of the collection of used cooking oil in the municipalities of Collecchio, Colorno, Sorbolo Mezzani, Traversetolo (PR), Scandiano, Castellarano, Casalgrande, Viano, San Polo d'Enza, Campagnola Emilia, Rio Saliceto, Vezzano Sul Crostolo, Albinea and Reggio Emilia (RE) with a specific communication campaign;• launch of the special project for the collection of asbestos in Soragna, with the creation of dedicated leaflets;• practical guide to services for the installation of two new mini stations in the municipality of Scandiano (RE) for the delivery of residual and organic waste;• graphics for the waste management service vehicles operating in the historical centre of Piacenza, recalling Iren's commitment to the city's decorum;• “banco a banco” (stall to stall) campaign in the markets of Reggio Emilia to raise awareness among street vendors of the proper collection of waste produced;• campaign “di quello che getti non buttiamo via niente” (of what you throw away we throw away nothing) in Reggio Emilia to emphasise the importance of sorted collection of organic waste that can be transformed into compost and biomethane, in support of the construction of the new FORSU plant;• “capitan Acciaio” (captain Steel) in Reggio Emilia, an initiative promoted by Ricrea in collaboration with Iren and the Municipal Administration to inform citizens about the value and sustainability of steel packaging, which involved adults and children with activities and workshops. For its commitment to the sorted collection of steel packaging and for the excellent results achieved, the RICREA Consortium awarded the city of Reggio Emilia and Iren Ambiente a special recognition. <p>The main initiatives in Piedmont concerned:</p> <ul style="list-style-type: none">• new Amiat website to provide a service with usability features suited to the new information needs of Italian and foreign citizens; |

Environmental projects

- campaign supporting the installation of 412 **Smart Eco-Islands** in Turin, which replaced the roadside waste collection equipment with new containers that can be used by residents using personal electronic cards;
- campaign "**Facciamo la differenziata. Mettiamoci la testa**" (Let's differentiate. Let's get our head), in collaboration with the City of Turin and the National Packaging Consortium, to involve and inform citizens about the benefits of proper management of sorted waste collection;
- **Edisu Amiat protocol** to disseminate environmental sustainability education in Turin university residences through a circular economy pilot project and with training and awareness initiatives for the adoption of good practices for the proper differentiation of waste;
- **Delivery**, experimental collaboration between Amiat and Domino's Pizza, to raise awareness among customers of the food delivery service through a maxi post-it, placed on all the food containers delivered to their homes, which contains the correct instructions for sorting the waste produced as a result of food consumption;
- **RecuperiamOli** (recover oils), poster campaign that accompanied the start of the experimental street collection of used cooking oil in District 6 of Turin;
- communication and environmental awareness campaign "**Rendiamo Vercelli ancora più bella**" (Let's make Vercelli even more beautiful), on traditional and digital media and on ASM Vercelli's electric vehicles dedicated to urban cleaning services.

In the **Ligurian territory**, the following initiatives have been realized:

- communication activities in 7 municipalities in the Province of La Spezia (Ameglia, Bolano, Carro, Framura, La Spezia, Luni, Pignone and Riomaggiore) following the acquisition of the collection service by Acam Ambiente, the change in the method of waste delivery or the activation of the "pay-as-you-throw" tariff;
- adhesion of ACAM Ambiente and some municipalities of La Spezia, to the **Cuore Mediterraneo** campaign, promoted by the RICREA Consortium, which has seen the creation of films dedicated to environmental protection in seaside resorts and raising public awareness of the qualities and values of steel packaging.



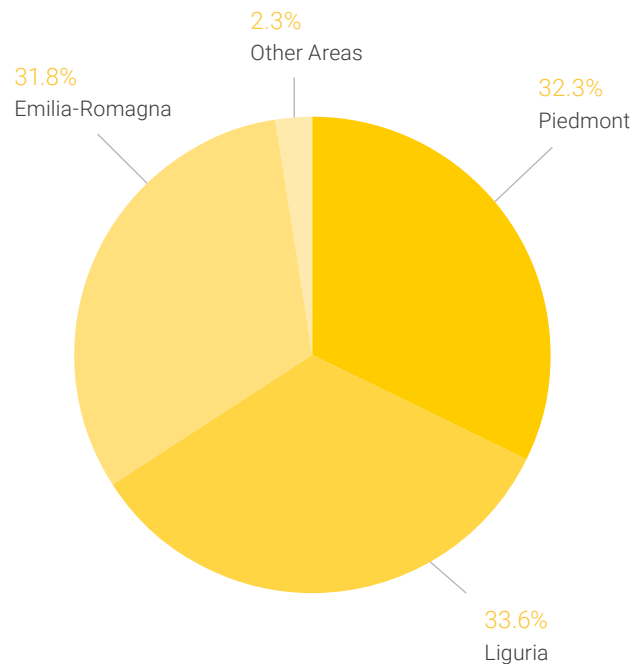
Gifts, donations and sponsorships

Iren Group stands by the communities with the aim of promoting the socio-economic development of the territory, also through the support of cultural, social and environmental protection initiatives, innovation development activities and the dissemination of sport as an instrument of cohesion. Particular attention is paid to events and projects that have distinctive characteristics or that are rooted in the tradition of the local areas and to initiatives related to corporate values that represent an opportunity to convey messages, consistent with the Group's guidelines, and have a constructive impact on social life.

In 2021, the Group invested around 11 million Euro in 271 projects:

- 60 in the cultural sphere (22%), including support for the Opera and Theatre Foundations in Parma, Piacenza, Reggio Emilia, Genoa and Turin, initiatives in favour of the Museum of Sustainability in San Martino in Rio (RE) and a number of projects promoted by Genoa City Council in the city, support for the Luci d'Artista (Artist Lights) project in Turin, and artistic lighting during the Christmas season in all cities where the Group operates. Interesting is the initiative "Illumina" in Volterra, where Iren installed the artist light "Planetario" (Planetary) by Carmelo Giannello: a sort of Milky Way in the Tuscan city that in 2022 will become the centre of a laboratory of cultural innovation for the future of inland areas throughout Italy. In this context, the use of the Art Bonus institute has been significant, as it makes it possible to enjoy important tax benefits in the form of tax credits;
- 82 regional initiatives (30%), including the Nervi Festival in Genoa, La Spezia Summer Festival and Moonland, MiTo and Jazz Festival in Turin, Verdi Festival in Parma, and summer initiatives in Piacenza and Reggio Emilia;
- 33 sports (12%), favouring minor sports and initiatives dedicated to weaker segments of the population in order to better promote the values of social cohesion;
- 96 in the field of sustainability (36%) and its promotion towards the younger generations, including "CinemAmbiente" in Turin and Kids International Festival in Reggio Emilia, where, in collaboration with Giffoni Innovation Hub, the short film #LaChallenge was presented, an intergenerational challenge on environmental issues hosted in the enchanting atmosphere of Procida.

Donations and sponsorships by area



Reducing impacts on the local areas

All of the Group's activities are planned and carried out with an awareness of its responsibility towards the communities and local areas: producing wealth while protecting the environment and respecting the expectations of its stakeholders. For this reason, Iren Group has developed performance monitoring tools such as environmental impact assessments, analytical controls, internal audits and legal compliance checks. At plants, external acoustic emissions are monitored to ensure the absence of any noise pollution to the local population. Even the products and services offered, before being placed on the market, are subjected to quality checks and controls, also to protect the health and safety of customers. In the event of faults, the Group has adopted specific procedures, which allow prompt and effective communication about service outages and disruption caused to residents within the times provided by legislation. For activities within the electricity, gas, water and district heating sectors, the Group also complies with the guidelines specified by ARERA. In addition to managing compliance with legislation, the Group has developed regulations, internal requirements and procedures and adopted initiatives that mitigate impacts on the health and safety of the public arising from the activities carried out. The main activities of the Group that impact the communities and local areas are described below.

Production of electricity and heat: in its Business Plan, Iren has made a strong commitment to the development of renewable sources and thermal and electrical storage to meet the challenge of decarbonization. The management of energy production activities is formalised by specific procedures and conducted in compliance with the law. Emissions are constantly monitored and controlled. Investments are being made constantly to optimise the energy efficiency of plants. Energy production plants are all equipped with control protocols, in compliance with environmental legislation and authorisation provisions. The combined production of electricity and heat makes it possible to develop the district heating service in a logic of circular use of resources and reduce environmental impacts.

Waste collection and management: the Group manages waste across all stages (collection, selection, transport, treatment and disposal) contributing to the recovery of materials and energy production, thus reducing the use of non-renewable resources.

The circular economy is at the heart of the Group's waste management strategy. It is committed to increasing the percentage of sorted waste collection with new technologies for the valorisation of non-recoverable waste, increasing the recovery of materials and the production of fuels from biodegradable waste at its plants.

Integrated water service: the monitoring of water network leaks is constant in order to reduce the waste of water resources. For this reason, the Group has defined specific objectives to reduce water withdrawals from the environment and dispersions in the network. Network control, extension and maintenance interventions are completed with the aim of minimising inconvenience for residents. The high quality of the water supplied is guaranteed by the continuous analytical controls carried out, even beyond the legal requirements, on the entire water process: from the capturing sources to treatment, filtration and disinfection processes, and from accumulation and storage tanks to the various points of the distribution network. In wastewater treatment, the Group undertakes to maintain the high operational standards of its plants and to inform the local community concerning the functioning of the plants. The focus on the sustainable use of resources is central to the 2030 Business Plan, which includes major investments to reduce network leaks, improve the quality of purified water and its reuse.

Gas distribution: the Group is committed to reducing the number of leaks through the gradual renewal of the network. The proper management of plants and gas networks, the use of appropriate resources and the use of suitable tools, together with continuous monitoring, are the main elements to ensure the safety of citizens, preventing potential impacts and accidents. These elements are subject to constant analysis and improvement measures in order to increase their effectiveness while respecting efficiency. Furthermore, in order to reduce disruption for local communities when sites are opened, residents, economic associations and Municipalities are involved in defining appropriate time frames.

Electricity distribution: in the management of electricity networks, one of the main objectives is the constant maintenance of plant service levels in compliance with the resolutions in force. To reduce the impacts on the territory and communities, the Group takes steps to ensure compliance with electromagnetic field limits through specific measurements on all new substations built (see page 209).

Public lighting: the most impacting factors are night-time light pollution, resulting from artificial light shining outside the designated areas (particularly towards the sky), and photobiological risk, linked to the possibility that looking directly at light sources can damage the human eye. These factors are monitored through the introduction, in the design phase, of stringent building criteria in the technical and purchase specifications for lighting devices (percentage of light flow emitted by the lighting device less than or equal to 1% and absence of photobiological risk $RG=0$).

Traffic light systems: in the design and construction of traffic light systems, stringent specifications are prepared for the choice of materials, which are binding and also review the critical issues that emerged in previous constructions of similar systems. The impacts on the health and safety of the public are also constantly analysed and monitored.

Site management: when managing construction sites of scheduled activities with the potential to create inconvenience for the public, the Group works by agreeing with stakeholders on the schedules, times and operational means and identifying strategic periods throughout the year (for example, during August), in order to minimise the impact on the public, with particular attention to disadvantaged groups and economic activities. Additionally, all the necessary measures are adopted to guarantee maximum site safety for residents, especially in cases of work carried out on roadside sites.

Realisation of new plants: the construction of new plants is an opportunity for growth for the local area in the medium- and long-term, in addition to being a necessity for the development of Iren Group; thus, dialogue between Iren and its stakeholders is necessary, based on transparency and correctness of information. Before embarking on the authorisation process to build new plants or infrastructures, the Group considers it essential to conduct information meetings with local communities, explaining the project in detail and its impact on the local areas. The Conference of Services is an example of cooperation between Public Administrations, residents, businesses and local bodies, where dialogue with citizens and institutions is guaranteed. For major projects, the party appointed to issue the authorisation convenes the Conference of Services (made up of the various interested parties), which must give its opinion concerning the feasibility of the project, indicating the necessary conditions to obtain the agreements, opinions, concessions, authorisations, licences, clearances and consents required by the law. For the





operation of certain types of production installations, which may generate significant environmental impacts, an IEA (Integrated Environmental Authorisation) is necessary, which verifies that the operation to be authorised has limited environmental impacts, in compliance with the conditions set by the European Union. During the construction of new plants, all executive and management aspects are evaluated, with particular attention to assessing the impacts generated by the presence of construction sites. Audits are carried out on the work of the businesses' personnel for all contracted activities in compliance with the procedures adopted in the context of the Integrated System (Quality, Environment, Safety). In 2021, there were no transfers, not even temporary ones, of people following on from the construction of new plants.

In 2021, there were two incidents with impacts on the local community: a company vehicle fire that occurred in Piacenza and a fire at the Voltri wastewater treatment plant. In addition, there were 3 lawsuits for damages, due to broken pipes and holes in the road surface, lost to citizens for a total amount of 2,868.48 Euro and 14 fines, for a total amount of 38,129.5 Euro, mainly connected with the reimbursement for the application of the surtax on excise duties on electricity, subsequently abolished due to incompatibility with EU law.

Sustainability education

Eduiren is the educational sector of the Group, dedicated to the declination of sustainability at 360° and for everyone. A sector that thrives on direct contact with schools and other local stakeholders, through its training offerings and the joint planning of awareness-raising paths.



Eduiren: a workshop and inclusive approach to convey the culture of sustainability and contribute to the model of sustainable territorial growth in the current context of green transition



In 2021, together with the traditional catalogue of free training offers, the projects dedicated not only to the territories in which Iren Group operates, but to the whole national territory through the use of the web and social networks, were strengthened: in total, **110 sustainability education projects** were carried out, also in network with other subjects, involving **350 schools** and reaching **46,072 people**.

Educating for sustainability means maintaining a **continuous dialogue with different audiences, building networks, innovating methodologies and tools**: in a process of research and experimentation, new themes were explored, and innovative formats defined to tell the story of the 2030 Agenda and the contribution of Iren Group to the objectives of sustainable development.

To this end, the short film **"La challenge"** was made, written and produced together with Giffoni Innovation Hub and Unitalia and presented at the Giffoni Film Festival. The short film, which narrates an intergenerational challenge on environmental issues and promotes the conscious use of resources, has been featured in several events: Kids International Festival in Reggio Emilia, "CinemAmbiente" in Turin and "Riconoscere l'Ambiente" (recognizing the environment) in Siena. Also in this perspective, in partnership with the International Book Fair of Turin, a project was developed in collaboration with the cartoonist Lorena Canottiere, for the creation of a **comic book on the themes of sustainability**, designed and drawn by a group of elementary school classes.

To spread the **"culture of composting"**, the exhibition "ComposTiAmo" was opened to the public, with virtual tours and training initiatives on home composting, promoted in collaboration with the Museum of Agriculture and Rural World of San Martino in Rio (RE). Still on the topic of conscious recycling, Eduiren, with Reggio Children Foundation and Remida, organised **"Ricreazioni (Re-creation)"**, a day dedicated to "unexpected sustainability", with a focus on the creative regeneration of plastic and the virtuous reuse of kitchen scraps, inaugurating two paths that will be developed during 2022. The same logic animated the national competition **"Rifiuti Smarriti (Lost Waste)"**, promoted with the CentroScienza Onlus of Turin, with the aim of rediscovering, regenerating, re-designing and reusing what is no longer used. The awarding of the works was the occasion for a **visit in presence and virtual to the TRM plant in Turin**, with workshops for students connected from Turin to Sicily.

The training proposals also included a reorganisation of the **use and narration of the Group's facilities**. On the occasion of **Green Week in Parma**, guided tours for university students were organised to the "Fabbriche della Sostenibilità (Sustainability Factories)" (Manca-sale wastewater treatment plant and PAI). A classroom was inaugurated at the Ceresole Reale dam and the M. Idro Museum was opened at the Chiomonte power plant. The video produced on the waste-to-energy plant in Parma is the first to tell the story of the people, processes and positive impacts on the environment and quality of service and will be joined by two further videos on the Moncalieri waste-to-energy plant and the Rapallo wastewater treatment plant.

In the "Spazio Goccia" of Luzzara (RE) cultural and educational activities have been planned, in presence and online, aimed at promoting the **culture of water**: among these, the meeting "Dialoghi sull'Acqua (Dialogues on Water)", the presentation of the Local Observatory of the Landscape of the Bassa Reggiana, the online publication of the video "Friday's for Stilla", to tell in a playful way to children the secrets of water, and the space on wastewater treatment "Back to Land", already proposed in the European Photography Festival and opened in streaming on the occasion of the "World Toilet Day".



Eduiren: 110 sustainability education projects reaching 46,072 people

Thanks also to web-based tools, different audiences have been met and **new ways of telling the story** have been tried out. We talked about "Rifiuti Smarriti (Lost Waste)" on the online platform Agorà del Sapere, about digital education and environmental sustainability (in collaboration with Redooc and The Good in Town) on the Redooc.it platform, all topics also addressed at Milano Digital Week and STEM in the City Milano.

The collaboration was confirmed with the Ricrea Consortium, which promoted the online educational project "Yes I Can" by Luca Pagliari for schools in Piacenza and La Spezia.

The commitment to sustainability education activities has taken the form of initiatives designed to **create value in events and shows, establishing alliances in the**

territories, which have always been the strength of Iren Group. In Genoa, on the occasion of **Ocean Race 2021**, Eduiren has set up the musical show "Un mare senza plastica (A sea without plastic)" proposed in collaboration with the theatre of Ortica and has participated in the organisation of educational workshops "Le fabbriche di acqua pulita (The factories of clean water)", highlighting the importance of wastewater treatment for the protection of the marine environment. For the **Science Festival of Genoa**, guided tours on the waterways were organised on the eco-segment of the Historical Aqueduct, a stretch of the ancient conduit enhanced with a signage designed for children, in a project promoted by the Local Committee of Genoa and realised with the contribution of Eduiren. In the context of **Green Pea Day**, the talk "La bellezza dei rifiuti (The beauty of waste)" was combined with two plogging sessions to clean up the city of Turin by doing sports. **The Eduiren experience** was presented in Milan, at the **CSR Show** and during "Il Verde e il Blu Festival".

Sustainability for Iren also means **taking care of the environment**: several waste collection activities, managed by eco-volunteers in the areas where the Group operates, were supported by the training contribution of Eduiren. The theme was also taken up by the workshop "**La bellezza che passa dalla cura (Beauty that passes through care)**", held in Turin, aimed at encouraging meetings and dialogue with citizens of all ages to reflect on their lifestyles and encourage the adoption of **good daily practices** in favour of a more sustainable world. Significant in this sense are the experiences of Reggio Emilia "Multisport nei Monti", in which sustainability has been declined together with sports practices to discover the Apennine territory thanks to the collaboration with the Polisportiva Quadrifoglio, and "Puliamo Campagnola" which saw the participation of all schools in the municipality and a strong network of local associations. Support for the local area has also been **collaborative and inclusive** with initiatives such as "**Tra i banchi d'estate (between the desks in the summer)**", meetings with foreign children who have recently arrived in Italy, on sorted waste collection in Reggio Emilia and collaboration with ASAI in a **social inclusion project on the circular economy** in Turin.

International engagement has also grown for Eduiren with participation in **projects in Europe and Mozambique** (FCHgo, Maispembá, Multipliers), aimed at sharing best practices in environmental education and creating networks of open science communities for effective awareness actions.