

early months of 2020). In all, 8 meetings were held during which the data on incidents was examined and commented and awareness was raised on safety topics. In addition, 8 specific digital conventions should be noted with the territorial poles addressed in particular towards raising awareness to injuries, the analysis of incidents, including near misses, and the definition of corrective actions to be implemented.

Main Key Performance Indicators

NFS

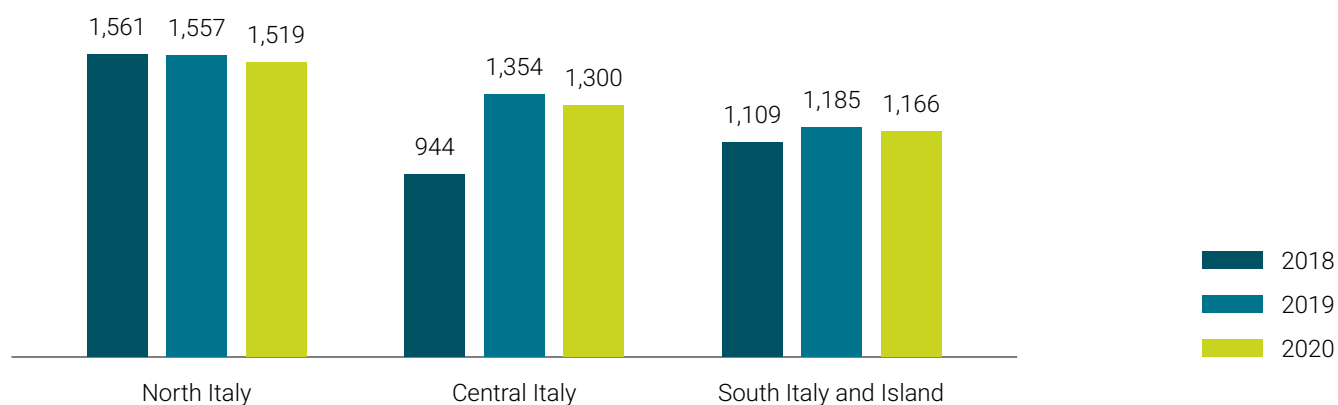
STANDARD GRI 102-8 INFORMATION ON EMPLOYEES

EMPLOYEES (HEADCOUNT)	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Fixed-term contract	n.	4	0	4	2	0	2	1	0	1
North Italy		4	0	4	2	0	2	1	0	1
Central Italy		0	0	0	0	0	0	0	0	0
South Italy and islands		0	0	0	0	0	0	0	0	0
Permanent contract*		3,040	427	3,467	3,353	535	3,888	3,194	541	3,735
North Italy		1,219	262	1,481	1,213	273	1,486	1,170	272	1,442
Central Italy		853	55	908	1,134	141	1,275	1,055	146	1,201
South Italy and islands		968	110	1,078	1,006	121	1,127	969	123	1,092
Apprenticeship/ access-to-work contracts (direct employees)		123	20	143	162	44	206	190	59	249
North Italy		59	17	76	44	25	69	49	27	76
Central Italy		33	3	36	69	10	79	86	13	99
South Italy and islands		31	0	31	49	9	58	55	19	74
Total		3,167	447	3,614	3,517	579	4,096	3,385	600	3,985

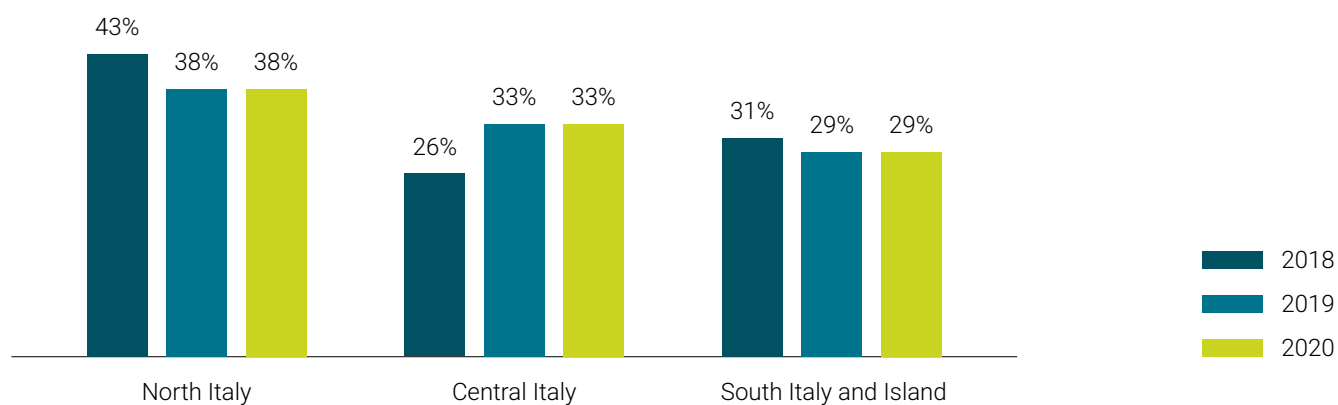
*Permanent contracts also include part-time contracts.

	2018	2019	2020
Fixed-term contract	0%	0%	0%
Permanent contract	96%	95%	94%
Apprenticeship/access-to-work contracts (direct employees)	4%	5%	6%

NUMBER OF EMPLOYEES BY GEOGRAPHIC AREA



PERCENTAGE OF EMPLOYEES BY GEOGRAPHIC AREA



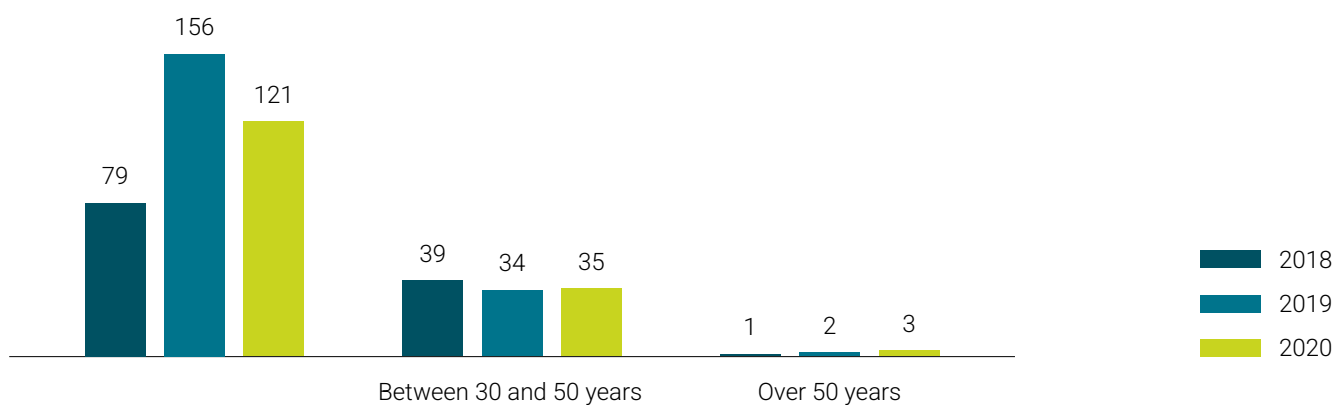
EMPLOYEES (HEADCOUNT)	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Part time	n.	8	33	41	11	43	54	7	37	44
Fixed term		0	0	0	0	0	0	0	0	0
On permanent contracts		8	33	41	11	43	54	7	37	44
Apprenticeships/access-to-work contracts		0	0	0	0	0	0	0	0	0
Full time		3,159	414	3,573	3,506	536	4,042	3,378	563	3,941
Fixed term		4	0	4	2	0	2	1	0	1
On permanent contracts		3,032	394	3,426	3,342	492	3,834	3,187	504	3,691
Apprenticeships/access-to-work contracts		123	20	143	162	44	206	190	59	249
Total		3,167	447	3,614	3,517	579	4,096	3,385	600	3,985

STANDARD GRI 401-1 NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER

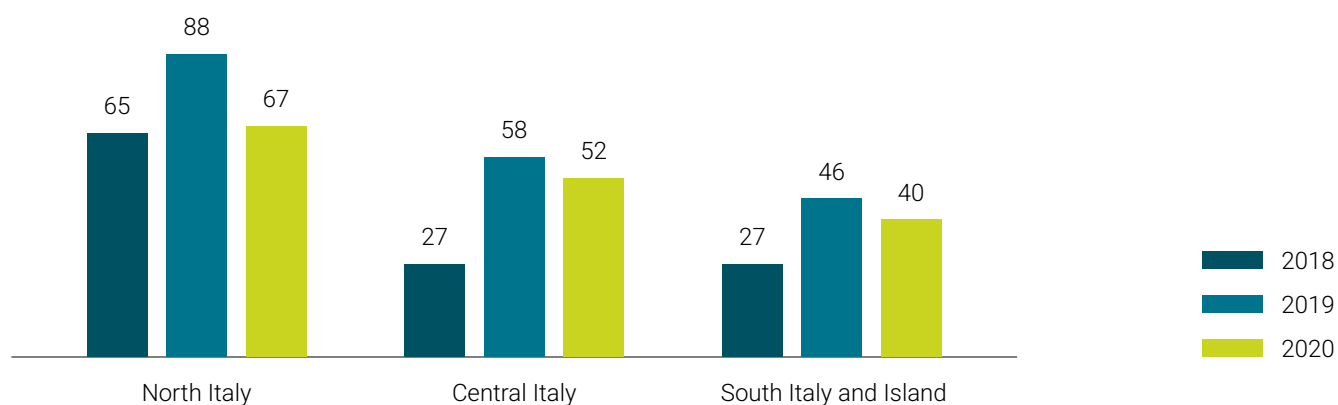
NEW RECRUITS*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
North Italy	n.	44	21	65	58	30	88	41	26	67
under 30 years		21	10	31	39	22	61	30	16	46
between 30 and 50 years		23	11	34	17	8	25	9	10	19
over 50 years		0	0	0	2	0	2	2	0	2
Central Italy		24	3	27	47	11	58	40	12	52
under 30 years		21	2	23	45	6	51	36	9	45
between 30 and 50 years		3	0	3	2	5	7	4	3	7
over 50 years		0	1	1	0	0	0	0	0	0
South Italy and islands		27	0	27	32	14	46	21	19	40
under 30 years		25	0	25	31	13	44	17	13	30
between 30 and 50 years		2	0	2	1	1	2	3	6	9
over 50 years		0	0	0	0	0	0	1	0	1
Total		95	24	119	137	55	192	102	57	159
under 30 years		67	12	79	115	41	156	83	38	121
between 30 and 50 years		28	11	39	20	14	34	16	19	35
over 50 years		0	1	1	2	0	2	3	0	3

*Only market entries are considered.

NEW HIRES BY AGE BRACKET



NEW HIRES BY GEOGRAPHICAL AREA



The rising trend in hiring new employees in central and south Italy and the islands continues, also thanks to the new distribution networks acquired in those geographic areas.

INBOUND TURNOVER RATE*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
North Italy	%	3%	8%	4%	5%	10%	6%	3%	9%	4%
under 30 years		22%	55%	27%	33%	63%	40%	25%	38%	29%
between 30 and 50 years		7%	10%	8%	5%	8%	6%	3%	9%	4%
over 50 years		0%	0%	0%	0%	0%	0%	0%	0%	0%
Central Italy		3%	5%	3%	4%	7%	4%	4%	8%	4%
under 30 years		27%	67%	28%	34%	60%	36%	24%	60%	28%
between 30 and 50 years		3%	0%	2%	1%	11%	3%	2%	6%	3%
over 50 years		0%	2%	0%	0%	0%	0%	0%	0%	0%
South Italy and islands		3%	0%	2%	3%	11%	4%	2%	13%	3%
under 30 years		56%	0%	54%	45%	93%	53%	20%	62%	29%
between 30 and 50 years		1%	0%	1%	1%	3%	1%	2%	15%	5%
over 50 years		0%	0%	0%	0%	0%	0%	0%	0%	0%
Total		3%	6%	3%	4%	9%	5%	3%	10%	4%
under 30 years		31%	54%	33%	36%	69%	41%	24%	49%	28%
between 30 and 50 years		5%	8%	5%	3%	8%	4%	2%	9%	4%
over 50 years		0%	0%	0%	0%	0%	0%	0%	0%	0%

*Calculated as: new recruits/employees as at 31.12 every year for each cluster.

CEASED*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
North Italy	n.	70	15	85	76	10	86	78	21	99
under 30 years		5	1	6	5	0	5	3	3	6
between 30 and 50 years		6	3	9	8	4	12	3	2	5
over 50 years		59	11	70	63	6	69	72	16	88
Central Italy		52	2	54	105	3	108	98	8	106
under 30 years		0	0	0	4	1	5	1	0	1
between 30 and 50 years		0	0	0	2	0	2	2	0	2
over 50 years		52	2	54	99	2	101	95	8	103
South Italy and islands		20	0	20	56	0	56	62	6	68
under 30 years		0	0	0	3	0	3	0	1	1
between 30 and 50 years		1	0	1	3	0	3	1	1	2
over 50 years		19	0	19	50	0	50	61	4	65
Total		142	17	159	237	13	250	238	35	273
under 30 years		5	1	6	12	1	13	4	4	8
between 30 and 50 years		7	3	10	13	4	17	6	3	9
over 50 years		130	13	143	212	8	220	228	28	256

*Termination by mutual agreement and other outgoings.

OUTGOING TURNOVER RATE*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
North Italy	%	5%	5%	5%	6%	3%	6%	6%	7%	7%
under 30 years		5%	5%	5%	4%	0%	3%	3%	7%	4%
between 30 and 50 years		2%	3%	2%	3%	4%	3%	1%	2%	1%
over 50 years		7%	7%	7%	8%	4%	7%	9%	11%	9%
Central Italy		6%	3%	6%	9%	2%	8%	9%	5%	8%
under 30 years		0%	0%	0%	3%	10%	4%	1%	0%	1%
between 30 and 50 years		0%	0%	0%	1%	0%	1%	1%	0%	1%
over 50 years		7%	5%	7%	12%	2%	11%	12%	9%	12%
South Italy and islands		2%	0%	2%	5%	0%	5%	6%	4%	6%
under 30 years		0%	0%	0%	4%	0%	4%	0%	5%	1%
between 30 and 50 years		1%	0%	1%	2%	0%	2%	1%	3%	1%
over 50 years		2%	0%	2%	6%	0%	6%	8%	5%	7%
Total		5%	4%	4%	7%	2%	6%	7%	6%	7%
under 30 years		2%	4%	3%	4%	2%	3%	1%	5%	2%
between 30 and 50 years		1%	2%	1%	2%	2%	2%	1%	1%	1%
over 50 years		6%	5%	6%	9%	2%	8%	10%	9%	10%

*Calculated as: leavers/employees as at 31.12 every year for each cluster.

TURNOVER RATE*	U.O.M.	2018	2019	2020
Men	%	9.1	10.6	9.9
Women		14.8	12.3	15.6
North		11.6	11.3	10.8
Centre		8.9	12.2	11.9
South		8.02	8.7	9.2
Total		9.8	10.9	10.7

*Calculated as (incoming + outgoing) / average workforce * 100 for each cluster.

STANDARD GRI 401-3 PARENTAL LEAVE

PARENTAL LEAVE*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Total positions open	n.	246	53	299	230	55	285	225	53	278
Positions open during the year		13	3	16	24	5	29	17	15	32
Positions closed during the year		233	50	283	206	50	256	208	38	246
for return		227	49	276	196	50	246	202	36	238
for contract end		6	1	7	10	0	10	6	2	8

* The data for parental leave refer to Italian Law 53/2000

STANDARD GRI 403-9 WORK-RELATED INJURIES

EMPLOYEES*	U.O.M.	2018	2019	2020
Workplace accidents (LTI) ³⁷	no.	8	6	7
<i>of which with serious consequences (absence of over 6 months)</i>		0	1	0
Deaths		0	0	0
I Employee accident indices ***				
Frequency Rate (LTIFR) ³⁸	-	1.35	0.98	1.07
Accident frequency index with serious consequences		0	0.16	0
Death index		0	0	0
Severity index		0.03	0.10	0.01

* The table does not include details of men/women and regions so as to standardise the report with the new version of the GRI. For the value reported in the 2019 Consolidated Non-Financial Statement, please refer to the document published on the Group's website at https://www.italgas.it/export/sites/italgas/italgas-gallery/Documenti_Lit/Non-Financial-Statement-2019.pdf.

** The data on accidents include events that led to absence from work for more than one day.

*** The injury indices have been calculated as follows:

- Death index: number of deaths / 1,000,000 hours worked
- Severity index: days absence due to injury / 100,000 hours worked
- Frequency index: number of injuries recorded / 1,000,000 hours worked

³⁷ LTI: Lost Time Injury

³⁸ LTIFR: Lost Time Injury Frequency Rate

NON-EMPLOYED WORKERS (CONTRACTORS ³⁹⁾ *)	U.O.M.	2018	2019	2020
Workplace accidents (LTI)	no.	4	8	8
<i>of which with serious consequences (absence of more than 6 months)</i>		1	0	0
Deaths		0	0	0
Accident indices (contractors) ***				
Frequency Index (LTIFR)	-	1.44	1.85	1.94
Accident frequency index with serious consequences		0.36	0	0.00
Death index		0.00	0.00	0.00
Severity index		0.11	0.11	0.10
Employee + contractor accident frequency index		1.38	1.34	1.41
Near misses	-	30	44	5

**The table does not include details of men/women and regions so as to standardise the report with the new version of the GRI. For the value reported in the 2019 Consolidated Non-Financial Statement, please refer to the document published on the Group's website at https://www.italgas.it/export/sites/italgas/italgas-gallery/Documenti_it/Non-Financial-Statement-2019.pdf.

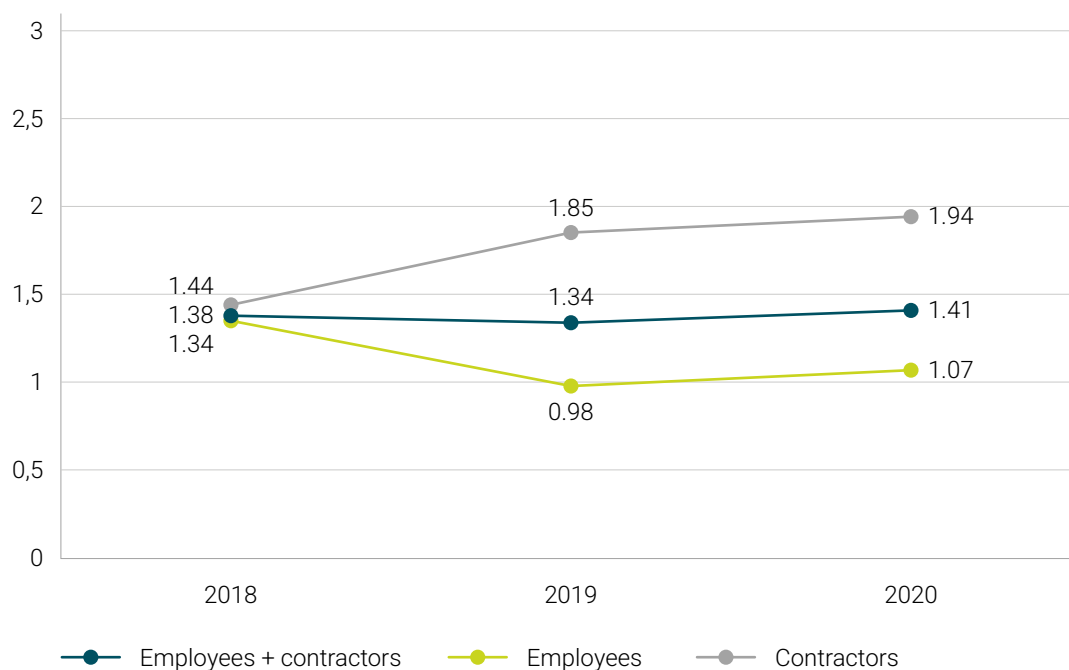
** The data on accidents include events that led to absence from work for more than one day.

*** The injury indices have been calculated as follows:

Severity index: days absence due to injury / 200,000 hours worked

Frequency index: number of injuries recorded / 1,000,000 hours worked

FREQUENCY INDEX (NON-COMMUTING)



For 2018 and 2019, the data of Medea, Italgas Acqua, Ichnusa, Enerco and Seaside is included. Starting 1 October 2019, the data of Toscana Energia is included.

³⁹ Workers of companies with a service or work contract with Italgas (e.g. construction companies, cleaning companies, etc.).

STANDARD GRI 404-1 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

TRAINING	U.O.M.	2018	2019	2020
Total hours of training provided	hours	67,537	84,038	75,948 ⁴⁰
<i>of which women</i>		5,364	7,856	11,899
<i>of which men</i>		62,173	76,182	64,049

BREAKDOWN OF TRAINING HOURS DELIVERED BY SUBJECT AND TYPE	U.O.M.	2018	2019	2020
Training on HSEQ topics*	hours	30,441	37,679	19,040
<i>Equity investments</i>	<i>n</i>	4,382	5,220	4,038
Training on the Code of Ethics - Model 231 - Anti-corruption - Antitrust	hours	209	367	3,849
<i>Equity investments</i>	<i>n</i>	78	302	2,914
Managerial training	hours	11,595	18,752	16,071
<i>Equity investments</i>	<i>n</i>	1,470	5,224	6,418
Technical/specialised training	hours	25,292	27,241	16,852
<i>Equity investments</i>	<i>n</i>	2,580	3,392	2,423
Training on digitisation topics	hours	N/A	N/A	20,137
<i>Equity investments</i>	<i>n</i>	N/A	N/A	17,122

* All training courses in "health and safety" were organised and delivered in compliance with the State - Regions Agreement dated 21 December 2011. In HSEQ too, training hours reduced from 2019 to 2020 due to the COVID emergency, which made it necessary to mainly deliver training on-line. These courses, compared with those carried out in person, envisage fewer hours as they are delivered remotely. In addition, in this case, the reduction is due to the impossibility of delivering practical training in person (e.g. fire-fighting).

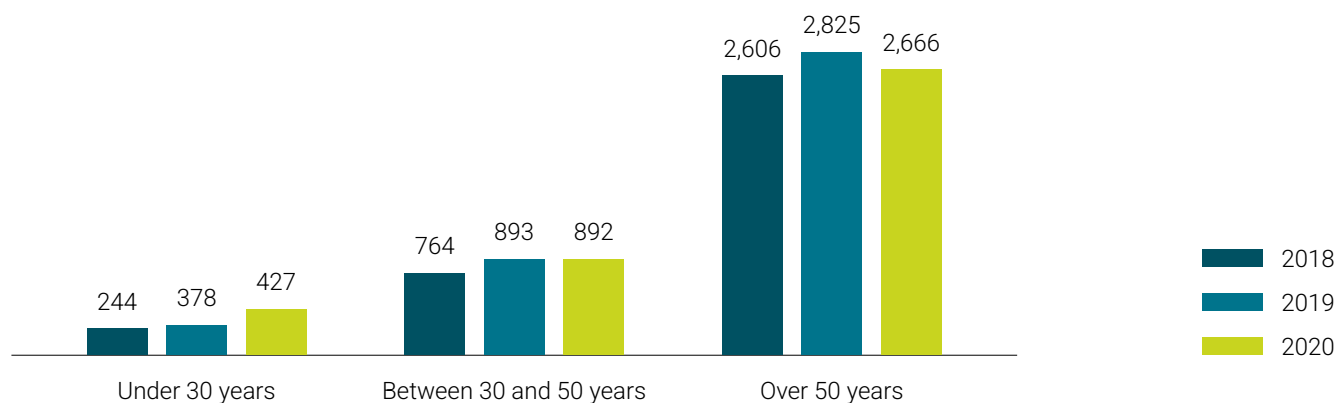
AVERAGE HOURS OF TRAINING PROVIDED*	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Total employees	hours/no.	20	12	19	22	14	21	19	20	19
Executives		18	34	21	29	31	30	26	30	26
Managers		28	24	27	29	16	27	26	21	25
Office workers		20	10	18	20	13	18	20	20	20
Manual workers		18	14	18	22	16	22	16	5	16

* The figure may include multiple participations for an individual participant

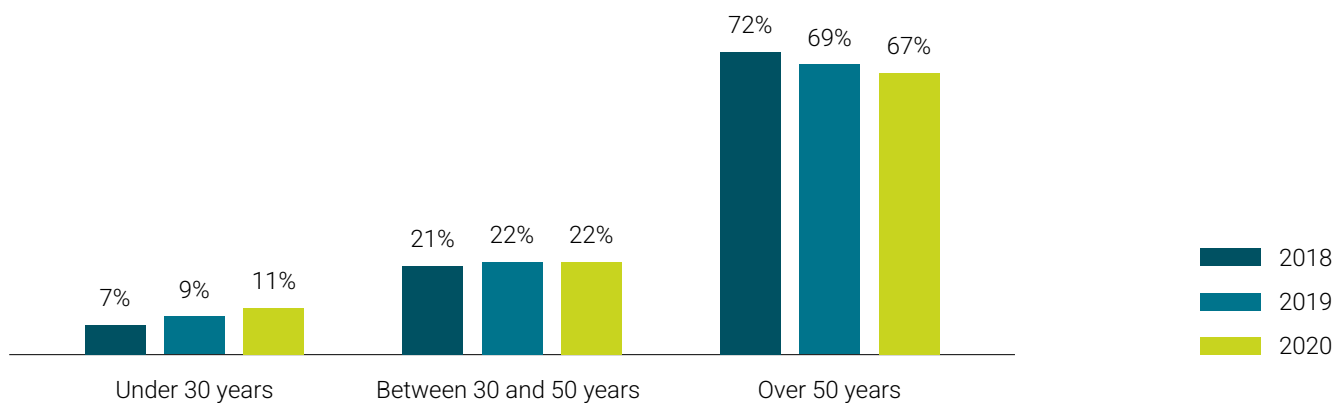
⁴⁰ Training hours reduced from 2019 to 2020 due to the COVID emergency, which made it necessary to mainly deliver training on-line. These courses, compared with those carried out in person, envisage fewer hours as they are delivered remotely.

STANDARD GRI 405-1 DIVERSITY OF EMPLOYEES

EMPLOYEES (HEADCOUNT)	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Executives	no.	46	11	57	52	9	61	50	8	58
under 30 years		0	0	0	0	0	0	0	0	0
between 30 and 50 years		11	10	21	14	7	21	16	6	22
over 50 years		35	1	36	38	2	40	34	2	36
Managers		234	39	273	252	44	296	250	52	302
under 30 years		0	0	0	0	0	0	1	0	1
between 30 and 50 years		63	15	78	67	15	82	73	23	96
over 50 years		171	24	195	185	29	214	176	29	205
Office workers		1,571	394	1,965	1,747	523	2,270	1,659	536	2,195
under 30 years		121	24	145	165	58	223	153	76	229
between 30 and 50 years		278	121	399	346	161	507	355	171	526
over 50 years		1,172	249	1,421	1,236	304	1,540	1,151	289	1,440
Manual workers		1,316	3	1,319	1,466	3	1,469	1,426	4	1,430
under 30 years		99	0	99	154	1	155	195	2	197
between 30 and 50 years		265	1	266	282	1	283	247	1	248
over 50 years		952	2	954	1,030	1	1,031	984	1	985
Total		3,167	447	3,614	3,517	579	4,096	3,385	600	3,985

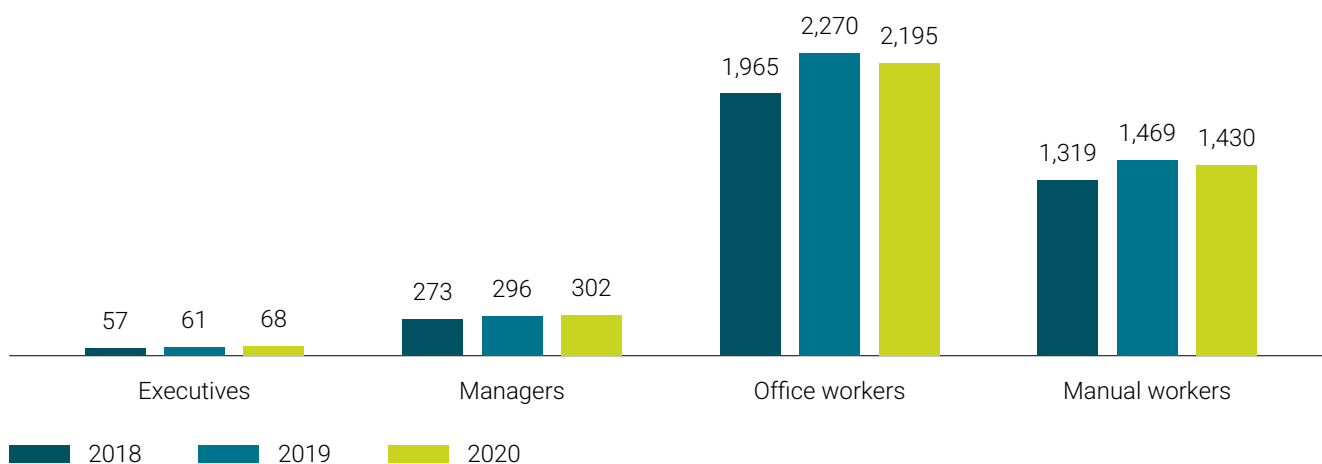
NUMBER OF EMPLOYEES BY AGE BRACKET


PERCENTAGE OF EMPLOYEES BY AGE BRACKET

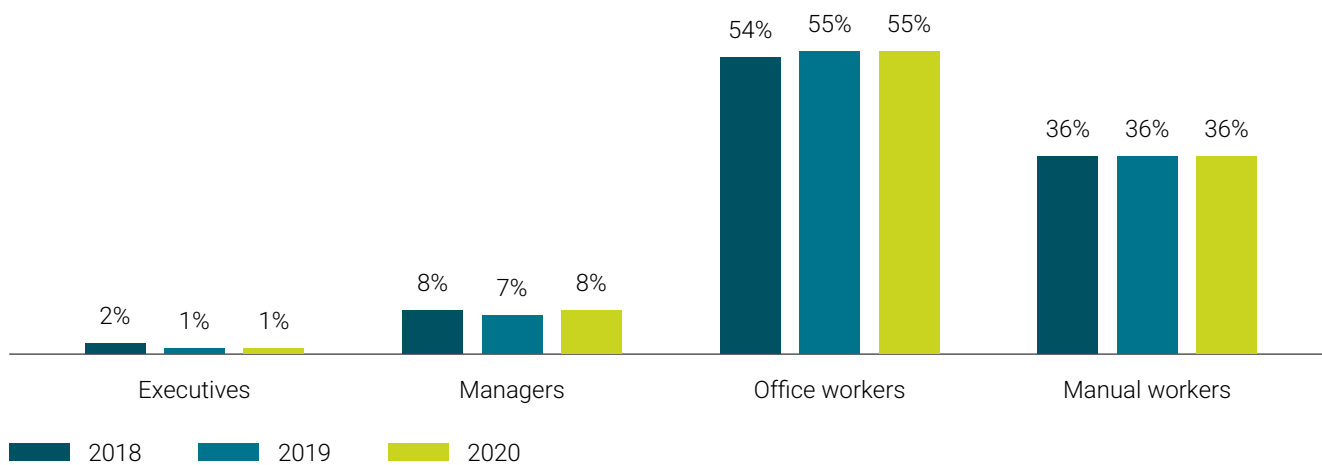


Current turnover means that the percentage of employees aged over 50 has reduced significantly.

NUMBER OF EMPLOYEES BY QUALIFICATION



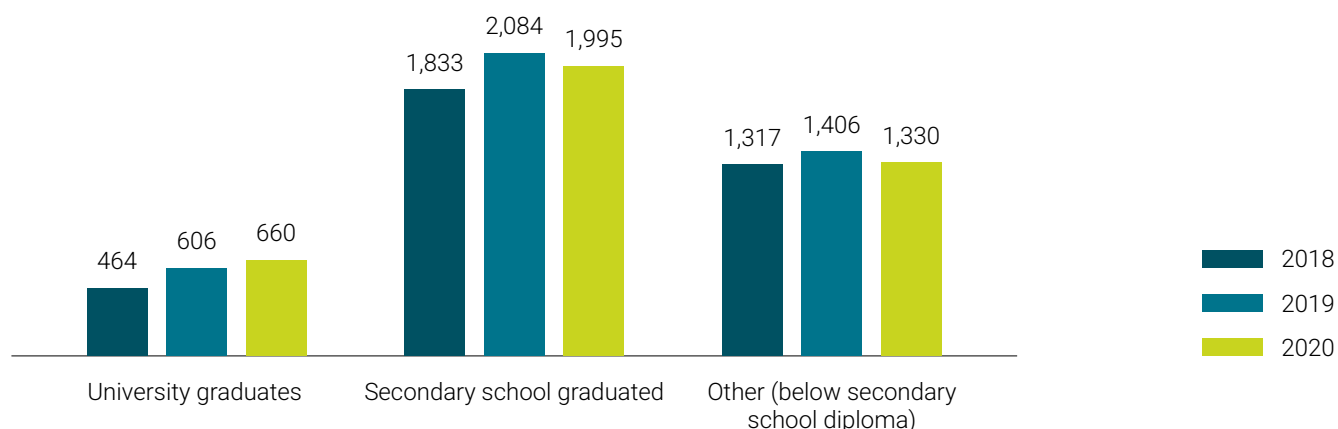
PERCENTAGE OF EMPLOYEES BY QUALIFICATION



EMPLOYEES PERTAINING TO PROTECTED CATEGORIES	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Employees pertaining to protected categories	no.	138	25	163	146	30	176	148	32	180

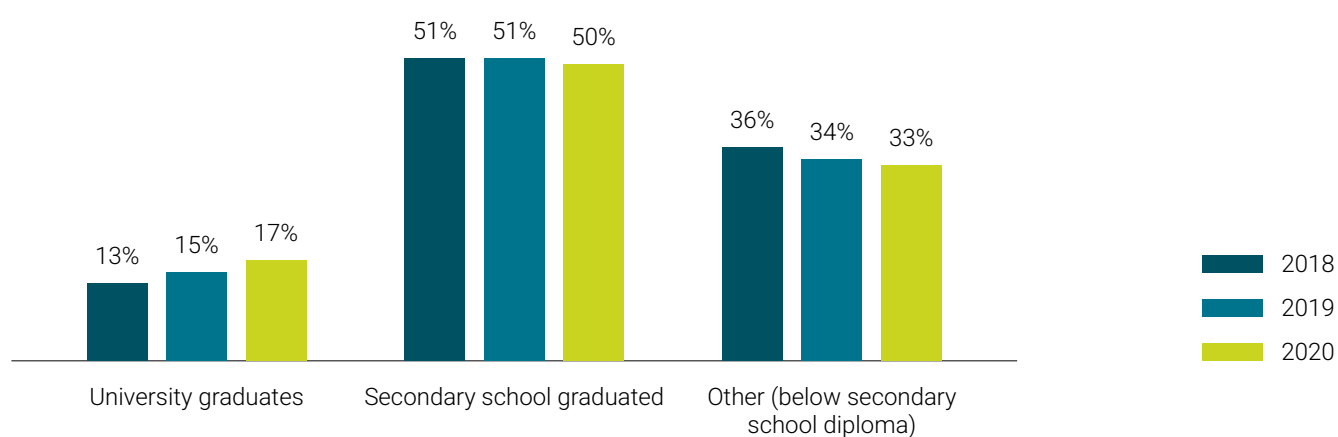
EMPLOYEES BY LEVEL OF EDUCATION	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
University graduates	no.	324	140	464	388	218	606	405	255	660
Secondary school graduates		1,601	232	1,833	1,807	277	2,084	1,727	268	1,995
Other (below secondary school diploma)		1,242	75	1,317	1,322	84	1,406	1,253	77	1,330
Total		3,167	447	3,614	3,517	579	4,096	3,385	600	3,985

NUMBER OF EMPLOYEES BY LEVEL OF EDUCATION



The increase continues in the absolute value of the number of university graduates, while those who have completed secondary school or other schooling levels, declines.

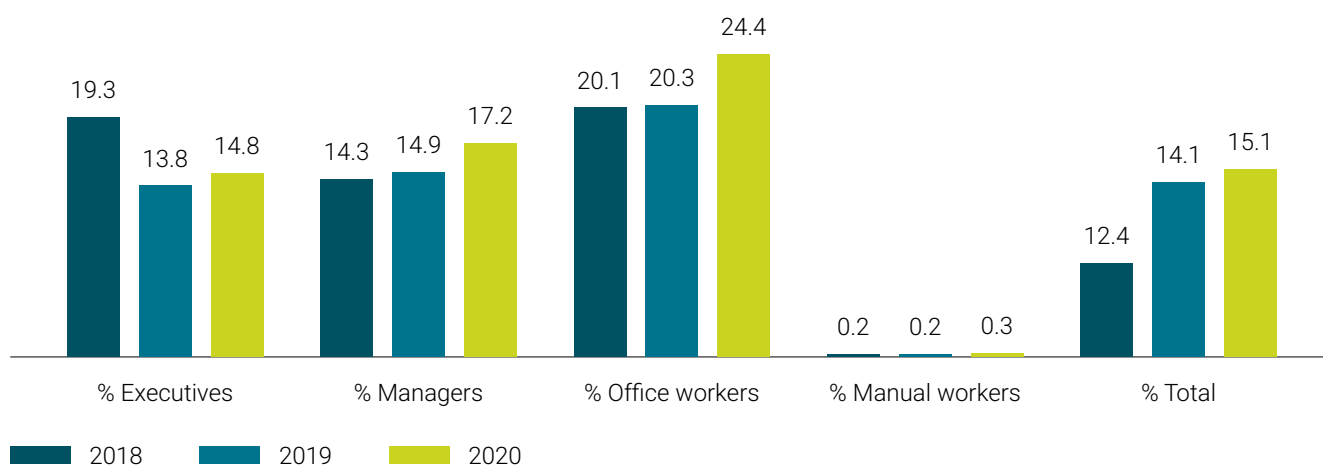
PERCENTAGE OF EMPLOYEES BY LEVEL OF EDUCATION



EMPLOYEES BY AVERAGE SENIORITY	U.O.M.	2018			2019			2020		
		MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Average age of employees (age)	no.	52	50	52	51	49	51	51	48	50.5
Average seniority of service (years)		27	24	26	25	22	25	25	21	24.5

% WOMEN OF ALL EMPLOYEES, BY PROFESSIONAL CATEGORY	U.O.M.	2018	2019	2020
Executives	%	19.3	14.8	13.8
Middle Managers		14.3	14.9	17.2
Employees		20.1	23.0	24.4
Manual workers		0.2	0.2	0.3
Total		12.4	14.1	15.1

PERCENTAGE OF WOMEN BY CATEGORY



Thanks to the management's efforts and the objectives assigned by the Board of Directors, the percentage of women in the company is growing constantly. A downturn is seen in the management population due to the negligible number of said population.

% EMPLOYEES PERTAINING TO PROTECTED CATEGORIES OUT OF TOTAL EMPLOYEES	U.O.M.	2018	2019	2020
Employees pertaining to protected categories	%	4.5	4.3	4.5

% EMPLOYEES BY AGE BRACKET OUT OF TOTAL EMPLOYEES	U.O.M.	2018	2019	2020
Under 30 years	%	6.8	9.2	10.7
Between 30 and 50 years		21.1	21.8	22.4
Over 50 years		72.1	69.0	66.9

DISPUTES WITH EMPLOYEES

EMPLOYEE DISPUTES	U.O.M.	2018	2019	2020 ⁴¹
Disputes started during the year	no.	18	13	35
Disputes closed during the year		15	15	16
Total disputes pending as at 31/12 (employees and former employees)		21	20	41

The remaining 18 disputes opened in 2020 are attributable to the following cases: no. 4 financial requests of various kinds; n. 3 differences in classification; n. 1 recognition of occupational disease; n. 10 appeals against disciplinary measures imposed, including expulsive ones.

⁴¹ The lawsuit with employees and former employees of the Italgas Group, although basically stable over time, has increased on 2019, this is mainly due to the fact that 17 serial appeals were lodged connected with a single dispute relative to the interpretation of the collective national bargaining agreement on the potential absorption of an element of remuneration in the event of promotion, by employees of the former AES of Turin.