Policy for the management of dialogue with all Shareholders and Investors

Approved by the Board of Directors on 21 December 2021



www.gruppoiren.it

Contents

| 1 - INTRODUCTION, OBJECTIVES AND GENERAL PRINCIPLES |
|---|
| 2 – RECIPIENTS |
| 3 - SCOPE/TOPICS OF THE DIALOGUE |
| 4 – SUBJECTS INVOLVED IN THE DIALOGUE |
| 4.1 – THE BOARD OF DIRECTORS |
| 4.2 – RESPONSIBLE OFFICERS |
| 4.3 – NON-EXECUTIVE DIRECTORS |
| 4.4 – THE CONTACT POINT |
| 4.5 – OTHER CORPORATE FUNCTIONS |
| 5 – PROCEDURE FOR INITIATING AND CONDUCTING THE DIALOGUE |
| 5.1 – ENGAGEMENT REQUEST |
| 5.2 – ENGAGEMENT ON THE COMPANY'S INITIATIVE |
| 5.3 – PRELIMINARY ASSESSMENT OF THE ENGAGEMENT REQUEST BY THE CFO |
| 5.4 – ASSESSMENT BY THE RESPONSIBLE OFFICERS OF THE ENGAGEMENT REQUESTS |
| 5.5 – ENGAGEMENT MODES |
| 6 – INFORMATION PROVIDED IN THE FRAMEWORK OF THE DIALOGUE |
| 7 - INFORMATION FLOWS TO THE BOARD OF DIRECTORS |
| 8 - FINAL PROVISIONS, MONITORING/UPDATING OF THE POLICY AND DISCLOSURE TO |
| THE MARKET10 |
| 9 - ARRANGEMENTS FOR MANAGING THE "PERMANENT" DIALOGUE - REFERRAL |
| 10 - ARRANGEMENTS FOR DISCUSSION WITH OTHER STAKEHOLDERS - REFERRAL |

1 - Introduction, Objectives and General Principles

IREN S.p.A. ("IREN" or the "Company") has always attributed great importance to continuous, open and transparent communication with all shareholders, investors and the market because, on the one hand, it helps to improve their understanding of the Company's strategies and activities and to encourage their long-term commitment, and on the other hand, it allows the Company to gather elements that are useful for guiding strategies, decisions and action plans, guaranteeing the high standards of governance that the Company has undertaken to pursue. Discussion, dialogue and listening represent a key element for the creation of value in the medium-long term and for the continuous improvement of strategies, objectives and economic, environmental, social and governance results, through the understanding of the needs and legitimate requests of stakeholders.

For these purposes, IREN has established multiple forms of dialogue – e.g. meetings with the financial community (retail investors, institutional investors, financial analysts, etc.), road shows, participation in national conferences, surveys and ESG performance surveys, activities of the Iren's Territorial Committees, materiality analyses, management of the website and social media, media relations activities, information and discussions with shareholders at the Company's Shareholders' Meetings – supervised by dedicated company departments. Such forms of dialogue, which do not require the use of direct contact with the Board of Directors, are outside the scope of this Policy.

In order to promote an increasingly open dialogue with all its Shareholders and Investors, the Board of Directors of IREN, has approved¹ this Policy for the management of dialogue with all Shareholders and Investors (the **"Policy"**) in compliance with the provisions of Article 1, Principle IV and Recommendation 3, of the new Corporate Governance Code ² of the Italian Corporate Governance Committee (**"Corporate Governance Code"**), to which the Company has adhered³.

The Policy also takes into account the provisions related to best practices that have also been adopted by the Institutional Investors and that reflected in the stewardship codes.

In light of the above, this Policy governs the extra-meeting dialogue between the Board of Directors and the representatives of the Shareholders and Investors (hereinafter referred to as the **"Dialogue"** or, also, as **"Engagement"**) on the issues under the scope of the Board's competence, as identified below, and defines the principles, rules and procedures for conducting this Dialogue, identifying the recipients, the interlocutors, the topics to be discussed, the timing and the channels of interaction.

Regarding other forms of dialogue management, to be noted is that other policies, guidelines and conduct, initiatives and activities already adopted by IREN remain valid and applicable, always in compliance with the pro tempore legal and regulatory provisions in force.

The Policy is based on the following principles:

¹ The Policy is approved on the proposal of the Chairperson, in agreement with the Chief Executive Officer and General Manager as well as the Deputy Chairperson, following review by the Control, Risk and Sustainability Committee and the Remuneration and Appointments Committee of the Company.

² The new Corporate Governance Code adopted by the Italian Corporate Governance Committee was published on 31 January 2020.

³ Resolution of the Board of Directors dated 18 December 2020.

- principles of transparency, correctness, punctuality and timeliness of the information provided within the framework of the Dialogue, according to which the information provided must be clear, complete, correct, true and not misleading, allowing investors to make an informed assessment of IREN;
- principle of equal treatment of Shareholders;
- principle of effectiveness;
- compliance with the legal and regulatory provisions in force from time to time, including those on Market Abuse, as well as with the internal rules of governance and procedures (in particular, the Procedure for the internal management and external communication of relevant information and/or Inside Information and for the keeping of the Insider Register), ensuring in any case the application of the principles of collaboration and transparency with the supervisory authorities, regulators and competent administrations.

The Policy is posted on the Company's website at <u>www.gruppoiren.it</u>.

2 – Recipients

This Policy is addressed to Shareholder and Investor representatives, Voting Advisers and other Market Participants.

Specifically, it involves:

- <u>Shareholders</u>: holders of shares issued by the Company, including companies, corporations or other entities that are holding shares issued by the Company who do not qualify as professional investors;
- <u>Investors</u>: the Company's Shareholders, the holders of financial instruments issued by IREN, ESG/SRI (Environmental, Social and Governance/Socially Responsible Investment) investors, Institutional Investors, including potential ones, and Asset Managers.
- <u>Voting advisers or proxy advisers</u>: parties identified as such pursuant to Article 124quater, paragraph 1, letter c) of the TUF, i.e., parties who analyse, on a professional and commercial basis, the information disseminated by companies and, where appropriate, other information concerning European companies with shares listed on the regulated markets of a Member State of the European Union with a view to informing investors about voting decisions by providing research results, advice or recommendations related to the exercise of voting rights;
- <u>Other Market Participants</u>: Financial analysts, rating agencies, proxy agents, custodian banks.

3 - Scope/Topics of the Dialogue

The topics discussed with Shareholders and Investors, within the scope of the Dialogue, concern matters that are the responsibility of the Board of Directors, including through its internal committees.

The topics that may be addressed in the Dialogue may include, in particular:

- management, budget and periodic financial results;
- corporate strategy (business plan, announced investments, targets);
- dividend policy;
- buy-back plans;
- performance of the shares and other financial instruments issued by the Company;
- mergers, acquisitions and other extraordinary transactions;
- transactions announced or entered into with related parties;

- capital structure and corporate governance practices;
- appointment of Corporate Bodies, also with reference to their quantitative and qualitative composition (size, professionalism, integrity, independence and/or diversity);
- the pursuit of sustainable success and, in general, governance issues as well as environmental and social sustainability (ESG) strategies and policies;
- internal control and risk management system, also with reference to financial reporting;
- remuneration policy for the Company's Directors and for the IREN Group's Executives with Strategic Responsibilities, its implementation and the succession or contingency plans, where adopted by the Company;
- extraordinary and/or particularly significant events that have occurred and which may significantly affect IREN's prospects and/or its reputation.

Also in consideration of the single subject under discussion, the Dialogue activities may take place – depending on the case and subject to the Company's assessment, to be carried out in accordance with the following paragraphs – in a so-called one-way mode, i.e. where only Shareholders/Investors present their views on specific issues to the Directors, or in a two-way mode, i.e. where there is an effective bilateral exchange of information between Investors and Directors.

4 – Subjects involved in the Dialogue

4.1 – The Board of Directors

The Board of Directors, in addition to approving this Policy and its updates, supervises the Dialogue (also by means of appropriate preventive or subsequent information flows, hereinafter regulated), promotes it and monitors its effectiveness.

In the event of a conflict of interest of the Officer(s) who are responsible for the issues that are the subject of the Dialogue, the Board of Directors, duly informed, shall assess the existence of the Company's interest in establishing a Dialogue with the Shareholder or the Investor and shall identify, by means of a specific resolution, other Officers responsible for the management of the Dialogue.

4.2 – Responsible Officers

As far as all Shareholders and Investors are concerned, the Dialogue is managed mainly by IREN's Chief Executive Officer and General Manager. According to IREN's governance system and in the light of the current division of powers, the Chairperson and Deputy Chairperson also play a specific role, depending on the matters for which they are responsible.

As far as Public Shareholders are concerned, the Dialogue pursuant to this Policy is managed by the three Responsible Officers⁴; according to the subject matter of the Dialogue, on the basis of their respective delegated powers, a coordinator may be appointed as regards a single meeting and/or initiative.

In case of Dialogue requests received, even through the Contact Point, by one of the Responsible Officers, it will be the responsibility of the recipient to inform the others.

4.3 – Non-Executive Directors

The individual Non-Executive Directors who are competent in relation to individual matters (typically, the Chairmen of the Board of Directors internal Committees) can intervene in

⁴ Chief Executive Officer, Chairperson and Deputy Chairperson.

some specific phases of the Engagement at the request of the competent Responsible Officer(s) (typically, in relation to the generality of Shareholders and Investors, the Chief Executive Officer and General Manager of IREN) or of the Board of Directors of the Company, when the latter is invested with the decision.

This is without prejudice to the fact that individual Non-Executive Directors, where they receive requests for Engagement outside institutional channels and/or intend to promote them, must refer to the Chairperson of the Board of Directors (who will inform the other Responsible Officer in advance).

4.4 – The Contact Point

The Manager of Administration, Finance and Control (hereinafter **"CFO**") of the Company, who is responsible, among other things, for activities relating to *Investor Relations* (hereinafter **"IR**"), and who reports to the Chief Executive Officer and General Manager of the Company, is identified as the Point of Contact for the purposes of this Policy. To this end, it handles relations with Shareholders and Investors in general, collects Engagement Requests, carries out a preliminary assessment and promptly informs the Responsible Directors and the other functions involved.

The CFO or, on his/her behalf, the IR Function reporting to him/her, normally attends the meetings.

If the Engagement Request involves the Board of Directors or one of the Board's internal committees, the CFO also keeps properly informed the respective Secretary of the concerned Administrative Body/Committee, in addition to the Corporate Affairs Department. Shareholders and Investors may communicate with the Company through the following contacts:

CFO and IR Function: e-mail anna.tanganelli@gruppoiren.it investor@gruppoiren.it.

4.5 – Other corporate functions.

As regards specific requests, the CFO coordinates with the other competent corporate functions (normally, in addition to Administration, Finance and Control, Legal and Corporate Affairs; Risk Management; Corporate Social Responsibility and Territorial Committees; M&A; Communication and External Relations; Public Affairs; Regulatory Affairs; Business Units; Personnel, Organization and Information Systems).

At the request of one or more of the Responsible Officers, representatives of the abovementioned company functions, as well as the Secretaries of the Board of Directors or of any Committee involved, may attend the Engagement meetings.

5 – Procedure for initiating and conducting the Dialogue

5.1 – Engagement Request

If the Shareholders or Investors or, in any case, one of the Recipients of this Policy deems they wish to activate forms of Engagement, they must send a written request to the CFO, at the following e-mail addresses <u>anna.tanganelli@gruppoiren.it</u> e <u>investor@gruppoiren.it</u> (the **"Engagement Request**").

The Engagement Request must contain:

- The specific issues proposed for discussion and the anticipation of any opinion/position with respect to said proposed issues;
- the reasons why it is deemed necessary to initiate a direct dialogue with the Company;
- other Engagement opportunities that you may have participated in previously;
- the mode adopted for the Engagement is intended to be carried out (e.g. in One-way or Two-ways mode, with one or more Shareholders or Investors), it being understood that the mode of Engagement specified in the Request is not binding on the Company and

that the actual carrying out of the dialogue is subject to the decisions of the Responsible Officers;

- only for cases of one-way Engagement, the Officers, other than the Responsible Officers, with whom the Engagement should be activated and the reasons for their involvement;
- the individuals who would like to participate in the Engagement, specifying the role they play within the organization, and their contact information.

Engagement requests may be addressed, through the Contact Point, exclusively to one of the Responsible Officers according to the subject matter of the Engagement.

In the event that an Engagement Request is received directly by a Non-Executive Director, he/she shall promptly inform the Chairperson of the Board of Directors so that it may be processed in accordance with this Policy, also after discussion with the other Responsible Officers.

Please note that Engagement requests that are not consistent with the purposes and principles of this Policy will not be taken into consideration.

5.2 – Engagement on the Company's initiative

The Dialogue may also begin at the Company's initiative, through the organisation of meetings, in One-way or Two-way mode, with one or more of the Recipients of this Policy (hereinafter **"Engagement Initiative**"), in which one or more Officers and/or Managers of the Company may also take part in the involved cases and according to the mode established by this Policy, with the support of the competent corporate functions.

Requests for Dialogue initiated by the Company will be forwarded by the CFO or, on his/her behalf, by the IR Function reporting to him/her, to the competent structures of the recipient of the request. To this end, the Company may also make use of an external consultant.

5.3 – Preliminary assessment of the Engagement Request by the CFO

The CFO or, on his/her behalf, the IR function reporting to him/her, collects the Engagement Requests and preliminarily assesses their relevance on the basis of the topics indicated in the previous paragraph 3, with the support of the relevant corporate functions.

Engagement Requests that are inconsistent with the topics listed above will not be accepted.

The Chief Executive Officer and General Manager of the Company shall be promptly informed of any preliminary negative assessment and, in relation to their specific responsibilities, the other Responsible Officers.

In conducting the assessment, in the event of doubts as to the relevance of the subject of the Engagement Request, the CFO involves the Chief Executive Officer and General Manager of the Company who, in turn, consult, in relation to their respective areas of competence, with the other Responsible Officers.

If the Engagement Request relates to relevant matters, regarding or related to the topics listed above in par. 3, the CFO or, on his/her behalf, the IR function that reports to him/her sends it to the Chief Executive Officer and General Manager of the Company who, in turn, if necessary, consult, in relation to their respective areas of competence, with the other Responsible Officers, in order to proceed with the assessments referred to in the following paragraph 5.4.

If the Engagement Request involves the Board of Directors or one of its internal committees, the CFO or, on his/her behalf, the IR function reporting to him/her also keeps informed the respective Secretary of the Administrative Body/Committee involved, in addition to the Corporate Affairs Department.

5.4 – Assessment by the Responsible Officers of the Engagement Requests

The functions of the Chief Executive Officer and General Manager (having consulted in advance with the other Directors Responsible for matters falling within their areas of competence, in accordance with the terms indicated in par. 4.2) include communicating the decision whether or not to accept the Engagement Request, as detailed below.

In making such decisions, to the extent of their respective responsibilities, the Responsible Officer(s) shall take into account various factors, such as:

- any information made public by the Company and available to the market;
- the previous activation of other forms of Engagement on the same topics;
- the potential interest on the topic in question by a large number of Investors, also in relation to Investors of a certain importance and/or with particular characteristics, and/or by the market, if necessary, also taking into account the number of Requests received, also previously, on the same topic;
- the size and characteristics of the Shareholders and Investors interested in the Engagement and/or the size and nature of their investment;
- the outcome of previous general meeting votes;
- the presence of any voting policies or recommendations that are unfavourable to the proposals that the Board of Directors has submitted or intends to submit to the Shareholders' Meeting;
- any experience of activism on the part of the Shareholders and/or Investors affected by the Engagement Request and/or the presence of any situations of conflict of interest, even potential;
- the actual relevance of the Engagement and its foreseeable usefulness, also with a view to the creation of value in the medium-long term;
- the foreseeable approach of Shareholders and/or Investors to the matters subject to the Engagement, also taking into account the engagement policies adopted by Institutional Investors and Asset Managers.

Whenever he/she deems it necessary or even appropriate, the Responsible Officer(s) may submit the decisions to be made under this paragraph to the Board of Directors.

lf:

- the Shareholder or Investor requests a meeting with the Board of Directors or with individual Non-Executive Directors;
- the Responsible Officers consider rejecting the Engagement Request;
- in the event of conflict of interest of the Responsible Officer(s) with respect to the issues covered by the Request;

the Board of Directors is promptly informed, for the consequent considerations of competence.

In the event that the Director(s) in charge – after having involved the Board of Directors – decide to reject an Engagement Request, the CFO or, on his/her behalf, the IR function reporting to him/her shall inform the requesting parties in writing of the reasons for the rejection.

If, on the other hand, the Responsible Officer(s) decide(s) to accept an Engagement Request – also after involving the Board of Directors, where necessary/appropriate - the CFO or, on his/her behalf, the IR Function reporting to him/her, shall communicate in writing to the requesting parties the acceptance thereof, providing the requested information and/or indicating the identified Engagement activities.

With regard to Engagement Requests received from Public Shareholders, the above assessment is carried out in consultation between the three Responsible Officers.

5.5 – Engagement modes

When accepting an Engagement Request or at the time of an Engagement Initiative, the Chief Executive Officer and General Manager (having first consulted the other Responsible Officers, within the terms indicated in par. 4.2, or with the Board of Directors) also evaluates and defines:

- the mode in which the Engagement activity is carried out ("one-way" or "two-way"; bilateral or collective), any conditions to be met for being able to participate, as well as the relative timing;
- the Non-Executive Directors and the representatives of the Corporate Functions which, together with the Responsible Officer and the IR Function, may possibly take part in the Engagement activity, also in relation to the issues covered by the Request or the Initiative;
- other persons, internal or external to the Company, who may be called upon to participate in or attend the Dialogue.

In view of the subject matter of the Engagement activity, the motivations, the characteristics of the possible participants and the interest of the Company – in particular with reference to the Engagement Invitations - the Chief Executive Officer and General Manager, with the support of the CFO and the other involved Departments, may establish that the Engagement activities be carried out in according to the following mode (i) "one way", i.e. providing that only Shareholders and/or Investors present their views on specific issues; or (ii) "two-way", i.e. providing for an effective exchange of information between Shareholders and/or Investors and the Company. In addition, Engagement activities may be "bilateral" in nature, involving a single Shareholder and/or Investor, or "collective" in nature, with the simultaneous participation of several Shareholders and/or Investors.

The specific procedures for carrying out Engagement activities are communicated to interested parties by the CFO or, on his/her behalf, by the IR function reporting to him/her when responding to an Engagement Request or through the communication with which the Engagement Initiative is launched.

The IR Department also takes care of the technical and organizational details of Engagement activities, including any meetings, for which preference will be given to remote communication systems whenever possible, in line with the principles of environmental sustainability pursued by the Group.

During the course of Engagement activities, only those topics that have been agreed upon in advance by the Company and the Shareholders and/or Investors involved, will be discussed. In the event that, during an Engagement activity, a Shareholder and/or an Investor raises issues or questions in addition to those planned and agreed upon, the Responsible Officers, as well as any other Officer who may be called upon to participate in the Engagement activity, may decide to suspend the Engagement activity, in order to carry out necessary or appropriate assessments, or to terminate it.

Should they be called upon to participate in Engagement activities, the Officers shall ensure compliance with the general principle of absence of mandate constraint towards those who have submitted their candidacy and/or voted for their appointment. In any case, all persons involved in Engagement activities on behalf of the Company shall refrain from disclosing information of a relevant or inside nature, in compliance with the Procedure for the internal

management and external communication of relevant information and/or Inside Information and for keeping the Insider Register, or any confidential information.

6 - Information provided in the framework of the Dialogue

The information provided within the framework of the Dialogue complies with the principles established and the limits set by law, also with reference to the prohibitions on the selective disclosure of Sensitive Information and the equal treatment of the holders of listed financial instruments as well as, in general, the regulations on the prevention of market abuse and the dissemination of privileged information. In order to comply with these principles, limits, prohibitions and rules, the Company may carry out any activity necessary or appropriate, including but not limited to the following:

- require applicants, prior to the establishment of the Dialogue, to sign confidentiality agreements;
- publish press releases.

The recipients of this Policy remain responsible for any use of information received by the Company that constitutes a violation of a legal obligation or that is detrimental to the interests of the Group or third parties.

The information provided by the Company is proportionate and adequate with respect to the requests for Dialogue, as well as strictly related to the issues for which the person has requested the Dialogue, also taking into account the interests of the Group and the above limitations. This information is also correct and consistent with the information already made public by the Company.

Should the Board of Directors deem it necessary or even only appropriate in the interest of the Company and with a view to fostering transparency of information, it may decide to make available to the public on the Company's website the information provided in the course of the Engagement activity, subject to compliance with the applicable legal provisions and/or any agreements entered into in this regard with the Shareholders and/or Investors who have sent the Engagement Request, as well as with current Company procedures.

7 – Information flows to the Board of Directors

The Board of Directors oversees the Dialogue and has a role in guiding, supervising and monitoring its progress. To this end, the Chairperson of the Board of Directors, in light of his/her institutional role, or the Delegated Body competent in relation to the matter, is kept informed:

- at the next meeting and, in any case, at least every six months, on the development and significant contents of the dialogue with the Shareholders;
- in a timely manner, if the Shareholder or Investor requests a meeting with the entire Board or individual Independent Directors or the competent Delegated Bodies decide to reject the Engagement Request;
- promptly, in the event of any critical issues or points of attention (for example, in the event of a conflict of interest of the Director(s) in charge in relation to the issues covered by the Dialogue).

To this end, the Responsible Officers with the support of the IR Function and/or other corporate Functions, draw up summary and exhaustive reports on the Engagement activities carried out, highlighting their significant contents and possible developments.

8 - Final provisions, monitoring/updating of the Policy and disclosure to the market

The Board of Directors also monitors and evaluates the implementation of the Policy and its adequacy over time, at least every three years, to ensure that it is up-to-date with any changes in laws and regulations that may be applicable from time to time, as well as with national and international best practices. This assessment may be carried out in the course of the self-evaluation activity of the Board of Directors and its Committees, with the aim of identifying possible areas for improvement of the Policy, also involving the competent Board's Committees.

Any updates shall follow the preliminary and deliberative procedure described in par. 1 of this Policy.

The Policy shall also be subject to revision should events and changes, internal or external to the Company, make it necessary, appropriate or otherwise desirable.

In any case, the Chairperson has the power to make changes to the Policy that are strictly necessary due to specific changes that may occur in the regulatory and/or corporate provisions of reference.

The Board of Directors will be informed of any changes at the next meeting.

Lastly, the Board of Directors provides adequate information on the contents of this Policy, its implementation, the meetings held during the year and the most important topics discussed during the course of the Engagement activities in the Annual Report on Corporate Governance and Ownership Structure pursuant to Article 123-bis of the Consolidated Law on Finance.

9 – Arrangements for managing the "permanent" dialogue – referral

Both proactive and reactive dialogue activities with Investors are not covered by this Policy:

- regarding Shareholders' Meetings, insofar as they are governed by laws and regulations, as well as by the Company's Articles of Association: this includes, by way of example, activities relating to the submission of pre-meeting requests, Shareholders' interventions at Shareholders' Meetings, submission of lists of candidates for the appointment of corporate bodies, requests for additions to the agenda of the Shareholders' Meeting and activities to assist Shareholders in ensuring their participation in the Shareholders' Meeting;
- activities that the Board and/or, on its behalf, the competent Delegated Bodies have delegated to the organisational and functional structures of the Company, aimed at providing clarifications on any information subject to public disclosure by the Company that do not require contact with the Board.

It should also be noted that the Company, in compliance with the rules of transparency, symmetry and parity of information, makes available on its website the information relating to governance as well as the economic-financial information of greatest interest, such as financial statements, half-yearly reports and additional periodic financial information, presentations to the financial community, the stock market performance of IREN shares and the Company's financial calendar for the current year, non-financial and sustainability information, and other data and documents of interest.

The site is updated by the Communications and External Relations Department with the support of the Departments responsible for each area of interest.

In addition, in order to guarantee a constant flow of information on the most up-to-date news about the IREN Group and to further develop dialogue, the Company is present on a number of social channels managed by the Communications and External Relations Department.

10 – Arrangements for discussion with other stakeholders – referral

The Iren Group is constantly committed to creating, strengthening and expanding its relationships with its stakeholders to guarantee them an adequate space for discussion and dialogue.

The criteria IREN uses to involve its stakeholders are based on the greatest possible inclusiveness, transparency, equality, sensitivity to ethical, environmental and social issues, and consistency with the activities carried out by the Group. Dialogue with the stakeholders is based upon the principles of inclusiveness, materiality and compliance laid down in the AccountAbility 1000 standard.

Starting in 2014, the Iren Territorial Committees – dialogue and exchange of ideas meetings with the Group's main categories of stakeholders – were set up to guarantee deeper roots in the communities they belong to, thanks to participatory planning and opportunities of consultation on aspects such as environmental and social sustainability, innovation and the quality of the services provided.

The Committees are set up on a provincial basis in the geographical areas where IREN services are provided. Each Committee is composed of a maximum of 23 members, 15 of which are appointed by Associations and civil society organisations (18 in the case of provinces/metropolitan cities with a population of over 800,000 inhabitants). In addition to these, there are 5 ex-officio members: the Chairperson of the Board of Directors and the Deputy Chairperson of IREN, a representative of the capital city, a representative of the municipalities of the province served by Iren and a representative of the local University. The identification of a notice by Iren to which all the Associations and the segments of civil society can apply.

In order to guarantee and broaden the widespread involvement, the Committees use the online platform <u>www.irencollabora.it</u> where all citizens can make proposals and suggestions directly on the issues dealt with by the Committees, with the aim of generating concrete and tangible projects.

The information flow produced by the platform is also a valuable source that inspires the Group to adopt innovative service strategies and anticipate the needs of the local areas.

Each Committee shall meet at least twice a year when convened by the Chairperson of the Committee (chosen from among its members) and in any case at the request of at least one third of its members. The main activities entrusted to the Territorial Committees are:

- to collect requests and reports from citizens, associations, municipalities on issues relating to IREN Group services and to environmental and social sustainability issues and to screen such requests on the basis of general interest or particular relevance, ensuring that they are adequately addressed;
- to propose and analyse the proposed projects, also through the online platform *irencollabora.it*, assess their interest and feasibility and implement them, based on priorities and social and environmental impacts;
- to collect information on the services provided by IREN;
- to organise meetings with representatives of IREN to discuss and investigate problems
 of general interest in the context of relations with users;
- to organise, in collaboration with the IREN Group, meetings or seminars on specific topics in order to disseminate and share as much information as possible on the public services provided, as well as tariffs, regulations and distribution methods. The calendar of Committee meetings and minutes can be found in the Committee section of each territory.

In the name of transparency of the dialogue and discussion activities carried out with the stakeholders, the Operating Rules of the Territorial Committees, their composition and the minutes of all meetings held, along with the relative topics discussed, which are also

reported annually in the Sustainability Report/Non-financial statement of the Iren Group, are available on the website <u>www.gruppoiren.it</u>.