Sustainability Report

2025-2026



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Letter to Stakeholders



Naser Ben Butain
Chief Executive Officer

Today's world is characterized by a condition often referred to as a "polycrisis," namely the simultaneous and interconnected presence of multiple crises of different kinds—economic, energy-related, climate, geopolitical, social, and health-related—which influence and reinforce one another, making the global context increasingly complex and uncertain. Acting together, these crises generate unprecedented challenges for governments, businesses, and society, requiring integrated responses and a systemic vision.

Unfortunately, the international geopolitical landscape continues to be characterized by significant conflicts, growing tensions, and emerging areas of instability, which in turn fuel volatility in energy markets and heighten concerns over rising inflation, slowing economic growth, recession risks, and the impact on businesses and households.

Uncertainty affecting major global energy supply routes, such as the Strait of Hormuz, the further increased concerns over supply security, prompting extraordinary interventions by international institutions to safeguard market stability and ensure the continuity of energy supplies.

In March 2026, the International Energy Agency (IEA) coordinated the largest release of strategic reserves in its history, making approximately 400 million barrels available through its member countries to help stabilize energy markets. Italy also joined the initiative, authorizing the release of approximately 13.5% of its national reserves.

Against this backdrop, Europe continued to reinforce its energy independence and decarbonization policies through the REPowerEU framework and new initiatives, such as the AccelerateEU package, designed to promote energy source diversification, renewable energy deployment, and industrial innovation.

Against this particularly complex backdrop, Q8 Italia has continued to provide the country with reliable and competitive energy supplies, while investing in more sustainable, resilient, and inclusive business models.

This is fully aligned with the vision we share with our Parent Company: to continue evolving as a leading energy player, recognized for the quality and breadth of its products and services and for the talent of its people, and trusted by partners and customers for its reliability, efficiency, and commitment to the environment and the communities in which it operates.

We firmly believe that the energy transition must be built on a balanced and pragmatic approach, capable of leveraging a diverse mix of energy sources and carriers while ensuring technological neutrality and avoiding critical dependencies on individual countries or raw materials. For this reason, we continue to invest in innovation, biorefining, biofuels, and energy efficiency—solutions that are already available today and capable of delivering immediate reductions in CO_2 emissions.

Within this framework, Q8 Italia's role has been further strengthened: not only as an energy operator, but also as a responsible company committed to making a tangible contribution to a fair and accessible transition that is attentive to the needs of people and local communities, combining energy security with the ecological transition.

Consistent with the recent acquisitions of Ecofox, Arma, and Agriferr, one of the most significant investment projects reflecting this approach is the new Priolo biorefinery, developed in a joint venture with Eni, which represents a tangible example of a pragmatic and technologically advanced energy transition.

The project will enable the conversion of the industrial site into a facility dedicated to the production of next-generation biofuels, contributing to European decarbonization objectives and enhancing the competitiveness of the national energy system, while paying particular attention to its impact on local communities and the surrounding area.

Across our retail network, we continue to expand an increasingly diversified and integrated multi-energy offering: from conventional and premium fuels to alternative energy products, including Q8 HVO, a renewable biogenic fuel derived from circular economy feedstocks, and electric mobility solutions through Q8 Electric charging stations dedicated to fast charging, and also powered by photovoltaic panels.

Customers have always been at the heart of our strategy. Every day, we work to provide innovative, accessible, and sustainable solutions, supporting the evolution of mobility and energy consumption through payment services and tailored solutions for corporate fleets.

Alongside our industrial investments, we have continued to invest in our people, driven by the belief that sustainability is, above all, a cultural value.

During the year, we strengthened our training programs on ESG topics, safety, innovation, and social responsibility, fostering a corporate culture based on inclusion, participation, and skills development.

We also continued to support local communities and the areas in which we operate through initiatives focused on young people and education, made possible in part by the valuable contribution of our employee volunteering programs. The activities carried out reflect our commitment to being a company that remains close to people, creating shared value and fostering long-lasting relationships with its stakeholders. An independent analysis conducted on a sample of these social initiatives found that, for every euro invested by Q8, €3.26 in social value was generated.

For Q8 Italia, sustainability means looking to the future with responsibility, integrating economic, environmental, and social objectives into a single vision. It means promoting a sustainable value chain over the long term, supporting the country's development and driving change through pragmatism, innovation, and a strong focus on people.

The results presented in this Sustainability Report are the product of the daily commitment of our people and our continuous engagement with stakeholders, partners, and local communities. I would like to express my heartfelt gratitude to each and every one of them.

With confidence and a strong sense of responsibility, we will continue to work towards building a more sustainable, secure, and equitable energy future.

Naser Ben Butain
Chief Executive Officer



42 years since entering the market

40 years of the Q8 brand

2,897 retail outlets

18 airports served

Bunker sales in major Italian ports

12 subsidiaries

10 associated companies

Sectors in which we operate

Refining
Advanced biofuels and biogas
Lubricants
Energy Service Company
Logistics
Direct
Retail
Marine
Aviation
Fuel Cards

ENABLER FOR THE ENERGY TRANSITION

Net Zero
Scope 1 and 2
by 2035

Emissions
(Scope 1 and 2)
4,238 tCO_2eq, down 9%
on the previous year

100%
of electricity sourced from renewable sources

Electric charging points on the Q8 network:
309 charging points installed on 249 retail outlets

> 3.7 million kWh
of energy supplied to electric vehicles over the past year through more than 135,000 charging sessions

Sustainability rating 92/100

Open-es
ecosystem sustainability

PEOPLE ENHANCEMENT

95%
of employees with permanent contracts

Certifications
ASSE.CO
Gender Equality
Top Employer

5,132 hours
of training on health and safety topics

Employees
People Care Strategy and Total Wellbeing Programme

47 new recruits
with an average age of 28

Community support
SROI (Social Return on Investment) €1 = €3.26

NEW WAYS OF DOING BUSINESS

Agreement
on Cooperative Compliance with the Italian Tax Agency

ERM
Enterprise Risk Management system

15 BILLION
in turnover

6 BILLION
approximately in excise duties paid

Data-Driven Company
and Digital Transformation

3 international standards:
ISO 9001:2015 for Quality,
ISO 14001:2015 for the Environment,
ISO 45001:2018 for Health and Occupational Safety



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Our brand

The **“Q8” brand** was launched in 1986. The 2014 rebranding aimed to emphasize its innovative and original aspects, thereby making it more recognizable and memorable.
All aspects of the brand are **closely linked to the parent company’s origins.**

From the successful idea of encapsulating the pronunciation of the shareholders’ country of origin in the ‘Q8’ formula, to the reference, through the symbol of the two coloured sails, to Kuwait’s ancient seafaring heritage and its traditional sailing vessels (known as dhows).

1986

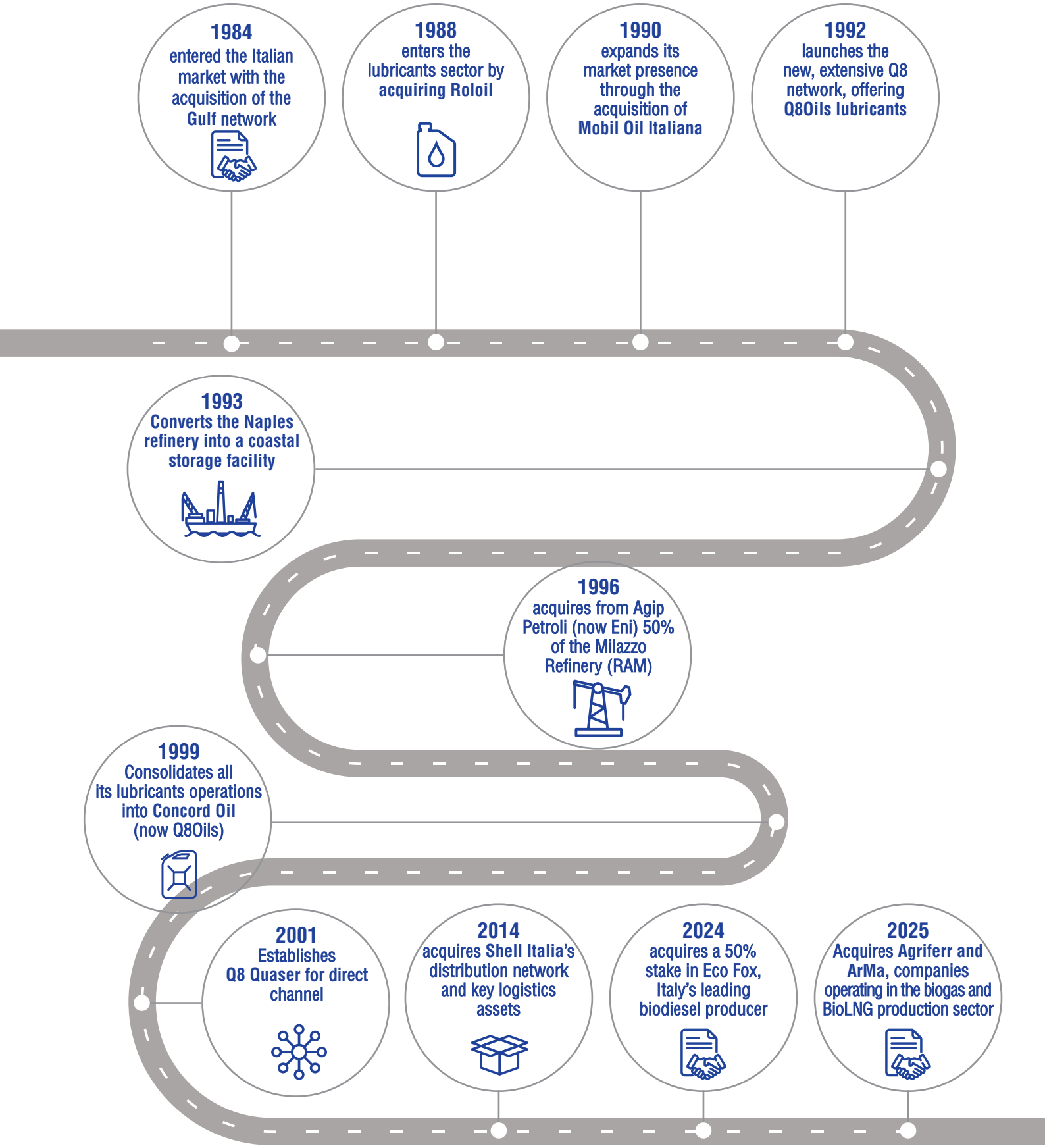


1996



2014




1984
entered the Italian market with the acquisition of the Gulf network
1988
enters the lubricants sector by acquiring Roloil
1990
expands its market presence through the acquisition of Mobil Oil Italiana
1992
launches the new, extensive Q8 network, offering Q8Oils lubricants
1993
Converts the Naples refinery into a coastal storage facility
1996
acquires from Agip Petroli (now Eni) 50% of the Milazzo Refinery (RAM)
1999
Consolidates all its lubricants operations into Concord Oil (now Q8Oils)
2001
Establishes Q8 Quaser for direct channel
2014
acquires Shell Italia's distribution network and key logistics assets
2024
acquires a 50% stake in Eco Fox, Italy's leading biodiesel producer
2025
Acquires Agriferr and ArMa, companies operating in the biogas and BioLNG production sector

Purpose, Vision, Mission and Values

Our **Purpose** is to connect people, cultures and places, ensuring the freedom to move responsibly in a constantly evolving society. Together, beyond any distance. Q8 shares the same **Vision** as its parent company: to continue to evolve as an energy player recognized for the high quality and variety of its products and services, and for the talent of its people, and to be valued by its partners and customers for its reliability, efficiency and responsibility towards the environment and the communities in which it operates. From this Vision stems the **Mission:** to offer customers and partners innovative products and services for the sustainable mobility of people and goods, fueling the growth of the national economy.

It stands out for:



A focus on the environment, health and safety

A commitment to the stakeholder community

A commitment to investing in people

Our values

The **values** that characterise the way we conduct our business, shared with the parent company, are consistent and coherent: **Integrity, Shared Objectives, Commitment to Health, Safety and the Environment, Innovation, Successful Partnerships, Care for People, Sense of Belonging and Excellence.**

Sectors in which we operate

Through its subsidiaries and associated companies, Q8 in Italy **covers the entire integrated downstream cycle,** operating from refining right through to the end consumer. In a world where there is growing focus on sustainable mobility, the Company aims to play a **leading role in the energy transition** by aligning all its activities with the sustainability standards it has adopted, in order to best combine environmental protection, social development and economic growth.

Refining
Operates through the Milazzo Refinery (RAM), managed as a 50-50 joint venture with Eni

Biofuels and Biogas
Produces and markets advanced biofuels and biogas

Lubricants
Offers a wide range of top-quality lubricants for automotive and industrial use

Logistics
It has an efficient and well-balanced logistics and supply chain across the country

Retail
It operates a network of approximately 2,900 service stations spread across the whole of the country

Direct
It markets and distributes fuels to industries, retailers, service companies, the public sector and end consumers

Marine
Supplies its products to numerous Italian ports

Aviation
Supplies the leading airlines at 18 Italian airports

Fuel cards
Offers innovative payment solutions for both businesses and end consumers

Energy Service Company (ESCo)
Supports businesses and public authorities in adopting innovative solutions for energy efficiency, the integration of renewable energy sources and the reduction of climate changing emissions

Where we are

We supply energy throughout the country, from north to south.

RETAIL
LUBRICANTS
DIRECT
LOGISTICS
HEADQUARTER
REFINERY



NORTH

RETAIL
Milan, Padova, Turin, Bologna

1,248 service stations

DIRECT
Padova, Milan

Q8 Quaser

LOGISTICS
Arquata Scrivia (AL), Lacchiarella (MI), Lavis (TN), Multedo (GE), S.Quirico (GE), Rivarolo del Re ed Uniti (CR), Ravenna, Visco (UD)

- SIGEMI: Arquata Scrivia (AL), Lacchiarella (MI), Multedo (GE), S.Quirico (GE)
- Transit: Lavis (TN), Ravenna, Visco (UD)
- Production: Rivarolo del Re ed Uniti (CR)

LUBRICANTS
Castellar
Guidobono (AL)

Q8 Oils

CENTER

RETAIL
Florence, Rome

759 petrol stations

DIRECT
Frosinone, Rome, Lucca

Q8 Quaser

HEAD QUARTER
Rome

LOGISTICS
Livorno, Vasto, Rome, Frosinone

Transit: Livorno, Rome, Frosinone
Production: Vasto

SOUTH

RETAIL
Bari, Catania, Naples

890 service stations

REFINERY
Milazzo

DIRECT
Naples

Q8 Quaser

LOGISTICS
Naples, Palermo, Santeramo in Colle

- Storage depot and coastal terminal: Naples
- Transit: Santeramo in Colle, Palermo

The Naples Hub: the fulcrum of our logistics

- Recognized as a strategic asset under under national legislation, to safeguard the country's energy supply security; **subject to the 'Golden Power' regime**, the mechanism that grants the State special powers to protect assets in sectors of strategic importance[1] ;
- Holds approximately 6% of the mandatory on behalf of the Italian Central Stockpiling Agency (OCSIT);
- It represents a key logistics hub, constituting one of the main sources of **supply for Southern Italy;**
- The **sole** operator in Southern Italy to provide bunker supply service for ships transiting through the ports of Naples and Salerno;
- **Strategic for the Port of Naples,** ensuring by ensuring both the supply of fuels and the collection of liquid waste from on-board ships (bilge water and ballast water), which is subsequently treated at a purification plant authorized under an Integrated Environmental Authorization;
- **Significant storage capacity and great operational flexibility,** handling so-called 'white' products (petrol, diesel, jet fuel, biodiesel and HVO) and 'black' products (fuel oils and marine bunker).

The logistics cycle begins with the arrival of ships at the dock in the Port of Naples, which is also used by other energy operators. In this context, Q8 has historically been designated by the competent authorities as the sole entity responsible for overall operations, as well as for managing safety and security aspects across the entire port area. Already during the unloading phase, a portion of the products is destined directly for final consumption: through bunkering carried out by dedicated vessels (so-called 'bettoline'), Q8 supplies cruise ships, commercial vessels, ferries and hydrofoils operating in the ports of Naples and Salerno. The remaining volume is transferred to storage sites, where the products are subsequently managed and distributed. The Hub's infrastructure enables the integrated handling of both 'white' products — such as petrol, diesel, jet fuel, biodiesel and HVO — and 'black' products, such as fuel oils and marine bunker fuel, ensuring operational continuity and the ability to respond to the market's various needs.



1 *Decree-Laws Nos. 21/2012 and 105/2019.*

A hub with numerous firsts

Approximately **3 million cubic metres** of products handled during the year

Handles **60%** of Southern Italy's petroleum products;

Operates **7 days a week** **24 hours a day** of the oil terminal

Approximately **4 km of pipeline** consisting of 27 lines

100% diesel for transport use blended with biodiesel and HVO produced from waste or residues

26 refuelling bays automated and multidesigned for loading tankers, handling approximately 350 tankers per day

Delivery of its own products to **an area of over 200km**

It employs approximately **600 workers** including direct and indirect staff

There are over 50 supply chain companies, with an annual turnover of around **25 million euros**

Innovative technologies

Innovative technologies, automation, and constant monitoring for safety and environmental protection:

- The pipeline is equipped with active **fire** protection systems, as well as fully automated **sensors and detectors;**
- The pipeline and storage facilities are constantly monitored via a closed-circuit **video surveillance system**;
- Two control rooms equipped with advanced technologies for **real-time and continuous monitoring** of all infrastructure at the dock and storage facilities (ship unloading, tanks, loading lines and loading bays).
- Early-warning systems for detecting leaks and anomalies along the pipeline, based on the analysis of operational parameters;
- Detection systems for flammable gases and vapours to prevent the risk of fire and explosion;
- Automation of critical processes through interlocking systems and emergency shutdown functions, designed to minimise operational risk;
- Adoption of preventive and predictive maintenance solutions, including those based on advanced sensor technology and data analysis, aimed at preventing failures and improving plant reliability;
- Integration of systems into digital supervision platforms (DCS), enabling continuous monitoring, data archiving and event analysis;
- Emergency management support systems, integrated with internal and external response plans;
- Digitalization of operational and safety processes, with traceability of activities and improved operational control.

In 1 year

- Approximately 1,000 hours of training;
- 4,000 hours of training for third-party company staff;
- 2,400 hours of field training;
- An average of 50 hours of training per person per year;
- Enhancement of the e-learning training and information portal for internal and external staff (approximately 7 courses per year available for 900 people).

Training topics include:

- Training for managers, supervisors[2], the workers' health and safety representative, and electrical workers;
- Seveso information on internal emergency plans[3];
- First aid and BLSD;
- Training and instruction on the use of Personal Protective Equipment;
- European regulations on the transport of dangerous goods by road;
- Training on the company's SSHE tools, such as near-miss reporting, safety walks and audits.

Biodiversity conservation

The Energy Hub is situated in a highly man-made environment characterized by a high degree of urbanization and significant land-use change, coinciding with the Naples metropolitan area, where the main infrastructure and a significant proportion of the region's productive capacity are concentrated. In this context, Q8 carries out its activities with full respect for biodiversity, adopting a precautionary approach and taking into account, amongst other things, the presence of protected natural areas in the immediate vicinity of the site. Potential interactions with ecosystem components, limited to non-accidental scenarios, have been subject to a specific assessment and are characterized by a low level of significance (see Annex 1).

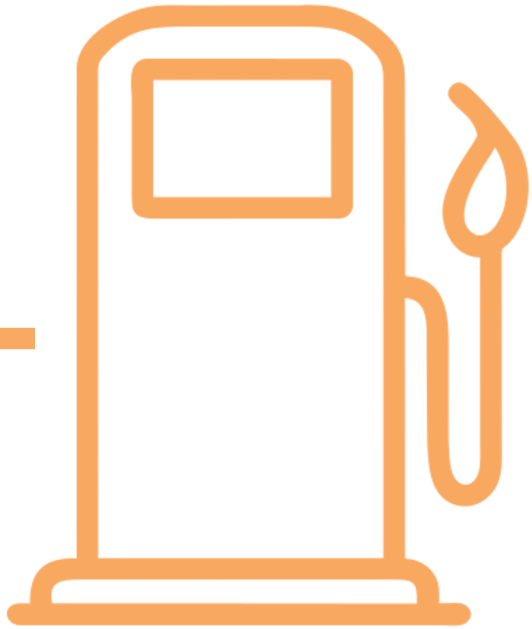
2 *D. Lgs. 81/2008.*
3 *D. Lgs. 105/2015.*

Our retail network: technological innovation and a multi-energy offering

Q8 has a **network of around 2,900 service stations** spread extensively across the whole country, offering a 'multi-energy' range: from traditional and high-performance fuels (Q8 Hi Perform Diesel and Q8 Hi Perform 100 Octane) to alternative fuels such as Q8 HVO, LPG, liquefied and compressed natural gas (LNG and CNG), and charging for electric vehicles.
A sustainable network, thanks to substantial investment in implementing solutions designed to reduce emissions and fuel consumption, equipped with modern infrastructure for dispensing fuels with a lower environmental impact.

A **modern network** with a state-of-the-art connectivity system for digital payments and virtualized fuel cards – convenient and secure – offering a wide range of non-oil products and services (car washes, restaurants, cafés and shops), made available thanks to partnerships with leading operators in the relevant sectors.





The Q8 retail network offers two different service models:

Manned retail sites

Competent staff, who undergo continuous training and are kept up to date, offering the convenience of a staffed refueling service and a wide range of additional services.

Q8 Easy

Fully automated service stations, where you can refuel on your own, 24 hours a day, at affordable prices, with state-of-the-art technology ensuring a simple and safe refuelling experience.

Subsidiaries and associated companies*



** The descriptions of the most significant activities carried out by subsidiaries and associated companies are reported below.*

SUBSIDIARIES

Continentale Italiana S.p.A.

Continentale Italiana S.p.A. is the majority shareholder of the Genoa-Milan Integrated System (SIGEMI), which handles the receipt, storage and distribution of products throughout the north-west of Italy. The SIGEMI system comprises three depots located in Genoa San Quirico, Arquata Scrivia (AL) and Lacchiarella (MI), as well as the Genoa Multedo pumping station, all connected by a network of pipelines. Through its organizational structure, Continentale Italiana S.p.A. ensures the efficiency of its logistics systems and guarantees the long-term sustainability of the business. Through its depots, it also plays a strategic role in ensuring security of supply in the north-west of the country, whilst developing synergies and relationships with the main operators in the area.

Its main activities, in addition to exercising control over SIGEMI and managing stakeholder relations with its shareholders, consist of:

- ensuring the movement of goods through its logistics assets via commercial agreements;
- optimising the management of inbound and outbound goods in line with customer requirements;
- proposing investments and optimisations to its facilities to ensure their efficiency and continuous improvement.

The wide range of products available, from traditional to the most innovative, combined with a diverse range of services, aims to satisfy and retain customers, who are always at the heart of all Continentale Italiana S.p.A. activities.

Kuwait Raffinazione e Chimica S.p.A.

Kuwait Refining and Chemicals S.p.A. (KRC) is a company wholly owned by Q8 which, following the conversion of the Naples refinery into a coastal storage facility in 1993, is responsible for the decommissioning and remediation of the land it owns where the petrochemical and refining plants were formerly located. KRC is strongly committed to using remediation techniques that minimize environmental impact, including through the use of cutting-edge technologies.
For this reason, where possible, priority is given to remediation techniques:

- 'in situ', i.e. without excavation or soil movement (AS/SVE wells);
- 'on-site', i.e. with the treatment of contaminated soil directly within the site and possible reuse (landfarming, thermal desorption).

The company is certified:

LRQA CERTIFIED ISO 14001 UKAS MANAGEMENT SYSTEMS 0001

FOR THE ENVIRONMENT

SUBSIDIARIES

Agriferr S.r.l.

Agriferr S.r.l., which operates in the production of biogas and BioLNG – products aimed at decarbonizing transport – has a biogas production plant, designed to convert biogas into biomethane with an annual capacity of 2.1 million smc, and another plant for the production of BioLNG, with an annual capacity of 2.5 million smc. The plants utilize advanced second-generation feedstocks, agricultural by-products and livestock manure from neighboring areas and farms, thereby implementing a circular economy model. The BioLNG plant is certified by the National Certification System for the Sustainability of Biofuels and Bioliquids.

ArMa S.r.l.

ArMa S.r.l. owns a biogas production plant, soon to be converted to biomethane, with an annual production capacity of 2.1 million smc. The company utilizes agricultural by-products and livestock manure – advanced second-generation feedstocks – in line with the principles of the circular economy. This initiative involves an entire supply chain and land covering over 1,000 hectares, as well as dozens of businesses in the area surrounding the plant, combining economic growth with environmental sustainability. The plant is certified by the National Certification System for the Sustainability of Biofuels and Bioliquids.

Q8Oils Italia S.r.l.

Q8Oils Italia S.r.l. is a company wholly owned by Q8 which develops, manufactures and markets lubricants in Italy and abroad under the brand names: Q8Oils and Roloil.

As one of the leading players in the Italian market, Q8Oils Italia S.r.l. boasts a long tradition in the design and production of specialist lubricants for the automotive and industrial sectors, created using cutting-edge technologies. Q8Oils Italia S.r.l.'s state-of-the-art laboratories are engaged in ongoing research, development and innovation to ensure high standards of quality and sustainability in both products and processes, enabling the company to respond quickly and efficiently to every new market demand. The sales network, unique in the lubricants sector at national level, has a comprehensive and widespread presence throughout the country to better meet customers' needs.
Customer satisfaction remains one of Q8Oils Italia S.r.l.'s key objectives, achieved thanks to the excellent work of the sales force, customer service and technical support teams.

The company is certified:

LRQA CERTIFIED ISO 9001 UKAS MANAGEMENT SYSTEMS 0001
FOR THE QUALITY

LRQA CERTIFIED ISO 14001 UKAS MANAGEMENT SYSTEMS 0001
FOR THE ENVIRONMENT

LRQA CERTIFIED ISO 45001 UKAS MANAGEMENT SYSTEMS 0001
FOR HEALTH AND HEALTH AND SAFETY AT WORK

SUBSIDIARIES

Q8 Quaser S.r.l.

Q8 Quaser S.r.l. is the Q8 Group company that markets and manages the Direct distribution of petroleum products, outside the Q8 network of roadside and motorway service stations.
Q8 Quaser S.r.l. offers services tailored to businesses and industry across various market sectors, including retail, resale, white pumps and tenders. It plays a significant role in the bunkering market (marine products), where it operates directly with shipowners or through international brokers, supplying various ports in central and southern Italy with products compliant with the IMO 2020 international quality standard, thereby ensuring their environmental sustainability.
It also operates in the energy efficiency market through the installation, maintenance and management of heating systems and solar panels under the MyEnergy Q8 brand.

The company is certified:

FOR THE QUALITY

FOR THE ENVIRONMENT

ITALIAN NATIONAL CERTIFICATION SYSTEM FOR THE SUSTAINABILITY OF BIOFUELS AND THE 2BSVS VOLUNTARY SCHEME

FGAS CERTIFICATION FOR THE INSTALLATION, MAINTENANCE AND REPAIR OF FIXED REFRIGERATION, AIR CONDITIONING AND HEAT PUMP EQUIPMENT CONTAINING CERTAIN FLUORINATED GREENHOUSE GASES.

Servizi & Gestioni Italia S.r.l.

Servizi & Gestioni Italia S.r.l. (SEGIT) is a company wholly owned by Q8 that is responsible for the direct management of over 1,400 Q8-branded retail outlets spread throughout the country. SEGIT operates through a highly professional organization and an innovative business model, enabling it to successfully manage the supply of fuels, services and non-oil products, thanks in part to a complex organizational ecosystem that ensures high standards of quality, safety and environmental protection. The traditional range of conventional, high-performance and gaseous fuels, available in the two formats characterized by the Q8easy (fully automated) and Q8 (staffed) brands, has been further enhanced with a range of innovative, high-quality products and services, including the innovative ‘SVOLTA’ concept store – characterized by a high level of digitalization and fit-out materials with a low environmental impact – as well as the ‘Easy Wash’ offering featuring state-of-the-art self-service car washes. Customer satisfaction and loyalty – with customers also able to benefit from the innovative loyalty programme via the “ClubQ8” app – are always at the heart of all activities managed by SEGIT. The quality of the network of retail outlets managed by SEGIT is guaranteed by the following corporate certifications:

FOR THE QUALITY

FOR THE ENVIRONMENT

FOR HEALTH AND HEALTH AND SAFETY AT WORK

SUBSIDIARIES

My Energy Q8

My Energy Q8 is the Q8 Group's Energy Service Company dedicated to developing solutions for energy efficiency and the transition towards more sustainable, efficient and innovative consumption models. In line with the Group's sustainability strategy and the 'Enabler for the Energy Transition' pillar, the company supports private and public sector organizations in adopting solutions aimed at reducing energy consumption, climate-changing emissions and overall environmental impact, thereby contributing to the roll-out of a more resilient and responsible energy model.

Through an integrated and multidisciplinary approach, My Energy Q8 delivers bespoke projects, overseeing the entire ESCO value chain: energy and economic-financial analysis, detailed design, implementation, management, monitoring of energy savings and continuous improvement, with the aim of promoting greater awareness in the use of energy resources and facilitating concrete pathways towards decarbonization (measuring energy savings also in tonnes of CO_2). Specifically, the company's activities include energy efficiency projects, such as the design and construction of renewable energy plants (e.g. photovoltaic systems, biomass pyrolysis), the implementation of advanced climate control systems (e.g. high-efficiency heat pumps), smart energy consumption management (e.g. EMS, Energy Management System), the creation of closed-loop energy systems (e.g. the circular economy) and the establishment and development of renewable energy communities (RECs), which are regarded as key tools for an inclusive and participatory energy transition.

The solutions developed by My Energy Q8 therefore contribute to improving the energy performance of industrial facilities and service sector organizations, promoting a gradual reduction in consumption and associated emissions, and reducing its customers' carbon footprint. Through the promotion of efficient technologies and the integration of renewable energy sources, the company contributes to the creation of environmental, economic and social value, whilst supporting the competitiveness and energy resilience of the businesses and regions in which it operates.

Its commitment to high quality and management standards is underpinned by the adoption of certified systems, including ISO 9001 quality certification and UNI CEI 11352 certification for ESCOs, which attest to the company's ability to offer energy services that meet the highest standards of reliability, efficiency and continuous improvement. With this in mind, My Energy Q8 integrates principles of responsible governance, attention to environmental impacts and the fostering of stakeholder relationships into its activities, making a tangible contribution to the Group's ESG objectives.

The company is certified:

LRQA CERTIFIED ISO 9001 UKAS MANAGEMENT SYSTEMS 0001

FOR THE QUALITY

BIOMASS BIOFUELS SUSTAINABILITY 2BSvs voluntary scheme

ITALIAN NATIONAL CERTIFICATION SYSTEM FOR THE SUSTAINABILITY OF BIOFUELS AND THE 2BSVS VOLUNTARY SCHEME

FGAS CERTIFICATION FOR THE INSTALLATION, MAINTENANCE AND REPAIR OF FIXED REFRIGERATION, AIR CONDITIONING AND HEAT PUMP EQUIPMENT CONTAINING CERTAIN FLUORINATED GREENHOUSE GASES.



JV COMPANIES

Eco Fox S.r.l.

A 50-50 joint venture between Q8 and Fox Petroli S.p.A., Eco Fox S.r.l. is a leading Italian company in the production and marketing of biofuels.
A pioneering operator in the sustainable biofuel production chain since the 1990s, it operates a plant in Vasto (CH) with a production capacity of 200,000 tonnes, achieved through continuous investment in plant and process innovation.
The company produces biodiesel that complies with international technical standards, as well as by-products for industrial use, from second-generation feedstocks (which do not compete with uses in the human or animal food chains).
It has a tax warehouse with 30,000 cubic metres of storage capacity and a logistics network capable of receiving and dispatching products by land and sea, thanks to a direct connection to the port of Vasto via an oil pipeline.
Furthermore, Eco Fox is constantly seeking new technologies aimed at optimizing its facilities and is committed to energy efficiency projects and the development of new products.
Its logistics infrastructure, excellent quality standards and independent certifications – such as the International Sustainability & Carbon Certification (ISCC) and the National Certification System for the Sustainability of Biofuels and Bioliquids – enable Eco Fox to market its products to a broad portfolio of customers in Italy and Europe, actively contributing to the decarbonization of the transport sector.

The company is certified to:

- ISO 9001:2015 for Quality
- ISO 14001:2015 for the Environment
- ISO 45001:2018 for Occupational Health and Safety
- National Certification Scheme for the Sustainability of Biofuels and Bioliquids - International Sustainability & Carbon Certification

SUBSIDIARIES

Raffineria di Milazzo S.C.p.A.

Raffineria di Milazzo S.C.p.A., a 50-50 joint venture with Eni, is one of Europe's most advanced refineries in terms of continuous monitoring, emissions reduction and technological innovation. A facility of strategic importance to the country in the processing of crude oil for the production of fuels, high-quality motor fuels and raw materials, utilizing the best technologies to significantly reduce environmental impact.

- Over €1 billion invested over the last 15 years in plant and process innovation;
- High safety standards and the use of the most advanced technologies to minimise environmental impact;
- Third in Italy in terms of production capacity;
- High levels of energy self-sufficiency;
- Almost all (98%) of its 649 employees as at 31 December 2025 (650 as at 31 March 2026) reside in the province of Messina.

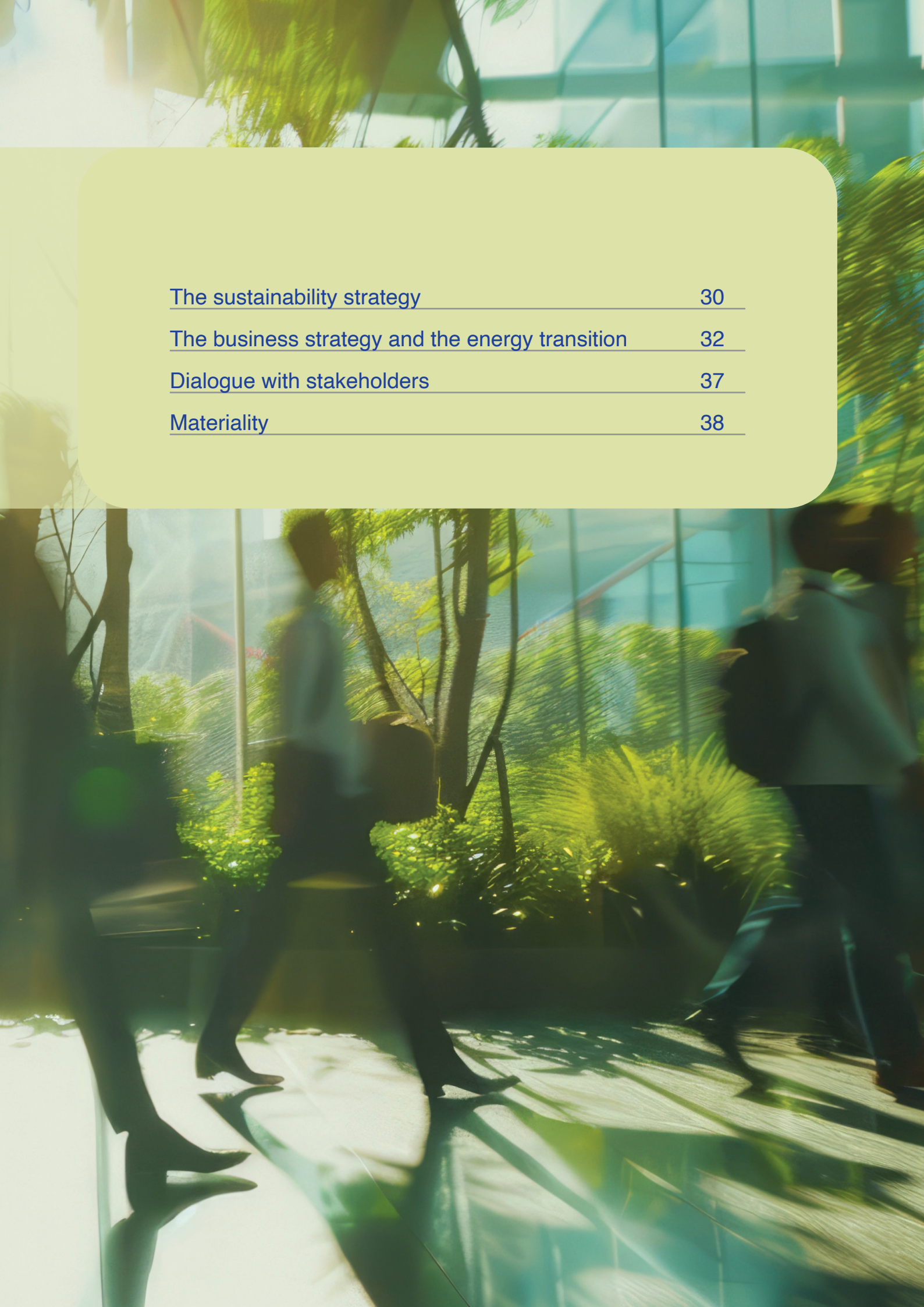
The refinery is constantly committed to the research and development of new technologies aimed at improving energy efficiency and reducing CO_2 emissions, including through close collaborations with universities and research centers. Particular attention is paid to the local community in which it operates, contributing to social and cultural growth through numerous initiatives. For further information, please see the 'Sustainability' section of the website www.raffineriadimilazzo.it.

In addition to having a chemical laboratory certified to UNI EN ISO 9001:2015 and accredited at national level – and, in relation to specific analyses (Emissions Trading Scheme and sea discharge monitoring), to UNI CEI EN ISO/IEC 17025:2018 – the company has a certified Integrated Management System (IMS):

- ISO 9001:2015 for the quality of propylene products;
- ISO 14001:2015 for environmental management;
- ISO 45001:2018 for Occupational Health and Safety;
- ISO 50001:2018 for Energy Efficiency;
- Certificate of compliance with the UNI 10617 standard (Safety Management System – Major Accident Hazards).



Sustainability at Q8



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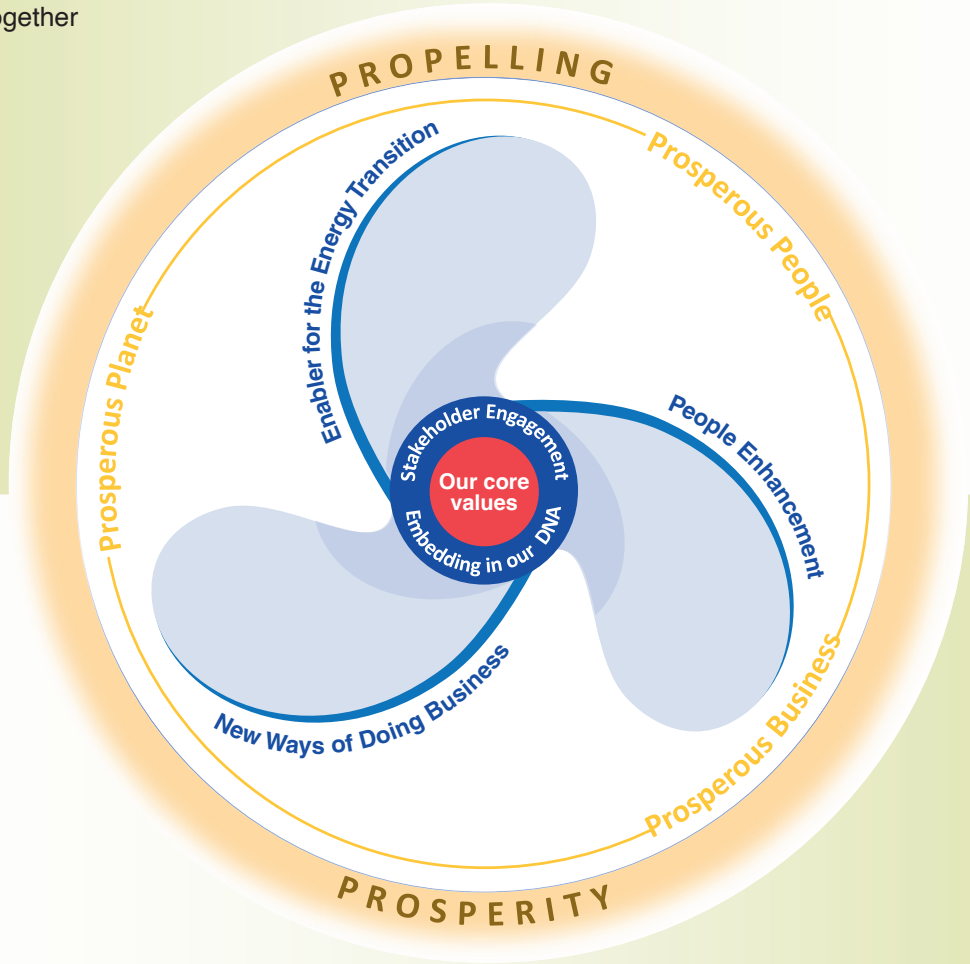
Materiality 38

The sustainability strategy

To actively contribute to a sustainable future, Q8 has thoroughly integrated **sustainability into all its activities.** In line with ESG (Environmental, Social and Governance) principles, the sustainability strategy is built on three pillars: **'Enabler for the energy transition', 'People enhancement' and 'New ways of doing business'**. This strategy aligns well with 12 of the 17 Sustainable Development Goals (SDGs) adopted by the UN in 2015

OUR PURPOSE

create long-term shared value with our stakeholders to embrace and build a prosperous future together



WE DO IT

by living our values, engaging with our stakeholders and embedding sustainability in our DNA

Enabler for the energy transition

This represents Q8's commitment to seeking new sustainable solutions capable of reducing CO_2 emissions and exploring alternative forms of energy, with the aim of achieving ever-greater energy efficiency through innovative and responsible infrastructure.

- Emissions reduction
- Alternative energy sources
- Energy efficiency
- Innovative and responsible infrastructure



People enhancement

This reflects Q8's commitment to its employees, to whom it guarantees advanced forms of welfare and wellbeing, and to the community in which it operates, where Q8 is committed to creating social value to be redistributed across the local area.

- Welfare and wellbeing
- Employee remuneration and benefits
- Health and safety at work
- Creation of social value



New ways of doing business

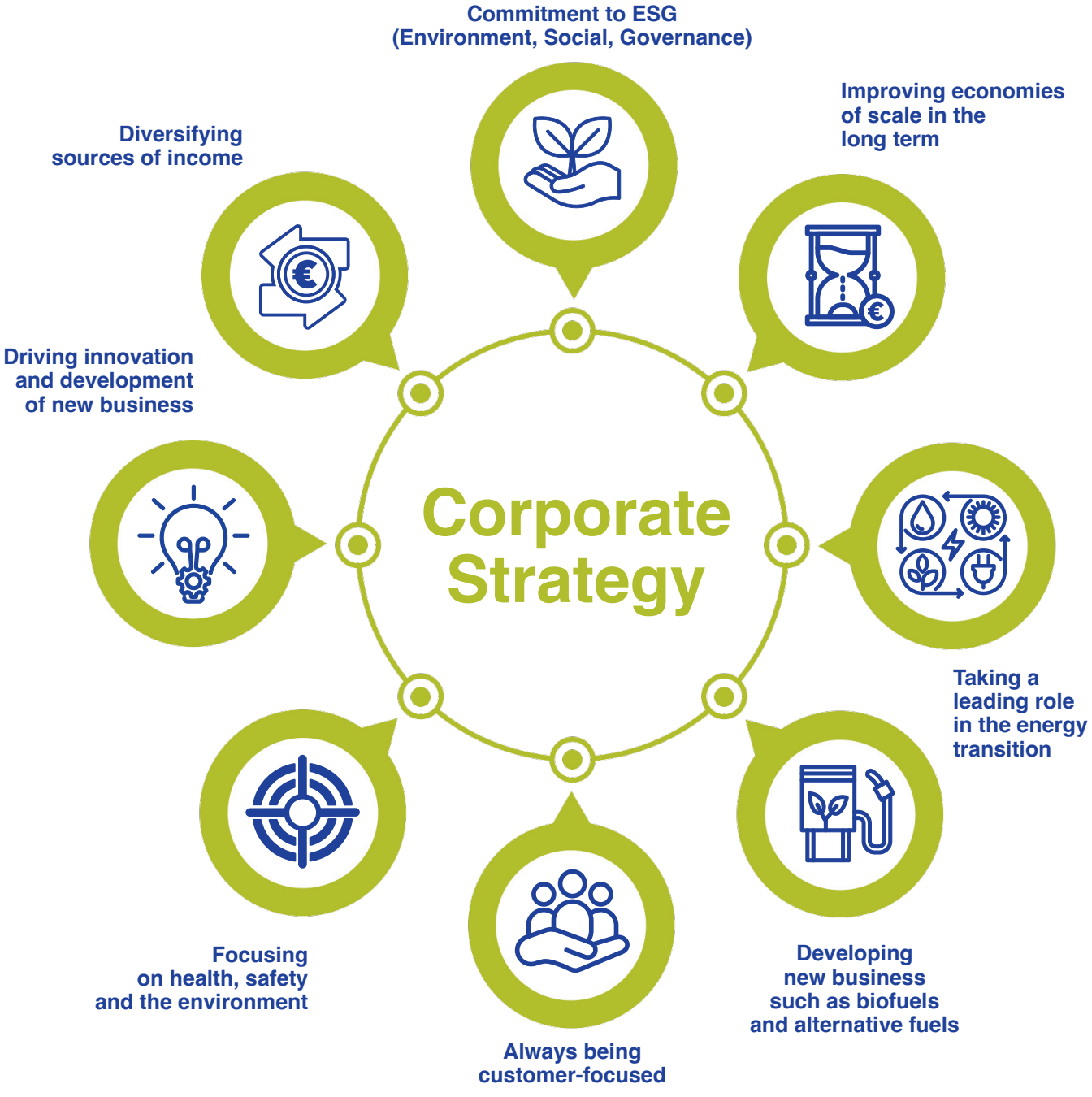
This represents Q8's vision of its business: ethical, capable of creating long-term value, and one that gives ample scope to digitalization and technological innovation.

- Corporate ethics
- Creating long-term value
- Digitalization and technology



The business strategy

Q8's corporate strategy aims **for the long-term economic and social sustainability of the business,** with the objective of continuing to be a leading player in the Italian energy sector.
This means being an energy player which, by drawing on all its resources and expertise, is committed both to social issues and to consolidating and optimizing its core business, ensuring its profitability, whilst simultaneously exploring new opportunities and markets with the aim of diversifying energy sources and revenue streams.



The Energy Transition Strategy

Q8 is committed to managing the **fuel supply chain responsibly,** with the aim of progressively reducing its environmental impact; at the same time, it is strongly focused on developing new businesses within the energy sector. The Company aims to be a **reliable supplier of low-emission energy sources,** in line with the Energy Transition strategy adopted by the parent company Kuwait Petroleum BV, by investing in alternative energies and committing to achieving **net-zero emissions for Scope 1 and 2[1] by 2035.**
This is undoubtedly a challenging target, but one that is entirely consistent with Q8's ambitions, as it looks towards an increasingly sustainable future.

The following will be crucial to achieving the net-zero target by 2035:

The definition and implementation of strategic initiatives with the primary aim of reducing emissions.

Measuring and monitoring results with a view to continuous improvement.

1 *Scope 1 and Scope 2 refer to the Organization's direct and indirect GHG emissions, generated by its energy consumption.*

The sustainability policy

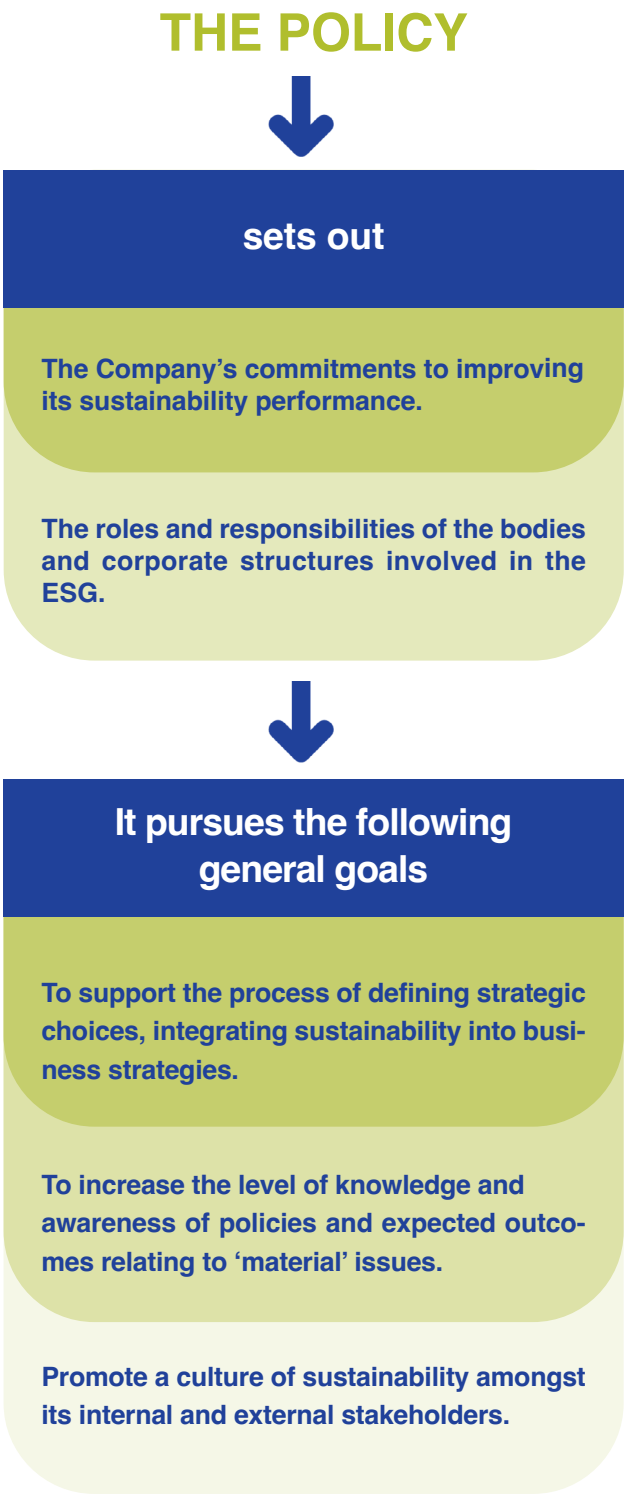
Q8 is committed to playing a key role in the just transition towards a more sustainable economy, integrating the principles of economic, social and environmental sustainability into its corporate strategy. Adherence to **values such as ethics, transparency and integrity** is essential both within the company and in its relations with its stakeholders.

To reinforce this commitment, the Board of Directors has approved the **Sustainability Policy**, which serves as a key guide for achieving the United Nations Sustainable Development Goals (SDGs) and for managing the most relevant ESG (environmental, social and governance) issues.

The Company periodically updates its identification of priority issues for itself and its stakeholders, aligning itself with existing policies, corporate strategies and the results of the materiality analysis.

The Sustainability Policy complies with national and international regulations and the latest European developments, including the UN 2030 Agenda, the European Green Deal, the 'EU Fit for 55' package, the EU directives on sustainability reporting and the PNIEC.

Q8 is committed to disseminating and promoting the principles of the Sustainability Policy through training, awareness-raising and communication initiatives, ensuring their practical application across all its activities.



Sustainability Governance

The management of ESG risks and opportunities, as well as the analysis of the organisation's impacts on environmental, social and governance factors, together with the coordination and sharing of ESG issues with the shareholder, are entrusted to a **governance system at the highest level of the company.**



Board of directors

It is responsible for the company's operations and, consequently, for defining this policy, as well as for its implementation and compliance.

Chief Executive Officer

The Chief Executive Officer, assisted by the Head of Human Resources, Legal & Corporate Affairs and other relevant managers, is responsible for ensuring that the Policy is adhered to throughout the Organization and that all employees are aware of it.

Human Resources, Legal & Corporate Affairs Department and other responsible parties

They are responsible, at various levels of the organization, for the coordination, implementation and enforcement of the Sustainability Policy, for updating it and, within the scope of their specific functional responsibilities, for promoting a culture of sustainability within the company.

Human Rights Policy

Q8 has adopted a **Human Rights Policy** to ensure the protection of **human rights** in every context in which it operates.

In particular, the Company is committed to safeguarding and promoting human rights, in close collaboration with its external and internal stakeholders, through:

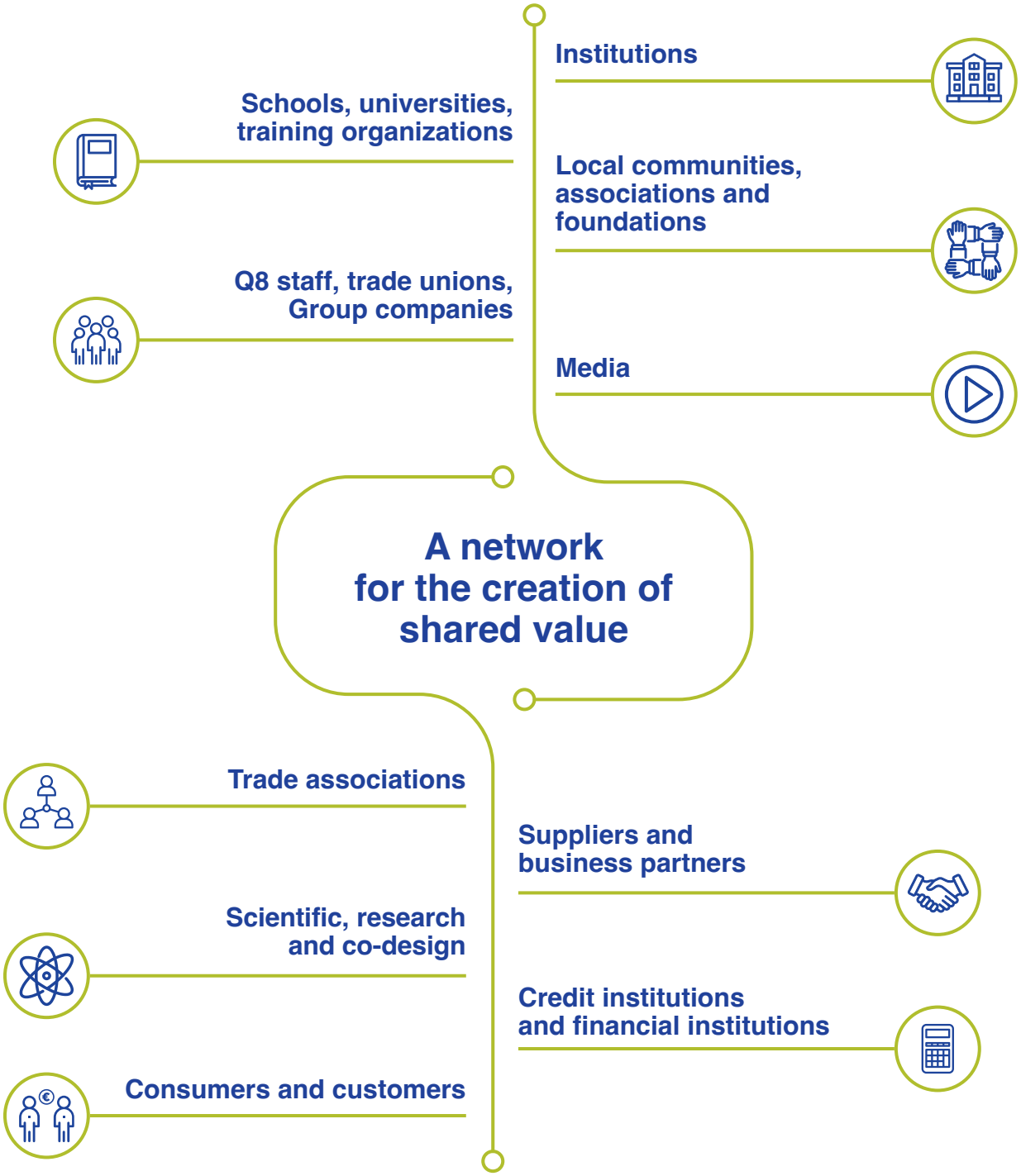
- The identification, assessment, prevention and mitigation of risks associated with breaches of the Human Rights Policy.
- Raising awareness amongst its employees.
- Responsible management of its supply chain.

The areas in which the Policy is applied cover multiple issues



Dialogue with Stakeholders

Q8 interacts on a daily basis with its stakeholders, who have the capacity to influence the Company's activities. For this reason, it devotes considerable effort to actively listening to them, involving them directly through dedicated surveys. What emerges is a relational map characterized by broad, long-term links spanning the entire production chain – a fundamental alliance for the creation and sharing of value, with a particular focus on innovation.



Materiality

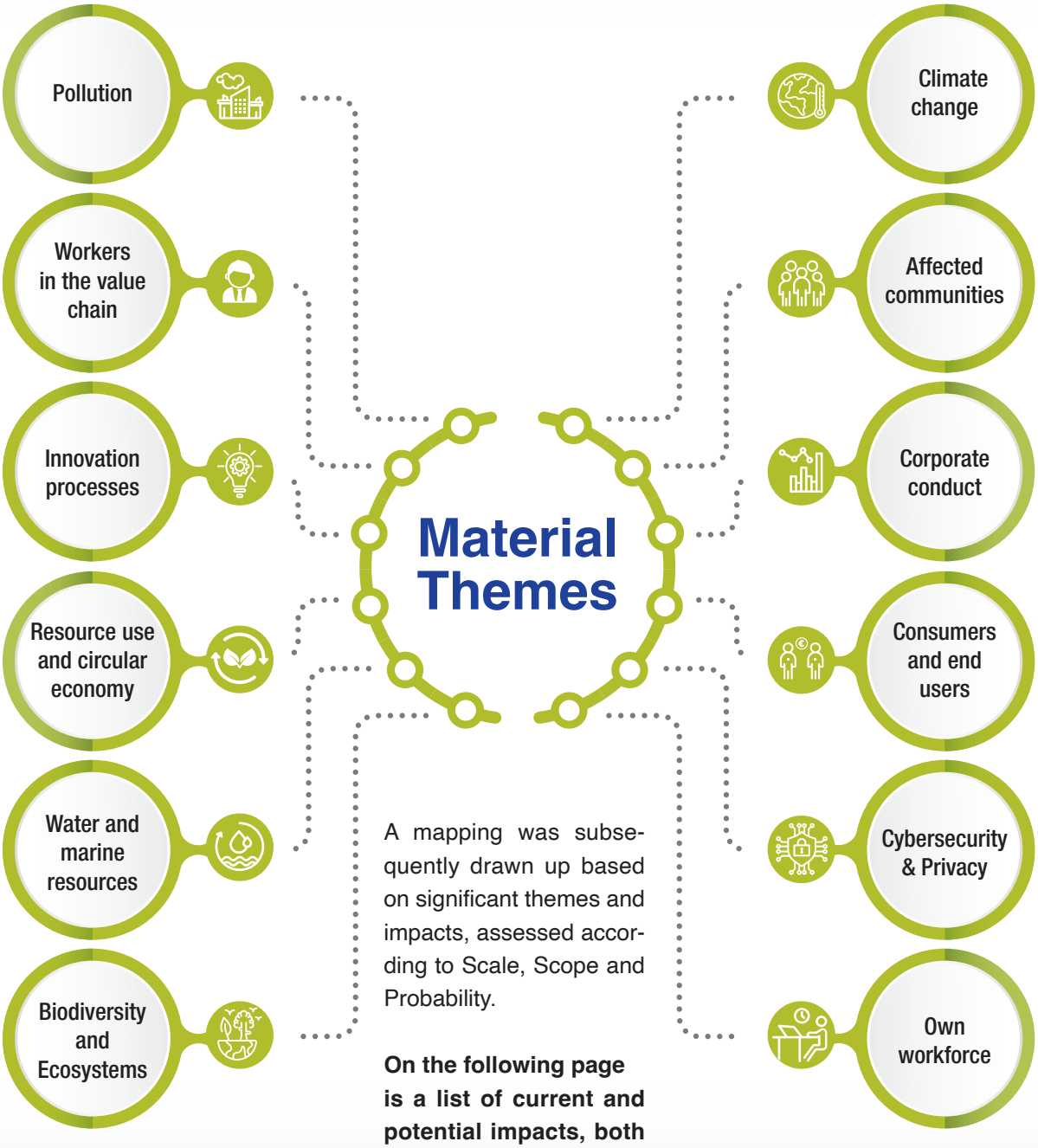
With the update to the 'GRI Standards 2021' reporting framework, the concept of materiality is now even more closely linked to the concept of impact: **material issues, in fact, represent the Organization's most significant impacts on the economy, the environment and people,** including impacts on human rights. For the 2025–2026 Sustainability Report, Q8 has confirmed the materiality analysis carried out in the previous financial year, which identified the material issues relating to the company's impacts that influence the assessments and decisions of its stakeholders. The update to the materiality analysis was based on a context analysis, aimed at identifying the positive and negative, current and potential impacts that Q8 has or could have on the economy, the environment and people.

The analysis took into account:

- Previously identified material issues
- Activities carried out
- The sustainability context in which Q8 operates
- Expectations of its stakeholders
- Benchmark analysis against key peers
- Topics proposed by the 'Oil & Gas' Sector Standard[2]

2 *A specific sector standard introduced with the 2021 update of the GRI Standards and applicable to Q8. In particular, the Sector Standard provides a list of potential material topics identified on the basis of the sector's most significant impacts. A specific analysis was carried out to determine which topics proposed by the "Oil & Gas" Sector Standard might actually be material, given the specific nature of the Company's business.*

Through this process, the following material issues have been identified:



A mapping was subsequently drawn up based on significant themes and impacts, assessed according to Scale, Scope and Probability.

On the following page is a list of current and potential impacts, both positive and negative, internal and external.

Current and potential impacts, both positive and negative

Areas of impact	Impacts	Positive / Negative	Current / Potential	Internal / External
Water and marine resources	Exploitation, depletion and pollution of water resources	✗	CURRENT	External
Biodiversity and ecosystems	Land use and the loss of biodiversity	✗	CURRENT	External
Climate change	Contributing to the energy transition and to international and European targets whilst complying with current environmental protection regulations	✓	POTENTIAL	External
	Direct and indirect emissions (Scope 1, Scope 2, Scope 3)	✗	CURRENT	External/Internal
	Business resilience in the face of risks associated with climate change (e.g. extreme weather events)	✓	CURRENT	Internal
	Research and development of cutting-edge technologies for environmental protection and best practice in prevention	✓	CURRENT	External
	Improving energy efficiency	✓	CURRENT	External/Internal
Affected communities	Contribution to the socio-economic development of local areas	✓	CURRENT	External
	Opposition from communities in the areas where Q8 operates	✗	POTENTIAL	External/Internal
Corporate conduct	Awareness and culture regarding ethics and human rights amongst employees, business partners and other stakeholders	✓	POTENTIAL	External/Internal
	Outlook on future sustainable development policies and alignment with best practice in sustainability	✓	POTENTIAL	External/Internal
	Non-compliance with tax, competition, anti-corruption and data protection legislation, resulting in adverse incidents	✗	POTENTIAL	External/Internal
	Competitive and reputational advantages	✓	CURRENT	Internal
	Development of employees' expertise regarding tax, competition, anti-corruption and data protection legislation	✓	CURRENT	Internal
Consumers and end users	Disruptions to services provided due to poor reliability and security of service for end consumers	✗	POTENTIAL	External/Internal
	Higher service quality, customer communication (branding), a wide range of products and constant updating of the offering	✓	CURRENT	External

Areas of impact	Impacts	Positive Negative	Current Potential	Internal External
Cybersecurity & Privacy	Cyber-attack resulting in a data breach	✗	POTENTIAL	External/Internal
Own workforce	Corporate well-being with a focus on work-life balance, thanks in part to a safe and healthy working environment	✓	CURRENT	Internal
	Human rights violations within the organisation (e.g. through violations relating to the right to work and freedom of association, or violations relating to working hours)	✗	POTENTIAL	Internal
	High staff turnover, resulting in the loss of key personnel with strategic responsibilities and specific skills	✗	POTENTIAL	Internal
	Promotion of a culture of health and safety amongst employees and, indirectly, within the community	✓	CURRENT	External/Internal
	Accidents and occupational illnesses affecting employees and third parties	✗	POTENTIAL	Internal
	Non-compliance with workplace health and safety legislation (Legislative Decree 81/2008)	✗	POTENTIAL	External/Internal
	Equal pay for employees	✓	CURRENT	Internal
	Upskilling and reskilling of the workforce	✓	CURRENT	Internal
	Incidents of abuse, harassment and discrimination within the company's departments	✗	POTENTIAL	Internal
Pollution	Product spills into the environment (soil, water resources) resulting from accidental incidents	✗	POTENTIAL	External
Workers in the value chain	Reduction in ESG impacts relating to workers throughout the supply chain, with strategic and reputational benefits for Q8	✗	POTENTIAL	External
	Human rights violations along the value chain, with repercussions on human dignity and community development	✗	POTENTIAL	External
Innovation processes	Failure to adapt the products and services offered to new technologies (increased risk of obsolescence), market changes and future market needs (consumer preferences and regulatory developments relating to the transition to a sustainable economic model)	✗	POTENTIAL	External
Resource use and the circular economy	Pollution caused by the improper disposal of waste	✗	POTENTIAL	External

Sustainability Operational Plan



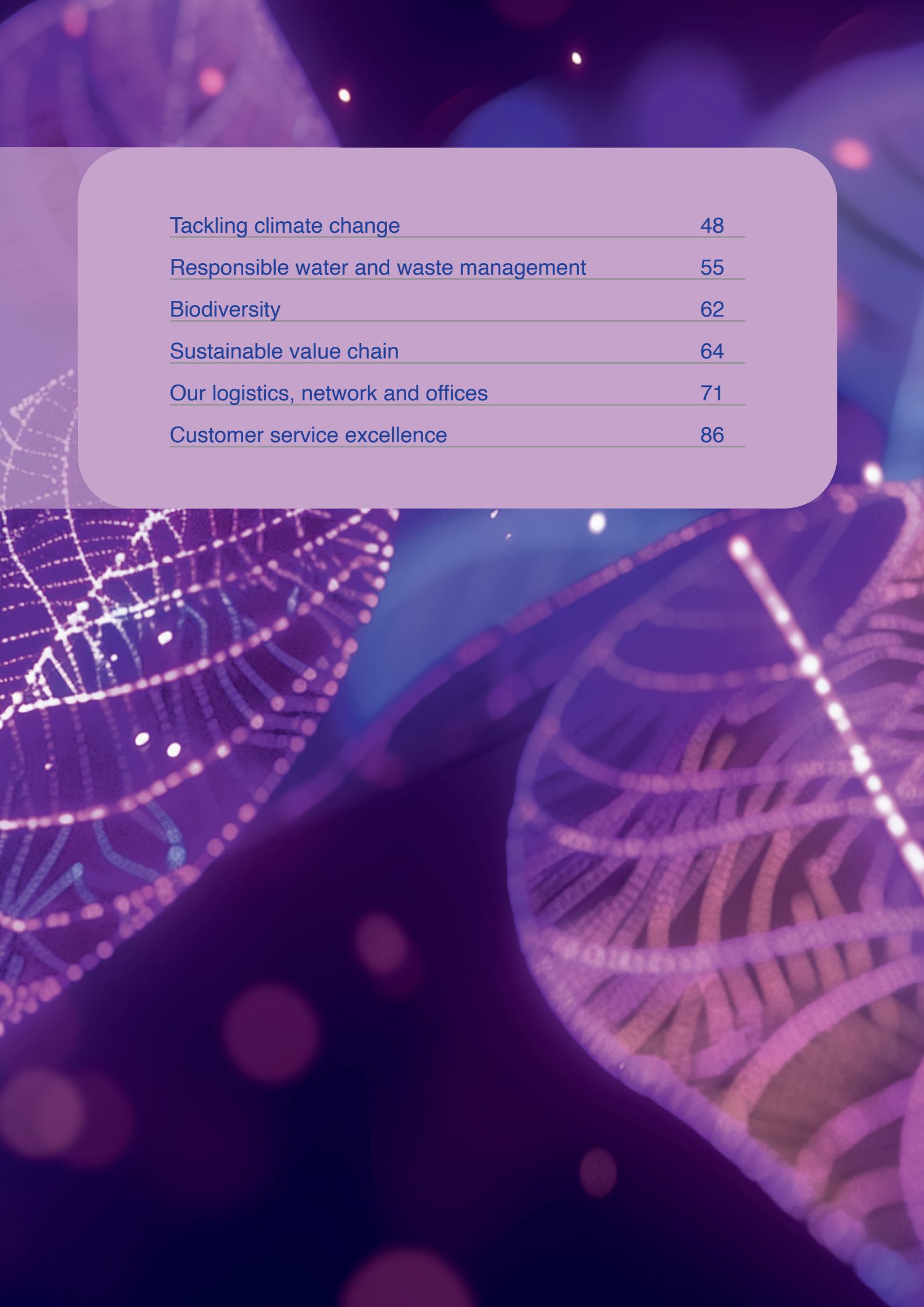
SDGS	UN 2030 AGENDA	GOALS	ACTIVITIES
 	7.1 Ensure access to affordable, reliable and modern energy services by 2030 7.2 Significantly increase the share of renewable energy in total energy consumption by 2030 7.3 Double the global rate of improvement in energy efficiency by 2030 8.4 Progressively improve global resource efficiency in consumption and production by 2030 and strive to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable production and consumption, with the most developed countries taking the lead	**Reduction in emissions and consumption**	• Biofuels and biogas; • 100% of electricity purchased from renewable sources; • Increase in cargo capacity at the Naples logistics hub; • Logistics optimization; • Adblue; • Plan for home-work travel; • Efficient management of raw materials, water and waste; • Energy Service Company;
	9.1 Develop reliable, sustainable and resilient quality infrastructure – including regional and cross-border infrastructure – to support economic development and the well-being of individuals, with particular attention to equitable and affordable access for all	**Alternative energy sources and energy efficiency**	• Electric charging points and alternative fuels at facilities; • Photovoltaic systems on retail outlet canopies • Solar Park at the Naples Logistics Hub; • Retail Outlet relighting project; • Energy Service Company
 	11.3 By 2030, promote inclusive and sustainable urbanization and the capacity to plan and manage human settlements in all countries in a participatory, integrated and sustainable manner 13.1 Strengthen resilience and adaptive capacity to climate-related risks and natural disasters in all countries 13.2 Integrate climate change measures into national policies, strategies and planning	**Innovative and responsible infrastructure**	• CRE8-CREATING - The Station of the Future; • RECRE8; • New SVOLTA; • Easy Wash concept store; • Predictive maintenance of retail outlets; • Green building and eco-sustainable paint • Energy Service Company
	17.17 Encourage and promote effective partnerships within the public sector, between the public and private sectors, and within civil society, drawing on the experience of such partnerships and their ability to mobilize resources	**Alternative energy sources and energy efficiency** **Innovative and responsible** **Emissions reduction and consumption**	• All the activities listed that involved partnerships

SDGS	UN 2030 AGENDA	GOALS	ACTIVITIES
	3d Strengthen the capacity of all countries, particularly developing countries, to forecast, reduce and manage health-related risks, both at national and global levels 4.7 Ensure, by 2030, that all learners acquire the knowledge and skills necessary to promote sustainable development, including through education for sustainable development and lifestyles, human rights, gender equality, the promotion of a culture of peace and non-violence, global citizenship and the appreciation of cultural diversity and the contribution of culture to sustainable development	Welfare and Wellbeing	• Welfare Strategy proposition; • Job Sustainable Guide; • Smart Working; • Additional paid leave; • Total Wellbeing Program; • Study grants for employees and their children; • In-house club for outside working hours.
	5.5 Ensure full and effective participation of women and equal leadership opportunities at every decision-making level in political, economic and public life 8.8 Protecting the right to work and promoting a healthy and safe working environment for all workers, including migrants, particularly women and those in precarious employment	Remuneration and employee benefits	• Inclusion and equal pay; • Supplementary pension scheme with Company contribution; • Training; • Supplementary company agreement; • Company loans; • Accident and disability insurance policies.
	10.2 By 2030, strengthen and promote social, economic and political inclusion for all, regardless of age, sex, disability, race, ethnicity, religion or belief, sexual orientation, gender identity, political opinion, national origin, social background or other	Occupational health and safety	• Health and Safety Service; • Enterprise Risk Management; • Health and safety training; • Regular company health checks; • Nursing support.
 	11.4 Step up efforts to protect and safeguard the world's cultural and natural heritage 12.8 By 2030, ensure that all people, everywhere, have the relevant information and awareness regarding sustainable development and a lifestyle in harmony with nature	Creating social value	• Agreements with universities; • Partnerships of cultural and social significance; • Corporate volunteering.
	17.17 Encourage and promote effective partnerships within the public sector, between the public and private sectors, and within civil society, drawing on the experience of such partnerships and their ability to mobilize resources	Creation of social value Remuneration and benefits for employees Health and safety at work Welfare and wellbeing	• All the activities listed that involved partnerships

SDGS	UN 2030 AGENDA	GOALS	ACTIVITIES
 	8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and that encourage the development and growth of small and medium-sized enterprises, including through access to financial services 9.1 Develop reliable, sustainable and resilient quality infrastructure – including regional and cross-border infrastructure – to support economic development and the well-being of individuals, with particular attention to equitable and affordable access for all	Business ethics	• Code of Ethics; • Organizational, Management and Control Model; • Corporate policies; • Enterprise Risk Management; • Cooperative Compliance Agreement; • Business Management System (BMS); • Certifications.
	12.6 Encourage businesses, particularly large multinational companies, to adopt sustainable practices and to integrate sustainability information into their annual reports	Long-term value creation	• Economic value directly generated and distributed; • Economic impact generated in the local area.
 	13.1 Strengthen resilience and adaptive capacity to climate-related risks and natural disasters in all countries 16.b Promote and implement non-discriminatory laws and sustainable development policies	Digitalization and Technologies	• Process digitalization; • Use of RPA (Robotic Process Automation); • technology Digital in-store experience: ClubQ8 app; • Virtualization of fuel cards and digital payments; • Workday portal; • Data-Driven Company; • Digital Transformation.
	17.17 Encourage and promote effective partnerships within the public sector, between the public and private sectors, and within civil society, drawing on the experience of such partnerships and their ability to mobilize resources	Long-term value creation Digitalization and technologies Business ethics	• All the activities listed that involved partnerships

Enabler for the energy transition





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Our logistics, network and offices 71

Customer service excellence 86

Tackling climate change

The **global climate debate** is becoming increasingly central, with governments, businesses and citizens working together to find solutions to reduce environmental impacts. International agreements, such as the Paris Agreement, have set ambitious targets for nations with the aim of limiting global warming, and many countries are investing in renewable energy, technological innovation and adaptation strategies to reduce their environmental footprint. Although there are still complex challenges to be addressed, awareness and action on this issue are growing, with ever-increasing involvement from of civil society and the private sector in building a more sustainable future. In order to minimise the environmental impact of its operations, **Q8 is constantly committed to reducing energy consumption** at its operational sites, the Naples hub and its directly managed retail outlets. As evidence of its commitment to the continuous improvement of its environmental performance, Q8 has an **Environmental Management System compliant with the UNI EN ISO 14001 standard**, which requires the setting of objectives and targets for energy efficiency and emissions reduction.

OUR CONSUMPTION 2025–2026

In 2025/2026, recorded consumption totalled 221,257 GJ, representing a 1.6% reduction compared with the previous financial year.
The majority of energy consumption, 76%, stems from electricity consumption. As for the remainder, 16% stems from the consumption of fuel oil used to produce steam for the production processes at the Naples Hub, whilst 8% stems from the consumption of diesel and petrol by the company's vehicle fleet and heating gasoil.
It is also worth noting the presence of photovoltaic systems both at some retail outlets (359) and at the Naples Hub: these generated and fed a total of 15,298 GJ of electricity into the grid (last year this figure stood at 8,799 GJ).
Throughout 2025/26, Q8 continued its commitment by opting for electricity supply contracts based on energy produced entirely from renewable sources, certified via specific GO (Guarantees of Origin)[1], for its offices, the Naples Hub and its service stations.

In line with its Energy Transition Strategy, which looks towards an increasingly sustainable future, Q8 is committed to:

Reducing emissions through the use of the very best and most innovative technologies

Developing renewable energy, biofuels and other low-carbon energy carriers

ACHIEVING THE NET ZERO TARGET FOR SCOPE 1 AND 2 EMISSIONS[2] BY 2035

1 *The certification of Green Certificates (GO) was introduced by European Directives on renewable energy, which have been transposed into national law since 2001. These are certificates issued in Italy by the GSE (Gestore Servizi Energetici), which certify the origin of electricity generated from renewable sources.*

2 *Scope 1 and 2 refer to emissions directly and indirectly attributable to the Company.*

The Company's energy consumption (GJ) by main sites[3] , depots[4] and service stations[5]

	2024/2025	2025/2026	Delta %
Electricity (total: renewable, non-renewable and self-generated)	172,959	169,001	-2.3%
of which purchased and sourced from renewable sources	164,160	153,703	-6.4%
of which self-generated and fed into the grid	8,799	15,298	73.9%
Diesel and petrol (company cars)	12,815	17,219	34.4%
Diesel	348	0	-100%
Heating oil	38,752	35,037	-9.5%
Total	**224,874**	**221,257**	**-1.6%**

The conversion factors used to calculate the Company's emissions and consumption are set out below

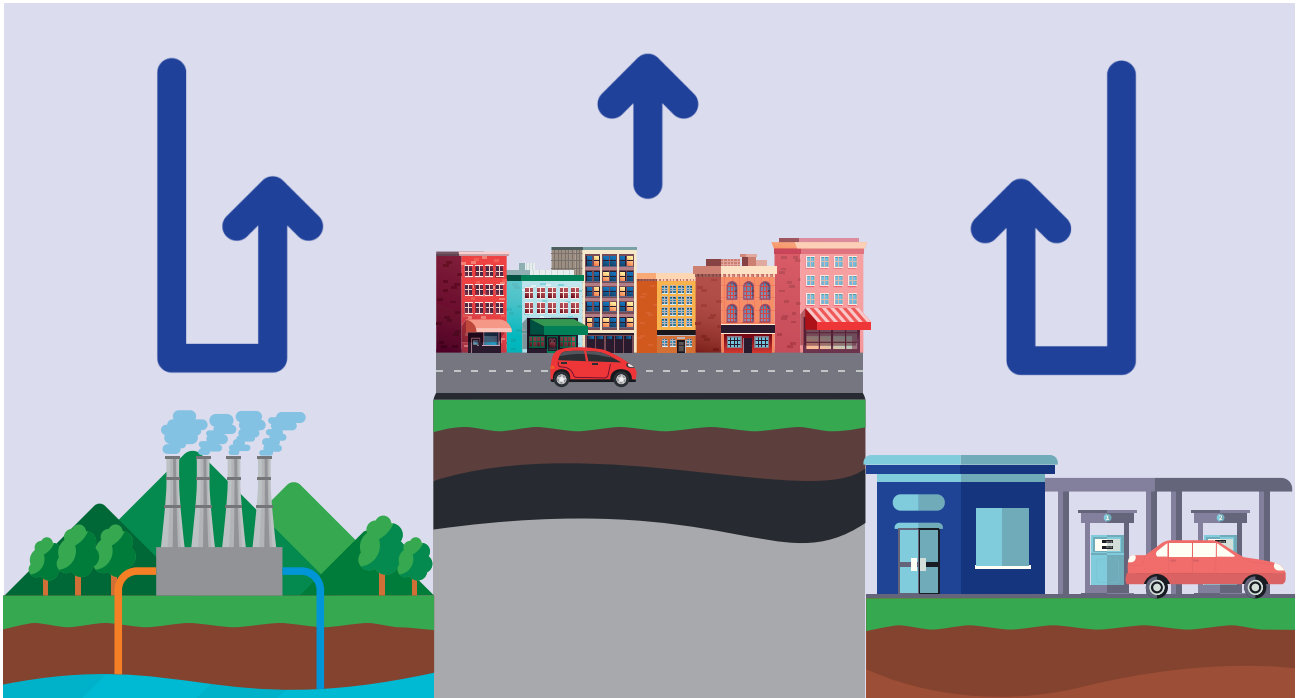
Conversion factors

Conversion tables	U.M	Conversion factors	Source of factor
Electricity	GJ/Kwh	0.0036	Constant
Diesel	GJ/ton	42.85	Ispra 2024
Diesel	ton/l	0.0008325	Processing
Diesel	l/km	0.05	Publicly available data
Fuel Oil	GJ/ton	41.05	Ispra 2024
Diesel (100% mineral diesel)	GJ/ton	42.87	UK Government GHG Conversion Factors for Company Reporting 2024
Diesel (100% mineral diesel)	litres/tonne	3,014.09	UK Government GHG Conversion Factors for Company Reporting 2024

Electric energy 100% → from renewable sources

3 The offices are located in Rome (headquarters), Turin, Florence, Genoa, Padua, Bari, Bologna, Milan, Catania and Lucca.
4 The Naples Logistics Hub and the Avio Depot at Venice Marco Polo Airport (business sold in June 2025).
5 The service stations considered are those managed by Segit: in the 2025/2026 financial year, they recorded a total energy consumption of 104,167 GJ.

Our emissions



SCOPE 2
INDIRECT EMISSIONS

Emissions arising from sources not directly controlled by Q8 and associated with energy generation

- Climate-changing fluids
- Company fleet

SCOPE 1
DIRECT EMISSIONS

Emissions arising from sources directly controlled by Q8

- Electricity

SCOPE 3
OTHER EMISSIONS

Indirect emissions arising from other sources not directly controlled by Q8. These result from an organisation's activities but originate from sources that are not owned or controlled by the company.

- Transport of fuel by ship
- Transport of fuel by ship
- Business travel
- Retail outlets

Scope 1 and 2

Based on the consumption figures mentioned above and the leakage of greenhouse gas refrigerants from the cooling systems installed in the properties, **Kupit, Q8 Quaser and Segit generated total emissions of 4,238 tCO_2eq during the reporting period under review, representing a decrease of 8.8% compared with the 2024/2025 reporting period.**

Emissions from sources directly controlled by Q8, such as the fuels used to power the company's fleet.

Scope 1

Scope 2

Emissions arising from sources not directly controlled by Q8 and associated with energy generation. In addition, the GRI Sustainability Reporting Standards provide for two methodologies for calculating these emissions:

- The **'location-based'** approach, which is based on average emission factors relating to energy generation within clearly defined geographical boundaries, including local, sub-national or national boundaries;
- The **'market-based'** approach, which is based on the CO_2 emissions from the energy suppliers from whom the Company purchases electricity under contract, and can be calculated by taking into account: Guarantees of Origin certificates and direct contracts with suppliers, supplier-specific emission factors, and emission factors relating to the 'residual mix', i.e. energy and emissions that are not monitored or claimed.

Emissions [TCO_2E] calculated for main sites[6], depots[7] and service stations[8]

	2024-2025	2025-2026	Delta %
Scope 1[9]	**4,648**	**4,238**	**-8.8%**
Diesel and gasoline (Company cars)	1,381	1,265	-8.4%
Diesel (Naples Hub + Quaser)[10]	65	78	20%
Fuel oil	3,048	2,756	-9.6%
Refrigerant gas losses	154	139	-9.7%
Scope 2[11-12]	**11,788**	**10,944**	**-7.2%**
Electricity – Location-based	11,788	10,944	-7.2%
Electricity – Market-based[13]	0	0	
Total Scope 1 + 2 MB	**4,648**	**4,238**	**-8.8%**
Total Scope 1 + 2 LB	**16,436**	**15,182**	**-7.6%**

6 *The offices are located in Rome (head office), Turin, Lucca, Catania, Florence, Genoa, Padua, Bari, Bologna and Milan.*
7 *Naples Logistics Hub and Avio Warehouse at Venice Marco Polo Airport (business sold in June 2025)*
8 *During the 2025/2026 financial year, the company recorded total Scope 1 emissions of 23 tCO_2eq and Scope 2 Location-Based emissions of 6,186 tCO_2eq.*
9 *For the calculation of Scope 1 emissions, the factors used are those published by the UK Government in 'GHG Conversion Factors for Company Reporting 2023'.*
10 *From the 2023–24 reporting period, Quaser's diesel contribution has been included.*
11 *For the calculation of Scope 2 emissions, the factors to be used are those published by the IEA (2024) in 'Emission Factors'.*
12 *Scope 2 emissions are expressed in tonnes of CO_2; however, it should be noted that the percentage of methane and nitrous oxide has a negligible effect on total emissions of greenhouse gases (CO_2 equivalent), as can be inferred from the relevant technical literature.*
13 *Emissions covered by Guarantees of Origin.*

Our commitment to improving energy efficiency and reducing emissions extends across the entire supply chain, generating a positive impact on activities related to our core business as well.

OPERATING SITES

Scope 1 [tCO_2eq]	4,215
Scope 2 Market-based [tCO_2eq]	0
Total [tCO_2e]	4,215

WAREHOUSE

PETROL STATION*

Scope 1 [tCO_2e]	23
Scope 2 Market-based [tCO_2e]	0
Total [tCO_2e]	23

* *The service stations included are those managed by Segit.*

Scope 1 [tCO_2e]
4,238

Scope 2 Market-based [tCO_2e]
0

TOTAL [tCO_2e]
4,238

Thanks to the signing of contracts to purchase energy from renewable sources, 100% of the electricity powering the service stations comes from renewable sources; consequently, Scope 2 market-based emissions are 0. Refrigerant gas contributes to Scope 1 emissions, which amount to 23 tCO_2eq.

Scope 2 market-based emissions → 0

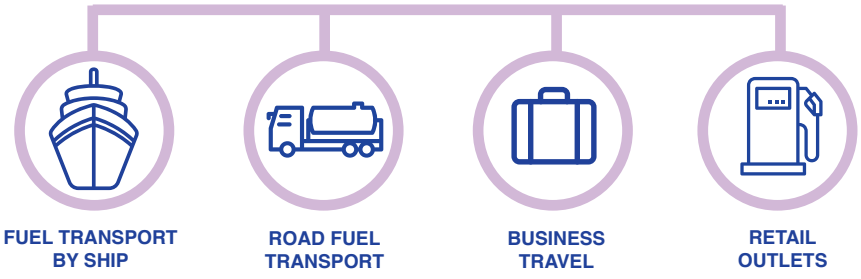
Scope 3

Creating an environmentally conscious supply chain also helps to generate a positive impact on activities linked to the core business. To this end, emissions are monitored, amongst other things, from the transport of products by sea[14] and from the tankers operating on behalf of Q8 for the secondary transport of the product from depots to retail outlets.

Scope 3

Indirect emissions arising from other sources not directly controlled by Q8. These result from an organisation's activities but originate from sources that are not owned or controlled by the company, such as the transport and distribution of products further down the value chain. The emissions[15] generated amount to 398,273 tCO_2eq in 2025/2026.

The emissions generated are attributable to the following categories



	2024-2025	2025-2026	Delta %
Scope 3			
Emissions from road-based fuel transport	27,651	30,988	12.1%
Emissions from marine fuel transport	296,358	365,188	23.2%
Emissions from business travel by air	277	316	14.1%
Emissions linked to the purchase of EE at retail outlets not managed by Segit	2,344	1,781	24%
Scope 3	**326,630**	**398,273**	**21.9%**

As in 2024/25, emissions from shipping have also been taken into account for all purchases made by sea, whether under spot contracts (occasional, based on demand) or term contracts (with a defined duration), and these include both finished products and crude oil delivered to the Milazzo Refinery.

14 The sea journeys taken into account are those from Milazzo to Naples and one-off purchases of finished products.

15 To calculate Scope 3 emissions, the coefficients from the UK Government's 'GHG Conversion Factors for Company Reporting 2024' were used.

ENERGY AND EMISSIONS INTENSITY

By monitoring energy consumption in relation to activities and, in particular, by comparing it with the number of Q8 employees, it is evident that in 2025/2026 energy intensity increased by 0.5% (in the previous financial year, a decrease of 1.4 percentage points was recorded).

Energy intensity has increased by



0.5%

Energy intensity

Energy intensity	Unit of measurement	As at 31 March 2025	As at 31 March 2026	Delta %
Employees	n	714	699	-2.1%
Total energy consumption	GJ	224,874	221,757	-1.6%
Energy intensity (based on the number of employees)	GJ/n	314.95	316.53	0.5%

By comparing the carbon footprint with the number of Q8 employees, the emissions intensity was calculated; as shown in the table below, in 2025/2026 it is 6.9% lower for Scope 1 and 2-MB and 5.6% lower for Scope 1 and 2-LB, due to the reduction in both emissions and the number of employees.

emissions intensity for Scope 1 and 2-MB has decreased by

6.9%

emissions intensity for Scope 1 and 2-LB decreased by

5.6%

Emissions intensity (Scope 1 + Scope 2 MB and LB)

Energy intensity	Unit of measurement	As at 31 March 2025	As at 31 March 2026	Delta %
Employees	n	714	699	-2.1%
Emissions (Scope 1 + Scope 2 MB)	tCO2eq	4,648	4,238	-8.8%
Emissions intensity (for Scope 1 and 2-MB)	tCO2eq/n	6.51	6.06	-6.9%
Employees	n	714	699	-2.1%
Emissions (Scope 1 + Scope 2 LB)	tCO2eq	16,436	15,182	-7.6%
Emissions intensity (for Scope 1 and 2-LB)	tCO2eq/n	23.02	21.72	-5.6%

Responsible water and waste management

Q8 considers essential a **responsible management of water and waste**[16] with the aim of preserving natural resources.



With regard to water consumption, Q8 is committed to monitoring its use, with the aim of improving the efficiency of water resource utilisation at its main sites. Depending on the site in question, water may be drawn from the mains supply or from groundwater via wells. The water is used for sanitary purposes, for car washing at retail outlets, or for production activities. The extraction points are fitted with meters to measure the volume of water used. Discharges are authorised by the relevant authorities, and Q8 carries out checks on the quality of the discharged water in line with the requirements set out in the authorisations. At all sites, there are contractors, operators or third parties engaged under various contractual arrangements whose activities may involve the use of water.

16 *From the 2022–2023 Annual Report onwards, Q8 has committed to reporting data and information relating to water abstraction and waste management. With a view to continuous improvement, and given the importance these issues have acquired within the company, the data collection process is being enhanced year on year, with the aim of reporting all relevant information comprehensively, as recommended by the relevant standards.*

During the year, water withdrawals totalled 776.05 megalitres, representing an 8% increase compared with last year due to the rise in the number of PV systems equipped with Arco Wash and a washdown system:

Water abstracted by source type

		01.04.2025 - 31.03.2026	
Source of abstraction	**UdM**	**All areas**	**Water stress areas**
Groundwater (total)*[17]	Ml	**602.17**	**602.17**
Drinking water (≤ 1,000 mg/L total dissolved solids)	Ml	0.00	0.00
Other water (> 1000 mg/L total dissolved solids)	Ml	602.17	602.17
Third-party water (total)[18]**	**Ml**	**173.88**	**173.88**
Drinking water (≤ 1000 mg/L total dissolved solids)	Ml	173.88	173.88
Other water (> 1000 mg/L total dissolved solids)	Ml	0.00	0.00
Total water withdrawal	**Ml**	**776.05**	**776.05**

* *Water sourced exclusively from the two artesian wells at the Naples Depot.*

** *Total derived from the sum of water withdrawals at the Rome Head Office, the Naples Depot and Avio.*

Furthermore, as part of the ongoing process of improving data collection, Q8 has implemented the measurement and monitoring of water abstraction, discharges and consumption at 51 service stations equipped with ARCO Car Washes, where flow meters have been installed. The figures recorded during 2025/26 are set out in the table below.

Water abstraction, discharge and consumption – SEGIT

Water management[19]	**Unit of measurement**	**As at 31 March 2025**	**As at 31 March 2026**	**Delta %**
		All areas	**All areas**	
Water abstraction	Megalitres	104.94	145.95	39%
Water discharge	Megalitres	104.94	145.95	39%
Water consumption	Megalitres	0	0	

17 *Water sourced exclusively from the two artesian wells at the Naples Hub;*
18 *Water withdrawals refer to the total water withdrawals from the Rome Head Office, the Naples Hub, the Avio Depot and 650 retail outlets;*
19 *Water consumption has been calculated, in accordance with the GRI Standards, GRI 303-5, as the difference between water withdrawals and water discharges.*

Rome Head Office

The water supply at the main Rome office is provided via the mains water network and is used primarily for domestic purposes, catering activities in the canteen, cleaning operations, the fire-fighting system, heating and irrigation. There are no wells or industrial discharges arising from Q8's activities at the site. Water used for domestic purposes (toilets, canteen) is discharged into the public sewerage system. Water from the canteen undergoes preliminary treatment involving the separation of fats via a grease trap, followed by treatment in an activated sludge treatment plant. Where possible, measures aimed at saving water are identified and implemented.

Retail outlets

At retail outlets, water consumption may arise from the use of mains water in the course of business (e.g. toilets, any on-site cafés) and, where present, at car wash facilities for washing vehicles. Water discharges result from the use of water in the aforementioned activities and from runoff from forecourts; these are authorised by the relevant authorities, in strict compliance with the requirements set out in the individual authorisation orders (e.g. carrying out analyses to verify compliance with the limits laid down by legislation regarding the quality of discharged water). There are also water treatment systems in place, designed and sized according to the type of effluent, and flow meters are currently being installed for the effluent from some car wash facilities (where required by the conditions of the discharge authorisations in order to monitor actual consumption).

Naples Hub

Water supply at the Naples sites is provided via the mains water supply for sanitary and hygiene purposes and via a number of wells drawing from the groundwater table for other uses, e.g. cooling, fire-fighting systems and steam production. Data on water consumption is available and, where possible, measures are implemented to conserve this resource. A licence issued by the relevant authorities is in place for the extraction of water from the wells. Water discharges originate from various activities, such as: the use of sanitary facilities, the use of water for industrial processes, and discharges resulting from surface runoff. Wastewater undergoes treatment to remove pollutants, ensuring that the effluent complies with regulatory requirements. Discharges are duly authorised by the relevant authorities and the prescribed requirements are met (e.g. carrying out analyses of the quality of the discharged water). With the aim of reducing water consumption, the Naples Logistics Hub reuses part of the treated water.

Avio Depot

The water supply at the Avio depot in Venice comes exclusively from the municipal water mains, and the water is used for fire-fighting, vehicle washing and sanitary purposes. Wastewater originates from rainwater running off drainage surfaces, the vehicle washing area and the toilet facilities. There are therefore two wastewater treatment plants: one for treating runoff from the site's drainage areas and one for treating water used for vehicle washing. The treated water is discharged into a surface water body. As for the wastewater generated by the toilet facilities, this is channelled into the internal sewerage network at Venice Marco Polo Airport. Data on water consumption and discharge volumes are obtained from monthly meter readings. The authorisation for water discharges is set out in the Single Environmental Authorisation and contains requirements regarding the frequency of analyses (which are, in any case, carried out more frequently than required), as well as the limits to be observed for discharges into the catchment area of the Venice lagoon.



Q8 considers it essential to manage waste responsibly and therefore aims to minimise its environmental impact, committing to the constant monitoring of the quantities generated, as well as to reducing these quantities both in day-to-day activities and in its specific operations.

In 2025, in particular, Q8 generated 27,615.6 tonnes of waste (including directly managed service stations). Of this, 1% was non-hazardous waste, whilst the remaining 99% consisted of hazardous waste, all of which was sent for recovery.

20 *It should be noted that, in order to align the data flow between the Single Environmental Declaration Form (MUD) and the Sustainability Report, the reference period for reporting waste data is the calendar year 2025.*

Total weight of waste by management method

Solar year 2024

Type of waste	Destined for reuse	Launched for recycling	Intended for others forms of recovery	Landfill	Other	Quantity(t)
Hazardous waste	0.00	0.00	12,182.60	0.00	0.00	12,182.60
Non-Hazardous waste	0.00	0.00	60.30	0.00	0.00	60.30
TOTAL	**0.00**	**0.00**	**12,242.90**	**0.00**	**0.00**	**12,242.90**

**As at 31 December 2024, Segit recorded a total of 6,366 tonnes of hazardous waste*

Solar year 2025

Type of waste	Destined for reuse	Launched for recycling	Intended for others forms of recovery	Landfill	Other	Quantity(t)
Hazardous waste	0.00	0.00	27,576.42	0.00	0.00	27,576.42
Non-Hazardous waste	0.00	0.00	39.19	0.00	0.00	39.19
TOTAL*	**0.00**	**0.00**	**27,615.61**	**0.00**	**0.00**	**27,615.61**

**As at 31 December 2025, Segit recorded a total of 1,081 tonnes of hazardous waste*

During 2025–26, there were no serious or significant environmental incidents to report, i.e. those exceeding the threshold set at 159 litres. The key indicators that are continuously monitored and reported to senior management via the Management Review Meeting are: the environmental incident rate, the process incident index and the spill rate. This year, the environmental incident rate and the spill rate were off target, whilst the process incident rate was on target.

Rome office

At the head office, administrative tasks and related activities (e.g. canteen, office cleaning) are carried out; consequently, the waste produced consists mainly of: paper, plastic, mixed packaging, organic waste, glass, end-of-life electrical and electronic equipment, as well as other waste arising from the management and maintenance of the premises. The waste, most of which is sent for recovery, is handed over to authorised contractors, and Q8 ensures that the necessary precautions are taken to verify that these contractors hold the required transport authorisations and the relevant authorisations from the receiving facilities. As part of the management system, regulatory compliance audits are carried out to verify that these third-party contractors hold the necessary authorisations. Furthermore, the quantities of waste produced are reported annually to the relevant authorities via the declaration required by environmental legislation. The traceability of waste from the point of production to the reception facility is guaranteed, as required by mandatory legislation. Bins for separate waste collection are provided within the offices, and awareness-raising activities are carried out regarding the need to separate the different types of waste produced correctly.

Naples Hub

At the Naples Hub, various activities are carried out that generate waste, both by the organisation itself and by third-party companies operating within the Hub. Awareness-raising initiatives are conducted for all staff, with the aim of optimising separate waste collection as much as possible. Third-party companies are also involved in these awareness-raising activities and are subject to audits to verify the correct management of the waste they produce. The necessary precautions are taken to ensure that the companies transporting and receiving the waste produced hold the authorisations required by law. The Naples Hub also receives and treats waste produced by ships calling at the port of Naples (bilge oil and oil-containing waste): in order to provide this service, Q8 holds an authorisation issued by the relevant authorities.
The waste produced is reported annually to the competent authorities through the submission of the declaration required by environmental legislation. Finally, the traceability of waste from the point of production to the reception facility is guaranteed, as required by mandatory legislation.

Retail outlets

Various types of waste may be generated at retail outlets as a result of the normal day-to-day operations carried out by outlet managers whilst providing the service, as well as from customers, and from cleaning and maintenance activities. Most of the waste arising from the day-to-day operations of retail outlets can be handed over to the public collection service operating in the area where the outlet is located; accordingly, the operational procedures are governed by the guidelines in force in the relevant local authority area. Examples of this type of waste include: paper, cardboard, uncontaminated plastic packaging, glass, cans, unsorted waste and food waste. Furthermore, awareness-raising activities are carried out among retail outlet managers to guide their behaviour towards waste management practices that comply with current legislation. Other types of waste may also be produced, for example: dirty rags, used batteries, waste oil, waste resulting from maintenance work, tank cleaning, waste from car wash facilities, etc. Where such waste is present, it is handed over to companies holding the necessary authorisations.

Avio Depot

Waste is generated by activities carried out by Q8 or by contractors carrying out maintenance on behalf of our company. This consists mainly of non-hazardous municipal waste arising from office activities, such as paper, plastic, organic waste and unsorted waste, which is managed by the airport operator, as the Avio depot is located within the grounds of Marco Polo Airport in Tessera (Venice). A limited quantity of special waste is also produced in the course of the depot's operations; this is sent to recovery facilities. Where special waste is handed over to third-party contractors, the necessary precautions are taken to verify that the contractors hold the required authorisations for the transport of the waste handed over and the relevant authorisations from the waste reception facilities. As part of the management system, legislative compliance audits are carried out to verify that these third-party companies hold the necessary authorisations. The waste produced by Q8 Avio is reported annually to the competent authorities through the submission of the declaration required by environmental legislation. Finally, the traceability of waste from the point of production to the receiving facility is guaranteed, as required by mandatory legislation.

Biodiversity



Biodiversity, which encompasses the variety of life forms on Earth, is essential for the proper functioning of ecosystems and for human well-being. It includes genetic diversity, species diversity and the complexity of natural environments – elements which, together, ensure ecological stability, resilience to shocks and the maintenance of natural cycles. All these factors help to ensure food security, access to vital resources and human health.

Q8 is actively committed to protecting biodiversity, recognising its crucial role in a sustainable future. Through targeted actions and responsible practices, the company supports the conservation of ecosystems, aiming to preserve natural capital for future generations.

SAVE THE BEES

In 2025, Q8 Italia promoted initiatives related to the protection of biodiversity through its collaboration with beeit.it, an organisation specialising in technologies for monitoring and protecting beehives. The “Save the Bees” initiative was promoted on social media, partly through coverage of the Q8 Hi Perform campaign, which included giveaways linked to the project with the aim of raising awareness within the community about the importance of pollinators and biodiversity.



Q8 SAILING FOR CHANGE

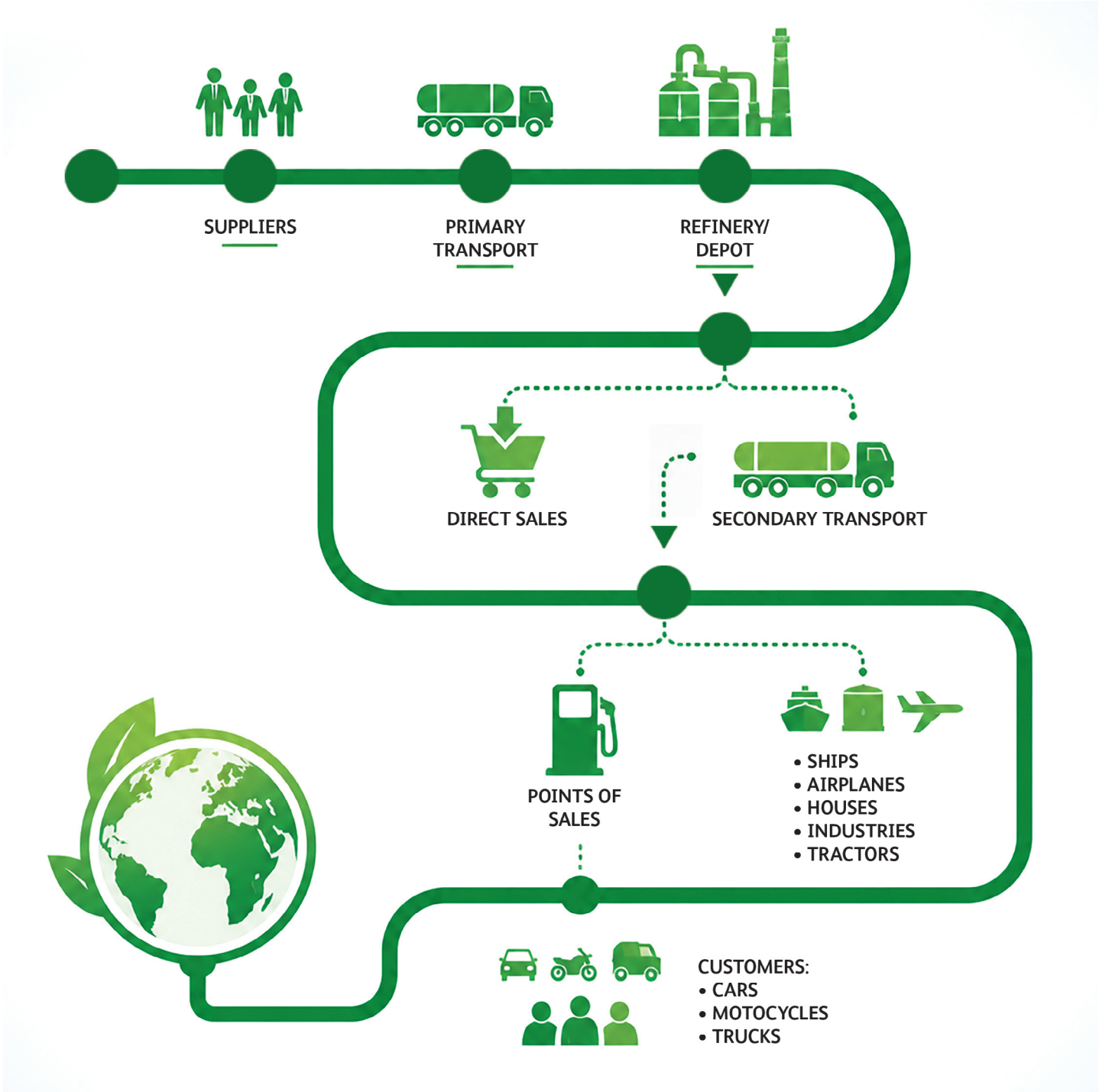
Q8 has strengthened user engagement on environmental issues through the brand's social media channels. As part of the "Q8 Sailing for Change" project, Q8 has continued its work to raise user awareness of the innovative technology behind sponges that absorb hydrocarbons from water (according to estimates, each kit has the capacity to absorb, over its lifetime, up to 540 kilograms of hydrocarbons, equivalent to a full tank of petrol for around 19 small cars)[21], through a community management initiative involving environmental experts (Lifegate) and the start-up that patented the sponge (T1 Solutions). In 2025/2026, new educational content was produced for Sailing For Change with the involvement of digital creators and content creators. In particular, the content developed in collaboration with Geopop, focusing on sponges capable of absorbing oil spilled at sea, helped to promote knowledge and raise awareness of innovative solutions for the protection of the marine environment. The initiative was also accompanied by activities to engage with and listen to the community, through a Q&A format developed with digital creator Niccolò De Devitiis, with the aim of responding in an accessible and transparent manner to the most frequently asked questions from users received in the comments on the Sailing For Change project's posts.



21 *The collection potential refers to the sponges' ability to capture oil throughout their lifespan, with each sponge being reused up to 200 times. The equivalent number of petrol fill-ups is based on a 40-litre fuel tank, which is the average capacity of a small car.*

Sustainable value chain

The **sustainable value chain** is a key tool for Q8 in implementing its sustainability strategy and ensuring long-term competitiveness. It takes the form of a structured process ranging from procurement to final distribution, integrating solutions to reduce environmental impact, ensure the efficient use of resources, guarantee the best working conditions and create long-term economic and social value. To achieve these objectives, the company actively involves suppliers, manufacturers, distributors and consumers, all of whom are committed to jointly promoting the objectives of sustainable development.



SUPPLY CHAIN

Q8 manages **the procurement, transport and distribution of its products** through a system involving suppliers, refineries, depots and an extensive distribution network. The products reach their final destination either through direct sales or via retail outlets, supplying not only private and commercial vehicles but also the industrial, aviation and maritime transport sectors.
Q8 adopts strategies aimed at optimising logistics, reducing emissions during transport, using fuels with a lower environmental impact and implementing innovative technologies at hubs and retail outlets. Continuous monitoring of environmental performance and the integration of alternative energy sources contribute to a more responsible and forward-looking business model. Q8's supply chain is structured to ensure efficiency, quality and sustainability throughout the entire procurement and distribution process.

Q8's supply chain primarily covers three key areas



Crude oil

relates to the procurement of crude oil, which is subsequently refined to produce fuels and other derivatives.



Finished products

include the management of logistics and distribution of ready-to-use fuels and lubricants for the market.



Goods and services

include the procurement of materials, equipment and services necessary for the operation and maintenance of the company's infrastructure.

Crude oil

Crude oil is purchased for processing at the Milazzo Refinery through the Kuwait Petroleum Corporation, which operates in the name and on behalf of Q8 itself. The crude oil requirements (quantity and type) are determined by the operational units in Italy and sourced, through trading activities, on the international market in full compliance with the highest standards of supplier selection. Crude oil is sourced from various geographical areas; however, since the start of the conflict between Russia and Ukraine in February 2022 – even before the imposition of specific European sanctions in this regard – Q8 has decided not to enter into contracts for the purchase of crude oil and semi-finished products of Russian origin. During the 2025–2026 financial year, the conflict between the United States and Iran and the subsequent closure of the Strait of Hormuz further exacerbated geopolitical tensions, with consequent repercussions on crude oil supplies.



North America
21%

South America
1%



Northern Europe
8%

Eastern Europe and the Caucasus
39%

North Africa
18%

Middle East
13%

Finished products

To meet its own requirements, Q8 also purchases **finished products from leading international companies.** Specifically, in 2025/26, it purchased finished products accounting for 27% (by tonnage) from non-European suppliers and 73% from European suppliers. The Italian share accounts for 82% of the European total, which is 60% of the overall volume.

73%
European suppliers[22]

of which
82%
italian

27%
non-European[23]

PRODUCT QUALITY

Q8 ensures that its products comply with national and international technical specifications and meet regulatory requirements to guarantee the correct operation of engines, thanks in part to the investment of substantial resources in:

- **Constant quality monitoring: around 2,500 samples analyzed and over 12,000 laboratory analyses per year;**
- **Wide-ranging preventative measures;**
- **Prompt resolution of any non-conformities, identifying causes and corrective actions for further prevention.**
- **Participation in national and international technical working groups on regulatory developments.**

Safety data sheets[24] are available and constantly updated for all products sold.

22 *Great Britain and Switzerland are considered European even though they are not part of the EU.*
23 *The supplier Aramco Trading Ltd, based in the UK, has been classified as a non-EU entity, in the same way as Aramco Trading Company.*
24 *In compliance with EU Regulations No. 1907/2006 (REACH) and No. 1272/2008 (CLP) and subsequent amendments and additions.*

Goods and services

For **the procurement of goods and services**, Q8 has established a **Policy** to ensure that its suppliers also use the 17 Sustainable Development Goals contained in the 2030 Agenda adopted by the United Nations as a guiding principle for their own activities and those of their supply chain. The Policy sets out the high sustainability standards required of suppliers, their subcontractors and business partners, thereby creating a virtuous, self-sustaining cycle. In line with these principles is the partnership with **Open-es**, the sector-wide initiative that connects companies, people and organisations within a collaborative ecosystem, supporting the sustainable development and growth of production supply chains. It is an open digital platform which, by focusing on the supply chain, enables the measurement, analysis and improvement **of ESG** (Environmental, Social, Governance) performance. It is a community that brings together an ever-growing network of over 46,000 companies across 124 countries and 66 industrial sectors, all united by the ambition to support a sustainable future and a just and equitable energy transition[25]. **Q8** itself **undertook an assessment** of its sustainability performance on Open-es, achieving a **score of 92 out of 100**, an increase of 1 point compared with last year.



italian suppliers
over
2,500

foreign suppliers
around
138

Open-es
ecosystem sustainability

Sustainability score
92 OUT OF 100

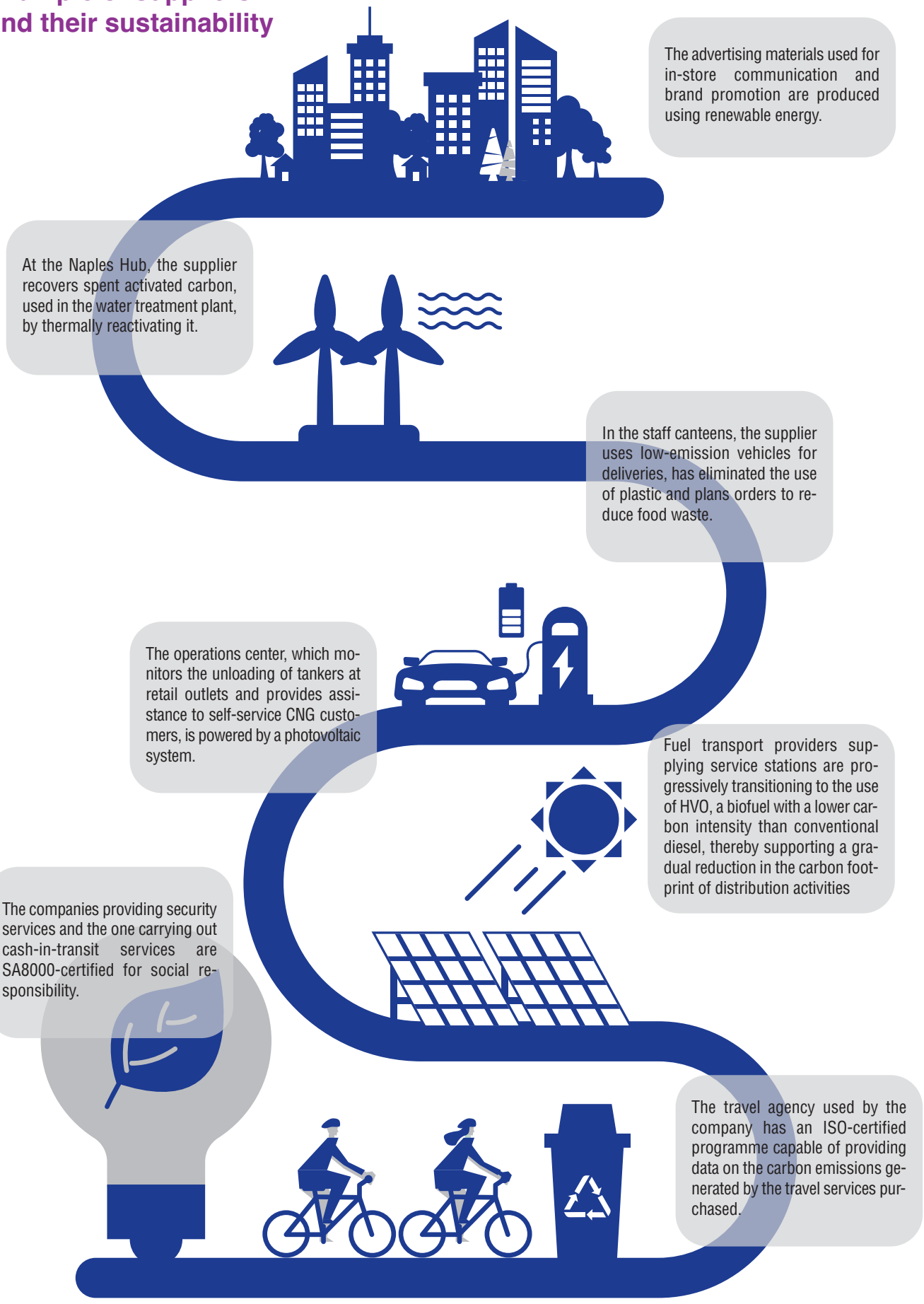
Completion rate
100%

Suppliers have the opportunity to report, amongst other things,
Certifications held in accordance with the following international standards:

ISO 9001:2015 for the Quality Management System
ISO 14001:2015 for the Environmental Management System
ISO 50001:2018 for the Energy Efficiency Management System
ISO 45001:2018 relating to Occupational Health and Safety Management Systems
ISO 27001:2022 for Information Security
SA 8000:2014 relating to Social Responsibility

25 *It should be noted that 92% of our qualified suppliers are registered on the Open-es portal and, of these, 23% have undertaken a process to assess their ESG profile. Furthermore, since 2025, Q8 has introduced the assessment of suppliers' ESG profiles as a technical evaluation criterion for tender bids in certain strategic tenders.*

Example of suppliers and their sustainability



The advertising materials used for in-store communication and brand promotion are produced using renewable energy.

At the Naples Hub, the supplier recovers spent activated carbon, used in the water treatment plant, by thermally reactivating it.

In the staff canteens, the supplier uses low-emission vehicles for deliveries, has eliminated the use of plastic and plans orders to reduce food waste.

The operations center, which monitors the unloading of tankers at retail outlets and provides assistance to self-service CNG customers, is powered by a photovoltaic system.

Fuel transport providers supplying service stations are progressively transitioning to the use of HVO, a biofuel with a lower carbon intensity than conventional diesel, thereby supporting a gradual reduction in the carbon footprint of distribution activities

The companies providing security services and the one carrying out cash-in-transit services are SA8000-certified for social responsibility.

The travel agency used by the company has an ISO-certified programme capable of providing data on the carbon emissions generated by the travel services purchased.

Naples Hub

Safety, Environment and Sustainability Pact

Since 2016, the Naples Hub has established a joint agreement with its main contractors aimed at promoting high standards of health and safety at work, based on the principles of responsibility, collaboration and continuous improvement. From 2022 onwards, the agreement has been progressively extended to include specific areas relating to environmental protection and sustainability, with the aim of strengthening the integration of ESG principles throughout the site's entire operational supply chain. In July 2025, the new Safety, Environment and Sustainability Pact was signed, introducing more ambitious targets and a structured system of key performance indicators (KPIs) applicable to contractors. The Pact provides, in particular, for:

- the setting of measurable and progressive targets in the areas of Health, Safety and the Environment;
- the continuous monitoring of companies' performance, through verification tools and periodic reporting;
- the promotion of proactive behaviour and improvement initiatives, including through mechanisms for recognising and promoting best practice;
- the strengthening of a culture of safety and sustainability through opportunities for discussion, training and the sharing of operational experiences;
- aligning contractors' operational standards with those of the company, ensuring consistency and uniformity in risk management.

The approach adopted enables the principles of safety, environmental protection and social responsibility to be extended to all activities carried out within the Hub, fostering an integrated and increasingly advanced management of site performance.

Solar power generation

A photovoltaic system for the generation of electricity has recently been installed at the Naples logistics hub, as part of the company's strategy to reduce emissions and increase self-generation from renewable sources. The system consists of around 1,400 high-performance panels, with an installed capacity of approximately 750 kWp, and covers roughly 10% of the site's energy requirements. Over its estimated lifespan of around 30 years, the project is expected to prevent the emission of nearly 18,000 tonnes of CO_2. The total investment amounted to approximately 1.5 million euros. This initiative was complemented by a further project to expand installed capacity, achieved by installing photovoltaic systems on the roofs of the site's buildings. This second phase increased the total capacity by a further 490 kWp, with an estimated annual output of around 660,000 kWh. Taken together, these measures contribute significantly to reducing energy dependence on external sources, improving the site's energy efficiency and limiting climate-changing emissions, in line with the company's sustainability and energy transition objectives.





Inverter project

As part of initiatives aimed at improving the energy efficiency of its facilities, the Naples Logistics Hub has launched a project to optimise the pumping system used in product loading operations. The project involves the installation of inverters (frequency converters) to control the loading pumps, with the aim of dynamically adjusting the operation of the equipment according to actual operational requirements. This solution reduces energy consumption, optimizes plant performance and minimizes mechanical stress, thereby helping to extend the service life of the equipment. The project has already completed the detailed engineering phase. Delivery of the new pumps, fitted with integrated inverters, has begun, and preliminary site preparation work for on-site installation is underway. Once completed, the project will achieve a significant reduction in electricity consumption associated with product handling operations, with benefits in terms of both energy efficiency and the reduction of indirect CO_2 emissions. The initiative forms part of a wider programme to decarbonize and digitize the Hub's facilities, utilizing technological solutions that improve process control and the efficient use of energy.

Logistics optimization

With the aim of **minimizing the distance between the supply site and the product's final destination**, Q8 has developed what are known as 'Cross Purchases & Sales', i.e. buying and selling arrangements with other companies operating in the Italian market. This makes it possible to reduce fuel consumption associated with transporting fuels to their final destination, to cut CO_2 emissions and road congestion, whilst simultaneously improving supply patterns and optimizing the geographical coverage of the sites.

Biofuels

Partly to comply with obligations regarding the use of renewable sources in the transport sector, Q8 blends biodiesel at its own and third-party terminals, HVO at its own terminals, and bio-ETBE at the Milazzo refinery. Furthermore, the company has invested heavily and continues to invest **in upgrading its logistics chain**, from terminals to service stations, in order to increase the sale of pure HVO and ensure the supply chain all the way to the end consumer. Q8 also produces bioETBE at the Milazzo Refinery and supplies biofuels to business customers. In order to demonstrate **compliance with the sustainability criteria and greenhouse gas emission reduction targets for biofuels**, the Company is certified under the International Sustainability & Carbon Certification (ISCC) scheme and the National Certification System for the Sustainability of Biofuels and Bioliquids.



Secondary transport efficiency index

Q8 has developed the so-called k/k index, an efficiency indicator used to monitor the ratio between the kilometres travelled by tankers and the quantity of product transported. A reduction in the k/k index has **positive effects on the environment**, as it reduces diesel consumption for the transport of fuels and, consequently, CO_2 emissions. It should also be noted that, thanks to the reduction in heavy goods traffic on the roads used by tankers, the impact of logistics on the local area is reduced, thereby improving the quality of life for the local population.

Aviation

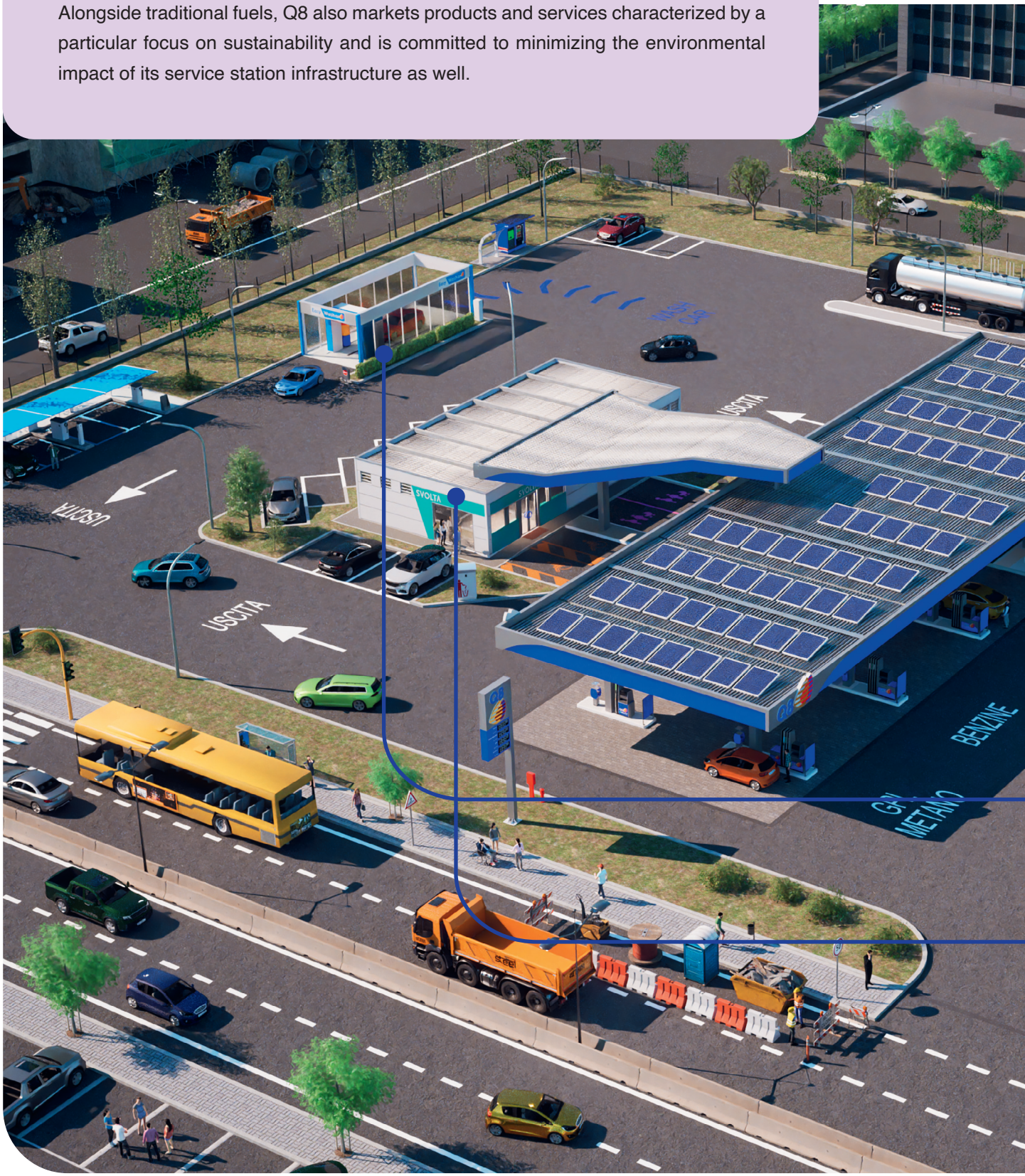
Q8 is also active in the supply of JETA1 aviation fuel, serving **18 airports in Italy**. To ensure a level of service that meets the highest market standards, the company has **voluntarily joined the Joint Inspection Group (JIG)**, a world-leading organization in the development and updating of safety and quality standards for the entire supply chain, storage and distribution of aviation fuel.
The company's high standards and the application of these strict regulations enable Q8 to ensure operational excellence, which is verified through thorough audits and regular technical inspections.

Digitalization of accompanying documents for goods

Thanks to an app developed specifically for Q8 and the provision of a tablet to every driver, it is possible **to manage the documents** relating to tanker journeys for fuel deliveries **digitally**. This enables **an estimated saving of around 800,000 A4 sheets per year**.
Data relating to fuel unloading at retail outlets is also managed electronically, meaning that invoicing takes place entirely automatically and digitally.

Our network

Alongside traditional fuels, Q8 also markets products and services characterized by a particular focus on sustainability and is committed to minimizing the environmental impact of its service station infrastructure as well.





Canopy with LED lighting and solar panels

Cash and electronic payment terminals

Gasoline, diesel, LPG, Hi Perform 100 Octane E10, Q8 Hi Perform diesel, Natural gas, LNG, AdBlue and Q8HVO

Double-walled tanks and pipework

Leak detection control units

Level sensor control units

Electric vehicle charging points

Car washes

Non-oil services

High-performance products

Q8 supplies two advanced fuels known as Q8 Hi Perform, whose formulations guarantee improved performance for all engines. These fuels are developed using an innovative formula designed to ensure maximum performance, reduced emissions and extended engine life.
Q8 Hi Perform is available at the Porsche Experience Center in Franciacorta and is an official partner of the Porsche Carrera Cup Italia, in which it competes with its own branded car.

Q8 Hi Perform 100 ottani

Q8 Hi Perform 100 Octane E10 high-performance petrol

- A reduction in CO_2 emissions, compared with fully fossil-based fuel, quantifiable at around 9% over the new petrol's life cycle;
- Petrol with a bio-based ether content of over 20%;
- Classified as E10 by virtue of its oxygen content;
- Uses molecules with detergent properties, protecting against wear and keeping engines clean;
- Compatible with all passenger cars currently on the road;
- Fuel economy improvements of up to 4% compared with unadditised petrol, with a corresponding reduction in CO_2 emissions

Q8 Hi Perform Diesel

Q8 Hi Perform diesel

- Fuel economy improvements compared to unadditised diesel, up to a maximum of 12%, with a corresponding reduction in CO_2 emissions[26];
- Keeps the engine running at peak efficiency thanks to specific cleaning properties that act on the injectors.

Products and initiatives with reduced environmental impact

Q8 HVO

HVO (Hydrotreated Vegetable Oil) is a **high-quality, renewable, biogenic biofuel** that embodies the principles of the circular economy, produced through the hydrogenation of fats of plant or animal origin, and/or waste, residues and by-products. Compared to conventional diesel, Q8 HVO enables a significant **reduction in CO_2 emissions calculated over the product's entire life cycle**, cutting emissions by up to 90% when used in its pure form, depending on the raw material used in its production. The product is compatible with almost all recently manufactured diesel engines*, both in heavy goods vehicles and passenger cars, as it is virtually indistinguishable from conventional diesel. Thanks to a partnership with AS Roma, Q8 HVO is already being used to heat the Giallorossi's official training center and to refuel the team's coach. During the financial year under review, similar partnerships were also signed with Torino FC and ACF Fiorentina.

26 *Verified by specific road tests.*

* *The product complies with the European standard UNI EN 15940 for paraffinic diesel fuels; it is advisable to contact your vehicle's manufacturer to check its compatibility with this specific biofuel.*

Adblue

Over the last few years, 154 AdBlue dispensers have been installed across the sales network; AdBlue is an additive that helps reduce nitrogen oxide emissions. The decision to install AdBlue dispensers encourages the bulk refuelling of the additive, leading to a **significant reduction in plastic packaging**: in the last year alone, over 17,000,000 litres of bulk AdBlue were sold, **thereby saving as many as 1,700,000 10-litre plastic containers.**

Alternative Fuels

As part of a structured, multi-year plan aimed at promoting the energy transition, Kuwait Petroleum Italia continues to invest in the development of a modern sales network. The aim is to meet the needs of sustainable mobility by offering products with a low environmental impact, including natural gas (gaseous and liquefied) and electricity.

The evolution of the network

To date, the network comprises strategic facilities spread across the whole country:

- 57 stations equipped with compressed natural gas (CNG), of which 8 are fitted with facilities for liquefied natural gas (C/LNG), which also supply gaseous natural gas;
- 293 retail outlets equipped with LPG.

CRE8 Project: Creating the Station of the Future

Launched in 2018, the CRE8 project represents a model of excellence for European mobility. The initiative received co-funding from the European Union through the CEF (Connecting Europe Facility) funds, totalling 2,058,566 euros, earmarked for the development of sustainable and interconnected trans-European networks. The project involved #29 service stations.

RECRE8 Project: the move towards Ultra-Fast Charging*

This path of innovation was further consolidated in March 2023 with the signing of a new Grant Agreement with CINEA-EU (European Climate, Infrastructure and Environment Executive Agency – European Union). The RECRE8 project involves the installation of ultra-high-power charging infrastructure (HPC up to 300 kW) at 12 existing service stations.

Co-funded by the European Union

Electric charging

The Q8 charging network currently comprises **309 charging points installed across 249 retail outlets; of these, 272** have a power output of 100 kW or more, and in particular 92 are HPC (High-Performance Charging) points with a power output of 300 kW, capable of recharging electric car batteries in just a few minutes. The Q8 charging network has been developed thanks to the company's own investments and strategic partnerships with leading players in the Italian and European electric mobility sector, including Enel X Way, Ewiva, Electrip and Electra. Furthermore, thanks to the further development of these partnerships, holders of the Cartissima Q8 (Q8's digital fuel card) and members of the Q8 Club can now charge their vehicles at **23,000 charging points across the country.**



and more **3,7** million kWh supplied

309 charging points

249 charging sales

over **135,000** charges over the last year

* *The project was completed in December 2025 with the submission of the final report. In July 2026, the European Commission disbursed funding totalling 444,000 euros.*

Easy Wash Q8

A network of 171 Easy Wash Q8 car washes, which use eco-friendly cleaning products. These are digital systems which, thanks to their innovative connection to an automatic payment terminal, allow users to:

- **Carry out self-service washes when the facility is closed;**
- **Accept payments in cash, by credit card and via CartissimaQ8;**
- **Earn points in the loyalty programme.**



Q8 concept stores: Svolta and Svolta Caffè

At **112 outlets**, you can find a **welcoming and smart space** where you can enjoy a coffee, buy food and drinks (including takeaway options), car and motorbike care products, and find travel essentials, homeware and items for your four-legged friends.

A **format that has been particularly mindful of its environmental impact** right from the outset, thanks to the use of:

- Panels made from eco-friendly, recycled chipboard;
- Cladding and worktops made from melamine-faced wood derived from the reuse of wood processing waste;
- Eco-friendly ceramic tiles for flooring, produced with respect for the environment and people at every stage of its life cycle, from the extraction of raw materials through the production process to disposal, in accordance with the highest quality standards set by European Union certifications;
- Latest-generation air-conditioning units (using the eco-friendly R32 refrigerant) with low energy consumption;
- A fully LED lighting system designed to reduce energy consumption.

Production, transport and installation are carried out with a particular focus on reducing CO_2 emissions, which have been cut by over 20 tonnes in the last year (approximately 1.7 tonnes per store, taking into account that twelve new stores were opened during the year). Many of the products sold in Svolta stores are environmentally sustainable, such as certified cellulose, packaging made from recyclable materials and coffee pods; the company also prioritizes digital channels of communication with customers to reduce paper consumption.



Predictive maintenance of retail outlets

Particular **attention to the environment** is also ensured through an **assessment process** designed to analyze any risks associated with each company-owned retail outlet. In particular, using a matrix-based system, risk factors are quantified on the basis of technical and environmental parameters, assessing the probability of an event occurring; to estimate this, each component is assigned a weighting based on its age and type.

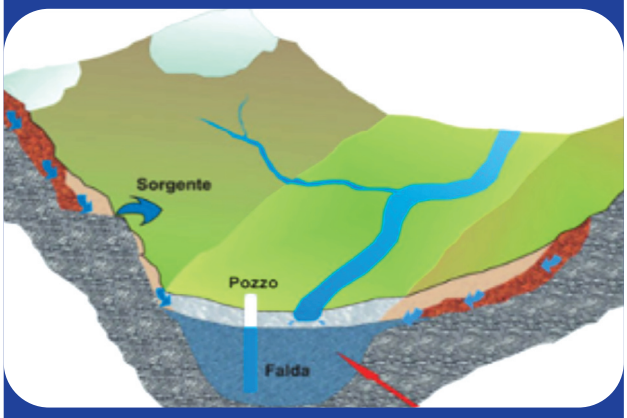
The potential impact of the event is also assessed to identify any consequences for the environment. Based **on** the output of the **Risk Assessment Matrix and historical data**, a dynamic ranking is produced which assigns a risk class to each retail outlet, thereby enabling maintenance and monitoring activities to be planned accordingly.

Technical parameters



Tanks
Piping
Submersible pumps
Spill containment sumps
Monitoring systems

Environmental parameters



Groundwater depth
Surface lithology
Distance from wells
Distance from surface water
Population density

359	5.75	5.3	1,700
systems installed	GWh/year energy savings	MW total installed capacity	tonnes/year CO_2 savings

Photovoltaic systems

Over the course of the year, the number of photovoltaic systems installed at retail outlets has been further expanded. **A further 45 new photovoltaic systems**, with an average capacity of around 20 kWp, have been installed on fuel pump canopies, on the roofs of parking bays for electric vehicle charging points, and on car wash facilities. All the new systems installed are connected via the so-called 'net metering' scheme: the energy produced is first used to meet the sites' own needs, and any surplus is fed into the grid. Furthermore, in a specific cluster of installations, **energy storage batteries** have been **installed** to support the photovoltaic systems, thereby **maximising the efficiency of these systems** and increasing the energy self-sufficiency of the retail outlets.

45
new photovoltaic system



reduction in electricity consumption of between

-30% | -70%

Total saving

19.1

GWh/year

5,730

metric tonnes of CO_2 avoided

Energy efficiency

A **relighting project** implemented across all directly managed sites with the aim of reducing electricity consumption at retail outlets by between 30% and 70%. The initiative includes, amongst other things, the installation of LED spotlights fitted with sensors capable of adjusting the light output and, consequently, the electrical power consumption based on the presence of customers in the forecourt.
To date, we have around **1,645 CO-optimized sites**. Over the past year, **a further 240 directly managed sites** have been **optimized**, resulting in additional energy savings of approximately 2.2 GWh/year and, consequently, a reduction of 600 tonnes of CO_2.

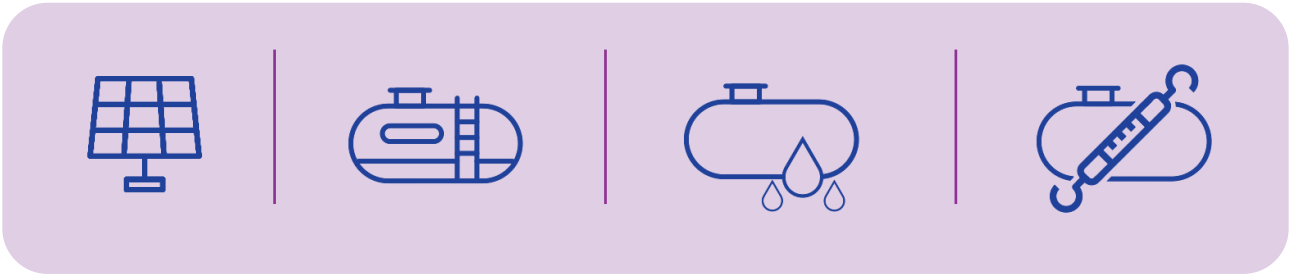
Sustainable materials

For the four plants commissioned in the previous financial year, monitoring is currently underway to assess the effectiveness of the system for capturing and reducing CO_2 and NOX through the use of an **eco-sustainable paint**. This is an innovative technology incorporated into a mineral-based paint capable of generating electrical charges on the surface of the wall to which it is applied. These electrical charges combine with water vapour and oxygen present in the air, generating negative ions that **neutralize airborne pollutants**. The paint has a dual effect on CO_2: indirect, as it has very low CO_2 emissions during the production process, and direct during the first month following application through a carbonation process; it also eliminates air pollution (NOX and VOCs) whilst simultaneously delivering energy savings.

R3 – Waste recovery

For the disposal of soil from the refurbishment and/or decommissioning sites of its own fuel network, Q8 has identified **41 disposal facilities** located throughout the country capable of treating the removed soil using innovative recovery processes (e.g. soil washing, landfarming and bio-piles).

OBJECTIVES ACHIEVED



Paperless initiative in the sales network

Q8 has continued its ‘paperless’ initiatives in the management of its sales network, significantly reducing the number of paper receipts issued by automatic payment terminals (OpT and PoS), and making the issuance of receipts optional.

Innovative, low-environmental-impact remediation systems

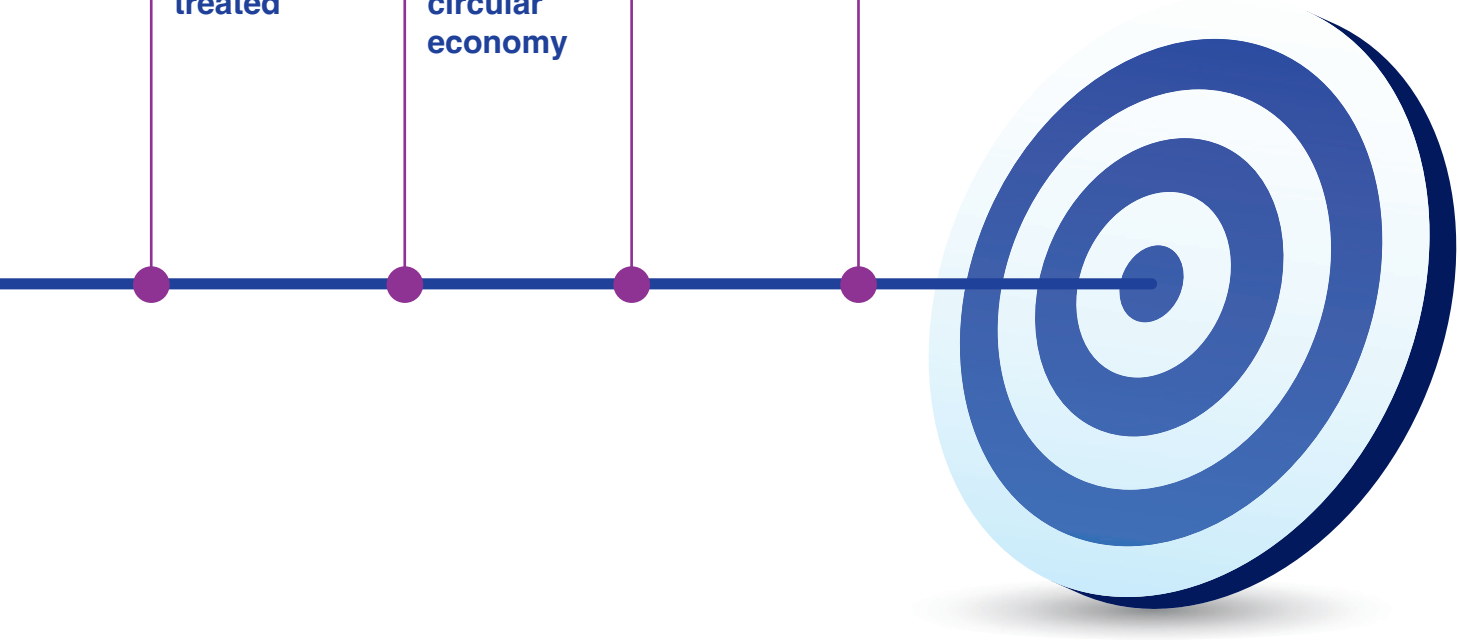
This responsible approach to business is also demonstrated by the decision to become a shareholder in **Mares**, a company specializing in **environmental remediation**, ensuring that, once retail outlets are decommissioned or whenever the need arises, swift action can be taken to restore the sites to their original condition. Thanks to **exclusive patents and sustainable remediation technologies**, it is possible to remediate land directly on-site, thereby avoiding the disposal of contaminated soil in landfill. Furthermore, the EKOGRID and MPCD-Disgreco patents minimize the consumption of energy and natural resources, as well as the production of emissions, effluents and waste.

Total reuse of the soil treated

Respect of principles of the circular economy

Savings materials primary

40% reduction in average kilometres and associated emission for the transport of soil to disposal sites



Our offices

The head office

The head office in Rome, which is leased, underwent refurbishment in 2021/2022, providing our workforce with a completely renovated, innovative and state-of-the-art building that fosters authentic interactions.

The building has been awarded the following certifications:

- **Wiredscore** (an internationally recognized certification that assesses the quality, resilience and connectivity of digital infrastructure in buildings);
- **BREEAM** (an internationally recognized certification that assesses a building's environmental sustainability).



Significant investment has been made in automation and control

- Dimmable LED lights with a presence sensor to ensure a constant 500 lux and minimize waste;
- System for real-time monitoring of the building's status;
- Real-time monitoring of electricity consumption;
- Heating/cooling systems linked to presence sensors to optimise their operation;
- Use of induction hobs for cooking in the canteen to create a safer environment.

Objectives achieved

- A reduction of over 15% in electricity consumption compared with pre-refurbishment levels;
- 100% of electricity purchased from certified renewable sources.



Branch offices

The branch offices across the country have been involved since 2023 in a refurbishment and modernization project that is still ongoing, which has extended the solutions and technologies introduced at the main office in Rome during the refurbishment in 2021–22. Among the main solutions introduced are:

- LED lighting;
- Digitization and reduction of paper-based documentation



Reduction in the use of plastic and paper

Q8 has replaced single-use plastic with items made from 100% plant-based or biodegradable materials. All floors, the lounge area and the staff canteen are equipped with water dispensers providing free access to hot, cold, room-temperature and sparkling water, and water bottles and cups bearing the company logo have been distributed free of charge to all employees.

With the aim of reducing paper consumption, numerous 'paperless' initiatives have been implemented in the offices, considerably reducing the use of raw materials:

- by opting for exclusively digital subscriptions to magazines and newspapers;
- through the use of electronic record-keeping, certified email and digital invoicing services, resulting in an estimated monthly saving of 4,600 trees.



Home-to-work travel plan

Q8 has submitted its **home-to-work travel plan (PSCL)** to Rome City Council, with the aim of contributing to environmental improvement, including through the reduction of emissions resulting from its employees' commutes. The plan, which is constantly monitored by the Mobility Manager, enables the company to plan and define the measures to be adopted to promote sustainable mobility, whilst limiting the individual use of private cars. To this end, Q8 provides a shuttle service, shared with three local companies to maximize collective transport. The service is operated by Bus GT vehicles meeting at least Euro 5 emission standards to ensure better environmental performance.
An integral part of the plan is also 'Q8 Electric', introduced in 2019, an innovative electric car-sharing service available to all employees. An electric car can be used every day of the week, including weekends, and booked via a dedicated booking service available on the company intranet.

There are three main areas of focus:

- reducing pollutant emissions from private vehicles in urban areas through services designed to facilitate the use of public transport;
- reducing the number of journeys through remote working.

Customer service excellence

An integral part of the value chain are **the Managers, Agents and Contractors** – self-employed, highly qualified professionals – who can handle fuel services, any ancillary activities and/or the maintenance of outdoor spaces and green areas. In line with its characteristic innovative spirit, Q8 adopts the various contractual models permitted by law, which ensure an even more direct and immediate relationship with the market, with the aim of always putting the customer at the center.

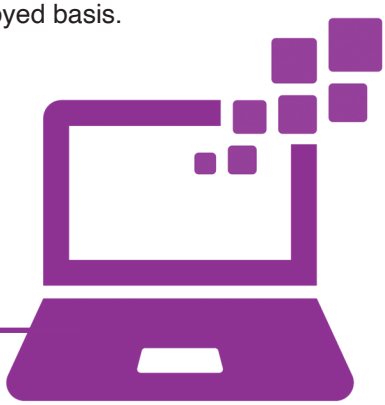


To respond promptly to customers' needs, Q8 provides them with:

- **ongoing training,** both in the classroom and at the point of sale, to strengthen and update sales and product/service skills;
- **an innovative incentive programme** to reward merit and professionalism;
- **Health and safety training.** Q8 obviously does not replace the employer's obligation to provide training on the risks arising from work activities, but focuses the training as additional instruction on the specific equipment present at its sites;
- **specific training for staff who dispense LPG and/or Methane**, who, in accordance with current legislation, undertake specific courses upon completion of which a certificate is issued.

A digital ecosystem

- **An innovative digital portal** ensures and monitors the entire operation of the service station, facilitating rapid and continuous two-way communication with the company and providing timely updates on all ongoing initiatives;
- **Training and development are provided via a digital tool,** the Q8FA Training web app, through which users can access microlearning training content 'bite-sized' e-learning modules, delivered both synchronously and asynchronously, to ensure staff are constantly updated on key business and market issues;
- **Innovation extends to the recruitment process too**: on the corporate website www.q8.it, the page 'Become a Manager' is available on the corporate website www.q8.it, where you can apply to take on the management of Q8 service stations across Italy on a self-employed basis.

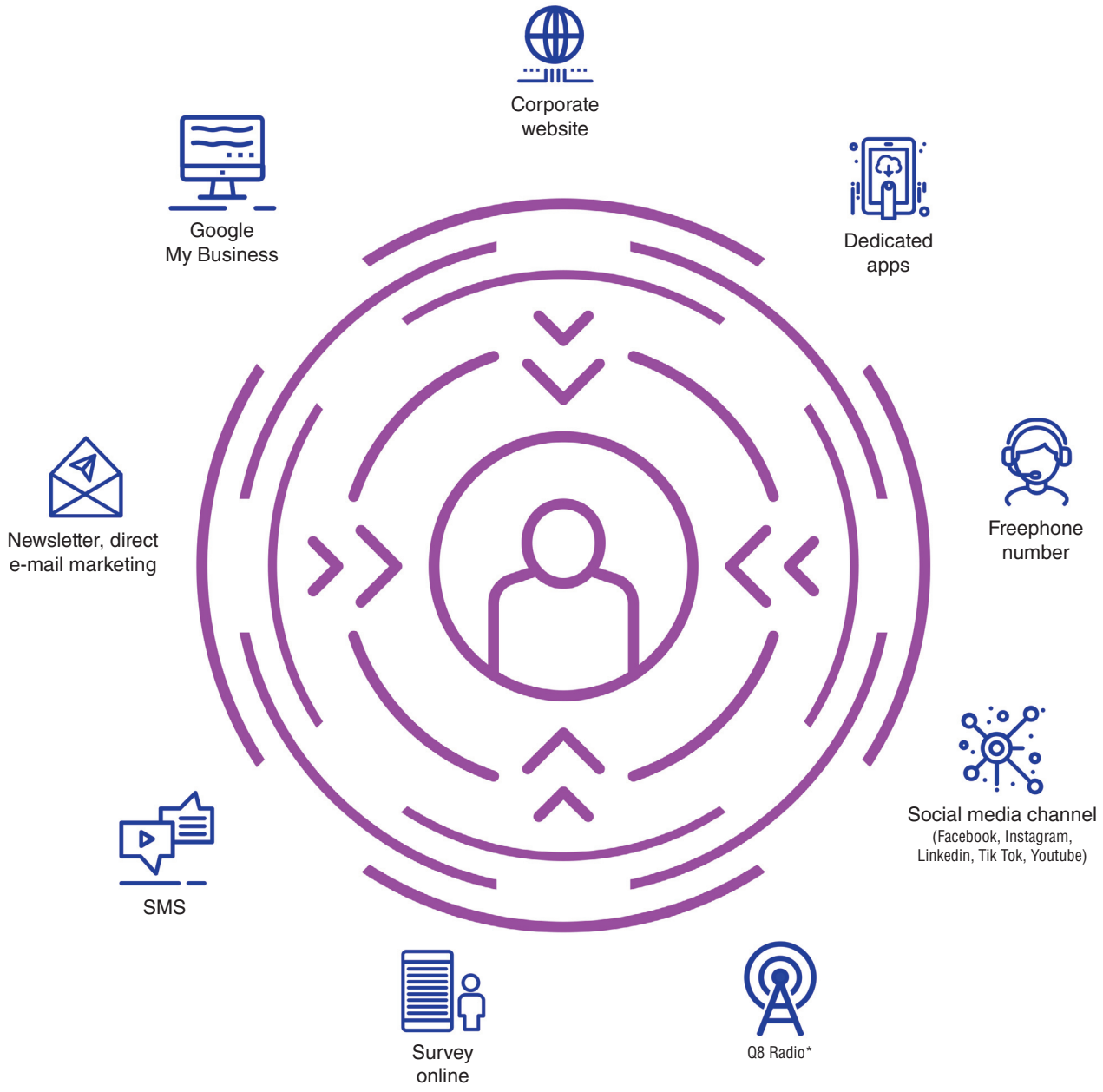


milleLITRI
Periodico Trimestrale della **Kuwait Petroleum Italia S.p.A.**

Millelitri, the company's in-house magazine – a quarterly publication (now also available in digital format) covering the main activities and initiatives within the Q8 world – is dedicated to them.

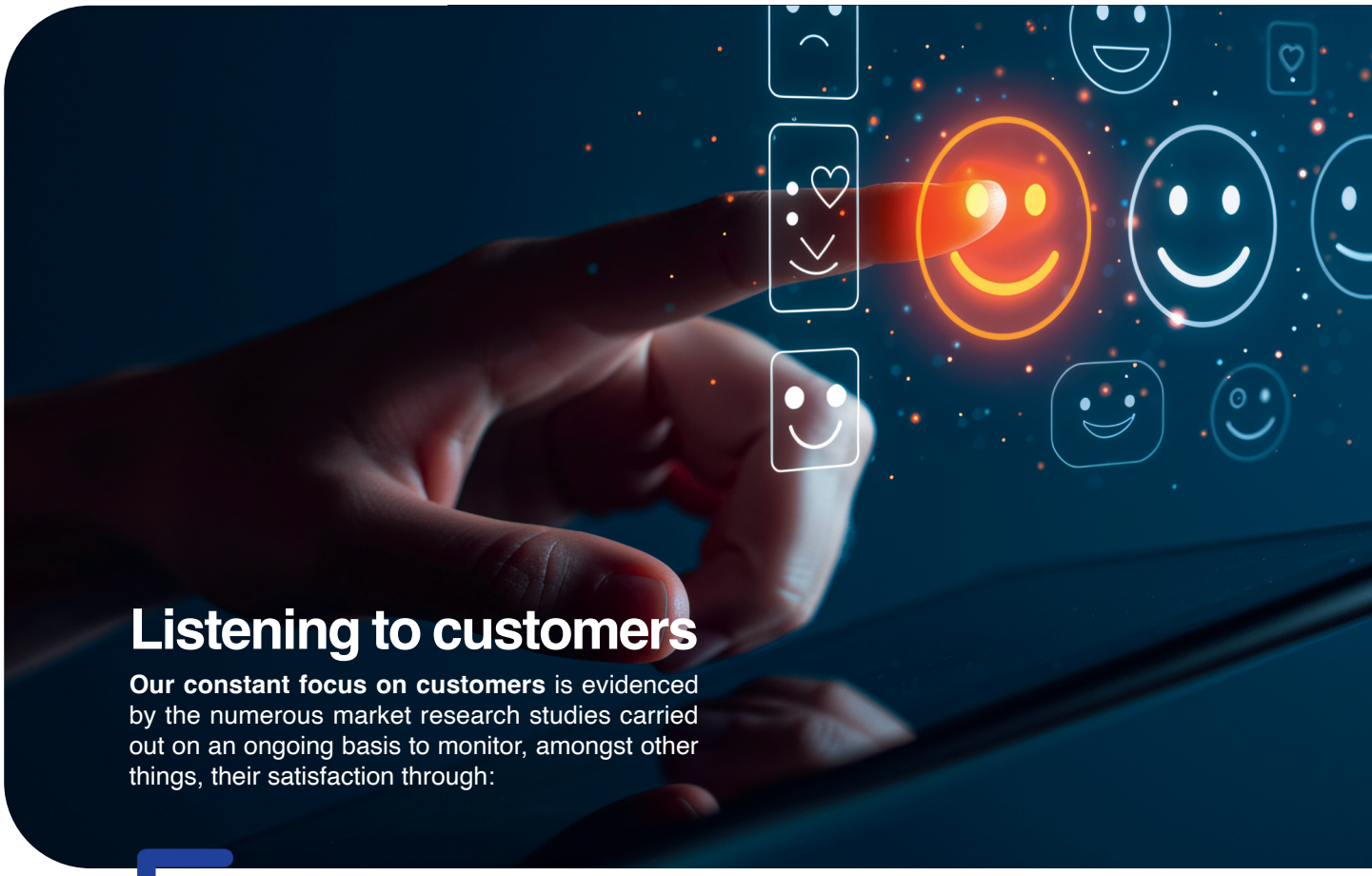
Customer centricity

The **customer is at the heart of Q8's strategy**, and the company is constantly committed to responding ever more effectively to their diverse needs. Mass customization activities enable the offering to be tailored to each type of customer, resulting **in an improved customer value proposition** through the refinement of the product range, communication methods and customer support. To offer its customers the best possible customer experience in line with the brand's values, Q8 utilizes:



** Q8 Radio is a DAB+ (Digital Audio Broadcasting) station, a technology that guarantees superior sound quality, greater signal stability and an interference-free listening experience, including multimedia content. It is broadcast via DAB+ in a large number of Italian cities, including Rome, Milan, Naples, Florence, Turin, Reggio Calabria, Cagliari and Palermo. You can listen to it via streaming by visiting the Q8.it website or via the ClubQ8 app.*

Mass customization: *a strategy for selling mass-market goods that meet consumers' specific needs*
Customer value proposition: *the advantages and benefits a company offers its customers*
Customer experience: *the way in which a company interacts with its customers*



Listening to customers

Our constant focus on customers is evidenced by the numerous market research studies carried out on an ongoing basis to monitor, amongst other things, their satisfaction through:

Regular surveys of customers who interact with Q8 in various ways.

Continuous monitoring of the ClubQ8 app's rating.

Monitoring of customer satisfaction with the rewards in the catalogue.

Analysis of reviews of Q8 service stations and SVOLTA shops.

Analysis of spontaneous customer comments, explored in greater depth via a questionnaire and analyzed using an Artificial Intelligence algorithm that enables the planning of any necessary improvement measures.

Q8 and its customers: an increasingly digital and inclusive relationship

ClubQ8 app

- It is constantly updated to enhance the user experience and make it easy and intuitive to use;
- It allows customers to select a petrol pump and pay for their refuelling directly with a single click, using their e-Wallet, and receive their receipt by email without generating paper receipts;
- It also allows users to charge their electric vehicles, receiving the invoice via email and through the app;
- It offers a wide range of payment methods: users can top up their e-wallet directly via the app using a bank card, Satispay or bank transfer, and use the e-wallet to pay for refuelling. Furthermore, at participating Q8 stations, the app allows you to pay for refuelling directly using Google Pay, Apple Pay, Satispay or bank cards.
- It offers personalized discounts and promotions based on the customer's preferences;
- It allows you to change your consent to the processing of personal data with immediate effect;
- It offers a high level of cybersecurity thanks to the introduction of the 'One Time Password' solution for accessing sensitive features and operations;
- It provides easy access to the loyalty programme with a Rewards Catalogue (in which many products have a sustainable focus) and fast delivery via Amazon Business.

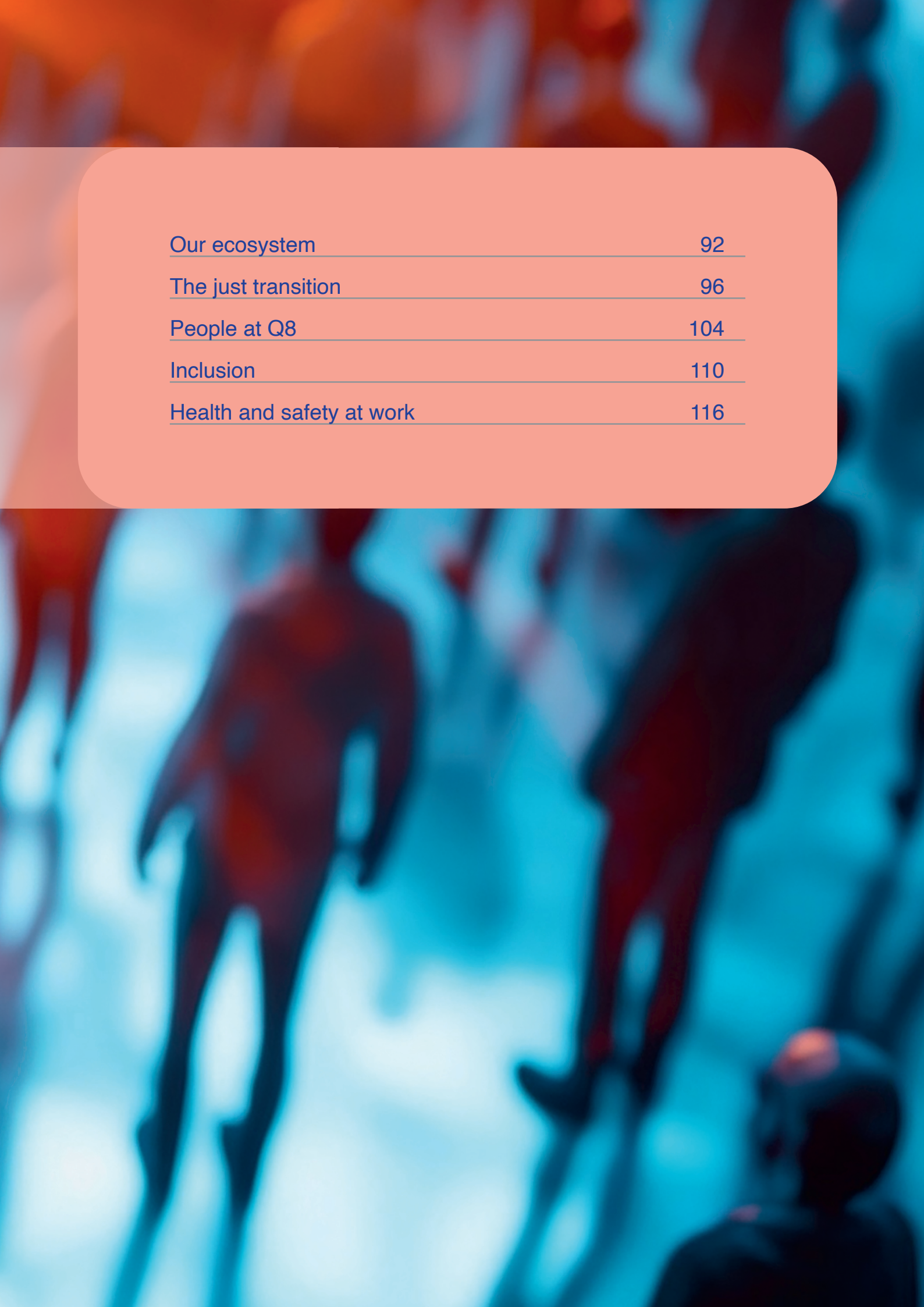


Self-service for all

Removal of barriers to services offered at petrol stations to improve inclusion for people with disabilities, through adherence to the Memorandum of Understanding between UNEM (Union for Energy and Mobility), FAIP Onlus (Federation of Italian Associations of People with Spinal Cord Injuries) and the operators' associations (Faib, Fegica and Figisc/Anisa). All motorists with mobility impairments can, during the opening hours of participating stations, receive assistance from the operator at self-service pumps, subject to the relevant terms and conditions of purchase.

People enhancement





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Our ecosystem

ADVOCACY

Q8's **advocacy work** plays a fundamental role in promoting positive change within the community and the wider context in which it operates. Through its active engagement in dialogue with institutions, organizations and other stakeholders, Q8 works to ensure that public policies also promote sustainable and inclusive development. The Company's advocacy work, as well as representing its own interests, aims to create a **fairer, more respectful and responsible community.** By actively collaborating with stakeholders and supporting causes that promote collective well-being, Q8 makes a tangible contribution to building a better future, in which present and future generations can thrive in harmony with the local area and society.

THE ROLE WITHIN ASSOCIATIONS

Membership of associations is the most suitable and effective means of representing the company's legitimate interests. For this reason, Q8 is a member and participates actively, both by holding key roles and through the expert support of its staff.

Q8 is a member of the following associations:

Unione Energie per la Mobilità (UNEM)

For over 70 years, the Association has brought together and represented the leading companies operating in Italy in the processing, logistics and distribution of petroleum products, low-carbon energy products – including biofuels and e-fuels – and all those new industrial enterprises active in innovation and research into the technologies that will shape the mobility of tomorrow.

Unione Industriali Napoli

The association represents companies producing goods and/or services, across all sectors, which carry out their activities within the Province of Naples.

Assonime

It is dedicated to the study and in-depth analysis of issues concerning the development of the Italian economy. The Association's aim has always been to improve the quality of Italian and European regulation by studying its impact on the economic system and the functioning of the markets. Assonime acts as a link between businesses and institutions.

AIEE (Associazione Italiana Economisti dell'Energia)

The Association acts as an independent point of reference on issues relating to Italian energy policy for national and international bodies, to which it provides expert advice; it carries out extensive work to inform and stimulate the authorities and bodies responsible for defining energy policy in Italy, with whom it holds meetings and debates.

Assogasliquidi (member of Federchimica)

The Association represents, at national and international level, companies in the distribution sector for liquefied gases used for heating and transport, as well as companies that manufacture equipment and plant or provide services related to the sector. Assogasliquidi collaborates effectively with government bodies and public authorities to help define the best regulatory framework for the sector, on technical and legislative innovations, and on their practical implementation.

Confimprese

A recognized, private, not-for-profit association which, since 1999, has been working alongside businesses operating in the retail sector, through direct networks and franchising. Confimprese supports its members by helping them forge new relationships and plan their development, both in Italy and abroad.

Aitra (Associazione Italiana Anticorruzione)

This association brings together civil servants, professionals and businesspeople who have first-hand experience of the responsibilities and challenges associated with the role of RPC, in accordance with current anti-corruption legislation.

Aigi (Associazione Italiana Giuristi di impresa – AIGI)

It was founded in 1976 by a small group of heads of legal departments at large companies, with the aim of enhancing the profile and role of the corporate lawyer by promoting – as had already been done in other countries – their legal status.

Partnerships with universities and institutions

To support training and young people – the new talent of the future – the Company has forged **numerous partnerships with prestigious Italian universities.** Furthermore, with the aim of actively contributing to public debate alongside the many corporate professionals, Q8 **sends its representatives to conferences and technical round-tables** involving, amongst others, national bodies and institutions on issues of interest to the sector.



LUISS
Guido Carli Free International University of Social Studies, Rome

A prestigious partnership has been signed between Luiss University and Q8, whose professionals have delivered lectures (e.g. on antitrust and environmental law) and, in turn, have benefited from training courses. In addition, extracurricular work placements have been organized, which have subsequently led to recruitment by the company.

La Sapienza University of Rome

For over ten years, Q8 has been a partner in the Master's program on 'Contaminated Sites' organized by the Department of Chemistry. This year, too, it has been reappointed as an external member of the Master's program's Teaching Committee.

Rome Business School

Q8 is an integral and key part of the Rome Business School's Master's program in Environmental Compliance and Occupational Health and Safety for the second consecutive year. Through its long-standing involvement in this Master's program, the company makes a decisive contribution to the training of new professionals in sustainable business.

PoliHub Servizi Srl of the Politecnico di Milano

A long-standing collaboration which, together with the Digital Innovation Observatories, is driving forward an ambitious innovative research project called 'Startup Intelligence'. This program fosters cross-fertilization between the world of digital start-ups and that of Italian companies that focus on innovation as a key to success, harnessing the enormous innovative potential of digital solutions.

SDA Bocconi Renewable Gas Observatory

Q8 participated in the Observatory with the aim of examining renewable energy sources in transport and industrial applications. The regulatory and incentive mechanisms designed to promote the deve-

lopment of biofuels in line with the energy transition, and technologies for the production of biomethane, hydrogen and renewable fuels of non-biological origin, as well as carbon capture and storage, were examined in depth. Finally, practical scenarios were simulated to assess the contribution of biofuels to decarbonization, including in 'hard-to-abate' sectors (maritime and aviation).

ISTUD Master's Programme for Corporate Lawyers

Long-standing teaching activities by Q8 professionals on the Master's program in question, covering competition law and antitrust matters, as well as mentoring activities focused on the world of work and the role of the corporate lawyer.

Integrity and Compliance B20 Working Group

Q8 is the coordinating member of the Italian edition of the Integrity and Compliance Task Force, characterized by the explicit recognition of 'legality' as a value encompassed within the broader and more complex concept of 'sustainability', which drives a substantially new economic and entrepreneurial model.

Remtech

Remtech is one of the leading Italian and European think tanks on environmental issues, comprising members from academia, institutions and the business sector. Following years of collaboration on conferences, seminars and publications, Q8 is now also a permanent member of the Scientific Committee.

Whistleblowing Observatory

Q8 holds the prestigious chairmanship of this Observatory, which comprises a group of experts, professionals and business representatives tasked with monitoring the application of whistleblowing legislation within the European Union and its implementation within companies, both from an ethical and social perspective and in terms of its impact on corporate brand reputation.

Faculty of Medicine and Surgery, University of Rome "Tor Vergata"

Teaching activities by Q8 professionals as part of the Master's Degree program in "Healthcare and Prevention Sciences". This teaching activity forms part of Q8's broader commitment to promoting a culture of prevention and integrated risk management, in line with Q8's own sustainability and corporate social responsibility objectives.

LUISS – Second-Level Master's Program in "Business Law"

Teaching activities by Q8 professionals as part of the Second-Level Master's Program in Business Law. These teaching activities contribute to the training of corporate lawyers with integrated skills focused on risk management, compliance and corporate governance, strengthening the transfer of knowledge between academia and the business world and supporting the dissemination of advanced models of responsibility and sustainability within the corporate context.

I-COM – Institute for Competitiveness

Q8 is a member of I-Com – Institute for Competitiveness, an independent think tank active in the Italian and European public debate on competitiveness issues, with a particular focus on energy, innovation, communications and institutional affairs. Through its membership, Q8 participates in the I-Com Innov-E Observatory and the Competitiveness Report, as well as in the institute's wide-ranging study and research activities.

The just transition

The **transition towards a more environmentally sustainable economy must be fair and inclusive**; in other words, it must manage the social consequences, ensuring that society and all its members – including the most vulnerable groups – can continue to enjoy security and social wellbeing. Q8's commitment to the local community stems from the belief that businesses have a social role to play and a duty to foster cultural development, by creating – both internally and through the involvement of external stakeholders – a virtuous ecosystem capable of generating long-term social value.

Corporate volunteering

An opportunity to create social value thanks to the willingness of employees to carry out **charitable activities** during working hours, helping to promote a corporate culture based on sustainability and community relations. An opportunity for personal enrichment for the workforce, with positive effects not only for the local community but also for the volunteers themselves, who have the chance to strengthen their skills, such as the ability to manage interpersonal relationships and work as part of a team.



Ostia coastline clean-up

The company took part in a major environmental volunteering initiative along the Lazio coastline, joining forces with AS Roma and under the coordination of RomaNatura. Employees from Q8 and the football club worked together, dedicating their time and effort to the restoration and upkeep of the beaches.

At the Pharmacy for Children

Our volunteers, alongside the Francesca Rava Foundation – NPH Italia ETS, took part in the 'At the Pharmacy for Children' initiative, collecting medicines for children in need in Italy and abroad.

Primavera Rugby - Autism

Q8 took part in a volunteering initiative as part of the Rugby – Autism project promoted by Primavera Rugby. During a training session, Q8 volunteers worked alongside educators and coaches, supporting young people in their sporting activities. The initiative demonstrates the company's commitment to the issues of inclusion, participation and wellbeing, highlighting sport as a tool for building relationships and shared growth.

Cultural and social projects

Long Live the Constitution, the Constitution is Alive – 'Citizens of Europe' edition

Continuing on from the previous year, Q8 supported the **educational project "Long Live the Constitution, the Constitution is Alive"** run by the Fondazione Articolo 49 – Edition 3 **"Active Citizens".**
The project guides primary school pupils on a journey of discovery into democratic values, the importance of civic engagement and participation. Conceived to mark the 80th anniversary of the Liberation, this edition – endorsed by the most prestigious national and local institutions – supports today's boys and girls on their journey to becoming the proactive and informed citizens of tomorrow.

Blood donation

Every year, the Company organizes **regular blood drives** at its Rome headquarters, carried out in collaboration with the Blood Transfusion center of the Isola Tiberina – Gemelli Hospital. Employee volunteers wishing to take part in the initiative can also involve their family members, thereby extending the **chain of solidarity**. This year, in July, a special session was also organized to support blood donation efforts during a particularly critical time of year.

International Day for the Elimination of Violence against Women

The United Nations has designated 25 November as the date for this observance. To demonstrate its support for this highly sensitive issue and its commitment to the values of non-violence, Q8 has installed a red bench in the lobby of its Rome headquarters, the ultimate symbol of the total rejection of violence. Furthermore, to mark the day, a connectivity session was organized, inviting specialists from 'Difesa personale Roma' to discuss the topic of safety culture. In the presence of a self-defence instructor, the 'Guide to Recognizing Gender-Based Violence' was presented as a resource to help identify high-risk situations, along with details of the relevant government channels for reporting incidents.

Gea Edu – Next, my future starts with me

An **educational project focusing on school and career guidance**, aimed at **helping young people recognize their own aptitudes and personal inclinations** and match them with both post-compulsory education opportunities and employment prospects. An initiative that Q8 was keen to support, promoted by the Fondazione Articolo 49 and carried out in collaboration with, amongst others, the European Parliament.

Orbits: Innovation, Awareness and Culture

Q8 has an ongoing partnership with Orbits, an innovative, strategic and interdisciplinary ecosystem that combines philosophy, culture and innovation to guide leaders and businesses in the age of Artificial Intelligence. Through this partnership, Q8 participates in both the Orbits Academy – a platform dedicated to training and digital transformation – and Orbits – Dialogue with Intelligence, an initiative developed by the philosopher Luciano Floridi to promote a deeper, more informed and strategic understanding of the digital age.

De Sanctis Foundation

The De Sanctis Foundation, a cultural organization of national significance, promotes high-profile initiatives on the themes of culture, civic engagement and contemporary issues. Among its main activities is the De Sanctis Prize, one of the most prestigious awards on the Italian and European cultural scene. In this context, the collaboration with Q8 as Main Partner enables the company to contribute to the promotion of a culture grounded in ethical principles, being involved, amongst other things, in the juries for the Sustainability and Human Rights awards.

Projects of cultural and social significance

Excellentia

Q8 plays an active role in the "20UNDER20" project run by Excellentia, an innovative social enterprise specializing in career guidance and talent development. Through this initiative, young people have been able to explore and develop their potential, subsequently engaging with the business world to align their personal aspirations with the skills required by the labour market. The project reflects Q8's commitment to supporting educational pathways that foster awareness, growth and employability among the younger generation.

I Bambini delle Fate

Q8 supports the inclusive initiatives of "I Bambini delle Fate", a social enterprise dedicated to children and young people with autism and disabilities. The project combines educational, rehabilitative and recreational activities, vocational training and support for families, reinforcing Q8's long-term commitment to social inclusion in the communities where it operates. The initiative also included a meeting between the association's founders and Q8 employees, designed to provide a first-hand insight into the social value of the projects supported and to foster greater awareness and internal engagement.

Sport Without Borders

The collaboration between Q8 and Sport Senza Frontiere reflects a shared commitment to social inclusion, equal opportunities and the wellbeing of communities. Through this initiative, Q8 supports projects that use sport as a tool for education, empowerment and personal growth, with a particular focus on young people living in vulnerable circumstances. The partnership aims to generate a tangible and lasting social impact, promoting access, participation and social cohesion through sport.

Race for the Cure

An event dedicated to supporting women's health projects and the prevention of breast cancer. Q8 traditionally takes part in the initiative with a large team of colleagues, who champion the human and social values shared by the company. Further support for prevention and health took the form of backing the Prevention Village, particularly the Kids' area. During the year, Q8 also renewed its partnership with Komen by supporting the Health Village and confirming, including through corporate and social media channels, its participation in awareness-raising activities, in line with the company's values.

"Amami e basta" Initiative against gender-based violence in collaboration with AS Roma

The Q8 Team took part in the 'A Kick Against Gender-Based Violence' event as part of the 'Amami e Basta' project to combat gender-based violence, a five-a-side football mini-tournament involving various other institutional, social and corporate organizations in Rome.

Kuwait National Day

To mark Kuwait National Day, Q8 organizes an event dedicated to celebrating Kuwait's culture and traditions, with the aim of raising awareness of our shareholder's country of origin and promoting an inclusive approach.

Xmas Party 25 – Partnership with Equoevento for food recovery

During the 2025 edition of our Xmas Party, we wanted to take a significant step towards sustainability by committing to concrete action to reduce food waste. Thanks to our collaboration with **Equoevento**, an organization dedicated to the recovery and redistribution of surplus food, we were able to give new life to the food left over from the event, thereby contributing to a highly valuable social cause.

Projects of cultural and social significance

Francesca Rava NPH Italia Foundation

The Foundation, which helps children in need in Italy and around the world, represents the international organization NPH in Italy; NPH has been operating since 1954 in nine Latin American countries. Among the main projects supported over the years in collaboration with the Foundation are the reconstruction of schools in areas affected by the 2016 earthquake and the 'Case Famiglia' (family homes) across the country. This year's activities saw Q8 involved, with the invaluable support of its customers, in three projects:

• **The 'Mediterranean Tour' of the Amerigo Vespucci,** which aims to offer children and young people from family homes, reception centers and mother-and-child communities special days filled with activities linked to the sea.

• **"Borse Blu"**, an empowerment programme aimed at young people from emotionally and family-wise vulnerable backgrounds, which provides the tools and knowledge to face the future through vocational training courses at the non-commissioned officers' schools in Taranto, lasting 9 or 12 weeks. "Borse Blu" contributes to the achievement of the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda.

• **"Saint Luc Street Schools"**, 35 schools supported by the Francesca Rava Foundation, which cater for 16,000 children living in extreme poverty. The children not only receive education and training, but are also guaranteed one hot meal a day – sometimes the only one of the day, as their families cannot afford a second meal – as well as medical care, vaccinations and clothing. For these children, the schools are a safe place where they can find shelter and be kept off the streets.

Q8's support for the projects of the Francesca Rava NPH Italia Foundation was also channeled through the StarQ8 loyalty programme, which served as a practical tool for engaging customers in charitable initiatives supporting children, young people and vulnerable communities. Within the 'Charities and Projects' category, charitable rewards were introduced, through which customers could allocate their Star Points to support specific social projects. The contribution donated by customers was further enhanced by Q8's support, which doubled its impact.

In particular, **the 'Libere di crescere' reward** helps fund the purchase of educational materials for an awareness-raising and empowerment project dedicated to girls and young women in Italian schools and communities supported by the Foundation. The initiative aims to provide the women of tomorrow with useful tools to establish themselves in the society of the future, through recreational activities, such as art therapy, and sporting activities, geared towards self-expression and overcoming gender stereotypes.

The "Seeds of Growth" award supports the creation of urban allotments and the restoration of green spaces in the gardens of children's homes and communities for minors. Through this project, Q8 and the Francesca Rava NPH Italia Foundation promote educational programs linked to environmental sustainability, helping vulnerable girls and boys to grow up with respect for nature, its rhythms and the value of shared care.

Through these initiatives, Q8 reaffirms its commitment to promoting forms of solidarity and social responsibility, contributing to the creation of shared value for the benefit of future generations.



Q8

FONDAZIONE Francesca Rava

NUESTROS PEQUEÑOS HERMANOS NPH Italia

25 anni in Italia, 70 nel mondo

Football Partnership

In the 25/26 season, Q8 is partnering with seven clubs: AC Milan, ACF Fiorentina, AS Roma, Atalanta BC, Bologna FC, Palermo FC and Torino FC. In addition to B2B networking and visibility activities, the agreements provide for collaboration on a programme of initiatives to benefit the local area and community, as well as promotional and engagement activities aimed at the supporters of the seven teams.
In particular, Q8 has organized the distribution of blankets at the stadiums of AC Milan, AS Roma, Bologna FC and Torino FC, intended for people with disabilities and vulnerable individuals. In collaboration with AS Roma, for the third consecutive year, Q8 has donated clothing and accessories to vulnerable individuals.
Finally, as a partner, Q8 also supplies the coaches of some of the seven clubs with Q8 HVO fuel, as well as providing heating for AS Roma's 'Trigoria' training center.



FIPSAS and Q8 – Seabed and Beach Clean-ups

To strengthen its ESG commitment and encourage active customer involvement, Q8 has partnered with FIPSAS – the Italian Federation of Recreational Fishing and Underwater Activities, recognized by CONI. To mark World Environment Day 2025, Q8 partnered with the 'PuliFondali and PuliSpiagge' initiative, helping to clean up seas, lakes and beaches across Italy and raising awareness about the protection of marine and coastal ecosystems.
The 2025 edition involved over 50 locations and around 2,000 students, generating a tangible impact on the local area and significant media coverage at a national level.
Through this collaboration, building on the LifeGate project, Q8 has reinforced its commitment to protecting the environment, promoting sustainable behavior and actively contributing to the conservation of aquatic ecosystems.





SPIAGGE PULI FONDALI

Q8 and the Naples area

Attention to **the needs of the communities in which it operates is a fundamental aspect** of Q8's corporate culture. Particular attention is paid to Naples, a city to which the company has historically been linked due to the presence of key logistical assets in the area: for this reason, Q8 has launched the 'Energie per Napoli' project, which encompasses **activities aimed at the social, cultural and economic growth of the Neapolitan region.**

Digita Academy

The Digital Transformation and Industry Innovation Academy at the University of Naples Federico II, in partnership with Deloitte Digital, continues to be a **strategic and long-standing collaboration**. Q8 supports the Academy's activities, which offer advanced training programmes focused on developing digital skills, helping professionals and businesses keep pace with technological innovations. Through courses, workshops and bespoke programmes, the Academy prepares highly specialized staff to tackle the challenges of digital transformation.

Studying business, the business of studying

A project organized by the Naples Industrialists' Union, the Department for Education, the Province of Naples and the Regional Education Office for Campania, aimed at secondary school pupils. A partnership between schools and business through which **Q8 introduced the pupils to the workings of the energy supply chain and the Hub in Naples**, where they also had the opportunity to appreciate the facility's high level of technology and digitalization.






Studiare l'impresa, l'impresa di studiare

Q8 tra sicurezza e futuro ecco il cuore dell'energia

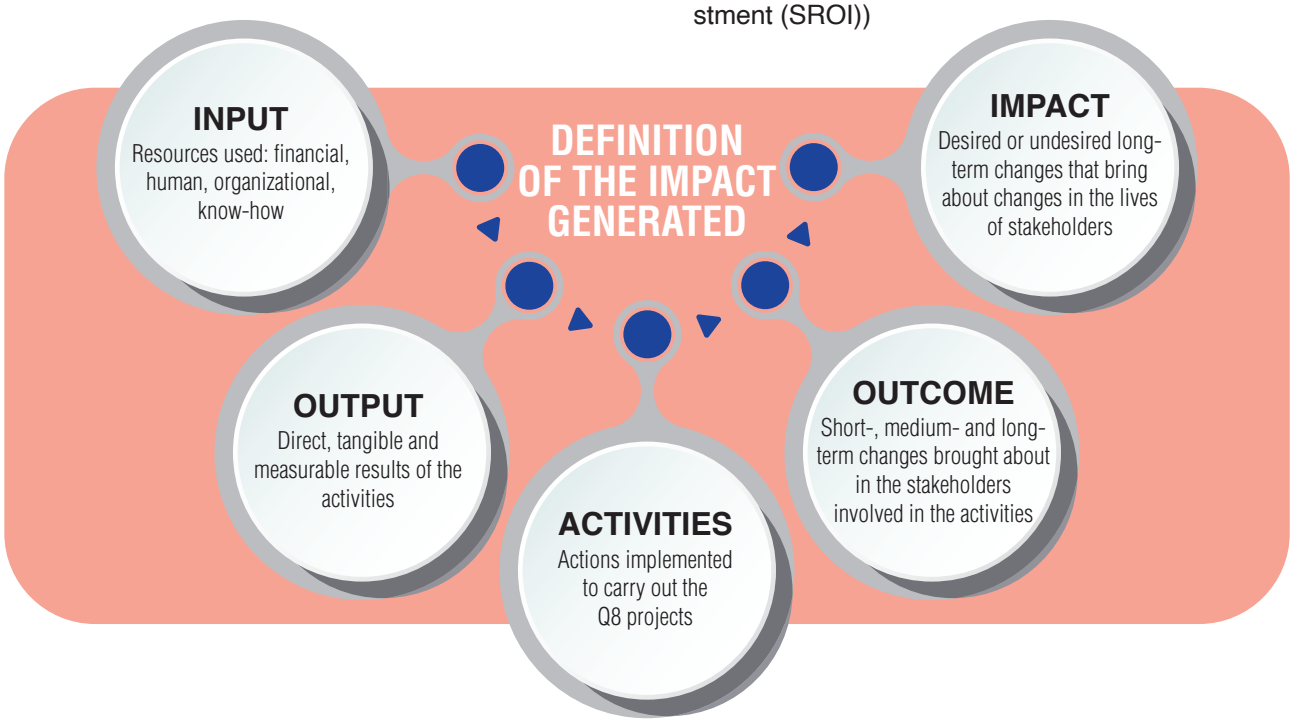
Lavoro di squadra per far crescere competenze e idee

Economic and social value generated

To independently analyze the social value generated by some of the initiatives carried out by Q8, the **Human Foundation**[1]– a research center accredited by the Ministry of Education – was engaged.
The Foundation carried out the evaluation of the activities using the SROI (Social Return on Investment) methodology, which, based on the Theory of Change, enables the complexity of the social change achieved through interventions to be quantified specific tools.
By applying these methodologies, it is possible to analyze the process of change brought about in the beneficiaries involved in the initiatives, narratively linking resources, activities and outcomes.

The selected activities included in this year's analysis are:

- Corporate Volunteering (with the projects: Primavera Rugby, In Farmacia per i bambini, Amami e Basta)
- Projects of cultural and social significance (Viva la Costituzione, La Costituzione è viva and Next Step)
- High-quality educational projects offering guidance tools and awareness of one's own aptitudes, and insight into the world of work (20 under 20 by Excellentia)
- Projects for the Naples area (Studying business, the business of studying)
- Social engagement projects aimed at people's wellbeing (including participation in the Race for the Cure 2025)
- Initiatives for the physical, relational and psychological wellbeing of children and young people with disabilities and their families (support for 'I Bambini delle Fate', examined using a methodology based on a desk-based analysis of the initiatives and the construction of a projected Social Return on Investment (SROI))



1 The Foundation is a reference point for evaluating the impact generated by policies, programmes and projects and it is central to defining effective strategies capable of responding to increasingly complex needs and problems.

The SROI ratio derived from comprehensive and in-depth analyses highlights a positive social impact for the beneficiaries included in the analysis and for the community.

The analysis carried out shows how, for every euro invested by Q8, more than three times that value has been generated in social benefits.

€ 1 = € 3.26

Below is a brief overview of the analysis

INPUT

€154,368.00 Total cost of the shares

ACTIVITY

- 3 Corporate volunteering projects (pharmacy outreach for children, rugby for inclusion,'Amami e basta')
- 1 project for young students in Naples (studying business, the business of studying), inclusion, 'Amami e basta)
- 1 prevention project for women (Race for the cure)
- 2 Projects for secondary school pupils (#Next Step, 20under20)
- 1 project for primary school pupils (Long live the Constitution, the Constitution is alive)
- 1 project dedicated to children and young people with autism and disabilities (The Fairy Children)

BENEFICIARIES

- Corporate volunteers
- Students involved in the projects
- Young people/adults involved in the projects
- Women

OUTCOME

- Promotion of collective wellbeing
- Reducing social inequalities
- Health awareness and education
- Support for educational and training programmes

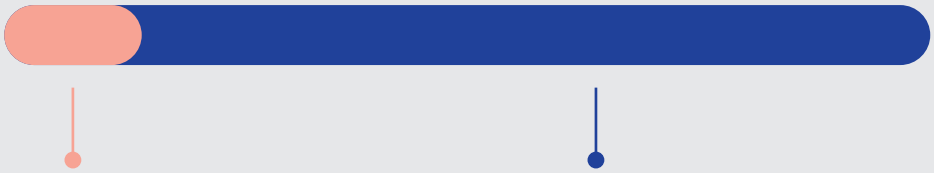
IMPACT

3.26 € generated every 1 € spent

The people at Q8

Human capital is Q8's **driving force** and its true competitive advantage.
The Code of Ethics ensures a healthy, safe and efficient working environment, guaranteeing equal employment opportunities for all on the basis of specific professional qualifications and performance capabilities, without any form of discrimination (Annex 3).

699 Employees



5%
FIXED-TERM
contracts

95%
PERMANENT
contracts



WOMEN
+12%
compared to the national average for the energy sector*

The **National Declaration of Conformity (ASSE.CO)** has been renewed; following a rigorous assessment process, it certifies that employment contracts and all relevant aspects thereof (e.g. remuneration, welfare, gender equality and non-discrimination, health and safety, etc.) fully comply with applicable laws and regulations and adhere to **the highest standards of legal compliance and sustainable social practices.** The annual certification is subject to a quarterly audit conducted by the National Order of Labour Consultants to verify that the requirements continue to be met.

**SOURCE: Confindustria Energia – Statistical survey as at 31 December 2020.*
The analysis was carried out on a sample of companies in the sector in question, covering a total of approximately 29,000 employees.

Recruitment

Q8 strongly believes in young people and the valuable contribution they can make to the Company; for this reason, it is committed to attracting young talent through a variety of recruitment channels:



The "Work with us" section of the company's website



Job placement of leading Italian universities



Selected recruitment and selection agencies



Social media channels:
- **LinkedIn**
- **Indeed**

FROM 1 APRIL 2025 TO 31 MARCH 2026
47 PEOPLE WERE RECRUITED,
WITH AN AVERAGE AGE OF 28.

New joiners – Induction program & buddy

Q8 has designed an **induction program** for new recruits, the ***'New*** Joiners'**,** offering them a structured program that combines support with immersion in the corporate culture. ***New Joiners*** are supported by a ***Buddy*** for their first six months with the company; this experienced mentor guides and supports them as they adapt to the company's dynamics, helping them to understand the values and behaviours that characterize the way Q8 works.

5forc3s Skills

To adequately support the evolution of the business and the challenges faced by the Q8 Group, **a new skills model** has been adopted aimed at providing staff with a compass that can orient the conduct of individuals and teams, using a common language. To promote these behaviors, Q8 Stories were created: corporate stories shared through comics and podcasts.



COLLABORATION

"We are a team"

Definition: building cooperation and a psychologically safe environment inside the organisation to effectively achieve a goal

Key elements: sharing of information, relational aspects, diversity and inclusion, managing emotions, integrity



INNOVATION

"Let's experiment"

Definition: having an analytical and creative process to generate ideas, aimed at producing new services and/or improving existing services by exploiting the latest technologies

Key elements: challenging the status quo, trying out different approaches, looking for solutions, use and adoption of technologies



CUSTOMER CENTRICITY

"We put customers in the center"

Definition: Providing an efficient and high-quality service to customers during the whole negotiation process, such as to impact positively on the company's image

Key elements: customer needs, sustainability in solutions, innovative thought, customer relations



ACCOUNTABILITY

"We are accountable"

Definition: taking responsibility for actions, recognising mistakes, managing resources and being committed to improvement

Key elements: expressing opinions, personal involvement, managing budgets and deadlines, strategy, taking on responsibility



LEARNING AGILITY

"We are curious and wish to learn"

Definition: wanting to acquire new skills and challenge yourself in seeking out learning opportunities, encouraging a culture characterized by feedback and sharing knowledge

Key elements: comfort zone, learning opportunities, taking time to think, sharing feedback, asking for help



TRUST

"We build trust"

Definition: operating in the right way, guaranteeing a welcoming environment for colleagues with authenticity and sincerity

Key elements: authenticity, satisfying the needs of colleagues, psychological acceptance and security, integrity and setting an example



FORESIGHT

"We take our vision forward"

Definition: being constantly updated to define the best strategy, actions and relations to face future challenges

Key elements: updating know-how, strategic priorities, managing stakeholders, uncertainty and ambiguity



COACHING

"We get the best out of people"

Definition: sharing know-how and experiences in the field of competence to support others in achieving their potential

Key elements: supporting potential, active listening, personal empowerment, involving people, monitoring feedback

Customer Centricity
We put customers first

Collaboration
We act as one team

Accountability
We take ownership

Innovation
We experiment

Learning Agility
We are curious and eager to learn

Trust
We build trust

Coaching
We bring out the best in people

Foresight
We lead with vision



Development and valorization of people

A corporate project has led to the redesign of all human resource processes, ensuring their digitalization and transparency. The **performance evaluation process** is perfectly in line with the HR policy to focus on the importance and uniqueness of people and their active involvement in all human resource issues. **Every employee** has the chance to play an **active role**, proposing their own goals, providing a viewpoint on the performance over the year and sharing with the Company the information needed to build their own career path. T**ransparency and a proactive approach** thus make it possible to increase the levels of awareness and motivation of the workforce (Annex no.4).



Training

Employees also play an active role in the area of training. Through the **three learning platforms** available – Workday, Edflex and Leadership Live – the entire workforce can expand their skills thanks to access to an extensive catalogue of content.
The training programme, which focuses on **developing new business skills** as well **as technical skills**, offers training courses from leading providers in the sector, including the best Italian and international institutes, colleges and business schools.

Joined forces

Dedicated training to raise awareness amongst the entire workforce regarding new skills and to **foster professional and collective growth**: in-person and/or remote sessions, also available on the company intranet, enriched by insights from external speakers to explore new perspectives, share ideas and gather reflections.

Our ambassadors

To facilitate change management in connection with major company projects, **Ambassadors** are involved – groups of employees who, having received appropriate training, play a delicate role as facilitators, supporting colleagues in all aspects that require embracing a significant cultural shift.



A comprehensive training program that ensures staff with continuous professional development and skills enhancement:

Compulsory courses

- Competition law
- Criminal Law
- Health, Safety and the Environment
- Privacy
- Corporate Administrative Liability
- Information exchange
- Use of computer terminals
- Security Essentials
- AI Awareness

E-learning courses

Online courses available 24/7, dedicated to developing soft skills and hard skills (videos, podcasts, online courses, seminars, TED Talks, digital pills).

Specialist courses

Tailored to specific needs (hard skills) and individual and group language courses.

On-demand courses

Classroom-based and remote courses dedicated to developing soft skills.

Inclusion

Inclusive working environment

Q8 promotes and fosters **a culture of openness, kindness and authenticity in interactions**, creating opportunities for exchange, encouraging employees to nurture relationships with colleagues and external contacts with an appropriate level of respect and courtesy, thereby creating a positive working environment and a climate of acceptance within the organization, where everyone feels they can share their vulnerabilities, personal talents and aptitudes without discrimination.

There are many **safeguards in** place **to ensure a supportive, inclusive and participatory working environment, in which everyone can express their individuality.**

- Sustainable Job Guide
- Flexible working hours
- Smart working
- Respect for equal opportunities and non-discrimination
- Substantial gender pay equality
- Work-life balance
- Company loans
- Additional paternity leave beyond the statutory requirements
- Additional paid leave for the illness of a child under the age of 3
- Isopensione scheme to facilitate a phased transition to retirement
- Special leave for caregivers and family support
- Corporate volunteering
- Prayer room for Muslim employees
- Seniority awards for 25 years' service
- English and Italian language courses to promote integration
- In-house Q8 staff club, also open to pensioners and their families
- Kuwait National Day to celebrate Kuwait's national holiday and learn about the country's traditions
- Q8PodcastLab: a space to share stories, interests and experiences

Q8 has achieved* Gender Equality Certification in accordance with the UNI/PdR 125:2022 standard, issued by an accredited third-party body. This is a recognition of high strategic value which attests to the organization's full compliance with the requirements set out in the relevant guidelines on gender equality in the workplace, and to the company's concrete, systematic and long-term commitment to promoting equality, inclusion and respect for equal opportunities between women and men in the professional sphere.

The certification is based on six key assessment areas:

- Corporate culture and strategy
- Governance and leadership
- Human resources management
- Processes Opportunities for growth and inclusion
- Pay equity
- Parental support and work-life balance

Achieving this certification is the result of a structured process, based on the adoption of policies and measures aimed at promoting gender equality as a defining feature of the organizational culture and corporate sustainability. With this achievement, Q8 reinforces its commitment to an inclusive governance model, integrating the principles of diversity, equity and inclusion into its corporate strategy and human capital management, in line with regulatory and reputational expectations at both national and European levels.
For the Company, the certification process represents not an end in itself, but a milestone in an ongoing commitment aimed at creating an increasingly equitable, transparent, accountable and socially sustainable working environment. Maintaining and improving the standards achieved will be subject to constant monitoring and periodic updates to the Board, within the framework of the broader corporate governance and sustainability system.

**Certification was achieved in June 2025*

Welfare and wellbeing

The National Declaration of Compliance (ASSE.CO) has been renewed; following a rigorous assessment process, it certifies that employment contracts and all relevant aspects thereof (e.g. remuneration, welfare, gender equality and non-discrimination, health and safety, etc.) fully comply with applicable laws and regulations and adhere to the highest standards of legal compliance and sustainable social practices. The annual certification is subject to a quarterly audit conducted by the National Order of Labour Consultants to verify that the requirements continue to be met.

This focus on people is demonstrated by the introduction of policies with the dual aim of, on the one hand, promoting the **well-being of the individual in a holistic sense** – that is, valuing all aspects of their being on a physical, relational, emotional and social level – and, on the other hand, **meeting organizational well-being objectives** with a view to the company's social sustainability.

Wellbeing Strategy Proposition

Revamping corporate welfare and wellbeing policies, focusing on identifying the actual needs of the workforce.

Practical assessment of well-being

Identification of actual needs through a survey of the entire workforce.

Total Wellbeing Program

personalized program focusing on physical, interpersonal, emotional and social wellbeing.

Welfare and wellbeing

at Q8 have become an integral part of a new agreement between the company and its staff, based no longer solely on the provision of financial support, but also on services and support that help to enhance the individual and family wellbeing of each employee, alongside the organization's wellbeing as a whole, thereby enabling the company to better navigate the changes necessary to maintain competitiveness in the market.

People care strategy

For Q8, the theme of welfare and wellbeing forms the core of **the People Care Strategy** and is implemented through concrete initiatives aimed at achieving a state of general wellbeing in which an individual's **physical, social, financial and occupational wellbeing** intersect, enabling them to develop and make the most of their cognitive and emotional abilities in every area of life. Over time, Q8 has put in place numerous measures – in some cases thanks to fruitful dialogue and collaboration with the company's trade union representatives – to address the needs of individuals within the organization.

Among the most significant and highly regarded are:

Flexible working hours
Company shuttle service
Insurance policies covering accidents and disability
Regular company health checks
Study grants and book vouchers for employees' children
Supplementary pension scheme with contributions paid by the company
Tax advisory service
Cartissima Privilege card with exclusive discount
Company canteen and meal vouchers
Internal solidarity fund
Personal loans at preferential rates
Mixed use of company cars and fuel allowance for private use
Video library with training modules always available
Special offers and discounts with corporate partners available to all employees
Christmas gift
Amazon Locker
Welcome baby kit
Q8 Club
Service Award
Free entry to art venues

top EMPLOYER Italia Italy 2026 FOR A BETTER WORLD OF WORK

A combination of policies and best practices that has enabled the Company to retain the prestigious T**OP EMPLOYER 2026** certification for the sixth year running, following a thorough audit carried out by an independent body which analyzed around 400 processes and activities within the Human Resources department.

Sustainable job guide

Q8 strongly believes in the value of sustainability and its social and organizational dimensions; for this reason, it has drawn up the **'Sustainable Job Guide'**: a document containing guidance and guidelines for putting into practice behaviours and working methods that promote a **more pleasant and inclusive working environment as an enabler of wellbeing and prosperity within the organization.** Indeed, a good working environment helps the organization achieve its business and corporate objectives more efficiently. Leaders at all levels must be inspired and guided by **the three leadership competencies**, which are a key enabler for the implementation and execution of the Q8 Sustainable Job Guide within the organization, whilst combining best practice with many of the new skills possessed by employees.

Q8 sustainable job guide

In particular, the document contains advice and guidelines on the following topics:



ORGANIZATION OF THE WORKING DAY



THE WORKPLACE AS A INCLUSIVE COMMUNITY



TEAM WORKING



OVERTIME



EMAIL MANAGEMENT



MEETING MANAGEMENT



HOLIDAYS

SMART WORKING

Our commitment to work-life balance is demonstrated by the introduction, as early as 2018, of remote working, which – alongside greater accountability for results – allows for flexibility and autonomy in the choice of workspaces and working hours, with environmental benefits arising from reduced CO_2 emissions due to employees travelling less to and from the workplace. A recent update to the remote working policy has ensured further and greater flexibility in specific personal or family circumstances (e.g. for caregivers, new parents, etc.).

LISTENING TO EMPLOYEES

For Q8, the active involvement of its people is a central element of its social sustainability strategy and ensures that the initiatives implemented are targeted and effective. The company maintains a structured and increasingly sophisticated system for listening to its workforce, aimed at comprehensively and broadly capturing employees' perceptions regarding multiple aspects of their working experience.
Through the Engagement Survey, managed in collaboration with KPI, Q8 periodically assesses the level of wellbeing, engagement and satisfaction of its workforce, analyzing organizational, interpersonal, managerial and cultural aspects. The results form the basis for a careful assessment of strengths and areas for improvement, enabling the organization to implement targeted and consistent actions in response to emerging needs.
The analysis of the data collected is translated into concrete improvement initiatives, monitored over time, with the aim of strengthening organizational wellbeing, fostering a culture of listening and participation, and promoting continuous alignment between company policies and employees' expectations.
This approach enables Q8 to develop increasingly targeted policies and tools, contributing to the creation of an inclusive, people-centred working environment geared towards continuous improvement.

SUPPORT FOR FAMILY NEEDS

Q8 pays particular attention to supporting new parents and caregivers, recognizing the importance of fostering a sustainable balance between professional and personal responsibilities at different stages of life. With this in mind, the Company has progressively strengthened, over time, a system of internal measures aimed at achieving a healthy work-life balance, with a focus on safeguarding family needs.

The Company provides a range of practical support measures, including:

- special leave for caregivers and for family care;
- paternity leave in addition to that provided for by current legislation;
- additional paid leave for the illness of a child under the age of 3;
- training programs and guides on available public and private care facilities;
- flexible remote working arrangements to meet specific family care needs.

Through these initiatives, Q8 reaffirms its commitment to creating a working environment that is attentive to people's needs, promoting an inclusive, responsible and wellbeing-oriented organizational culture throughout the entire professional life cycle.

Q8 is strengthening its commitment to Diversity, Equity & Inclusion to ensure gender equality within the company and, following a rigorous audit of HR processes and practices, in June 2025 it achieved the prestigious Gender Equality Certification in accordance with the UNI PdR: 125/2022 standard, issued by the renowned TUV Nord. The certification is based on a structured and systemic approach underpinned by rigorous indicators and criteria. It involved the establishment of a Gender Equality Steering Committee and the formulation of a multi-year Strategic Plan, serving as a reference document that sets out the current state of play and outlines the planning of initiatives and activities across the following five areas:

- HR processes
- Pay equity
- Parenting and care
- Work-life balance
- Prevention of abuse and harassment

The program includes an annual renewal audit always carried out by the external certification body, with updates on KPI monitoring and trends, as well as a detailed check on compliance with the schedule of initiatives and activities set out in the strategic plan.

MENTAL WELL-BEING

For Q8, the psychological wellbeing of its people represents another priority area within the People Care Strategy. With this in mind, the Company has made the psychological support service – provided through a partnership with Serenis – a permanent feature. In terms of aggregated data, this service shows a level of uptake in line with the benchmark for leading Italian companies and an excellent level of satisfaction with the service.
The service provides access to online psychotherapy programs with qualified professionals, offering practical support in managing emotional and relational wellbeing, whilst safeguarding the anonymity of employees using the service. The first sessions are covered by the company, whilst subsequent sessions are available on preferential terms, encouraging appropriate and sustainable use of the service. The permanent integration of this tool into the corporate welfare system demonstrates Q8's commitment to promoting a holistic view of wellbeing, which recognizes psychological health as a fundamental element for the quality of working life, the prevention of distress and the strengthening of overall organizational wellbeing.

HEALTH, SPORT AND PHYSICAL WELL-BEING

Q8 offers a comprehensive system of services focused on prevention and the promotion of healthy lifestyles.
The company provides comprehensive medical check-ups, delivered locally by leading healthcare facilities, on an annual basis for employees aged over 40 and every two years for those under 40. It also guarantees direct agreements and reimbursements for healthcare costs for all employees, supported by an integrated system of institutions and insurance providers.
The company is strongly committed to promoting physical activity and sport through the initiatives of the Q8 Club corporate community and its partnership with Wellhub, which enables employees to access, in a simple and flexible way, an extensive and widespread network of sports and wellness facilities, as well as digital courses and personalized training programs.
The integration of external solutions – both physical and digital – and on-site services reflects Q8's holistic approach to wellbeing, which regards health and physical wellbeing as essential and defining factors in working life and long-term organizational wellbeing. In this context, the osteopathy service, recently launched at the Rome office, is an important resource supporting stress prevention and the management of conditions linked to work and lifestyle.

Q8 COMMUNITY

The main internal communication channel for all employees is the MyQ8 intranet. The digital platform, which is constantly updated to keep the entire workforce informed about all activities, features, amongst other things, the 'Connectivity' sessions: regular digital meetings involving colleagues on business and sustainability topics, sometimes with the support of external speakers, with the aim of fostering professional and personal development and promoting motivation and inspiration. MyQ8 also provides access to recordings of company events, including Agorà, the annual plenary meeting dedicated to sharing results and key projects, with a focus on medium- and long-term strategies. In order to further strengthen the sense of corporate community, during the reporting period Q8 expanded its podcast initiative with the "Q8PodcastLab 2.0" project, broadening a communication and listening channel dedicated to its people.
The project, carried out with the support of a professional editorial team and the setting up of a recording studio at the Rome office, is organized into sections covering business and institutional topics, and involves the direct participation of Q8 staff, who share their interests and experiences, helping to strengthen their sense of belonging.
Q8PodcastLab is also available via a mobile app.



Health and safety at work

Health and safety at work are fundamental issues and are managed by Q8 in line with the highest standards of excellence.
On behalf of the employer, the Health and Safety Service (SPP):

- analyses the risks arising from employees' work activities and identifies prevention and mitigation measures;
- investigates accidents, identifying their root causes and preventing their recurrence;
- monitors Near Misses;
- carries out extensive training to maintain a high level of competence and awareness regarding health and safety issues.



THE ACTIVE ROLE OF WORKERS

In addition to the roles required by law, such as the Workers' Representatives for Health and Safety and the Environment (RLSA), whose task is to promote and monitor the application of health and safety regulations, and the occupational health doctor, all workers are called upon to play an active role in health and safety:

- reporting accidents, near misses and potential areas for improvement to the company;
- working with their health and safety representatives to provide feedback and suggestions for improvement;
- consulting the Prevention and Protection Service and the relevant personnel within the organization.

During 2025/2026, three workplace accidents were recorded among Q8 employees; thanks to prompt and immediate intervention, these did not result in any adverse health consequences for those involved.

The monitoring of accidents is also extended to workers employed by companies providing certain services to the organization, such as drivers, maintenance company staff, service station managers and contractors. During the same reporting period, there were six workplace accidents recorded among external workers at Q8 sites, all of which were fortunately classified as minor.

AN INTEGRATED APPROACH TO HEALTH AND SAFETY ISSUES INCLUDES:

A risk matrix

A careful assessment of all risks and the implementation of appropriate prevention and protection measures, including the use of the PDCA method (an acronym for Plan–Do–Check–Act) for the control and continuous improvement of processes.

A training requirements matrix

An in-depth analysis that matches specific courses to job roles, e.g. specific safety courses organized for fuel inspectors and SIRE inspectors.

Training activities

Ongoing training also covers day-to-day activities carried out outside the office:

- In-house accident investigator course
- Supervisors' course
- First aid and defibrillator use course
- Refresher course for employee representatives for health, safety and the environment
- Course on third-category personal protective equipment
- Waste Management Course
- Training under the State-Regions Agreement
- Auditor Course

A focus on health

To prioritize the health of its employees, Q8 has put in place measures designed to safeguard the health and wellbeing of its workforce, going beyond the mere prevention of occupational diseases.



Free health check-ups for the entire workforce on a regular basis, tailored to different age groups;



Health Insurance Scheme to provide employees and their cohabiting family members with comprehensive cover for medical expenses and reimbursements;



An in-house nursing service with qualified and specialized staff to provide not only support to the occupational health doctor, first aid and assistance in the event of health-related issues during working hours.

In order to raise awareness of the importance of health and safety in the workplace, the portal dedicated to the **BMS** (Business Management System) devotes considerable space to the dissemination of data, informative articles and educational material.



New ways of doing business





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Responsible governance

The adequacy of organizational structures is a fundamental criterion of conduct for corporate governance, a principle of sound administration that constitutes a general clause of primary importance. Q8 ensures that its organizational structures are appropriate to the nature and size of the business, combining compliance with regulations with the adoption of effective policies and procedures, as well as established guidelines and best practice.

An appropriate internal organization is necessary to **ensure efficiency and effectiveness in corporate management**, safeguarding constitutionally significant interests, such as protection against insolvency that may compromise the economic freedom of creditors or prevent infringements of fundamental rights that conflict with the freedom of enterprise (Article 41 of the Constitution) and the interests of shareholders in the protection of their investments (Article 47 of the Constitution).

For this reason, the Company focuses not only on the initial structure of its governance but also on its effective implementation and ongoing monitoring over time within a dynamic framework.

The Board of Directors

The Board of Directors (BoD) is the body responsible for developing strategic objectives, including policies and strategies relating to sustainable development. To this end, when the half-yearly management report is presented, the BoD is kept fully informed of the main reference scenarios concerning the organisation of work, business performance, environmental policies and people. Where necessary, it provides guidance on managing any critical impacts[1] with a view to ensuring constant alignment with business strategies. With regard to the latter, Q8's Board of Directors[2] approves the Sustainability Report, prepared on a voluntary basis and certified by an independent auditor in accordance with the principles of ISAE 3000, which sets out the performance of the entire Company and its governing bodies against sustainability targets. Furthermore, with regard to ESG issues, the members of the Board of Directors, including the Chief Executive Officer, actively participate in public debate, also contributing their insights through media interviews or speeches at public events. In accordance with the Memorandum of Association and the Articles of Association, management is entrusted to the Chief Executive Officer (with the obvious exception of powers which, by law, may only be exercised by the Board of Directors), who is vested with all powers of ordinary and extraordinary administration. To ensure the Company's full compliance with its legal obligations, as well as the achievement of the company's objectives and the management of the main impacts the Company may have on the economy, the environment and people, these powers are exercised by the Chief Executive directly or through the appointment of authorized representatives and directors with delegated powers. The appointment and selection of the Board of Directors and the Chief Executive Officer,

1 *During 2025–2026, no significant issues arose that required reporting to the highest governing body.*

2 *During the 2025–2026 period, Q8's Board of Directors did not receive a performance assessment relating to the management of impacts on the economy, the environment and people.*

Chief Executive Officer, who serves for a term of one year, takes place in consultation with the shareholder in accordance with the principles of non-discrimination and equal opportunities and in line with precise and detailed procedures, including the 'Guidelines for the Composition of Boards of Directors' which, in addition to establishing a committee for appointments and for the strategic supervision of group governance, define the following aspects:

- **Quantitative Composition**
- **Qualitative composition**
- **Roles**
- **Criteria for identifying candidates**
- **Limits on the number of concurrent positions held**
- **Training**

The appointment of the Chief Executive Officer is made in such a way as to ensure that the role can be carried out without any potential conflicts of interest, such as those arising from overlapping roles and positions within the group, and in accordance with the provisions of the Civil Code.



Composition of the Board of Directors[3]

Chairman
Waleed KH A A ALMUKHAIZIM

Chief Executive Officer
Naser M M BEN BUTAIN

Executive Directors
Raffaele IOLLO
Francesca FRACASSI

Non-executive Directors
Adel H E H ALJASEM
Bashar Y H M SH ALAWADHI

Composition of the Board of Statutory Auditors

Chairman
Giuseppe Taragoni

Statutory Auditors
Roberto Padova
Paolo Puri

Alternate Auditors
Leonardo Palma
Franca Abate

The proper implementation of the strategic guidelines defined by the Board of Directors is ensured, amongst other things, by the Corporate Committees, which are made up of a wide range of in-house professionals (Annex 6).

3 With effect from 1 April 2026.

Ethics and responsible behaviour

Q8's commitment to ethics, legal compliance and the prevention of legal risks is ensured by the presence within the organization of the **"Legal Risk Management & Integrated Compliance"** function, which is specifically dedicated to managing legal compliance. In particular, as part of activities aimed at improving the efficiency of governance mechanisms and continuously strengthening the internal control and risk management system in accordance with the principles of integrity, transparency and legality, this function enables the creation and strengthening of operational synergies, as well as ensuring unified governance in the management of risks of non-compliance with regulations.
This function involves the establishment of a **central unit and additional specialist units** covering the thirteen areas of legal compliance relevant to Q8:

- Labour Law
- Environment
- Health and Safety at Work
- Anti-Mafia
- Sustainability
- Anti-corruption
- Administrative Liability of Organizations (Legislative Decree 231/01)
- Whistleblowing
- Competition
- Trade Sanctions
- Privacy
- Cybersecurity
- Artificial Intelligence

By clearly defining the roles and responsibilities of the corporate functions involved in managing legal compliance, the **"Legal Risk Management & Integrated Compliance"** function supports the systematic and timely identification of new compliance obligations and the associated risks, as well as the implementation of any corrective measures necessary to manage and mitigate those risks. Furthermore, with a view to ensuring that the company operates smoothly within a complex regulatory landscape and that an understanding of compliance principles is embedded in the company's day-to-day operations, the "Legal Risk Management & Integrated Compliance" function works to strengthen the culture of compliance by defining and developing training programs on legal compliance issues, thereby promoting Q8's sustainable growth whilst mitigating potential legal risks.

Against this backdrop of a focus on ethics and responsible conduct, Q8 has also adopted an **Organizational, Management and Control Model** as required by Legislative Decree 231/01 (the so-called 'Model 231'), which sets out the framework of rules of conduct and organization as essential strategic elements for:

- To ensure high standards of integrity in all business activities;
- Safeguarding stakeholders' expectations regarding transparent management;
- Upholding the company's good reputation.

The aforementioned Model 231 also provides for a **Supervisory Body** appointed by the Board of Directors which:

- Monitors compliance with the 231 Model and ensures it is updated periodically;
- Has independent powers of initiative and control;
- Is provided with financial resources and a permanently dedicated structure.

Code of Ethics

The guiding principle for all of Q8's activities is the Code of Ethics, which sets out precise ethical standards and guidelines for conduct to be followed by all staff. The Code of Ethics also applies the precautionary principle, meaning it requires a cautious approach to risks – even potential ones – for which not only those directly involved, but anyone who becomes aware of them for any reason, are obliged to report and/or take action.
The document is widely distributed both within the organization and to external stakeholders, including the supply chain, and is available on the Q8 website.

The Code of Ethics governs in particular the following areas:

How to conduct Q8's business

obligations relating to business dealings with external individuals and organizations

Working at Q8

personal conduct
and protection of Q8 assets

Loyalty to the Company and leisure time

Conflicts of interest and other situations that may affect Q8's interests

Our policies

Q8 has a **comprehensive set of policies** that constitute the **rules, directives and guidelines necessary** to manage operations and maintain a safe and productive working environment, as well as to ensure consistency, legal compliance and alignment with corporate objectives and the interests of stakeholders. Corporate policies follow a predefined process: they are drawn up by the department responsible for the relevant subject area and are subject to a two-stage approval process which, depending on the subject matter and potential impacts, may extend as far as senior management. At predefined intervals and/or when necessary – for example, in the event of regulatory changes or if requested by the parent company – they are reviewed and, where appropriate, updated in line with any new requirements that have arisen.

Antitrust Policy

This ensures the effective and systematic promotion of an antitrust culture, providing clear rules to be followed in the management of business activities. All staff are involved in ongoing training on this subject, tailored to the specific requirements of their roles; an Antitrust Compliance Officer provides support in analysing the most significant issues.

Anti-Mafia Compliance Policy

It sets out the principles governing the conduct of anti-Mafia checks on companies awarded contracts and orders. In this context, the Company – with the utmost attention it has always paid to fostering a culture of legality at all levels of its organisation – believes that the adoption of an Anti-Mafia Compliance Policy constitutes a valuable tool for raising awareness, ensuring that, in the conduct of business activities, correct and transparent behaviour is followed, thereby preventing the risks of Mafia infiltration.

Anti-Corruption Policy

It emphasizes the importance of conducting business with loyalty, fairness, transparency, honesty and integrity, as well as in compliance with the laws and regulations governing active and passive corruption. The Anti-Corruption Policy also sets out the appropriate conduct to be observed in relation to charitable giving, donations, sponsorship, and recruitment and selection processes.

Guidelines for managing relations with the Public Administration

These guidelines set out the procedures and controls to be adopted when managing interactions with the public administration. In particular, they are intended to be a useful tool for consolidating values and building transparent relationships with public bodies, as well as a means of preventing and combating corruption and other offences against the public administration.

Operational Instructions on Commercial and Economic Sanctions

In line with the parent company's Global Policy, these provide general guidance on the requirements of international regulations relating to sanctions and their application, offering clarifications, implementation guidance and identifying any critical areas requiring monitoring.

Whistleblowing: Procedure for reporting breaches

This policy governs the management and use of the 'whistleblowing' mechanism, implementing the provisions set out in Legislative Decree 24/2023, which transposes Directive (EU) 2019/1937 on the protection of persons who report criminal offences and/or irregularities of which they have become aware in the course of their employment. The policy applies to and protects not only employees, but also self-employed contractors, freelancers, volunteers, shareholders and directors.

Management Remuneration Policy

In line with the parent company's Global Policy, remuneration consists of a fixed component and a variable component. The former is determined by various factors, including role, responsibilities and seniority, whilst the latter is linked to a fixed incentive bonus based on individual performance – assessed through an appraisal/rating process – and the company's market positioning in terms of remuneration, as well as the achievement of objectives. These objectives relate to market and financial performance, Health and Safety indicators, strategic projects and all activities and initiatives that promote the energy transition and the Company's long-term sustainability (Annex 8).

Sustainable Procurement Policy

It sets out the high standards required of suppliers, their subcontractors and business partners, to ensure a high level of sustainability throughout the entire supply chain. In addition to full compliance with the relevant regulatory framework, the policy sets out in detail the ESG principles as fundamental benchmarks for building an ecosystem – both for the organization itself and for its supply chain – that adheres to the 17 Sustainable Development Goals contained in the 2030 Agenda adopted by the United Nations 'to achieve a better and more sustainable future for all'.

Guidelines on the processing of personal data (General Data Protection Regulation)

They ensure compliance with the principles governing the processing of personal data, the procedures for ensuring that data subjects' rights are exercised, the policies in place in the event of a data breach, and the procedures for managing relations with the Data Protection Authority. They also establish a dedicated organizational structure for managing privacy matters.

Integrated Compliance Policy

It sets out the guiding principles for the Company's responsible conduct, based on core values such as legality, transparency, ethics and sustainability, and actively contributes to the development of a robust, credible and long-term-oriented business model. It also introduces a forward-looking approach to compliance, characterized by two key innovative elements. On the one hand, it outlines a Compliance Management Process which, thanks to centralized monitoring by the Legal Risk Management & Integrated Compliance Function, integrates the various existing regulatory frameworks (e.g. antitrust, anti-Mafia, Law 231, anti-corruption) so that they are managed in a coordinated and synergistic manner, promoting a unified view of risks. On the other hand, it outlines a Compliance Management Process that fosters integration between those involved in business operations and those working in the corporate functions responsible for managing the various risks of regulatory non-compliance, on the basis that compliance constitutes a cross-cutting driver that is fully integrated into the Company's decision-making and operational processes.

Business risks

As an integral part of good governance, Q8 has adopted an effective enterprise risk management (ERM) system, which takes into account internal and external factors relevant to its strategies and the interests of its stakeholders.

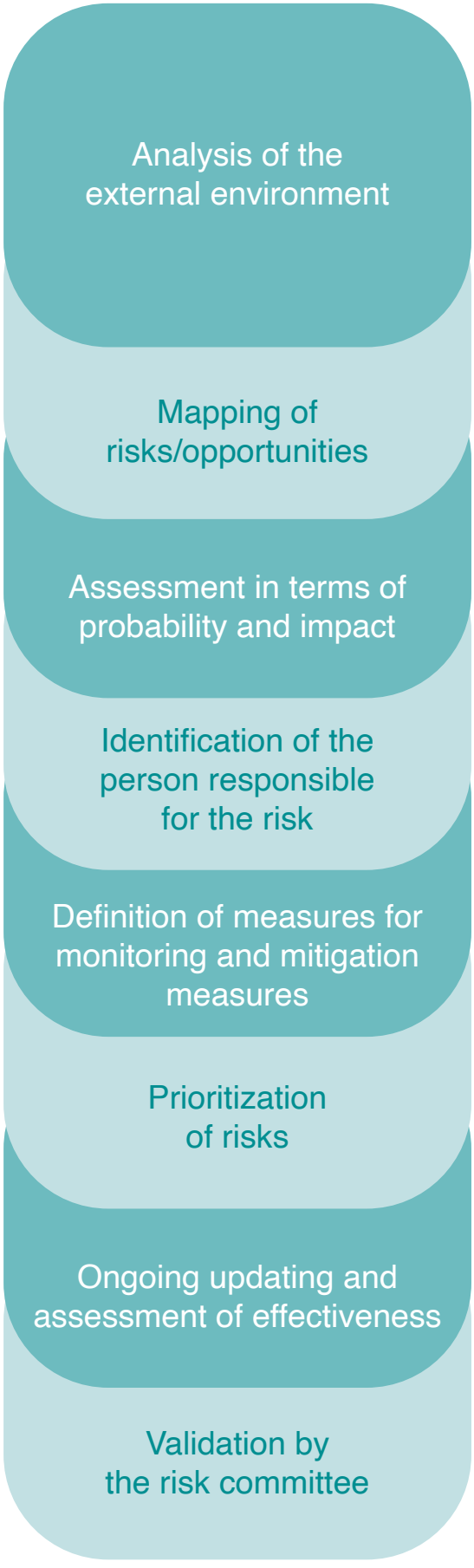
The system:

Identifies risks and opportunities to maximize positive impacts and, where possible, eliminate or reduce undesirable effects in order to achieve continuous improvement;

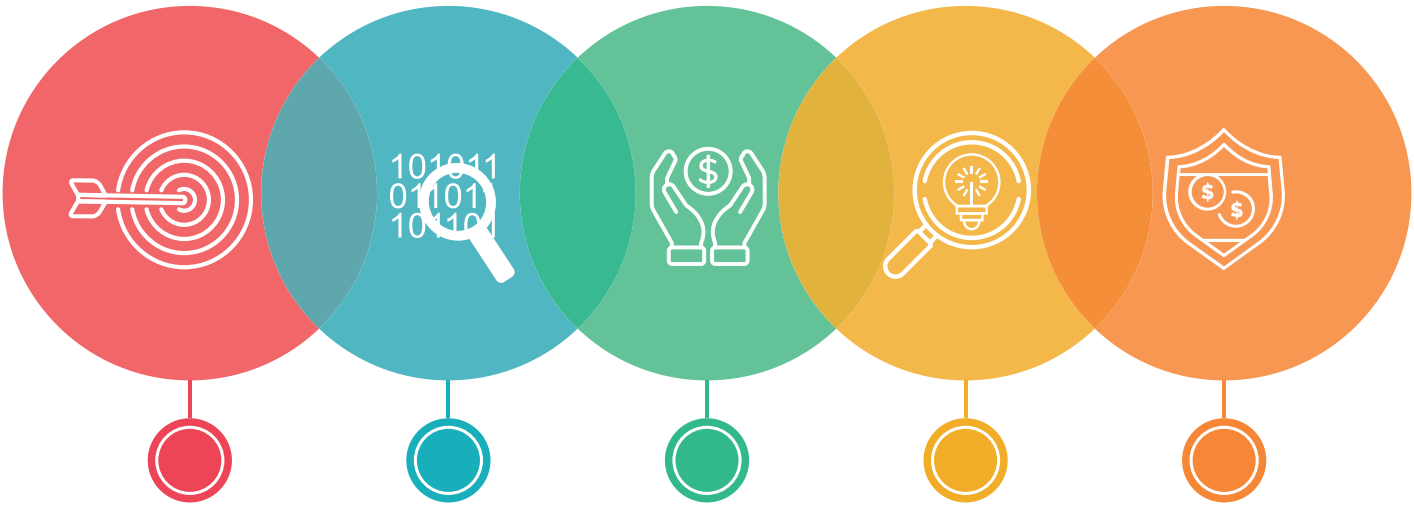
Defines the actions, procedures and processes for addressing risks and opportunities;

Provides for ways to integrate and implement these actions within the processes of its management system and to assess their effectiveness;

Develop a 'risk-based' culture in order to capitalize on opportunities and minimize the effects of risk.



The benefits of the risk management system



Among the risks identified, particular attention is paid to **compliance with ESG principles, human rights within the value chain**, and the **potential risks and opportunities** associated with climate change that have financial implications. There are also significant opportunities arising in this context, such as the development and marketing of new products, the modification of existing ones, the diversification of energy sources and carriers – which ensures greater energy security for the country as a whole – new partnerships and suppliers, and the expansion of target markets and customer bases. Potential positive effects will undoubtedly arise in **relations with stakeholders** and in the recognition of **the Company as a credible and sustainable partner.**

Risks and opportunities related to climate change

Description	Category	Sub category	Causes	Consequences	Financial Impact	Valutations	Control measures
Current business (threat) and future (opportunity) put at risk due to the lack of a sustainability strategy and framework	Strategic	Strategic planning	Changes in legislation and policies relating to GHG and ESG	High/rising operating costs	€ 5million	Very high	Development of an implementation plan for the long-term energy transition strategy Establishing a sustainability framework to incorporate current and future initiatives Development of an ESG strategy and reporting framework Conducting an empathetic engagement process with key stakeholders to identify needs and insights as key inputs for building a shared vision on sustainability. Strong relationship and collaboration with local authorities and the Ministry of the Environment Initiatives with the media and stakeholders, and the publication of a Sustainability Report Prioritizing ESG and ET thematic areas based on business risks and opportunities (double materiality) Develop, implement and monitor sustainability Integrate sustainability into our 5-Year Plan to develop the long-term value proposition Develop the operational model, governance and sustainability processes
			Inability to meet requests for customer	Deterioration of access to funding and grants			
			Lack of awareness of costs (carbon renewables)	Risk of losing the licence to operate (eligibility)			
			Public pressure for change	Loss of competitive advantage			
			Political environment	Impact on reputation (damage to the brand) and market			
			Monitor the impact of climate change	Decrease in partnership opportunities			
			Inconsistent choices for energy efficiency	Actions by the public,local communities, NGOs and the authorities			
			Shift in demand towards low-carbon solutions	Difficulty in attracting and retaining staff			

Cooperative compliance agreement with the Italian Tax Agency

Since 2019, Q8 has defined a **tax strategy** approved by the Board of Directors, setting out the guidelines and principles adopted for managing tax matters and the associated risks, to ensure the correct and consistent management of tax affairs (Annex 9).
Thanks to this strategy, the Company has been admitted to **the Cooperative Compliance Scheme**, with inclusion in the list of exemplary companies published on the Italian Tax Agency website as a taxpayer operating with full transparency and in full cooperation with the tax authorities.

THIS RECOGNITION:

Rewards Q8's commitment of Q8 in the correct application of tax regulations

Enables closer collaboration with the Tax administration;

Increases the level of certainty on the correct treatment of significant tax questions in complete transparency.



Health, safety, environment and quality: an integrated management system

Q8 manages its operations responsibly, with a particular focus on health, safety, security, the environment and process quality. To this end, it has an **Integrated Management System known as the Business Management System (BMS) and a BMS Policy**, communicated to employees and suppliers, which sets out the principles to be observed, with the aim of sharing the defined rules with the entire supply chain.

The BMS is monitored and reviewed periodically:

- **Through audits both external and internal**
- **With over 1,000 safety walks per year**
- **Monitoring performance indicators**

Everyone, both internal and external, is called upon to contribute to the continuous development and improvement of the BMS through:

- **Reporting incidents or near misses**
- **The identification and reporting of opportunities for business process improvement**
- **Careful monitoring of performance**

Investigations into accidents, near misses and non-conformities relating to process quality are a fundamental step in the BMS's continuous improvement process. The direct involvement of senior management in these matters is demonstrated by the quarterly meetings in which they actively participate to discuss opportunities for improving the System and Health and Safety standards.

Audit: *independent and objective assessment*
Safety Walk: *safety inspections*

Certifications

Health, Safety and the Environment are, for Q8, fundamental factors for the sustainable development of its business and the care of its people.

LRQA CERTIFIED ISO 9001 UKAS MANAGEMENT SYSTEMS 0001

ISO 9001:2015
FOR QUALITY

LRQA CERTIFIED ISO 45001 UKAS MANAGEMENT SYSTEMS 0001

ISO 45001:2018
FOR OCCUPATIONAL HEALTH AND SAFETY

LRQA CERTIFIED ISO 14001 UKAS MANAGEMENT SYSTEMS 0001

ISO 14001:2015
FOR THE ENVIRONMENT

The **certifications** cover all the business processes through which Q8 markets its products, in particular:



All company-owned retail outlets



Logistics management
and supply chain management



The logistics Hub in Naples



The subsidiary Q8 Quaser for
the direct sale of petroleum products

2025/2026 Economic value directly generated and distributed

Through its business activities, Q8 contributes to the development of the economic and social fabric of the regions in which it operates. The organization's ability to create wealth and share it with its stakeholders can be highlighted through reporting on the economic value directly generated and distributed.

The financial year under review was affected by a significant non-recurring event, which had a material impact on overall financial performance: on 26 September 2025, the Italian Competition Authority notified the Company and other firms involved of the final decision in the proceedings, in which it found a cartel restricting competition in breach of Article 101 TFEU, consisting of an alleged concerted practice of simultaneous price increases for the BIO component present in fuel products. Under the aforementioned decision, an administrative fine of €172,592,363 was imposed on Kupit. Both the content of the measure and the amount of the imposed penalty give rise to objective grounds for challenge; consequently, the measure was challenged before the Regional Administrative Court (TAR) within the statutory time limits. A hearing took place before the TAR on April 15, 2026, during which the filed appeal was argued.

On May 19, 2026, the TAR issued a ruling fully rejecting the appeal and upholding the amount of the imposed penalty; the penalty was subsequently paid.

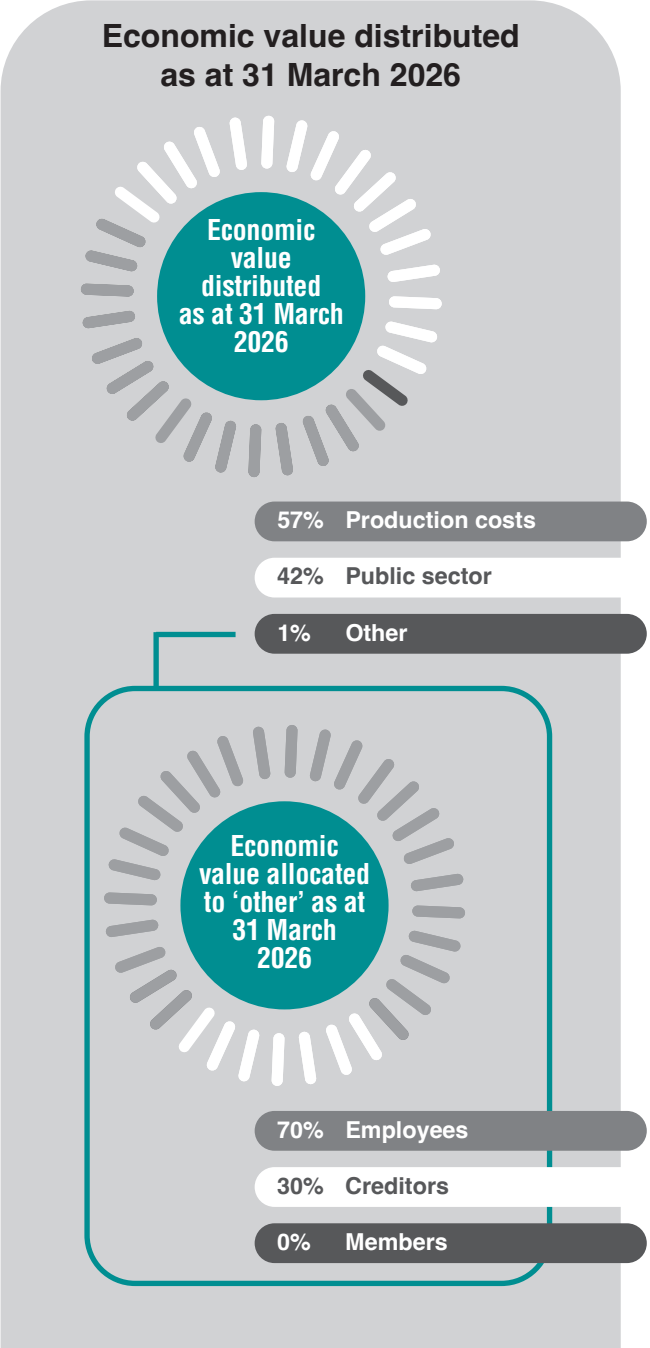
The TAR's judgment will be appealed through the Council of State within the time limits foreseen by the law.

The Company's main business lines have contributed positively to the operating result overall; however, this contribution was not sufficient to fully offset the effects of the event described above, particularly in light of the extreme volatility of prices on the global market and the geopolitical scenarios linked to the war in the Middle East, which inevitably led to significant fluctuations in margins – lower than last year – which were particularly adversely affected in the latter part of the financial year. As regards refining, margins were low during the first part of the financial year, whilst the maintenance shutdown in March prevented the recovery of margins.

The economic value generated amounts to €14,956,859,504, representing a decrease of approximately 0.8% compared with the previous financial year.

As regards the economic value distributed during the current year, thanks to Q8's ongoing commitment to the regions in which it operates, this stands at €15,020,704,510, a decrease of approximately 0.7% compared with the previous financial year.

The chart below illustrates how the economic value was distributed by Q8:



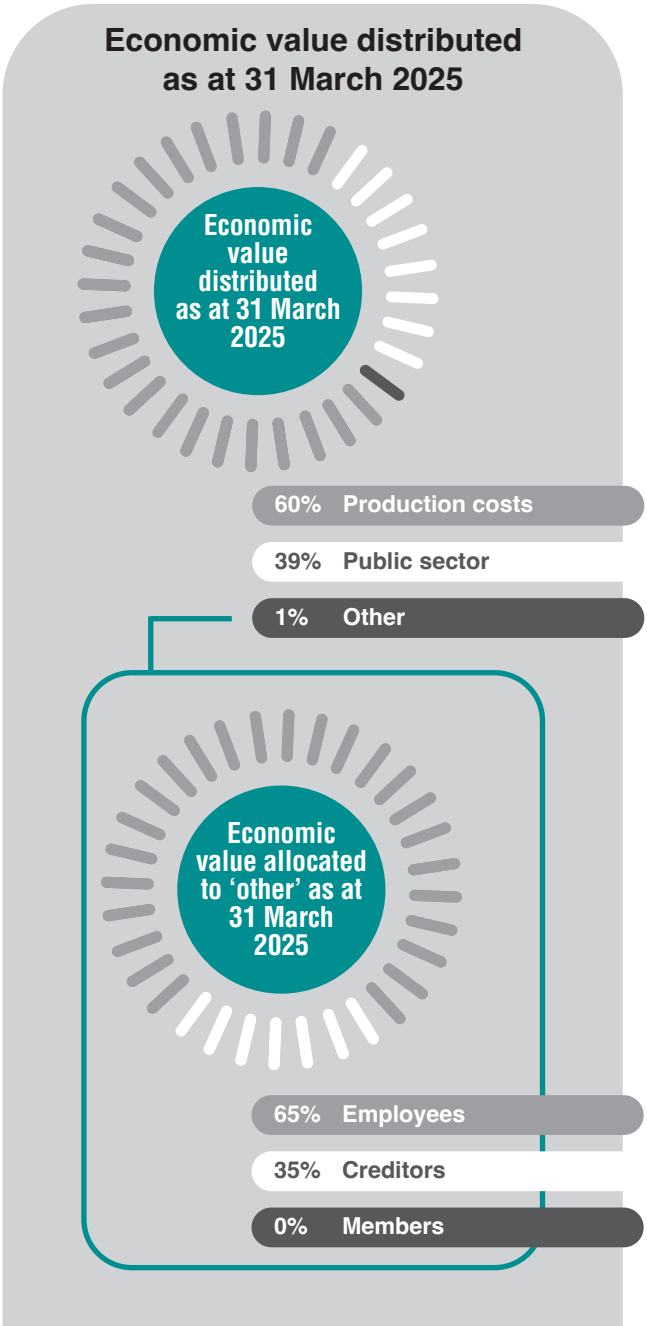
An analysis of the economic value generated and distributed by Q8 during the year reveals that:

- **Production costs** account for 57% of the value distributed by the Company. Production costs include all items relating to core operations.

- 42% of the economic value generated by the company was distributed to the **public sector**, consisting largely of excise duties but also of antitrust fines, and taking into account the refund of the extraordinary tax on windfall profits relating to previous financial years, amounting to €65.9 million: this item shows an increase of three percentage points compared with the previous financial year.

- The **'Other'** category (1%) comprises the following items:

  - value distributed to employees and contractors, amounting to 70%;
  - value distributed to subsidiaries and banking institutions, amounting to 30%.



Innovation and Digital Transformation

Innovation – digital innovation in particular – has always been in Q8's DNA and is realized through data management as a strategic pillar of the business, rather than merely a technical enabler.
The company's strategies are, in fact, guided by big data and new technologies, which are integrated and applied to the evolution of internal processes, the services offered and communications with customers.

An integral part of this new corporate culture is the use of **the 'Agile' method** for developing technological solutions that benefit the entire organization: a flexible approach based on ongoing collaboration between technical staff and the users of the product under development. This method promotes: team building, the exchange of ideas and skills, as well as a fair sharing of responsibilities.

Business intelligence

A set of processes and tools that enable data from different sources to be collated, analyzed and used to inform strategic decisions.

Data visualization

It enables the creation of in a user-friendly way, build predictive models, modify data, integrate new data sources, create complex queries and analyze unstructured data.

Self-service data analytics

Tools that enable users to independently manage the data query process, from exploration and analysis through to the visualisation of insights.

Data quality

High-quality data enables systems to integrate all related data to provide a comprehensive view. The reliability of the decision-making process depends on data quality.

Digital transformation in business processes

Digital transformation is one of the key strengths of Q8's market strategy; the company has drawn up its own **roadmap for digital transformation** designed to:

- **Harness the full potential offered by digital technologies**
- **Radically change the approach to activities and processes**
- **Expand and integrate staff skills**
- **Leverage data as a key asset**

Benefits

All business processes are involved in the digital transformation, which delivers, amongst other things, the following benefits:

Better quality in work

Example

The use of RPA (Robotic Process Automation) technology increases the level of automation and efficiency of processes, eliminating activities that are repetitive and offer little added value;

Reduced consumption in raw materials and energy

Example

The Workday portal manages all HR processes transparently and digitally;

Reduction in the number of trips/journeys

Example

The complete digitalization of contractual processes, including the digital signing of agreements.

Q8 and the State Police join forces against cybercrime

Q8 and the **State Police** have signed a **Memorandum of Understanding,** a strategic partnership aimed at safeguarding the integrity and resilience of the company's digital systems, which are considered strategic infrastructure of national interest. The agreement is based on the sharing of information and operational cooperation between the public and private sectors to establish an effective system for preventing and combating **cybercrime.**

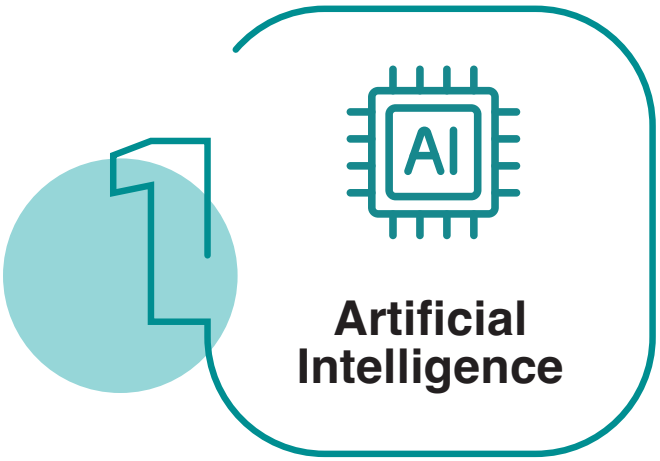
Data Centers & Cloud Adoption

Q8 has access to a **data center with impressive computing capacity**, combined with a 20% annual reduction in energy consumption achieved thanks to a project implemented some time ago. To remain at the forefront of technological innovation whilst reducing physical infrastructure, the company is adopting cloud solutions which, amongst other things, also deliver benefits in terms of reducing CO_2 emissions from data centers.

Promoting a digital culture

Specialized, high-qualified training is provided on the various cutting-edge digital solutions available, as well as on aspects relating to cybersecurity, which are becoming increasingly crucial to today's working practices.

To ensure the effective adoption of a digital culture within the company, the entire workforce is involved in **skills mapping and training in the following areas:**







4



Social media

7



Modern workplace trends

5



Office 365

8



Advanced productivity tools

6



Blockchain

9



Customer experience

Technological innovation at service stations

The Q8 network is modern and connected: the stations are equipped with Virtual Host, an innovative, Q8-patented infrastructure for the complete virtualization and remote management of all service station control systems.

Level sensors and leak detection units in the tanks

constantly monitor product levels and enable the automatic management of fuel orders.

Autonomous unloading by the transporter

A high-tech device enables the tanker driver to supply the retail outlet completely independently and safely; the device is connected to an operations center and generates digital reports and video recordings of the operations.

Management portal for service station

ensures the full operation and management of the facility, as well as continuous communication between the service station and Q8, with a significant element of cloud-based systems.

Fuel prices

fuel prices both on signage visible from the road and on fuel pumps are automatically remotely updated. They are always sent digitally to the fuel price website Osservaprezzi Carburanti of the Ministry of Enterprises and Made in Italy.



Electronic register

All mandatory tax records relating to the loading and unloading of products at the fully automated facilities are carried out via an electronic register which, by automatically collecting all the information from the service station, makes it available directly to the Customs Agency's information system.



Promotions and customized direct communication

A marketing automation platform, through the use of advanced analytics and artificial intelligence, enables us to offer customers a personalized experience, tailored to their preferences and behaviour.



Presence sensors

These allow the lighting in the canopy to be adjusted according to the number of people present at the retail outlet.



Training app

Dedicated to the staff at service stations. Training and development are provided via a digital tool, the Q8FA Training App, through which staff can access training content in 'bite-sized' chunks, ensuring they remain up to date on key business and market issues.



Advanced video surveillance

thanks to cameras combined with algorithms and analytics.

Click&Fuel via the ClubQ8 app

An app with **a strong focus on cyber security**, thanks to the introduction of the 'One Time Password' solution for accessing sensitive features and operations. The app offers a unique experience in the sector:

- Select and unlock the the pump where you wish to refuel
- Pay for your refuelling via the app using Satispay, Google Pay, Apple Pay and bank cards
- Receive an electronic receipt once the transaction is complete



CartissimaQ8

The digital payment system for smart, secure and fast refuelling, offering maximum flexibility in managing your refuelling:

- Real-time fuel consumption monitoring
- Interactive management of the company fleet
- Electronic invoicing valid for tax purposes for VAT recovery

Thanks to the **CartissimaWeb** portal and **the dedicated app**, you can easily access a wide range of innovative and sustainable services:

- creating virtual cards for refuelling not only with traditional fuels but also with Q8 HVO;
- charging electric vehicles at over 30,000 charging points and at Q8 service stations;
- calculating fleet emissions.



RecardQ8

The **fast and comprehensive digital system** that allows you to manage various rechargeable prepaid cards and payment solutions: **RecardQ8 Business** for completely secure and independent credit management, RecardQ8 Coupon and Q8 Ticketfuel digital fuel vouchers for corporate welfare schemes.



Q8.it website

With a view to promoting increasingly sustainable digital communication, Q8 has continued, over the past year, to monitor and optimize the CO_2 emissions generated by its corporate website, Q8.it, with the support of the McCann agency.
A comparison of the last two financial years shows a significant improvement in terms of environmental impact. During the 2025–2026 financial year, total CO_2 emissions generated by the Q8.it website stood at 19,853 tonnes, compared with the 27,749 tonnes recorded in the 2024–2025 financial year.* The environmental benefit achieved therefore amounts to 7,896 tonnes of CO_2 saved on an annual basis, demonstrating the effectiveness of the optimization measures introduced.



Accessibility

With a view to adopting a more inclusive approach to communication, the Company monitors the level of digital accessibility of its institutional website, Q8.it, in terms of providing IT services to those with temporary or permanent disabilities who therefore use assistive technologies. This work is certified by Accessiway through the production of a report, which serves as a starting point for implementing the necessary measures.

** CO_2 emissions for the 2024–2025 financial year were calculated taking into account both the old and the new websites, the latter having gone live in October 2024.*

Q8 AI Governance

During the financial year, Q8 undertook a structured AI governance programme aimed at ensuring that the adoption of Artificial Intelligence takes place in a responsible and transparent manner, consistent with ESG principles, with particular reference to the social and governance dimensions. The framework introduced establishes a clear AI governance model, based on formalized roles and responsibilities, structured decision-making processes and control mechanisms covering the entire lifecycle of AI systems, from the design phase to operational use.

On the social front, Q8 has put strong emphasis on the ethical and informed use of AI, promoting awareness-raising initiatives and internal training on the topics of Responsible AI, the protection of individuals and the potential social impacts of the adopted solutions. In particular, the framework supports the systematic assessment of risks relating to bias, transparency, reliability and impacts on stakeholders, helping to ensure that AI technologies are used for the benefit of the organization and the wider community, whilst respecting fundamental rights and the principles of fairness and inclusion.

From a governance perspective, Q8 has strengthened its oversight mechanisms by introducing a structured system for classifying, assessing and monitoring AI use cases, in line with the European regulatory framework (EU AI Act). The establishment of dedicated bodies and centralized control tools ensures strategic consistency, risk management, accountability and regulatory compliance, integrating AI governance within the broader corporate governance framework. This approach helps to make technological innovation an enabler of sustainable value, strengthening stakeholder confidence and supporting Q8's ESG strategy in the medium to long term.







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Annex 1

BIODIVERSITY

Q8 Naples Logistics Hub

The Q8 Logistics Hub in Naples is a coastal depot and logistics hub for the storage and handling of petrol, diesel, jet fuel, biodiesel, HVO, fuel oils and marine bunker fuel, covering a total area of approximately 52 hectares. The site is situated in a heavily human-impacted urban-industrial area, classified by the Regional Spatial Plan (PTR) as an area of high ecosystem fragmentation.

The site **does not fall within or adjacent to protected natural habitats** and is not located within ecologically sensitive areas (such as Natura 2000 sites or other regional and national protected natural areas). An **assessment of proximity** to Natura 2000 sites and other ecologically sensitive areas in the surrounding territory was carried out, considering an indicative radius of 10–15 km from the plant.

Within the radius considered, the following are located, amongst others:

- Protection Area (SPA) IT8030037 “Vesuvius and Mount Somma”
- SIC/ZSC IT8030036 “Vesuvius”
- SIC/ZSC IT8030021 “Mount Somma”
- SIC/ZSC IT8030003 “Collina dei Camaldoli”
- SIC IT8030001 “Agnano Crater Wetlands”
- SIC IT8030041 “Seabed of Gaiola and Nisida”

and further Natura 2000 sites located more than 10 km away, such as IT8030007 “Astroni Crater” and IT8030032 “Cyanidium Caldarium sites in Pozzuoli”. These sites are home to protected habitats and species of flora and fauna, as detailed in the relevant Natura 2000 fact sheets and in the information available on institutional portals (Vesuvius National Park, Naples Hills Metropolitan Park, EEA Natura 2000, EUNIS).

MAIN POTENTIAL PRESSURES ON BIODIVERSITY

As part of the routine activities of the Naples Logistics Hub in Naples, the following factors of potential pressure on ecosystems have been identified:

- atmospheric emissions generated by the plant’s operations;
- noise emissions, including those that may propagate into the underwater environment;
- water discharge during operations;
- land and maritime traffic generated by the site’s logistics activities.

During the reporting period, **no invasive alien species** directly attributable to the site’s activities **were identified or monitored. Accidental** scenarios (e.g. acute releases) are not included in the assessment of routine impacts on biodiversity, as they are managed under the Seveso Regulations, emergency plans and the relevant prevention and response procedures.
On the basis of the assessments carried out, which take into account the local context and proximity to ecologically sensitive areas, the **overall significance of the Hub’s routine impacts on biodiversity has been assessed as low.** The duration of the potential disruptive factor is linked to the plant’s operational life and is therefore considered to be long.

MANAGEMENT AND MITIGATION MEASURES

The management of environmental impacts and potential effects on biodiversity is implemented through:

- compliance with the applicable authorization requirements (air emissions, water discharges, noise);
- carrying out the environmental monitoring required by the authorizations;
- controlled management of atmospheric emissions, water discharges and noise emissions;
- routine and non-routine maintenance of plant and equipment;
- application of the site’s operational and emergency procedures, as part of the company’s environmental management system.

During the reporting period, no transformative measures or conservation actions dedicated exclusively to biodiversity were adopted, nor were any compen-

sation measures relating to residual impacts resulting from the site's ordinary operations. There are therefore no:

- specific biodiversity offsetting targets;
- locations of areas subject to compensation;
- formalized compensation programs based on principles of good practice;
- offsets certified or verified by independent third parties.

The Naples Logistics Hub **does not have a standalone plan dedicated exclusively to biodiversity management;** aspects potentially related to biodiversity are managed within the site's environmental management system, operational procedures and authorization requirements. This approach is considered proportionate to the nature of the site and to the assessment that routine impacts on biodiversity are of low significance. The need to draw up a specific plan may be reassessed in the event of significant changes to the operational context, the regulatory framework or the outcomes of environmental assessments.

GROUP FRAMEWORK AND Q8'S COMMITMENTS ON BIODIVERSITY

Q8 integrates biodiversity conservation into its **sustainability strategy** and the environmental management systems applied to its logistics, industrial and commercial activities. The Company operates in compliance with current environmental legislation, authorization requirements and its own sustainability principles, promoting the prevention and reduction of impacts on ecosystems, soil, water and air.
This approach is consistent with the objectives **of the EU Biodiversity Strategy for 2030** and with **the principles of the Kunming-Montreal Global Biodiversity Framework,** aiming to minimize impacts and ensure the responsible management of natural resources, including in relation to the presence and proximity of ecologically sensitive areas and protected sites.

The environmental and biodiversity commitments apply to Q8 Italia's entire operational scope and are promoted throughout the value chain via the Code of Ethics, supplier qualification and management processes, and the contractual requirements applicable to activities carried out on behalf of the Company. As at the reporting date, Q8 **does not have specific quantitative targets dedicated exclusively to biodiversity;** the objectives are integrated into environmental improvement programs, certified management systems and the monitoring of environmental impacts.



Annex 2

THE ASSESSMENT MODEL

The SROI methodology makes it possible to determine whether, and how many, 'euros of social value have been generated for every euro invested in carrying out the activities under review'. The SROI method is a methodology used to plan and evaluate activities or projects that promote social change through participation and engagement. It examines the output dimension – that is, the expected, tangible and specific outputs – and focuses on outcomes. Starting from the change map, a corresponding financial value can be assigned to each identified outcome, thereby determining the total monetary value and highlighting the relationship between investment and value generated.

PRINCIPLES FOLLOWED DURING THE EVALUATION PROCESS

Involving stakeholders: to ensure the rigour of the analysis, stakeholders must be involved throughout the research process, so that the social value measured is based on information provided by those who have actually experienced the change.

Understanding what has changed: reconstructing what has changed and how the change came about. Carrying out these activities through the interpretation of the data collected.

Assessing what matters: using financial proxies to quantify the monetary value of the change generated, even for those outcomes that have no market value.

Include only what is 'material': determine, through stakeholder engagement, which data should be included in the analysis to produce realistic and honest results.

Do not overestimate: claim only the value creation for which the organization is directly responsible, applying a conservative approach when estimating values in the SROI calculation.

Be transparent: clearly explain every step and every decision taken during the research process, to demonstrate the accuracy and integrity of the results.

Verify the results: ensure appropriate and independent certification to mitigate the inevitable element of subjectivity in the analysis.

THE STAGES OF THE ANALYSIS

Establish the scope of the analysis and identify the key stakeholders: define the boundaries of the analysis and identify the main beneficiaries.

Map the outcomes: develop, with the involvement of stakeholders, the Theory of Change that illustrates the relationships between activities, outputs and outcomes.

Demonstrate the outcomes and assign a value to them: gather information on the changes that have taken place and their significance, associating a financial proxy with each one.

Defining the impact: determining what proportion of the change that has taken place is in fact attributable to the interventions funded by Q8, taking discount factors into account.

Calculate the SROI: assign a monetary value to the social benefits generated by the initiatives funded by Q8, in order to compare the results achieved with the investments made.

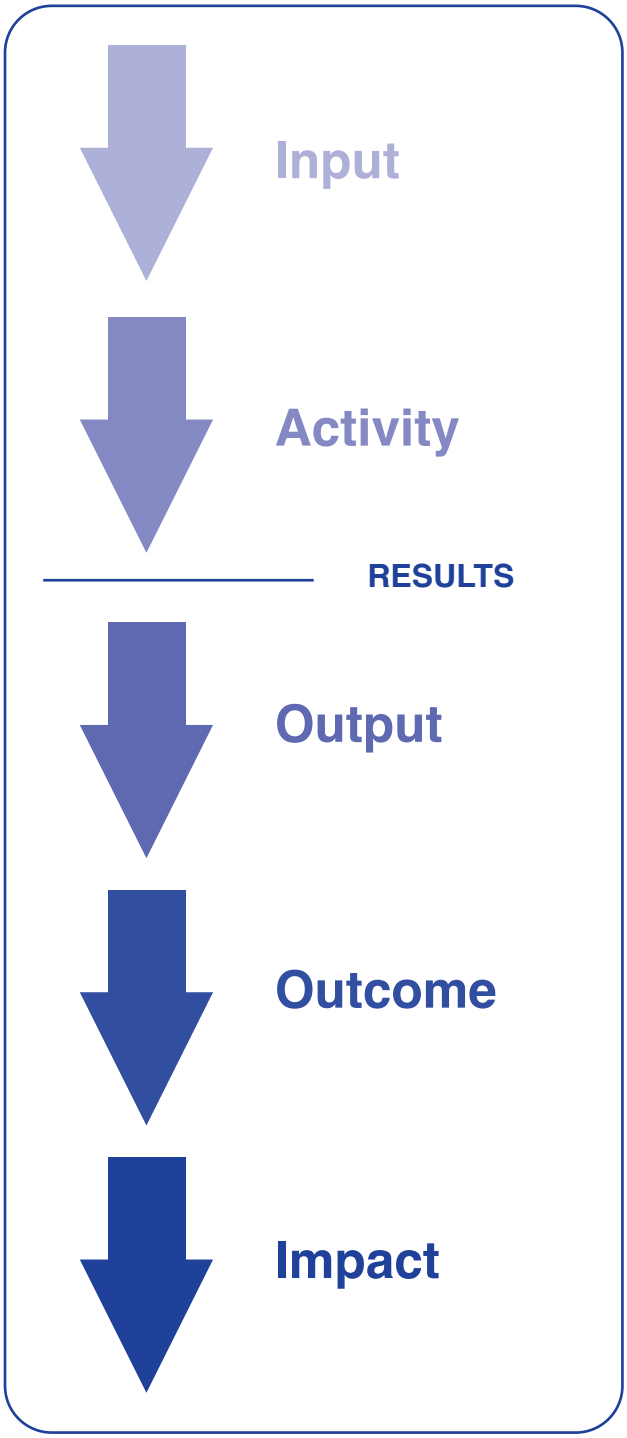
Feedback, utilize and integrate: share the results with stakeholders and, where appropriate, integrate the lessons learnt from the evaluation into the organisation's decision-making and planning processes.

INPUTS

The identification of inputs involved reconstructing the financial resources allocated by Q8 for the implementation of the projects included in the analysis. The selection of initiatives to be assessed was made by considering both the availability of data suitable for the monetization process and the consistency of the activities with the methodological criteria required by the SROI approach, in order to ensure a robust and reliable estimate of the social impacts generated.

The selected activities included in this year's analysis are:

- corporate volunteering projects (In the Pharmacy for Children, Primavera Rugby's Rugby-Autism, Amami e basta)
- a project for students in Naples (Studying Business, The Business of Studying)
- a prevention project for women (Race for the Cure)
- projects for secondary school pupils (#Next Step, 20under20)
- a project for primary school pupils (Long Live the Constitution, The Constitution is Alive)
- project dedicated to children and young people with autism and disabilities (The Fairy Children)



THE THEORY OF CHANGE

The Theory of Change (ToC) is a fundamental analytical tool that enables us to map out, in a logical and sequential manner, the pathway through which resources invested in programs or activities are transformed into concrete results and, subsequently, into observable changes for beneficiaries. The ToC sets out the causal chain linking inputs (resources), activities, outputs (direct products) and outcomes (changes in short and medium term) and impacts (changes in long term). This chain is also represented graphically to clarify the cause-and-effect relationships and the scale of the benefits generated. For each initiative supported by Q8, a specific Theory of Change was developed, based on academic literature, project documentation and relevant secondary sources. The variables considered are treated as necessary conditions which, in a chronological and logical progression, lead to the expected outcomes.
Theories of Change have taken on a central role in defining and delineating the expected impact of initiatives, forming the methodological basis for empirical assessment. Their use has enabled a more precise assessment of the effectiveness of interventions in generating measurable social value, both for direct beneficiaries and for the local communities involved.

COMPONENTS OF THE CALCULATION FOR MONETIZING SOCIAL IMPACT: FINANCIAL PROXIES

The SROI methodology uses financial proxies as estimation tools to express, in monetary terms, the social value of the outcomes observed among the beneficiaries of the interventions. For each benefit generated, an alternative service or activity is identified that could have produced a similar outcome, and an economic value is assigned to that outcome based on the cost of that alternative.
To ensure that this estimate reflects reality as closely as possible, beneficiaries were directly involved via questionnaires, in which they were asked what alternative options might have led to the same changes. This process has made it possible to translate social changes into economic parameters, enabling a comprehensive assessment of the social value generated and the preparation of the SROI report.
Furthermore, in defining the financial proxies, account was taken of the differing perceptions of value amongst stakeholders, in order to bring the monetary estimate closer to the concrete experience of the beneficiaries and to the true nature of the changes observed.

DISCOUNT FACTORS

When analyzing the actual contribution of the initiatives supported by the Company, in order to filter out the impacts associated with factors not directly attributable to the specific interventions under assessment, a number of specific variables were used to identify and separate outcomes potentially arising from contextual factors, external dynamics or developments independent of the activities funded by the Company. Specifically, the following four discount rates were taken into account:

Discount factor: Deadweight
Description: what would have happened in any case, even in the absence of the funded activities;
Calculation method: the assessment of deadweight involved the direct participation of the beneficiaries of the interventions, who were asked to complete a questionnaire in which they were asked to indicate how likely they considered it to be that the same changes would have been achieved even without their participation in the activities supported by Q8.

Discount factor: Attribution
Description: what occurred as a result of the contribution of entities or factors external to the activities analyzed;
Calculation method: in the questionnaires administered to the beneficiaries of the various activities, they were asked to rate, on a scale of 1 to 10 for each individual outcome, the extent to which the changes under analysis—as set out in the Theories of Change—were actually attributable to their involvement in the activities funded by Q8.

This process made it possible to distinguish the specific role of the interventions under analysis from the influence of other factors or external actors.

Discount factor: Displacement
Description: any negative effects generated in other contexts or on other stakeholders, attributable to the activities under analysis;
Calculation method: the analysis did not reveal any significant negative effects on other stakeholders or other local contexts attributable to the initiatives assessed: nevertheless, adopting a cautious approach consistent with the methodological approach adopted, a conventional rate of 10% displacement was applied to the monetized outcomes.

Discount factor: Drop-off
Description: a gradual increase or decrease in the impact produced over time;
Calculation method: the estimate of the drop-off was defined by considering the specific characteristics of the projects analyzed, with particular attention to the duration of the effects produced and the intensity of the changes observed.
For each outcome, a rate of increase, maintenance or reduction in value over time was therefore identified, consistent with the nature of the impact generated.

IL RATIO SROI

The SROI ratio compares the social value generated by the activities funded by Q8 with the total resources invested, in economic and financial terms, by Q8 (input = the financial and economic resources with which Q8 supported the projects under analysis).

$$\textbf{SROI RATIO} = \frac{\text{Present value}}{\text{Value of inputs}} = \frac{\sum (\text{Benefits - Costs})_t}{\text{Value of inputs}}$$

The social value of the projects was quantified using information gathered from data collected via questionnaires completed by beneficiaries. The analysis focused in particular on those who reported having experienced significant changes in relation to the outcomes defined in the evaluation model adopted. The evidence thus obtained was subsequently generalized to the entire population of beneficiaries involved in the activities during the 2025–2026 period and translated into economic terms through the process of monetizing the outcomes. The measurement of the overall social value was derived from the aggregation of the individual monetized outcomes, which were subsequently adjusted using the correction factors provided for by the SROI methodology. At this stage, the discount rates described above were applied. The effects were also mapped over a time horizon consistent with the nature of the interventions and the expected persistence of the observed changes, so as to represent their evolution over time. The results of the ratio show a social return more than three times the initial investment, confirming the interventions' ability to generate widespread and significant benefits for both the direct beneficiaries and the wider social and local context.

Annex 3

TOTAL NUMBER OF EMPLOYEES BY GENDER AND REGION

Website	As at 31st March 2025			As at 31st March 2026		
	Men	Women	**Total**	Men	Women	**Total**
Italy	469	245	**714**	458	241	**699**
TOTAL	**469**	**245**	**714**	**458**	**241**	**699**

TOTAL NUMBER OF EMPLOYEES BY CONTRACT TYPE, GENDER AND REGION

Location	Type of contract	As at 31st March 2025			As at 31st March 2026		
		Men	Women	**Total**	Men	Women	**Total**
Italy	Permanent	453	232	**685**	437	229	**666**
	Fixed-term	16	13	**29**	21	12	**33**
TOTAL		**469**	**245**	**714**	**458**	**241**	**699**

TOTAL NUMBER OF EMPLOYEES BY FULL-TIME/PART-TIME CONTRACT, GENDER AND REGION

Location	Full Time/Part Time	As at 31st March 2025			As at 31st March 2026		
		Men	Women	**Total**	Men	Women	**Total**
Italy	Full Time	465	226	**691**	454	228	**682**
	Part Time	4	19	**23**	4	13	**17**
TOTAL		**469**	**245**	**714**	**458**	**241**	**699**

NUMBER OF EXTERNAL WORKERS BY JOB CATEGORY AND GENDER (HEADCOUNT)

Job category	As at 31st March 2025			As at 31st March 2026		
	Men	Women	**Total**	Men	Women	**Total**
Agency workers	-	-	**-**	-	-	**-**
Interns	4	3	**7**	1	3	**4**
Medical executives and non-medical healthcare professionals (university- affiliated)	-	-	**-**	-	-	**-**
Contracted religious personnel	-	-	**-**	-	-	**-**
Contractors	-	-	**-**	-	-	**-**
Other category (specify)	-	-	**-**	-	-	**-**
TOTAL	**4**	**3**	**7**	**1**	**3**	**4**

TOTAL NUMBER OF EMPLOYEES BY JOB LEVEL AND AGE GROUP

No. of People	As at 31st March 2025				As at 31st March 2026			
	Under 30	30–50 years	Over 50	**Total**	Under 30	30–50 years	Over 50	**Total**
Directors*	-	-	13	**13**	-	-	13	**13**
Managers*	-	16	20	**36**	-	17	23	**40**
Junior executives	-	76	100	**176**	-	77	91	**168**
Employees	78	254	130	**462**	93	244	125	**462**
Manual workers	7	15	5	**27**	6	10	0	**16**
TOTAL	**85**	**361**	**268**	**714**	**99**	**348**	**252**	**699**

** 100% of managers recruited locally*

TOTAL NUMBER OF EMPLOYEES BY GENDER AND AGE GROUP

No. of people	As at 31st March 2025				As at 31st March 2026			
	Under 30	30–50 years	Over 50	**Total**	Under 30	30–50 years	Over 50	**Total**
Men	54	229	186	**469**	63	219	176	**458**
Women	31	132	82	**245**	36	129	76	**241**
TOTAL	**85**	**361**	**268**	**714**	**99**	**348**	**252**	**699**

TOTAL NUMBER OF EMPLOYEES BY JOB LEVEL AND GENDER

No. of People	As at 31st March 2025			As at 31st March 2026		
	Men	Women	**Total**	Men	Women	**Total**
Directors	12	1	**13**	12	1	**13**
Managers	32	4	**36**	35	5	**40**
Junior executives	125	51	**176**	121	47	**168**
Employees	273	189	**462**	274	188	**462**
Manual workers	27	-	**27**	16	-	**16**
TOTAL	**469**	**245**	**714**	**458**	**241**	**699**

TOTAL NUMBER OF EMPLOYEES BELONGING TO PROTECTED CATEGORIES

No. of People	As at 31st March 2025			As at 31st March 2026		
	Men	Women	**Total**	Men	Women	**Total**
Directors			**-**			**-**
Managers			**-**			**-**
Junior executives	4	2	**6**	4	2	**6**
Employees	20	14	**34**	19	15	**34**
Manual workers			**-**			**-**
TOTAL	**24**	**16**	**40**	**23**	**17**	**40**

RATIO OF FEMALE TO MALE BASE SALARY BY JOB LEVEL

Total compensation	As at 31st March 2025	As at 31st March 2026
	Female to male ratio	**Female to male ratio**
Directors	**93%**	**98%**
Managers	**87%**	**86%**
Junior executives	**95%**	**95%**
Employees	**95%**	**97%**
Manual workers	**0%**	**0%**

RATIO OF TOTAL FEMALE TO MALE TOTAL COMPENSATION BY JOB LEVEL

Annual total compensation	As at 31st March 2025	As at 31st March 2026
	Female to male ratio	**Female to male ratio**
Directors	**92%**	**107%**
Managers	**86%**	**81%**
Junior executives	**89%**	**91%**
Employees	**88%**	**92%**
Manual workers	**0%**	**0%**

ANNUAL TOTAL COMPENSATION RATIO

Annual total compensation	As at 31st March 2025	As at 31st March 2026
Annual total compensation ratio*	6.96	6.30
Change in the annual total compensation ratio	4.65	-0.86

**The person with the highest pay in 25–26 is different from the previous year*

IN

No. of people	From April 1st 2024 to March 31st 2025				From April 1st 2025 to March 31st 2026			
	Under 30	30–50 years	Over 50	**Total**	Under 30	30–50 years	Over 50	**Total**
North				**-**				**-**
Men	2	3	1	**6**	4			**4**
Women				**-**	1			**1**
Center				**-**				**-**
Men	13	6		**19**	15	5		**20**
Women	11	1		**12**	14	4		**18**
South				**-**				**-**
Men				**-**				**-**
Women	1	1		**2**	2			**2**
Islands				**-**				**-**
Men				**-**	1	1		**2**
Women	1			**1**				
Abroad				**-**				**-**
Men				**-**				**-**
Women				**-**				**-**
TOTAL	**28**	**11**	**1**	**40**	**37**	**10**	**0**	**47**

OUT

No. of people	From April 1st 2024 to March 31st 2025				From April 1st 2025 to March 31st 2026			
	Under 30	30–50 years	Over 50	**Total**	Under 30	30–50 years	Over 50	**Total**
North				**-**				**-**
Men		2	3	**5**	1	6	7	**14**
Women	1			**-**		2		**2**
Center				**-**				**-**
Men	3	4	4	**11**	3	5	13	**21**
Women	5	4	4	**13**	2	5	12	**19**
South				**-**				**-**
Men				**-**			4	**4**
Women				**-**	1			**1**
Islands				**-**				**-**
Men				**-**			1	**1**
Women				**-**				**-**
Abroad				**-**				**-**
Men				**-**				**-**
Women				**-**				**-**
TOTAL	**8**	**10**	**11**	**29**	**7**	**18**	**37**	**62**

NUMBER OF TERMINATIONS BY REASON

Number of terminations	From April 1st 2024 to March 31st 2025			From April 1st 2025 to March 31st 2026		
	Men	Women	**Total**	Men	Women	**Total**
Reductions due to industrial plan			**0**			**0**
of which solidarity fund			**0**			**0**
of which voluntary redundancies	6	4	**10**	22	12	**34**
Voluntary resignations	6	8	**14**	7	8	**15**
End of contract	3		**3**	2	2	**4**
Retirement			**0**			**0**
Other	2		**2**	9		**9**
Total	**17**	**12**	**29**	**40**	**22**	**62**

PARENTAL LEAVE

No. of people	Men	Women	Total
Employees who took parental leave from 1st April 2024 to 31st March 2025	1	32	**33**
of which, status as at 31st March 2025			
still on leave		4	**4**
returned and still in service	1	27	**28**
of which resigned		1	**1**
Return-to-work rate as at 31st March 2025	**100%**	**96%**	
Employees who took parental leave from 1st April 2025 to 31st March 2026	2	33	**35**
of which, status as at 31st March 2026			**-**
still on leave		29	**29**
returned and still in service	2	4	**6**
of which resigned		0	**0**
Return-to-work rate as at 31st March 2026	**100%**	**100%**	

MINIMUM NOTICE PERIOD (IN WEEKS) PROVIDED TO EMPLOYEES PRIOR TO SIGNIFICANT OPERATIONAL CHANGES THAT COULD SUBSTANTIALLY AFFECT THEM

Number of minimum notice weeks	As at 31st March 2025	As at 31st March 2026
Number of weeks	3	3
The notice period and the provisions on consultation and negotiation are specified in collective agreements	NO	NO

TRAINING HOURS BY JOB CATEGORY AND GENDER

From 1st April 2024 to 31st March 2025

Training hours	No. of hours for men	Total n. of male employees	Per capita training hours men	No. of hours for women	Total n. of female employees	Per capita training hours women	Total hours	Total employees	Hours per capita
Directors									
Managers	229	44	**5.20**	53	5	**10.60**	282	49	**5.76**
Junior executives	2,410	125	**19.28**	1,242	51	**24.35**	3,652	176	**20.75**
Employees	4,529	273	**16.59**	3,419	189	**18.09**	7,948	462	**17.20**
Manual workers	28	27	**1.04**	-	-	**-**	28	27	**1.04**
Total	**7,196**	**469**	**15.34**	**4,714**	**245**	**19.24**	**11,910**	**714**	**16.68**

From 1st April 2025 to 31st March 2026

Training hours	No. of hours for men	Total n. of male employees	Per capita training hours men	No. of hours for women	Total n. of female employees	Per capita training hours women	Total hours	Total employees	Hours per capita
Directors									
Managers	306	47	**6.51**	112	6	**18.67**	418	53	**7.89**
Junior executives	3,056	121	**25.26**	1,076	47	**22.89**	4,132	168	**24.60**
Employees	6,483	274	**23.66**	4,282	188	**22.78**	10,765	462	**23.30**
Manual workers	346	16	**21.63**	-	-	**-**	346	16	**21.63**
Total	**10,191**	**458**	**22.25**	**5,470**	**241**	**22.70**	**15,661**	**699**	**22.40**

Annex 4

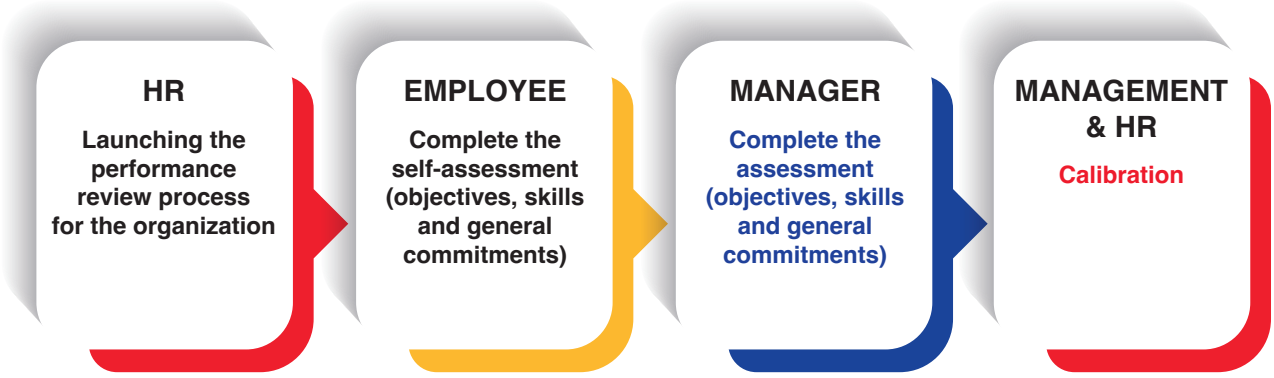
EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER EVALUATIONS, BY GENDER AND JOB LEVEL

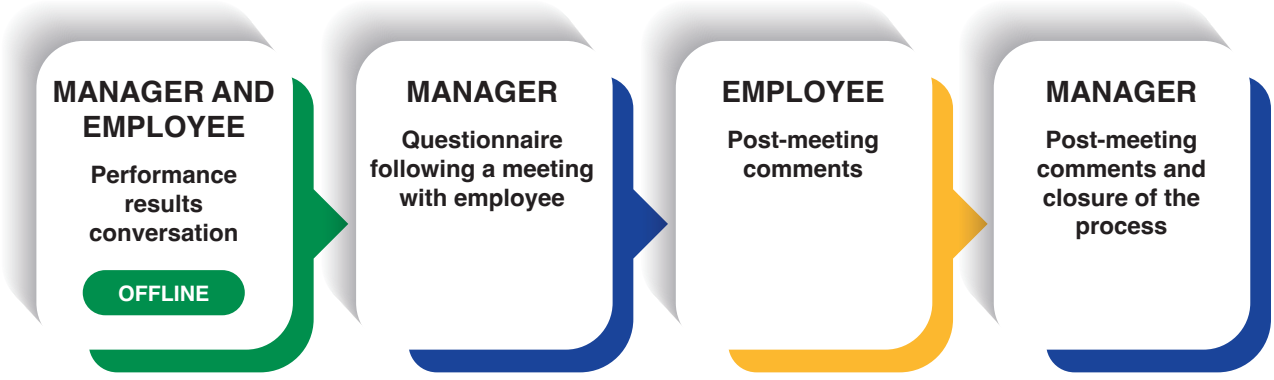
FROM 1ST APRIL 2024 TO 31ST MARCH 2025

No. of people	Men receiving performance evaluation	Total men	% of men	Women receiving performance evaluation	Total Women	% of women	Total employees receiving performance evaluation	Total employees	% Total
Directors	12	12	**100%**	1	1	**100%**	13	13	**100%**
Managers	33	33	**100%**	4	4	**100%**	37	37	**100%**
Junior executives	116	116	**100%**	50	50	**100%**	166	166	**100%**
Employees	263	281	**94%**	170	190	**89%**	433	471	**92%**
Manual workers	3	27	**11%**	-	-	-	3	27	**11%**
TOTAL	**427**	**469**	**91%**	**225**	**245**	**92%**	**652**	**714**	**91%**

FROM 1ST APRIL 2025 TO 31ST MARCH 2026

No. of people	Men receiving performance evaluation	Total men	% of men	Women receiving performance evaluation	Total Women	% of women	Total employees receiving performance evaluation	Total employees	% Total
Directors	12	12	**100%**	1	1	**100%**	13	13	**100%**
Managers	35	35	**100%**	5	5	**100%**	40	40	**100%**
Junior executives	121	121	**100%**	45	47	**96%**	166	168	**99%**
Employees	250	274	**91%**	164	188	**87%**	414	462	**90%**
Manual workers	0	16	**0%**	-	-	-	0	16	**0%**
TOTAL	**418**	**458**	**91%**	**215**	**241**	**89%**	**633**	**699**	**91%**





Annex 5

WORKPLACE INJURIES INVOLVING EMPLOYEES

Number of injuries	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Total number of fatalities due to workplace injuries	0	0
Total number of serious workplace injuries (excluding fatalities)	0	0
Total number of recordable workplace injuries	3	3

MAIN TYPES OF WORKPLACE INJURIES INVOLVING EMPLOYEES

Injuries type	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Falls and slips (Office)	2	1
Falls and slips (Outside the Office)	0	1
Falls and slips at the maritime terminal	0	0
Rear-end collision involving a company car	1	1
Falls and slips from ladders (AVIO)	0	0

TIME DATA

Hours	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Hours worked	1,108,124	1,117,221
Multiplier for the calculation	200,000	200,000
Recordable workplace injury rate	0.54	0.54

EMPLOYEES COVERED BY THE HEALTH AND SAFETY MANAGEMENT SYSTEM

Number of employees	As at 31st March 2025	No. of employees total	% employees 2025	As at 31st March 2026	No. of employees total	% employees 2026
Total number of employees covered by the health and safety management system	714	714	**100%**	699	699	**100%**
Total number of employees covered by the health and safety management system subject to an internal audit procedure	714	714	**100%**	699	699	**100%**
Total number of employees covered by the health and safety management system subject to audit or certified by a third party	714	714	**100%**	699	699	**100%**

Occupational disease	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Total number of recordable occupational disease cases	0	**0**
of which cases of death caused by occupational diseases	0	**0**

Annex 6

Title	Role	Frequency
Executive Committee	To ensure the governance of the company's activities in accordance with approved strategies	As required
Operations Committee	Monitor the progress of operational activities	Weekly
Risk Oversight Committee	Maintain focus on and monitor the risks associated with key investments KPIs	Twice a year
Crisis Committee	This committee is responsible for managing crisis situations	As required
Corporate Governance Committee	To ensure that the governance of associated companies and subsidiaries is carried out in line with Q8's overall business strategy and that the appointment of directors is carried out in accordance with the criteria set by Kuwait and Kupit	As required
Procurement Committee	Ensure that the Procurement Department's policies and procedures are in line with the Company's general guidelines and to update senior management on the main initiatives and results	At least twice per years
Credit Committee	To establish credit policies and procedures and monitor their implementation	At least 3-4 times a year; as per required
Local audit review meeting	Ensure that the company's assets and operational activities are managed in accordance with the guidelines set by the Shareholder and Management	twice a year
Antitrust Committee compliance program	To ensure that competition law is communicated throughout the company and support the business functions responsible for fulfilling the commitments made to the AGCM, in order to contribute to their proper implementation	At least once per year as required
Tax Committee	Ensures the proper conduct of the company's business in line with the Kupit Group's tax strategy	As required, but at least once time a year before the Board of Directors meeting for the approval of financial Statements
Whistleblowing Committee	Carry out the activities set out in W.I 11 HR 047	As required
AI Committee	Ensures that initiatives relating to artificial intelligence are in line with the corporate strategy, adhere to ethical standards and comply with all relevant regulations through risk assessment and approval processes	Quarterly/Based on specific requests
Steering Committee gender equality	Defining and implementing the Gender Equality Policy at Kupit with clear objectives and assigned responsibilities	Where necessary
Project Portfolio Board (PPB)	Ongoing (monthly) monitoring of projects deemed business-critical or mandatory. General overview of Kupit projects deemed strategic and/or cross-functional	Quarterly

Annex 7

NUMBER OF TRANSACTIONS ASSESSED FOR CORRUPTION-RELATED RISKS

	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Total number of transactions assessed for corruption-related risks	11	**9***
Percentage of transactions assessed for corruption-related risks	100%	**100%**

TOTAL NUMBER AND PERCENTAGE OF BOARD MEMBERS WHO HAVE BEEN INFORMED ABOUT THE GROUP'S ANTI-CORRUPTION POLICIES AND PROCEDURES

No. of people	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Members of the Board of Directors who have been informed	6	**6**
Total members of the Board of Directors	6	**6**
**% ** **	**100%**	**100%**

NUMBER OF CASES OF NON-COMPLIANCE RELATED TO PRODUCTS AND SERVICES INFORMATION AND LABELING

Number	From 1st April 2024 to 31st March 2025	From 1st April 2025 to 31st March 2026
Cases of non-compliance with regulations (which resulted in a fine or penalty)	0	0
Cases of non-compliance with regulations (which resulted in a warning)	3	2
Cases of non-compliance with self-regulatory codes	0	0
Total	**3**	**2**

** Please note that the number of operations ("sites") has been calculated on the basis of the secondary local units indicated in the Kupit register (plus the CT and FI areas).*
***No new anti-corruption policies and/or procedures have been published this year; those currently in force remain in effect.*

Annex 8

PROCESS FOR DETERMINING REMUNERATION

Q8's remuneration policies for senior management are based on the criteria set out in the Global Policy for Senior Management: the award of a variable annual bonus upon achievement of the targets set at the start of the year (Senior Management Incentive Plan) and a fixed incentive bonus linked to individual performance, as assessed through an appraisal/rating process, and to the individual's remuneration position relative to market benchmarks.

The fixed remuneration of senior executives is determined by various factors that influence their individual remuneration positioning: the role and responsibilities held within the company, length of service, performance level and development potential, as well as market criteria and practices. Fixed remuneration is reviewed annually through an analysis of remuneration positioning relative to the market, with the aim of ensuring that senior management salaries remain competitive in accordance with the criteria and policies established at corporate level.

Variable remuneration is linked to the annual incentive derived from the precise calculation of the SMAIP scorecard assigned to each senior manager in accordance with the structure defined by the KPI Global Compensation Policy for all the Group's subsidiaries. There are no multi-year incentives.

In addition to statutory and collective agreement entitlements, early retirement incentive schemes may be applied in specific circumstances, with the amounts varying according to the age at which the senior manager decides to leave the Company.

The annual remuneration policies for Senior Management are based on the achievement of various corporate objectives of different kinds: financial performance and sales parameters (Profit; Volumes; Market Share), Health and Safety indicators, medium-term strategic projects (Non-Fuel projects, Alternative Fuels, strategic development, logistics optimization, well-being, etc.) and other activities and initiatives that support the energy transition and the Company's long-term sustainability.

The remuneration policies for Senior Management are strictly defined, reviewed and approved by the Group Manager Corporate HR and the Corporate HR Advisor, who validate the application of the principles and any changes to Senior Management remuneration. It is the Subsidiary's responsibility to submit a detailed proposal for the remuneration policy, which will be validated by the Corporate bodies prior to its subsequent inclusion on payslips.

The criteria are reviewed annually and communicated to the subsidiaries by the Corporate HR Advisor. The achievement of individual targets is also approved by senior HR management at global level, which verifies that they have been met and determines the resulting annual bonus. The international policy on senior management remuneration is reviewed annually at corporate level and then communicated to the subsidiaries for their implementation and the final proposal regarding pay increases for individual senior managers. Consultants, acting as specialized and independent external bodies, are involved each year in providing local market benchmarks and remuneration surveys to ensure that remuneration is fully in line with sector-specific and general remuneration benchmarks.

Annex 9

TAX MANAGEMENT

Q8 has been admitted to the Collaborative Compliance Scheme, with effect from the tax period 1 April 2018 to 31 March 2019 for the purposes of direct taxes (the financial year covered by the IRES and IRAP returns filed in December 2019), and from the calendar year 2019 for VAT purposes. In line with the relevant legislation and best practices, Q8 has developed its own tax risk management and control system, as referred to in the Provision of the Director of the Italian Tax Agency, Ref. No. 54237/2016, dated 14 April 2016. In particular, the successful implementation of the Tax Control Framework (TCF) is an important and effective tool available to the Company to prevent any possible risk of breaching tax regulations, as well as to continuously guide the Company's operations towards better management of tax matters. Q8's Tax Control Framework comprises the following documents, which have already been approved by the Board of Directors (most recently at the Board meeting of 23 June 2025, which incorporated the latest amendments made in FY 25-26 and the Code of Conduct):

- tax strategy;
- a map of tax risks and the associated controls, with an accompanying decision tree and an assessment of business processes;
- Tax Compliance Model (tax risk management model) which sets out specific roles and responsibilities for process management, as well as how these processes operate to mitigate tax risks.

Regarding the most recent updates, we note that during the final quarter of the 2025–26 fiscal year—following the publication of the Italian Tax Agency's Provision dated January 10, 2025—the Company deemed it appropriate to enhance its Tax Control Framework (TCF). It did so by reconfiguring its matrix of tax risks and controls to match the new schema proposed by the Agency and by modifying its risk assessment methodology; this change was made solely to align the methodology with the one outlined by the Tax Agency in Provision No. 5320/2025, specifically within the Guidelines for compiling the tax risk and control map for taxpayers in the industrial sector. Furthermore, the Company has drafted a Code of Conduct detailing the taxpayer obligations set forth in Art. 5 of Legislative Decree No. 128/2015 and the subsequent Ministerial Decrees of April 29, 2024, and October 3, 2024.

Q8 is part of a tax consolidation scheme with the Group's companies in Italy for IRES purposes and holds Tax Certifications for its IRES, IRAP and tax consolidation returns, issued by a leading tax consultancy firm. Furthermore, Q8 operates under the Group VAT Settlement Scheme with its subsidiaries Quaser, KRC and My Energy Q8, and also holds a Certificate of Compliance for its VAT return, issued by an accredited tax consultancy firm. The Tax Compliance Model, in particular, forms an integral part of its Tax Control Framework, which was implemented upon joining the Collaborative Compliance Scheme; the other subsidiaries, which are part of the tax consolidation scheme with Q8, have not yet joined this scheme.

The approach to taxation is prudent, for the most significant transactions, the Tax Department liaises with the Legal Department and the relevant business functions to ensure that the transactions to be carried out are completed in compliance with tax and legal regulations, thereby enabling the prevention and resolution of any potential tax issues before the transaction is finalized.

FINANCIAL ASSISTANCE RECEIVED FROM THE GOVERNMENT*

Italy	As at 31st March 2025	As at 31st March 2026
Financial incentives	0	**0**
Tax relief and tax deductions	0	**0**
Investment grants, research and development grants and other relevant forms of funding	0	**178,618**
Exemptions from royalty payments		**0**

** For the purposes of the calculation, only the benefits effectively paid by the Public Administration in the year 2025–2026 have been taken into account.*

Methodological note

This document is the seventh edition of the Sustainability Report (hereinafter also referred to as the "Report") of Kuwait Petroleum Italia S.p.A. (hereinafter also referred to as "Q8"). The Report has been drawn up to describe Q8's economic, social and environmental performance, setting out the Company's commitment to creating value not only for itself but also for its stakeholders. The Report has been prepared in accordance with the "GRI Sustainability Reporting Standards" published by the Global Reporting Initiative (GRI) in 2016 and updated in 2021, and the Oil & Gas Sector Standard, following the "in accordance" approach, as indicated in the "GRI Table of Contents" section. Following the update to the GRI reporting standard, Q8 has reported qualitative and quantitative information in accordance with the new GRI 101 standard on biodiversity, addressing the material impact identified through the materiality analysis conducted in 2024–2025. In particular, in accordance with the provisions of GRI Standard 1: Foundation 2021, paragraph 3, the detailed list of GRI Standards referenced in the text is summarized in the GRI Content Index at the end of the document. Furthermore, where data relating to the previous period has been restated, this is expressly indicated within the document. The Report is prepared on a voluntary basis, as Q8 does not fall within the scope of Legislative Decree 254/2016. The Company is controlled by Kuwait Petroleum Europe BV (registered office: Rotterdam, Netherlands, Stationsplein 45). It should be noted that the parent company, KPE, is subject to the obligations arising from the CSRD Directive, as amended by the so-called Omnibus Package and the 'Stop the Clock' Directive.

The scope of reporting for economic, environmental and social data and information covers Kuwait Petroleum Italia S.p.A. With regard to consumption, emissions, water, and waste data, the reporting scope for data and information also extends to Servizi e Gestioni Italia S.r.l. and Q8 Quaser S.r.l. with regard to data on consumption, emissions, water and waste. This document also contains additional information referring to Continentale Italiana S.p.A., Kuwait Raffinazione e Chimica S.p.A., Agriferr S.r.l., ArMa S.r.l., Q8Oils Italia S.r.l., Q8 Quaser S.r.l., Servizi & Gestioni Italia S.r.l., Eco Fox S.r.l., My Energy Q8 S.r.l. and Raffineria di Milazzo S.C.p.A., which provide a clearer understanding of Q8's operations. The reporting cycle is annual, and the contents of this document relate to the period from 1 April 2025 to 31 March 2026 (with the exception of GRI 306: Waste 2020, for which the reference period is 2025) and reflect the principle of materiality.

The figures for the previous financial year (1 April 2024 – 31 March 2025) have been included to provide the reader with a basis for comparing economic, social, environmental and governance performance, and thus to enable an assessment of the performance of Q8's operations over the two-year period. The selection of the topics underpinning this Report confirms the results of the materiality analysis carried out during the previous financial year, in accordance with the guidelines of the GRI Sustainability Reporting Standards – the main international methodological framework adopted – and, in particular, taking into account the Oil & Gas Sector Standard. The results of the materiality analysis reflect the Company's significant impacts on the economy, the environment and people, including their human rights, as described in the 'Materiality' section.

The various chapters also refer to the Sustainable Development Goals (SDGs) of the UN's 2030 Agenda, which guides Q8's sustainability strategy.

In order to provide an accurate representation of the activities reported and to ensure the reliability of the data, the use of estimates has been kept to a minimum; where estimates are used, they are based on the best available methodologies and are duly disclosed. The data and information contained in this document were collected by representatives of the relevant company departments, using data collection forms completed with data extracted from the Company's systems, and were calculated accurately on the basis of the results from the general ledger and other information systems used.

The document has been subject to a compliance review ("limited assurance engagement" in accordance with the criteria set out in ISAE 3000 Revised) by Deloitte & Touche S.p.A., the results of which are set out in a separate report. The review is carried out in accordance with the procedures set out in the "Report of the Independent Audit Firm", included in this document. This document was approved by the Board of Directors on 28th July 2026.

Contact details

For any enquiries regarding the Sustainability Report, please contact Q8's Finance & Procurement Department: q8sustainabilitylab@q8.it;

The Sustainability Report is also available on the q8.it website under the "Company" section.

GRI Content Index

Statement of use	Q8 has reported in accordance with the GRI Standards (in accordance approach) for the reporting period from April 1, 2025 to March 31, 2026.
GRI 1 used	GRI 1: Foundation 2021
Sector Standard	GRI 11: Oil&Gas

GRI Standard/ Material topic	Disclosure	Location	Omission		
GRI 2: General disclosure(2021)					
The organization and its practices					
2-1	Organizational details	Methodological note			
2-2	Entities included in the organization's sustainability reporting	Methodological note			
2-3	Reporting period, frequency and contact point	Methodological note			
2-4	Restatements of information	In the Sustainability Report 2025-2026 no restatement was needed			
2-5	External assurance	Methodological note			
Activities and workers					
2-6	Activities, value chain and other business relationships	Purpose, Vision, mission and value; Sector in which we operate; Subsidiaries and associated companies; Sustainable value chain.			
2-7	Employees	People in Q8; Annexes			
2-8	Workers who are not employees	Annexes			
Governance					
2-9	Governance structure and composition	Responsible governance			
2-10	Nomination and selection of the highest governance body	Responsible governance			
2-11	Chair of the highest governance body	Responsible governance			

GRI Standard/ Material topic	Disclosure	Location	Omission		
2-12	Role of the highest governance body in overseeing the management of impacts	Responsible governance			
2-13	Delegation of responsibility for managing impacts	Responsible governance			
2-14	Role of the highest governance body in sustainability reporting	Responsible governance			
2-15	Conflicts of interest	Responsible governance			
2-16	Communication of critical concerns	Responsible governance			
2-17	Collective knowledge of the highest governance body	Responsible governance			
2-18	Evaluation of the performance of the highest governance body	Responsible governance			
2-19	Remuneration policies	Our policies			
2-20	Process to determine remuneration	Annexes			
2-21	Annual total compensation ratio	Annexes			
Strategy, policies and practices					
2-22	Statement on sustainable development strategy	Letter to Stakeholders			
2-23	Policy commitments	Code of ethics; Our policies			
2-24	Embedding policy commitments	Our policies			
2-25	Processes to remediate negative impacts	Responsible governance			
2-26	Mechanisms for seeking advice and raising concerns	Our policies			
2-27	Compliance with laws and regulations	Our policies; Directly generated and redistributed economic value.			

GRI Standard/ Material topic	Disclosure	Location	Omission		
2-28	Membership associations	Our ecosystem			
Stakeholder engagement					
2-29	Approach to stakeholder engagement	Dialogue with Stakeholders			
2-30	Collective bargaining agreements	During 2025-2026, 100% of employees are covered by collective bargaining agreements.			
GRI 3: Material topics (2021)					
3-1	Process to determine material topics	Materiality			
3-2	List of material topics	Materiality			
Climate change					
3-3 (11.1.1; 11.2.1; 11.3.1; 11.4.1)	Management of material topics	Tackling climate change; Naples Hub.			
GRI 201: Economic performance (2016)					
201-2 (11.2.2)	Financial implications and other risks and opportunities due to climate change	Business risks			
GRI 302: Energy (2016)					
302-1 (11.1.2)	Energy consumption within the organization	Tackling climate change			
302-2 (11.1.3)	Energy consumption outside of the organization		Not available		Information unavailable. Reporting will be evaluated in view of the availability of an applicable methodology to collect data.
302-3 (11.1.4)	Energy intensity	Tackling climate change; Energy and emissions intensity			

GRI Standard/ Material topic	Disclosure	Location	Omission		
GRI 305: Emissions (2016)					
305-1 (11.1.5)	Direct (Scope 1) GHG emissions	Our emissions			
305-2 (11.1.6)	Energy indirect (Scope 2) GHG emissions	Our emissions			
305-3 (11.1.7)	Other indirect (Scope 3) GHG emissions	Our emissions			
305-4 (11.1.8)	GHG emissions intensity	Energy and emissions intensity			
305-5 (11.2.3)	Reduction of GHG emissions	Our emissions			
Pollution					
3-3 (11.1.5; 11.1.6; 11.1.7; 11.1.8; 11.2.3; 11.3.2)	Management of material topics	Tackling climate change; Energy and emissions intensity			
GRI 305: Emissioni (2016)					
305-7 (11.3.2)	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Not applicable		Information not applicable as it is not directly related to Q8 core business.
Water and marine resources					
3-3 (11.6.1)	Management of material topics	Responsible waste and water management; Water.			
GRI 303: Water and Effluents (2016)					
303-1 (11.6.2)	Interactions with water as a shared resource	Responsible waste and water management; Water.			
303-2 (11.6.3)	Management of water discharge-related impacts	Responsible waste and water management; Water.			
303-3 (11.6.4)	Water withdrawal	Responsible waste and water management; Water.			
303-4 (11.6.5)	Water discharge	Responsible waste and water management; Water.			
303-5 (11.6.6)	Water consumption	Responsible waste and water management; Water.			

GRI Standard/ Material topic	Disclosure	Location	Omission		
Biodiversity and ecosystems					
3-3	Management of material topics	Annexes			
GRI 101: Biodiversity (2024)					
101-1	Policies to halt and reverse biodiversity loss	Annexes			
101-2	Management of biodiversity impacts	Annexes			
101-5	Locations with biodiversity impacts	Annexes			
101-7	Changes to the state of biodiversity	Annexes			
Use of resources and circular economy					
3-3 (11.5.1; 11.8.1)	Management of material topics	Responsible waste and water management; Waste.			
GRI 306: Waste (2020)					
306-1 (11.5.2)	Waste generation and significant waste-related impacts	Responsible waste and water management; Waste.			
306-2 (11.5.3)	Management of significant waste-related impacts	Responsible waste and water management; Waste.			
306-3 (11.5.4)	Waste generated	Responsible waste and water management; Waste.			
306-4 (11.5.5)	Waste diverted from disposal	Responsible waste and water management; Waste.			
306-5 (11.5.6)	Waste directed to disposal	Responsible waste and water management; Waste.			
GRI 306: Effluents and Waste (2016)					
306-3 (11.8.2)	Significant spills	Responsible waste and water management; Waste.			

GRI Standard/ Material topic	Disclosure	Location	Omission		
Own workforce					
3-3 (11.9.1; 11.7.1; 11.10.1; 11.11.1;	Management of material topics	Health and safety at work; The active role of workers; People at Q8; Development and valorisation of people; Training; Recruitment; Inclusion; Welfare and wellbeing; People care strategy; Remote work; Q8 Community.			
GRI 202: Market presence (2016)					
202-2 (11.11.2)	Proportion of senior management hired from the local community	Annexes; On March 31, 2026, the proportion of senior management hired from the local community was 100%.			
GRI 401: Employment (2018)					
401-1 (11.10.1)	New employee hires and employee turnover	Recruitment; Annexes			
401-2 (11.10.3)	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annexes			
401-3 (11.10.4; 11.11.3)	Parental leave	Annexes			
GRI 402: Labor/Management Relations (2016)					
402-1 (11.7.2; 11.10.5)	Minimum notice periods regarding operational changes	Annexes			
GRI 403: Occupational Health and Safety (2018)					
403-1 (11.9.2)	Occupational health and safety management system	Health, safety, environment and quality: an integrated management system			
403-2 (11.9.3)	Hazard identification, risk assessment, and incident investigation	Health and safety at work;			

GRI Standard/ Material topic	Disclosure	Location	Omission		
403-3 (11.9.4)	Occupational health services	People care strategy; Health and safety at work			
403-4 (11.9.5)	Worker participation, consultation, and communication on occupational health and safety	Health and safety at work; The active role of workers.			
403-5 (11.9.6)	Worker training on occupational health and safety	Health and safety at work;			
403-6 (11.9.7)	Promotion of worker health	Health and safety at work; The active role of workers.			
403-7 (11.9.8)	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and safety at work; The active role of workers.			
403-8 (11.9.9)	Workers covered by an occupational health and safety management system	Annexes			
403-9 (11.9.10)	Work-related injuries	Annexes			
403-10 (11.9.11)	Work-related ill health	Annexes			
GRI 404: Training and education (2016)					
404-1 (11.10.6; 11.11.4)	Average hours of training per year per employee	Training; Annexes			
404-2 (11.7.3; 11.10.7)	Programs for upgrading employee skills and transition assistance programs	Training			
404-3	Percentage of employees receiving regular performance and career development reviews	During 2025-2026 91% of employees received a regular performance review			

GRI Standard/ Material topic	Disclosure	Location	Omission		
GRI 405: Diversity and Equal Opportunity (2016)					
405-1 (11.11.5)	Diversity of governance bodies and employees	People at Q8; Annexes			
405-2 (11.11.6)	Ratio of basic salary and remuneration of women to men	Annexes			
GRI 406: Non-discrimination (2016)					
406-1 (11.11.7)	Incidents of discrimination and corrective actions taken	During 2025-2026 there were no incidents of discrimination.			
Workers in the value chain					
3-3 (11.10.1; 11.12.1; 11.13.1)	Management of material topics	Sustainable value chain; Crude oil; Finished products; Goods and services; Example of suppliers and their sustainability			
GRI 407: Freedom of Association and Collective Bargaining (2016)					
407-1 (11.13.2)	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The Q8's suppliers adhere to the code of ethics, which states that Q8 does not tolerate any form of discrimination, including discrimination based on trade union opinions. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			
GRI 409: Forced or Compulsory Labor (2016)					
409-1 (11.12.2)	Operations and suppliers at significant risk for incidents of forced or compulsory labor	The Q8's suppliers adhere to the code of ethics, which states that Q8 does not tolerate any form of discrimination, including discrimination based on trade union opinions. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			

GRI Standard/ Material topic	Disclosure	Location	Omission		
GRI 414: Supplier Social Assessment (2016)					
414-1 (11.10.8; 11.12.3)	New suppliers that were screened using social criteria	Goods and services			
414-2 (11.10.9)	Negative social impacts in the supply chain and actions taken	Goods and services			
Communities involved					
3-3 (11.15.1)	Management of material topics	Economic and social value generated; Our ecosystem; Q8 and the Naples area			
GRI 413: Local Communities (2016)					
413-1 (11.15.2)	Operations with local community engagement, impact assessments, and development programs	Economic and social value generated;			
413-2 (11.15.3)	Operations with significant actual and potential negative impacts on local communities	Economic and social value generated;			
Consumers and end users					
3-3	Management of material topics	Finished products;			
GRI 416: Customer health and safety(2016)					
416-1	Assessment of the health and safety impacts of product and service categories	Finished products;			
GRI 417: Marketing and labelling					
417-1	Requirements for product and service information and labeling	Finished products;			
417-2	Incidents of non-compliance concerning product and service information and labeling	On March 31, 2026, there was one case of non-compliance with information and labelling of products and services,			

GRI Standard/ Material topic	Disclosure	Location	Omission		
Conduct of companies					
3-3 (11.14.1; 11.19.1; 11.20.1; 11.22.1)	Management of material topics	Economic value directly generated and distributed; Responsible governance; Ethics and responsible behaviour; Code of Ethics; Our poicies; Business risks			
GRI 201: Economic performances (2016)					
201-1 (11.14.2)	Direct economic value generated and distributed	Economic value directly generated and distributed			
201-4 (11.21.3)	Financial assistance received from government	Annexes			
GRI 203: Indirect economic impacts (2016)					
203-1 (11.14.4)	Infrastructure investments and services supported	Tackling climate change; The Energy Transition Strategy; Our retail network: technological innovation and a multi-energy offering			
203-2 (11.14.5)	Significant indirect economic impacts	Naples Hub; Economic and social value generated; Annexes			
GRI 204: Procurement practices (2016)					
204-1 (11.14.6)	Proportion of spending on local suppliers	Sustainable value chain			
GRI 205: Anti-corruption (2016)					
205-1 (11.20.2)	Operations assessed for risks related to corruption	Annexes			
205-2 (11.20.3)	Communication and training about anti-corruption policies and procedures	Our policies; Annexes			
205-3 (11.20.4)	Confirmed incidents of corruption and actions taken	During 2025-2026 there were not any reported incident of corruption			

GRI Standard/ Material topic	Disclosure	Location	Omission		
GRI 206: Anticompetitive Behavior (2016)					
206-1 (11.19.2)	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Economic value directly generated and distributed; During 2025-2026 one ongoing Antitrust legal action			
GRI 207: Tax (2019)					
207-1 (11.21.4)	Approach to tax	Annexes			
207-2 (11.21.5)	Tax governance, control, and risk management	Annexes			
207-3 (11.21.6)	Stakeholder engagement and management of concerns related to tax	Annexes			
207-4 (11.21.7)	Country-by-country reporting		Confidentiality constraints		Kuwait Petroleum S.p.A., not being a publicly listed company, reserves the right not to disclose sensitive economic and financial information related to taxes.
GRI 415: Public policy (2016)					
415-1 (11.22.2)	Political contributions	As stated in the code of ethics, Q8 does not make contributions, financing, or any other form of support that could be considered direct and indirect contributions to political parties or candidates, or to any political association, even through intermediaries.			

GRI Standard/ Material topic	Disclosure	Location	Omission		
Cybersecurity & Privacy					
3-3	Management of material topics	Our policies; Q8 and the State Police join forces against cybercrime; Promoting a digital culture.			
GRI 418: Customer privacy (2016)					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer	During 2025-2026 there were not cases of violation of customers' privacy.			
Innovation processes					
3-3	Management of material topics	Innovation and Digital Transformation			
Not material topics from Oli & Gas Sector Standard (GRI 11)					
11.16		The topics were not material for the Sustainability Report 2025-2028 as they aren't directly related to Q8's core business.			
11.17					
11.18					

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INDEPENDENT AUDITOR'S REPORT ON SUSTAINABILITY REPORT

To the Board of Directors of
Kuwait Petroleum Italia S.p.A.

We have carried out a limited assurance engagement on the Sustainability Report of Kuwait Petroleum Italia S.p.A. (hereinafter also the "Company") as of March 31, 2026.

Responsibility of the Directors for the Sustainability Report

The Directors of Kuwait Petroleum Italia S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the "*Global Reporting Initiative Sustainability Reporting Standards*" established by GRI – *Global Reporting Initiative* ("GRI Standards"), as stated in the paragraph "Methodological Note" of the Sustainability Report.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for the definition of Company's objectives in relation to the sustainability performance for the identification of the stakeholders and the significant aspects to report.

Auditor's Independence and quality control

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our auditing firm applies *International Standard on Quality Management 1* which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards.

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona

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We conducted our work in accordance with the criteria established in the "*International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information*" (hereinafter also "ISAE 3000 *Revised*"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. This standard requires that we plan and perform the review to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed are less in extent than for a reasonable assurance engagement conducted in accordance with ISAE 3000 *Revised ("reasonable assurance engagement")* and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report- are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations, comparisons, and other procedures aimed to obtain evidence as appropriate.

Specifically, we carried out the following procedures:

1) analysis of the process relating to the definition of material aspects with reference to the methods of analysis and understanding of the context, identification, evaluation and prioritization of actual and potential impacts and to the internal validation of the process results;
2) comparison between the economic and financial data and information included in the section "Economic value directly generated and distributed" of the Sustainability Report with those included in the Company's financial statements;
3) understanding of the processes underlying the origination, recording and management of qualitative and quantitative material information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management of Kuwait Petroleum Italia S.p.A. and we carried out limited documentary verifications, in order to gather information about the processes and procedures, which support the collection, aggregation, elaboration and transmittal of non-financial data and information to the department responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Company's activities and characteristics:

a) with regards to qualitative information included in the Sustainability Report, we carried out interviews and acquired supporting documentation to verify its consistency with the available evidence;
b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct procedures and effective calculation methods used for the indicators and the correct aggregation of data.

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Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Kuwait Petroleum Italia S.p.A. as of March 31, 2026 is not prepared, in all material aspects, in accordance with GRI Standards, as stated in the section "Methodological note" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Maria Ginevra De Romanis
Partner

Rome, Italy
July 29, 2026

This report has been translated into the English language solely for the convenience of international readers.

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We would like to thank all our colleagues who contributed to the production of this document.

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Sustainability Report

2025-2026

