



Shaping tomorrow
everyday

COMPANY PROFILE



Iren Group

The Group operates in a multi-regional area with more than 11,300 employees, a portfolio of over **2.3 million customers** in the energy sector, over **3 million residents** served in the integrated water cycle and over **4 million residents** in environmental services.

Data updated as at 31 December 2024

Mission

To offer our customers and regions the best integrated management of energy, water and environmental resources, leveraging innovative and sustainable solutions to create long-term value.

Vision

To improve people's quality of life. Making companies more competitive. To look at territorial growth with a focus on change. To merge development and sustainability into one unique value. We are the multi-utility company that wants to build this future through innovative choices. For everyone, every day.

We shape our tomorrow, every day, to create long-term value for our stakeholders through a sustainable growth strategy.



Business model

The Iren Group, which has 11,311 employees as at 31 December 2024, operates in Italy in the sectors of electricity (production, distribution and sale), district heating (production, distribution and sale), gas (distribution and sale), integrated water services management, environmental services (waste collection and disposal), integrated solutions (smart solutions) for energy efficiency for public and private entities, and services for public administrations in various regions of Italy.

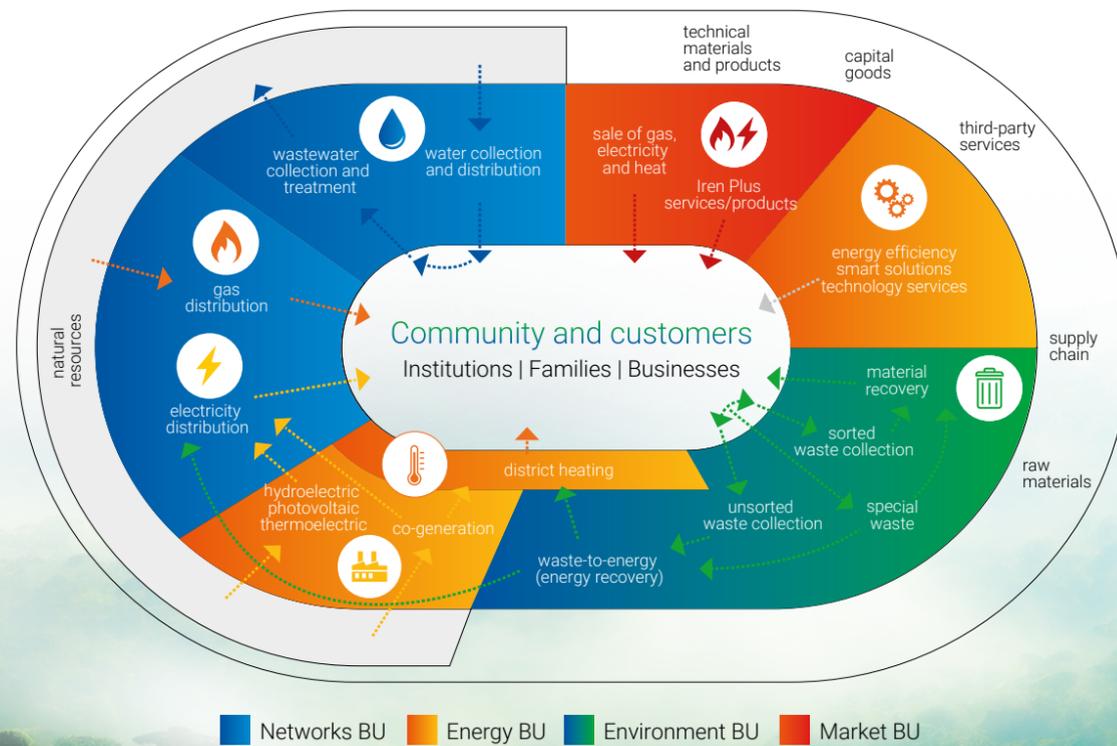
The Group takes a multi-business approach in which various operations share the value of responsible resource use on a daily basis, striving towards a future that is yet to come and adopting a broad outlook on the world around us. Sustainability is the compass that guides the management of our activities and services. It is the key driver for creating long-term value and developing a growth plan that aims to respond to major global challenges: from decarbonisation to the development of renewable energy, the circular economy, energy efficiency, the protection of natural resources and people's empowerment.

The **business model** focuses on transforming resources (environmental, social, economic and governance) to create both short- and long-term value for the Group and its stakeholders. The Group is therefore committed to **improving the quality of life of the communities in which it operates** by providing services and building infrastructure that enhance the local area.



Integrated value chain

The **value chains**, which include inputs, activities and outputs, involve the integration of the Group's four Business Units, supported by natural resources (water), raw materials (gas, energy, fuels), waste generated by the community and business activities, assets (plants, networks, equipment, vehicles), technical materials and products, and third-party services (IT, insurance, consulting, maintenance). These resources, together with human capital and skills, which are central to the growth strategy, enable the Group to produce energy and offer services to domestic customers, businesses and public administrations. Financial resources must also be taken into consideration, as economic and financial soundness is an essential prerequisite for achieving the Group's strategic objectives. Access to financial markets and diversification of funding sources enable us to support growth and resiliently address the challenges of an ever-changing environment.



Sustainable development strategy

Environmental, social and governance factors are integrated into strategy and operations through a structured process that includes: analysis of the context and sustainability scenarios, a double materiality analysis to identify sustainability issues that are relevant at a strategic level and for stakeholders, definition of objectives, management of impacts, risks and opportunities, planning of actions, investments and remuneration policies to achieve the planned objectives, monitoring and reporting through the involvement of relevant stakeholders.

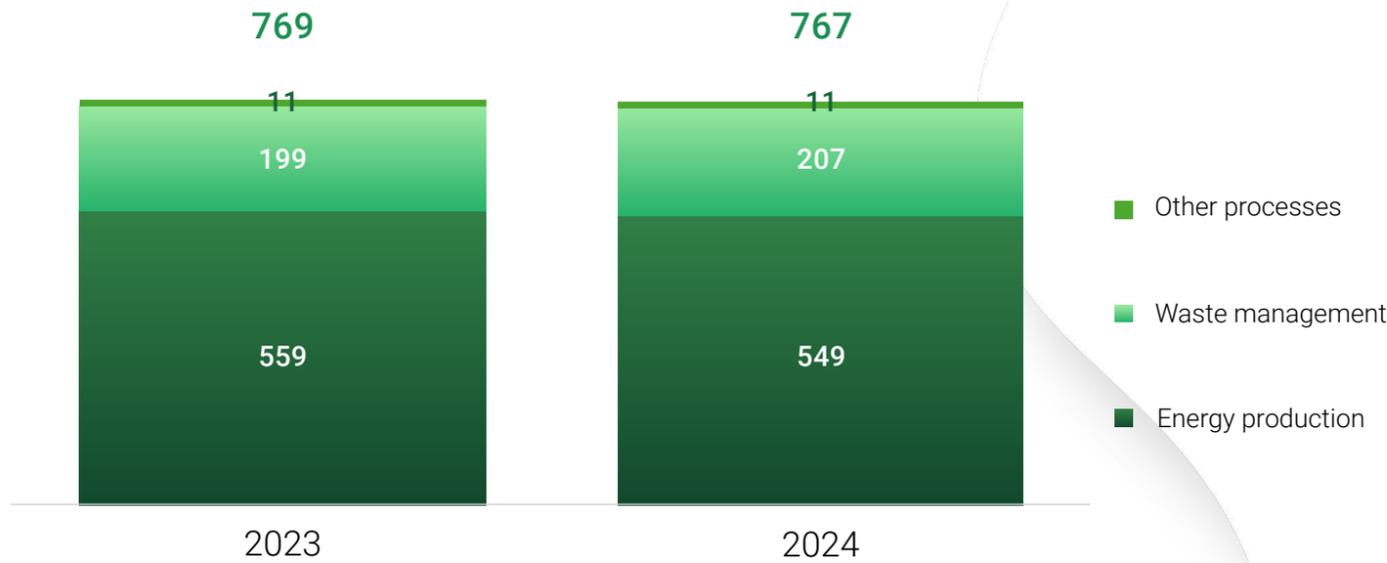
Scale of the organisation

VALUE				
1.274 millions of euro Gross operating profit (EBITDA)	1.016 millions of euro Capex	3.050 millions of euro Green Bonds issued	2.004 millions of euro Added value distributed	1.598 millions of euro Orders to suppliers
ENERGY PRODUCTION				
9.338 GWhe Electricity produced	2.875 GWht Thermal energy produced	75% on total Renewable/ high-efficiency electricity	315 gCO _{2eq} /kWh Reduction of the carbon intensity of energy production	549 toe/000 Energy saving from electricity and heat production
ELECTRICITY AND GAS DISTRIBUTION				
3.609 GWh Electricity distributed	7.871 km Electricity network	1.059 Mm ³ Gas distributed	8.433 km Gas Network	100% Gas Network inspected
INTEGRATED WATER SERVICE				
3.045.836 no. Citizens served	176,9 Mm ³ Water sold	22.146 km Water mains network	30,2% historical local areas Aqueduct network losses	1.380 no. Wastewater treatment plants

SERVIZI AMBIENTALI				
4.047.997 no. Citizens served	4.020.000 t Total waste managed	72,1% historical local areas Sorted waste collection	9.926.000 m ³ Biomethane produced	1.530.000 tCO _{2eq} Emissions avoided from waste recovery
DISTRICT HEATING				
630.273 no. Citizens served	1.146 km District heating network	102,3 Mm ³ District heating volumes	2.267 GWht Heat sold	96% District inspected
CUSTOMERS				
2.305.552 no. Energy services for citizens	6.976 GWh Electricity sold	2.465 Mm ³ Gas sold	157 no. Counters active in local areas	3.290.515 no. Responses to customers from call centers
IREN PEOPLE				
11.311 no. Employees	98% Permanent employees and apprenticeships	1.062 no. New hires during the year	25,9% Women managers	53% Female presence on Iren Board of Directors
82% Employees involved in training	21,6 Average training hours per capita	54,1% (progressive from 2020) New hires under 30	86% Personnel evaluated on performance	51,4 Injury incidence rate

Ecological transition

Energy savings in production processes (kTep)



Energy savings from products/services (kToe)



	Carbon intensity of energy production (gCO ₂ eq/kWh)	2023 338	2024 315
	Purchased renewable electricity (scope 2) (% of total)	2023 0.60%	2024 16%
	Scope 3 emissions (tCO ₂ eq) - Use of sold products	2023 -16%	2024 -10%
	Scope 3 emissions (tCO ₂ eq) Fuel and energy-related activities	2023 -11%	2024 -12%
	District heating volume (Mm ³)	2023 101	2024 102
	GO electricity sold to retail customers (GWh)	2023 1,887	2024 2,395
	Ecomobility across the entire fleet	2023 20%	2024 22%

Environment

Emissions avoided from waste recovery (ktCO₂)

2023	2024
1,423	1,530

Waste for material recovery treated in Group facilities (kt)

2023	2024
937	1,062

Biomethane produced from organic waste (Mm³)

2023	2024
9.3	9.9

Separate waste collection ⁽¹⁾

2023	2024
67.1%	69.6%

⁽¹⁾ Average figure for all areas served by the Group.

Water network

Water network losses⁽¹⁾ and withdrawals from the environment⁽²⁾ (l/ab/g)

Reducing losses from the water supply network contributes to more efficient use of water resources and consequently to lower water withdrawal from the environment. This makes it possible to preserve resources that are vital to communities, ensuring environmental sustainability and economic and social well-being.



Reuse of purified water (Mm³)

2023	2024
6.0	6.2

Purification capacity (kAE)

2023	2024
3,675	3,785

District-based, monitored water networks ⁽³⁾

2023	2024
66.8%	68.1%

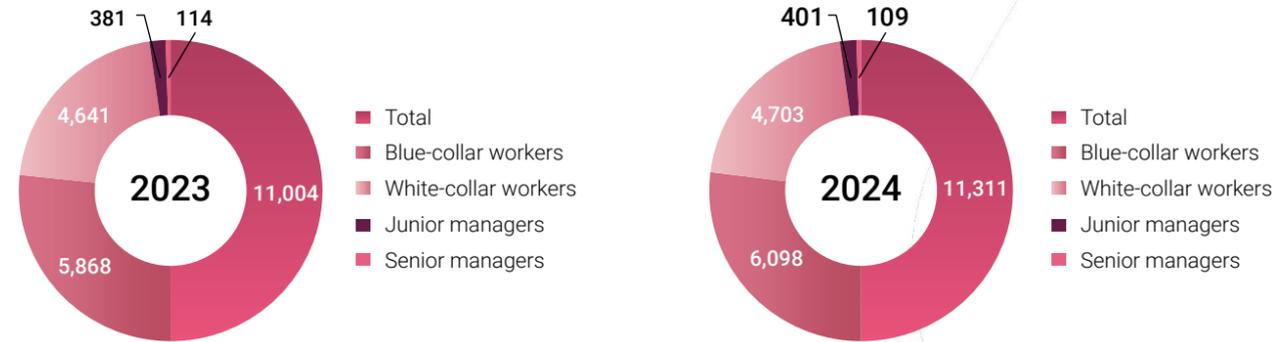
⁽¹⁾ Figure referring historical areas. The final figure for 2024 for the scope of consolidation (all areas) is 31.0% (31.1% in 2023).

⁽²⁾ The figure refers to the entire scope of consolidation.

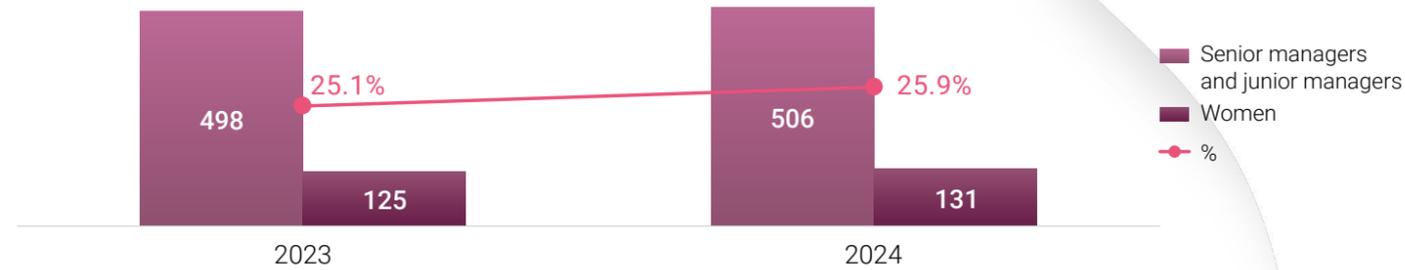
⁽³⁾ Figure referring to all areas served by the Group.

Prioritising people

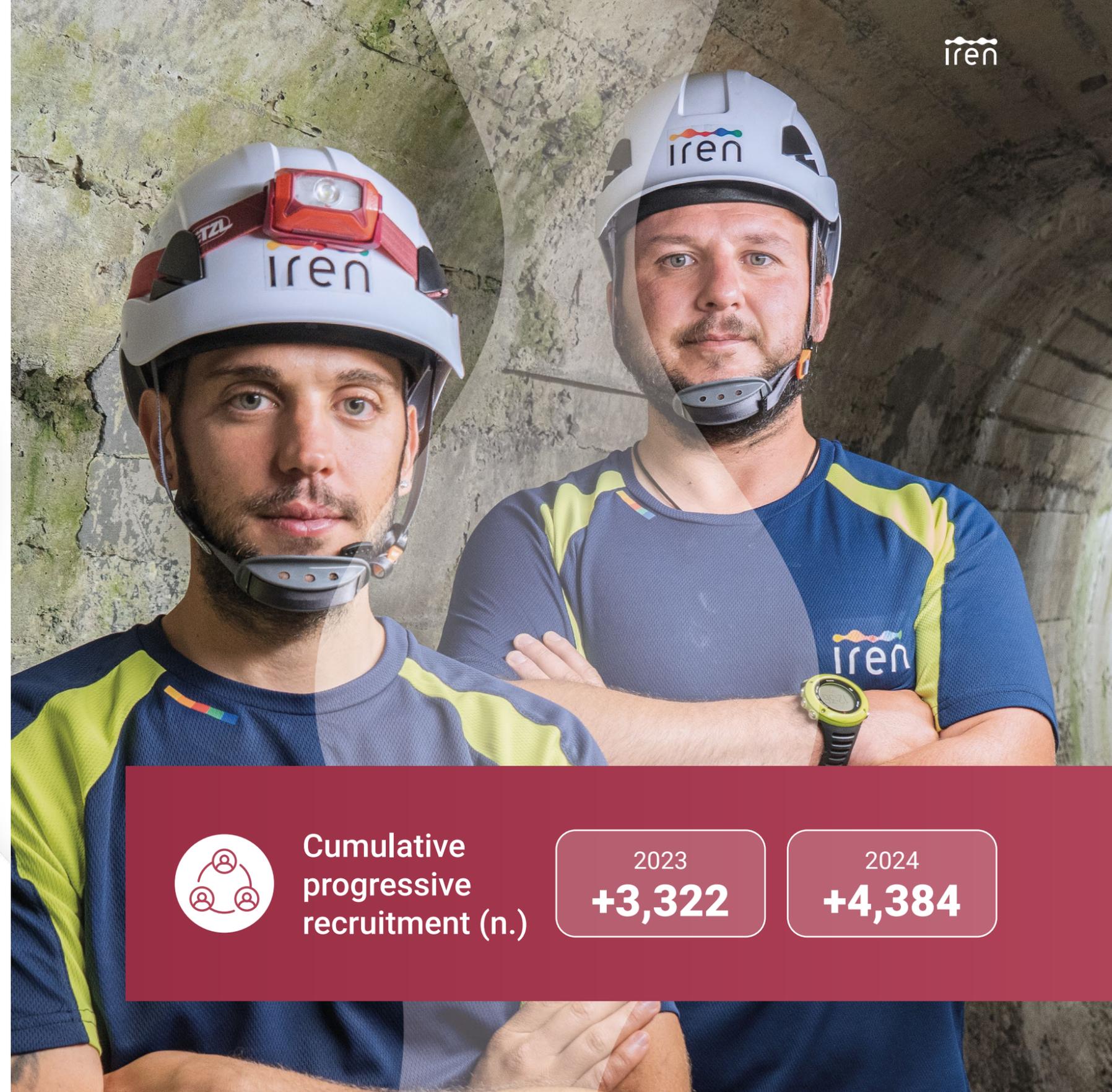
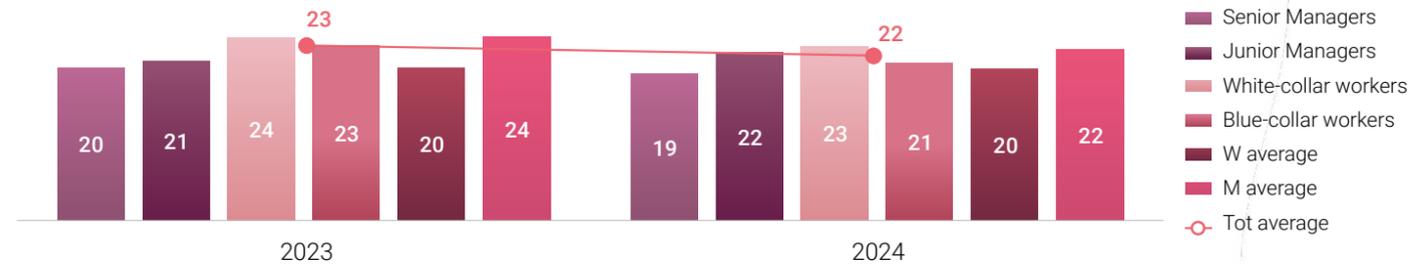
Staff composition as at 31/12



Average number of women Senior Managers and Junior Managers



Training hours per capita



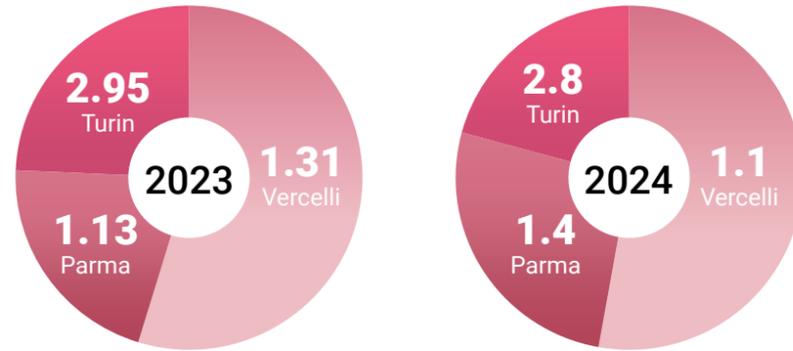
Cumulative progressive recruitment (n.)

2023
+3,322

2024
+4,384

Customers and Communities

Number of power outages per customer (N1)



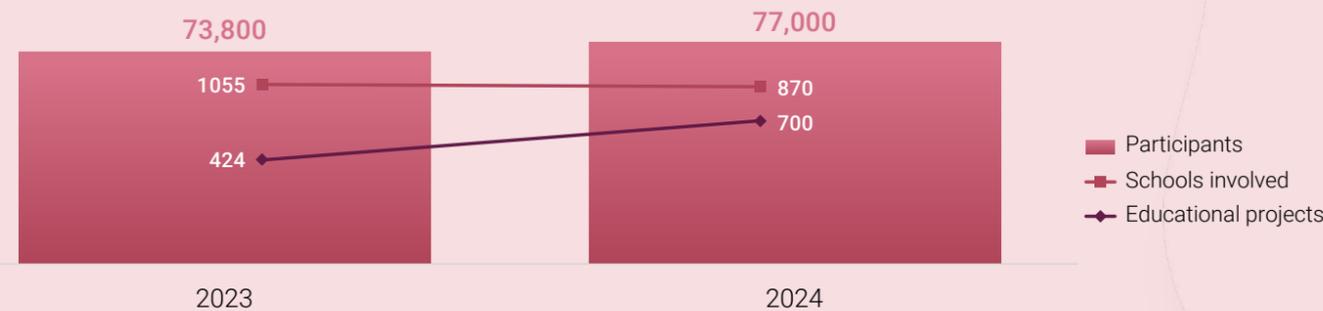
Arera sets target values for power outages per low-voltage customer, based on the size of the areas served: high concentration (municipalities with more than 50,000 inhabitants) 2.29 outages; medium concentration (municipalities with more than 5,000 inhabitants) 1.34 outages; low concentration (municipalities with less than 5,000 inhabitants) 3.92 outages.

Gas network inspected



The parameters relating to gas network inspections required by **Arera** ($\geq 25/33\%$) are fully covered by the Group's network inspection and monitoring activities.

Sustainability education



Iren You app
Number of users



Number
of counters



Customers served
at counters



Calls handled by
call centres

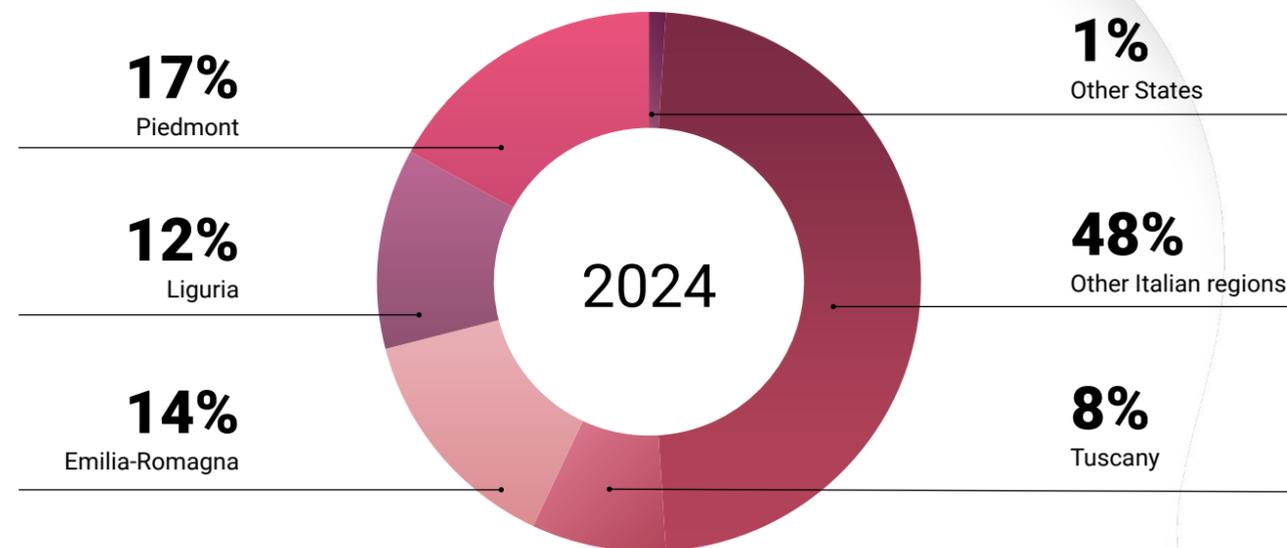
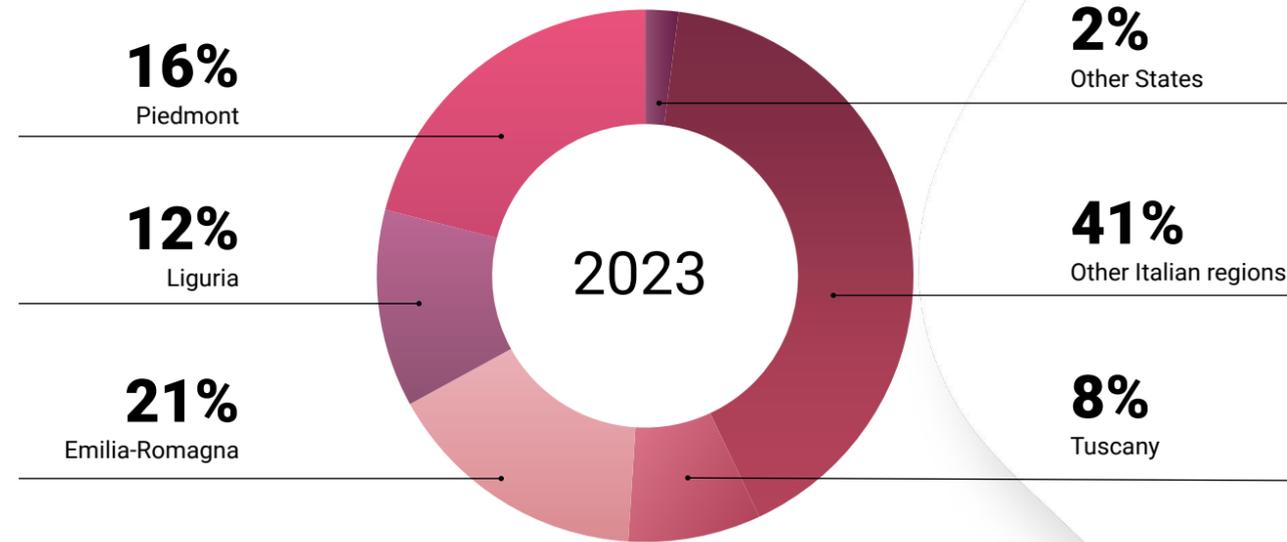


Projects carried
out by Iren's Local
Committees



Suppliers

Suppliers by geographical area (% of €)



Purchase orders (€ million)

2023
1,270

2024
1,598



Number of suppliers

2023
5,481

2024
5,845



Local suppliers

2023
54%

2024
42%



Training hours for third-party companies

2023
831

2024
1,554



Social cooperatives

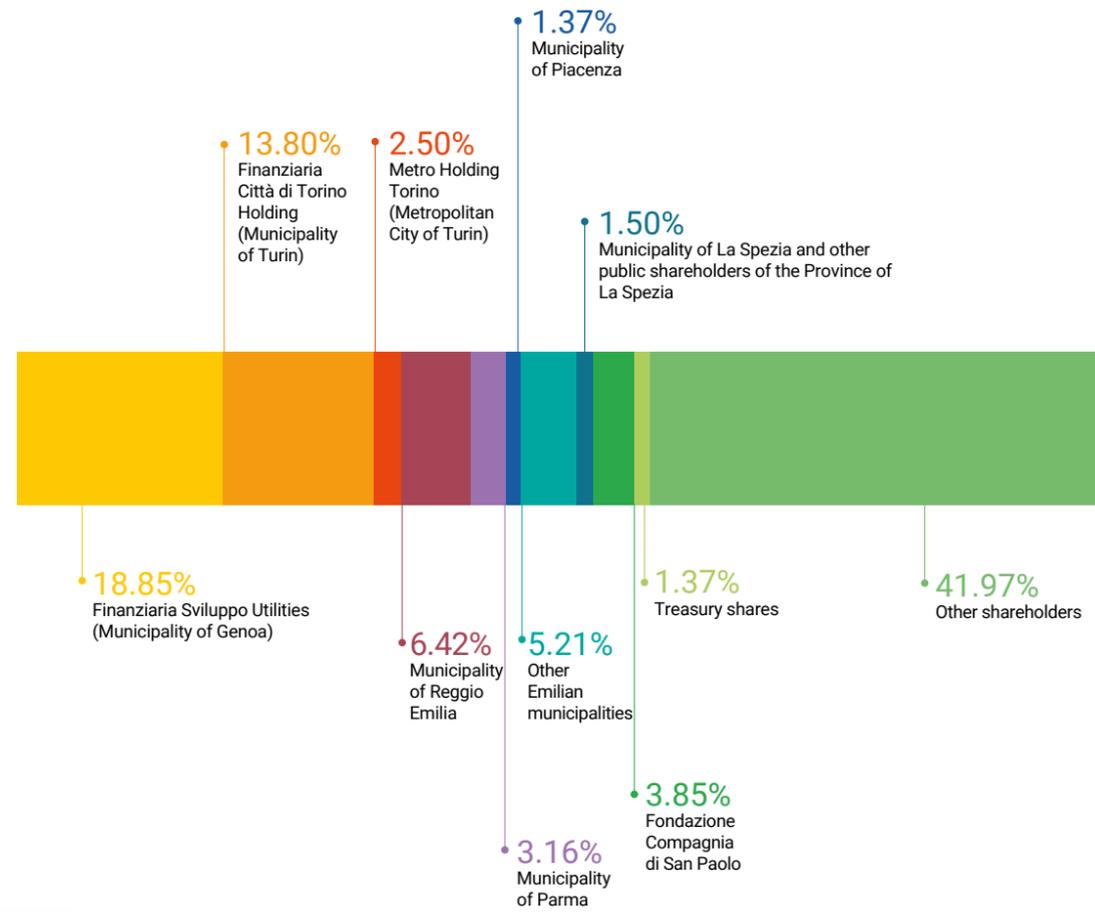
2023
31

2024
36

Ownership structure

The Company's share capital amounts to 1,300,931,377 euro, fully paid up, and is made up of ordinary shares with a nominal value of 1 euro each.

At 31 December 2024, based on available information, the Iren shareholding structure was as follows:



Main areas served






gruppoiren.it

Iren merges **development and sustainability** into a single value with the aim of **improving people's quality of life**



Iren S.p.A.
Via Nubi di Magellano, 30
42123 Reggio Emilia - Italy
www.gruppoiren.it