

## Certified integrated management system

Iren Group strives to offer its customers and residents service efficiency, effectiveness, economic convenience and high quality, operating with expertise and professionalism in full respect of the environment and safety, contributing to the well-being of its personnel and the community.

This is why the Group has developed a Certified Integrated Management System (quality, environment, safety and energy efficiency), which is structured in such a way so as to adequately monitor all operating processes that influence the service quality with attention increasingly focused on the customer and on the basis of risk identification and governance as part of the ongoing analysis of the organisational context and the needs and expectations of the parties involved. The Certified System is actually a streamlined and flexible organisational model that adapts quickly to changes in customer expectations and needs and organisational changes within the Group, thereby ensuring continuous monitoring of the effectiveness and efficiency of the processes at the same time.

The values of Iren Group are applied and expressed in the QASS Policy, which is acknowledged and shared by all personnel, in the following basic principles of the certified system:



## MAIN CERTIFICATIONS <sup>(1)</sup>

| Company                          | ISO 9001 (Quality) | ISO 45001 (Safety) | ISO 14001 (Environment) | ISO 27001 (Information Security) | EMAS                     | UNI 11352 (ESCo) | ISO 50001 (energy efficiency) | ISO 17025 (Laborat.) |
|----------------------------------|--------------------|--------------------|-------------------------|----------------------------------|--------------------------|------------------|-------------------------------|----------------------|
| Iren                             | •                  | •                  | •                       | •                                |                          |                  |                               |                      |
| Iren Ambiente                    | •                  | •                  | •                       |                                  | • (5 sites)              |                  |                               |                      |
| Acam Ambiente                    | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Amiat                            | •                  | •                  | •                       |                                  |                          |                  |                               | •                    |
| Bonifica Autocisterne            | •                  |                    |                         |                                  |                          |                  |                               |                      |
| Bonifiche Servizi Ambientali     | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| CRCM                             | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Ekovision                        | •                  |                    |                         |                                  |                          |                  |                               |                      |
| Futura                           | •                  |                    | •                       |                                  |                          |                  |                               |                      |
| I.Blu                            | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Manduriambiente                  | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| ReCos                            | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Re Mat                           | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| San Germano                      | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Sei Toscana                      | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| TB                               |                    | •                  | •                       |                                  |                          |                  | •                             |                      |
| Territorio e Risorse             | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| TRM                              | •                  | •                  | •                       |                                  | • (1 site)               |                  |                               |                      |
| Uniproject                       | •                  |                    | •                       |                                  |                          |                  |                               |                      |
| Iren Energia                     | •                  | •                  | •                       |                                  | • (5 sites)              | •                | •                             |                      |
| Alfa Solutions                   | •                  | •                  | •                       |                                  |                          |                  |                               | •                    |
| Iren Smart Solutions             | •                  | •                  | •                       |                                  |                          | •                | •                             |                      |
| Ireti                            | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Acam Acque                       | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Amter                            | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Aquaenna                         | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| ASM Vercelli                     | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Iren Acqua                       | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Iren Acqua Tigullio              | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Iren Laboratori                  | •                  | •                  | •                       |                                  |                          |                  |                               | •                    |
| Ireti Gas                        | •                  | •                  | •                       |                                  |                          |                  |                               |                      |
| Iren Mercato                     | •                  | •                  |                         |                                  |                          |                  |                               |                      |
| Atena Trading                    | •                  | •                  |                         |                                  |                          |                  |                               |                      |
| Salerno Energia Vendite          | •                  |                    |                         |                                  |                          |                  |                               |                      |
| <b>% coverage <sup>(2)</sup></b> | <b>98%</b>         | <b>97%</b>         | <b>92%</b>              | <b>10%</b>                       | <b>3% <sup>(2)</sup></b> | <b>10%</b>       | <b>10%</b>                    | <b>18%</b>           |

<sup>(1)</sup> Orange dots indicate new certifications acquired during 2023.

<sup>(2)</sup> The % coverage is calculated as the ratio between the sum of the number of employees of the companies subject to certification and the total number of employees of the Group.

<sup>(3)</sup> The % coverage is calculated as the ratio of the number of employees at certified sites to the total number of employees in the Group.

**The Group's focus on customers and process quality is also confirmed by the possession of the following additional certifications:**

- ISO 18295-1 certification (service requirements for customer contact centres) for Iren Mercato;
- ISO 18295-2 certification (requirements for organisations using external contact centres) for Iren Smart Solutions;
- F-GAS certification (for the management of installations with fluorinated gases) for Iren Smart Solutions;
- Iren Mercato certification in compliance with the Certiquality 66 Technical Document relating to the sale of green energy;
- certification of Iren Mercato in compliance with ST TRAC\_EE for the tracking system of the characteristics of energy from renewable sources, which is a tool to provide customers with a guarantee of the origin of the "green" electricity sold;
- SA8000 certification (International Standard for Corporate Social Responsibility certification) for San Germano.

The Quality, Safety and Environment management systems are overseen for each first-level Company by the Personnel and Organisation Department of Iren.

All the audits carried out by the Certification Bodies at the Group companies in 2023 were concluded with a positive outcome and confirmed the maintenance of the Certifications held.

**During the year, the actions planned to achieve the defined objectives were also implemented:**

- maintenance of all EMAS Certifications and Registrations of the various Group companies;
- maintenance of the Multi-site Accreditation for Iren Laboratori;
- extension of the scope of certifications for Iren and the Waste Management, Networks and Market BUs.

The achievement and maintenance of voluntary certificates evidence Iren Group's commitment to sustainability, particularly through the protection of the environment, the rational use of natural resources and energy, full compliance with legislation, raising awareness amongst its customers and suppliers and service levels.

**In order to ensure sustainable company growth based on the principle of continuous improvement, resources were employed for:**

- development of energy production from renewable sources (hydroelectric and photovoltaic) or with high efficiency (cogeneration) and the promotion of district heating, as well as the adoption of the best system technologies available on the market, to guarantee a lower environmental impact;
- improvement of the use of water resources, both in terms of withdrawal and use, and release and discharge;
- renovation of the urban wastewater treatment plants and search for the best technologies available in order to improve the quality of effluents and minimising odorous emissions;
- correct management of obligations concerning special waste, for the phases related to production, storage, transport and final disposal/recovery;
- dissemination of information regarding the impacts of company activities on the external environment, through specific publications such as the Sustainability Report and the Environmental Statements.

**From a management point of view, to reduce the environmental impact of the Group's activities, particular importance was given to:**

- review and update of the Environmental Analysis of Sites, Plants and Processes at all Group companies with ISO 14001 certification;
- mapping of environmental obligations for all Group companies;
- monitoring environmental performance through the use of appropriate indicators for significant environmental aspects;
- analytically testing the impact on the environment, with particular reference to atmospheric emissions, air quality, water discharges, special waste, acoustic emissions and electromagnetic fields;
- specific internal audits aimed at verifying the correct management of the environmental problems connected with company plants.