alperia

Sustainability program
2022-2027

Governance and Resilience

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Integrated governance and good corporate conduct	We want to anchor ecological, social and economic sustain-ability to our gover-nance and manage-ment processes and build an integrated governance model	Remuneration: inclusion of ESG targets for middle management			2027	Employees in the middle management with ESG goals (%)	100%	0%		Ongoing	SDG 8 SDG 12
		Remuneration: increase in the weighting of the part of the variable remunera-tion linked to ESG perfor-mance (measured through explicit real objectives) by at least 20%.			2023	Percentage of variable remuneration linked to ESG performance	=>20%	12% (2022)		New	SDG 8 SDG 12
		Culture: the creation and implementation of a plan for the inclusion of ESG topics in corporate training programmes to raise awareness on ESG topics and create a culture of sustainability and corpo-rate social responsibility among our management and our employees	ESG training for specific target groups	3-hour training for Managers implemented in December 2022	2027	ESG trained population (%)	90% (2027)	<10% (2022)		Ongoing	SDG 12
		Culture: Training for all employees on the Code of Ethics			2024	% Employees trained on the Code of Ethics				New	SDG 12
		Procedures: integrate sustainability aspects into procedures and new companies		CSR Management involved in drafting the new PRO 101	annu-ally	No. of procedures assessed			1	Achieved	SDG 12
		Procedures: approval of a CSR Management Proce-dure to formalise ESG Gov-ernance and non-financial reporting		Procedure approved	2022	Procedure	1			Achieved	SDG 12

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Integrated governance and good corporate conduct	We want to anchor ecological, social and economic sustain-ability to our gover-nance and manage-ment processes and build an integrated governance model	Reporting: Digitisation of the ESG reporting process			2026	-	-	-	-	New	SDG 12
		MB/SB: The creation of a Sustainability Committee	Implemented	Inclusion of sustainability issues in the Risk Com-mittee at the time of the renewal of the boards in the summer of 2022	2022	-	-	-	-	Achieved	SDG 12
		MB/SB: Assessment of the appropriateness of the benefits of identifying independent directors			2023	-	-	-	-	New	SDG 12
		MB/SB: Definition and implementation of an ESG induction program	Appointment with the head council in October and subsequent extension of the programme to BU companies		2023	Number of induction meetings to the BoD on ESG topics	6			New	SDG 12
		MB/SB: Establishment of a process for disseminating information relating to re-muneration on the Alperia website	Publication of the remu-neration of MB/SB mem-bers on the website Inclusion of sustainability in the competences		2023	-	-	-	-	New	SDG 12
		MB/SB: Implementation of the annual self-assess-ment of the MB/SB and of the committees (through a formalised process) also including considerations on ESG aspects ("ESG self-assessment")	Integration of the Board's self-assessment in the activity report. Review of the evaluation by an external body		2024	-	-	-	-	New	SDG 12
		MB/SB: Preparation of a succession plan for top management with defini-tion of selection criteria	Development of succes-sion plan with criteria	Succession procedure and plan prepared	2022	-	-	-	-	Achieved	SDG 12
		Risks: assessment of ISO 37001 certification (an-ti-bribery/anti-corruption certification)			2025	-	-	-	-	Ongoing	SDG 12
		Risks: Legality rating already obtained for Alperia Spa also for pivot companies			2027	-	-	-	-	New	SDG 12

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Integrated governance and good corporate conduct	We want to anchor ecological, social and economic sustain-ability to our gover-nance and manage-ment processes and build an integrated governance model	Risks: establishment of an integrated and periodic monitoring and reporting process for risk manage-ment at Group level	Implementation of a risk apetite framework Sixmonthly sharing of ERM reporting to top manage-ment		2024	-	-	-	-	Ongoing	SDG 12
		Risks: ISO 31000 certifica-tion			2024	-	-	-	-	Ongoing	SDG 12
		Risks: preparation of an action plan (gaps – miti-gants) related to cyber risk	Development of an action plan in cooperation with the department Data Protection & Security and Digital & Technology		2024	-	-	-	-	Ongoing	SDG 12
		Risks: conduct in-depth analysis of climate risk, aligning with legislative reporting requirements	Identification of primary current vulnerability and future, linked to climate change		2023	-	-	-	-	Ongoing	SDG 12
		Risks: identification of scenarios and risks asso-ciated with the supply chain of raw materials for the production of thermal energy and identification of response solutions	Raw material (fuel) supply risk scenario analysis		2023	-	-	-	-	New	SDG 12
		Due Diligence: Structuring of a central stakeholder reporting management process			2027					New	SDG 12
		Due Diligence: Formalise the management of disputes in a procedure and implement measures to make the process more usable by Stakeholders in AGP (e.g. electronic report-ing of events).	A roundtable was launched to define a procedure for reporting unwanted events (en-vironmental and plant reliability). A model has been pre-pared for the collection of information relating to the event up to the eventual analysis of the causes and the definition/execution of corrective action		2022	Internal Pro-cedure			Com-pletion during 2023	Not achieved	SDG 12

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Integrated governance and good corporate conduct	We want to anchor ecological, social and economic sustain-ability to our gover-nance and manage-ment processes and build an integrated governance model	Due Diligence: Improve the process of tracking and communicating dispute solutions to AGP Stake-holders	Next steps: defining reporting tables, setting up workflow d.3, …, drafting procedures and defining modalities of possible disclosure to stakeholders.	A roundtable was launched to define a procedure for reporting unwanted events (environmental and plant reliability). A model has been pre-pared for the collection of information relating to the event up to the eventual analysis of the causes and the definition/execution of corrective actions.	2022	Internal Pro-cedure			Com-pletion during 2023	Not achieved	SDG 12
		ESG rating: Carrying out an ESG rating according to an international framework		Conducting the EcoVadis assessment	2023	-	-	-		Achieved (for 2023)	SDG 12
		ESG rating: Assessing the extension of the CDP rating to the entire Group			2027	-	-	-		New	SDG 12
		ESG rating: Assess registra-tion for EcoVadis and the consequent compilation of the questionnaire		Conducting the EcoVadis assessment	2025	-	-	-		Achieved (for 2025)	SDG 12
Economic develop-ment and business model resilience	We want to create economic value in the long run (e.g. through dividends, taxes, investments), and make our busi-ness model resilient in order to cope with new evolutionary and competitive scenarios.	Finance: issue a new Sustainable Financial Instrument (Green Bond/ Sustainability-linked bond)			2023	-	-	-		New	SDG 12
		Finance: update of the ESG Investment Framework			2023	-	-	-		New	SDG 12
		Finance: establish an investment, CapEx, OpEx and revenue reporting process aligned with the EU taxonomy to meet the legislative reporting requirements for the DNF 2022		Draft of the document summarizing the process sent on 22/12/2022 to the counterparties involved in the process. On 17/01/2023, during the 2023 Taxonomy kick-off, the final version will be presented, integrated with the comments re-ceived by the deadline of 06/01/2023.	2022	-	-	-		Achieved	SDG 12

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Economic development and business model resilience	We want to create economic value in the long run (e.g. through dividends, taxes, investments), and make our business model resilient in order to cope with new evolutionary and competitive scenarios.	Conversion of the Group's sales company into a ben-efit company			2027	-	-	-		New	SDG 12
		Assess the possibilities for investing in storage technologies (H2, pumped storage plants, thermal storage, batteries)			2027	-	-	-		New	SDG 11 SDG 12
		Assess that new Engineering projects for the Alperia Group are aligned with the EU Taxonomy		Integration in feasibility studies	annu-ally (after 2024)	% of engineering projects aligned with the Taxonomy.	-	-		New	SDG 12
		Assess that new Innovation projects for the Alperia Group are aligned with the EU Taxonomy			annu-ally (after 2024)	% of innovation projects aligned with the Taxonomy	>80%	-		New	SDG 12
		Complete Phase 2 of the AIFA (Advanced Inflow Forecast Algorithm) project to improve the management of water resources both in terms of plant performance and placement on the energy exchange			2024	-	-	-		New	SDG 6 SDG 7 SDG 12
		Carry out a gap analysis with the International Hydro Power Association's (IHA) ESG Hydropower Sustainability Standard on our plants and develop an action plan based on the results			2025	-	-	-		New	SDG 6 SDG 12
Security and accessibility of supply	We want to guarantee a safe, efficient and sustainable energy supply	Increase the Energy Availability index for hydroelectric plants to over 88%			2024	Energy availability index (%)	88			Ongoing	SDG 7 SDG 9

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Security and accessibility of supply	We want to guarantee a safe, efficient and sustainable energy supply	Develop a system for programming and planning maintenance measures to make our plants safer, with a focus on maintaining a balance between environmental impact and production optimisation			2024					Ongoing	SDG 7 SDG 9
		Participation in tenders for the reassignment of expiring AGP concessions and simultaneous opportunity for the acquisition/assignment of new hydroelectric plants			2024	Installed hydroelectric power	1.52 GW	-	1.46 GW (2022)	New	SDG 7 SDG 9
		Initiation of projects on pumping systems and development of electrochemical/hydrogen storage systems			2027	-	-	-		New	SDG 7 SDG 9
		Capacity increase of photovoltaic plants (+13 MW)			2027	Increase in photovoltaic capacity	+13 MW	-		New	SDG 7 SDG 9
		Feasibility study for the use of deep geothermal energy			2027					New	SDG 7 SDG 9
		Development of six new district heating plants, of which three with biomass, two with high efficiency gas and absorbers and one backup			2027	No. of new district heating systems	6	-		New	SDG 7 SDG 9
		The acquisition of two biomass plants with estimated commissioning in 2025 and 2028			2027	No. of new district heating systems acquired	2	-		New	SDG 7 SDG 9
		Biomethane: construction of four biomethane production plants			2027	Annual capacity (MSmc)	8	0		New	SDG 7 SDG 9

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Security and accessibility of supply	We want to guarantee a safe, efficient and sustainable energy supply	Reduce the duration of outages	annual remote control plan	The planned measures in 2022 were achieved. Remote-controlled 146 second cabinets and dis-connectors	annu-ally	SAIDI (min-utes)	objec-tive level dictat-ed by ARERA	24.56 (2022)	17.28	Achieved	SDG 7 SDG 9
		Reduce the number of outages	annual plan for FNC auto-mation in Primary Cabins	FNC automation was ac-tivated on the MV lines of the CP Brenner and CP Prati di Vizze as per schedule 2022	annu-ally	SAIFI (No. of outages per user)	objec-tive level dictat-ed by ARERA	1.68 (2022)	1.40	Achieved	SDG 7 SDG 9
		Determine which systems connected to our network can be used with the de-sired isolation	Data analysis of connected production plants	Val D'Ultimo: At the end of 2022, an initial meeting was held with Terna and Alperia Greenpower to organise a 'black start' in April/May 2023. Every three weeks or so, meet-ings are held to organise this test (Terna minutes are available). For "Racines", however, a test was car-ried out in 2019; to make this a possibility to be used in case of need, an agree-ment must be signed with the underlying distributor EW-Halle	2022	-	-	-		Achieved	SDG 7 SDG 9
		Increase in secondary sub-stations and remote-con-trolled disconnectors, to reduce switching times and ensure faster recovery of the electricity service.	Analysis of the medi-um-voltage network in order to identify secondary substations and strategic disconnectors to be re-motely controlled for faster service resumption	The planned measures in 2022 were achieved. Remote-controlled 146 second cabinets and dis-connectors.	annu-ally	No. of plants	Num-ber defined in the annual remote moni-toring plan	150 (2021)	146	Achieved	SDG 7 SDG 9

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Asset integrity	We want to guarantee maximum safety of our systems, to protect employees, the population and the surrounding areas.	Definition of a communication plan in order to make AGP's commitment to ensuring the safety of its plants more visible to stakeholders and to report KPIs (e.g. Inspections carried out and solutions implemented) and progress within the NFS			2024	-	-	-		New	SDG 9
		Continue with the Hydro-sim 4.0 project			2023	-	-	-		Ongoing	SDG 6 SDG 9
		Draft and implement a plan to proactively engage communities (e.g. road shows) on Asset Integrity			2024	-	-	-		Ongoing	SDG 9
		Increase the burial of cables to increase the resilience of the electricity grid to extreme climatic events	Implementation of the investment plan	Implementation of the investment plan	annually	Underground cables/total electricity grid	-	74% (2021)	75%	Achieved	SDG 9
		Mapping/Standardisation of plants/buildings and identification of primary vulnerabilities, taking into account climate risk			2026	Plants mapped for climate risk (%)	100%	-	0%	New	SDG 9
Innovation, digitisation, research and development	We want to actively contribute to the energy transition and develop new technological solutions with innovative research projects that help limit negative externalities.	Increased investments in research and innovation	An updated innovation procedure will be implemented in 2023. This will support even more innovation projects.		2027	% average CAPEX Innovation on Group average CAPEX	11%	10% (2022)			SDG 9
		Increase in employees involved in innovation processes	An updated innovation procedure will be implemented in 2023. This will support even more innovation projects and people involved in the projects.		2027	Equivalent dedicated FTEs	11	8 (2022)			SDG 9
		Institutionalise an annual course with HR on creating a project culture (MyIdeas, PM, Vision)	Courses from 2024		annually	x Courses/ year	At least 1 course	-			SDG 8 SDG 9

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Innovation, digitisation, research and development	We want to actively contribute to the energy transition and develop new technological solutions with innovative research projects that help limit negative externalities.	Creating a classification of project impacts	Prevailing impact: costs resources revenue emissions territory sustainability		2023	No. of projects by type of impact	-	-			SDG 9
		SDGs-related innovation projects			annually (after 2024)	SDGs-related Innovation Projects/Total Innovation Projects		-			SDG 9 SDG 12
		Collection and evaluation of ideas proposed by employees.	once the updated innovation procedure is in place, employees will have the opportunity to submit their ideas via myIdeas	PRO 307	annually	Number of proposals on the myIdeas portal		-			SDG 9
		Project monitoring (of which innovation)			annually	Number of innovation projects					SDG 9
		Increase our efforts to develop technologies to create and exploit hydrogen	- Realisation of two hydrogen plants from renewable sources - Construction and management (through IIT) of 4 hydrogen distribution sites for buses and lorries (conf. minima), 1 provisional site for Olympics 2026 - Possible development of services to support corporate customers (e.g. use of hydrogen in cogenerators)		2027	production H2/day (t)	5	0		New	SDG 7 SDG 9
		Complete the Smart Meter return plan from the Province	Compliance with the plan shared and approved with the Authority	Compliance with the plan shared and approved with the Authority	annually	No. of smart meters installed	Compliance with the plan shared and approved with the authority	46,403	9,809	Achieved	SDG 7 SDG 9

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Innovation, digitisation, research and devel-opment	We want to actively contribute to the energy transition and develop new technological solu-tions with innovative research projects that help limit negative externalities.	Establish a plan to present the Smart Edyna project to stakeholders (e.g. public, schools, customers)	The Edyna management with the Alperia commu-nication shall publicise the Smart Edyna project		2023	-	-	-		New	SDG 9
		Assess the integration of sustainability criteria in the choice of suppliers for PV panels (circular economy: how products are how prod-ucts are manufactured and can be reused and recycled)	Include specific evaluation criteria in the supplier selection process		2023	-	-	-		New	SDG 9 SDG 12
Cyber secu-rity & Data Protection	We want to ensure the security of com-puter systems and the protection of all data.	Obtaining and maintaining ISO 27701 certification over the years – privacy informa-tion management system	achieved: partner identi-fied, assignment granted, implementation started in OneTrust	Obtaining ISO 7701:2019 certification	2022	Percentage achieved	100%	100%	100%	Achieved	SDG 9
		Maintenance of ISO 27001 certification over the years for the agreed perimeter	achieved: renewed ISO/IEC 27001:2013 certification in June 2022	ISO 27001 annual audits	annu-ally	Cyber-se-curity and ISO 27001 compliance	100%	100%	100%	Achieved	SDG 9
		No security incidents involving information management and data protection	Numerous technical initiatives to enhance the security of corporate IT systems	Implementing a "Zero Trust" Solution	annu-ally	Security inci-dents	0	0			SDG 9
		Ensure business continuity in the event of computer incidents (such as server or power failures)	Developed new back-up solutions using immu-tability and encryption technologies (VEEAM)	Expansion of platforms to ensure complete compat-ibility of infrastructures with needs	annu-ally	Business continuity and disaster recovery	100%	100%			SDG 9
		Monitor IT systems in order to ensure proactive and re-active interventions in the presence of security events in the IT manned period		Maintenance of the SOC service and its progressive extension to further areas	2022	No. of secu-rity incidents notified by the SOC	-	-		Achieved	SDG 9
		Create a culture of cyber security and data protec-tion among our employees in order to reduce overall systems risks	Achieved: data protection & security awareness programme created with 85% of staff participating	Cyber security & Data Pro-tection training plan	2022	Percentage of participating employees out of the total number of employees invited to courses relat-ing to privacy and Cyber GDPR	85%	85%	85%	Achieved	SDG 9

Customers

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Sustainable energy products and services	We want to promote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarbonisation.	Increase the share of sales of sustainable products and services to 60%			2027	Share of sales of sustainable products and services (%)	60	47 (2021)	45	New	SDG 7 SDG 12
		Definition of a target value for the share of turnover with sustainable products and services within the scope of Vision 2031/Business Plan and subsequent anchoring of the objectives in the Commercial Industrial Plan		Target value for the share of turnover with sustainable products and services within the defined Vision 2031/2023-2027 Business Plan	2023		-	-		Achieved	SDG 12
		Internal and external communication campaign focused on the single point for the energy transition for our customers		- Publication of articles in our magazine which report ethical examples of customers who have opted for "green" solutions - Publication of the same articles on MyAlperia (internal communication) - Commercial offers with customers that include all the services of the Alperia Group (commodities and services) and where AGF offers itself as a partner for the energy transition - Participation in events (e.g. Key energy fair currently underway) where all the services of the Alperia Group are presented (commodities and services) and where AGF proposes itself as a partner for the energy transition	2023	-	-	-		Achieved	SDG 12

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Sustainable energy products and ser-vices	We want to pro-mote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarboni-sation.	Among the various project options, present the most sustainable one in terms of impact (construction, operation, decommission-ing; also in terms of the life cycle of the materials/ fittings used)			2023	-	-	-		New	SDG 12
		49% of gas sold (based on volume) is green gas (compensateed gas and biomethane)			2027	% Green gas sold	49	6	5	New	SDG 7 SDG 12 SDG 13
		Quota of green gas sold in line with the provisions of the Business Plan			annu-ally (after 2023)	% Green gas sold	21% (2023)			New	
		72% of electricity sold (based on volume) is green.			2027	% green elec-tricity sold	72	39	35	New	SDG 7 SDG 12 SDG 13
		Quota of green electricity sold in line with the provi-sions of the Business Plan			an-nualy (after 2023)	% green elec-tricity sold	47% (2023)			New	
		Wholesale volume devel-opment (ATR) in line with the objective of reducing Scope -3 emissions			2031					New	SDG 12 SDG 13
		Definition of internal guidelines to promote cus-tomer awareness (corpo-rate) of our green products in line with the sustainable brand of Alperia			2023	Internal guidelines	-	-		New	SDG 12
		Definition of measures and implementation to ensure that account managers are consistent with Alperia's green image with SMEs and corporate customers (e.g. e-cars, documenta-tion)	Defining a programme of involvement and training of employees on this issue, with possible drafting of guidelines on the subject		2023	Approval of internal procedure/ carrying out workshop with accounts	-	-		New	SDG 12

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Sustainable energy products and services	We want to promote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarbonisation.	Assess offsetting exclusivity project in line with SBTi	Check and research exclusive project		2023	-	-	-		New	SDG 13
		Increase in thermal energy sold (+155 GWht, +57%) through expansion of existing networks, new plants and acquisitions, reaching 431 GWht in 2027	Expansion: - Merano: 138 GWht (+11%) - Bolzano: 230 GWht (+100%) - Sesto: 22 GWht (+2%) - Chiusa: 17 GWht (+8%) - Verano: 2 GWht - New acquisition: 22 GWht		2027	Thermal energy sold (GWht)	431	276 GWht (2022)		New	SDG 7 SDG 13
		Increase in customers served by district heating			2024	% of new contracts signed by district heating	+25% public customers; +14% non-public customers	2021		New	SDG 7 SDG 11 SDG 13
		Awareness campaign for district heating with municipalities	Plan with Corporate Communication		2023	-	-	-		New	SDG 7 SDG 11 SDG 13
		Public sector awareness of the connection of public buildings to the district heating network and the purchase of green electricity, in the framework of the new climate plan.	In order to verify the implementation of the objectives of the provincial plan and to evaluate the possible implementation of the observations/proposals transmitted during the consultation phase, it will be necessary to analyse Part II of the Climate and Energy Plan PAB 2040, which will be published in the course of 2023.	Part I of the PAB 2040 Climate and Energy Plan was published in 2022, which contains the general framework and does not go into the merits of how the general objectives will be implemented.	2022					Ongoing	SDG 7 SDG 11 SDG 12 SDG 13
		Increase the diffusion of domestic photovoltaic, corporate, apartment blocks, SMEs and PA	Alperia My Home project for photovoltaic installation in Alto Adige and later in Veneto		2027	Total cumulative installed power (MW)	84,8 MW	4 MW (2022)		New	SDG 7 SDG 11 SDG 12 SDG 13

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Sustainable energy products and ser-vices	We want to pro-mote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarboni-sation.	Increase in emissions avoided by energy efficiency projects with customers in line with the Business plan	Reduction of CO_2 emissions as per the Emissions Avoid-ed Plan 20-24	Implementation of energy efficiency interventions with customers, both in the industrial sector and in the building sector.	2024	Tons of CO_2 avoided with energy -efficiency services	208 kton CO_2 reduc-tion by 2024 (cumu-lative value 20-24 com-pared to the 2019 issues)		23,215 tCO_2 avoided by EPC/ EPS projects 178.69 tCO_2 avoided by BES projects in free building (green-house Eco- bo-nus and 65% instal-lations related to 385 cases + one apart-ment building under the Eco-bonus) 156 tCO_2 avoided by Sybil projects	Achieved	SDG 7 SDG 11 SDG 12 SDG 13
		E-mobility: expanding the number of managed pub-lic charging infrastructures			2027	Public charging points (num-ber)	3000	1000 (2022)		New	SDG 7 SDG 11 SDG 12 SDG 13

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Sustainable energy products and services	We want to promote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarbonisation.	Energy Communities: Development of distributed self-consumption solutions	The main development levers will be: - The technological platform, a differentiating factor compared to the competition - The ability to offer consultancy services for energy community building, the collection of energy community members (legal entity required), bureaucratic regulatory support and technical support - Collaboration with banking institutions to finance any part not covered by incentives and, at the same time, attract the customer base		2027	Cumulative number of prosumers	1431	0		New	SDG 7 SDG 11 SDG 12
		E-mobility: expanding the number of private charging infrastructures			2027	Number of wall boxes sold	1000	400 (2022)		New	SDG 7 SDG 11 SDG 12
Sustainable energy products and services	We want to promote an integrated value proposition (commodity and services) focused on the energy transition with 100% green offers and a portfolio of solutions enabling customer decarbonisation.	E-mobility: promote car sharing based on 100% electric vehicles			2027					New	SDG 7 SDG 11 SDG 12
		E-mobility: increase the energy supplied by green energy			2027	Energy supplied (GWh)	47	3		New	SDG 7 SDG 11 SDG 12
		Care4u: Extend the teleassistance services to the service of healthcare facilities	It offers a range of tele-assistance services through continuous monitoring of patients, enabling them to be assisted wherever they are (retirement homes, nursing homes, clinics, hospitals, home).		2027	Active customers added	400	5 (2022)		New	SDG 11 SDG 12

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Customer satisfaction	We want to offer our customers fast and solution-oriented customer service and improve the customer experience	95% of freephone calls are answered	Reorganisation/staffing, implementation of the Call Centre in Salesforce--> partially developed *External call centre evaluation		Annually	Percentage of telephone calls answered	95%	94%	85%	Not achieved	SDG 12
		Standardise and refine complaint responses and monitor response times			Annually	Proportion of complaints processed promptly (within 30 days)	99%	99,5%	99,8%	Achieved	SDG 12
		Containment of the number of complaints (Number of complaints every 100 customers less than 0.14)			Annually	Number of complaints per 100 clients	<0,14	0,13	0,11	Achieved	SDG 12
		Increase outlets accessible to customers with disabilities or belonging to disadvantaged categories (e.g. seniors)			2027	% of points of sale accessible to customers with disabilities	-	-		New	SDG 12
		Create a communication channel accessible to customers with disabilities. Or belonging to disadvantaged categories (e.g. pensioners). For example plain language website			2027	-	-	-		New	SDG 12

Green mission

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Energy	We want to make our energy consumption more efficient.	BIM implementation and adoption of consumption monitoring systems and BMS systems	Choose an energy monitoring and reporting system		2027	-	-	-		New	SDG 7
		Completion of the ISO 50001 certification process for Group sites	Pilot site certification audit scheduled for June 2022	ISO 50001 certification obtained on DH Bolzano Alperia Ecoplus and Ponte Gardena Alperia Green-power plant. ISO 50001 is also being implemented at the Dodiciville Alperia premises	2022	Number of certified offices	2	0	2	Achieved	SDG 7
		ISO 50001 certification for all Group properties			2027	% of ISO-50001 certi-fied sites	100			New	SDG 7
		Completion of the ISO 50001 certification process for Alperia Ecoplus (Bolza-no site)	Certification ISO 50001		2023	-	-	-		Ongoing	SDG 7
		Development of initiatives following the energy audits on the company's websites		Energy audits carried out and concluded on 19/12/2022.	Annu-ally	toe saved/ toe savings identified in the energy audits	-	-		Achieved	SDG 7
		Preparation of a list of energy efficiency projects both on civil and opera-tional sites (proposal, bud-get estimate and quantifi-cation of the savings of the identified works)		Preparation of the list of activities to be carried out (BDG 2023) and progres-sive inclusion of energy-efficiency interventions within the Action Plans of ISO 50001 certified sites/ companies.	annu-ally	-	-	-		Achieved	SDG 7
		Energy efficiency interven-tions on civil buildings			2027	Consumption in civil build-ings (kWh/m²)	97	137		New	SDG 7

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Energy	We want to make our energy consumption more efficient.	Installation of a second microfilter in the Sesto plant, to eliminate the use of diesel	Completion of the project and realisation of the intervention		2023	Diesel saved thanks to the interventions	50,000 l			Ongoing	SDG 7
		Implement measures to disseminate a culture of energy saving			2025	-	-	-		New	SDG 7
Emissions	We want to reach net zero by 2040 by significantly reducing our greenhouse gas emissions.	Definition of responsibil-ities within the General Management for the achievement of NET Zero	- Assigning responsibility for the topic to the Man-agement - Recruitment of a 'Climate Manager' who is strate-gically responsible for the topic for the Group (mon-itoring and refinement of the climate strategy: in-cluding SBTI target setting, monitoring and reporting), reporting directly to the Executive Board	- Hiring of a "Climate Manager"	2022					Achieved	SDG 13
		Definition and monitoring of the SBTi for the Alperia Ggroup			2023					New	SDG 13
		Scope 1: 39% reduction of Scope -1 CO_2e emissions by 2027 and offsetting for unavoidable emissions	- Sustainable growth through biomass plants for the district heating and use of other sustainable sources/technologies - Transition from fossil fuels to renewables for heating and car fleet		2027	% Reduction of tons CO_2e	-39%	-		New	SDG 13
		Scope 1: increase in the production of energy from photovoltaics for self-con-sumption			2027	Installed power of photovol-taic systems	943 kW	156kW		New	SDG 7 SDG 11 SDG 13
		Scope 1: reduction of inter-nal mobility CO_2 emissions			2027	Reduction of internal mobility CO_2 emissions	-32%	-5% (2022)		New	SDG 11 SDG 13

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Emissions	We want to reach net zero by 2040 by significantly reducing our greenhouse gas emissions.	Scope 1: the new fleet of the Alperia Green Future company will operate with zero emissions (hybrid/ plug-in with offsetting for residual emissions)	Purchase of new hybrid cars, consistent with market trends and diffi-culties; offsetting residual emissions by purchasing offsetting certificates		2026	Emissions from the use of company cars (without offsetting)	-	-		Ongoing	SDG 11 SDG 13
		Scope 1: the electric vehicle fleet of new Group companies (Alperia Green Future, Hydrodata, Selsolar and Fintel) will operate with zero emissions			2026	Number of electric vehi-cles in fleet	-	-		New	SDG 11 SDG 13
		Scope 1: the electric vehicle fleet of the Fintel company will operate with zero emissions			2026	Number of electric vehi-cles in fleet	-	-		New	SDG 11 SDG 13
		Scope 1: the electric vehicle fleet of the Selsolar company will operate with zero emissions			2026	Number of electric vehi-cles in fleet	-	-		New	SDG 11 SDG 13
		Scope 1: identification of measures to reduce emis-sions in our plants	Implementation and Monitoring energy effi-ciency projects through ISO 50001 certified Energy Management System (see detailed Action Plan_Alpe-ria Ecoplus Bolzano TLR and Alperia Greenpower Ponte Gardena)	- Implementation and monitoring of energy -effi-ciency projects through an ISO 50001-certified Energy Management System also extended to Alperia Dod-iciville (see draft _Alperia Dodiciville Action Plan)	annu-ally	-	-	-		Achieved	SDG 13
		Scope 1: inclusion of gas and F-Gas gas distribution network leaks in the next Sustainability Report			2023					New	SDG 13
		Scope 1: implement a proj-ect/guidelines to increase awareness and better manage energy/emissions related to digitalisation/ data transmission	Sharepoint pilot project for digitising the part-time application process	2024 onboarding digiti-sation project; file system towards Sharepoint: HR, DIG Sharepoint portal for B&C	2027						SDG 12 SDG 13

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Emissions	We want to reach net zero by 2040 by significantly reducing our greenhouse gas emissions.	Scope 1: integrate the new companies into the Alperia systems, thus shutting down their data centres to reduce emissions	System migration and data centre decommissioning: Hydrodata	2024: Insourcing Fintel	annu-ally	Shutting down data centres					SDG 12 SDG 13
		Scope 1: include sustain-ability criteria (e.g. energy efficiency, use of renew-able energy) in tenders for IT services and equipment	The technical specifications defined in the Sustainabil-ity Plan were confirmed during the approval of the devices.	Include this request in the technical specifications of the purchase tenders	2022	Confirmation of inclusion in technical specification				Achieved	SDG 12 SDG 13
		Scope 1: consolidation and rationalisation of applica-tion map and data lake		2024: ASS 2.0, data lake rationalisation	annu-ally	Volumes of disused application totals (Tera-bytes)				New	SDG 13
		Scope 1: evaluate the possibility of increasing the ambient temperature of data centres	In 2023, the temperature of the Ressela data centre was increased from 21° to 24°.	2024: evaluate Laurin, Gamper, Claudia Augusta, Dodiciville, Edyna (CT, offices)	annu-ally	present data center				New	SDG 12 SDG 13
		Scope 2: 4% reduction by 2027 and offsetting for unavoidable emissions	Complete switch to renewable EE		2027	% Reduction of tons CO_2e	-4%			New	SDG 13
		Scope 2: reduction of CO_2 emissions in civil buildings	Redevelopment of all ex-isting buildings with a view to achieving 'zero emissions' (power supply from renewable sources only, connection to district heating, intelligent tech-nologies for minimising consumption, digitised building management - BIM, energy class reduc-tion, etc.).		2027	Reduction of CO_2 emissions in civil build-ings	-63%	-1% (2022)		New	SDG 11 SDG 13

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Emissions	We want to reach net zero by 2040 by significantly reducing our greenhouse gas emissions.	Scope 3: 47% reduction by 2027 and emissions offsetting for the green gas product	-Gradual switch from non-green to green electricity sales -Gradual transition of natural gas sales to green gas (including biomethane/H2) -Integrated value proposition (commodity and services) focused on energy transition with 100% green offers and portfolio of solutions enabling customers' decarbonisation: -Consumption monitoring and heat pumps -B2C and B2B photovoltaic systems -Energy efficiency -District heating		2027	% Reduction of tons CO_2e	-47%			New	SDG 3 SDG 13
		Scope 3: evaluate the completeness of Scope -3 emissions reporting in line with the SBTi	- Implementation GAP Analysis SBTi vs. Sustainability Reporting		2022					Achieved	SDG 13
		Scope 3: mobility analysis of the new offices to identify measures for the green mobility of employees	Employee survey planned for 2022	At the end of 2022, a survey on commuting-to-work mobility was given to all Group employees and the results were published on MyAlperia in January 2023	2022	Survey	1	-	1	Achieved	SDG 11 SDG 13
		Scope 3: reduction of commuting-to-work CO_2 emissions			2027	Reduction of commuting-to-work CO_2 emissions	-17%	-3% (2022)		New	SDG 11 SDG 13
		Scope 3: definition of a procedure to incentivise public transport use for employees	Procedure	On 13/10/2022, REG 217.04 was revised, introducing the subsidy also for public transport, which will be paid around 2023	2022	Procedure	1	-	1	Achieved	SDG 11 SDG 13

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Emissions	We want to reach net zero by 2040 by significantly reducing our greenhouse gas emissions.	Scope 3: assess the possibility of creating a parking space at the offices outside South Tyrol for the free charging of employees' private electric cars	As soon as the new Facility Management resource, which will be based in Veneto, is available, we will activate to extend what is already in place in South Tyrol to those locations as well. This also includes the installation of charging stations for employees	REG 217.04 is being revised again to introduce a third incentive for employees with private vehicles: a value card for charging private electric vehicles. The initiative will also be extended to premises outside South Tyrol, and this will make it necessary to have dedicated charging stations	2022	-	-	-		Not achieved	SDG 11 SDG 13
		Offsetting: offsetting operational emissions to make the Alperia Group carbon-neutral			annually	Number of cancelled VER certificates	100%		100%	Achieved	SDG 13
		Offsetting: offsetting operational emissions to make the Alperia Group Carbon Neutral			2023	Guideline	-	-		New	SDG 13
		Offsetting: secure offsetting projects in line with Science Based Target Initiative			2027		-	-		New	SDG 13
		Development of innovation projects and feasibility studies in the fields of bio-methane, hydrogen, heat pumps, electric boilers, SF6 replacement and capture & storage to enable the technological switch necessary to reach net zero			2027					New	SDG 7 SDG 9 SDG 13
		Emissions avoided: avoid 1,400 ktons of CO_2 equivalent			2027	$ktCO_2e$ avoided	1,400 kton CO_2e	160 kton CO_2e (2021)		New	SDG 3 SDG 13

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Water	We want to minimise the natural and environmental impact of our hydroelectric plants and actively protect the biological diversity of water-courses.	Compliance with legal provisions on minimum vital flow/ecological flow	Possible continuation of such interventions on other rivers Experimental project operation: remote control (with cameras) to increase the frequency of controls and quicker intervention in the event of obstructions with reduced release quantities	Improvement on some intakes (Rio Tovo, Rio Piles, Rio Monego, Rio Vallaccia) of the MVF release device	Annually	% compliance on total intakes managed	100% absence of disputes		100	Achieved	SDG 6 SDG 15
		Assess sensor installation to find MVF drain blockages			2025					New	SDG 6 SDG 15
		Construction of fish ladders and compensation measures	Construction of fish ladder in Lasa (start of operation beginning 2023)		2023	Number of new fish ladders	1	-		Ongoing	SDG 6 SDG 15
		Extension of sediment management projects to all reservoirs serving the plants			2023	Reservoirs with sediment/total reservoir management programmes	100%	-		New	SDG 6 SDG 15
Water	We want to promote the efficient and responsible use of water resources.	Be in continuous dialogue with stakeholders (e.g. in the areas of agriculture, artificial snow, fishing) regarding multiple uses of "water resources"	Drawing up/updating agreements: Kampenn/Virgl Schöneben	Anti-frost guarantee even in the event of system outages (cases of Bressanone and Glorenza)	annually	-	-	-		Achieved	SDG 6 SDG 12
		Launch of water saving initiatives			2027	-	-	-		New	SDG 6
		Introduce new projects and services to promote responsible use of water resources			2024	Saving water	22 Mm^3	-		Ongoing	SDG 6 SDG 11 SDG 12

Territory

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Added value for the local area	We want to create added value for our region in various areas, including jobs, local taxes and social commitment.	Definition of a target value for the creation of added value in the framework of the next business plan for South Tyrol and the entire territory		Target value defined in the business plan and Vision 2031	2022					Achieved	SDG 12
		Creating added value for our territory with a particular focus on South Tyrol and Veneto			2027	Value added for the territory (€ m)	300 / year		289	New	SDG 12
		Development of written guidelines that focus community investments on specific social and environmental outcomes and the desired impact expected from each programme			2024	-	-	-		New	SDG 11 SDG 12
		Definition and reporting of Impact KPIs			2024	-	-	-		New	SDG 11 SDG 12
		Communication campaign on the added value (positive impact) created for the territory with the Hydrodata or Alperia Innoveering projects	Implementation of a communication programme Periodic reporting via KPIs for impact assessment		2025	-	-	-		New	SDG 12
		Measure and communicate the impacts of projects financed with environmental funds			2024	-	-	-		New	SDG 11 SDG 12
		Spending increase for projects aimed at the local area (community investments) and strategic initiatives and projects for the community and for Alperia			2027	-	-	-		New	SDG 11 SDG 12

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Added value for the local area	We want to create added value for our region in various areas, including jobs, local taxes and social commitment.	Implement a device reuse project for disadvantaged people, also to extend the life of the devices	In 2022, the D&T department received 135 requests for the transfer of IT devices complying with the internal regulation: all requests were fulfilled	Maintenance of the service, which has seen significant employee participation	2022	% of devices given against requests received	> 70% annuo	100%	100%	Achieved	SDG 11 SDG 12
		Organise green events in collaboration with sponsored companies			2023	events	2			New	SDG 11 SDG 12
		Obtaining Leed and WELL certification for new projects	Leed & Well certification for Merano and Alperia tech projects		2025	number of projects	2			New	SDG 11 SDG 12
Supply chain	We want our purchases to be as local and sustainable as possible from an environmental and social point of view.	Consider eliminating plastic bottles in vending machines and introducing fair-trade, coffee and organic products in the machines	New tender	The new tender for the distribution of beverages and snacks has been awarded, and, according to the specifications, plastic bottles will no longer be distributed, while organic and fair-trade products will be increased	2022	-	-	-		Achieved	SDG 12
		Extend the measures taken in South Tyrol in the offices in Veneto and Piedmont, e.g. water dispensers, elimination of plastic, biodegradable coffee cups, introduction of fair-trade, organic coffee and products in vending machines	Evaluation extension to new companies in Veneto		2024	-	-	-		New	SDG 12
		Supplier Qualification: progressive introduction of minimum ESG standards to qualify as a Group supplier			2027	-	-	-		New	SDG 12
		Tender: inclusion of the obligation for applicants to assess sustainability criteria for the economically most advantageous tenders in the accompanying RdA	New RdA sheet with sustainability point		2022	-	-	-		Achieved	SDG 12

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Supply chain	We want our pur-chases to be as local and sustainable as possible from an environmental and social point of view.	Tender: introduction of minimum criteria in indi-vidual tender procedures	Organise workshops with the BUs to establish a manual to define mini-mum sustainability criteria for essential product groups and identify poten-tial ESG risks in the supply chain		2025	% tender pro-cedures with minimum ESG criteria	70	-		New	SDG 12
		Tender: inclusion of environmental criteria for renovation projects above a threshold of €200,000 for the following catego-ries of works: - conservative restoration and renovation works; - building renovation works; - new construction works		Done for ongoing projects	Annu-ally	No. of major renovation projects	100%			Achieved	SDG 12
		Definition of guidelines for the inclusion of sus-tainability criteria in the purchasing processes of individual business units			2025	-	-	-		New	SDG 12
		Tender: assess the pos-sibility of extending the sustainability criteria envisaged by the Alperia Group for various tenders (e.g. furnishings, cleaning) also for new companies	Incorporating criteria in tenders to be issued 2022	A specific section has been inserted in the technical tender specifications to require compliance with certain sustainability criteria. In 2022, these criteria were included in the tenders for: furniture and beverage vending machines	2022	-	-	-		Achieved	SDG 12
		Tender: attribute scores to predefined sustainability criteria (e.g. ESG rating) in the procedures for award-ing points and introduce a system for monitoring increased spending			2027	-	-	-		New	SDG 12

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Supply chain	We want our purchases to be as local and sustainable as possible from an environmental and social point of view.	Due diligence: consider drafting a written policy outlining Management's responsibilities for the social and environmental performance of the supply chain			2024	-	-	-		New	SDG 12
		Due diligence: consider carrying out an ESG assessment of the supply chain (e.g. CRIBIS, Cerved, EcoVadis)	- Assessing different rating agencies -Definition of critical products and supplies - Assessing the demand for the ECOVADIS scorecard for key suppliers - Consider sending an ESG Self-Assessment Questionnaire to our main suppliers		2023	-	-	-		New	SDG 12
		Due-Diligence: Start of supplier assessment project with ESG risk analysis for suppliers			2024					New	SDG 12
		Introduction of supplier awareness initiatives			2027	-	-	-		New	SDG 12
		Harmonise and centralise reporting of KPIs for NFS for new companies	Evaluation between Procurement / AGF and General Management on centralised procurement AGF		2024	-	-	-		New	SDG 12

People

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Occupational health and safety	We want to promote a healthy and safe environment	Health: introduction of a communication pro-gramme on workstation ergonomics			2023	-	-	-		New	SDG 3
		Health: organise an ergo-nomics course			2023	-	-	-		New	SDG 3
		Health: organise stress management training for employees (incl. pre-vention of anomalous situations)			2023	-	-	-		New	SDG 3
		Health: development of corporate wellness measures and working methods consistent with smart working			2023	-	-	-		New	SDG 3
		Health: reduction in the rate of absence	-Courses that enhance the empowerment of employ-ees - Working arrangements consistent with smart working, maintaining a balance with face-to-face work (% smart working contracts≥ 50% by 2027) -More respect for holiday planning by reducing the residual to less than 7 days in 2027		2027	Absence rate (days of absence per 1,000 hours worked)	<3,5	5,3 (2021)	5,8	New	SDG 3
		Safety: no incidents involving employees and external companies	Creating culture, training new staff	Inclusion of the HSE part in company onboarding	annu-ally	No. of acci-dents with lost days	0		12 injuries with 242 days of ab-sence	Not achieved	SDG 3

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Occupa-tional health and safety	We want to promote a healthy and safe environment	Safety: offer safe driving courses for operating personnel of the new companies			2024	-	-	-	-	New	SDG 3
		Safety: improve the moni-toring of external com-panies for safety aspects (new companies)			2025	-	-	-	-	New	SDG 3
Employee involve-ment and develop-ment	We want to invest in a shared corporate culture that is based on trust and promote employee develop-ment and empower-ment.	Raising the satisfaction index of employees from 50% (2019) to 55%	Employee satisfaction surveys every 2/3 years		2027	Employee satisfaction index	55%	-		Ongoing	SDG 8
		Assessment of the ideas received on MyIdeas	In 2023, an Innovation part was also integrated into the myIdeas tool	We received ideas that were assessed but were not possible to implement	annu-ally	No. of pro-posals imple-mented	-	-		Achieved	SDG 8
		Regular feedback inter-views in all Group com-panies (except Fintel and Selsolar)		Done	2022	% of Group companies	100%	-		Achieved	SDG 8
		Introduction of 360-de-gree feedback			2023	No. of inter-views	-	-		New	SDG 8
		Promotion of a shared leadership and corporate culture (values, principles and behaviours)	Creating a programme to facilitate communication between societies to cre-ate a common and open culture	Four working groups developed practical measures in the areas of Leadership, Performance Appraisal, Vision & Com-munication and Meeting Culture, also involving the group culture	2022	No. of meet-ings	-	-	Mentor-ship 3 with all partici-pants "Kultur-gruppe" 3 meetings Working groups: individual meetings during the year	Achieved	SDG 8
		Maintaining and develop-ing company know-how and boosting employee training	- Talent management and career plan development project -Work rotation systems and training programmes in leadership (e.g. leadership forum and coaching)		2027	Average hours of training	28h	26,5h (2021)	30,3	New	SDG 8

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Employee involvement and development	We want to invest in a shared corporate culture that is based on trust and promote employee development and empowerment.	Continue to define uniform framework terms and conditions for the Group		Uniform remote working regulations have been implemented in all companies except Fintel and Solar Total. A uniform approach was introduced for the canteen fee in all companies outside South Tyrol (see trade union agreement 30/03/2022)	annually	No. of agreements/conventions	-	-		Achieved	SDG 8
Diversity and equal opportunity	We want to promote diversity and equal opportunity in all aspects of our work	Define a succession plan for key functions in Hydrodata (generational change)			2025	-	-	-	-	New	SDG 5
		Formalise the governance of Diversity Management within Alperia through the establishment of a specific committee		the equal opportunities committee was appointed in 2022	2022	Committee set up	-	-		Achieved	SDG 5
		Approval and publication of a diversity and inclusion policy for Group employees		was drafted in 2022 and will be published in 2023	2022	Policy				Achieved	SDG 5
		Raise awareness among recruiters and top management on remuneration policy with particular reference to the gender pay gap	Recruiting event with recruiters and event with managers		2023	-	-	-		New	SDG 5
		Reduction of the gender pay gap between office workers and managers with the same classification			2027	Gender pay gap (employees of the same level)	0,95	0,93 (2022)	0,93	New	SDG 5
		Promotion of female professional development within the Group	Specific training courses to increase empowerment of women; development plans; talent programme, mentoring		annually	Women promoted/total promotions	-	-	24%	Achieved	SDG 5

Material topics	Strategic objectives	Operational objectives	Planned measures	Measures implemented in 2022	Dead-lines	KPI	Target value	Value year 2021 /baseline	2022 value	Status	SDG
Diversity and equal opportunity	We want to promote diversity and equal opportunity in all aspects of our work	Increase in the proportion of women in the company and in 1st- and 2nd- level management			2027	% women in the company	28%	26% (2022)		New	SDG 5
		Increase in the proportion of women in 1st- and 2nd-level management			2027	% women in management	27%	24% (2022)		New	SDG 5
		Promotion of flexible shorter working hours for men and women and managers	Introduction of new con-tractual arrangements to attract profiles interest-ed in flexibility (e.g. new forms of part-time and flexible hours)	structural smart working was implemented in May 2022	annu-ally	Share of part-time person-nel (%) or/ and remote work-ing hours/ total working hours	-	-	11% (part-time em-ploy-ees)	Achieved	SDG 5
		Promotion of voluntary equal parental leave	Videos with fathers, vari-ous awareness-raising measures	Video with fathers to raise awareness on these issues	annu-ally	Hours of voluntary pa-rental leave (men)	-	-	3135	Achieved	SDG 5
		Age diversity: boost for intergenerational initia-tives and those aimed at lowering the average age of women	-Company know-how transfer through succes-sion planning, evaluation of part-time postretire-ment contracts for the pur-pose of skills transfer and mentoring programmes		2027	Average age women	41	42		New	SDG 5
		Age diversity: boost for intergenerational initia-tives and those aimed at lowering the average age of men	-Company know-how transfer through succes-sion planning, evaluation of part-time postretire-ment contracts for the pur-pose of skills transfer and mentoring programmes		2027	Average age men	45	43		New	SDG 5
		Age diversity: attraction of young talent and qualified professionals (bilingual in South Tyrol)	Collaborations with schools and universities and increasing the number of traineeships		2027	Number of internships	60	53		New	SDG 5
		Cultural diversity: promote language diversity and implement a language tandem in South Tyrol			2023					New	SDG 5