



## PRESS RELEASE

### AGSM AIM presents the 2023 Sustainability Report

Verona, 28 June 2024 - Increase in the production of electricity from renewable sources (+31.4% compared to 2022), 25,000 hours of training for the Group's approximately 2,000 employees, 97% of whom are employed with open-ended employment contracts, and 177 charging sockets installed (+77% compared to 2022). This is just some of the data of AGSM AIM's 2023 Sustainability Report, created to offer all the stakeholders an accurate report on the results achieved and the improvement objectives that the Group intends to pursue, in the economic, social and environmental fields.

In 2023, AGSM AIM **invested Euro 114.9 million**, intended to strengthen its green vocation and the digitisation of gas and electricity networks, further improve its commercial offer and enhance the quality of the service offered to **its customers, which exceed 855,000 units**.

The Group has continued its commitment to the energy transition, as shown by **the increase in the production of electricity from renewable sources compared to 2022 (+31.4%)**. Thanks to its hydroelectric, wind and photovoltaic plants, in 2023 AGSM AIM produced 268.2 GWh of renewable electricity (47% of the total).

The **thermal energy produced and fed into the grid** (299 GWht) recorded a decrease of 5.9% due to milder winter temperatures with a benefit in terms of lower emissions of climate-altering gases.

In terms of smart services and energy efficiency, **AGSM AIM manages 79,000 lighting points** (+9% compared to 2022), **90% of which were upgraded to LED**. The sustainable nature of the service highlights the huge saving in terms of not only light pollution, but also greenhouse gas emissions (more than 14,000 tonnes of CO<sub>2</sub> less than the previous year).

2023 was also marked by significant investments in electric mobility. **There are 177 fast charging stations managed by AGSM AIM**, up 77% compared to 2022.

**V-Reti has been recognised as one of the most virtuous distribution companies in Italy for the standard and quality of the service provided** thanks to the average duration of annual interruptions (less than 12 and a half minutes on average, compared to an Authority target of 28 minutes) and the average number of annual interruptions per customer (equal to 0.92 compared to the target of 1.2 times).

**On the environmental front, 173 thousand tonnes of waste were treated in the Group's processing plants in 2023**, an increase of 11% compared to the previous period, in line with the development plan and the principles of circular economy guiding AGSM AIM.

**Attention** continued to be paid **to employees**, guaranteeing stability and job protection for the Group's almost 2,000 employees (97% hired on a permanent contract), who **were provided with 25,000 hours of training**, recording a sharp increase in those per capita compared to the previous year. In addition, using the modern methodology of design thinking, through the "Valori in azione" (Values in Action) project, five working groups were set up, consisting of participants from all corporate functions, with the aim of developing and designing tangible ideas to bring value to the organisation and the people who work in the Group.

To support families in difficulty due to the increase in energy prices, in the early months of 2023 AGSM AIM presented offers on the free market called "**Luce Bonus Sostegno**", "**Gas Bonus Sostegno**", "**Bonus Sostegno Teleriscaldamento**" targeting domestic customers with an Equivalent Economic Situation Indicator (ISEE) between Euro 15,000 and Euro 18,000, with less than 4 dependent children and who did not receive a citizenship income or pension. The initiative, which involved about 11,000 customers in the provinces of Verona and Vicenza alone, was specifically designed to offer tangible support to those customers who were not entitled to the social bonus, already provided by the government, but who were facing the sudden surge in

the cost of living of which electricity and gas represent two particularly relevant items.

Again in 2023, AGSM AIM opened the doors of its energy production plants to local schools. **550 students visited the plants**, including the Rivoli wind farm in Verona and the Tombetta hydroelectric plant, discovering their main features. Another **500 students participated in classroom teaching workshops**, where they were able to learn more about the subjects of recycling raw materials and energy processes. During 2023, AGSM AIM's educational proposal was enriched with the publication of the fairy tale "**Dorotea and Luigi. The gift of Flò**", the first volume of a series of illustrated stories for children in which, drawing from the adventures of the protagonist Dorotea and her cat Luigi, the Group wishes to raise awareness among children on the topics of renewable energy. During 2023, the "**Artist dam**" competition was also held, sponsored by the Municipality of Verona and involving numerous students from primary and lower secondary schools in the Chievo and Parona districts, who were called upon to present artistic projects to celebrate the one hundredth anniversary of the Chievo dam.

**The sponsorships and donations provided for social, cultural, environmental, sports and musical purposes and for the territory during the 2023 financial year amounted to Euro 1.76 million.** In order to be truly close to the territory, the AGSM AIM Group also chose to support - above all - small cultural organisations, associations for amateur sports and people with disabilities, non-profit associations and groups which promote local traditions. The initiatives in the territory, supported by the AGSM AIM Group, protect and showcase the historical and cultural heritage, as well as encourage the education and training of young people and sports activities. The main initiatives supported include La Grande Sfida Onlus, Cooperativa Sociale Quid, Italian Red Cross, Ronda della Carità in Verona, Fieracavalli, the Tocati International Festival of Street Games, Estate Teatrale Veronese and Fondazione Teatro Comunale in Vicenza. Of particular importance is also the support provided to numerous sports associations such as Scaligera Basket and L.R. Vicenza, and to environmental protection initiatives such as Earth Hour, Together Green Week and ecological Saturdays.

The sustainability report can be consulted here: <https://www.agsmait.it/sostenibilita>

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