



### LETTER TO STAKEHOLDERS

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### ENABLER FOR THE ENERGY TRANSITION

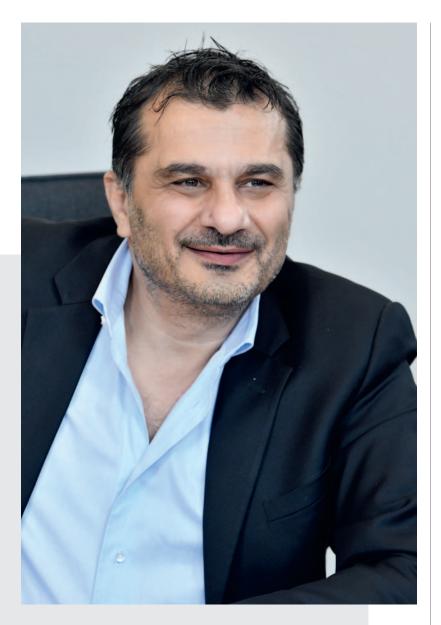
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Fadel Al Faraj
President Kuwait Petroleum Italia and Executive Vice President
Marketing Kuwait Petroleum International

The global community, already scarred by the continuation of the Russia-Ukraine war, saw the escalation of the Israel-Palestine conflict in October 2023, and, since January, repeated attacks on cargo ships in the Red Sea, one of the most important commercial routes in the world for Asia-Europe trade and of increased strategic importance since the imposition of EU sanctions on Russia. In an international scenario characterised, unfortunately, by ongoing wars, economic crises and extreme volatility, energy security and the cost of energy are confirmed as crucial issues that must be addressed alongside decarbonisation.

For this reason, the role of Kuwait Petroleum International (KPI) is strategic as is its close connection with the Parent company's country, Kuwait, which can guarantee a tangible contribution to the security of energy supplies for the whole of the Mediterranean, also in terms of supplies of finished products.

In this context KPI's goal is to continue to make available the energy mix which can meet all transport needs. To be sustainable the current energy transition must envisage the adoption of a mix of energy sources and vectors which can all make their own contribution to reducing  ${\rm CO}_2$  while respecting the principle of technological neutrality.

In this international vision we are active on several fronts: on the one hand, decarbonising our own operations and, on the other, offering customers alternative fuels to support new and sustainable forms of mobility. To achieve these goals, we are making significant investments in low-carbon emission technologies and in renewable energy production.

At the same time we are working for energy to be made available at accessible prices, so that the energy transition is just and inclusive, does not leave anyone behind, and takes responsibility for communities and for the most vulnerable layers of society, so that everyone is guaranteed the right to mobility and movement.

In Italy, with Kuwait Petroleum International's most important European subsidiary, we have structured the just transition by integrating ESG (Environment, Social, Governance) factors into all our strategies, investing in the development of alternative fuels and in electric mobility, with a structured and long-term strategic plan for investments, which is making our network a genuine multi-energy and multi-service hub, with a focus on the sustainability of increasingly innovative and smart processes and products.

In line with our propensity to innovate we presented projects to realise the first circular hydrogen refuelling stations. Numerous electric charging points have also been installed this year at Q8 service stations, and, thanks to interoperability with Enel X Way, the holders of CartissimaQ8, the digital fuel card for corporate fleets, can also use the most widespread recharging network with 20 thousand recharging points throughout the country.

In keeping with the vision of a sustainable energy transition is the purchasing of 50% of the share capital of Eco Fox, a leading supplier in the biofuels sector. An agreement which is particularly important since it enables the Q8 Group to directly enter the sector for the production of sustainable liquid biofuels, which today are already making a concrete contribution to decarbonising the transport sector.

To effectively support the business model's evolution, a new skills format has been established aimed at providing employees with indications to best develop individual and team patterns of conduct which can help successfully address future challenges, also with the main aim to create a social sustainable labour organization according to the AGENDA 2030's SDG 3 (Good Health and Wellbeing), 4 (Quality Edu-

cation), 5 (Gender Equality), 8 (Decent Work).

In line with the principle of ethical and responsible business, Q8's commitment is also directed at the local territory, given the belief in the social and cultural stimulus which companies must offer, with the goal of creating a virtuous ecosystem that can generate long-term social value.

The common thread of these projects is the realisation of SDG 17 of the UN Agenda 2030 for sustainable development, i.e. Partnerships for the goals, since by working together it is possible to generate a much greater positive impact that can be achieved individually. Strong alliances among stakeholders are essential to address global challenges in a concrete and sustainable way.

I am confident that, by continuing along this common path, we will be able to achieve shared success and create a better future for all of us.



### **WHO WE ARE**



- 40 years since entering the market
- 38 years of the Q8 brand
- 2,821 facilities
- 18 airports served
- **Bunker sales** in the main Italian ports
- 9 subsidiaries
- 10 associated companies

### SECTORS IN WHICH WE OPERATE



- Network
- Extra-network
- Refining
- Fuel Cards
- Lubricants
- Marina
- Aviation

### COMMITMENT TO THE ENVIRONMENT



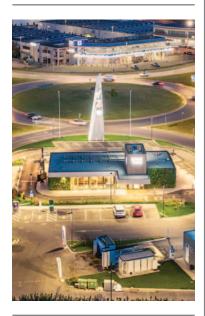
- Entry into biofuel production
- 100% electricity from renewable sources
- recharges in the past year totaling about 2 million kWh
- Reduction in service station electricity consumption by 30% to 70%
- European Union recognition for the CRE8 and RECRE8 projects for the development of alternative fuels
- Elimination of approximately 1,294,000 plastic canisters for bulk AdBlue sales
- New sustainable
   SVOLTA concept store
- EKOGRID and MPCD-Disgreco patents exclusively for sustainable remediation technologies
- Home Work Displacement Plan for sustainable mobility among employees

## OUR CONSUMPTION AND EMISSIONS



- 219,603 GJ of consumption, down 12.8 percent from the previous year
- Total SCOPE 1 and 2
   market-based emissions
   4,750 tco2eq:
   down 1.1% from
   previous year
- 5,892 GJ of electricity generated by photovoltaic systems located on service stations

## THE ROAD NETWORK



- 2,821 service stations
- 278 with LPG
- 51 with methane
- 35 with Q8 HVO+
- 4 with liquefied methane
- 88 installations with electric columns of which 34 have 300 kW columns
- 264 with photovoltaic systems
- **98** AdBlue dispensers
- 136 Easy Wash
- 83 SVOLTA

### HEALTH, SAFETY, QUALITY AND ENVIRONMENT



- Approximately 2,000 samples/year of product analyzed
- Over **11,000** analyses/year in the laboratory
- Over **1,000** safety walks per year
- 3 International standards:
   ISO 9001:2015 for Quality
   ISO 14001:2015 for the Environment
   ISO 45001:2018 for Occupational Health
  - Occupational Health and Safety
- Voluntary membership in the Joint Inspection Group (JIG) certifying body for the aviation fuel supply chain

# ETHICAL AND RESPONSIBLE GOVERNANCE



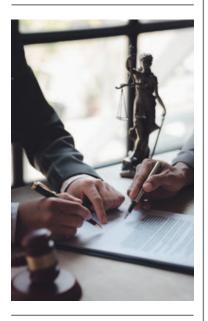
- **0** incidents of corruption
- **0** antitrust infringement cases
- **0** customer privacy violation cases
- Cooperative compliance agreement with the Internal Revenue Service
- ERM Enterprise Risk Management

### **INNOVATION**



- Data Driven Company
- Digital Transformation Strategy
- Pioneers in investing in digital checkout technology
- Virtualized fuel cards with integrated apps and portals
- ClubQ8 app to enable fuel delivery from cell phone
- Italy's first highway fast charging station
- First sales network to be certified by IMQ

### **BILLING**



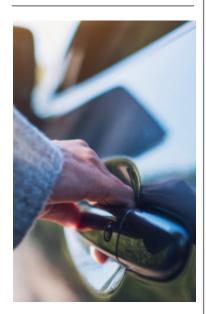
- Turnover about 15.5 BILLION
- Excise taxes paid over3.6 BILLION

# PEOPLE AT THE CENTER



- 698 employees
- +12% of women Compared to industry average
- **95**% of permanent employees
- Top Employer 2024
- Job Sustainable Guide
- National Declaration of Conformity
- Total Wellbeing Program for Employees
- "Workday" e-learning platform
- People Care Strategy
- 50 hours of training for about 600 employees on sustainability and digital transformation issues
- Community Support

### **CUSTOMERS**

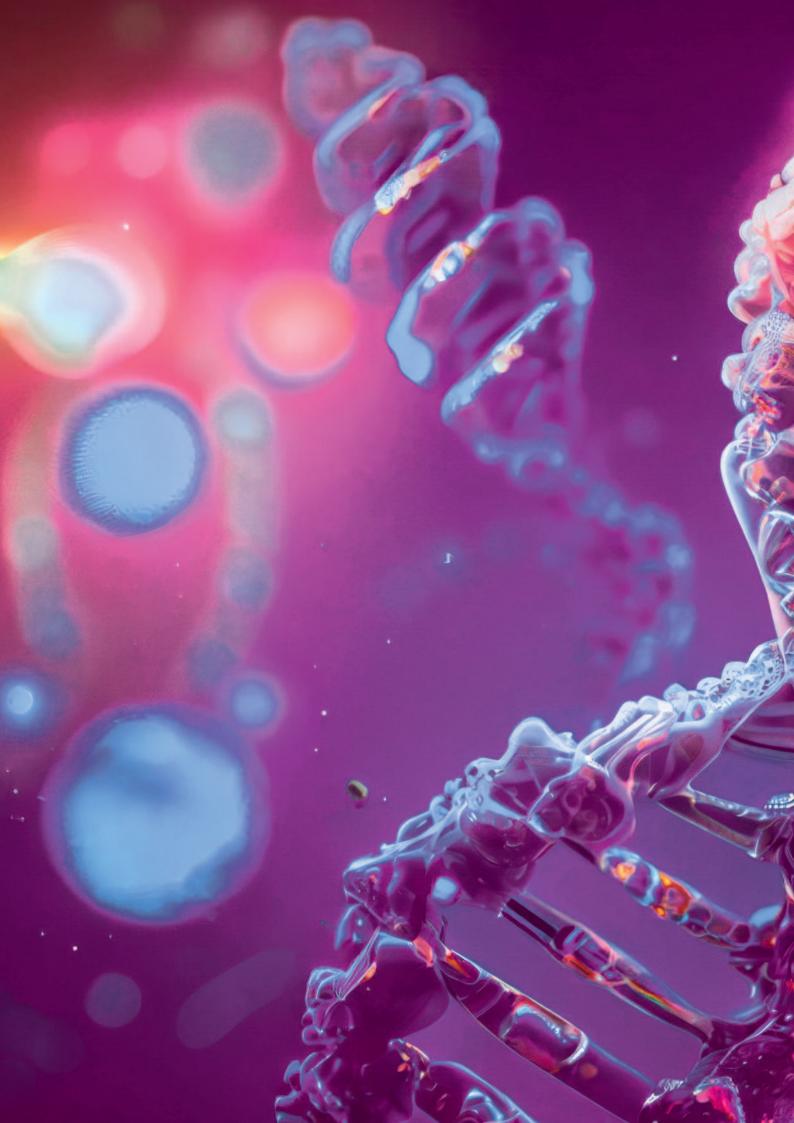


- Customer centricity is our compass
- Original in their approach to loyalty and customer retention
- Loyalty campaigns
- Customized promotions and direct communication
- Prestigious partnerships
- Periodic surveys

### **SUPPLIERS**



- Sustainable Supply Policy
- Partnership with **Open-es**
- 74% European gasoline and diesel fuel of which 87% are Italian
- More than 4,000 suppliers of goods and services of which 94% are Italian







enters the Italian market by acquiring the **Gulf** network

1984

1986

launches its innovative "Q8" brand



enters the lubricants segment **by buying Roloil** (now Q8Oils)

1988

1990

expands on the market with the acquisition of **Mobil Oil Italiana** 





launches the new large Q8 Network with the offer of Q8Oils lubricants

1992

1993

- converts the Naples' refinery to a coastal depot
- sets up Servizi e Gestione Italia for network management





acquires 50% of the **Milazzo Refinery** (RAM) from Agip Petroli (now Eni)

1996

1999

concentrates all the lubricant activities in **Congord Oil** (now Q8Oils)





sets up **Q8 Quaser** for the direct sales channel

2001

2002

acquires control of the logistics company Continentale Italiana





acquires the retail network and main logistical assets of **Shell Italia** 

2014

2024

acquires 50% of Eco Fox, the leading Italian biodiesel producer



1984-2024

1984-2024 40 years of Q8 on the Italian market



## **WHO WE ARE**

Kuwait Petroleum Italia S.p.A. (Q8) is the Italian subsidiary of Kuwait Petroleum International, a company operating in downstream international oil and owned by Kuwait Petroleum Corporation, the national oil company of the State of Kuwait.

Q8's history is characterised by constant growth achieved thanks to a successful strategy of acquisitions and operations.

## **OUR BRAND**

The "Q8" brand was launched in 1986. The renewal in 2014 aimed to amplify its aspects of innovation and originality, so making it more recognisable and memorable.

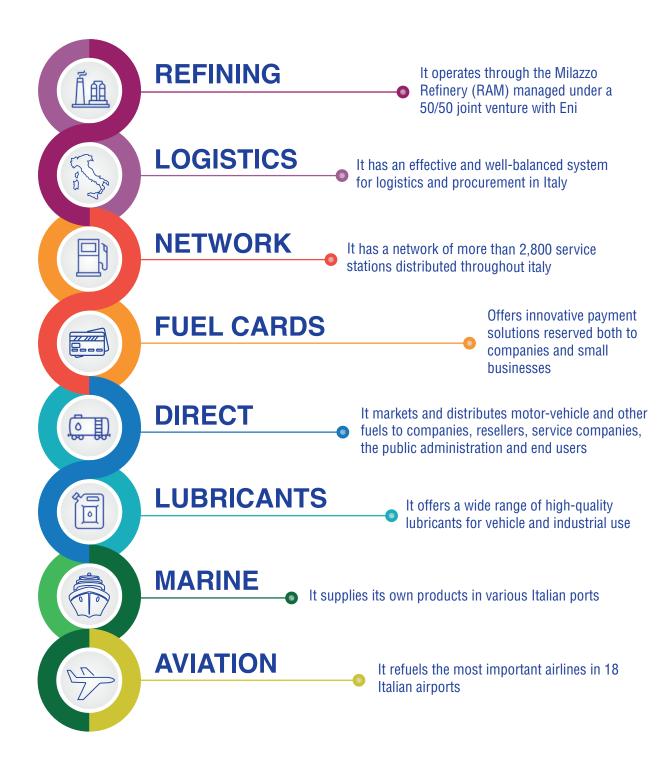
All the aspects of the brand are strongly related to the origins of the Parent Company. From the winning idea of encapsulating the pronunciation of the shareholders' country of origin in the "Q8" formula, to the reference, through the symbol of the two coloured sails, to Kuwait's ancient maritime vocation and its traditional sailboats (called Dhows).





## **SECTORS IN WHICH WE OPERATE**

Through its activities, Q8 in Italy covers the whole integrated downstream cycle, from refining to the end user. In a world with increasing attention on sustainable mobility, Q8 wants to be a protagonist in the energy transition by orienting all its activities to respecting sustainability standards which it has adopted in order to be able to best combine safeguarding the environment, social development and economic growth.



## Where we are

We guarantee energy to the whole national territory, from North to South



# The Naples hub: the fulcrum of our logistics

- Strategic on the basis of the law¹ in guaranteeing the security of supply for Italy's industrial system;
- Subject to the Golden Power provision, the mechanism which gives the Government special powers to safeguard strategic sectors<sup>2</sup>;
- It holds 6% of the obligatory national reserves on behalf of the Italian Storage Central Body;
- It's an essential logistics hub, being the main supply source for South Italy;
- Strategic for the Port of Naples thanks to refuelling and the service to collect liquid waste from ships (bilge or ballast water), which is subsequently treated at the water treatment plant which is duly authorised through an Integrated Environmental Authorisation;
- With notable storage capacity and great operational flexibility, it can handle white (gasoline, diesel, jet fuel, biodiesel and HVO) and black (fuel oil and bunker fuel for ships) products.

The journey starts with the arrival of the ships in the port of Naples, at the dock where ships from other energy companies also moor, but it is Q8 which has always been designated by the authorities as the sole subject responsible for operations, for the safety and security of the whole dock. At the terminal, part of the product already has its final destination: thanks to the bunker loaded on small boats (so-called lighters) Q8 refuels both cruise and commercial ships, as well as ferries and hydrofoils heading to the islands which pass through the ports of Naples and Salerno. The other products arrive in the two depots for the storage and loading of so-called white (gasoline, diesel, jet fuel, biodiesel and HVO) and black (fuel oil and bunker fuel for ships) products.

Art. 57, paragraph 1, Law 35/2012. In order to guarantee the security of supply and improve the efficiency and competitiveness of the sector, the law identifies a series of infrastructure elements and oil facilities, defining them as strategic and attributing responsibility for them at central government level.

Decree Laws no. 21/2012 and 105/2019



### Hub with numerous records:

- Around 3.5 billion litres of products handled per annum;
- Handles 60% of oil products for South Italy;
- 24/7 security presence at the petroleum dock, for which Safety & Security is responsible;
- Around 4 km of oil pipeline consisting of 27 lines;
- 100% diesel fuel mixed with biodiesel and HVO produced from waste or residues;
- 26 automated and multiproduct bays to load tankers;
- Delivers its products to an area of over 200 km;
- Provides work to around **600 people** directly and indirectly;
- There are over 50 companies in the support sector with annual turnover of around 25 million euro.

## Innovative technologies, automation, constant checks for security and environmental protection

### Technological innovation at the service of security:

- · Oil pipeline fitted with an active fire-fighting system, sensors, and detectors, all completely automated;
- Oil pipeline and depots monitored constantly through a CCTV system;
- Two control rooms with the most advanced systems for real-time and continuous control of all the infrastructure of the depots and the dock: ship unloading, tanks, lines and loading bays.

#### In 1 year:

- Around 2,000 training hours
- 1,850 hours of field experience
- An index of 65 training hours per annum per person
- Training/information portal using e-learning for in-company and external staff (around 10 courses available for 1000 people)

#### Among the training issues:

- The training of fire-prevention officers<sup>3</sup> and personnel and electric works personnel
- The Seveso notice on Internal Emergency Plans<sup>4</sup>
- Environmental training and training on the European regulation for the road transport of dangerous goods
- · Corporate SSHE instruments such as Near-Misses, Safety Walks and audits

### **Protecting biodiversity**

The Energy hub is located in an area which is highly urbanised and has undergone massive transformation coinciding with the metropolitan area of Naples, within which is concentrated the main regional infrastructure and much of the manufacturing system.

The Q8 undertakes its activities in complete respect of biodiversity, taking into account, among other things, the protected nature areas which are closest to the Depot.

The possible impacts on biodiversity - those which are not due to accidental events - have been categorised as low level (Annex no.1).

<sup>3</sup> Decree Law 81/2008

<sup>&</sup>lt;sup>4</sup> Decree Law 105/2015

Decree Law 152/2006

# Our network: technological innovation and multi-energy offer

Q8 has a network of more than 2,800 service stations which extend throughout Italy with a "multi-energy" offer: from traditional and high performance fuels (Q8 Hi Perform Diesel and Q8 Hi Perform 100 Ottani), to alternative fuels such as Q8 HVO +, LPG, liquified and compressed natural gas (LNG and CNG) up to recharging electric vehicles.

A sustainable network, thanks to huge investments to implement solutions designed to reduce emissions and consumption and to the presence of modern infrastructure for the supply of Alternative fuels with low environmental-impact.

A modern network with an advanced connectivity system for digital payments and practical and secure virtual fuel cards, which offers a wide range of non-oil products and services (car-wash facilities, restaurants, bars and shops), made available also thanks to partnerships with the most important operators in the relevant sectors.



### The Q8 network offers two different types of service:

### **Manned service stations**

competent staff who are kept constantly trained provide the convenience of a serviced fill-up and a wide range of accessory services.

### **Q8easy**

completely automated service stations, for 24/7 self-service filling, at competitive prices, with advanced technology to guarantee the ease and safety of filling up.



## Service station



**Canopy with LED lamps and solar panels** 

**Outdoor payments terminal** 

Gasoline, diesel, Q8 HVO+, LPG, CNG, LNG pumps, AdBlue pumps



Double-wall tanks and pipes

Leak detection systems

Tank gauge level

**Electric recharging columns** 

# SUBSIDIARIES AND ASSOCIATED COMPANIES

# SUBSIDIARIES COMPANIES

### **REFINING**

SUPPLY & LOGISTICS

CONTINENTALE ITALIANA -

SIGEMI KRC KRI

### **MARKETING**

KAI Q8OILS ITALIA Q8 QUASER SERVIZI & GESTIONI ITALIA VELE FINANZIARIA

# ASSOCIATED COMPANIES

### **REFINING**

**MILAZZO REFINERY** 

## SUPPLY & LOGISTICS

DE.CO. ECO FOX S.R.L. ➤ PO.PE.GE

### **MARKETING**

DICOMI DISMA ENERGAS MA.RE.S. PETROL FUEL SERAM

## **SUBSIDIARIES**

### Continentale Italiana S.p.A.

Continentale Italiana S.p.A. is the majority shareholder in Sistema Integrato Genova Milano (SIGEMI) which guarantees the receipt, storage and distribution of oil products in the entire area of the North West of Italy. The SIGEMI system consists of three depots located at Genoa San Quirico, Arquata Scrivia (province of Alessandria) and Lacchiarella (province of Milan); the pumping station at Genoa Multedo is connected by a pipeline network.

Through its organisational structure, Continentale Italiana S.p.A. guarantees the efficiency of the logistical systems and ensures the sustainability of the business in the long term. Through its depots it also plays a strategic role to ensure the security of supplies in the North West of the country, at the same time developing synergies and relationships with the main operators in the area.

Its main activities, besides those of controlling SIGEMI and managing its stakeholders, involve:

- guaranteeing product handling in its logistical assets through oil product commercial agreements;
- optimizing the in and out management of products scheduled according to customer needs;
- proposing investments and upgrades in infrastructure that aim to guarantee its efficiency and continuous improvement.

The wide range of products available, from the traditional to the most innovative, together with the numerous services on offer, aim to satisfy customers and keep them loyal by always putting them at the heart of all of Continentale Italiana's activities.

### Kuwait Raffinazione e Chimica S.p.A.

Kuwait Raffinazione e Chimica S.p.A. (KRC) is the Q8 single-shareholder company which, following the 1993 conversion of the Naples refinery into a coastal hub, handles the work to stop use of and remediate soil on the land owned where petrochemical and refinery plants were located.

KRC is strongly committed to using soil remediation techniques to enable a reduction in environmental impacts, also by using cutting-edge technologies.

For this reason, where possible, it is preferred to use soil remediation techniques that are:

- "in situ", i.e. without any soil excavation or movement (AS/SVE wells)
- "on site", i.e. with treatment of contaminating soils directly on the site itself, including their possible reuse (land farming, thermal desorption).

The company is certified:



FOR THE ENVIRONMENT

### Q80ils Italia S.r.l.

Q8Oils Italia S.r.l. is the single-shareholder Q8 company which develops, makes and markets lubricants in Italy and abroad, under the brands:

- Q8Oils
- Roloil

It is as one of the biggest operators on the Italian market, Q8Oils Italia S.r.I (the new name of Conqord Oil S.r.I.) can boast a long tradition in the design and production of specialist lubricants dedicated to the car and industrial world, created by using leading-edge technologies.

The advanced laboratories of Q8Oils Italia S.r.l. are constantly engaged in research, development and updating to guarantee high standards of quality and sustainability of products and processes that can respond quickly and efficiently to any new request from the market.

The commercial network, which is unique of its kind in the lubricants sector in Italy, is broadly present throughout the country, to better respond to customers' needs.

Customer satisfaction remains among the main objectives of Q8Oils Italia S.r.l. achieved thanks to the excellent work of the salesforce, customer service and technical assistance.

The company is certified:



FOR QUALITY



FOR THE ENVIRONMENT



FOR OCCUPATIONAL HEALTH AND SAFETY

### Servizi & Gestioni Italia S.r.l.

Servizi & Gestioni Italia S.r.I. (SEGIT) is the Q8 single-shareholder company which handles the direct management of over 1,300 outlets under the Q8 brand spread throughout Italy.

SEGIT can draw on an organisation which features a high level of professional skills and an innovative business model which make it possible to successfully manage the offer of fuels, services and other non-oil products, also thanks to a complex organizational ecosystem that ensures high quality standards, safety and environmental standards.

The standard offer of the range of traditional, high-performance and gaseous fuels is broken down into two formats under the Q8easy (fully automated) and Q8 (assisted) brands. It has been further enhanced with the offer of high-quality, modern products and services, with the innovative concept store "SVOLTA", characterised by a high level of digitalisation and in-store materials used with a low environmental impact, as well as the "Easy wash" service offering cutting-edge self-service car washing.

Customer satisfaction and loyalty, which can also take advantage of the innovative loyalty program on the "ClubQ8" app, has always been at the heart of all of SEGIT's activities.

### Q8 Quaser S.r.l.

Q8 Quaser S.r.l. is the company in the Kuwait Petroleum Italia S.p.a. (Q8 Italia) group which sells and manages the distribution of petroleum products outside the Q8 network of road and motorway services. Q8 Quaser offers services dedicated to companies and industry in different market sectors such as Consumer, Resale, White Pumps and Tenders. There is also significant business carried out on the bunkers market (marine products), on which it operates directly with shipowners or through international brokers, supplying various Italian ports in the centre and south, with products that meet the international quality standard IMO 2020 which guarantees their environmental sustainability. It also operates on the energy efficiency market through the installation, maintenance and management of heating systems and solar panels through the MyEnergy Q8 brand.

The company is certified:







FOR THE ENVIRONMENT



NATIONAL ITALIAN SYSTEM TO CERTIFY THE SUSTAINABILITY OF BIOFUELS AND THE 2BSVS VOLUNTARY SCHEME FGAS CERTIFICATION FOR THE INSTALLATION/MAINTENANCE/REPAIR OF INSTALLED REFRIGERATION EQUIPMENT, AIR CONDITIONING AND HEAT PUMPS CONTAINING SOME FLUORINATED GREENHOUSE GASES.

The quality of the network of outlets managed by SEGIT is guaranteed by the following corporate certifications:



FOR QUALITY



FOR THE ENVIRONMENT



FOR OCCUPATIONAL HEALTH AND SAFETY

## **Associated**

### **Milazzo Refinery**

Milazzo Refinery S.C.p.A., managed in a 50/50 joint venture with Eni, is one of the most advanced refineries in Europe in terms of constant monitoring, reduction of emissions and technological innovation.

A plant of strategic importance for the country in transforming oil for the production of fuel, high-quality gasoline and raw materials through the best technologies that make it possible to significantly reduce the environmental impact.

- Over 1 billion Euro invested in the last 15 years in innovating plants and processes;
- High level of safety and use of the most advanced technologies to minimise the environmental impact;
- Third in Italy for production capacity;
- High levels of energy self-sufficiency;
- Almost all of its over 640 employees around 98% are resident in the province of Messina.

The Refinery is constantly engaged in research and development for new technologies to improve energy efficiency and reduce  $CO_2$  emissions, also through close collaboration with universities and research centres. Particular attention is paid to the local context in which it operates, contributing to social and cultural growth with numerous initiatives. For more details see the "Sustainability" section on the website www.raf-fineriadimilazzo.it

The company, besides having a chemicals laboratory which holds UNI EN ISO 9001:2015 certification and is accredited at national level, and, in relation to specific analyses (Emission Trading Process and control over discharging at sea), UNI CEI EN ISO/IEC 17025:2018, is equipped with an Integrated Management System (IMS) certified:

- ISO 9001:2015 for the Quality of Propylene
- ISO 14001:2015 for the Environment
- ISO 45001:2018 for Occupational Health and Safety
- ISO 50001:2018 for Energy Efficiency
- Certificate of conformity to the UNI 10617 standard (Safety Management System Major-Accident Hazards)

### Eco Fox S.r.l. 1

Eco Fox S.r.I., a 50/50 joint venture between Q8 and Fox Petroli S.p.A., is an Italian company which is a leader in biofuel production and sales.

Eco Fox has been a pioneering operator in the production of sustainable biofuels since the 1990s and owns a factory located in Vasto (CH) with production capacity of 200,000 tons, achieved thanks to continuous investment in the innovation of plants and processes.

The company produces biodiesel which conforms to international technical standards and subproducts for industrial use starting from second-generation raw materials (i.e. which do not compete with use in the human or animal food chain).

It has a bonded warehouse with 30,000 m3 of storage and logistics that can receive and despatch products by sea and land, thanks to the direct connection to the port of Vasto via a pipeline.

In addition, Eco Fox is continually looking for new technologies in order to optimise plants and is engaged in projects for energy efficiency and the development of new products.

The logistical structure, the excellent quality standards and independent certification, such as the International Sustainability & Carbon Certification (ISCC) and the National System of Sustainability Certification for biofuels and bioliquids, enable Eco Fox to sell its products to a broad portfolio of customers in Italy and Europe, contributing actively to the decarbonisation of the transport sector.

The company is certified:

- ISO 9001:2015 for Quality
- ISO 14001:2015 for the Environment
- ISO 45001:2018 for Occupational Health and Safety
- National System of Sustainability Certification of biofuels and bioliquids International Sustainability & Carbon Certification

<sup>&</sup>lt;sup>1</sup> The acquisition of the corporate stake was finalized on June 26, 2024.





# THE BUSINESS STRATEGY

The business strategy of the Q8 aims at the economic and social sustainability of the business in the long term, with the aim of confirming its role as a leading player in the Italian energy sector.

This means being an energy player which, by drawing on all its resources and know-how, is committed in both the social segment and in consolidating and optimising its core business, thus guaranteeing its profitability while at the same time exploring new opportunities and new markets with the goal of diversifying its energy and revenue sources.

Business strategies which aim at economic, social and environmental sustainability take concrete form in the following actions:



Developing new businesses such as biofuels and alternative fuels



Always being customer-focussed



Focussing on health, security and environment



Guiding innovation and the development of new business



Being engaged in ESG (Environment, Social, Governance) areas



Diversifying revenues sources



Improving the economy of scale in the long-term scenario

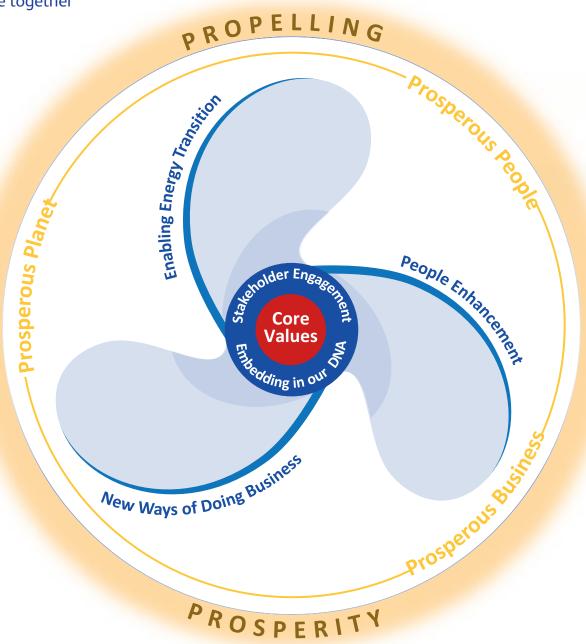


Being protagonists in the energy transition

## **PROMOTING PROSPERITY**

### **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

## **OUR APPROACH**

## The sustainability strategy

In order to make an active contribution to a sustainable future, the Q8 has widely integrated sustainability into all of its activities. In line with ESG (Environmental, Social and Governance) themes, there are three pillars on which the sustainability strategy is built: "Enabler for the energy transition", "People enhancement" and "New ways of doing business". A strategy which perfectly matches with 12 of the 17 Sustainable Development Goals (SDGs) approved by the UN in 2015.

### "Enabler for the energy transition"

represents the Q8's commitment to looking for new, sustainable solutions which can reduce CO<sub>2</sub> emissions, testing alternative forms of energy, with the goal of increasing the energy efficiency of innovative and responsible infrastructure

**Emissions reduction Alternative energy sources Energy Efficiency** Innovative & responsible infrastructure













## territory.

"People enhancement"

of welfare and wellbeing, and to the community where it operates, in which it is engaged in creating social value to be redistributed in the local

expresses the Q8's commitment to its own em-

ployees, to whom it guarantees advanced forms

Welfare & well-being **Employee compensation & benefits Occupational Health & Safety** Social value creation

















### "New ways of doing business"

represents the idea that Q8's has of its own business: ethical, capable of creating long-term value, and giving ample space to digitalisation and technological innovation.

**Business ethics** Long-term value creation Digitization and technologies













## Sustainability policy

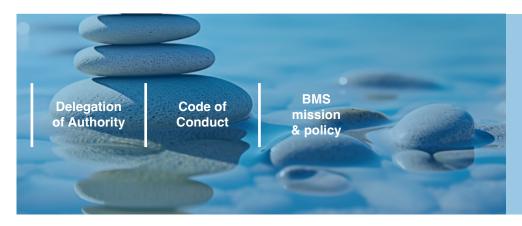
In line with the promotion of a just transition towards a more sustainable economic model, Q8 has approved its Sustainability Policy at its highest level of governance (the Board of Directors).

### The policy establishes:

- The company's commitments to improve its sustainability results
- The roles and responsibilities of the corporate bodies and structures involved in the process of managing ESG themes

### The policy pursues the following general goals:

- Supporting the process to define strategic choices, integrating sustainability into business strategies
- Increasing the level of knowledge and awareness about the policies and expected results for "material" issues
- Disseminating the culture of sustainability among its internal and external stakeholders



## **Principles**



## **Policies**



**Procedures** 



# Sustainability operational plan

# **ENVIRONMENTAL**

SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
7 CLIM TORRY  CONSIDER AND CONSIDER AND CONSIDER CHICAGO WITH	<ul> <li>7.1 By 2030, ensure access to affordable, reliable and modern energy services.</li> <li>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.</li> <li>8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead.</li> </ul>	Reduction in emissions and consumption	<ul> <li>Biofuels</li> <li>100% of electricity bought from renewable sources</li> <li>Increase in in cargo size for Naples Hub</li> <li>Logistics optimization</li> <li>AdBlue</li> <li>Plan for home-work travel</li> <li>Efficient management of raw materials, water and waste</li> </ul>
9 militari menunan 9 militari menunan E	<b>9.1</b> Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	Alternative energy sources and energy efficiency	<ul> <li>Electric charging points and alternative fuels at service stations</li> <li>Photovoltaic systems on roofs of outlets</li> <li>Solar park project at Naples Hub</li> <li>Relighting project for outlets</li> <li>Sustainable and smart restructuring of the headquarters</li> </ul>
11 SET MARKE CETT OF SECOND SE	<ul> <li>11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.</li> <li>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</li> <li>13.2 Integrate climate change measures into national policies, strategies and planning.</li> </ul>	Innovative and responsible infrastructure	Cre8-creating – The Station of the Future Recre8 New SVOLTA concept store Easy Wash Predictive maintenance of outlets Green Point project Bioconstruction and eco-sustainable paint
17 PARTHERSHIPS FOR THE GOALS	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	All activities listed with planned partnerships	<ul> <li>Reduction in emissions and consumption</li> <li>Alternative energy sources and energy efficiency</li> <li>Innovative and responsible infrastructure</li> </ul>

# SOCIAL

SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
3 GOOD HEALTH AND WELL-BEING  4 GRAUTT GROCASION	3d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.  4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.	Welfare and wellbeing	<ul> <li>Welfare Strategy proposition</li> <li>Smart working</li> <li>Additional paid leave</li> <li>Total wellbeing program</li> <li>Study grants for employees and children</li> <li>In-house club for non-work activities</li> </ul>
5 EMAIN EMAIN  8 ECON WORK AND ECONOMIC GROWTH	<ul> <li>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</li> <li>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</li> </ul>	Employee pay and benefits	<ul> <li>Inclusion and pay parity</li> <li>Additional social security with company contribution</li> <li>Training</li> <li>Supplementary corporate agreement</li> <li>Company loans</li> <li>Accident/invalidity insurance policies</li> </ul>
10 mm (=)	<b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	Occupational health and safety	<ul> <li>Prevention and protection service</li> <li>Enterprise risk management</li> <li>Health and safety training</li> <li>Periodic company check-ups</li> <li>Infirmary</li> </ul>
11 METAMANI CETTE  ALL COMMINSTER  12 METAMANI AND PRODUCTION AND PRODUCTION	<ul> <li>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</li> <li>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</li> </ul>	Creation of social value	<ul><li>Agreements with universities</li><li>Cultural and social partnerships</li><li>Company volunteering</li></ul>
17 PARTNERSHIPS FOR THE GOALS	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	All activities listed with planned partnerships	<ul> <li>Welfare and wellbeing</li> <li>Employee pay and benefits</li> <li>Occupational health and safety</li> <li>Creation of social value</li> </ul>

# GOVERNANCE

SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
8 OCCINT WORK AND LOOKUNG GROWTH	<ul> <li>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small-and medium-sized enterprises, including through access to financial services.</li> <li>9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</li> </ul>	Corporate ethics	<ul> <li>Code of ethics</li> <li>Organisation, management and control model</li> <li>Corporate policies</li> <li>Enterprise risk management</li> <li>Cooperative compliance agreement</li> <li>Business management system (BMS)</li> <li>Certifications</li> </ul>
12 SEPTIONS CONTROL OF SERVICE AND THESE CENTER OF SERVICE AND THE SERVICE	<b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Long-term value creation	Directly generated and distributed economic value     Economic impact generated on the territory
13 CLIMATE ACTION  16 PEACE RISTICE AND STRONG INSTITUTIONS  TO THE PEACE PROTOCOLOGY  TO THE PE	<ul> <li>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</li> <li>16.b Promote and enforce non-discriminatory laws and policies for sustainable development</li> </ul>	Digitalisation and technologies	<ul> <li>Digitalisation of processes</li> <li>Data Driven Company</li> <li>Digital Transformation</li> <li>Use of Robotic Process Automation</li> <li>Digital experience of outlets</li> <li>ClubQ8 App</li> <li>Dematerialisation of fuel cards and digital payments</li> <li>Workday portal</li> </ul>
17 PARTNERSHIPS FOR THE GOALS	<b>17.17</b> Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	All activities listed with planned partnerships	<ul> <li>Corporate ethics</li> <li>Long-term value creation</li> <li>Digitalisation and technologies</li> </ul>

# Sustainability governance

In the ESG sphere, the management of risks and opportunities, the organisation's impacts on ESG factors, as well as the coordination and sharing of strategies with its shareholder, are managed by the highest level of governance in the company.

#### Board of Directors

The Board of Directors is responsible for the corporate business and so also for defining this policy and its application and compliance.

#### · Chief Executive Officer

It is the responsibility of the Chief Executive Officer, supported by the Human Resource, Legal & Corporate Affairs Director and by other senior figures, to ensure that the Policy is complied with throughout the organisation and that all employees are aware of it.

Human Resource, Legal & Corporate Affairs Department and other senior figures
 The Human Resource, Legal & Corporate Affairs Department and other roles identified at various levels
 in the organisation are entrusted with the coordination, implementation and deployment of the Sustainability
 Policy, its updating and, as part of their specific responsibilities, the dissemination of the culture of sustainability
 inside the Company.



## The Energy Transition strategy

Q8 is committed to responsibly managing the fuel sector, with the goal of gradually reducing its environmental impact; at the same time it is strongly focussed on developing new business in the energy sector. In keeping with this strategy, Q8 intends to be a trusted supplier of low emission intensity energy sources, investing in alternative energy and undertaking to achieve the Net Zero target for scope 1 and 2 emissions¹ in 2035. Certainly a challenging target, but absolutely in line with the ambitions of a Company aiming at an increasingly sustainable future.

## To achieve the Net Zero target in 2035, two drivers will in essence be crucial:

The definition and implementation of strategic initiatives with the main goal of reducing emissions

The measurement and verification of results with a view to continuous improvement

# NET ZERO SCOPE 1 AND 2 IN 2035

<sup>&</sup>lt;sup>1</sup> Scope 1 and 2 means direct and indirect GHG emissions generated by the Organisation's energy consumption

# **Human Rights Policy**

Q8 has adopted a Human Rights Policy in order to guarantee their protection in every context in which it operates.

In particular Q8 actively undertakes to safeguard and promote Human Rights, in close collaboration with its external and internal stakeholders, by:

- identifying, assessing, preventing and mitigating risks linked to the violation of the Human Rights Policy;
- raising the awareness of its employees;
- responsibly managing its supply chain.

The areas in which the Policy is applied cover multiple issues:

- Labour protection
- Fair pay
- Flexible working hours
- Inclusive workplace
- Freedom of association and collective bargaining
- Occupational health and safety
- Integrity and ethics
- Privacy protection
- Ethical relations with Suppliers
- Support for the community
- Sale and distribution of high-quality products

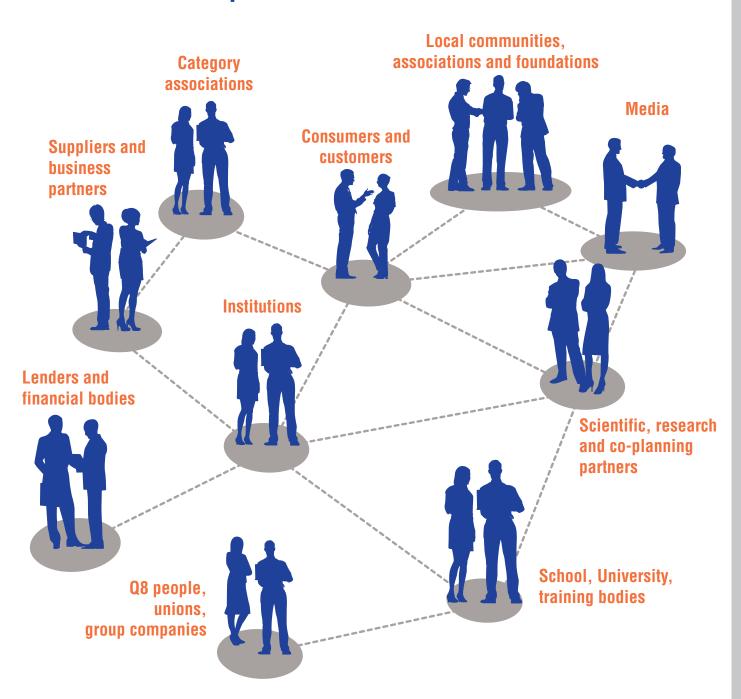


### DIALOGUE WITH STAKEHOLDERS

Every day Q8 has dealings with its internal and external stakeholders who have the ability to influence its activities. For this reason it dedicates significant energy to actively listening to them, involving them directly also through dedicated surveys.

A relational map emerges which sets out broad, long-term links relating to the whole production chain: a fundamental alliance to create and share value, with a particular focus on innovation.

#### A relational map to create shared value



### **MATERIALITY**

With the update of "GRI Standards 2021", the concept of materiality is increasingly closely connected to the concept of impact: the material themes represent the most significant impacts from the organisation on the economy, environment and people, including impacts on human rights. For the Sustainability Report 2023-2024, Q8 has confirmed and thus maintained the material themes identified last year in the Materiality Analysis process related to business impacts that influence the assessments and decisions of its stakeholders. The updated materiality analysis was carried out from a context analysis aimed at identifying the positive, negative, current, and potential impacts that Q8 has or could have on the economy, the environment, and people.

# The analysis took into consideration:

- material themes identified last year
- activities undertaken
- sustainability context in which Q8 operates
- expectations of its stakeholders
- benchmark analysis through its main peers
- themes proposed by the "Oil&Gas" sector standard<sup>2</sup>

<sup>&</sup>lt;sup>2</sup> Specific sector standard introduced with the 2021 update of the GRI Standards and applicable to Q8's situation. In particular, the Sector Standard sets out a list of potential material themes identified on the basis of the most significant impacts in the sector. A specific analysis was undertaken to establish which themes proposed by the "Oil&Gas" Sector Standard could effectively be material given the particular nature of the Company's business.

Thanks to this process, the following material themes were identified.

Climate Change and environmental protection	Creating and sharing economic value	Customer satisfaction	Equal opportunities, diversity and non-discrimination
Governance and integrity	Human capital development	Innovation processes	Local development, civil economy and land relations
Safety, health and welfare of workers	Supply chain	Waste management	Water stewardship

The significant themes-impacts were subsequently mapped and this was subjected to an assessment process, considering Scale, Extent and Probability.

In the following pages are set out the lists of the positive and negative impacts in priority order:





IMPACT AREAS	IMPACTS	POSITIVE NEGATIVE	INTERNAL EXTERNAL
	Contribution to the energy transition and to relevant international and European objectives	<b>✓</b>	external
Climate	Raising efficiency of energy consumption Resilience of the business against risks connected to climate change (e.g. extreme atmospheric events)	V	internal/external
change and environmental protection	Research and development of cutting-edge technologies to protect the environment and best practice on prevention	<b>✓</b>	external
	Non-compliance with the law in force on environmental protection. Accidental product spills in environmental matrices	X	external
	Increase in energy consumption and carbon footprint	X	internal/external
	Contribution to the economic development of local territories	V	external
Creating and sharing economic value	Contribution to and sharing of economic value with the public administration	<b>V</b>	external
	Decline in Q8's economic-financial performance with negative consequences on the workforce and suppliers	X	internal
	Customer retention	<b>V</b>	external
Customer satisfaction	Higher quality of the service, branding, wide range of products and constant updating of the offer	V	external
	Limited efficiency and reliability of the service with a consequent increase in complaints	X	external
	Corporate wellbeing thanks to a secure and safe working environment	<b>V</b>	internal
Equal opportunities, diversity and non- discrimination	Episodes of abuse and discrimination in company departments	X	internal
	Violation of human rights within the organisation	X	internal
	Greater awareness of and culture on ethics and human rights on the part of employees, commercial partners and others	<b>✓</b>	internal/external
	Strengthening control over non-financial risks	<b>V</b>	internal/external
Governance and integrity	Outlook on future policies for sustainable development and alignment with best practices on sustainability	<b>✓</b>	internal/external
	Competitive and reputational advantages	V	internal
	Non-compliance with anti-trust, privacy, and anti-corruption law	X	internal/external
	Cyberattack with consequent data breach	X	internal/external

IMPACT AREAS	IMPACTS	POSITIVE NEGATIVE	INTERNAL EXTERNAL
	Upskilling and reskilling of the corporate population	<b>✓</b>	internal
Human capital development	High turnover with consequent loss of key staff	X	internal
	Limited motivation and engagement of employees	X	internal
	Contribution to market expansion (supply of new products and services) and development of new business areas	V	internal/external
Innovation processes	Increase in the use of new technologies to supply services	<b>V</b>	external
	Failure to update the products and services offered to new technologies, changes and future market needs	X	external
Local development, civil economy and	Support for the development of local territories	<b>✓</b>	external
land relations	Opposition of local communities where Q8 operates	s X	external
	Dissemination of a culture of health and safety among employees and indirectly in the community	<b>✓</b>	internal/external
	Corporate wellbeing thanks to paying attention to resources	<b>V</b>	internal
Safety, health and wellbeing of workers	Work-related injuries and illnesses of employees and third parties	X	internal
	Non-compliance with the law on occupational health and safety (Leg. Decree 81/2008)	X	internal/external
	Work-related stress and lack of work-life balance also due to increased connectivity	X	internal
Supply shain	Reduction in ESG impacts linked to the supply chain with strategic and reputational advantages for Q8	V	internal
Supply chain	Violation of human rights along the supply chain with repercussions on human dignity and on the development of the community	X	internal/external
Waste management	Efficient use of material resources and promotion of an inhouse culture that pays attention to the smart use of resources	V	internal/external
-	Pollution generated by incorrect waste disposal	X	external
Makes showed by	Promotion of a culture that respects water resources and alignment to relevant standards	<b>✓</b>	internal/external
Water stewardship	Exploitation, impoverishment and pollution of water resources	X	external





Sustamable value chain	ρ. ου
Addressing climate change	p. 62
Responsible management water	
and waste	p. 70
Iniziatives to reduce	
anvironmental impact	n 79

## SUSTAINABLE VALUE CHAIN

# Supply chain



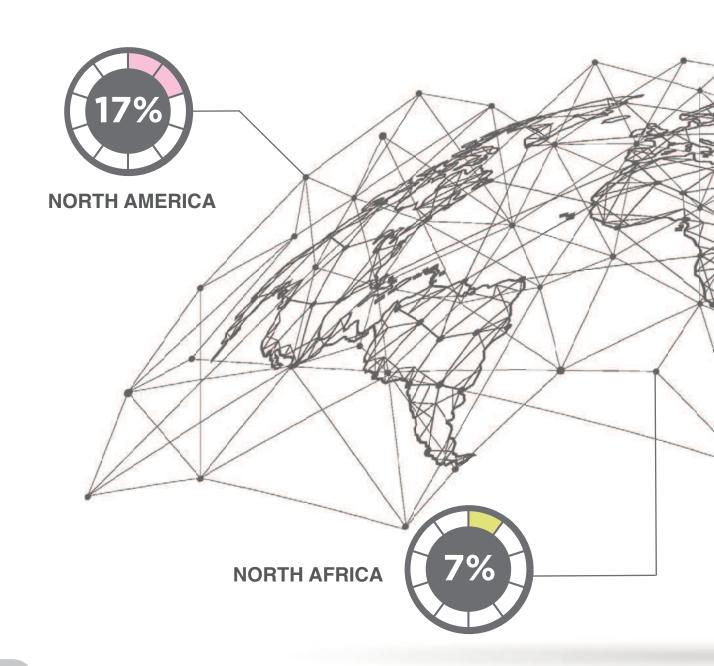


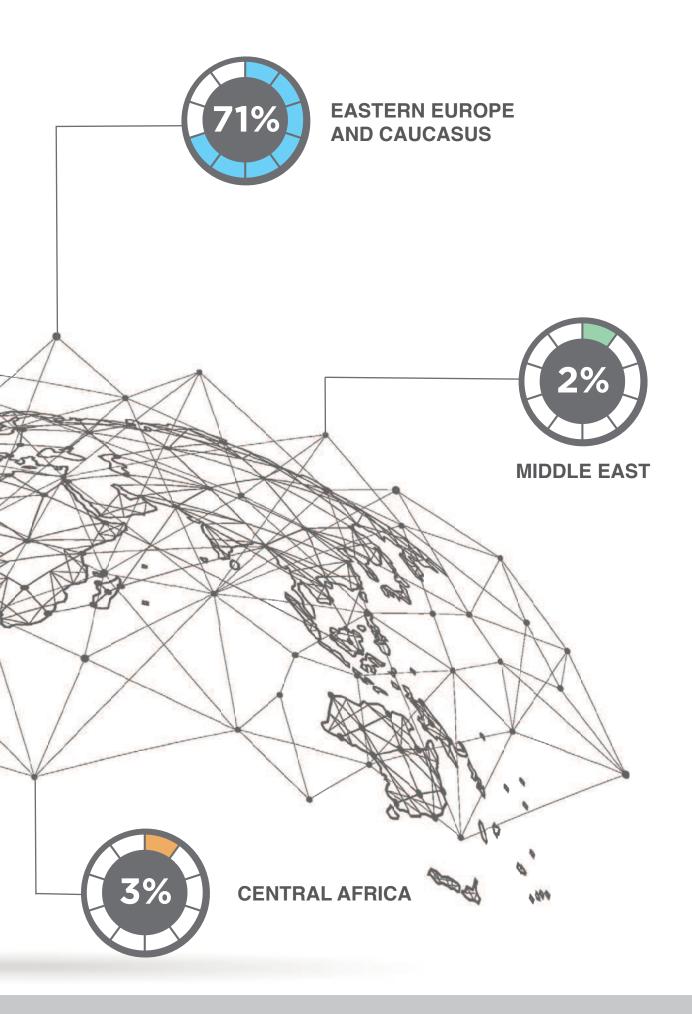
### Crude Oil

Crude oil product is purchased for processing at the **Milazzo Refinery** through Kuwait Petroleum Corporation, which operates on behalf of Q8 itself. Crude oil requirements (quantity and type) are established by the operating facilities in Italy and sought, through **trading activities**, on the international market in full compliance with the **highest standards of supplier selection**.

Crude oil comes from different geographic areas, but since the beginning of the conflict between Russia and Ukraine in February 2022, even before the issuance of specific European sanctions in this regard, Q8 has decided not to enter into contracts to purchase crude and semi-finished products of Russian origin.

Origin of crude oil processed:







# Finished products

To meet its needs, Q8 also purchases gasoline and finished gasoil from major international majors, binding them in a mutual commitment to respect sustainability policies and human rights. Specifically, in 2023/24 it purchased 26 percent of finished products from non-European suppliers and 74 percent from European suppliers. The Italian share accounts for 87 percent of the European share, or 64 percent of the total amount.

### **ORIGIN OF FINISHED PRODUCTS:**

74% **EUROPEAN** SUPPLIERS<sup>1</sup>

**OF WHICH** 87% **ARE ITALIAN** 



26% **FROM NON-EUROPEAN SUPPLIERS**<sup>2</sup>



Finished products: products obtained from the processing of crude oil (e.g., gasoline, diesel, etc.)

<sup>&</sup>lt;sup>1</sup> Great Britain and Switzerland are considered European even if not EU.

<sup>&</sup>lt;sup>2</sup>UK-based supplier Aramco Trading LtD was considered as Extra-EU, in the same way as Aramco Trading Company.

<sup>&</sup>lt;sup>3</sup> In compliance with EU Regulations No. 1907/2006 (REACH). and No.1272/2008 (CLP) as amended and supplemented.

# **Product Quality**

Q8 ensures the compliance of its products with national and international technical specifications and compliance with regulations to guarantee the proper functioning of engines, including through the investment of substantial resources in the:

- Constant quality monitoring: about 2.000 samples analyzed and more than 11,000 laboratory tests per year
- Broad-spectrum prevention activities
- Timely resolution of any nonconformities, identifying causes and corrective actions for further prevention
- Participation in national and international technical tables on regulatory developments

Relevant MSDSs are available and constantly updated for all marketed products<sup>3</sup>.

### **Goods and Services**

For the procurement of goods and services, Q8 has defined a Policy so that its suppliers also have the 17 Sustainable Development Goals contained in the Agenda 2030 adopted by the United Nations as a beacon of activity for themselves and their supply chain. The Policy specifies the high standards of sustainability that are required of suppliers, their subcontractors and business partners, thus creating a self-sustaining virtuous mechanism. In line with these principles is the partnership with Open-es, the system initiative that connects companies, people and organizations in a collaborative ecosystem to support the sustainable development and growth of supply chains. It is a open digital platform that, focusing on the supply chain, enables the measurement, analysis and improvement of ESG (Environmental, Social, Governance) performance, a community that brings together more than 16,000 companies in 85 countries around the world and 66 industries, all of which share the ambition to support a sustainable future and a fair and equitable energy transition<sup>4</sup>. Q8 itself underwent an assessment of its sustainability performance on Open- es, achieving a score of 86 out of 100.



Sustainability Scoring **86** out of 100

Route Completed 100%

<sup>4</sup> Given the recent adherence to Open-es, for 2023-2024 Q8 did not undertake an assessment of its suppliers on the basis of social and environmental criteria. Therefore, in the reporting year no new suppliers were assessed on the basis of the aforementioned criteria. In addition, Q8 did not have a means of assessing suppliers aimed at identifying their potential and actual social impacts and, in general, negative social impacts along the supply chain. As from the next reporting year the Company will undertake to provide this information too



# Examples of suppliers and their sustainability



# HIGH LEVEL OF PROFESSIONALISM IN CUSTOMER SERVICE

An integral part of the value chain are the **Managers, Commissioners and Contractors**, autonomous and highly qualified entrepreneurs who can take care of the oil service, any ancillary activities and/or space and green maintenance activities. In line with the innovative spirit that characterizes it, Q8 adopts the diversified contractual models allowed by law, capable of guaranteeing 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:

- A training offering, both in the classroom and at the service stations, to strengthen business skills;
- An innovative incentive program to foster merit and professionalism;
- a health and safety training activity. Q8 obviously does not replace
  the employer in the obligation of training on the risks arising from
  the work activity, but focuses the training as additional training for
  the specific equipment on its assets;
- specific training of employees dispensing LPG and/or CNG who, based on current regulations, attend specific courses upon completion of which a certificate is issued.

Dedicated to them is Millelitri, the company's house organ, a quarterly communication magazine - now also in a digital version - of the main activities and initiatives of the Q8 world.

#### A DIGITAL ECOSYSTEM

- An innovative digital portal ensures and monitors the entire store operation, facilitating rapid
  and continuous two-way communication with the Company and timely updates
  on all current initiatives;
- Education and training are provided through a digital tool, the Q8FA Training APP, through which "pills" of training content can be accessed for constant updates on key business and market issues;
- Innovation also in the selection phase: a "Become a Manager" page is available on the
  institutional website www.q8.it to apply to take on with self-employment relationship
  formulas the management of Q8 service stations located throughout Italy.

## **Customer Centricity**

The customer is at the center of Q8's strategy, which is constantly striving to respond more and more effectively to their diversified needs. Mass customization activities make it possible to personalize the proposition for each type of customer, resulting in an improvement of the customer value proposition, through the refinement of the offer, communication methods and customer service. To offer its customers the best customer experience according to the brand's value propositions, Q8 uses:





Mass customization: strategy to sell mass goods that meet specific consumer needs Customer value proposition: advantages and benefits that the company offers to customers Customer experience: how a company interacts with its customers

## Listening to customers

The constant focus on our customers is evidenced by the numerous market research surveys that are constantly conducted to monitor, among other things, customer satisfaction through:

- Periodic surveys of customers who interact in various capacities with Q8;
- Continuous monitoring of the ClubQ8 App rating;
- Analysis of reviews on Q8 gas stations and SVOLTA shops;
- Analysis of customers' spontaneous comments, which are deepened with a questionnaire and read thanks to an Artificial Intelligence algorithm to prepare possible improvement actions.

## Q8 and customers: an increasingly digital and inclusive relationship



#### ClubQ8 App

- It is constantly updated to improve the user experience and make it easy and intuitive to use;
- Allows customers to choose the dispensing pump and pay for their refueling directly with a click,
   via their e-Wallet:
- It has a wide range of payment methods available: you can top up the e-Wallet directly from the App, with PayPal, Satispay, Google Pay, Apple Pay, Poste Pay, bank cards, bank transfer, or cash at a Q8 gas station;
- Reserve customized discounts and promotions based on customer preferences;
- Allows you to change your acceptance of personal data processing with immediate effect;
- Has a high level of cybersecurity through the introduction of the "One Time Password" solution for access to sensitive features and operations;
- Provides easy access to the loyalty program with a Rewards Catalog (within which many products have sustainable connotations) and fast delivery through Amazon Business;
- Provides immediate breakdown service, thanks to a partnership with "Charlie24".

#### Self for all

Elimination of architectural barriers to services offered on the fuel network for better inclusion of people with disabilities, with the adherence to the Memorandum of Understanding between Unem (Union of energies for mobility), FAIP Onlus (Federation of Italian Associations of People with a spinal cord injury) and the Associations of Operators (Faib, Fegica and Figisc/Anisa). All motorists with motor disabilities can take advantage, during the opening hours of the participating facilities, of the operator's assistance at the self-service columns, with application of the relevant purchase conditions.



# ADDRESSING CLIMATE CHANGE

In order to minimize the environmental impact of its operations, Q8 is constantly committed to reducing energy consumption for its **operating offices**, **Naples hub** and directly managed **service stations**.

To confirm its commitment to continuous improvement of its environmental performance, Q8 has an **Environmental Management System that** complies with UNI EN ISO 14001, which requires the identification of energy efficiency and emission reduction objectives and targets. In line with the Energy Transition Strategy Q8, projected into an increasingly sustainable future, is committed to:

- · Reduce emissions, through the use of all the best and most innovative technologies
- Develop renewable energy, biofuels and other low-carbon vectors

Achieve the net zero goal for scope 1 and 2<sup>5</sup> emissions in 2035

## Our consumption and emissions

In 2023/2024 consumption totalled 219,603 GJ, down by 12.8% on the previous year.

Most of the energy consumption, 74.86%, derives from electricity. As for the remainder, 18% comes from the consumption of fuel oil to produce steam to be used in production processes at the Naples depot, 7% from diesel for the company fleet and aviation refuellers and, finally, 0.2% from diesel used in the Naples hub. In addition, there are photovoltaic plants at some service stations, which generated and put into the grid electricity for a total of 5,892 GJ. Also during 2023/2024, **Q8 continued its commitment by choosing supply contracts for its electricity procurement involving energy produced from renewables** for the sites, the Naples hub and the service stations.

At 31	1 March 2024	At 31 March 2023	Delta %
Electricity	164,258	195,512	-16.0 %
acquired and covered from renewables	158,366	188,381	-15.9 %
of which self-produced and put into grid	5,892	6,917	-14.8 %
Diesel (company cars)	13,892	14,008	-0.8 %
Diesel (aviation refuellers)	1,464	1,356	8.0 %
Diesel	414	760	-45.5 %
Fuel oil	39,574	40,333	-1.9 %
Total	219,603	251,969	-12.8%

Below are the conversion factors used to calculate the Company's emissions and consumption.

Conversion tables	U.M.	Emission factor	Emission factor source
Electricity	GJ/Kwh	0.0036	Constant
Diesel	GJ/ton	42.873	Ispra 2023
Diesel	ton/l	0.0008325	Processing
Diesel	l/km	0.05	Publicly available data
Fuel Oil	GJ/ton	41.069	Ispra 2023
Diesel (100 % mineral diesel)	GJ/ton	43.038	UK Government GHG Conversion Factors for Company Reporting 2023
Diesel (100 % mineral diesel)	l/ton	1205	UK Government GHG Conversion Factors for Company Reporting 2023

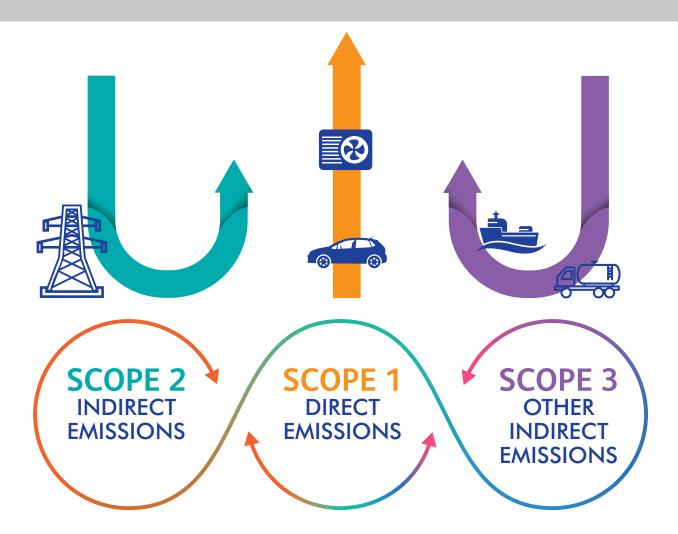
100 % of the electricity comes from renewables

<sup>&</sup>lt;sup>5</sup> Scope 1 and 2 refers to emissions that are directly reportable to the Company.

<sup>&</sup>lt;sup>6</sup> The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Cagliari, Catania.

<sup>&</sup>lt;sup>7</sup> The depots are located in Naples and Venice.

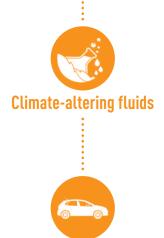
<sup>&</sup>lt;sup>8</sup> The service stations considered are those managed by Segit.



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



Emissions from sources controlled directly by Q8



**Company fleet** 

Other indirect emissions: Indirect emissions from other sources not controlled directly by Q8.

These are the result of the activities of an organisation, but come from sources which are not owned or controlled by the Company



Green energy is certified through specific GO-Guarantees of Origin9.

On the basis of the aforementioned consumption and the losses of climate-altering fluids from refrigerating equipment in its buildings, the Company generated emissions for a total of 4,750 tCO $_2$ e $^{10}$ , down by 1.1% on the previous year.

#### SCOPE 1

Emissions from sources controlled directly by Q8 such as, for example, the fuels used to power the company fleet

#### SCOPE 2

Emissions from sources not controlled directly by Q8 and associated with energy generation. In addition, the GRI Sustainability Reporting Standards envisage two methods to calculate these emissions:

- "Location-based" based on average emission factors relating to energy generation for well-defined geographic boundaries, including local, subnational or national boundaries;
- "Market-based" based on CO<sub>2</sub> emissions released by the energy suppliers from which the Company buys, under contract, electricity and can be calculated considering: Guarantee of Origin certificates for the energy and direct contracts with suppliers, specific emission factors of the supplier, emission factors relating to the residual mix, i.e. to energy and emissions which are not monitored or not claimed.

	At 31 March 2024	At 31 March 2023	Delta %		
Scope 1 <sup>14</sup>	4,750	4,777	-0.6 %		
Diesel (company cars)	1,318	1,339	-1.5 %		
Diesel (aviation refuellers)	109	103	6.4 %		
Diesel (Naples hub)	31	53	-42.3 %		
Fuel oil	3,111	3,171	-1.9 %		
Refrigerant Gas Leaks	180	111	62.6 % <sup>15</sup>		
Scope 2 <sup>16,17</sup>					
Electricity – Location-based	15,432	13,610	13.4%		
Electricity – Market-based <sup>18</sup>	0	27	-100.0 %		
Total Scope 1 + 2 MB	4,750	4,804	-1.1%		

<sup>&</sup>lt;sup>9</sup> GO certification was envisaged by European directives on renewables which, as from 2001, have been transposed into domestic law. These are certificates issued in Italy by GSE-Gestore Servizi Energetici, which bear witness to the

<sup>&</sup>lt;sup>10</sup> The emissions refer to the total for Scope 1 and Scope 2 Market-based.

<sup>&</sup>lt;sup>11</sup> The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Cagliari, Catania.

<sup>&</sup>lt;sup>12</sup> The depots are located in Naples and Venice.

<sup>&</sup>lt;sup>13</sup> The service stations considered are those managed by Segit.

<sup>&</sup>lt;sup>14</sup> To calculate Scope 1 emissions, the usable factors are those published by the UK Government, GHG Conversion Factors for Company Reporting 2023.

<sup>15</sup> Following the improvement in the reporting process, for 2023/24 the calcualtion scope for the losses of refrigerating gases was increased, thus entailing a positive delta

<sup>&</sup>lt;sup>16</sup> To calculate Scope 2 emissions the usable factors are those published by the IEA (2023) Emission Factors

<sup>&</sup>lt;sup>17</sup> The Scope 2 emissions are expressed in tons of CO<sub>2</sub>; however, it is noted that the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO<sub>2</sub> equivalent) as can be seen from the relevant technical literature.

<sup>&</sup>lt;sup>18</sup> Emissions covered by Guarantees of Origin.

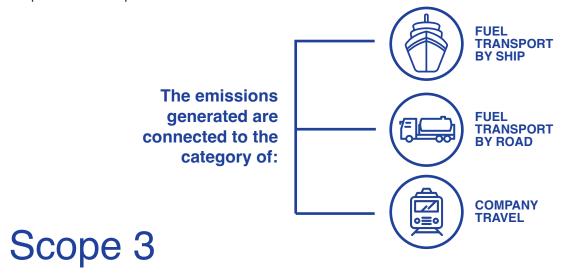
The commitment to increasing the efficiency of energy consumption and reducing emissions involves the whole supply chain, generating a positive impact also on the activities connected to the core business.

	Scope 1 [tCO2e]	Scope 2 Market-based [tCO2e]	TOTAL [tCO2e]
OPERATIONAL DEPOTS SITES	4,704	0	4,704
SERVICE STATIONS	46	0	46
	4,750		4,750

Thanks to the signing of purchase contracts for energy from renewable sources, 100% of the electricity comes from renewables, consequently Scope 2 Market-based emissions are zero. Refrigerating gas impacts on Scope 1 which is  $46~\text{tCO}_2\text{e}$ .

# Emissions from primary and secondary transport

Creating a supply chain which considers the environment helps generate a positive impact also on the activities linked to the core business. To this end, the emissions are monitored which are generated by the transport of products by sea<sup>19</sup> and by road tankers, which work on behalf of Q8, for the secondary transport of the product from depots to service stations.



Indirect emissions from other sources which are not directly controlled by Q8. These are the result of the activities of an organisation, but come from sources which are not owned or controlled by the company, such as the transport and distribution of products downstream in the value chain. The emissions<sup>20</sup> generated totalled 393,129 tCO2e in 2023/2024.

	At 31 March 2024	At 31 March 2023	Delta %
Scope 3			
Emissions from fuel transport by road	26,600	22,428	18.6 %
Emissions from fuel transport by ship	366,227	369,326	-0.8 %
Emissions from company travel (flight/train)	302	-	-
Total	393,129	391,754	0.4%

In continuity with 2022/2023 consideration was also given to emissions from ship journeys relating to all purchases by ship both from spot contracts (ad hoc on the basis of demand) and from term contracts (lasting a fixed time) which include both finished products and crude oil delivered to the Milazzo refinery.

<sup>&</sup>lt;sup>19</sup> Journeys by sea considered are those from Milazzo to Naples and spot purchases of diesel.

<sup>&</sup>lt;sup>20</sup> To calculate Scope 3 emissions the coefficients were used of the UK Government, GHG Conversion Factors for Company Reporting 2023.





# Energy and emissions intensity

Monitoring energy consumption in relation to the activities and, in particular, through a comparison with the number of Q8 employees, it can be seen that in 2023/2024 energy intensity fell by 11.1%, in line with the fall also recorded last year.

Energy intensity							
	Unit	At 31 March 2024	At 31 March 2023	Delta			
Employees	n	698	712	-2.0 %			
Total energy consumption	GJ	219,603	251,969	-12.8 %			
Energy intensity (on the basis of the number of	GJ/n of employe	314,62 ees)	353.89	-11.1%			

By comparing the carbon footprint and the number of Q8 employees, the emission intensity was calculated, which as can be seen from the table below, in 2023/2024 rose by 0.9% for market-based Scope 1 and 2 and by 12% for location-based Scope 1 and 2, in relation to the slight increase in emissions and the fall in the number of employees.

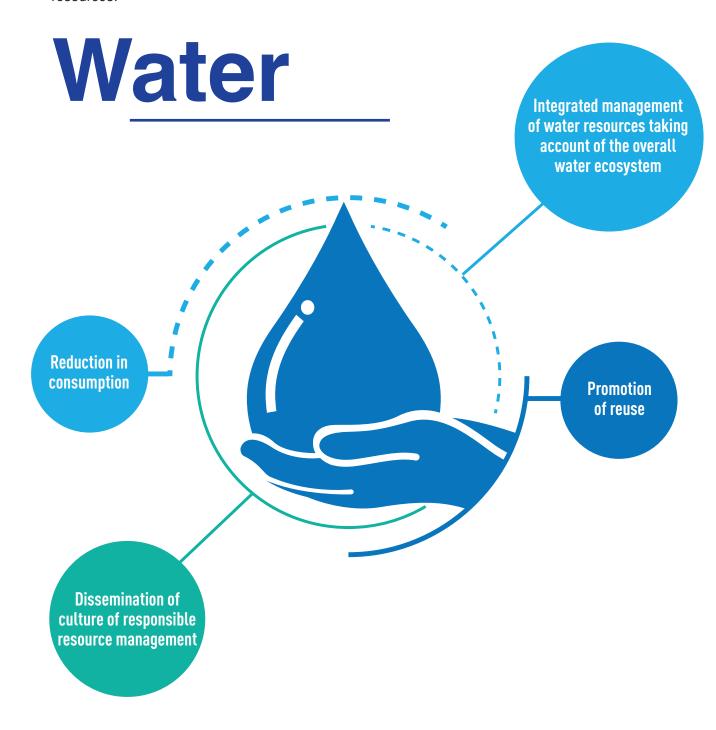
Emission intensity (Scope 1 + Scope 2)				
	Unit	At 31 March 2024	At 31 March 2023	Delta
Employees	n	698	712	-2.0 %
Emissions (Scope 1 + Scope 2 market-based)	tCO <sub>2</sub>	4,750	4,804	-1.1 %
Emission intensity (on the basis of the number of employees)	tCO <sub>2</sub> /n	6,81	6,75	0.9%
Employees	n	698	712	-2.0%
Emissions (Scope 1 + Scope 2 location-based)	tCO <sub>2</sub>	20,182	18,387	9.8 %
Emission intensity (on the basis of the number of employees)	tCO <sub>2</sub> /n	28,91	25,82	12.0%





# RESPONSIBLE WASTE AND WATER MANAGEMENT

Q8 considers responsible water and waste management<sup>21</sup> essential with the goal of preserving natural resources:



<sup>&</sup>lt;sup>21</sup> As from the 2022-2023 Report, Q8 has decided to commit to reporting data and information relating to water draw-off and waste management. With a view to continuous improvement and given the importance that these issues have acquired in the Company, the data collection process is implemented year by year, with the goal of providing a complete report of all the relevant information, as required by the relevant standards.

In reference to water consumption, Q8 is committed to its monitoring, with the goal of increasing the efficiency in the use of water resources at its main sites. Depending on the site under consideration, the water can be drawn from an aqueduct or groundwater through wells. The water is used for hygienic and sanitary purposes, for car washing at service stations, or for productive activities. The draw-off points are equipped with metres to record the quantity of water. Discharges have an authorisation issued by the responsible bodies and Q8 carries out checks on the quality of the water discharged in line with the requirements in the authorisations. At all sites there are contracting companies, operators or third parties who are under contract for whatever reason and whose work may entail water use.

During the year, water draw-off stood at 696.90 megalitres, recording an 8.1% increase due to the inclusion of the water drawn off at service stations:

Water draw-off				
	At 31 March 2024		At 31 March 2023	
Source of draw-off (megalitres)	All areas	Areas of water stress	All areas	Areas of water stress
Underground water (total) <sup>22</sup>	591.67	591.67	626.40	626.40
Freshwater (≤ 1000 mg/L total dissolved solids)	-	-	-	-
Other water (> 1000 mg/L total dissolved solids)	591.67	591.67	626.40	626.40
Water from third parties (total) <sup>23</sup>	105.24	105.24	18.25	18.03
Freshwater (≤ 1000 mg/L total dissolved solids)	105.24	105.24	18.25	18.03
Other water (> 1000 mg/L total dissolved solids)	-	-	-	-
Total water draw-off	696.90	696.90	644.65	644.43

In addition, in line with the process of improving data collection, Q8 arranged for the first time to measure and monitor water take-off, discharge and consumption relating to 34 service stations equipped with ARCO car washes, where flow metres are installed. The values recorded in 2023/2024 are described in the table below.

Water draw-off, discharge and consumption (ARCO)				
		At 31 March 2024		
Water management	Unit	All areas		
Water draw-off	Megalitres	66.36		
Water discharge	Megalitres	35.65		
Water consumption <sup>24</sup>	Megalitres	30.71		

<sup>&</sup>lt;sup>22</sup> Water solely from two artisan wells at the Naples hub.

<sup>&</sup>lt;sup>23</sup> Water draw-off refers to the sum of the water draw-offs at the HQ in Rome, the Naples hub, the Aviation depot, and the 708 service stations.

<sup>&</sup>lt;sup>24</sup> Water consumption was calculated, in accordance with the GRI Standards, GRI 305-5, as the difference between water draw-off and water discharge.



Water supply at the Rome headquarters is via aqueduct and is mainly used for civil purposes, catering activities at the canteen, cleaning operations, feeding the fire-fighting network, heating, and irrigation. There are no wells or industrial-type discharges originating from Q8 activities carried out at the headquarters. Water used for domestic purposes (toilets, canteen) flows into the public sewer system. Water from the canteen undergoes prior treatment, which involves separation of grease by a grease separator and subsequent treatment in an activated sludge purifier. Where possible, water-saving activities are identified and implemented.

#### Service stations

At service stations, water consumption may result from the use of water from aqueducts in the operation of the business (e.g., toilets, bar where present) and, where present, for car washes. Water discharges derive from the use of water in the aforementioned activities and from the runoff water from the yards and are authorized by the authorities in charge, in strict compliance with the requirements contained in the individual authorization measures (e.g., performance of analyses to verify compliance with the limits that the regulations provide for the quality of the discharged water). Water treatment systems are also in place, structured and sized according to the type of discharge and flow meters are being installed on the discharges of some car wash plants in order to monitor their actual consumption.

#### **Naples Hub**

Water supply at the Naples sites is through the aqueduct (for sanitary uses). In addition, water is also abstracted through a number of artesian wells that draw from the underground aquifer (for other uses, e.g., cooling, fire-fighting network, steam production, etc.). Quantities of water consumed are available and, where possible, water-saving activities are identified.

With regard to water withdrawn from the underground aquifer through wells, there is a concession for withdrawal, issued by the relevant agencies and containing various requirements that Q8 complies with on a regular basis (e.g., consumption monitoring). Water discharges come from various activities: office use for sanitation, for processes, but also from surface runoff water etc. All wastewater is treated through the on-site sewage treatment plant to break down pollutants and obtain a water discharge having suitable quality to be discharged externally, eligible on surface water discharge. In order to decrease the consumption of primary resource, thus the environmental impact, the Naples logistics hub has received authorization for partial reuse of purified water in order to supplement the water supply

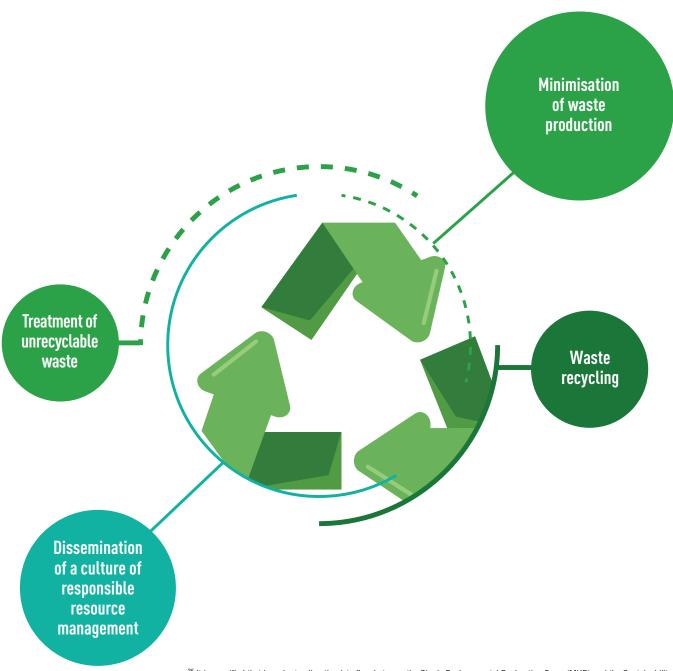
for the above purposes. The discharges are granted by the Integrated Environmental Authorization (IEA), which encompasses the various environmental permits of the Naples hub. This authorization contains various requirements that Q8 complies with (e.g., conducting analysis on the quality of the discharged water) subjected through annual reporting of the emitted water to the controlling agencies.

#### **Avio Depot**

Water supply at the Avio depot in Venice is exclusively from the municipal waterworks, and water is used for fire-fighting purposes, vehicle washing, and sanitary uses. Water discharges come from stormwater runoff from the draining surfaces, the vehicle washing area, and the sanitary facilities. There are therefore two wastewater treatment plants: one used to treat runoff water from the areas and one to treat water from vehicle washing. The water, thus purified, flows into surface water bodies. On the other hand, as for the wastewater generated by the toilets, this is conveyed to the internal sewage system at Venice Marco Polo Airport. Data on volumes of water consumed/discharged are obtained from monthly meter readings, and monthly readings are taken of water withdrawn from the aqueduct, as well as water discharged. The authorization for water discharges is contained in the Single Environmental Authorization and contains prescriptions regarding the periodicity of analyses (which, however, are carried out more frequently than required), as well as on the limits to be considered are those provided for discharges into the drainage basin of the Venice Lagoon.

# WASTE<sup>25</sup>

Q8 considers responsible waste management essential and therefore sets the goal of reducing its environmental impact, engaging in the constant monitoring of the quantities generated, as well as in reducing quantities in both everyday activities and in its specific operations. In 2023, in particular, Q8 generated 3017.47 tons of waste. Of this 2% is non-hazardous waste, while the remaining 98% consists of hazardous waste. As can be seen from the table, 98% of the waste produced in the year was sent for recycling. The marked difference compared to the data recorded in the previous year, as can be seen from the tables below, is due to is due to the activities of the bilge water storage tank since January 2023 at the Naples Hub.



<sup>&</sup>lt;sup>25</sup> It is specified that in order to align the data flow between the Single Environmental Declaration Form (MUD) and the Sustainability Report, the reporting period for waste data is calendar year 2023.

Total weight of waste by management methodology												
	At 31 December 2023						At 31 December 2022					
Type of waste	Destined for reuse	Sent for recycling	Destined for other forms of recovery	Landfill	Other	Quantity [t]	Destined for reuse	Sent for recycle	Destined for other forms of recover.	Landfill	Other	Quantity [t]
Hazardous waste	-	-	2945.67	-	0.27	2945.95	-	-	28.02	4.72	-	32.73
Non-hazar- dous waste	23.86	33.94	12.80	0.37	0.56	71.53	-	204.78	125.25	32.89	-	362.93
Total	23.86	33.94	2958.47	0.37	0.83	3017.47	-	204.78	153.27	37.61	-	395.6

During 2023-24 there were no significant spills, i.e. over the threshold set at 159 litres. The key indicators which are continuously monitored and communicated to top management through the Management Review Meeting are the index of environmental accidents, the index of process accidents, and the index of spills. **This year all the indicators recorded 0.** 



#### Rome office

Office and related activities (e.g., canteen, office cleaning) are carried out at the headquarters, so the waste produced is mostly represented by: paper, plastic, mixed packaging, organic waste, glass, discarded electrical and electronic equipment, and from the facility's operation and maintenance activities. The waste, most of which is sent for recovery, is delivered to authorized firms, and Q8 ensures that the necessary precautions are taken to verify that the latter have the necessary transport permits and the relevant permits of the receiving facilities; as part of the management system, legislative compliance audits are carried out to verify the existence of the permits of these third-party firms. In addition, the waste produced is reported annually to the relevant authorities through the submission of the MUD environmental declaration required by environmental regulations. The data are taken from the documents required by the waste traceability requlations (waste identification forms) and the figure reported through the MUD corresponds to the actual weight of the waste as transmitted by the facilities authorized to receive the waste produced by Q8. There are containers for separate waste collection inside the offices, and awareness-raising activities are carried out regarding the need to properly separate the different types of waste produced.

#### Service stations

Various types of waste arising from the ordinary operation of the business may originate at the outlets: produced by the outlet operators during the provision of service, produced by customers, and produced by cleaning and maintenance activities. Most of the waste arising from the ordinary operation of service stations activities can be delivered to the public collection service that operates in the area where the point-of-sale is located, for which the operating methods are regulated by the current directions in the specific municipality of jurisdiction. Examples of such waste include: paper, cardboard, uncontaminated plastic packaging, glass, cans, unsorted waste, food residues. In addition, awareness-raising activities are carried out with store managers in order to direct their behavior toward management that complies with current regulations. Other types of waste may also be produced, for example: dirty rags, spent batteries, used oil, waste resulting from maintenance activities, tank cleaning, waste from car washing facilities, etc. Such wastes, when present, are delivered to firms with the necessary permits.

#### **Naples Hub**

Various production/office activities are carried out at the site, leading to the generation of waste, most of which is generated by the third-party firms, entrusted with framework contracts, that carry out routine and extraordinary maintenance activities on behalf of the company. Waste is generated by the activities conducted by the organization and by the firms working at the depot, and among those carried out at the site is the reception, storage, recovery and disposal of liquid waste from ships calling at the Port of Naples (bilge oils and oil-containing waste), which are transported by tankers to the Maritime Terminal where they are stored in a dedicated tank and then treated for final disposal/recovery in specific facilities. Awareness-raising activities are carried out towards all personnel, with respect to the need to correctly separate the different types and optimize as much as possible the separate collection. The same awareness is also implemented towards third-party companies on which audits are conducted aimed at verifying the proper management of waste. In addition, the necessary precautions are taken to verify, through periodic audits, that the firms to which Q8 delivers waste and the receiving facilities used are in possession of all legal authorizations. The reception and treatment of waste produced by ships is authorized through the Integrated Environmental Authorization by the Campania region. The waste produced is reported annually to the competent authorities through the transmission of the MUD environmental declaration, also prescribed by environmental regulations. The data are taken from the documents required by the waste traceability regulations (waste identification forms) and are reported to the competent authorities not only through the MUD declaration but also through the annual report required by the Integrated Environmental Authorization (AIA). The figure reported through the MUD corresponds to the actual weight of the waste as transmitted by the facilities authorized to receive the waste produced at the Q8 sites in Naples.

#### **Avio Depot**

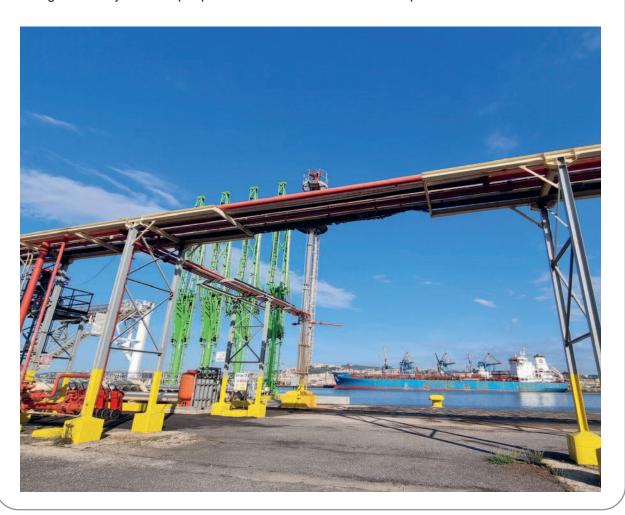
The waste is generated by the activities conducted by the Organization or by firms performing maintenance on behalf of Q8. It is mainly non-hazardous urban waste, deriving from office activities, such as paper, plastic, organic, undifferentiated, taken care of by the airport's managing entity, since the Avio depot is located in the area pertaining to the Marco Polo airport in Tessera (Venice). Are, also, produced some special wastes in the context of the operation of the depot in limited quantities, sent to recovery facilities. In the case of transfer of special wastes to third-party companies, necessary precautions are taken to verify that the companies are in possession of the authorizations to transport the conferred wastes and the relevant authorizations of the waste receiving facilities. As part of the management system, legislative compliance audits are conducted to verify the existence of the permits of such third-party firms

Special waste produced at the Avio site in Venice is reported annually to the competent authorities through the transmission of the MUD required by environmental regulations. The data are taken from the documents required by waste traceability regulations (waste identification forms). The figure reported through the MUD corresponds to the actual weight of the waste as transmitted by the facilities authorized to receive the waste produced by Q8 Avio.

# Initiatives to reduce the environmental impact of logistics

#### CARGO SIZE INCREASE FOR PRODUCT DELIVERIES IN NAPLES HUB

Q8 recently completed the dredging of one of the dock's piers in the Port of Naples to allow ships with a cargo on board of 100,000 tons to dock, as happened at the end of March 2024. The investment in economic terms, totally borne by Q8 on state-owned property, totaled about 9 million euros. The initiative allows for the receipt of up to 3 times higher quantities of product than the 30,000 tons previously discharged, resulting in positive environmental impacts, given the reduction in emissions brought about by fewer ship-trips and the characteristics of the ships themselves.



#### WATER REUSE IN THE NAPLES HUB

With a view to reducing the consumption of resources, particularly water for industrial use, work is underway on the construction of an infrastructure that will reduce the amount of water currently drawn from duly authorized artesian wells by about 1/3.

This will be achieved by reusing water, appropriately treated, from the hydraulic barrier as a water reservoir, with a view to circularity.



#### SAFETY, ENVIRONMENT AND SUSTAINABILITY PACT

Since 2016, the Naples Hub has had a pact in place with major contracting firms on occupational health and safety issues, an agreement that in 2022 was enriched with a dedicated focus on the environment and sustainability.

New goals and targets have been set for contractors and allow for continuous monitoring and measurement of site performance, while also rewarding proactive activities and virtuous behavior.

#### **LOGISTICS OPTIMIZATION**

With the aim of minimizing the distance between the procurement site and the final destination of the product, Q8 has developed so-called Cross Purchases & Sales, i.e., buying and selling relationships with other companies operating in the Italian market. This makes it possible to reduce the consumption associated with transporting fuels to their final destination, reduce CO<sub>2</sub> emissions and congestion on road networks, while at the same time improving procurement patterns and optimizing territorial coverage of sites.

#### **SOLAR PARK IN NAPLES HUB**

Recently completed photovoltaic power generation plant at the Naples logistics hub. Approximately 1,400 high-performance panels for an installed capacity of about 800 kWp enable self-production of about 10 percent of the site's energy needs. It is estimated that this intervention, during its useful life of about 30 years, will save about 18,000 tons of CO<sub>2</sub>. The investment in economic terms is about 1.5 million euros.



#### MINI-HYDROELECTRIC PLANT PROJECT

With a view to increasing energy savings, the Naples Logistics Hub is conducting a feasibility study related to the installation of a mini hydroelectric turbine at the outlet of the water purification plant discharge. The energy thus produced can be used in the plant itself as energy-saving process for the lighting system.

#### **ENERGY SAVINGS ON PRODUCT LOADING BAYS**

Under installation is the inverter system on the charging pumps on the tanker trucks. Such mechanical-electrical systems make it possible to optimize the switching on, switching off, and rotation of pumping systems, such that up to 20 percent of electrical energy is saved and  $CO_2$  is significantly reduced.

#### BIOFUELS



In order to comply with obligations to use renewable sources in the transportation sector, Q8 blends biodiesel at its own and third-party terminals, HVO at its own terminals and bioETBE at the Milazzo Refinery.

In addition, Q8 has heavily invested and is continuing to invest in upgrading its logistics chain, from terminals to service stations, in order to market HVO in purity and guarantee the supply chain all the way to the end consumer.

Q8 is also a producer of bioETBE at the Milazzo Refinery and markets biofuels to business customers.

To do this, Q8 has continued to maintain the certifications necessary to demonstrate compliance with sustainability and greenhouse gas emission reduction criteria for biofuels: National Certification System for the Sustainability of Biofuels and Bioliquids, Voluntary Scheme 2BS.

#### **ECO FOX**

Q8 became<sup>26</sup> an equal partner in Eco Fox srl, a joint venture with Fox Petroli. Eco Fox has been a leading player in the biogenic fuels sector in Italy since the 1990s and owns a plant located in Vasto with a production capacity of 200,000 tons per year. The company, which prides itself on excellent quality standards and continuously invests in innovation and research, produces a wide range of advanced biodiesels complying with international technical standards and by-products for industrial use from second-generation feedstocks (not competing for use in the human or animal food chain).



Through this strategic partnership Q8 enters directly into the sustainable liquid biofuel production chain, which is already making a concrete contribution to the decarbonization of the transportation sector.

#### **BOILER BURNER CONVERSION PROJECT**

A feasibility study is underway to convert the burners of the boilers used to heat product handling at the Naples fuel oil depot. Methane fueling will be able to provide up to a 25 percent reduction in emissions compared to the current scenario.





<sup>&</sup>lt;sup>26</sup> The purchase was finalized on June 26, 2024

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#### SECONDARY TRANSPORT EFFICIENCY INDEX

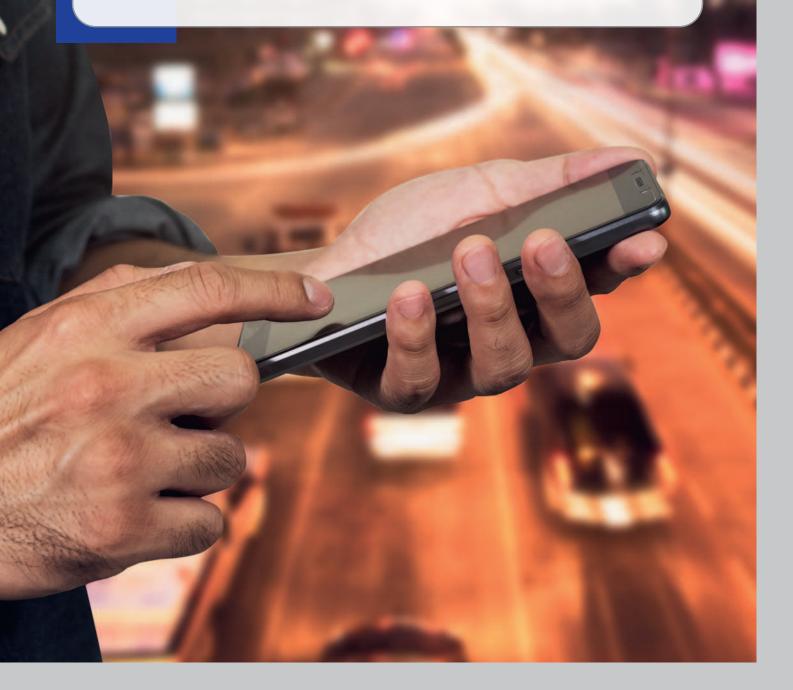
Q8 has developed the so-called k/k index, an efficiency indicator to monitor the relationship between the kilometers traveled by tanker trucks and the amount of product transported. Reducing the k/k index has positive effects on the environment because the consumption of diesel fuel for transporting fuel is reduced and consequently  $CO_2$  emissions are reduced. It should also be considered that due to the decrease in heavy traffic on the roads traveled by the tanker trucks, the impact of logistics on the relevant territory is reduced, improving the quality of life of the local population.



**Secondary Logistics:** the transportation of finished products to the sales distribution network and to end consumers

#### DIGITIZATION OF DOCUMENTS ACCOMPANYING THE GOODS

Thanks to an APP developed specifically for Q8 and the provision of each driver with a tablet, it is possible to digitally manage documents related to fuel delivery tanker truck trips. This saves an estimated 800,000 A4 sheets per year. Data on fuel discharges at points of sale are also managed electronically, consequently billing is done fully automatically and digitally.



# Initiatives to reduce environmental impact on the network

Alongside traditional products, Q8 is committed to marketing products and services with strong sustainable connotations.

#### Q8 HVO+: A NEW PRODUCT IN LINE WITH THE ENERGY TRANSITION

A unique formulation from Q8 that combines HVO (Hydrotreated Vegetable Oil) with specially designed latest-generation detergent molecules to reduce emissions, further improve product characteristics and keep engine and fuel systems clean while preserving their proper functioning over time. The product is currently distributed to 32 service stations scattered throughout Italy, with plans already approved for further expansion over the next five years. Thanks to a partnership with AS Roma, Q8 HVO+ is already being used to heat the team's official sports center and to fuel the team bus.

#### Q8 HVO+ = HVO + CLEANERS =

REDUCTION IN  ${\rm CO_2}$  EMISSIONS CALCULATED OVER THE WHOLE PRODUCT LIFE CYCLE IF USED IN PURE FORM, UP TO 90% OF EMISSIONS DEPENDING ON THE RAW MATERIAL USED

Allow better combustion, reduce smoke and noise, facilitate cold starts, keep engine and fuel systems clean, preserving proper operation over time.

A biogenic, renewable, high-quality biofuel that enhances the principle of the Circular

of fats of plant or animal origin, and/or waste, residues, and wastes.

Economy, produced through the hydrogenation

Compared to a traditional diesel fuel, Q8 HVO+ allows a significant reduction in CO<sub>2</sub> emissions calculated over the entire life cycle of the product, reaching up to a 90% reduction in emissions if used in purity, depending on the raw material used for its production. The new product is compatible with the majority of the most recently produced diesel engines<sup>27</sup>, of both dedicated heavy-duty transport vehicles and automobiles, as it is absolutely comparable to conventional diesel fuel.

<sup>&</sup>lt;sup>27</sup> The product complies with the European specification UNI EN 15940 of paraffinic gasoils; it is recommended that you contact the manufacturer of your vehicle to check its compatibility with this specific biofuel.

#### PROJECTS FOR CIRCULAR HYDROGEN DISTRIBUTION

In line with its strategy to diversify energy sources, Q8 has ongoing projects to add circular hydrogen to the wide range of products it already dispenses. The projects were developed under the National Recovery and Resilience Plan (NRP) "Renewable Energy, Hydrogen, Grid and Sustainable Mobility" and the "Hydrogen Experimentation for Trucking" funded by the European Union Fund - NextGenerationEU. Hydrogen will be available for sale to the public in 2026 and can be delivered at two different pressures suitable one for refueling cars, the other for buses and public transport in general. For passenger cars with only 1 kg of hydrogen it is possible to travel about 100 km while for collective transport vehicles it takes 8 kg of hydrogen to travel 100 km, thus allowing, over the entire life cycle, a reduction in CO<sub>2</sub> emissions compared to conventional diesel fuel of more than 75 percent, while compared to the new Q8 HVO+ product, the reduction in emissions is about 10 percent.

#### **BIOMETHANE ON THE Q8 NETWORK**

For methane plants, Q8 is committed to maximizing the use of biomethane through specific agreements with local operators, where available. In line with this objective, a compressed methane supply agreement has been signed for 2024 that provides for the possibility of biomethane supply up to 100 percent of the company's needs, with the recognition of an additional cost. Today<sup>28</sup> all compressed methane supplied by the Q8 fuel network is bio.

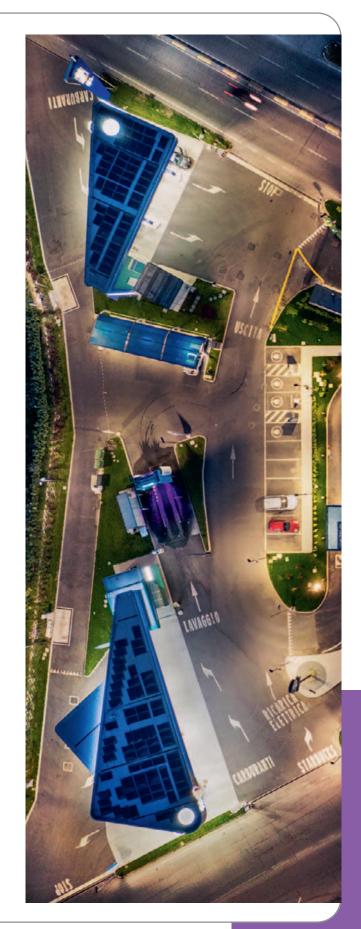


### ALTERNATIVE FUELS: CRE8 CREATING THE STATION OF THE FUTURE AND RECRE8

A structured, multi-year plan to meet the needs of sustainable mobility that also offers low-impact products such as methane (both liquid and gaseous) and electricity on the fuel network. A network that to date has 51 methane-equipped facilities located throughout the peninsula, in addition to 4 with liquefied methane gas infrastructure and as many as 278 LPG facilities.

As part of this broad program, the CRE8 -CREATING THE STATION OF THE FUTURE project was launched as early as 2018, which has been recognized by the European Union through the allocation of CEF (Connecting Europe Facility) funds for the implementation of sustainable and interconnected trans-European networks. There are 32 service stations covered by CRE8, of which 24 have been completed representing a model of excellence in sustainable mobility. A project that was enriched in March 2023 by a new agreement with CINEA (which is co-financing) with the RE-CRE8, which provides for the installation on 30 existing service stations of ultrahigh power charging infrastructure (HPC 300kW). The estimated budget for the CRE8 project is about 15 million euros while the RECRE8 project envisages a total investment of about 8.5 million euros of which nearly 2.5 million is EU-funded.





#### AGREEMENT WITH ENEL X WAY FOR ELECTRIC CHARGING STATIONS

A strategic agreement the one signed with Enel X Way, a leading player on the electric mobility scene, which has led to the installation of **126 electric charging stations on 88 service stations**, 34 of which are 300 kW (HPC- High Performance Charging), capable of recharging the batteries of electric cars in a few minutes. For this type, on each installation, there is a charging stall reserved for Porsche customers, a company with which another agreement has been signed that has further enriched the partnership: 24 service stations have been equipped with 50 kW (Fast Recharge) columns and on 2, finally, 22 kW columns have been installed. In addition, thanks to a further development of the partnership with Enel X Way, holders of Cartissima Q8 (Q8's digital fuel card) and members of Club Q8 have the opportunity to use the most widespread recharging network with 20,000 points spread across the country.

A further substantial development plan to foster electric mobility is already planned for the coming years. The estimated budget for the project is about 18 million euros for the next five years.

- 126 charging stations
- 88 service stations
- 100,000 recharges in the last year
- 2 million kWh



#### **PERFORMANCE PRODUCTS**

Q8 markets on an established basis a line of performance products whose formulations guarantee high quality performances even from an environmental perspective.

#### Q8 Hi Perform 100 Octane E10 Performance Gasoline



- Savings in CO<sub>2</sub> emissions, compared with all-fossil fuel, quantifiable in the order of 9% over the life cycle of the new gasoline;
- Gasoline with ether content biologically derived higher than 20 percent;
- · Classified as E10 by virtue of oxygen content;
- Using molecules with cleaning properties, protects against wear and tear and keeps engines clean;
- Compatible with all cars on the road;
- Fuel consumption savings compared with non-additive gasoline, up to a maximum of 4 % with equal decrease in CO<sub>2</sub> emissions.

### Q8 Hi Perform Diesel



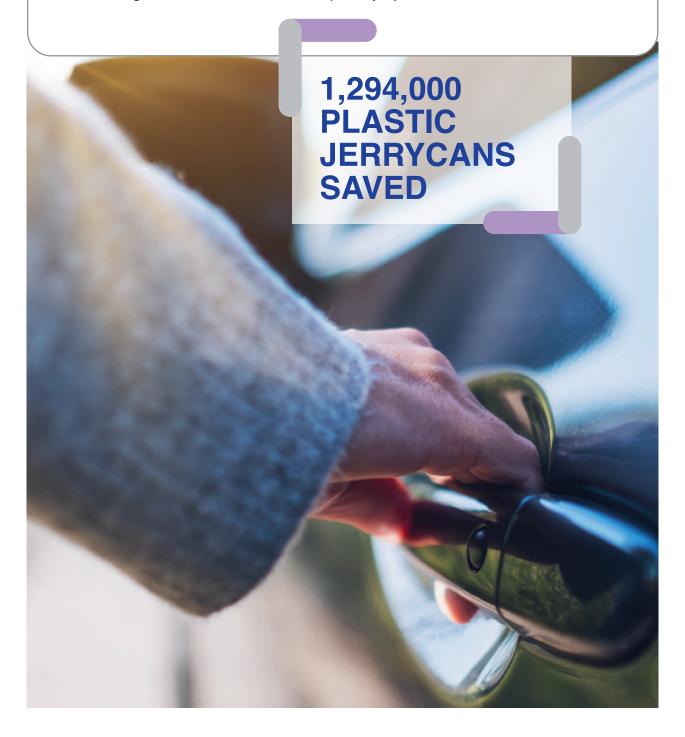
- Fuel consumption savings compared to a non-additive diesel fuel, up to a maximum of 12% with equal decrease in CO<sub>2</sub> emissions<sup>29</sup>;
- Keeps the engine running smoothly thanks to specific cleaning features on the injectors.

Q8 Hi Perform is present at the Porsche Experience Center in Franciacorta and it is an official partner of the Porsche Carrera Cup Italia, in which it participates with its ownbranded car.

<sup>&</sup>lt;sup>29</sup> Evidence from specific road tests

#### **ADBLUE DISPENSERS**

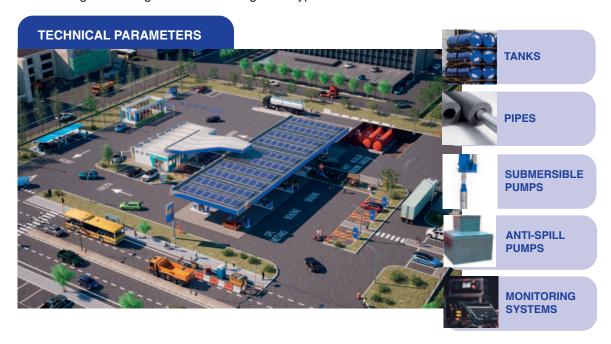
Over the past few years, 98 AdBlue dispensers have been activated on the sales network. This is an additive that contributes to the reduction of nitrogen oxide emissions. The decision to install AdBlue dispensers incentivizes refueling of the additive in bulk mode, with a **significant reduction in plastic packaging**; in the past year alone, about 12,940,000 liters of AdBlue were sold in bulk, saving as much as 1,294,000 10-liter plastic jerrycans.



#### PREDICTIVE POINT-OF-SALE MAINTENANCE

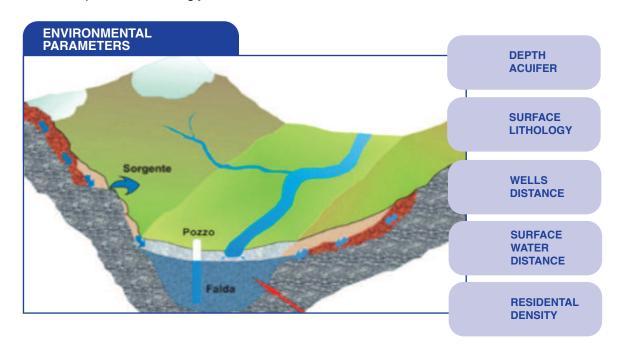
Particular attention to the environment is also ensured through an assessment process that aims to analyze any risks associated with each owned store.

Specifically, using a matrix system, risk factors are quantified on the basis of technical and environmental parameters, assessing the probability of an event occurring, to estimate which each component is assigned a weight based on its age and type.



The possible impact of the event is also assessed to identify potential consequences on the environmental context.

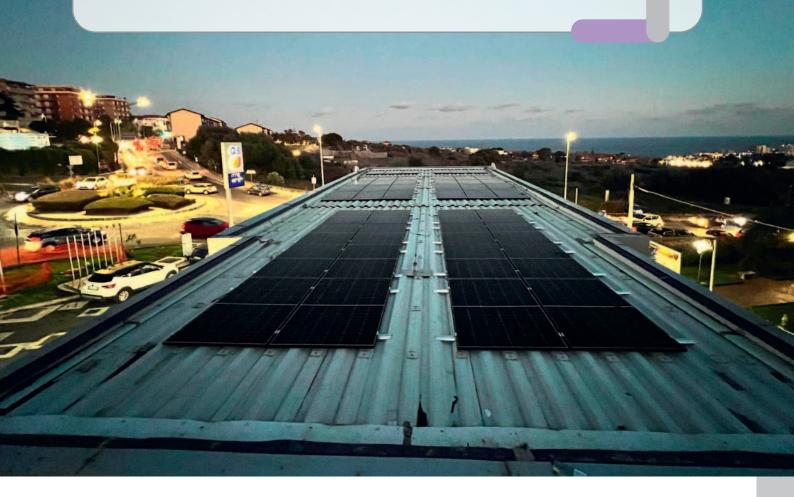
Starting from the output of the Risk Assessment Matrix and historical data, a dynamic ranking is obtained that associates a risk class with each store, thus enabling maintenance and control activities to be planned accordingly.



#### **PHOTOVOLTAIC SYSTEMS**

The photovoltaic park installed at the facilities was further expanded during the year. Fifty new photovoltaic systems with an average power of about 20 kWp were built, both on the supply shelters and roofing for parking stalls for electric recharging and on the structures of car washes. All the new systems built are connected through the so-called "exchange on site," a mechanism through which all the energy fed into the electricity grid by the user is valued; the energy produced is first of all used for its own needs and any excess is, precisely, fed into the grid. For next year it is, moreover, planned to install storage batteries to support photovoltaic systems to maximize the efficiency of these systems by increasing the energy self-sufficiency of fuel plants.

- 264 PHOTOVOLTAIC SYSTEMS INSTALLED
- 4 GWh/year ENERGY SAVING
- 3.4 MW TOTAL INSTALLED POWER
- 2,000 tons/year CO<sub>2</sub> SAVINGS



#### **GREEN POINT**

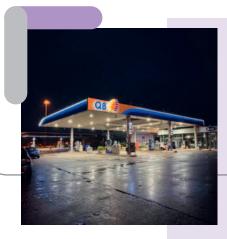
In line with the energy transition and in adherence to the principles of land reuse, five Green Point facilities have been built that provide space entirely dedicated to electric mobility with fast-charging stalls and photovoltaic panels to support electric charging on fuel plants.

During the past year, 4 of 5 green points (2 "full" and 2 "hybrid") were finalized; for the latter type, Charging Points were planned to be installed to replace traditional fuel dispensers. The budget used for these 4 projects amounts to about 850,000 euros.

#### **ENERGY EFFICIENCY**

A relighting project applied to all directly operated facilities with the goal of reducing service stations electrical consumption by between 30 percent and 70 percent. The initiative includes, among other things, the installation of led spotlights equipped with sensors that can change the luminous flux and, consequently, the electrical power according to the presence of customers on the forecourt. Implementation on the first 670 directly operated plants resulted in savings of about 9.4 GWh/year and consequently 3,700 tons of CO<sub>2</sub> avoided. In the last one, in addition, an additional 435 plants have been made efficient with a saving of about 5.5 GWh/year and 2,200 tons/y CO<sub>2</sub> avoided. Similar efficiency upgrades are planned for the next 2 years at an additional 500 service stations.

An additional energy efficiency project is being finalized and involved about 65 directly operated service stations and on the highway network with savings of about 1.3 GWh/year and 550 tons CO<sub>2</sub> avoided.



- 30% TO 70% REDUCTION IN ELECTRICITY CONSUMPTION
- SAVING 14,09 GWh/YEAR
- 5.900 TONS CO<sub>2</sub> AVOIDED

#### SUSTAINABLE MATERIALS

#### **Asphalts**

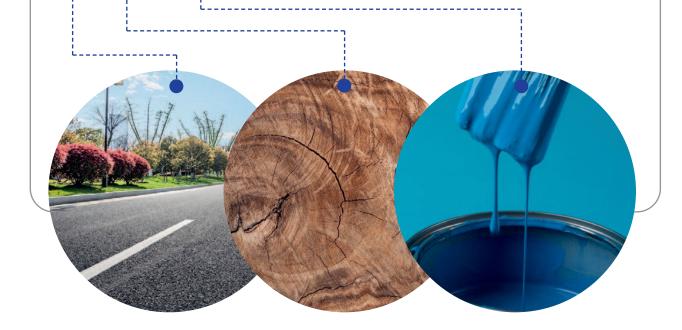
Gipave, an innovative material that contains G+ Graphene Plus, a specific type of recovered plastic studied by Iterchimica that reduces  $CO_2$  equivalent emissions by up to 70 percent compared to a traditional material and is 100 percent recyclable in subsequent production cycles, saving raw materials and reducing  $CO_2$  emissions, was used for the flooring of the Rome plant on Via Ardeatina. One ton of plastic not sent to incineration was used to make the flooring, resulting in a saving of about 82 kg of  $CO_2$ .

#### Wood

Built on the Q8 store in Filago (BG) a green building constructed entirely of wood, with a low environmental impact in terms of both energy and CO<sub>2</sub>. The Class A3 building has an annual energy consumption of 98 kWh/m2, 12 percent lower than a similar building made of metal. At the end of its life, the wood used can be completely recycled, further reducing the building's environmental footprint.

#### **Paint**

A first pilot project carried out using an environmentally sustainable paint. A material that, thanks to innovative technology, has a  $\rm CO_2$  content that is 80 percent lower than the average of international products, improves air quality, and simultaneously provides energy savings.



#### **R3 - WASTE RECOVERY NETWORK**

For the disposal of soil from the renovation and/or decommissioning sites of its fuel network, Q8 has identified 41 delivery facilities located throughout the country that can treat the removed soil with innovative recovery processes (e.g., soil-washing, landfarming and biopiling).

#### Objectives achieved:

- · total reuse of treated soil
- compliance with the principles of circular economy
- saving raw materials
- 40% reduction in the average kilometers traveled and associated emissions to transport land to disposal sites



### PAPERLESS PROJECT IN THE RETAIL NETWORK

With the aim of reducing paper consumption and optimizing administrative flows, Q8 has also implemented "paperless" initiatives in the management of its retail network. An extended electronic signature system is being implemented to managers and contractors as well. At the same time, the number of paper receipts issued by ATMs has been significantly reduced by making receipt issuance optional. A similar development on indoor POS is currently underway.

#### **LET'S RECYCLE TOGETHER AT CLUBQ8**

Objects from past promotional campaigns, about 75 pallets totaling 90,523kg, were transformed into soundproofing panels and anti-trauma flooring. With the ESO RECYCLYNG Tolentino Plant "Amato Cannara" Q8 achieved CO2 savings of 64,585 KG, compared to conventional treatment.

Complimentary supplies were distributed against refueling in the served mode at different times of the year:

- Oceanini, recycled PET soft toys of endangered marine animal species, supporting Plastic Free in removing plastic and waste from the environment;
- A case made of recycled pet and a pencil set featuring the protagonists of the Oceanini promo;
- A pair of Christmas cutlery, made of recycled plastic and delivered in recycled paper packaging.







#### INNOVATIVE AND ENVIRONMENTALLY FRIENDLY REMEDIATION SYSTEMS

The responsible approach to business is also evidenced by the decision to be a shareholder in Mares, a company that deals with environmental remediation so that, once outlets are decommissioned or where the need arises, action can be taken quickly to restore the state of the sites. Thanks to exclusive patents and sustainable remediation technologies, it is possible to remediate land directly on site, thus avoiding the need to landfill polluted soil. The EKOGRID and MPCD-Disgreco patents also minimize the consumption of energy and natural resources, as well as the generation of emissions, discharges and waste.

#### **EASY WASH**

A network of 136 Easy Wash, car washes, using environmentally friendly cleaning products. These are digital facilities that, thanks to the innovative connection to an automatic payment acceptor, enable:

- To carry out self-serve washes during plant closing hours;
- To accept payments in cash, with credit cards and with CartissimaQ8;
- To accumulate points in the loyalty program.



#### "SVOLTA" Q8'S NEW CONCEPT STORE

Out of 83 stores, it is possible to find a cozy and smart place where you can enjoy a coffee, buy take-away food and drinks, car and motorcycle care products, and where you can find travel, household and pet items. A format that has been particularly attentive to environmental impact since its creation, thanks to the use of:

- Eco-friendly reclaimed particleboard panels made in Italy
- Upholstery and countertops made of melamine-coated wood derived from the reuse of wood processing waste
- Environmentally friendly ceramics for flooring, produced with respect for the environment and human beings at every stage of its life cycle, from the extraction of raw materials to the production process and disposal, in accordance with the highest quality standards stipulated by European Community Certifications
- State-of-the-art room air-conditioning machines (with environmentally friendly refrigerant gas R32) with low energy consumption
- Fully LED lighting system aimed at reduced energy consumption

Production, transportation and assembly is carried out with a focus on  $CO_2$  reduction, which has been cut down by more than 20 tons (about 1.7 tons/store) in the past year.

Many of the products sold in the Store are environmentally sustainable, such as certified cellulose, packaging made from recyclable material, coffee pods, as well as favoring digital communication channels with customers to reduce paper consumption.



# Initiatives to reduce the environmental impact of the main office

#### **MAIN OFFICE**

The main office building in Rome was involved in a recent renovation that delivered to the corporate population a totally renovated, innovative and state-of-the-art building, as it was designed following the guidelines of the recently obtained Wiredscore (related to building connectivity and smart technology) and BREEAM (Building Research Establishment Environmental Assessment Method) certifications.

#### Considerable investment in automation and control:

- Dimmable led lamps with occupancy sensor so you always have
   500 lux and minimize waste;
- System for real-time monitoring of the status of the building;
- Real-time monitoring of electricity consumption;
- Heating/cooling systems connected to occupancy sensors so as to optimize their operation;
- Use of induction hobs for cooking food in cafeterias for a safer environment.

#### Target achieved:

- more than 15% reduction in electricity consumption compared to consumption before renovation;
- 100% of electricity purchased from certified renewable sources.



#### REDUCING PLASTIC AND PAPER USE

Q8 has replaced single-use plastic with items composed of 100 percent plant-based or biodegradable materials. All floors and the Lounge area are equipped with drinking troughs for the free dispensing of hot, cold, room-temperature and sparkling water, and free water bottles and cups branded with the company logo have been distributed to all employees.

With the aim of reducing paper consumption, a number of "paperless" initiatives have been implemented in offices, greatly reducing raw material consumption:

- through the choice of exclusively digital magazine and newspaper subscriptions;
- thanks to electronic storage, certified mail and invoicing services with estimated monthly savings of 4,600 trees.

#### **HOME WORK SHIFT PLAN**

Q8 presented its home-to-work travel plan (PSCL) to the City of Rome, with the aim of contributing to the improvement of the environment also through the reduction of emissions resulting from the home-to-work travel of its employees. The plan, constantly monitored by the Mobility Manager, makes it possible to plan and define the measures to be taken to promote sustainable mobility, limiting the individual use of private cars. For this Q8 provides the shuttle service, shared with three companies in the area so as to maximize collective transportation. The service is carried out by GT buses of not less than Euro 5 class to ensure better environmental performance.

Also part of the plan is "Q8 Electro," introduced as of 2019, an innovative electric car-sharing service available to all employees. An electric car that can be used every day of the week, including weekends, and booked through a dedicated booking service available on the company intranet.

Three macro areas of focus:

- Reducing pollutant emissions from private vehicles in urban areas through services to facilitate the use of public transportation;
- · Reduced number of trips with increased smart working;
- · Expansion of electric charging network and e-bike stall.





### **OUR ECOSYSTEM**

### The role in associations

Involvement in associations is the most suitable and effective tool to represent legitimate corporate interests. For this reason, Q8 actively adheres to and takes part in them both by holding key roles and through the due support of its staff.

Q8 belongs to the following associations:



#### Unione Energie per la Mobilità

(part Confindustria)

It brings together and represents the main companies operating in Italy in the sectors of refining, logistics and distribution of energy products, in the research and development of new low-carbon solutions, with the ambition of achieving climate neutrality for our products by 2050.



#### **Unione Industriali Napoli**

The association represents goods and/or service companies belonging to all categories which work in the area of the Province of Naples.



#### **Assonime**

It deals with the study and analysis of issues regarding the development of the Italian economy. The purpose of the Association has always been to improve the quality of Italian and European regulation, studying its impact on the economic system and on the functioning of the markets. Assonime acts as a bridge between companies and institutions.



#### AIE

#### (Italian Association of Energy Economists)

The Association acts as an independent reference point for the problems of Italian energy policy in regard to national and international corporations, to which it provides opinions; it undertakes intensive work to inform and stimulate in regard to corporations and organisms responsible for defining energy policy in Italy and with which it holds meetings and debates.



#### **Assogasliquidi**

(belongs to Federchimica)

The Association represents nationally and internationally companies in the liquified gas distribution sector for automotive and combustion and the companies which make equipment and systems or which provide services related to the sector.

Assogasliquidi collaborates profitably with administrations and public corporations in better defining a regulatory framework for the sector, on technical and legislative innovations and on their practical implementation.



#### Confimprese

Private, recognized, non-profit association, which since 1999 has worked alongside companies which operate in commerce, with direct and franchising networks. Confimprese supports its associates by helping them create new relations and plan their development in Italy and abroad.



#### **AITRA**

#### (Italian Anti-corruption Association)

It is an association which brings together public employees, professionals, company men and women, who experience at first hand the responsibilities and experiences connected to the anti-corruption officer role, on the basis of the anti-corruption law in force.



#### AIG

#### (Italian Association of Company Lawyers)

It was set up in 1976 by a small group of heads of legal departments from large companies, with the purpose of valorising the figure and the role of the company lawyer promoting – in the same way as already happened in other countries – their legal status.



# Partnerships with corporations and Universities

With the goal of actively contributing to the public debate with its numerous corporate professionals, Q8 takes part with its own representatives in technical meetings and roundtables which involve, among others, national corporations and institutions on issues of interest to the sector In addition, also to support training and young people, the new energy of the future, the company has made numerous partnerships with prestigious Italian Universities.

#### **European School of Economics**

At the European School of Economics (ESE) Q8 has supported the training course "Smart city. Innovation, social impact, environmental sustainability, legal profiles" led by Professor Giuseppe Cassano and with the patronage of Unem – Union of Energy for Mobility. Smart Cities represent the future of urbanization, a reality in which technology and innovation merge to improve urban life. The partnership with ESE has been enriched also thanks to specialist contributions from Q8 representatives, which students particularly appreciated.

# LUISS Guido Carli International University for Social Studies in Rome

A prestigious partnership was signed between LUISS University and Q8, whose professional staff taught lessons (for example on Competition and Environmental law) and, in their turn, enrolled on training courses. In addition, extra-curricular work experience was arranged which then led to recruitment to the Company.

## La Sapienza University, Rome

For over ten years Q8 has been a partner in the Master on "Contaminated sites" organised by the Department of Chemistry. As from this year it is also an external member of the Didactic Committee for the Master.



#### Research into energy infrastructure

Together with other industrial partners, Q8 has supported the research promoted by the ASTRID Foundation "Energy in the transition. Infrastructure", making available its expertise in an inter-disciplinary dialogue between the world of science and technical know-how and that of companies. A reference scenario has been set out which is continuously changing due to the mix of energy sources and vectors, which also depends on the country's energy policy, and which in its turn influences the evolution of energy infrastructure.

The research has been published and is an important reference in the sector for analysis of the issue addressed.

#### PoliHub Servizi Srl of Politecnico di Milano

Long-term collaboration which, together with the Digital Innovation Observatories, is pushing forward an ambitious and innovative research project "Startup Intelligence". A program which facilitates the contamination between the world of digital startups and that of Italian companies which aim at innovation as a factor in success, making use of the enormous innovative potential of digital solutions.

#### **Observatory on Renewable GAS - SDA Bocconi**

Q8 has taken part in the Observatory with the goal of analysing the issues of the natural gas market in Italy, with particular reference to renewables. Analysis has been carried out of the instruments to develop biofuels in line with the energy transition as well as monitoring of the evolution, including in terms of technology, for the production of hydrogen and renewable fuels of non-biological origin, and carbon capture and storage.

Finally, analyses and studies have been undertaken to assess the contribution of biofuels to decarbonising the transport sector and hard-to-abate sectors (e.g. maritime and aviation).

#### **ISTUD Master for Company Lawyers**

Long-term teaching by Q8 professionals on the Master and mentoring dedicated to the world of work and to the figure of the company lawyer.

#### **Integrity and Compliance Task Force - B20**

Q8 is a coordinating member of the Italian edition of the Integrity and Compliance Task Force characterised by the explicit recognition of "legality" as a value included in the more general and complex concept of "sustainability", the driver of a substantial new economic-business reference model.

#### REMTECH

Remtech is one of the most important Italian and European think tanks on the environment, consisting of academic, institutional and business representatives. After years of collaboration in meetings, seminars and publications, Q8 is now also a permanent member of the Scientific Committee.

#### **Whistleblowing Observatory**

A prestigious chairing role for Q8 in this Observatory, consisting of a group of expert professionals and company representatives to monitor the application of the legislation on whistleblowing in the European Union, its implementation in companies both from an ethical and social perspective, and in its impacts on corporate brand reputation.

#### Research agreement with the National Research Council

There is a collaboration agreement for scientific and applied research on environmental contamination with the Institute of Environmental Geology and Geoengineering, which is part of the National Research Council (CNR).

### THE JUST TRANSITION

The transition towards an environmentally more sustainable economy must be just and inclusive, i.e. to manage the social consequences, ensuring that society and all its components, including the most fragile categories, can continue to enjoy security and social wellbeing.

Q8's commitment to the local territory arises from its belief in the social role and cultural stimulus which companies must play, realising internally and with the involvement of external stakeholders a virtuous ecosystem that can create long-term social value.

# CORPORATE VOLUNTEERING



PLASTIC FREE

Through the collaboration with Plastic Free, a voluntary organization with the goal of informing and raising awareness of the issue of plastic pollution, over 100 employees from the Rome office provided their contribution to the efforts to restore a beach on the Roman coast. A day dedicated to cleaning the beach by removing over 96 kg of undifferentiated waste, 50 kg of glass, 450 kg of plastic and metals as well as fully 500 kg of bulky waste.

#### IN THE PHARMACY WITH CHILDREN

Our volunteers, alongside Fondazione Francesca Rava - NPH Italia ETS, took part in the initiative "In the Pharmacy for children" collecting medicines for disadvantaged children in Italy and abroad



#### MOTIVATIONAL ORIENTATION

Q8 volunteers had the pleasure to meet - at the Rome headquarters – three classes from the IIS De Amicis-Cattaneo high school of Rome to talk about their own experience of training, life and work. An important inspirational moment for the young students who were able to discuss with adults who were very willing to listen at a moment in their lives in which the students start to think in terms of important opportunities and choices for the future; at the same time it was a profitable and stimulating opportunity also for Q8 volunteers who joined the initiative realised in partnership with United Way España, from which a chance for personal enhancement and an opportunity to create social value for the community were created.

#### MENTORING MATEMÙ



The project involved volunteers in a program of around 20 hours dedicated to young people aged 15 to 25 with a range of educational and cultural backgrounds as quests of the MaTeMù association with the goal of supporting them in their training, professional and working lives and in life generally.



#### STEM PROJECT (III)



The initiative in partnership with United Way España saw the involvement of Q8 staff and three classes from the final year of primary school in the Quartaccio area of Rome, with the goal of raising the children's awareness about the study of scientific subjects thanks to the realisation of a genuine video game of their own.





STEM: the collection of scientific-technological subjects



**Mentoring:** a training process in which a person guides and promotes the personal and professional development of another

# CULTURAL AND SOCIAL PROJECTS

### LONG LIVE THE CONSTITUTION, THE CONSTITUTION IS ALIVE

On the 75<sup>th</sup> anniversary of the Constitution of the Republic of Italy, Q8 supported the educational project "Long live the Constitution, the Constitution is alive" of the Articolo 49 Foundation and brought the fundamental law of the Italian State to children in elementary schools, with the use of a website and techniques for data visualization.

The goal was to support the path of today's boys and girls to become proactive and aware citizens of tomorrow.

# INTERNATIONAL DAY FOR THE ELIMINATION OF VIOLENCE AGAINST WOMEN

The United Nations has designated 25 November as the date for this event. To show its support for this sensitive issue and the sharing of the values of non-violence, Q8 has installed a pink bench in the entrance to its Rome offices, the most representative symbol of the total rejection of violence.

### GEA EDU IDEAS FOR THE FUTURE

Students at upper secondary schools were the target of an educational program to make young people informed about, aware of and protagonists in the green transition. A project promoted by Articolo 49 Foundation and supported also by Q8 with a technical contribution on hydrogen, which had the patronage of the Ministry of the Environment and Energy Security and of ENEA.

#### **BLOOD DONATION**

Each year Q8 organises, at its offices in Rome, periodic blood donation in collaboration with the Transfusion Centre of Isola Tiberina's Hospital – Gemelli Isola. Employees who wish to take part on a voluntary basis can also involve their own families, thus expanding the chain of solidarity.





#### RACE FOR THE CURE

An event dedicated to projects in favor of women's health and combatting breast cancer. A traditional appointment for Q8, which takes part with a large team of colleagues who promote human and social values which they have in common with the Company. Further support for prevention and health took the form of supporting the village of prevention, especially the Kids area.

#### FRANCESCA RAVA NPH FOUNDATION ITALY

The Foundation, which helps children in need in Italy and worldwide, represents the international organisation NPH which has been operating in 9 countries in Latin America since 1954. Among the main projects supported over the years in collaboration with the Foundation: the rebuilding of schools in the areas struck by the 2016 earthquake and social housing throughout Italy. The activities this year saw the involvement of Q8 and customers in two projects:

#### "1 sq.m. for Emilia Romagna"

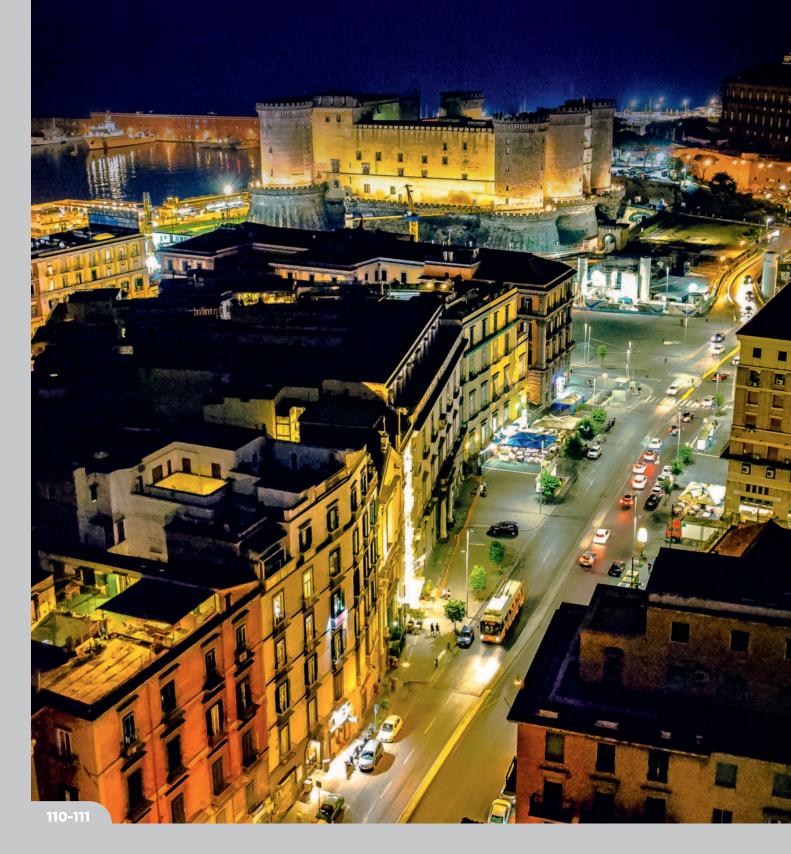
in support of the people involved in the floods which dramatically hit Emilia Romagna

#### "One Planet, One Health"

workshops dedicated to boys and girls from elementary schools with the goal of raising awareness about social and environmental sustainability.

## Q8 and the territory of Naples

The focus on the needs of the community where it operates is an essential aspect for Q8's corporate culture. For this reason, particular consideration is paid to Naples, the city to which the Company is historically linked due to the presence in the area of important logistical assets. A project "Energy for Naples" which embraces activities for the social, cultural and economic growth of the area of Naples.



#### **NEST Theatre**

From the ruins of an abandoned school in the heart of San Giovanni a Teduccio rises NEST, East Naples Theatre, which brings together artists and civil conscience for a theatre which offers both quality and commitment, communication and cultural growth. Fully sharing this vision, Q8 has supported annual workshops for the project to bring people closer to the theatre #GiovaniO'Nest, dedicated to young people who want to engage in this art.

#### **Digita Academy**

The Digital Transformation and Industry Innovation Academy of the Federico II University of Naples in partnership with Deloitte Digital is confirmed as a strategic, long-term collaboration. Q8 involves Digita students in project work, in which they apply technologies such as blockchain, artificial intelligence, test analytics, natural language processing and machine learning and big data to the Q8 universe. At the end of the project work they are placed in the Company.

#### "Studying business, the business of studying"

A project realised by the Unione Industriali of Naples, the Municipal School Directorate, the Province of Naples and the Regional School Office for Campania, aimed at students from upper middle schools. A partnership between school and business thanks to which Q8 introduced the youngsters to the operation of the energy sector and the Naples Hub, of which they had the opportunity to also appreciate the high level of technology and digitalisation of the plant.

## Long live the Constitution, the Constitution is alive & GEA EDU Ideas for the future

The national projects (see CULTURAL AND SOCIAL Projects) saw, through Q8's support, a significant expansion in beneficiaries in schools and among the students of Naples.

#### **Treedom**

The first platform in the world which makes it possible to plant a tree remotely and follow its growth online. The new trees contribute to the development of the local economy, the improvement in the air quality and the protection of biodiversity. Q8 supports two projects in South Italy, of which one in Scafati in Campania for the planting of 250 fruit and woodland trees. In particular, the environmental redevelopment project makes it possible to recover an area of 115,000 sq. m.

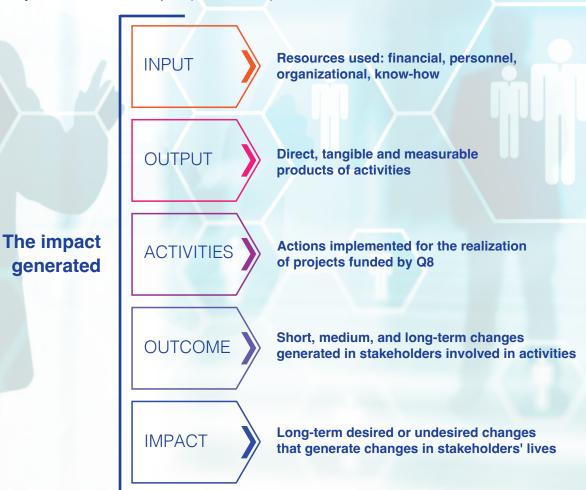
# Economic and social value generated

The independent analysis of the social value generated by some of the initiatives undertaken by Q8 saw the involvement of the **Human Foundation**, a research centre accredited by the Ministry of University and Research.

The assessment of activities was carried out by the Foundation using the SROI (Social Return on Investment) method which, starting from the Theory of Change, makes it possible to monetise the complexity of social change achieved through specific interventions. Thanks to the application of this methodology, it is possible to analyse the change process generated in the various beneficiaries involved in the initiatives, by constructing a narrative to link resources, activities and outcomes (Annex no.2).

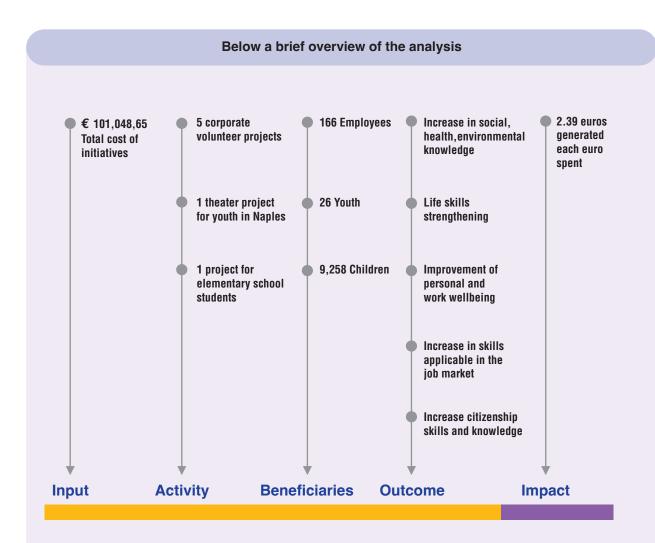
The activities selected and included in this year's analysis are:

- Corporate volunteering (with the projects: Motivational orientation, Matemù Mentoring, STEM Project, In the pharmacy for children, Plastic Free)
- Cultural and social projects (Long live the Constitution, the Constitution is alive)
- Projects for the area of Naples (Nest Theatre)



The SROI ratio which emerges from the analysis shows a positive social impact for the beneficiaries included in the analysis and for the community.

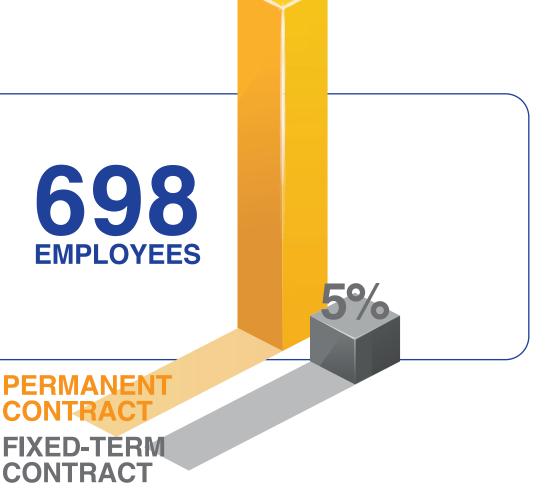
From the analysis undertaken, it emerges that for each euro invested by Q8 more than double the value in social benefit was generated.



## **Q8 PEOPLE**

Human capital is Q8's driver and real competitive advantage.

The Code of Ethics guarantees a healthy, safe and efficient workplace, guaranteeing equal work opportunities for everyone on the basis of specific professional qualifications and performance, without any form of discrimination (Annex no.3).





## Women +12%

compared to the national statistical average for the energy sector<sup>1</sup>

<sup>&</sup>lt;sup>1</sup> Source: Confindustria Energy – Statistical survey at 31.12.2020. The analysis was carried out on a sample of companies from the relevant sector out of a total of around 29,000 workers.





## Skills

To adequately support the evolution of the business and the challenges faced by Q8, a new skills model has been defined aimed at providing staff with a compass that can orient the conduct of individuals and teams, using a common language.

## CROSS-CUTTING SKILLS



#### **COLLABORATION** "We are a team"

*Definition:* Building cooperation and a psychologically safe environment inside the Organization 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 CENTRICTY** "We put customers in the centre"

*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 characterised by feedback and sharing knowledge Key elements: comfort zone, learning opportunities, taking time to think, sharing feedback, asking for help











#### LEADERSHIP SKILLS



#### 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



# Development and valorisation of people



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. Transparency and a proactive approach thus make it possible to increase the levels of awareness and motivation of the workforce (Annex no.4).

## **Training**

Also in terms of training, staff maintain their active role. Through the Workday platform everyone can develop their skills thanks to access to a wide catalogue of contents.

The training available, which focuses on developing new corporate and technical skills, offers all staff the possibility of choosing from among the training courses supplied by the main providers in the sector, including the best Italian and international institutes, schools and business schools.



# Fostering Digital & Sustainable Culture

A training program on the issues of sustainability and digital transformation involved, **across 50 training hours**, almost 600 people with the following goals:

- Acquire operational language and skills to incorporate sustainability in activities in every role;
- Interpretate sustainable development by linking it to daily activities and defining criteria to measure the impact;
- Identify priority action areas for a «Sustainable Digital Transformation»;
- Acquire a new way of thinking strategically of the business models which can valorise the opportunities
  offered by the new digital technologies with a view to sustainability;
- Develop soft and digital skills to act in new scenarios.

### Joined Forces

New skills and to grow professionally and collectively: face-to-face and/or online lessons available also on the company intranet, enriched by the first hand experience of external speakers to explore new prospectives, share stimuli and collect thoughts.



### INCLUSION

## Inclusive working environment

Q8 promotes and facilitates a culture of openness, kindness and authenticity in relations, creating moments of exchange, stimulating care in relations with colleagues and with external contacts with a suitable level of respect and courtesy, thus creating a positive work environment and a climate of acceptance inside the Organization, in which everyone can share their vulnerabilities, personal talent and skills without discrimination.

There are numerous controls to guarantee a supportive, inclusive and participatory working environment, in which each person can express their uniqueness.

- Sustainable Job Guide Flexible hours
- Smart working
- Respect of equal opportunities and non-discrimination Substantial gender pay parity
- Reconciliation of private and work life
- Company loans
- Additional paternity leave compared to the relevant legal provisions Additional paid leave for illness of children under the age of 3
- Special contracts to facilitate early retirement and the recruitment of young people on permanent contracts
- Special permits for caregivers and family assistance Corporate volunteering
- Prayer room for Muslim employees
- Seniority awards for 25 years at the Company
- English and Italian courses to facilitate integration
- In-house Q8 club for employees open also to retirees and relatives
- Kuwait National Day to share Kuwait's national holiday, by familiarisation with the country's traditions
- Q8PodcastLab to tell your stories and share interests and experiences

A truly inclusive environment ensures that there is a high level of return to work, 21 employees on a part-time contract out of the total workforce and obligatory and/or optional parental leave has been used by 44 employees, of whom 24 women and 20 men.

Also obtained for the first year the National Declaration of Compliance (ASSE.CO), which, following a rigorous evaluation process, certifies that labor contracts and all their relevant applications (e.g., pay, welfare, gender equality and non-discrimination, health and safety, etc.) fully comply with applicable laws and regulations and adhere to the highest level of culture of legality and sustainable social practices.

The annual certification is subject to a quarterly audit conducted by the National Order of Labor Consultants aimed at verifying the persistence of the requirements.

## Corporate welfare and wellbeing

The focus on people is shown also by the introduction of policies with the dual goal of promoting, on the one hand, the wellbeing of the individual in the holistic sense, valorising all the aspects of their existence in physical, relational, emotional and social terms, and, on the other, meeting goals of organisational wellbeing with a view to the Company's social sustainability.

#### 1

## Wellbeing Strategy Proposition

Renewal of corporate welfare and wellbeing policies which are focussed on finding out the real needs of the corporate population.

#### 2

Concrete check on the state of wellbeing
Recording of real needs
with a survey of the whole corporate population.

## 3 Total Wellbeing Program

A personalised programme focussing on physical, relational, emotional and social aspects.

Welfare and wellbeing in Q8 have become an integral part of a new pact between the Company and workers, no longer based solely on pay, but also on services and support which help develop the personal and family wellbeing of the individual employee alongside organisational wellbeing overall, thus making it possible to better address the changes needed to maintain market competitiveness.

## People Care Strategy

The issue of welfare and wellbeing for Q8 is the fulcrum of the People Care Strategy and takes the form of the implementation of concrete initiatives to acquire a general state of wellbeing in which an individual's physical and mental wellbeing intersect with social, financial and work-related wellbeing, making them capable of developing and making best use of their cognitive and emotional skills in every area of life.

Numerous controls which Q8, in some cases also thanks to a profitable discussion and exchange with unions, has put in place over time to valorise the needs of the individual within the organisation. Among the most important and appreciated are.



A set of policies and best practice which have enabled the Company to confirm for the fourth year its prestigious certification as **TOP EMPLOYER 2024**, following a careful audit undertaken by an independent body which analysed around 400 processes in the area of human resources.

Q8 believes strongly in the value of sustainability and in its social and organisational dimension, which is why it has established the "Sustainable Job Guide". A document containing indications and guidelines to put into practice conduct and ways of working to promote a more pleasant and inclusive work environment as an enabler of both personal and organisational wellbeing. A good work environment will also support the Organisation in order to achieve the company and corporate goals more efficiently.

The leaders at all levels must be inspired and guided by the three KPI leadership skills, which are a strong enabler for the implementation and execution of the Q8 Sustainable Job Guide in the Organisation, at the same time combining best practice with many of the news skills of employees.

In particular, the document contains indications and guidelines on the following issues: Q8 sustainable job guide



## **Smart working**

Bearing witness to Q8's attention to the work-life balance is the introduction back in 2018 of Smart Working, which enables greater flexibility and independence in the choice of space and working hours in return for greater responsibility for the results, with benefits also for the environment, arising from **the reduction in CO<sub>2</sub> emissions** due to employees travelling less to and from the workplace.

A recent update to the regulation on Smart Working has guaranteed further and greater flexibility for its use given specific personal or family situations (for example for caregivers, new parents, etc.).

# Active involvement of employees•

Thanks to the partnership with Qualtrics and specific surveys, the trend in **corporate wellbeing is measured and monitored.** The active contribution of employees is fundamental as, thanks to the "Benefit Optimizer" tool, they have provided a personal assessment regarding possible corporate benefit solutions.

Thanks to the feedback received Q8 can make targeted strategic choices, maintaining, expanding and diversifying corporate benefits increasingly in line with employees' needs. For all the services offered and the partnerships launched the following were monitored:

- Number of people joining the programs
- Number of people taking active part in the initiatives

All this with a view to offering increasingly tailored services and benefit packages adjusted to individual needs and necessities.

## Corporate volunteering

An opportunity to create social value thanks to the willingness of employees who in their work time undertake **volunteering activities**, **contributing to the promotion of a corporate culture based on sustainability and on relations with the community.** A chance for personal enhancement for the workforce with positive effects not only for the local territory, but also for the volunteers who can strengthen their skills, such as the ability to manage interpersonal relations and to work in a team.

## New parents and caregivers

Thanks to the partnership with Lifeed, specific digital training courses have been made available, genuine master courses thanks to which it is possible to transform personal life experiences and the care of relatives into a **gym for soft skills for personal relations, organisation and innovation**, thus creating added value for the growth of the person in the work context and in the organisation overall. In addition, thanks to the partnership with Jointly, the Q8 Caring portal has been made available, where it is possible to find information and instruments to best organise the assistance of a family member. Accessing a network of exclusive services, selected though a process of structured accreditation and designed to provide concrete responses to employees' needs, which go beyond flexible benefits. A social assistant, the Family Manager, is ready to answer questions raised and to direct the person towards the most suitable service.

## Services for sport

Thanks to the partnership with Gympass, and in keeping with the Wellbeing Strategy Proposition, services dedicated to sport have been set up, with the goal of **supporting employees as part of a programme of physical** and, more generally, holistic wellbeing. By registering with Gympass, employees can access a broad network of fitness and wellbeing circuits and can choose the type of membership which is best suited to their needs. In addition, with Gympass it is possible to follow numerous live courses and ask for a dedicated personal trainer to activate one-to-one courses. Everything is supported by a user friendly app and by a Customer Experience team to support employees.

## Industrial relations

Relations between Q8 and the unions are very fruitful, thanks to ongoing discussions to achieve a balance between the needs and interests of the parties involved. This contributes to **improving working conditions and productivity, as well as facilitating a climate of collaboration and reciprocal trust.** In the second-level agreements tangible actions are envisaged to support the reconciliation of personal and family life, such as, for example, paid leave for a child's illness, extra paternity leave and increases in the company contribution to supplementary pension schemes to benefit employees.

Also with the collaboration of the unions it has been possible to apply the Special Contract aimed at a corporate reorganisation in order to facilitate the achievement of strategic objectives. This agreement favoured, on the one hand, early retirement for staff with the prerequisites and, on the other, with a view to social solidarity and ethical commitment, the recruitment of new staff.

## Community Q8

The main internal communication channel for all employees is MyQ8, the new version of the intranet which has been completely redesigned for optimal use of all the contents, thanks to an intuitive and immediate navigation concept. It is here that there is also space for the frequent and much appreciated Connectivity sessions, digital events which see as protagonists colleagues on business issues or prestigious external speakers for personal enhancement and to increase the motivation and inspiration of the workforce. Always thanks to MyQ8 it is possible to access the registration of corporate events, including Agorà, the annual allstaff meeting for complete sharing of company results and the most impactful projects with a focus on medium/long term strategies. To further strengthen the sense of community in the company, a new communication and listening channel has been activated and is available to people: Q8 Podcast Lab.

The project, thanks to the collaboration of a professional editor and the set-up of a real recording studio at the Rome offices, takes the form of a number of programs which address business and institutional issues and foresees the direct involvement of Q8 people who talk about and share their personal interests and experiences, contributing to enhancing and making increasingly real the sense of belonging.

An important centre of internal aggregation and cohesion is represented by **Q8 Club**, also supported by the Company's contribution, which promotes cultural, leisure and wellbeing activities for employees, their relatives and retired former employees.

There is a vast range of organised activities: from sports tournaments to excursions to cultural visits up to journeys in Italy and abroad.















## **OCCUPATIONAL HEALTH AND SAFETY**

Occupational health and safety issues are fundamental and are managed by Q8 in line with the highest standards of excellence (Annex no.5).

On behalf of the employer the Health and Safety Officer:

- analyses the risks from employees' work activities and identifies prevention and mitigation
- investigates accidental events, identifying their root causes and preventing their recurrence;
- monitor Near Miss;
- develops intense training to keep skill levels high and also the focus on health and safety issues.

## The active role of workers

Besides the roles envisaged by law, such as workers' safety and environment representatives, with the duty to promote and oversee the application of safety laws, and the company doctor, all the workers are called on to play an active part in in achieving the ambitious health and safety objectives:



informing the Company of accidents and near misses and possible areas for improvement;



contributing with their own representatives to safety with reports and suggestions for improvement;



consulting the Health and Safety Office and the internal compliance figures in the organization.

Unfortunately, this year we recorded four work injuries<sup>2</sup> which, thanks to prompt management immediately after the event, did not have any health consequences for the people involved.

The monitoring of injuries is extended also to workers of companies which provide some services to the Company, for example drivers, employees of maintenance companies, operators and contractors of service stations. In the same period there were 3 injuries at work recorded among external workers at Q8 sites and fortunately they were all categorised as minor.

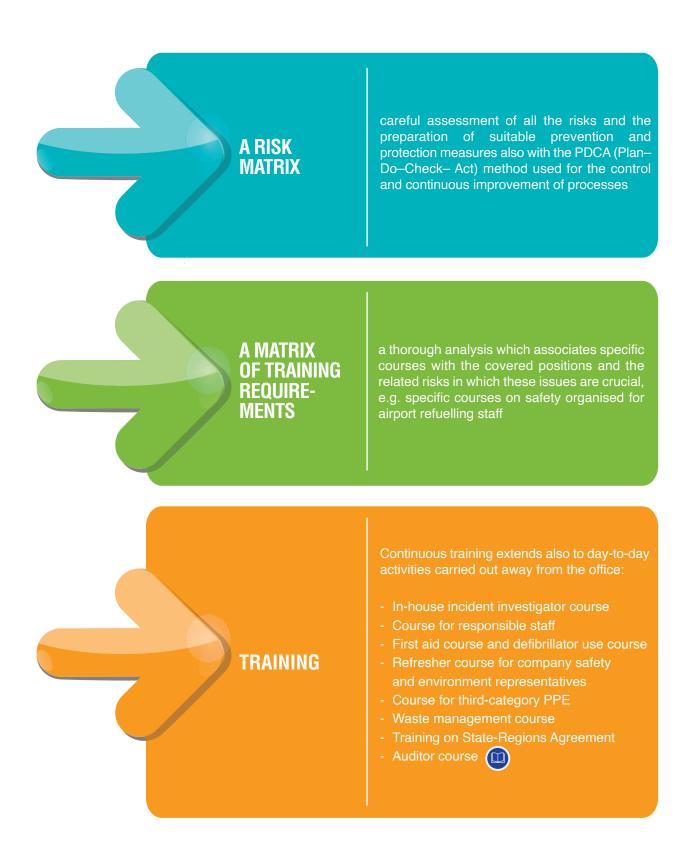


Near Miss: an accident which does not damage people, the environment or things but which, in slightly different

conditions, could have done so

Auditor: independent and objective assessor

An integrated approach to health and safety issues which envisages:



## The focus on health

In order to focus attention on the health of its employees, Q8 has in place controls which aim to safeguard the health and wellbeing of its human resources, going beyond the mere prevention of work-related illnesses.

- Free check-up for the whole company workforce on a periodic basis, which is diversified on the basis of the different age ranges;
- **Healthcare Fund** which guarantees to employees and their dependent family members wide coverage for medical expenses and repayments;
- Company nursing service with qualified and specialist personnel to guarantee, besides support to the company doctor, also first aid and assistance in the case of health problems during work hours.



## E-WELL: Health & Welfare

Bearing witness to the focus on people's health also in terms of employees' wellbeing, collaboration has started with Gemelli Hospital and Enel X Way which envisages the adoption of innovative remote medicine solutions and personalised medicine.

The partnership envisages the use of the Smart Axistance e-Well platform developed by Enel X Way with the support of the Gemelli Hospital, thanks to which







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Economic value directly generated and distributed	p. 146
Innovation and Digital Transformation	p. 148

## RESPONSIBLE GOVERNANCE

# Adequacy of organisational arrangements and effectiveness of governance

The adequacy of organisational arrangements is a fundamental criterion of conduct to manage companies, a principle of correct administration which represents a general overarching clause. Q8 guarantees the adequacy of its arrangements for the nature and scale of the business, integrating being legally compliant with the adoption of effective policies and procedures, as well as consolidated guidelines and best practice.

Adequate internal organisation is necessary to guarantee efficiency and effectiveness in business management, protecting interests which are constitutionally important, such as protection against insolvency which may compromise the economic freedom of creditors or preventing harm to fundamental rights which conflict with the freedom to do business (art. 41 of the Constitution) and the interest of shareholders in protecting their investment (art. 47). For this reason the Company's attention is focused not only on the initial governance configuration, but also on its effective implementation and monitoring over time in a dynamic dimension.

## The Board of Directors

The Board of Directors is the body responsible for the development of strategic objectives, also in regard to the policies and strategies relating to sustainable development.

To this end, with the half-year report on operations the Board is made aware of the main scenarios regarding the organisation of work, the performance of the business, environmental policies and people. When necessary, it provides indications for the management of any critical impacts<sup>1</sup> with a view to guaranteeing constant alignment with the business strategies.

In regard to the latter, the Q8 Board of Directors<sup>2</sup> approves the Sustainability Report, which is prepared without any legal obligation and certified by an independent auditor on the basis of the principles of ISAE 3000. It reports the performance of the whole Company and its corporate bodies in regard to the sustainability goals. In addition, again in relation to ESG issues, many of the members of the Board, including the Chief Executive Officer, take active part in the public debate, also providing their contribution to the vision through interviews in the media or speeches at public events.

In compliance with the articles of association and the by laws, management is entrusted by attributing all the powers of ordinary and extraordinary administration to the Chief Executive Officer<sup>3</sup>. To ensure the precise fulfilment by the Company of its legal obligations, as well as to achieve the objectives of the business and manage the main impacts which the Company could generate on the economy, environment and people, the powers are exercised by the CEO directly or by appointing legal representatives and directors with delegated powers.

<sup>&</sup>lt;sup>1</sup> During 2023-2024 no particular important situations occurred such as to be communicated to the most senior governance body.

<sup>&</sup>lt;sup>2</sup> During 2023-2024 the Q8 Board did not receive an assessment of the performance relating to controlling management of impacts on the economy, environment and people.

<sup>&</sup>lt;sup>3</sup> Except, of course, for powers which by law can only be exercised by the Board of Directors.

The appointment and choice of the Board of Directors and of the Chief Executive Officer, who serve for 3 years, takes place in agreement with the shareholder in compliance with the principles of non-discrimination and equal opportunities and with precise and detailed procedures, including the Guidelines for the composition of the Board of Directors which, besides setting up a Committee for appointments and for the strategic supervision of group governance, establish the:

- Quantitative composition
- Qualitative composition
- Roles
- Criteria to identify candidates
- Limits to the accumulation of positions held
- Training

The appointment of the Chief Executive Officer is made while guaranteeing that the role can be carried out without any potential conflicts of interest, such as for example due to competition between different roles and positions within the group and in line with the provisions of the Italian Civil Code.

#### **COMPOSITION OF THE BOARD<sup>4</sup>**

Chairman

**Fadel Al Faraj** 

Chief Executive Officer

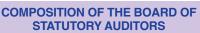
**Bashar Alawadhi** 

Executive directors

Raffaele Iollo Francesca Fracassi

**Directors** 

Naser M M Ben Butain Ayman M S A AlQattan



Chairman

**Giuseppe Taragoni** 

Statutory Auditors

Roberto Padova Paolo Puri

Alternate Auditors

Leonardo Palma França Abate



To ensure the correct realisation of the strategic guidelines defined by the Board of Directors, corporate committees, among others, have been set up consisting of a range of diversified in-house professionals (Annex no.6).

<sup>&</sup>lt;sup>4</sup> Effective July 1, 2024.

# Ethics and responsible conduct

Q8 has adopted an Organisation, Management and Control Model which establishes the framework of rules of conduct and organisation as essential strategic elements to:

- Guarantee high levels of integrity in all corporate activities
- Safeguard the expectations of stakeholders for transparent operations
- Support a good corporate reputation

The model envisages a Supervisory Body appointed by the Board of Directors which:

- Oversees compliance with the Model
- Handles its periodic updating
- Is equipped with independent powers of initiative and control
- Is equipped with financial resources and a stable, dedicated structure

Q8's attention to the issues of legality, risk prevention and adherence to relevant best practice are guaranteed by the presence in the Organisation of an office specifically dedicated to legal compliance.

## Code of ethics

The compass which guides all of Q8's activities is the Code of Ethics which establishes precise ethical standards and forms of conduct to be adopted by all Company staff. The Code of Ethics also applies the precautionary principle, i.e. it requires cautionary conduct in regard to even only potential risks, for which not only those directly involved have an obligation to disclose and/or to act, but anyone who becomes aware of such risks for whatever reason.

The document is broadly disseminated both inside the Organisation and to external stakeholders, including the supply chain, and is available on the Q8 website.

## How to conduct Q8 business

obligations in relation to dealings with external people and organisations

The Code governs in particular the following areas:

#### Loyalty to the Company and free time

conflicts of interest and other situations which might involve Q8's interests

## Work in Q8

personal conduct and protection of Q8 assets

## Our policies

Q8 is equipped with a complex framework of policies which represent the rules, directives and guidelines necessary to manage operations and maintain a safe and productive work environment, and to guarantee coherence, legal compliance and alignment with the corporate objectives and the interests of stakeholders. Corporate policies follow a preset process: they are drawn up by the service responsible for the matter and subject to a two-step approval process which, depending on the issue and the possible impacts, may even be referred to senior management. At predetermined dates and when necessary these policies are verified, for example in the case of regulatory developments or if requested by the parent company (Annex no.7).







## **Training**

Among the obligatory courses for new staff in the areas of:

- → ANTI-TRUST
- CRIMINAL LAW
- PRIVACY
- **→ ADMINISTRATIVE RESPONSIBILITY OF COMPANIES**
- INFORMATION EXCHANGE
- TRAINING ON SPECIFIC PRIVACY ISSUES

#### **Anti-trust Policy**

It guarantees effective and organic dissemination of an anti-trust culture, providing clear rules to be followed in managing activities. The whole corporate population is involved in continuous training on this issue in accordance with specific needs for the roles covered. An Anti-trust Compliance Officer provides support in analysing the most important issues.

#### **Anti-mafia Compliance Policy**

It establishes the principles of Q8 for the undertaking of anti-mafia checks on companies which are awarded contracts and orders. In this context, with the close attention it has always paid to disseminating a culture of legality at all levels of its organisation, the Company believes that the adoption of an Anti-mafia Compliance Policy is a valid instrument to raise awareness so that, in carrying out corporate activities, correct and linear conduct is followed, so as to prevent the risk of mafia infiltration.

#### **Anti-corruption Policy**

It highlights the importance of managing the business loyally, correctly, transparently, honestly and with integrity, as well as in compliance with the laws and regulations on active and passive corruption. The Policy also defines the correct conduct to be adopted regarding charity, donations, sponsorships, staff selection and recruitment.

#### Whistleblowing: Procedure for reporting violations

It enables the reporting by staff and third parties as expressly envisaged by the relevant law of any illegalities they become aware of during their work. In order to guarantee the utmost confidentiality for reports by whistleblowers, an IT platform is available which can be accessed through the company website www.q8.it and is managed by an outsourced organisation, as well as a set of rules to protect those who make reports.

#### **Remuneration Policy for Management**

In line with the parent company's Global Policy, pay consists of a fixed and variable part. Fixed pay is commensurate to various factors, including role, responsibility and seniority, while variable pay is linked to a set incentive which depends on the Individual performance assessed through appraisal/rating process and by salary positioning relative to market benchmark, as well as to meeting goals. The relevant corporate objectives to this end are market and financial performance, health and safety indicators, strategic projects and all the activities and initiatives which facilitate the energy transition and the Company's sustainability in the long term (Annex no.8).

#### **Sustainable Supply Policy**

It specifies the high standards that are requested of suppliers, their subcontractors and commercial partners, to guarantee a high level of sustainability along the whole supply chain.

Besides full compliance with the relevant regulatory framework, the policy indicates in detail the ESG principles as fundamental elements to build an ecosystem for itself and for its supply chain, adhering to the 17 Sustainable Development Goals contained in the Agenda 2030 adopted by the United Nations, "to achieve a better and more sustainable future for everyone".

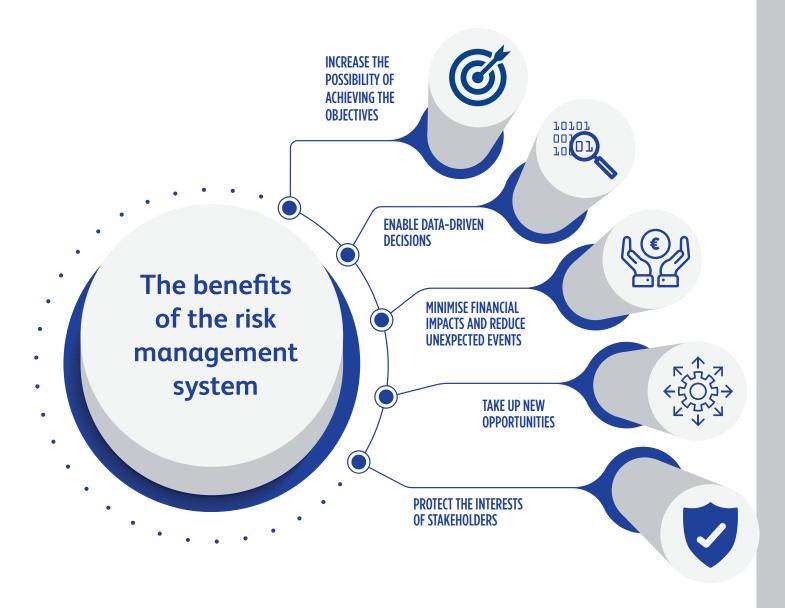
#### **GDPR Working Instruction (General Privacy Procedure)**

It guarantees compliance with personal data processing principles, the means with which the exercise of data subjects' rights is guaranteed, the policies envisaged in the case of data breaches, the means of managing dealings with the Data Protection Authority. The procedure also establishes an ad hoc organisational structure to manage privacy issues.

## Corporate risks

As an integral part of good governance, Q8 adopts an effective corporate risk management system - **ERM: Enterprise Risk Management** - which takes into consideration relevant internal and external factors in regard to its own strategies and the interests of stakeholders.

#### ANALYSIS OF THE **EXTERNAL CONTEXT** The system: MAPPING OF RISKS/ **OPPORTUNITIES** • Determines risks and opportunities to maximise the positive impacts and eliminate, where possible, ASSESSMENT IN TERMS OF or reduce the undesired effects PROBABILITY AND IMPACT in order to achieve continuous improvement; **IDENTIFYING THE PERSON** RESPONSIBLE FOR THE RISK • defines the actions, procedures and processes to tackle risks and opportunities; **IDENTIFYING THE PERSON** 5 RESPONSIBLE FOR THE RISK • envisages means to integrate and implement actions in its own management system 6 PRIORITISING RISKS processes and to assess their effectiveness: • develops a "risk-based" culture in CONTINUOUS UPDATING AND ASSESSMENT OF EFFECTIVENESS order to take up opportunities and minimise the risk impact. VALIDATION BY THE RISK 8 COMMITTEE



Among the risks mapped particular attention is paid to ESG principles, human rights in the value chain and possible risks and opportunities linked to climate change 
with a financial implication.

Important opportunities also open up in this context, such as the development and sale of new products, changing existing products, diversification in energy sources and vectors which brings with it the guarantee of greater energy security for Italy's industrial system, new partnerships and suppliers, expansion of key markets and customers. Potential positive effects may certainly result in relations with stakeholders and in the recognition of the Company as a credible and sustainable interlocutor.



Climate change: change in the climate in the long term due to human activities and natural changes

#### RISKS AND OPPORTUNITIES CONNECTED TO CLIMATE CHANGE

Description	Category	Sub-category	Reasons	Consequences	Financial impact	Assessment	Control measures
Current (threat) and future (opportunity) business put at risk by lack of a sustainability strategy and structure	Strategic	Strategic Planning	Change in GHG and ESG legislation and policies	High/rising operating costs	5 M€	Very High	Development of a plan to implement the long-term energy transition strategy
			Inability to meet customer requests	Worsening of access to financing and subsidies			Establish a sustainability framework to include current and future initiatives
				and subsidies			Development of an ESG strategy and Reporting Framework
			Lack of awareness of costs (carbon L4 renewables)	Risk of losin licence to operate (suitability)			Work empathetically with the main interested parties to identify needs/intuitions as key inputs to construct a shared
			Public pressure for change	Loss of competitive			vision on sustainability Strong relationship
				advantage			and collaboration with local authorities/Ministr y of the Environment
			Political environment	Impact on reputation (damage to the brand) and market share			Initiatives with the media, stakeholders and publication of a Sustainability Report
			Oversee the impact of climate change	Decrease in partnership opportunities			Assign priorities to thematic areas of ESG and energy transition on the basis of corporate risk and opportunities (dual
			Incoherent choices for energy efficiency	Actions by the public, local communities, NGOs and the authorities			materiality)  Develop, implement and monitor sustainability
			Shift in demand to low-carbon solutions	Hard to attract and retain employees			Integrate sustainability into our 5YP to develop the long-term value proposal Develop the operating model, governance and processes for sustainability

# Cooperative compliance agreement with the Tax Agency

Since 2019 Q8 has defined a fiscal strategy approved by the Board of Directors with guidelines and principles adopted to manage fiscal matters and the risk associated with them, in order to guarantee correct and uniform handling of its tax affairs (Annex no.9).

Thanks to this strategy, the Company has been admitted to the Cooperative Compliance system, i.e. the Company is included in the list of virtuous companies published on the Tax Agency website, as a taxpayer which operates completely transparently and collaboratively with the financial administration.

#### IT IS RECOGNITION WHICH:

- · Rewards Q8's commitment to the correct application of tax laws
- Enables closer collaboration with the financial administration
- Increases the level of certainty on the correct treatment of significant tax questions in complete transparency



**5YP:** strategic five-year plan

## **HEALTH, SECURITY, ENVIRONMENT AND QUALITY: AN INTEGRATED MANAGEMENT SYSTEM**

Q8 manages its activities responsibly with a particular focus on health, safety, security, the environment and the quality of its processes. To this end, it has adopted a Business Management System (BMS) and a BMS policy, setting out the principles to be followed, which is disseminated to all employees and suppliers, thus sharing the rules established with the whole supply chain.

The BMS is periodically monitored and controlled:

- With external and internal audits
- With over 1,000 safety walks annually
- Monitoring performance indicators

Everyone, internally and externally, is called on to develop and continuously improve the BMS, through:

The reporting of accidents or near misses



- · The reporting of opportunities to improve corporate processes
- The careful monitoring of performance

Investigations of accidents, near misses and cases of non-compliance linked to the quality of processes are an essential step in the process of continuous improvement of the BMS. The direct involvement of top management on these issues is shown by the quarterly meetings which see them actively involved, to discuss opportunities to improve the system and health and safety standards.



Audit: independent and objective assessment

Safety Walk: safety inspections

### Certifications

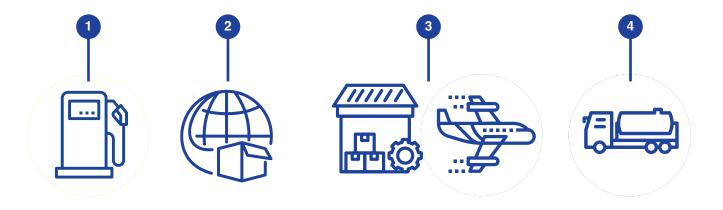
Health, Safety and Environment are essential factors for Q8 in the sustainable development of its business and the care of its people.

For this reason the Company is certified:



Certifications include all the corporate processes through which Q8 markets its products, in particular:

- 1. All the directly managed service stations
- 2. The management of logistics and the supply chain
- 3. The logistical hubs in Naples and at airports
- 4. The subsidiary Q8 Quaser for direct sales of oil products



# ECONOMIC VALUE DIRECTLY GENERATED AND DISTRIBUTED

By undertaking its business, **Q8 contributes to the development of the economic and social fabric of the territory where it operates.** The organisation's ability to create wealth and share it with its stakeholders can be valorised thanks to the recording of **directly generated and distributed economic value.** 

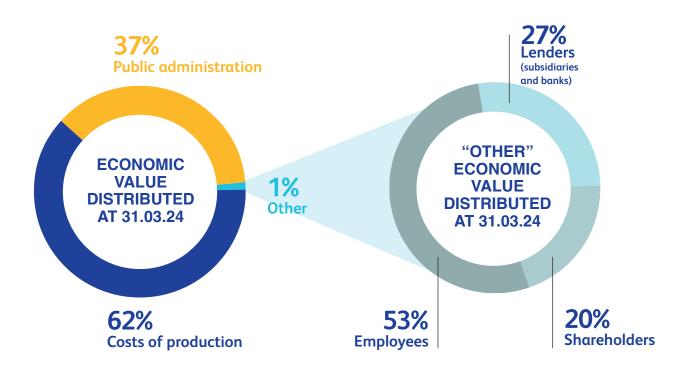
The 2023/24 tax year, after the complete return to normality linked to the end of the pandemic, was heavily influenced by both the Russia-Ukraine conflict and by the fierce tensions in the Middle East following the crisis which broke out after 7 October 2023.

In this context the results achieved by Q8 are clearly positive, albeit below those recorded in the previous year, following a performance in terms of volumes which was below that achieved in 2022/2023, as well as the related margins: the economic value generated was **15,510,796,741 euro**, recording a 2% fall on the previous year.

As for the economic value distributed in the current year, by virtue of Q8's constant and total commitment to the territory where it operates, it was **15,384,177,931 euro**, down by 2% on the previous year.

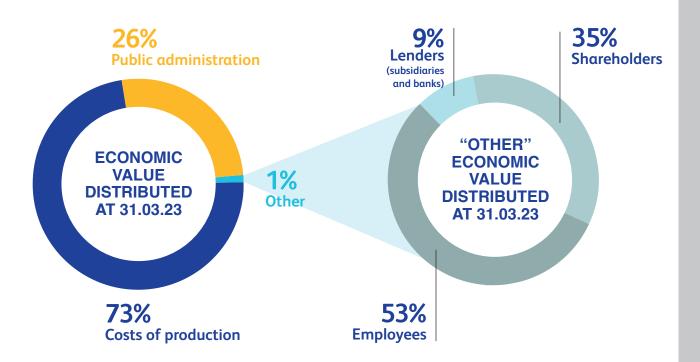
This amount also includes 30,000,000 euro in dividends distributed to the sole shareholder in the current year, which refer to dividends approved with approval of the financial statements closed at 31 March 2023.

Here below is an illustration of how the economic value was distributed by Q8:



From the analysis of the economic value generated and distributed by Q8 during the year, it emerges that:

- The **costs of production** represent **62%** of the value distributed by the Company. The costs of production include all the items regarding ordinary operations.
- The **Public Administration** received **37%** of the economic value generated by the Company, represented mainly by duties but also by current and deferred taxes. Unlike last year, the year in question was not impacted by the one-off component recorded in the previous two years and is represented by the temporary solidarity contribution<sup>4</sup>.
- The item "Other" (1%) includes the following elements:
  - value distributed to employees and collaborators of **53%**, slightly down on the last year which saw, among other things, the provision for the expansion agreement;
  - value distributed to subsidiaries and banks of **27%**, significantly up on the previous year also owing to the consolidated increase in interest rates;
  - value distributed to shareholders of **20%**, down on the previous year due to the distribution in the current year of dividends to the sole shareholder as set out in detail in the first part of this section. Last year dividends were distributed for 52,000,000 euro (32,000,000 euro relating to dividends approved with approval of the financial statements closed at 31 March 2019 and 20,000,000 euro to dividends approved with approval of the financial statements closed at 31 March 2022).



Introduced by the Budget Law for 2023 (art. 1, para. 115-119, Law no. 197/2022), implementing EU Regulation 2022/1854 of 6 October 2022.

# INNOVATION AND DIGITAL TRANSFORMATION

Innovation, especially digital innovation, has always been in Q8's DNA and takes the form of managing data as the strategic pillar of the business and not as a mere technical enabling factor.

The Company's strategies are driven by big data and by new technologies which are integrated and applied in the evolution of internal processes, in the services offered and in the communication to customers.

Underpinning a data-driven company is the culture focussed on data which take on value from how they are collected, prepared, analysed and used. For this reason data literacy is a crucial part of the process.

#### **Business intelligence:**

a collection of processes and tools which make it possible to group data from different sources, analyse them and extract strategic decisions from them.

#### **Data visualization:**

it makes it possible to realise standard, user-friendly graphics and to build predictive models, modify data, integrate new data sources, create complex queries and analyse unstructured data.

### Data literacy

#### Self-service data analytics:

tools which enable users to autonomously manage the data interrogation process, from exploration to analysis up to visualisation of insights.

#### **Data quality:**

high-quality data make it possible for systems to integrate all the related data to offer a complete vision. The reliability of the decision-making process depends on the quality of the data.

An integral part of this new corporate culture is the use of the "Agile" method to develop technological solutions which are functional to the whole Organisation: a flexible approach based on continuous collaboration between technical staff and product users which is being realised. A method which facilitates: team building, the contamination of ideas and competences, as well as the correct sharing of responsibilities.

# The digital transformation on corporate processes

The Digital Transformation is one of the strengths of Q8's market strategy and it has structured its own road-map for the digital transformation which can:

- Exploit all the potential offered by digital technologies
- Deeply change the approach to activities and to processes
- · Expand and supplement staff skills
- Valorise data as a crucial asset

All the corporate processes are involved in the digital transformation which makes it possible to obtain, among other things, the following advantages:

- Better quality of work
- Reduction in consumption of raw materials (e.g. paper) and energy
- · Reduction in number of journeys/movements

Just some examples:

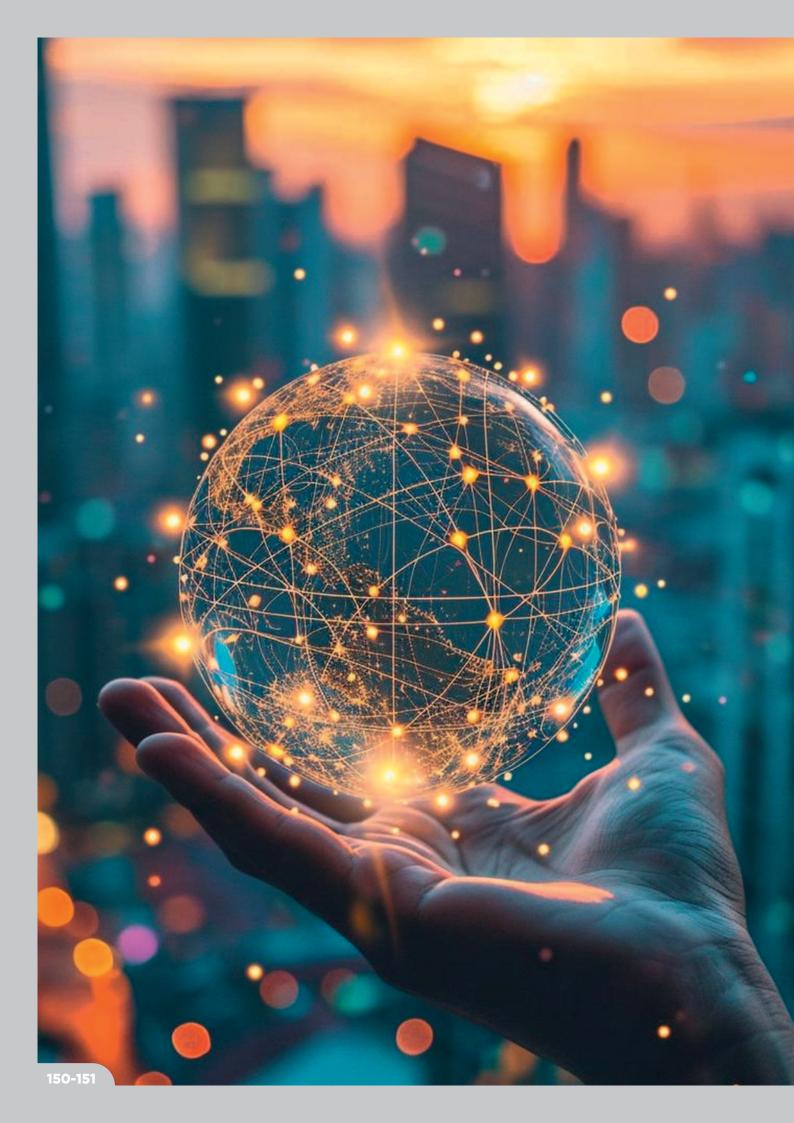
The use of Robotic Process Automation technology increases the degree of automation and efficiency of processes, eliminating repetitive activities with limited added value

The new Workday portal manages all human resource processes transparently and digitally

Complete digitalization of contractual processes, including the digital signature of agreements



**Data Literacy:** the ability to give meaning to data, to interpret them correctly and to explain a phenomenon through data



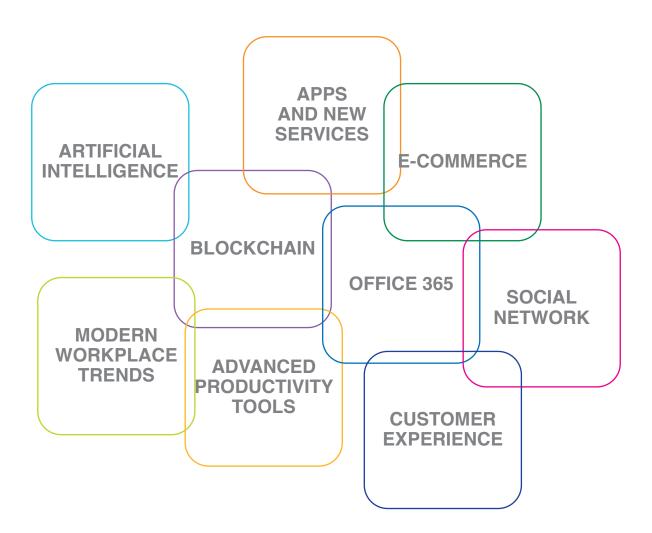
### Data center & Cloud adoption

Q8 has use of a Data Center with impressive calculating capacity together with an annual 20% reduction in consumption thanks to a project which has been underway for some years. In order to always be at the cutting edge in technological innovation by reducing the physical infrastructure, the Company has been adopting Cloud solutions which enable, among other things, a benefit also in terms of reducing the  $CO_2$  of the Data Centers.

### Dissemination of digital culture

Specific and highly skilled training is provided on the various digital and innovative solutions available, but also for the aspects linked to cybersecurity, which are increasingly crucial for today's ways of working.

For effective dissemination of the digital culture in the Company, the whole company population is involved in the mapping of skills and training in the following areas:



## Technological innovation in service stations

The Q8 network is modern and connected: the facilities are equipped with a Virtual host, innovative and Q8 patented infrastructure for the complete virtualisation and remote management of all the systems to control service stations.

### Operational portal for the service station

it guarantees all operations and management of the station, as well as continuous communication between the service station and Q8, with a strong element of Cloud systems.

### Autonomous discharge

for the transporter

a hi-tech device which enables the tanker transporter to autonomously and safely supply the service station; the device is connected to an operations centre and generates digital reports and videos of operations.

### Free wi-fi at the station

### Level sensors and detection units for losses from tanks

they constantly monitor product quantities and make it possible to automatically manage the fuel order.

#### **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.

#### **Training App**

dedicated to staff at service stations. Training and updating are guaranteed through a digital instrument, the Training APP Q8FA, through which it is possible to use training content in "pill" form, for constant updating on the main business and market issues.

#### Presence sensors

make it possible to regulate the roof lights in relation to the people present at the service station.

### Advanced video surveillance

thanks to cameras backed with algorithms and analytics.



### Tailored promotions and direct communications

a marketing automation platform, thanks to the use of advanced analytics and artificial intelligence, makes it possible to offer the customer a one-to-one experience which is diversified on the basis of their preferences and conduct.

#### **Online registration**

all the obligatory fiscal entries for the loading and unloading of products at stations are totally automated and are recorded through an online register which, by automatically collecting all the information from the service station, makes it available directly in the information system of the Customs Agency.



# Click&Fuel thanks to the ClubQ8 App

An App with a strong focus on cyber security thanks to the introduction of the "One Time Password" solution, to access sensitive functions and operations. Through the App a unique customer experience in the sector is possible:

- choose and unlock from their mobile phone the pump at which to top up;
- pay for the refuelling with the App through Satispay, Google Pay, Apple Pay, PayPal and bank cards;
- receive a digital receipt at the end of the transaction.

### Recard Q8

The fast and complete digital system which makes it possible to manage different rechargeable prepaid cards and payment solutions: RecardQ8 Business for credit management in total safety and autonomy, RecardQ8 Coupon and Q8 Ticketfuel digital vouchers for corporate



Technology at the service of the website www.Q8.it

### Cartissima Q8



The digital payment system for smart, safe and fast refuelling which enables complete flexibility in managing your refuelling:

- real-time consumption control;
- interactive management of the corporate fleet;
- electronic invoicing which is valid for fiscal purposes for VAT recovery.

Thanks to the CartissimaWeb portal and the dedicated App, it is possible to easily use a wide range of innovative and sustainable services:

- creation of virtual refuelling cards not only for traditional fuels but also for the new biofuel Q8 HVO+;
- recharging of electric vehicles through over 20,000
   Enel X Way stations and in Q8 service stations;
- calculation of fleet emissions.

#### **Impact**

a thorough analysis of the website www.Q8.it was undertaken from an environmental viewpoint and this made it possible to optimise loading and reduce the weight of numerous pages on the website, thus improving its energy efficiency. The estimates (calculated considering the reduction in emissions per view multiplied by the number of annual views of the pages concerned) for 2023 indicate a total CO<sub>2</sub> saving of 3.8 tons per annum.

#### **Accessibility**

with the goal of reducing the disparity in using digital contents, the institutional website has been made accessible also to people with cognitive problems, through a dedicated menu which makes it possible to tailor the visualisation. This solution includes intuitive designs, clear and easy to understand texts, use of non-invasive colours and figures to avoid excessive visual stimulation and the integration of text reading functions for those who prefer to listen to the contents. In addition, tools were provided to tailor the navigation experience on the basis of users' specific needs.

#### Platform to consult the Sustainability Report

the Sustainability Report 23/24 uses a font compatible with problems of dyslexia and will soon be consultable also through an advanced interactive system, which will guarantee quick, simple and intuitive access to the most interesting information for each user.



Annex: to view the annexes download the pdf

Methodological note	p.	158
GRI content index	p.	160

### **METHODOLOGICAL NOTE**

This document represents the fifth edition of the Sustainability Report (hereinafter also "Report") of Kuwait Petroleum Italia S.p.A. (hereinafter also "Q8"). The Sustainability Report were drawn up in order to describe the results achieved by Q8 in the economic, social, and environmental fields, describing the Company's commitment to creating value not only for itself, but also for its stakeholders. The Sustainability Report were drawn up in accordance with the "GRI Sustainability Reporting Standards" published by the Global Reporting Initiative (GRI) in 2016 and updated in 2021, and the sector Standard Oil & Gas, in accordance with the "in accordance" approach, as indicated in the "Index of GRI Contents" section. Specifically, the detailed list of the GRI Standards present in the text is summarized in the Content Index at the end of the document, according whit the GRI Standard 1: Foundation 2021, par. 3. Furthermore, in the event of restatements of data relating to the previous period, these are expressly indicated within the document. The Sustainability Report are drawn up on a voluntary basis since Q8 does not fall within the scope of D. Lgs. 254/2016.

The reporting perimeter of economic, environmental, and social data and information refers to Q8. Any specifications and exceptions to the reporting perimeter are indicated on time in the relevant sections. This document also contains additional data and information on Kuwait Refining and Chemistry S.p.A. (hereinafter also "KRC"), Q8 Quaser S.r.I. (hereinafter also "Quaser"), Servizi & Gestioni Italia S.r.I. (hereinafter also Segit), Milazzo S.C.P.A. refinery (hereinafter also "RAM"), Eco Fox S.r.I. and Q8Oils Italia S.r.I (Ex Conqordol and hereinafter also Q8Oils) that allow to better understand the activities of Q8.

The reporting frequency is on an annual basis, and the contents of this document refer to the period from April 1, 2023, to March 31, 2024 (except GRI 306: Waste 2020, for which the reference time period is 2023) and reflect the principle of Materiality or relevance. The data for the previous financial year (April 1, 2022 - March 31, 2023) were reported in order to provide the reader with a benchmark of economic, social, environmental, and governance performance and thus allow an assessment of Q8 activity performance over the two-year period. The selection of the themes underlying this Report confirm the outcome of the Materiality analysis carried out last year, in February 2023, according to the indications of the GRI sustainability reporting standards, the principal international methodological reference adopted, and in particular considering the sectoral Oil & Gas standard. The results of the Materiality analysis reflect the Company's significant impacts on the economy, environment, and people, including their human rights, as described in the "Materiality" section.

The chapters also mention the United Nations Agenda 2030 Sustainable Development Goals (SDGs) that guide the Q8 sustainability strategy.

In order to provide a correct representation of the reported activities and to guarantee the reliability of the data, the use of estimates has been limited as much as possible, which, where present, are based on the best available methodologies and appropriately reported. The data and information contained in the document were collected by the referents of the company functions

involved, through data collection sheets compiled with the data extracted from the Company's systems and were calculated in a timely manner on the basis of the findings of the general accounts and other information systems used.

The document has been submitted to the conformity assessment ("limited assurance engagement" according to the criteria indicated by the ISAE 3000 revised principle) by Deloitte & Touche S.p.A., which is expressed in a separate report. The audit was carried out in accordance with the procedures set out in the "Independent Auditing Company Report", which is included in the document. This document was approved by the Board of Directors on July 29, 2024.

#### Contacts

For any information regarding the Sustainability Report, please contact Q8 HR and External Relations: relazioniesterne@q8.it

The Sustainability Report is also available on q8.it in 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, 2023 to March 31, 2024.
GRI 1 used	GRI 1: Foundation 2021
Sector Standard	GRI 11: Oil&Gas

GRI	Disclosure	Location	Omission	
Standard/mat				
erial topic				
GRI 2: General dis				
	and its reporting 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	Following the improvement of the reporting process, the data as of March 31, 2023, has been recalculated for the annual total compensation ratio and for the variation in the annual salary ratio.		
2-5	External assurance	Methodological Note		
Activities and wor	kers			
2-6	Activities, value chain and other business relationships	Vision, mission and values; Sector in which we operate; Where we are; 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 Annexes		
2-10	Nomination and selection of the highest governance body	Responsible governance		
2-11	Chair of the highest governance body	Responsible governance		
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	During 2023-2024 no non- compliances with laws and regulations have been recorded.		
2-28	Membership associations	Our ecosystem The role in associations		
Stakeholder engag				
2-29	Approach to stakeholder engagement	Dialogue with Stakeholders		
2-30	Collective bargaining agreements	During 2023-2024, 100% of employees are covered by collective bargaining agreements.		
GRI 3: Material to	pics 2021		, , , , , , , , , , , , , , , , , , ,	

2 1	Dracess to determine material tenies	Materiality	l	1	I
3-1 3-2	Process to determine material topics List of material topics	Materiality			
		environmental protection			
3-3 (11.1.1;	Management of material topics	Our consumption and			
11.2.1; 11.3.1; 11.4.1)		emissions; The Naples hub: the fulcrum of our logistics; Initiatives to reduce the environmental impact of logistics; Initiatives to reduce the environmental impact of			
		secondary logistics; Initiatives to reduce the environmental impact of the retail network; Initiatives to reduce the environmental impact of headquarter; Annexes			
GRI 201: Econom	ic performance 2016				
201-2 (11.2.2)	Financial implications and other risks and	Corporate risks; Annexes			
GBI 202, Energy 3	opportunities due to climate change	Allilexes		<u> </u>	
GRI 302: Energy 2 302-1 (11.1.2)	Energy consumption within the	Our consumption and	1	<u> </u>	
, , ,	organization	emissions			
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	Our consumption and emissions;			
		Energy and emissions intensity			
GRI 305: Emission		Our consumption and	I	Ι	1
305-1 (11.1.5)	Direct (Scope 1) GHG emissions	Our consumption and emissions			
305-2 (11.1.6)	Energy indirect (Scope 2) GHG emissions	Our consumption and emissions			
305-3 (11.1.7)	Other indirect (Scope 3) GHG emissions	Our consumption and emissions; Emissions from primary and secondary transport			
305-4 (11.1.8)	GHG emissions intensity	Our consumption and emissions; Energy and emissions intensity			
305-5 (11.2.3)	Reduction of GHG emissions	Our consumption and emissions; Initiatives to reduce the environmental impact of logistics; Initiatives to reduce the environmental impact of secondary logistics; Initiatives to reduce the environmental impact of the retail network			
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
GRI 304: Biodiver	l sity 2016				core business.
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The Naples hub: the fulcrum of our logistics; Annexes			
304-2	Significant impacts of activities, products and services on biodiversity	The Naples hub: the fulcrum of our logistics; Annexes			
304-3	Habitats protected or restored	The Naples hub: the fulcrum of our logistics; Annexes			
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Annexes			
	er health and safety 2016	Finished at 1	1		ı
416-1	Assessment of the health and safety impacts of product and service categories	Finished products			
2 2 /11 5 1		management Responsible waste and water			T
3-3 (11.5.1; 11.8.1)	Management of material topics	Responsible waste and water management Waste			
GRI 306: Waste 2		Responsible waste and water	ı	1	I
306-1 (11.5.2)	Waste generation and significant	management			

	wasta ralated impacts	Waste	I	Ī	<u> </u>
306-2 (11.5.3)	waste-related impacts  Management of significant waste-	Responsible waste and water			
300 2 (11.3.3)	related impacts	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	s and Waste 2016			•	
306-3 (11.8.2)	Significant spills	Responsible waste and water management Waste			
	Wate	r stewardship			
3-3 (11.6.1)	Management of material topics	Responsible waste and water management Water			
GRI 303: Water ar	nd Effluents 2018		I.		
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			
		and welfare of workers			
3-3 (11.9.1)	Management of material topics	Occupational health and safety; The active role of workers; E-WELL: Health & Welfare;			
GRI 403: Occupati	I ional Health and Safety 2018	The focus on health			
403-1 (11.9.2)	Occupational health and safety management system	Health, Security, Environment and Quality: an integrated management system			
403-2 (11.9.3)	Hazard identification, risk assessment, and incident investigation	Occupational health and safety			
403-3 (11.9.4)	Occupational health services	People care strategy; Occupational health and safety; E-WELL: Health & WelfareThe focus on health			
403-4 (11.9.5)	Worker participation, consultation, and communication on occupational health and safety	Occupational health and safety; The active role of workers; E-WELL: Health & Welfare			
403-5 (11.9.6)	Worker training on occupational health and safety	Occupational health and safety; E-WELL: Health & Welfare Annexes			
403-6 (11.9.7)	Promotion of worker health	Occupational health and safety; The active role of workers; E-WELL: Health & Welfare The focus on health			
403-7 (11.9.8)	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health and safety; The active role of workers; E-WELL: Health & WelfareThe focus on health			
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			
2 2 /11 7 1.		pital development People in Q8;			
3-3 (11.7.1; 11.10.1)	Management of material topics	People in Q8; Training; Recruitment			
GRI 401: Employn					T
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;	Parental leave	Annexes			
11.11.3)	l anagement Relations 2016		L		
402-1 (11.7.2;	Minimum notice periods regarding	Annexes		1	
11.10.5)	operational changes				
	and Education 2016				
404-1 (11.10.6;	Average hours of training per year per	Training; Annexes			
11.11.4)	employee				
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	During 2023-2024 90% of			
	performance and career development reviews	employees received a regular			
	Equal opportunity, div	performance review versity and non-discriminat	ion		
3-3 (11.11.1)	Management of material topics	People in Q8;	IOII		
(,		Inclusion;			
		Corporate welfare and wellbeing;			
		People care strategy;			
		Smart-working; Active involvement of			
		employees;			
		New parents and caregivers; Services for sport;			
		Industrial relations;			
ODL OCC. 1	2015	Community Q8	L		
GRI 202: Market p		On March 31, 2024, the			
202-2 (11.11.2)	Proportion of senior management hired from the local community	proportion of senior			
		management hired from the			
		local community was: 10% men			
		2% women			
	and Equal Opportunity 2016	T = 1 + 4=		ı	I
405-1 (11.11.5)	Diversity of governance bodies and employees	People in Q8 Annexes			
405-2 (11.11.6)	Ratio of basic salary and remuneration of	Annexes			
103 2 (11.11.0)	women to men				
GRI 406: Non-disc	rimination 2016				
406-1 (11.11.7)	Incidents of discrimination and corrective	During 2023-2024 there were no incidents of discrimination.			
	actions taken				
3-3 (11.10.1;	Management of material topics	pply chain Sustainable value chain;	1	l	
11.12.1;	ivianagement of material topics	Crude oil;			
11.13.1)		Finished products; Goods and services;			
		Examples of suppliers and			
		their sustainability			
407-1 (11.13.2)	of Association and Collective Bargaining 2016  Operations and suppliers in which the right to	The Q8's suppliers adhere to	1	1	
407-1 (11.13.2)	freedom of association and collective	the code of ethics, which			
	bargaining may be at risk	states that Q8 doesn't 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			
GDI 400: Forced -		international convention.	1		
409-1 ロエコノハ	r Compulsory Labor 2016 Operations and suppliers at significant risk for	The Q8's suppliers adhere to		1	
409-1 (11.12.2)	Operations and suppliers at significant risk for incidents of forced or compulsory labor	the code of ethics, which			
409-1 (11.12.2)	Operations and suppliers at significant risk for	the code of ethics, which states that Q8 rejects any			
409-1 (11.12.2)	Operations and suppliers at significant risk for	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly			
409-1 (11.12.2)	Operations and suppliers at significant risk for	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human			
409-1 (11.12.2)	Operations and suppliers at significant risk for	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly			
	Operations and suppliers at significant risk for incidents of forced or compulsory labor	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both			
GRI 414: Supplier	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			
GRI 414: Supplier 414-1 (11.10.8;	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international			
GRI 414: Supplier	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  arring economic value			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  haring economic value  Directly generated and			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and si  Management of material topics	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  arring economic value			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and si	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  haring economic value  Directly generated and			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)  3-3 (11.14.1)  GRI 201: Economi	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and simple of material topics  c performances 2016	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  Directly generated and redistributed economic value			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)  3-3 (11.14.1)  GRI 201: Economi	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and si  Management of material topics  c performances 2016  Direct economic value generated and distributed  Financial assistance received from	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  aring economic value  Directly generated and redistributed economic value			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)  3-3 (11.14.1)  GRI 201: Economi 201-1 (11.14.2)  201-4 (11.21.3)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and si  Management of material topics  c performances 2016  Direct economic value generated and distributed  Financial assistance received from government	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  aring economic value  Directly generated and redistributed economic value generated and distributed			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)  3-3 (11.14.1)  GRI 201: Economi 201-1 (11.14.2)  201-4 (11.21.3)  GRI 202: Market p	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and state of Management of material topics  c performances 2016  Direct economic value generated and distributed  Financial assistance received from government oresence 2016	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  Directly generated and redistributed economic value generated and distributed and distributed Annexes			
GRI 414: Supplier 414-1 (11.10.8; 11.12.3) 414-2 (11.10.9)  3-3 (11.14.1)  GRI 201: Economi 201-1 (11.14.2)  201-4 (11.21.3)	Operations and suppliers at significant risk for incidents of forced or compulsory labor  Social Assessment 2016  New suppliers that were screened using social criteria  Negative social impacts in the supply chain and actions taken  Creating and si  Management of material topics  c performances 2016  Direct economic value generated and distributed  Financial assistance received from government	the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.  Goods and services  Goods and services  aring economic value  Directly generated and redistributed economic value generated and distributed			

		management hired from the		
		local community was: 10% men		
		2% women		
GRI 203: Indirect	economic impacts 2016			
203-1 (11.14.4)	Infrastructure investments and services	Initiatives to reduce the		
	supported	environmental impact of		
		logistics; Initiatives to reduce the		
		environmental impact of		
		secondary logistics;		
		Initiatives to reduce the		
		environmental impact of the retail network		
203-2 (11.14.5)	Significant indirect economic impacts	The Naples hub:		
203-2 (11.14.3)	Significant mulifect economic impacts	the fulcrum of our logistics;		
		Social and economic value		
		generated;		
GPI 204: Procurer	nent Practices 2016	Annexes		
204-1 (11.14.6)	Proportion of spending on local suppliers	Sustainable value chain	Т	
GRI 207: Tax 2019		Sustamable value cham		
207-1 (11.21.4)	Approach to tax	Annexes	Т	
207-2 (11.21.4)	Tax governance, control, and risk	Annexes		
207-2 (11.21.3)	management	Aimexes		
207-3 (11.21.6)	Stakeholder engagement and	Annexes	+	
20, 3 (11.21.0)	management of concerns related to tax			
207-4 (11.21.7)	Country-by-country reporting		Confidentiali	Kuwait Petroleum
2017 (11.21.1)	country by country reporting		ty	S.p.A., not being a
			constraints	publicly listed
				company, reserves
				the right not to disclose sensitive
				economic and
				financial information
				related to taxes.
	Local development, ci	vil economy and land relat	ons	
3-3 (11.15.1)	Management of material topics	Initiatives to reduce the		
		environmental impact of logistics;		
		Initiatives to reduce the		
		environmental impact of		
		secondary logistics;		
		Initiatives to reduce the		
		environmental impact of the retail network;		
		Social and economic value		
		generated;		
		Our ecosystem;		
CD1 440 1 10		Q8 and the territory of Naples		
GRI 413: Local Co		Initiatives to reduce the	T T	
413-1 (11.15.2)	Operations with local community	environmental impact of the		
	engagement, impact assessments, and	retail network;		
	development programs	Social and economic value		
		generated;		
		Annexes		
413-2 (11.15.3)	Operations with significant actual and	Initiatives to reduce the environmental impact of the		
	potential negative impacts on local communities	retail network;		
	communicies	Social and economic value		
		generated;		
		Annexes		
2 2 /11 10 1		nce and Integrity	1	
3-3 (11.19.1;	Management of material topics	Responsible governance; Ethics and Responsible		
11.20.1;		Conduct;		
11.22.1)		Code of ethics;		
		Our policies;		
CDI 20C. Auti-	notitive Rehavior 2016	Corporate risks		
	petitive Behavior 2016 Legal actions for anti-competitive behavior,	During 2023-2024 there were	1 1	
206-1 (11.19.2)	anti-trust, and monopoly practices	no legal action for		
	and dust, and monopoly practices	anticompetitive, antitrust and		
		monopolistic practices		
GRI 205: Anti-corr	·	Т.	1 '	
205-1 (11.20.2)	Operations assessed for risks related to	Annexes		
205 2 /44 22 21	corruption	Our polici	<del>                                     </del>	
205-2 (11.20.3)	Communication and training about anti-	Our policies Annexes		
205 2 /44 20 4\	corruption policies and procedures		<del>                                     </del>	
205-3 (11.20.4)	Confirmed incidents of corruption and actions	During 2023-2024 there weren't any reported incident		
	taken	of corruption		
GRI 415: Public po	blicy 2016			
415-1 (11.22.2)	Political contributions	As stated in the code of ethics,		
		Q8 doesn't make		
		contributions, financing, or		
		any other form of support that could be considered direct and		
	<u> </u>	could be considered direct and	<u> </u>	

		indirect contributions to political parties or candidates, or to any political association, even through intermediaries.	
	Custor	ner satisfaction	
3-3	Management of material topics	Listen to customers; Customer Centricity; Q8 and customers: an increasingly digital and inclusive relationship; High professional customer service	
GRI 417 Mar	keting and labeling 2016		
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, 2024, there were nine cases of non- compliance with information and labelling of products and services, but the investigation to define the penalty is still ongoing.	
GRI 418 Cust	omer privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer	During 2023-2024 there weren't cases of violation of customers' privacy.	
	Innova	tion processes	
3-3	Management of material topics	Innovation and Digital Transformation	
	Not material topics from (	Oil & Gas Sector Standard (GRI 11)	
11.16 11.17 11.18		The topics were not material for the Sustainability Report 2023 directly related to Q8's core business.	3-2024 as they aren't



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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, 2024.

#### 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.

#### Deloitte.

#### 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. 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 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:

- 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;
- comparison between the economic and financial data and information included in the paragraph "Directly generated and redistributed economic value" 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 Kuwait Petroleum Italia S.p.A.'s activities and characteristics, at the Company's level:

- with regards to qualitative information included in the Sustainability Report, we carried out site visits
  and interviews to the responsible personnel, gathered supporting documentation in order to verify its
  consistency with the available evidence;
- 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.

#### Deloitte.

#### 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, 2024 is not prepared, in all material aspects, in accordance with GRI Standards, as stated in the paragraph "Methodological note" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by Domenico Falcone Partner

Rome, Italy July 31, 2024

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



#### Kuwait Petroleum Italia S.p.A.

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Thanks to all colleagues who have contributed to this document.

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Kuwait Petroleum Italia S.p.A.