



Stakeholder engagement

[GRI 2-12, 2-16, 2-23, 2-25, 2-27, 2-28, 2-29, 3-3, 415-1]

Stakeholder engagement plays a crucial role in managing activities and defining the Group’s sustainable development strategies. Communication, together with the ability to listen and participation are the fundamental tools of the relationship between the Group and its stakeholders. Iren Group’s Sustainability Policy places dialogue and collaboration with stakeholders, together with the assessment of impacts, among the fundamental prerequisites for creating shared value and sustainable development.

Effective and transparent dialogue and communication with stakeholders



Risks

- Ineffective communication of strategies, policies and performance to stakeholders
- Insufficient/ineffective communication to citizens/customers on provided services
- Disruption of relations/disputes with Public Authorities with subsequent negative reputational impact
- Compromising relations with Shareholders and Investors
- Ineffective communication towards employees
- Errors/omissions in the contents of product/service communication campaigns
- Violation of the Code of Ethics conduct criteria



Opportunities

- Brand promotion
- Community project development
- Changing consumption behaviour of customers and communities
- Improving the internal climate



Management methods

- Structured communication plans on strategies, objectives, plants and services
- Code of Ethics
- Sustainability Policy
- Organisational Model 231 and information flows to the Supervisory Bodies
- Policy for Managing Dialogue with Shareholders and Investors
- Local Committees
- Organisational and managerial oversight
- Procedures: Management of Media Relations; Whistleblowing; Internal management and external communication of relevant information and/or privileged information; Internal communication; Management of information relating to transparency obligations

Iren Group considers sustainability as a fundamental lever for the creation of value over time and is constantly committed to conducting its activities considering the interests of its stakeholders, in the awareness that dialogue and the sharing of objectives are tools through which to create mutual value.

The Group is thus oriented to creating, strengthening and expanding its relations with stakeholders to guarantee them the widest possible scope for discussion and dialogue: engagement is based on the criteria of inclusion, transparency, fairness, and attention to ethical, environmental and social aspects.

Dialogue is based on the principles of inclusiveness, materiality and compliance laid down in the AccountAbility1000 Stakeholder engagement standard in order to address and responsibly respond to issues and impacts.

The long-term objective of sustainable success, referred to in the Corporate Governance Code of listed companies, to which Iren has adhered, is based on the relationship that the company establishes with its stakeholders. With this in mind, Iren Group ensures the widest and most timely circulation of significant information to its shareholders, institutional investors, intermediaries operating on the financial market and all stakeholders, in order to guarantee broad knowledge and transparency.

For the purposes of transparency of information, every year the Sustainability Report is presented to stakeholders and published on the Group's website. Moreover, Iren manages internal and external communication activities to explore the commitment put in place and to ensure environmental, social and economic sustainability in planning and management.

Considering the impact of the Group's activities on the quality of life of residents and the local region, the main stakeholder categories are represented by the Iren Local Committees, created as a tool designed to promote dialogue, debate and participatory planning between the Group and its stakeholders.



 <h3>Customers</h3> <p>are bearers of needs to be answered effectively and reliably with affordable innovative, customised and vulnerable-oriented sustainable solution and services</p> <p>See chapter "Service quality"</p>	 <h3>Suppliers</h3> <p>are partners with whom to collaborate in the growth strategy for ecological transition, local presence and service quality, and with whom to share ideas and innovations for continuous improvement</p> <p>See chapter "Our Suppliers"</p>	 <h3>Shareholders and Financial Backers</h3> <p>support the Group's growth prospects through a constant and open relationship, based on principles of fairness and transparency, which stimulates the definition of increasingly challenging strategies to create long-term value</p> <p>See chapters "Relations with shareholders and investors" and "Relations with financial backers"</p>	 <h3>People</h3> <p>are the Group's main resource, an asset to be cultivated through the enhancement and continuous development of skills, attention to welfare activities and promoting a culture of diversity, inclusion and innovation to meet future challenges</p> <p>See chapter "Our People"</p>
 <h3>Community and territories</h3> <p>are the focus for growth and value creation with which we design initiatives to promote social and environmental sustainability as well as local infrastructural and socio-economic development</p> <p>See chapter "Local presence"</p>	 <h3>Future generations</h3> <p>will be affected positively or negatively by present actions, the responsibility towards them is to build a balanced development that integrates ecological dimensions, social solidarity and economic capacity, leaving in the hands of future decision-makers and citizens the conditions to continue to ensure the sustainability of the planet</p> <p>See chapter "Sustainability education"</p>	 <h3>Institutions</h3> <p>build the system of opportunities, rules and collaboration through which citizens, businesses, the financial world, education, research and innovation can contribute responsibly to sustainable development</p> <p>See chapter "Relations with Institutions"</p>	 <h3>Environment</h3> <p>offers the resources to sustain the needs of humanity and requires the assumption of responsibility in order to reverse the trend of a growing and unsustainable debt towards it</p> <p>See chapter "Green Transition"</p>

The process of selecting the stakeholders represented in the Iren Local Committees, as provided for in the Regulation approved by the Board of Directors, is structured through a bottom-up mechanism that stimulates the expression of interest by local stakeholders, excluding the Group's self-referentiality in the choice of relevant interests.

According to this mechanism, the task delegated to the Directors of the Group consists mainly in a supervisory role over the smooth running of the proceedings, while it is up to the candidates to manifest their capacity as depositary of a relevant interest, demonstrating, according to pre-defined rules, their representative capacity in this regard.