

STANDARD GRI 416-1 ASSESSMENT OF THE HEALTH AND SAFETY IMPACTS OF PRODUCT AND SERVICE CATEGORIES

Quality standards established by ARERA ³⁴ (ARERA obligation 569/19 subsection 14.2) - Italgas Reti	u.o.m.	Target ARERA	2019	2020	2021 ³⁵
High and medium pressure network inspected	%	100% in three mobile years	58.70	95.2	98.3
Low pressure network inspected		100% in four mobile years	60.40	95.5	98.2
Respect for maximum arrival time at the place of the call for emergency intervention		>90	98.90	99.3	99.5

Quality standards established by ARERA - Italgas Reti	u.o.m.	2019	2020	2021
Respect for maximum time set for the performance of services subject to specific standards	%	98.1	98.4	98.6
Respect for punctuality in appointments made with customers		99.1	98.9	99.0

Quality standards established by ARERA (ARERA obligation 569/19 subsection 14.2) - Toscana Energia	u.o.m.	Target ARERA	2019	2020	2021
High and medium pressure network inspected	%	100% in three mobile years	42.4 ³⁶	91.6	95.8
Low pressure network inspected		100% in four mobile years	35.5 ³⁷	94.2	98.0
Respect for maximum arrival time at the place of the call for emergency intervention		>90	97.9	98.0	98.0

³⁴ In accordance with Annex A to Resolution 569/2019 (RQDG), the distributor is required to comply with service obligations relating to the frequency of network inspection, equal respectively to 100% in the 3 mobile years for high and medium pressure networks and 100% in the 4 mobile years for low pressure networks (subsection 14.2, letters a) and b) of the RQDG).

³⁵ The amount represents the best estimate as of the closing date and is subject to adjustment when reporting to the Authority.

³⁶ With the CRDS (Picarro) method, the 2019 value becomes 50.3.

³⁷ With the CRDS (Picarro) method, the 2019 value becomes 52.1.

Quality standards established by ARERA - Toscana Energia	u.o.m.	2019	2020	2021
Respect for maximum time set for the performance of services subject to specific standards	%	98.9	99.2	99.7
Respect for punctuality in appointments made with customers		99.6	99.6	99.7

Quality standard established by ARERA (ARERA obligation 569/19 subsection 14.11) - Medea	u.o.m.	Target ARERA	2019	2020	2021
High, medium and low pressure network inspected - Other Gases	%	100% in four mobile years	27.1	47.9	59.7
High and medium pressure network inspected - Natural gas ³⁸		100% in three mobile years	-	-	100
Low pressure network inspected - Natural gas ³⁸		100% in four mobile years	-	-	100
Respect for maximum arrival time at the place of the call for emergency intervention		>90	99.1	99.0	99.5

Citizen and customer support services

The operative management of quality aspects is hinged on the management systems certified according to ISO 9001 standard and implemented at the level of each individual company. In support of service safety and quality, Italgas has also activated two freephone numbers to be contacted as necessary by citizens and users:

Gas emergency intervention freephone number - 800 900 999

The service is operative 24 hours a day, 7 days a week. There is one Freephone Number for the whole of Italy for all the Municipalities where the distribution companies of the Italgas Group operate and is shown separately on the gas bill of the sales company, on the websites of Italgas and the Group companies and in the telephone directories of the municipalities served. The service is subject to control by the Italian Regulatory Authority for Energy, Networks and Environment (ARERA). Anyone contacting the Emergency Intervention service is put in direct contact with an operator of the Integrated Supervision Centre and never transferred to another number. The dispatch of all calls is guaranteed and operators respond within a few seconds. Upon receipt of a report, the operators provide initial indications on how to behave in the event of gas leaks, a lack of gas or irregularities in the flow and dispersion. After the conversation with the caller, if the call was made from a mobile telephone, a text message is automatically sent to the caller's telephone, with a link from which all steps of the report can be tracked, from when it is assigned to the team that will be intervening through to make-safe and problem-solving. At the same time, the Emergency Intervention unit is activated for the

relevant verifications and technical operations, to safeguard citizens, make systems safe and restore the service to normal operating conditions as quickly as possible. Both the call and the technical intervention are free of charge.

Contact Centre freephone number - 800 915 150

The freephone number shown on the Italgas website is the same throughout Italy for all municipalities in which Italgas operates and manages requests for information coming from "Medea" users, the subsidiary operating in Sardinia. The service is not subject to any obligations imposed by the Italian Regulatory Authority for Energy, Networks and Environment (ARERA). By contacting the freephone number, users can receive information about multiple technical and commercial aspects by means of IVR (Interactive Voice Response), with the possibility, where envisaged, of being transferred to a Contact Centre service operator, a service that operates weekdays from 8 a.m. to 8 p.m. and is managed entirely with in-house resources based in Italy. Through the Salesforce and Genesys applications, the Contact Centre operators manage the customer requests received over the telephone by e-mail, through the on-line help system, via social channels and requests made by users from "security" points, where present, for:

- | scheduled replacement of meters with displays that do not function;
- | appointment management;
- | reports of disservices and complaints to the competent services;
- | information on metrology verifications, estimates and 40/14 documentation;
- | problems and support with registration on the portal.

³⁸Data for 2019 and 2020 are not available as the first natural gas network was activated in early 2021.