



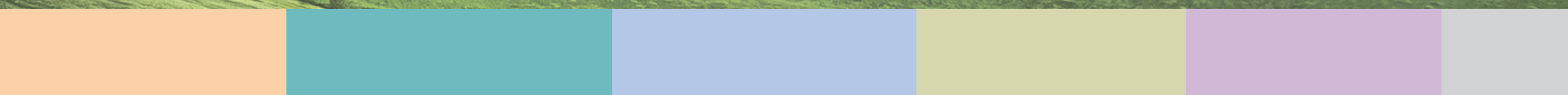
Q8



Sustainability Report

Kuwait Petroleum Italia S.p.A.

2019 - 2020



4	LETTER TO STAKEHOLDERS METHODOLOGICAL NOTE
7	WHO WE ARE - OUR STORY P. 8 - VISION, MISSION AND VALUES P. 10 - SECTORS IN WHICH WE OPERATE P. 11
21	Q8'S SUSTAINABILITY PATH - DIALOGUE WITH STAKEHOLDERS P. 22 - Q8'S MATERIALITY MATRIX P. 23 - Q8 SUSTAINABILITY STRATEGY P. 25
29	NEW WAYS OF DOING BUSINESS - RESPONSIBLE GOVERNANCE P. 30 - ETHICS AND RESPONSIBLE BEHAVIOUR P. 34 - DIRECTLY GENERATED AND REDISTRIBUTED ECONOMIC VALUE P. 40 - INNOVATION AND DIGITAL TRANSFORMATION P. 42
45	ENABLER FOR THE ENERGY TRANSITION - SUSTAINABLE SUPPLY CHAIN P. 46 - OUR ENERGY CONSUMPTIONS AND INITIATIVES TO REDUCE THEM P. 52 - CUSTOMER AT THE CENTER P. 64
69	PEOPLE ENHANCEMENT - PEOPLE IN Q8 P. 70 - FOCUS ON DEVELOPMENT AND ENHANCEMENT P. 74 - WORKPLACE HEALTH AND SAFETY P. 82 - Q8 AND THE TERRITORY P. 86
95	ATTACHMENTS - SCOPE OF MATERIAL TOPICS P. 96 - GRI CONTENT INDEX P. 96



The year that just ended was an exceptionally difficult one for the global community as well as for the context in which our Company operates. This period has been marked by economic instability resulting from high volatility in commodity prices, the imposition of new import duties, the continuing climate-environmental instability and, last but not least, an unprecedented health emergency for the modern era. In this complex scenario, sustainable development is now the crucial factor for the economy and for the development process of countries, communities and organisations. Kuwait Petroleum Italia is aware of this and wants to be a protagonist of the transition process in the energy sector.

We are a fundamental player for the sustainable mobility of people and goods and this for us means being able to combine both social aspects and environmental impact aspects at the same time. Better and more efficient mobility is a key factor in improving people's quality of life and improving air quality in metropolises and areas with a higher population concentration.

Confirming this attention and sensitivity, the Company's main objective is to develop its core business in line with the themes of ESG (Environmental, Social, Governance), integrating the concept of sustainability within its business strategy and promoting a corporate culture of sustainability, respecting the values of environmental protection, safety and human dignity.

The focus on environmental issues and the contextual goal of a better well-being for the community is made concrete both within the strategies and policies of Kuwait Petroleum Italia and in the initiatives and projects promoted by the Group. In this regard, there are many and diverse projects aimed at eliminating or minimizing the environmental impact of all business activities as well as those aimed at ensuring and protecting the environment in all its forms, directly involving its employees and customers.

The development and well-being of the community of reference is another pillar of our strategies. The numerous welfare and well-being initiatives reserved for all employees, initiatives and partnership projects with universities and research institutions, as well as all collaboration activities with civil society organizations and Corporate Citizenship Responsibility projects, testify to the Company's commitment to creating value and redistributing part of the wealth within the territories in which it operates. Finally, knowing that the results achieved would not have been achieved without the commitment of all employees and collaborators working in the various structures of the Group Companies, it is precisely to them that I want to give the most heartfelt thanks, together with the conviction that we can continue to operate in a cohesive and motivated environment.

Giuseppe Zappalà
Chief Executive Officer

Kuwait Petroleum Italia S.p.A.

WE WANT TO BE PROTAGONISTS OF THE ENERGY TRANSITION PROMOTING A COMPANY CULTURE OF SUSTAINABILITY, RESPECTING THE VALUES OF THE ENVIRONMENTAL PROTECTION, SAFETY AND OF HUMAN DIGNITY.

In line with the path taken and with its strategic positioning on the topic of sustainability that led to the development of a Sustainability Strategy, Kuwait Petroleum Italia S.p.A. (below also "Q8") produced the first Sustainability Report to describe the Company's achievements in the economic, social and environmental spheres. The Report describes the Company's commitment to creating value not only for itself, but also for its stakeholders.

The content and indicators that are reported in this document were selected on the basis of the results of the materiality analysis that allowed to identify the most relevant issues for Q8 and its stakeholders, which is described in the "Q8's materiality matrix" paragraph. In addition, what is presented in the Sustainability Strategy was also taken into account to define the contents.

The reporting scope of economic, environmental and social information and data refers to Q8. Any specifics and exceptions to the reporting scope are duly reported in the relevant sections.

Additional data and information on Raffineria di Milazzo S.C.p.A. (also "RAM" below), Kuwait Raffinazione e Chimica S.p.A (also "KRC" below), Q8 Quaser S.r.l. (also "Quaser" below), KRI S.p.A. and Conqord Oil S.r.L. are also included in this document.

The report was written in accordance with the standards of the Global Reporting Initiative Sustainability Reporting Standards (below "GRI Standards") issued in 2016 by the Global Reporting Initiative (GRI), according to the "GRI Referenced" approach. The detail of the reported indicators is shown in the "GRI Content Index" table at the end of this document.

The reporting period is on an annual basis and the contents of this document refer to the 2020 financial year, between April 1, 2019 and March 31, 2020. Where available, information and data from previous years are reported for comparative purposes only in order to enable an assessment of the Company's business over a longer period of time.

In order to provide a correct representation of the reported activities and to ensure the reliability of the data, the use of estimates that, where present, are based on the best methodologies available and appropriately reported has been limited as much as possible.

This document was approved by the Board of Directors on 07/28/2020.

THIS REPORT HAS BEEN PREPARED
IN ACCORDANCE WITH THE
GRI SUSTAINABILITY REPORTING
STANDARDS DEFINED BY THE
GLOBAL REPORTING INITIATIVE (GRI)

CONTACTS

For more information about the Sustainability Report you can contact Q8's HR and External Relations Departments email address: relazioniesterne@q8.it
The Sustainability Report is also available on the www.q8.it site within the section "Company".



WHO WE ARE



A FAST GROWING COMPANY THANKS TO SUCCESSFUL ACQUISITIONS

OUR STORY

Kuwait Petroleum Italia S.p.A. (Q8) is the Italian subsidiary of Kuwait Petroleum International, an international downstream petroleum company owned by Kuwait Petroleum Corporation, the national petroleum company of the State of Kuwait.

Q8's history is characterized by steady growth thanks to a successful acquisitions and operations strategy. A story that begins in **1984** when the Company entered the Italian market through the acquisition of the Gulf retail network and, two years later, in **1986**, launched its innovative "Q8" brand.

In **1988** it acquired **Roloil**, a leading company operating in the lubricants segment.

But it was in **1990** that Q8 made the great leap in its history with the acquisition of **Mobil Oil Italiana**. Thanks to this operation, in **1992** it launched the new and large Q8 retail network and completed the range of lubricants with the new Q8Oils product line.

In **1996**, three years after optimizing its logistics with the conversion of the Naples refinery into a coastal depot, it regained a strategic role in the Italian refining sector thanks to the important agreement with **Agip Petroli** (now Eni) for the acquisition of 50% of **Milazzo Refinery** (RAM S.C.p.A.).

In **1999** it concentrated all production and marketing activities of Roloil and Q8Oils-branded lubricants in Conqord Oil (formerly Roloil) and in **2001** establishes **Q8 Quaser**, a commercial company operating in the direct sales channel.

Finally, in **2014**, it continued its growth with the acquisition of **Shell Italia's** retail network and main logistics assets, further strengthening its position among the main players in its market of reference.

OUR BRAND

The "Q8" brand, presented on the Italian market for the first time in 1986, was immediately highly innovative and original, able to **stand out for its recognition and memorability**.

All aspects of the brand have a strong relevance to the origins of the parent company. From the captivating and winning idea of summarizing in the "Q8" formulation, the pronunciation of the country of origin of the company and shareholders, to the recall, through the symbol of the two colored sails, to the ancient maritime vocation and the traditional sailboats of Kuwait (called *Dhow*).



OUR BRAND IS
STRONG, INNOVATIVE
AND RECOGNIZABLE.



The logo was last renewed in 2014 in its shape and colors, but without detaching itself from its origins, so as not to betray the DNA of the Company.

1984

ENTERS THE ITALIAN
MARKET WITH THE
ACQUISITION OF THE
GULF NETWORK

1986

LAUNCHES ITS
INNOVATIVE
Q8 BRAND

1988

TAKES OVER ROLOIL,
A LEADING COMPANY
IN THE LUBRICANTS
SEGMENT

1990

ACQUIRES
MOBIL OIL
ITALIANA

1996

ACQUIRES FROM ENI
50% OF THE REFINERY
OF MILAZZO

2014

ACQUIRES SHELL
ITALIA'S
DOWNSTREAM
ACTIVITIES

VISION, MISSION AND VALUES

Over the years, the Company has implemented various activities and initiatives aimed at understanding and increasing the perception of the brand within the context of reference, with the aim of building a brand image that is considered strong, dynamic, credible and future-oriented.

In addition, to tie Q8 to the parent company, besides the aforementioned aspects related to the brand, there are certainly the values that distinguish the performance of the business, which include commitment, excellence, attention to partnership selections, integrity, motivation, corporate thinking and operational flexibility.

All Q8 activities are carried out with the intention of being an attractive brand, able to create value through its activities, to stand out as a reliable player within the context of reference by implementing correct and fair processes and behaviors, in line with the highest ethical standards. Another factor that distinguishes the corporate culture of Q8 is the strong focus on aspects directly related to innovation. This is done in order to be sensitive and responsive to change, open to discussion and teamwork enhancement, pro-active to new technologies and in general to innovation.

Values perfectly consistent with our **Vision** also shared with the parent company which include *being an international player admired for its performance, the talent of people, the trust of partners and customers, and being appreciated for its social and environmental responsibility.*

THE Q8 MISSION TAKES SHAPE FROM THE VISION AND IS STRONGLY LINKED TO THE VALUES OF THE WHOLE GROUP AND THE DESIRE TO REPRESENT A REALITY THAT CONSIDERS ALL THE ASPECTS NECESSARY TO ENSURE:

- commercial sustainability by maintaining excellent operating standards and sustaining a competitive position within the reference market;
- a strong focus on investing in people to support the Group's expansion by leveraging its resources and their skills;
- to confirm itself as a key player in the energy and mobility sector, with a focus on customers and their needs;
- continue to develop new alternative fuels, high-quality services for all customers and along the entire value chain, based on the use of the most advanced state-of-the-art technologies;
- to build a future with respect for ethical values, people, communities and the environment.

All of these aspects describe the essence of Q8's strategy, which has as an intrinsic factor the **sustainability of the business**, with a constant attention to the environment, to health and safety, and to the **central role of the clients**, through the identification of their diverse needs and the definition of specific initiatives aimed at meeting their expectations.

SECTORS IN WHICH WE OPERATE

WE OPERATE THROUGHOUT THE ENTIRE INTEGRATED OPERATION CYCLE REACHING END CONSUMERS, KEEPING SUSTAINABILITY AT THE HEART OF ALL OUR ACTIVITIES.

Through its activities, the Q8 Group in Italy covers the entire integrated downstream cycle, from refining to the end consumer.

In an increasingly changing world, with a growing focus on sustainable mobility, Q8 wants to be a protagonist of the **energy transition** by directing all its activities to sustainability respect in order to synergistically combine **environmental protection, social development and economic growth**.



RETAIL

It has a network of about 2,800 service stations nationwide



LUBRICANTS

Offers a wide range of lubricants of the highest quality for transport and industrial uses



DIRECT

It markets and distributes fuels to industries, retailers, service companies, public authorities and end consumers



MARINE

Provides its own products in many Italian ports



REFINING

It operates through the Milazzo refinery (RAM), managed in joint venture with Eni



AVIATION

It supplies the most important airlines in 18 Italian airports



FUEL CARDS

Offers innovative payment solutions reserved for both companies and consumers

To ensure its commercial activities, Q8 has an **efficient and well-balanced nationwide supply and logistics system** able to ensure the availability of products throughout the country.

A MODERN, SUSTAINABLE AND CONNECTED NETWORK

Q8 as a network of branded service stations extending across the country.

With its approximately **2.800 service stations**, the Company provides services and products that meet the needs of consumers and respond concretely to the growing focus on the development of a more sustainable mobility. Q8 provides a multi-energy offer, from traditional and premium fuels (**Q8 HiPerform Diesel and Q8 Hi Perform 100 Ottani**), to alternative fuels such as GPL, liquefied and compressed natural gas (LNG and CNG) as well as electric vehicle charging.

Q8 network operates with two different formats: manned **sites** and unmanned automated sites, known as **Q8easy**.

In the manned service stations, competent staff, constantly trained and updated, provides a wide range of ancillary services, allowing to meet the needs of consumers who appreciate such services and prefer the comfort of being served in the refueling.

The Q8easy network provides self service refueling, 24 hours a day, at always affordable prices. In each, Q8easy site technology is synonymous with convenience, guarantee, customer satisfaction, energy savings and, of course, maximum ease and safety of refueling.

A **sustainable network**, thanks to multiple carefully designed solutions to reduce emissions and consumptions, and the presence of modern **infrastructures for the supply of alternative fuels and for electric charging**. In recent years, Q8 has concentrated many of its investments in this direction, aware of the strategic importance of riding the change towards a mobility increasingly attentive to environmental issues.



INNOVATION,
ATTENTION TO THE
CLIENT AND THE
ENVIRONMENT ARE THE
STRATEGIC FACTORS
OF OUR SUCCESS

A **modern network** with an advanced, state-of-the-art practical and secure connectivity system for digital payments and virtualized fuel cards.

To complete the offer, a wide range of **non-oil products and services** (car wash, restaurants and shops), are made available also thanks to prestigious partnerships with the most important operators of the reference sectors.

WHERE WE ARE

WE ARE A SOLID PRESENCE ON THE ENTIRE NATIONAL TERRITORY FROM NORTH TO SOUTH



SUBSIDIARIES AND AFFILIATED COMPANIES

REFINING	SUPPLY & LOGISTICS	MARKETING	
	KRI KRC CONTINENTALE ↓ SIGEMI	SEGIT QUASER VELE AVIO KAI LUBES CONQORD OIL	SUBSIDIARIES
RAM (J.V.)	DECO MERITRANS BK TRASPORTI LTGK	MARES DICOMI ENERGAS PETROLFUEL AVIO DISMA SERAM TRAPANI AIR	AFFILIATED COMPANIES

Q8'S SUBSIDIARIES

KRC

Kuwait Raffinazione e Chimica S.p.A (below KRC), is the company fully owned by Q8 that, following the acquisition in 1990 of Mobil Raffinazione e Chimica S.p.A., managed the production activities of petroleum products and aromatic compounds in the Naples plant until 1993.

Since 1993, when the Q8 Group decided the stop of the Naples refinery and the conversion of the site into a storage facility for petroleum products, KRC has been involved in the disposal and remediation of the land owned where the decommissioned assets were located. KRC has voluntarily equipped itself with a Quality, Environment and Safety Management System according to ISO standards, and is strongly committed to responsibly manage its activities by taking all appropriate measures to eliminate and/or minimize potential impacts on the environment while trying to maximize its positive ones. In addition, KRC has made a clear commitment to adhere to the principles of Sustainable Development, favoring remediation techniques to reduce environmental impacts through the use of particularly innovative technologies.

In fact, where possible, techniques are used that involve "in situ" interventions, i.e. without soil excavation/handling (AS/SVE wells) and "on site", i.e. with treatment of remediation of contaminated soils directly within the site and possible re-use (Landfarming, thermal desorption), in line with the principles of sustainable remediation.



Q8 QUASER

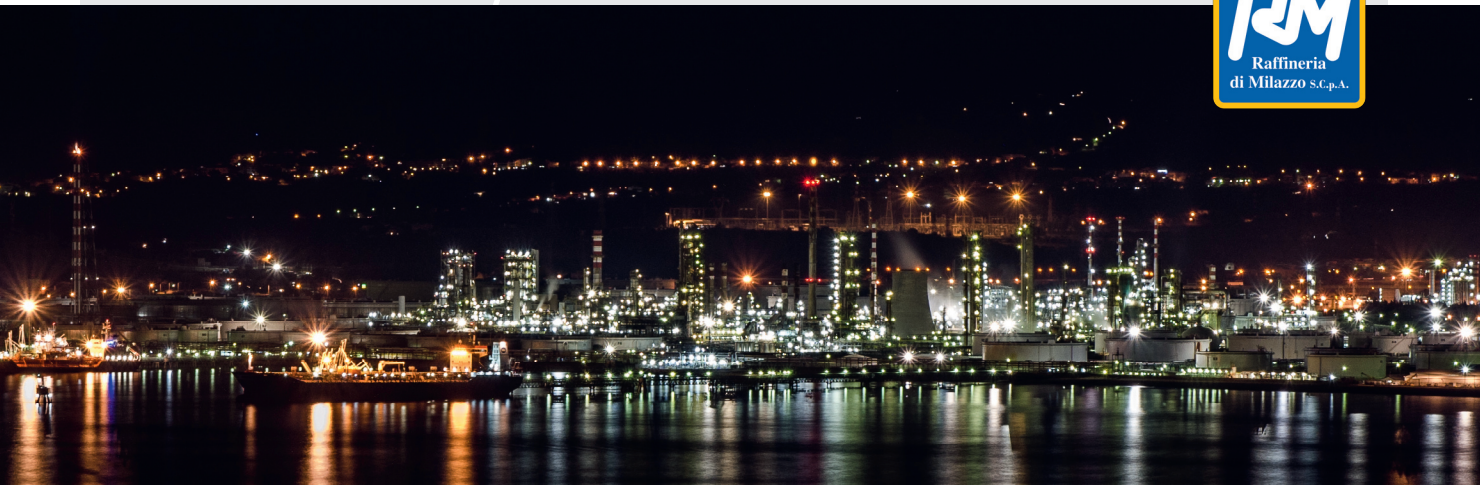
The company Q8 Quaser Ltd. (acronym for Quality & Service) with Q8 as a single partner has as its main activities the purchase, sale, transport and trade of petroleum products, fuels, lubricants, gases, hydrocarbons and their derivatives in the direct channel. In addition, under the Termotek brand, it also operates on the market of installation, maintenance and management of thermal systems in condominiums, with activities particularly focused in Lombardy. Also very important is the activity carried out by Q8 Quaser in the market of bunkers (products for marine use), within which it operates directly with ship owners or through international brokers supplying the product in the major Italian ports of the southern central region. With particular reference to this product, this year, Q8 Quaser has been working promptly to comply with the new IMO 2020 regulation, the international standard for bunker quality, with the aim of providing its customers with an even more environmentally sustainable product.

The target customers, located throughout the country, can be classified in Resellers, End Consumers, Companies of all sectors of production, Public entities (through

Public Tenders in which it participates in) and Bunkers. Q8 Quaser employs about 100 people, as well as the support of additional employees from the parent company. As part of its core activities, it ensures full compliance with environmental regulations in accordance with the requirements of the law, both at the Pregnana Milanese depot that it manages directly (reference certification ISO 9001/2015 and ISO 14001/2015), and at third-party depots.

During the reporting period of this report, Q8 Quaser has developed an ambitious project on Digital Payment as part of the Digital Transformation strategy that is carried out by the parent company. Thanks to this project, customers can make payments directly on a dedicated digital platform as well as through POS devices that, in combination with smartphones, can also be used remotely. Q8 Quaser is also very active from the point of view of engagement and support to local communities. During the 2019-20 financial year, several initiatives were developed on the territories in which it operates, including those in support of Associations operating in oncology field.

Q8 Quaser
Qualità e Servizio



RAM

Milazzo Refinery (RAM), a 50/50 joint venture with Eni, is one of the most advanced refineries in Europe in terms of constant monitoring, emission reduction and technological innovation and the third largest in Italy for production capacity.

Since the birth of the Joint Venture, shareholders have been committed to making RAM an industry excellence and a reference point for the local economy, an attention also witnessed by 98% of employees who come from the province of Messina.

Currently RAM, with more than 600 employees, is a strategically important facility for the country in the transformation of crude oil for the production of fuels, high quality fuels and raw materials through the best technologies that allow to significantly reduce the environmental impact.

Through a complex and articulated production cycle, a wide range of products such as LPG (liquefied petroleum gas), propylene, naphtha, benzene, diesel and jet fuel are produced, up to sulfur and fuel oil. All products, which comply with increasingly stringent legal specifications in terms of environmental sustainability, are then distributed by sea (90%) and land (10%).

The refinery is fully energy-independent, being equipped with several power generation units, including a major combined cogenerative cycle plant, powered by natural gas that allows for high-yield electricity generation. The steam used to produce electricity is also used for the plant's technological processes and heating.

RAM has invested over 1 billion euros in plants and process innovation over the past 15 years. This has allowed not only economic performance but above all safety levels to be increased and environmental impacts reduced.

Thanks to the new technologies adopted, very high environmental quality standards have been achieved with a drastic reduction in air emissions over the last 10 years, which are always well below the limits imposed by current legislation.

In addition, to effectively manage all aspects related to safety, health, environment, energy and quality, the refinery has collected and formalized the procedures and requirements associated with those aspects in an Integrated Management System (IMS) and also obtained the following certifications: 14001:2015 for the Environment; 9001:2015 for Propylene Product Quality, OHSAS 18001:2017 for Workplace Safety and Health Management System, 50001:2011 for Energy Efficiency and has a nationally accredited laboratory.

Finally, RAM's commitment has always been directed to the host territory and its community, as the plant contributes not only to creating job opportunities, but also to social and cultural growth. Local cultural and sporting associations and initiatives have therefore been supported with the aim of concretely achieving sustainability goals.



KRI

KRI S.p.A. is the subsidiary that manages the North East's logistics system for Q8, consisting of the following infrastructures:

- a coastal terminal in Muggia (TS)
- a storage depot in Visco (UD)
- 2 pipelines

The Muggia Coastal Terminal is used for the reception of white products, namely gasoline and diesel, thanks to tankers that dock directly at the wharf of the depot. Through an articulated system of pipes the products unloaded to the jetty are transferred inside the Coastal Terminal.

From here the fuels are pumped into an oil pipeline over 58 km long almost entirely underground, up to the Visco depot, in which they are stored. Petroleum products are added and blended both for their compliance with national standards and to ensure the highest quality and efficiency.

From the Visco depot then the secondary distribution starts: the products are loaded into tankers to be delivered for sale to the end client and service stations on the network.

CONQORD OIL

Conqord Oil S.r.l. is the company with unique partner Q8 that develops, manufactures and markets lubricants in Italy and abroad, under Q8Oils and Roloil brands.

Confirmed as one of the largest players in the Italian market, Conqord Oil has a long history in the design and manufacture of specialty lubricants dedicated to automotive and industrial applications created using state-of-the-art technologies.

Conqord Oil's advanced laboratories perform a constant research, development and maintenance work on formulations to provide the highest standards and application performance and respond quickly and efficiently to every new market demand. The commercial network, unique in the lubricant industry in Italy, is distributed throughout the country in an articulate and widespread way, always ready to respond to the needs of customers. Customer satisfaction is, in fact, one of the main objectives of Conqord Oil and whose Sales Force, Customer Service and Technical Support excellently support the needs of the customers.





Q8'S SUSTAINABILITY PATH

Q8 is aware that business development cannot ignore the integration of sustainability into its values and, in a broad way, in all its activities.

Constantly engaged in the search for the best available technologies in terms of environmental protection, protection of the health and safety of employees, contractors and the entire community in which it operates, Q8 has embarked on a path of sustainability through which to actively contribute to a sustainable future.

DIALOGUE WITH STAKEHOLDERS

Q8 deals daily with numerous stakeholders, both internal and external, who have the ability to influence and shape the Company's activities.

Each of these stakeholders plays an important role in the process of creating the Company's value.

The clients, in particular, take on a strategic importance. To this category Q8 therefore dedicates numerous

channels of interaction, from social communication to market researches and careful analysis of indicators to detect the needs of this crucial stakeholder.

Q8, aware of the importance of all its stakeholders, for the next year will proceed to involving them even more directly, widening, where necessary, the audience of stakeholders who interact with the Company. This engagement process will be aimed at further identifying their needs with a particular focus on sustainability issues.

WE HAVE AN ACTIVE AND POSITIVE RELATIONSHIP WITH OUR STAKEHOLDERS AND WE LISTEN TO THEIR NEEDS



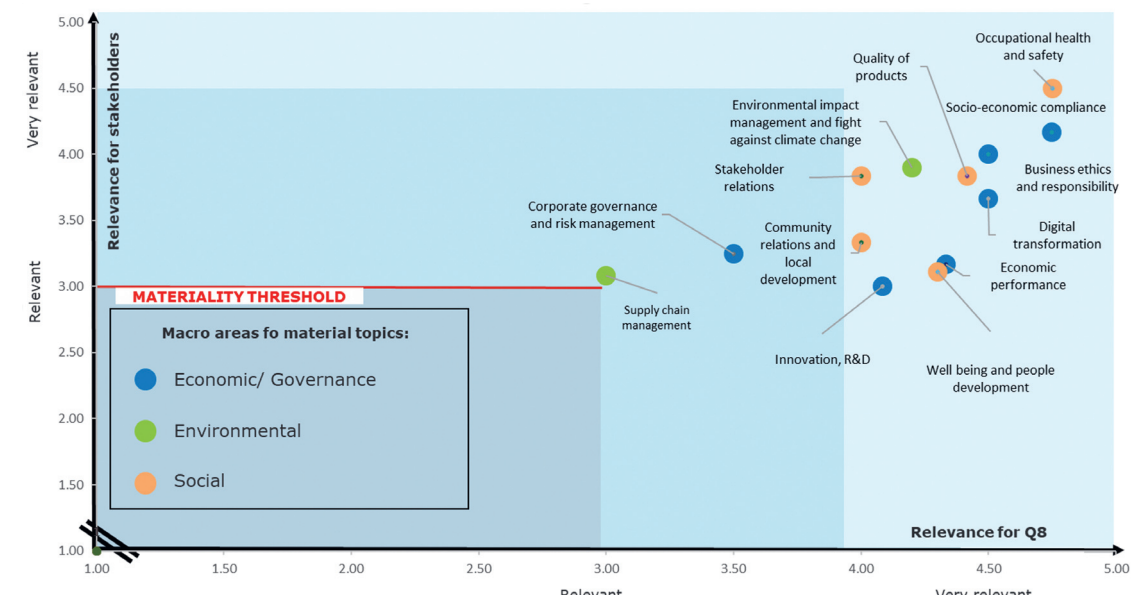
Q8'S MATERIALITY MATRIX

main documents considered are internal documentary sources, external documentary sources, including standards and frameworks for sustainability performance reporting, international sources related to sustainability issues and, finally, industry analysis in relation to the Oil & Gas sector.

The topics identified were presented to a representative sample of the Q8 Management, in the form of a questionnaire, in which the managers involved were asked to evaluate each material topic on a scale from 1 to 5. The results of the analysis are summarized in the materiality matrix shown below.

WE STARTED BY IDENTIFYING THE RELEVANT TOPICS FOR THE COMPANY AND ITS STAKEHOLDERS

Starting in 2019, consistent with the sustainability journey undertaken, Q8 considered it essential to identify its material topics, relevant, for the Company and its stakeholders, in economic, environmental and social terms. The definition of material topics has been a preparation for building greater awareness of sustainability goals subsequently articulated within the Strategy. Identifying the material topics for the Organization and its stakeholders was carried out through a periodic review of documents. The



In particular:

- Each point of the matrix represents a material topic, subject to reporting within this Report;
- The topics are positioned in the matrix based on their relevance to Q8 and its stakeholders.
- The most relevant topics relate to Governance and Compliance, Environmental and Social responsibility.



WE WANTED
SUSTAINABILITY TO BE
INTEGRATED IN OUR
BUSINESS AND
OPERATIONS



Q8 SUSTAINABILITY STRATEGY

WE WANTED TO INTEGRATE THE UNITED NATION'S 17
SUSTAINABLE DEVELOPMENT GOALS WITHIN OUR STRATEGY

The topics that are a priority for both Q8 and its stakeholders are "Workplace Health and Safety", followed by "Environmental Impact and Combating Climate Change", "Socio-Economic Compliance" and "Ethics and Business Responsibility"; this is in relation to the heavily regulated environment in which the Company operates. With regard to the topics related to "Social responsibility", the "Quality of products" takes on particular importance.

It should be noted that, as a result of the stakeholder engagement process that will be undertaken by Q8 in the coming years, the materiality matrix can be further expanded in comparison to the analysis carried out during the previous year, on the basis of the prioritization of stakeholders categories.



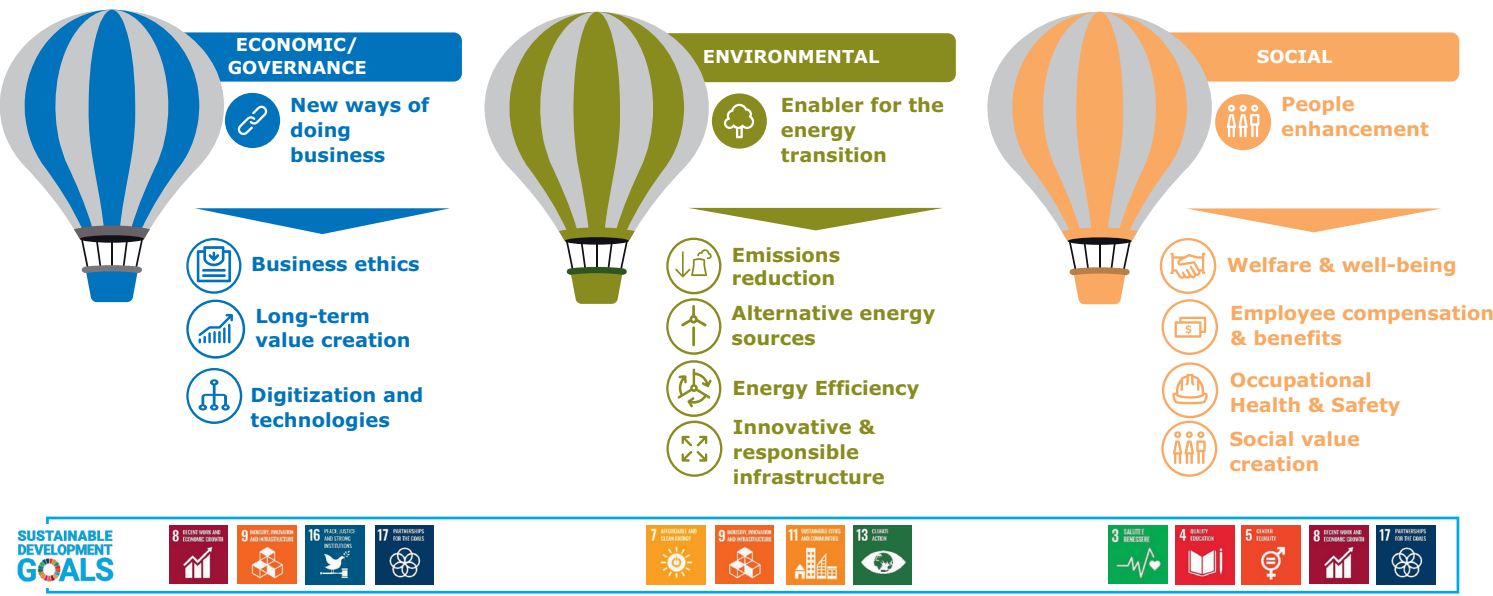
In 2020, the Company defined its Sustainability Strategy through an analysis process that took into account multiple elements. Considering the growing focus on sustainability in the reference sector, Q8 has embarked on a path to integrate its material themes, in line with the ESG themes

(Environmental, Social and Governance), with the strategic pillars of its business. With the desire to demonstrate its commitment to the Sustainable Development Goals, Q8 has decided to commit itself to integrating 10 of the 17 Sustainable Development Goals (below SDGs) into its Sustainability Strategy.

SUSTAINABLE DEVELOPMENT GOALS



IN SEPTEMBER 2015, THE UN APPROVED THE 17 SUSTAINABLE DEVELOPMENT GOALS (SDGS) FOR THE PERIOD 2015-2030, WHICH REPLACED THE MILLENNIUM DEVELOPMENT GOALS (MDGS), WHICH EXPIRED AT THE END OF 2015. THE SDGS REPRESENT AN AMBITIOUS AGENDA AND INCLUDE 17 GOALS AND 169 TARGETS, TO BE ACHIEVED BY 2030. IN COMPARISON TO THE MDGS, THE SDGS ARE CONSIDERED UNIVERSAL AND MORE COMPREHENSIVE AS THEY INCLUDE NEW ISSUES SUCH AS CLIMATE CHANGE, SUSTAINABLE CONSUMPTION AND INNOVATION IN ALL FIELDS.



THE PILLARS THAT ARTICULATE THE Q8 SUSTAINABILITY STRATEGY ARE THREE IN LINE WITH ESG THEMES.

The first pillar has been named "New ways of doing business" and is in the "Economic/Governance" macro category. This pillar represents the idea that Q8 has of its business: ethical, capable of creating long-term value and giving ample space to digitalization and technology.

SDGS ASSOCIATED TO THE "NEW WAYS OF DOING BUSINESS" PILAR:

- SDG 8 - DECENT WORK TO ECONOMIC GROWTH**
- SDG 9 - INDUSTRY, INNOVATION AND INFRASTRUCTURE**
- SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS**
- SDG 17 - PARTNERSHIP FOR THE GOALS**

The second pillar "Enabler for the energy transition" represents Q8's commitment to finding new sustainable and green solutions that can: reduce CO₂ emissions, experiment with alternative forms of energy, aim at ever greater energy efficiency applied to innovative and responsible infrastructures.

SDGS ASSOCIATED TO THE "ENABLER FOR THE ENERGY TRANSITION" PILAR:

- SDG 7 - AFFORDABLE AND CLEAN ENERGY**
- SDG 9 - INDUSTRY, INNOVATION AND INFRASTRUCTURE**
- SDG 11 - SUSTAINABLE CITIES AND COMMUNITIES**
- SDG 13 - CLIMATE ACTION**

The third pillar "People enhancement" encompasses Q8's commitment to its employees and the community and the territory in which the Company operates. It is important for Q8 employees involved in the Company's activities to ensure: forms of welfare and wellbeing, benefits aimed at rewarding merit and a healthy and safe working environment. Q8 views its commitment to the community, carried out for years with multiple initiatives, as the creation of social value that, through its activities, is redistributed on the territory.

SDGS ASSOCIATED TO THE "PEOPLE ENHANCEMENT" PILAR:

- SDG 3 - GOOD HEALTH AND WELLBEING**
- SDG 4 - QUALITY EDUCATION**
- SDG 5 - GENDER EQUALITY**
- SDG 8 - DECENT WORK TO ECONOMIC GROWTH**
- SDG 17 - PARTNERSHIP FOR THE GOALS**





NEW WAYS OF DOING BUSINESS

RESPONSIBLE GOVERNANCE

Corporate Governance refers to the set of principles of the mechanisms and rules governing the management of a business; it is therefore the structure through which business decisions are developed and the modalities and tools for achieving the objectives are identified. An effective organizational structure is an essential condition for Q8 to achieve its business objectives. A "transparent communication" of the Company, its organization and its chain of command and control helps to foster a constructive dialogue with stakeholders avoiding any misunderstanding of possible management opacity.

In 2017, Q8, subject to the direction and control of Kuwait Petroleum Corporation, adopted a corporate governance model that provides a clear definition of the functions performed within the Company and allows an immediate identification, also by stakeholders, of roles and responsibilities.

OUR GOVERNANCE IS
STRUCTURED TO ALLOW
FOR AN EFFECTIVE
AND TRANSPARENT
ORGANIZATION



COMPOSITION OF THE BOARD OF DIRECTORS



COMPANY COMMITTEES

In the performance of its activities, Q8 makes use of the support of different committees with different roles and functions that bring together within them the management of all the Company Departments. A few of these committees are described below:

EXECUTIVE COMMITTEE

Ensures that corporate assets are governed in accordance with approved strategies. The Committee, headed by the President, has the function of defining objectives and plans, discussing and approving general guidelines and analyzing issues of particular importance to the Company.

DIRECTORS COMMITTEE

Monitors business results, discusses and disseminates policies and guidelines of general interest, with a focus on business and budget plans. It delves into the circumstances, causes and consequences of incidents of particular relevance for SSHE. The Committee meets at least quarterly.

OPERATIONS COMMITTEE

Monitors the performance of operating activities, the economics of refining and marketing, the ongoing situation of supply and retail and direct sales, operational problems and short-term plans. The Committee meets weekly.

NON-FUEL & ALTERNATIVE FUELS COMMITTEE

Deals with the definition of strategies to address the "Non fuel" and "Alternative fuels" projects consistent with the positioning of the brand and the expected revenue and margins objectives. Monitors the progress of projects in both the pilot and roll-out phases. It meets at least bimonthly.

RISK OVERSIGHT COMMITTEE

Meets twice a year with the aim of keeping the focus and surveillance on the risks associated with major KPI investments. The Committee's functions are as follows: approval of Q8's ERM Risk Register, risk assessment and priority, approval of mitigation measures and mapped risk control.



ORGANIZATIONAL RISKS

A good governance cannot be excluded from "risk management" i.e. all those activities, methodologies and coordinated resources to guide and control an organization.

Q8 has a procedure whose purpose is to describe the modalities of Enterprise Risk Management (ERM) and to carry out a careful monitoring of the various risk factors, traced and classified within a register that is updated on a periodic basis.

In this way, the Company is able to define actions, procedures and processes to deal with the threats identified and, at the same time, evaluate the effectiveness of the planned operations to address them.

Through this process, Q8 has developed a "risk-based" culture that allows opportunities to be seized and, at the same time, minimize the negative effects that mapped risks could have on the Company.

OUR CORPORATE GOAL IS TO MINIMIZING RISKS AND SEIZE OPPORTUNITIES



ETHICS AND RESPONSIBLE BEHAVIOUR

A HIGH LEVEL OF ETHICAL STANDARD IS OUR NORMAL



Q8 considers ethics and compliance to be essential from a strategic point of view, as well as those of an economic and/or market nature, for the achievement of the company's objectives and the conduct of the business in full compliance with the principles of legality and fairness.

For this reason, over the years it has been equipped with a set of rules, organizational structures, procedures and processes that, by interacting with each other, optimize the effectiveness and efficiency of the business activities, thus allowing to pursue the business goals, combining them with the highest ethical standard.

Relevant is the adoption of an Organizational, Management and Control Model pursuant to Italian Legislative

Decree No. 231/2001 (the Model) that is constantly updated in case of regulatory changes, as well as in the case of other conditions provided for by the Model itself. The Model defines the entire framework of the rules of conduct and internal organization aimed at ensuring conditions of fairness and transparency in the conduct of business and business activities, to safeguard the position, image, reputation and expectations of the Company's stakeholders.

In order to supervise the operation and compliance of the Model and to take care of its updating, the Board of Directors of Q8 has appointed a Organism of Control with autonomous powers of initiative and control, as well as financial resources and a structure permanently dedicated to the exercise of these functions.

CODE OF ETHICS

The Code of Ethics sets precise ethical standards and lines of conduct to be adopted by all Q8 personnel.

THE CODE SPECIFICALLY REGULATES THE FOLLOWING SCOPES:

- 1. Work in Q8** (personal conduct and protection of Q8 assets);
- 2. Q8's business conduct** (obligations in relation to business relationships with external individuals and organisations);
- 3. Loyalty to the company and free time** (conflicts of interest and other situations that could involve Q8's interests).



During 2019, Q8 decided to adopt a procedure for reporting any wrongdoings that were known by employees during their work.

To this end, a computer platform has been set up that is accessible to all employees and managed by a third-party outsourcer, ensuring the highest level of confidentiality of reports by the Whistleblower.

All reports are evaluated first by an External Legal Firm and, if deemed to meet the criteria required by the law, sent to the Whistleblowing Compliance Officer, a figure specially identified within the Legal and Corporate Affairs Department, who will transmit the reports deemed grounded to HR Department (People Manager Care & Unions Relationship) for the appropriate sanctioning decisions or, where further investigations/investigations are necessary, will involve the Whistleblowing Committee and/or the supervisory body for the related decision.

The choice to adopt, for the first evaluations, the support of an external organization for the management of reports is motivated by reasons of prudence and corporate protection, based on important analyses of best-practices of different reference contexts even at an international level.

WHISTLEBLOWING,
PROCEDURE FOR
VIOLATIONS
REPORTING

OUR POLICIES

Additional safeguards aimed at ensuring an ethical business conduct by Q8 include:

ANTITRUST POLICY

The Policy document is designed to ensure a more effective and organic dissemination of antitrust culture, providing recommendations and clear rules to follow to handle situations that could lead to a breach of antitrust law.

In this respect, there is also a commitment to ensure that the entire Company population has continuous training in antitrust matters, through programmes and training and information courses, providing specific training priorities for management functions and for employees who, due to their professional role, appear more exposed to contact with competitors in the exercise of their daily functions.

In addition, the Antitrust Compliance Officer has been prepared to receive appropriate support in the analysis and assessment of major issues. Please note that during the reporting period of this document, no sanctions were received for misconduct and/or breaches of anti-trust law.

ANTI-MAFIA COMPLIANCE POLICY

The document defines the principles and methodological approach of the Q8 Group for carrying out anti-mafia checks on companies entrusted with contracts, subcontracts and other types of contracts. Very important aspect of the Anti-Mafia Policy concerns the establishment and implementation of a suppliers register, called the "White list", in which all suppliers that reflect Q8's standards for reputational merit assessment and anti-mafia controls are included.

ANTI-CORRUPTION POLICY

By defining this Policy, which expressly refers to the Code of Ethics, Q8 intends to emphasize the importance of doing business with loyalty, fairness, transparency, honesty and integrity, as well as in compliance with laws and regulations regarding active and passive corruption. The Policy also defines the correct behaviours to be adopted in terms of charity and donations, sponsorships, selection and recruitment. On the basis of the above, it is noted that during the reporting period of this document, no sanctions were received for misconduct and/or breaches of corruption legislation.

GENERAL DATA PROTECTION REGULATION (GDPR) PROCEDURE

Q8 has provided an ad hoc organizational structure for the management of privacy issues. In addition, it defined in a procedure, the general and management principles that govern and discipline how the Company conducts the processing of personal data, the manner in which the rights of those concerned are exercised, the policies provided in the case of a Data Breach, how to manage relations with the Data Protection Authority, as well as the systems and processes implemented by the Company in order to ensure the effectiveness and efficiency of the Procedure.

Finally, it should be noted that no non-compliance with social economic laws and/or regulations were detected during the reporting period.

OUR POLICIES AND PROCEDURES CONTRIBUTE TO GUARANTEING HIGHLY RESPONSIBLE BEHAVIOURS



INITIATIVE IN ACCORDANCE WITH THE REVENUE AGENCY

During 2019 Q8 has obtained the important recognition of admission to the Collaborative Fulfillment Regime or "Cooperative Compliance".

By admitting to this scheme, the Company has been included in the list of "virtuous" companies published on the Website of the Revenue Agency and, therefore, is now among the taxpayers operating in full transparency and cooperation with the Financial Administration.

Admission to this scheme allows the Company to consolidate the pursuit of the objectives of the Q8 Group's Fiscal Strategy, in line with ethical values as well as broader corporate policies. These objectives are part of a broader corporate culture based on the values of honesty, integrity and the principle of legality.

It is an award that rewards the Company's commitment to the correct and careful management and application of tax regulations and allows it to implement a closer relationship of trust and collaboration with the Financial Administration, thus increasing the level of certainty about the correct treatment of relevant tax issues in full transparency.

HEALTH, SAFETY AND THE ENVIRONMENT: AN INTEGRATED MANAGEMENT SYSTEM

Q8 considers the protection of health and safety as one of the fundamental factors for the sustainable development of its people and business. With this in mind, it responsibly manages its activities and takes all appropriate measures to eliminate, where possible, or minimize related to health, safety, security and the environment maximizing positive impacts.

In order to achieve this goal, Q8 has equipped itself with an Integrated Management System called **Business Management System** (also "BMS") for the topics of **Health and Safety at work, Environment, Security and Process Quality**, born from the merger of the two existing infrastructures for the management of the aforementioned issues. The BMS Management System is ISO 9001, ISO 14001, and ISO 45001 certified and includes

all Group companies, monitoring performance on these crucial issues not only within the Company, but also towards Contractors and Suppliers. To this end, Q8 has drafted and disseminated, both inside and outside the organization, a BMS Policy where the principles and values pursued by the company are stated.

The BMS is monitored and controlled through periodic external and internal audit activities, as well as other control tools (safety walk, monitoring performance indicators, inspections and visits on contractors and suppliers).

The verification of the correct application of the provisions required by the Policy, and more generally by the BMS, in terms of health and safety at work is facilitated through the safety walk tool (about 1200 inspections carried out in all areas of the organization), audits of both the BMS service and the Organism of Control and external consultants.

Everyone, both internal and external, are called to the development and improvement of the BMS.

For employees, tools have been devised such as:

- I. BMS Portal
- II. Near Miss Notification/Quality Notifications Processes
- III. Workshop with Focal Point of BMS Management
- IV. Board of Ideas within the corporate intranet



KUPIT
Business Management System
Improving Together

HEALTH, SAFETY AND THE ENVIRONMENT ARE ALWAYS OUR PRIORITY

For Contractors the main reporting tool is the complaint of Incidents, Near Miss and Quality Notifications. In particular, maintenance companies and haulage companies have set themselves targets for notifying a number of Near Misses per year.

In addition, Q8's commitment goes well beyond the regular safety meeting scheduled by Italian Legislative Decree No. 81/08, as several dedicated sessions are organized throughout the year - Management Review Meeting (on a quarterly basis) - where management discuss on opportunities to improve the system and health and safety standards.

Investigations of Incidents, Near Miss and Non-Compliance related to process quality are a fundamental step in the process of continuous improvement of BMS. In particular, accident investigations are carried out both by single event and in clusters of similar events also in order to analyze possible recurrences and thus to bring out some hidden risks and, subsequently, apply Preventive/Corrective Actions.

CERTIFICATIONS

The Q8 **Quality Management System** has been certified according to the requirements of **the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018** standards.

The maintenance of the certifications that make up the entire Integrated Management System remains an inalienable activity of the operational continuity of the Functions and Management involved. Therefore, the Company, in ensuring the highest quality and transparency of its main operations, has obtained quality certification for the Retail Sales activities for all the directly-managed service stations, Logistics and Supply Chain Management, Purchasing Management, Personnel Management, Legal, Financial and Digitalization and IT Systems Management. In addition, within the perimeter of the certification, are also the logistics depot of Naples, the Aviation depots and the subsidiary Q8 Quaser for direct sales of petroleum products.

In addition, in order to ensure in a consistent and transparent way a management system related to the environmental impact of business activities and a management system for the health and safety of its employees aligned with what are the most authoritative and up-to-date international standards, Q8 has obtained environmental (ISO 14001) and Worker Health and Safety (ISO 45001 ex OHSAS 18001) certifications respectively.



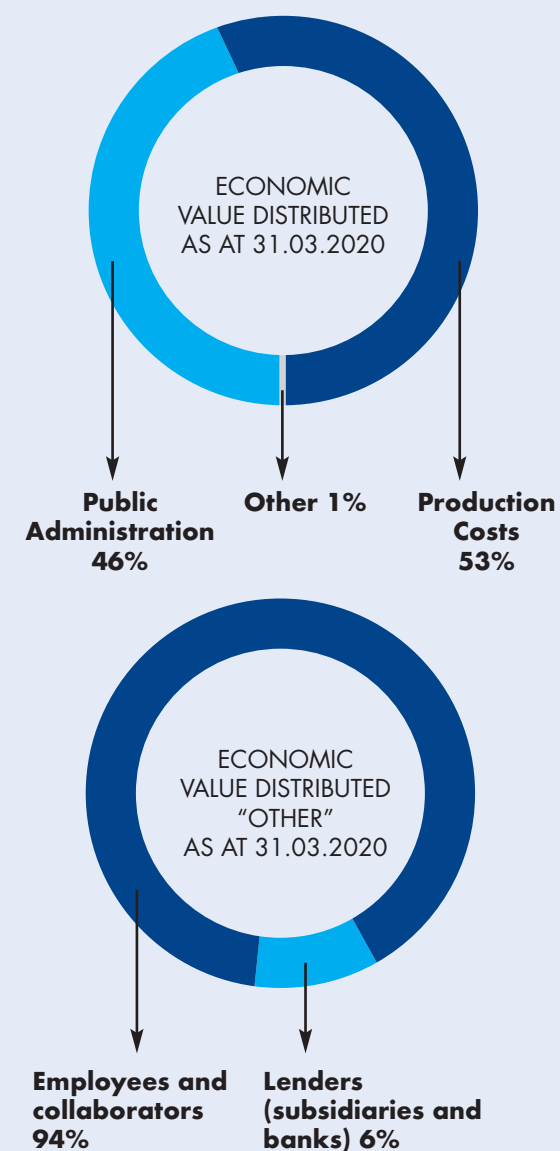
DIRECTLY GENERATED AND REDISTRIBUTED ECONOMIC VALUE

Through the performance of its activities, Q8 contributes to the development of the economic and social fabric of the territory in which it operates. The ability of the Company to create wealth in accordance with the cost-effectiveness of management and to share it with those who contribute to its work can be enhanced through the use of the disclosure of **economic value directly generated and distributed**, as defined by the GRI Sustainability Reporting Standards' reporting standard. The methodology used involves a reclassification of the Income Statement, highlighting the economic effects produced by business management on the main categories of stakeholders.

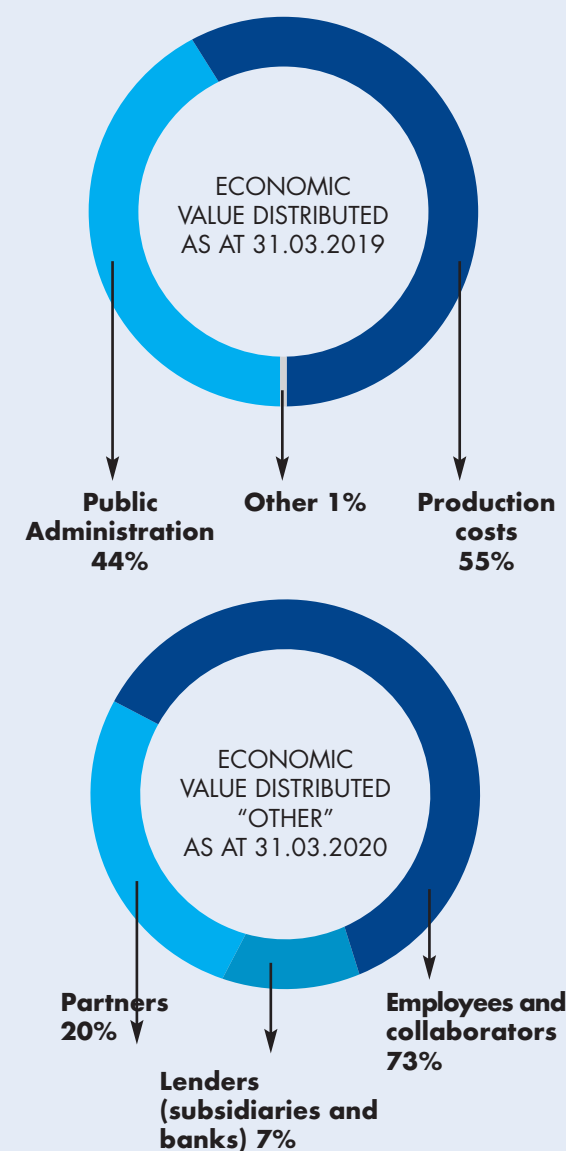
In 2019/2020, despite the crisis caused by the Covid-19 pandemic, Q8 generated **11.2 billion euros**, a slight decrease (6%) compared to 2018/2019, partly due to the negative impact on inventory caused by the sharp fall in the price of oil. Thanks to the Company's commitment to the territory in which it operates, the economic value distributed in the reference year is slightly higher (0.4%) compared to the generated value and consequently the retained value is negative. In 2018/2019 the value distributed amounted to about 99% of the value generated in the same year with a value held back by the Company of 1%.

Here is evidence of how the economic value was distributed by Q8:

**ECONOMIC VALUE DISTRIBUTED
AS AT 31.03.2020**



**ECONOMIC VALUE
DISTRIBUTED AS AT 31.03.2019**



An analysis of the Economic Value generated and distributed in 2020 by Q8 shows that:

- **Production costs** account for 53% of the economic value generated by the Company in 2020, down by 7% from the previous year, in line with the type of business operated by Q8. All operating cost items, including supply items and other management charges, are included in production costs;
- To the **Public Administration**, in 2019/2020 and 2018/2019 respectively, 46% and 44% of the economic value generated by the company was distributed, of which almost all was excise duty (99%).
- Within the **"Other"** item (1% for both 2019/2020 and 2018/2019), the following items are included:
 - Value distributed to employees and collaborators was 94% in 2019/2020 and 73% in 2018/2019;
 - Value distributed to subsidiaries and institutions was 6% in 2019/2020 and 7% in 2018/2019;
 - Single partner who, by virtue of the contingent situation, was 0% in 2019/2020 and 20% in 2018/2019.

INNOVATION AND DIGITAL TRANSFORMATION



Digital Transformation Roadmap



For Q8, innovation and research are essential activities for the evolution of existing products and services, the implementation of new products and the improvement of the efficiency and effectiveness of all business activities.

Innovation has always distinguished Q8 on the Italian market.

First amongst all sector companies to launch a format of fully automated service stations, the Q8easy, which today has reached a widespread availability and a particular appreciation by motorists. Originals in the approach to loyalty programs and customer loyalty management, pioneers in investing in the technology for digital payments.

Today, innovation cannot leave aside the need to enter the digital transformation world: learning to fully exploit the potential of digital technologies, profoundly changing the business, processes, skills and business model itself.

This is why **digital transformation is a pillar of the Company's market strategy**. To achieve this goal, a **roadmap** has been developed that can develop in an organic and coordinated manner a broad spectrum of initiatives linked by the innovation common thread.

An **"Agile" methodology** was chosen for project management, with the ability to respond quickly even to unplanned aspects, seizing the opportunities that emerge in the environment in which it operates. Work teams with specific objectives were identified and divided into "rooms", a concept named by the agile "room" methodology.

A transformation, therefore, that involves at various levels the entire Company, starting from employees, whose knowledge in the digital field has been mapped and is developed and strengthened with specific training programs.

INNOVATION HAS ALWAYS BEEN IN Q8'S DNA

All business processes were also evaluated in the optics of digital transformation and have already been positively impacted, or will come in the near future, in order to increase its effectiveness and performance. Among the various initiatives implemented are the realization of the **Cartissima and Recard Web Portals and the digitization of the Company's contracts**.

Both projects are based on best-practices in business management systems; focusing on the digitalizing of activities related to documents, to significantly reduce paper consumption and the transfers of people during the various phases of the contract, thus also reducing CO₂ emissions.

A prerequisite of the digital transformation is the capacity to collect and analyze in real time all the information that is generated by the many devices around us. To this end, in 2019, a major upgrade to the Company's **Data Center** was completed with the dual goal of increasing its performance and computing capacity and limiting its consumption at the same time. The inter-

vention led to an annual reduction of more than 20% in the Data Center's energy consumption. In addition, in January 2020, as a further step in the digital transformation process, a strategic project was concluded that enabled the complete **virtualization and remote management of all the control systems of the owned service stations**.

In this digital transformation journey, special attention is given to the relationship with the customer, **always at the center of the business**.

In this context, the goal is to consolidate and make the relationship with the customer increasingly interactive and personalized so that Q8 can satisfy and, if possible, anticipate their needs.

This can be achieved through the use of state-of-the-art technologies such as advanced analytics and artificial intelligence for predictive data analytics.

Digital Transformation Roadmap

**DISCOVER Q8
NEW DIGITAL
TRANSFORMATION**



**ENABLER FOR THE
ENERGY TRANSITION**

SUSTAINABLE SUPPLY CHAIN

In line with the ethical and legal principles that characterize the conduct of its business, Q8 requires its suppliers to adopt and comply with the highest standards of quality and sustainability throughout the whole supply chain. Specifically, Q8's procurement activities are divided into the three following macro areas:

-  CRUDE OIL¹
-  REFINED PRODUCTS
-  GOODS AND SERVICES

CRUDE OIL

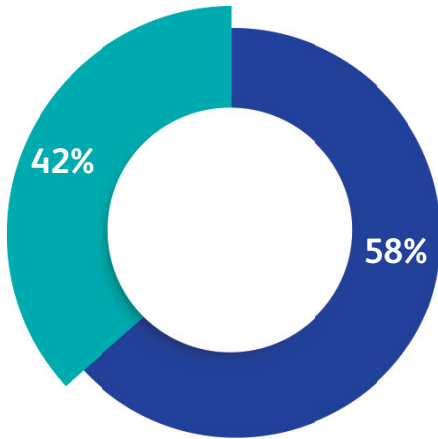
The crude product is purchased for processing at Milazzo Refinery through the Kuwait Petroleum Corporation, which operates in the name and on behalf of Q8 itself. The need for crude oil (quantity and type) is established by the operating structures in Italy and sought, through trading activities, on the international market in full compliance with the highest standards of supplier selection. Q8 buys crude oil from different geographic regions. Below is a representation of the provenance of the crude oil purchased for the year 2019/2020.

AREA OF THE PROVENANCE OF THE CRUDE OIL	
EASTERN EUROPE AND CAUCASUS	53%
MIDDLE EAST	26%
NORTH AFRICA	11%
NORTH EUROPE	4%
CENTRAL AFRICA	3%
NORTH AMERICA	2%
SOUTHERN EUROPE	1%

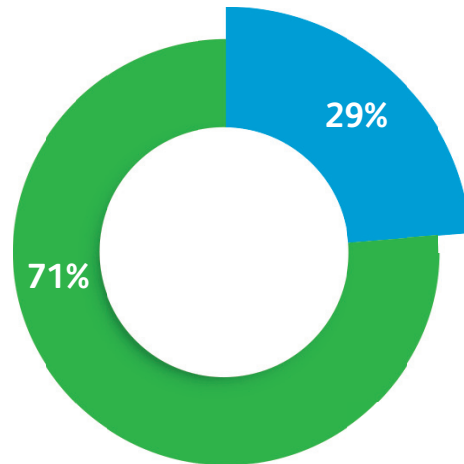
THE QUALITY OF OUR PRODUCTS IS CONSTANTLY MONITORED ALONG THE ENTIRE SUPPLY CHAIN

REFINED PRODUCTS

To meet its needs, Q8 also buys refined products from major international majors. In particular, in 2019 it bought refined products for a 58% share from European suppliers, 29% of which are Italian.



- European suppliers
- Extra-european suppliers



- Italian suppliers
- International suppliers

QUALITY OF PRODUCTS

Q8 scrupulously verifies the compliance of its products to national and international technical specifications to ensure compliance with the regulations and guarantee the correct operation of the engines that use them. To this end, Q8 constantly commits its staff and resources to the following activities:

- participation in national and international technical expert round tables² in order to be constantly updated on the latest news in the sector and to timely manage regulatory changes in the short, medium and long term;
- prevention, through ad hoc campaigns, aimed at monitoring the quality of products in depots and owned and third parties service stations;
- effective corrective actions in the case of non-compliance, identifying causes and solutions.

The characteristics of the products are significantly improved compared to the minimum value required by law in order to provide premium versions of the products that are subjected to additional checks to ensure their high performance quality. Examples include the **Q8 Hi Perform Diesel**, which allows for **less fuel consumption of up to 5%³** and **Q8 Hi Perform 100 Octans gasoline**.

For all products marketed by Q8, the relevant safety sheets are available and constantly updated, in accordance with EU Regulations No. 1907/2006 (REACH) and No.1272/2008 (CLP). In order to ensure the quality of its products, Q8 analyzes about 2000 product samples each year and conducts over 8500 laboratory analyses. As a producer and seller of biofuels on national and European territory, Q8 is also certified according to the criteria provided by the Italian National Sustainability Certification System and the 2BSvs Voluntary Scheme.

SUSTAINABILITY ACROSS THE ENTIRE SUPPLY CHAIN IS A PRIORITY OBJECTIVE

¹Crude oil is defined as oil extracted and not yet refined.

²Q8 is an active part of the following technical expert round tables: UP (Unione Petroliera), CUNA (Commissione tecnica di Unificazione nell' Autoveicolo) and Unichim, CI and CTI (Comitato Termotecnico Italiano) and member of Concawe (Conservation of Clean Air and Water in Europe).

³Result of 4.9% obtained through bench testing with Peugeot DW10 engine, Euro 5 design, powered by Q8 Hi Perform Diesel



GOODS AND SERVICES

For the procurement of goods and services, Q8 also adopts a management model based on the involvement and empowerment of its suppliers. The latter, in particular, are invited to register for a special Register and to examine not only the documents provided by the legislation but also the Company's Code of Ethics. Supplier evaluation is strategic for Q8 to create and distribute value throughout the supply chain. In 2019, there were 4.023 suppliers for the procurement of goods and services and almost all were local⁴ (97%). The choice of suppliers is also crucial for achieving business objectives, such as operational continuity, the maintenance of certifications and the possible impact, including reputational, resulting from relations with third parties.

SUPPLIER EVALUATION IS BASED ON SEVERAL CRITERIA SUCH AS:

- EFFICIENCY OF SALES MANAGEMENT;
- USE OF MANAGEMENT METHODOLOGIES AND SOFTWARE CAPABLE OF STREAMLINING PRODUCTION;
- DELIVERY RELIABILITY (TIMES, QUANTITY AND QUALITY);
- ENVIRONMENTAL CRITERIA;
- SOCIAL CRITERIA.

OUR SUPPLIERS GUARANTEE HIGH-LEVEL ETHICAL AND SUSTAINABILITY STANDARDS



SUPPLIERS EVALUATION BASED ON ENVIRONMENTAL CRITERIA

The suppliers are evaluated according to any environmental certifications held for the following international standards:

- UNI EN ISO 9001:2015 for Quality Management
- UNI EN ISO 14001:2015 for Environmental Management
- UNI EN ISO 50001:2018 for Energy Efficiency Management

In addition to the certifications requirement, part of the assessment is based on sustainability criteria. In particular, the suppliers are evaluated on the basis of the following parameters:

- adoption of organizational guidelines on sustainability topics;
- monitoring of environmental impacts;
- specific policies on waste disposal;
- definition of policies aimed at minimizing the environmental impact of employee travels;
- sustainable purchasing policies for energy services;

- training in the "green procurement" for the purchasing function;
- offer of sustainable products or services.

EXAMPLES OF SELECTING SUPPLIERS BASED ON ENVIRONMENTAL CRITERIA

For the refurbishment of a particularly strategic service station, a supplier presenting a project capable of reducing the pollution by 45%⁵ was preferred.

The main supplier for maintenance and construction activities in the Visco and Trieste depots produces most of the electricity used in its operating site from the water of a river that flows next to the site itself.

For the printing of the promotional catalogue, Q8 requested the exclusive use of PEFC certified paper from its supplier, produced in sustainably managed forests in order to preserve their biodiversity and productivity, without harming the ecosystem.

⁴Local suppliers are Italian suppliers, the country where Q8 conducts its most important activities.

⁵ Estimate calculated on the basis of the kilometers saved for the transport of materials and CO₂ not emitted.

The Aviation tire supplier joined the EcoTyre consortium for the collection of out-of-use tyres and their recycling through two modes: the recovery of raw material (up to 70% of rubber weight, 20% steel and 10% textile fiber) and energy recovery through the utilisation of out-of-use tyres as fuel in cement mills, waste-to-energy plant of other similar plants.

The call center provider has implemented energy consumption savings and reduction measures in the workplace, committing to report annual energy savings and lower CO₂ input.

The POP materials used by Q8 for in-store communication and brand promotion are produced using renewable energies that allow a reduction in CO₂ emissions in the atmosphere, annually reported by the supplier.

The supplier selected for car wash services uses more than 50% of renewable energy in its production process.

SUPPLIERS EVALUATION BASED ON SOCIAL CRITERIA

The evaluation of social criteria includes the request of any UNI EN ISO 45001 certifications relating to Occupational Health and Safety Management Systems, UNI EN ISO 27001 for Information Security and SA 8000 related to Social Responsibility. In addition, suppliers must explicitly provide credits on the following areas:

- ADOPTION OF A CODE OF ETHICS;
- POLICY FOR THE PROTECTION OF HUMAN RIGHTS;
- ENGAGEMENT IN VOLUNTEER CAMPAIGNS OR PHILANTHROPIC ACTIVITIES
- STAKEHOLDERS ENGAGING MODEL;
- TRAINING ACTIVITIES AIMED AT THE DEVELOPMENT AND VALORIZATION OF EMPLOYEES

Information on potential suppliers regarding the topics of sustainability and supply chain, is obtained through the use of SAP Ariba, a new procurement tool which has been operational since May 2020. This tool allows the Company to proceed with the qualification of suppliers with a careful approach to risk assessment and ISO certifications presented by suppliers.



OUR DEALERS



OUR STRATEGIC PARTNERS ON THE NETWORK

Q8 is present in Italy with about 2,800 service station, where every day customers can find highly **qualified operators** ready to meet their needs.

In the year 2018/2019 the Company developed a training offer to strengthen the commercial skills and performance capabilities of dealers and contractors, self-employed entrepreneurs who, following careful selection, are entrusted with the management of the oil and non-oil present on forecourts and/or maintenance activities of facilities and green spaces. This training offer was provided both through classroom meetings and through training courses carried out directly on the service stations, thus involving the entire "forecourt team" composed by both the dealers or contractors and their employees.

In the year 2019/2020, the training strategy has seen all efforts focused on the way to train on forecourts. The training involved more than 900 people for almost 4000 training hours. Another tool available to dealers

is the training provided through an APP (called "**APP della Formazione Q8FA**") that allows to enjoy training content in "pills" in the most convenient times and places, thus increasing the flexibility of access. Within the APP there are 17 training pills mainly related to the management of the service and the characteristics and offer of premium products as well as technical training contents.

Professionalism, competence and specific training ensure, therefore, high performance of operators engaged in the management and care on the service station, which consequently are distinguished by a high level of empowerment constantly motivated by the continuous initiatives put in place by the Company to ensure increasingly impeccable services.

Performance and empowerment that are also enhanced through incentive mechanisms.

In particular, the year that just ended was characterized by an innovative and an articulated **innovative incentive program** that rewarded about 45% of participants on a monthly basis (vs 30% in the previous year). The rewarding tool has been designed to continuously improve performance by setting challenging targets on a monthly basis. Goals that have been customized with the aim of further focusing on the centrality of the customer in terms of service, alternative products and loyalty.

In order to monitor the performance on a daily basis each dealer has been provided for the first time with a modern and exclusive APP.

Another hallmark of the 2019/2020 incentive program was the involvement of dealers' employees, for whom a specific and parallel rewarding mechanism was activated.



OUR ENERGY CONSUMPTIONS

In order to minimize the environmental impact of its operations, Q8 is constantly committed to reducing energy consumptions for both operating units and service stations. Confirming its commitment to continuous improvement of its environmental performance, Q8 has equipped itself with an **Environmental Management System in accordance with UNI EN ISO 14001** that requires the identification of objectives and targets for energy efficiency and emission reduction.

In 2019/2020, the Group consumed a total of 230,436 GJ⁶. Almost all of the energy consumption, more than 94%, comes from the electricity consumption. The remaining part, about 5%, comes from the fuel consumption of the company fleet and, finally, about 1% from natural gas.

COMPANY ENERGY CONSUMPTIONS ⁷ (GJ) FROM 01.04.2019 TO 31.03.2020	
ELECTRICAL ENERGY	220.549
of which self-produced and fed into the grid	2.490
DIESEL	11.021
GASOLINE	23
NATURAL GAS	1.333
TOTALE	230.436

WE ARE CONSTANTLY
COMMITTED TO REDUCING
THE ENVIRONMENTAL
FOOTPRINT OF OUR
ACTIVITIES

Consumption also presents a compensation of 2,490 GJs out of the total energy consumed, thanks to the self-produced electricity via photovoltaic systems present in some service stations, and then fed back into the network.

The largest share of electricity consumption of 72% comes from the consumption of the service stations directly managed by the Group and the remaining 28% is attributable to the consumption of the Naples depot, the Pisa and Venice aviation depots and the Q8 headquarters in Rome.

Based on the above consumption, the Company generates emissions totaling⁸ 20.042 tCO₂e.

The emissions generated are differentiate in:

SCOPE 1⁹
Emissions from sources directly controlled by Q8 such as fuels used to power the company's fleet;

SCOPE 2¹⁰
Emissions from sources not directly controlled by Q8 and associated with power generation. In addition, GRI Sustainability Reporting Standards provide two methodologies for calculating these emissions:

- **"Location-based"** - based on average emission factors related to energy generation for well-defined geographical boundaries, including local, subnational or national boundaries.
- **Market-based** - based on CO₂ emissions issued by the energy suppliers from which the Company buys, through a contract, electricity. It can be calculated considering: certificates of Guarantee of Energy Origin and direct contracts with suppliers, supplier-specific emission factors, emission factors related to the "residual mix", i.e. energy and emissions unmonitored or unclaimed.

EMISSIONS [tCO₂E]
FROM 01.04.2019 TO 31.03.2020

SCOPE 1	NATURAL GAS	79
	GASOLINE	2
	DIESEL	796
SCOPE 2 ¹¹	LOCATION-BASED	19.165
	MARKET-BASED	29.256

The commitment to energy consumptions efficiency and emissions reduction affects the entire supply chain, generating a positive impact also on activities related to the core business.

In order to reduce its environmental impacts related to electricity supply, the Q8 group will commit in the coming months to the purchase of "green" electricity from renewable sources and certified by guarantee of origin. This commitment will allow the Group to significantly reduce the amount of CO₂ emitted to perform its activities.

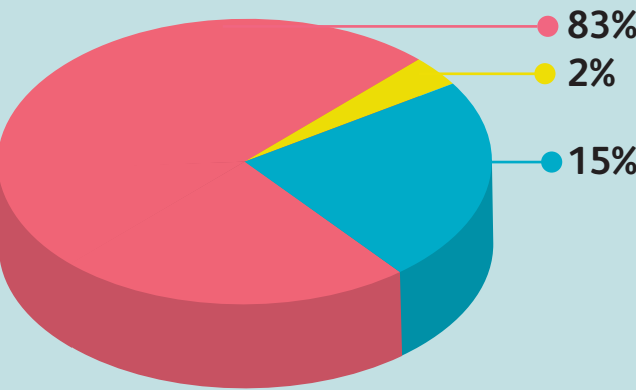


⁶ For the calculation of consumption in GJ the conversion factors used are those reported by the ABI guidelines:
- For natural gas of 0.0343 GJ/Sm³ - For electricity of 0.0036 GJ/Kwh - For gasoline of 0.3169 GJ/l - For diesel equal to 0.3594 GJ/l
⁷ Consumption reported includes consumption of the company fleet, the Head Office in Rome, the outlets, the Naples depot and the aviation depots of Pisa and Venice
⁸ For the purposes of calculating total emissions for scope 2 emissions, the location-based approach was taken into account.

⁹ The factors used for the calculation of SCOPE 1 emissions are those published by the Department for Business, Energy & Industrial Strategy 2019.
¹⁰ For the calculation of SCOPE 2 emissions, the factors used are those published by Terna for the year 2017 for the scope 2 location based and for the scope 2 market-based those published by AIB (Association of Issuing Bodies) in 2019.
¹¹ Scope 2 emissions are expressed in tons of CO₂, but it is specified that the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas (CO₂ equivalent) emissions as inferred from the referenced technical literature.

ENERGY CONSUMPTIONS AND EMISSIONS OF THE DEPOTS AND Q8 HEADQUARTERS

The energy consumptions attributable to the headquarters and the depots, as at 31 March 2020, are composed, for the most part, by the consumptions of electricity, followed by fuel for the company fleet and, finally, the consumptions of natural gas for heating, for a total of 73,417 GJ.



- Electric Energy
- Petrol + Diesel
- Natural Gas

These consumptions generate a total¹² of emissions of 6.242 tCO₂e.

EMISSIONS [tCO ₂ E] FROM 1.04.2019 TO 31.03.2020		
SCOPE 1	GAS NATURALE	79
	GASOLINE	2
	DIESEL	796
SCOPE 2 ¹³	LOCATION-BASED	5365
	MARKET-BASED	8190

In addition to monitoring consumptions and emissions, as part of environmental and economic sustainability actions, Q8 has implemented several initiatives to mitigate and reduce its environmental impacts as well as spread sustainable practices and initiatives among its employees.

¹² Total of emissions for scope 2 was calculated according to the location-based approach.
¹³ Scope 2 emissions are expressed in tons of CO₂, but it is specified that the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂ equivalents) as inferred from the referenced technical literature.

INITIATIVES FOR THE REDUCTION OF CONSUMPTIONS AND EMISSIONS

LOGISTICS

INCREASED CARGO SIZE FOR PRODUCT DELIVERIES TO THE NAPLES DEPOT

The initiative was implemented in 2019/2020 and has allowed to increase the cargo size of diesel deliveries at the Naples depot. Thanks to this project, Q8 has the ability to make purchases of loads 2 or 3 times larger than those of 30KT previously used with a higher CO₂/km emission coefficient. **The initiative has positive environmental impacts considered the reduction in emissions** generated by the fewer ship-trips and the characteristics of the vessels themselves. In the period of July 2019/March 2020, depending on the nautical miles traveled and the size of the ships used, it can be estimated that an equivalent amount of CO₂ equal to about 1.000 tons (-14% compared to the cargo size of 30KT) was saved.



BIO-METHANE SUPPLY CHAIN

In November 2019, Q8 signed a collaboration agreement with Confagricoltura to **enhance the production of renewable energy and implement the circular economy model in the energy field**. The agreement, making the relationship between the world of energy and agriculture increasingly close, provides for the optimization of the biomethane and Bio-LNG production chain, as renewable energy sources obtained from agricultural biomass and livestock waste. The collaboration extends to all possible synergies in the field of biofuel production, as well as the enhancement of by-products of the agricultural supply chain, in order to maximize their use in different areas such as livestock, food and fertilizers. Another objective pursued by Q8 and Confagricoltura, with the contribution of the associated companies, is the construction of new biogas plants and/or the conversion of existing structures into biomethane plants, thus giving value to the entire supply chain that, starting from agricultural production, reaches up to the distribution of the product in the fuel stations.

OPTIMIZING PRODUCT TRANSFER ON THE MUGGIA-VISCO PIPELINE

The initiative is to increase gasoline and diesel transfer flows of the pipeline from 250 mc/h to 310 mc/h and 290 mc/h respectively. **The increase in flow rates reduces transfer times, resulting in a saving of electricity, thus generating undoubted environmental benefits.** The estimated electricity savings for each transfer is 344 KWh for diesel and 316 KWh for gasoline. The initiative was implemented in 2019/2020 and a further increase in flow is under way.

INITIATIVES FOR THE REDUCTION OF CONSUMPTIONS AND EMISSIONS

HEADQUARTERS



LED

LED tube technology is characterized by a high "light efficiency" and a "light beam" that avoids the dispersion of light: specifications that contribute to a further reduction in power absorbed with the same lighting. Altogether, more than 1000 neon tubes have been replaced in Rome headquarters. LED tubes also do not contain mercury and **significantly reduce CO₂ emissions**.

PLASTIC FREE

Q8, with the aim of obtaining the "Plastic Free" certification, has embarked on a path to replace single-use plastics with items composed of **100% plant or biodegradable materials**.

Some initiatives:

- replacement of plastic water bottles distributed in the company canteen with practical and dishwasher safe glasses;
- installation of dispensers for free hot, cold, room temperature and carbonated water
- free distribution to all employees of custom bottles and cups with company logo;
- gradual replacement of coffee machines that use pods with machines that use coffee grains;
- elimination of single-use plastic during events and meetings (plates, glasses, etc.).



EMPLOYEES SHUTTLE

The shuttle service improves the efficiency of the company's mobility by providing support to employees for travel in the stretch that connects the Rome headquarters with the nearest metro station (Eur Magliana). Q8 is aware that the adoption of sustainable mobility solutions not only **strengthens corporate welfare**, substantially affecting the quality of life of employees, but also **generates a considerable environmental advantage** by deterring the use of personal means of transport in favor of collective transport services. Following an agreement with some of the largest companies located in the South-Eastern area of the Eur district, a transport service was chosen to manage mobility for all employees in the area. The service is carried out by comfortable GT Busses with a class no lower than Euro 5 to ensure better environmental performance.

ELECTRIC CAR SHARING

To testify Q8's commitment and sensitivity to environmental protection and the development of new models of sustainable mobility, in 2019 the Company introduced "**Q8 Electro**" the innovative electric car-sharing service **available to all employees of the Rome headquarters**. An electric car that can be used every day of the week, including weekends, and can be booked through a dedicated booking service available on the company intranet. The service also includes a fast-charging electric station installed at the Rome office. Respect for the environment and welfare are the principles behind this initiative.



AIR CONDITIONING

The air conditioning systems of the headquarters have been structurally and completely modified to achieve **greater efficiency and health** of the headquarters. This has reduced energy consumption by about 25-30%.

ENERGY
CONSUMPTIONS
AND EMISSIONS
OF SECONDARY
TRANSPORT

Creating an environmentally minded supply chain also has a positive impact on core business activities. For this purpose, consumptions and emissions generated by tankers, which work on behalf of Q8, are monitored¹⁴ for secondary transport of the product from warehouses to service stations. In particular, about 7.162.609 l of diesel was consumed in 2019/2020, which is slightly lower than in 2018/2019, which was 7.168.115 l of diesel.

SECONDARY TRANSPORT CONSUMPTION [LITRES]		
	FROM 1.04.2019 TO 31.03.2020	FROM 1.04.2018 TO 31.03.2019
DIESEL	7.162.609	7.168.115

The generated emissions can be traced back to the following categories:

SCOPE 3

Indirect emissions from other sources not directly controlled by Q8. These are the result of an organization's activities, but come from sources that are not owned or are not controlled by the organization, such as the transport and distribution of products in the aftermath of the value chain.

The emissions¹⁵ generated amount to 18.581 tCO_{2e} for 2019/2020 and 18.595 tCO_{2e} for 2018/2019 .

SECONDARY TRANSPORT EMISSIONS (tCO _{2e})			
SCOPE 3		FROM 1.04.2019 TO 31.03.2020	FROM 1.04.2018 TO 31.03.2019
	DIESEL	18.581	18.595

¹⁴ consumptions for the year 19/20 and 18/19 was derived through an estimation method based on the total kms travelled by the tankers and the average consumptions that has been 2.9 l/km.
¹⁵ Factors used for the calculation of emissions are those published by the Department for Business, Energy & Industrial Strategy 2019.

INITIATIVES FOR THE REDUCTION
OF CONSUMPTIONS AND EMISSIONS

SECONDARY TRANSPORT

INTRODUCING AND IMPROVING THE K/K
INDEX

Q8 developed the so-called k/k index, an efficiency indicator to monitor the ratio of the km travelled by tanker trucks to the amount of product transported. The reduction in the k/k index has a positive effect on the environment as the consumption of l fuels and consequently CO₂ emissions is reduced. It should also be noted that, thanks to the decrease in heavy traffic on the roads travelled by tanker trucks, the impact of logistics on the reference territory is reduced by improving the quality of life of the local population. From March 2015 to March 2019, the k/k index was reduced by 0.05, equivalent to about 184,000 km (estimated to save 61 mc of diesel). The initiative is continuously improving as the k/k index represents a key performance measure of the Company.



ENERGY CONSUMPTIONS AND EMISSIONS OF THE RETAIL NETWORK

ENERGY CONSUMPTIONS AND EMISSIONS OF THE RETAIL NETWORK

The energy consumptions for the period 2019/2020 of the service stations directly managed by Q8 are for the most part consisting of electricity purchased and amount to 159,509 GJ. Considering the self-produced electricity that is fed into the grid by photovoltaic systems in some service stations, the share of which is 2,490 GJ, the total energy consumption is 157,019 GJ.

ENERGY CONSUMPTIONS OF THE RETAIL SERVICE STATIONS [GJ] FROM 1.04.2019 TO 31.03.2020	
PURCHASED ELECTRICITY	159.509
SELF-PRODUCED ELECTRICITY FED INTO THE GRID	2.490
TOTAL ENERGY CONSUMPTION	157.019

As far as the service stations are concerned, the main emissions produced are those of Scope 2.
This amounts to 13,800 tons of CO₂ according to the location-based approach, while for the market-based approach they amount to 21,066 tons of CO₂.

EMISSIONS [tCO ₂] FROM 1.04.2019 TO 31.03.2020		
SCOPE 2	LOCATION-BASED	13.800
	MARKET-BASED	21.066

INITIATIVES FOR REDUCTION OF CONSUMPTIONS AND EMISSIONS

RETAIL NETWORK

CRE8 PROJECT - CREATING THE STATION OF THE FUTURE

The project aims to develop a network for alternative fuels such as natural gas (both liquid and gaseous) and electricity and has obtained the important recognition by the **European Union** through the allocation of funds for the construction of new infrastructure for alternative fuels and electric charging along the main European connecting arterial routes.
Villoresi Est motorway service station, inaugurated in January 2020, is part of the CRE8 project and **represents a model of excellence in terms of sustainable mobility**, thanks to the recyclable materials used in the construction, the use of a photovoltaic system and charging stations for electric cars. A service station with a multi-product offer that combines **innovation, attention to the customer and the environment**.



PROJECT Z.E.R.O

Project "Z.E.R.O." (Zero Emission Retail Outlet), was created with the aim of **zeroing out the amount of CO₂ put into the atmosphere** by some Q8easy branded stations, thus cancelling their carbon footprint. This is achieved through the adoption of some solutions aimed at reducing energy consumptions such as the use of the best construction technologies and innovative materials, the installation of photovoltaic panels on the canopies and, in the completion of the process, the purchase of CO₂ credits to offset the residual emissions. To offset the residual emissions, **Q8 has chosen to purchase CO₂ credits through reforestation projects** carried out in collaboration with the company AzzerCO₂. Forest projects are verified in accordance with the "Parks for Kyoto" Code of Ethics, ensuring the validity and stability of reforestation projects. In total, through project Z.E.R.O., Q8 has so far offset the emissions of 76 outlets and helped to plant about 35,000 new trees throughout Italy.

Q8 GREEN ISLAND

Q8 has developed a **specific format for the construction of service stations with low environmental impact**, thanks to the use of recycled materials, renewable sources, energy efficiency and innovative solutions for the protection of the environment. The use of energy efficiency solutions **saves more than 40% of the station's consumption**. The format includes:

- the use of recycling materials from other sites being decommissioned;
- the use of materials with environmental product certifications;
- the use of special paints that can transform certain pollutants in salt molecules;
- the use of materials that promote rapid decomposition of any pollutants;
- renewable energy production (primarily photovoltaic and wind);
- installation of plastic and cardboard compactors to encourage clients to differentiated waste collection and recycling.



ADBLUE DISPENSERS

Over the past two years, 35 Adblue dispensers have been activated on the sales network. It is an **additive that contributes to the reduction of nitrogen oxides emissions** and has a positive impact on the environment. In addition, the decision to install Adblue dispensers encourages bulk additive supplies, with a significant reduction in plastic packaging.



PAPERLESS PROJECT

With the aim of reducing paper consumption and optimizing administrative flows, over the last two years Q8 has implemented innovative "paperless" initiatives, not only in its offices, but also in the management of its sales network:

- digitalization of contracts;
- introduction of the Cartissima and Recard web portal;
- APP dedicated to service station dealers.

As an example, one of the latest developments in the digitization of communications has resulted in the elimination of around 43K paper documents per year.

R3 – WASTE RECOVERY NETWORK

For the disposal of land from the construction sites of restructuring and dismantling of its retail network, Q8 has identified 21 disposal plants located throughout the country capable of treating the removed soil with innovative recovery processes (e.g. soil-washing, landfarming and biopila). Thanks to these processes it is possible to **completely reuse the treated land**, resulting in the saving of raw materials, **in full compliance with the principles of circular economy**. In addition, the well spread network of disposal facilities has enabled the average kilometer of heavy goods vehicles to be reduced by 40% each year to transport land from production sites to destination sites, resulting in a reduction in tCO₂ emissions.



AGREEMENT WITH ENEL X FOR ELECTRIC CHARGING STATIONS

The commitment to more sustainable mobility is a strategic goal that Q8 also pursues through successful partnerships with important companies active in the field of energy transition. An example of this is the agreement signed with Enel X, a leading player in electric mobility. A collaboration that involves the installation of 30 JuicePump (Fast Recharge) 50kW electric charging infrastructures at Q8 service stations located on both the road and motorway networks, more than half of which have already been built and are operating. The result of this agreement is the installation of the first fast charging station on motorways, built at the Q8 Rho Sud service station. This initiative is fully part of Q8's commitment to offer its customers innovative services in order to meet their diverse needs, including moving in a sustainable way with respect for the environment.



THE CUSTOMER AT THE CENTER



The relationship with customers is a two-way relationship, a liaison in which there is mutual learning and, thanks to this reciprocity, it allows to increase knowledge. The key element of the customer relationship is **the communication of the messages and values of the brand**.

The range of **means of communication** used by Q8 is very wide and ranges from the traditional newspapers to digital tools. All of these activities are constantly monitored by a dedicated function and are necessary to support Q8 customers in a **journey consistent** with business strategies and to offer the best possible **customer experience**. The social channels used for communication are mainly **Facebook, Instagram and LinkedIn**. The main goal, in addition to the clarity of the content, is the distinctiveness and recognizability of the message.

Customer support. The relationship with the customer is also consolidated in the customer service activity dedicated to:

- Consumer-type customers;
- Business-type customers;
- Dealers and operators of the service stations.

The main communication channel, in addition to e-mails, is the unique toll-free number that, thanks to an interactive voice response (IVR), guides the user to the specialized support group for the specific request. The constant attention to the customer is highlighted by the **market researches** that are continuously conducted to monitor, among other things, **customer satisfaction**.

CUSTOMER SATISFACTION MEASURES THE SUCCESS OF THE COMPANY

An example of this is the Q8 call center satisfaction survey of customers and dealers who made calls in October-December 2019. The satisfaction of the service offered is very high: 93% of customers and 87% of dealers are satisfied with the Q8 call center service (45% of customers and 34% of managers are extremely satisfied). The satisfaction of customers and dealers is confirmed by their loyalty and their propensity to recommend the services offered by the Q8 call center: 60% of Q8 customers are made up of "promoters" (i.e. people who speak extremely well of the Q8 call center and would strongly recommend its use). The "promoters" among dealers are 40%.



THE COMMISSION AGENCY CONTRACT

The relationship of trust with customers is further enriched thanks to the adoption of a new type of contract, the commission agency, which is in addition to the traditional free equipment assignment and supply contract for the management of the retail station. The commission agency contract by its nature allows Q8 to have an even more direct and immediate relationship with the market and its customers, a relationship that includes among other elements the direct management of the price at the pump.

In line with the innovative spirit that characterizes it, the Company has developed and launched this new contract model adopting it first in the sector also thanks to the sharing in a collective agreement with the retail dealers' associations.

"SELF FOR ALL" INITIATIVE

Q8 has joined the Protocol of Understanding between the Unione Petrolifera, FAIP Onlus (Federation of Italian Associations of People with Spinal Cord Injury) and the retail Dealers' Associations (Faib, Fegica and Figisc/Anisa). The initiative, called "Self for All", aims to remove barriers to services offered on the service stations. All motorists with motor disabilities can take advantage of the assistance of the operator at the self-service dispenser during the opening hours of the participating plants, thus being able to obtain price conditions provided by method of sale. A network that confirms its social role in satisfying the right to sustainable mobility without discrimination.



CLUBQ8 PROGRAM

To meet the customer's multiple needs, the ClubQ8 program has been created, bringing together the offers dedicated to both the served and the Q8easy segments. Within ClubQ8, customers have the opportunity to join the **StarQ8 loyalty** program, participate in dedicated promotions (e.g. contests), and take advantage of digital payment tools.

Each **loyalty activities** proposed and included in ClubQ8 program, are characterized by their **social and environmental commitment**. Below are some of these programs that customers can contribute to through points collection.



ENVIRONMENTAL AND SOCIAL INITIATIVES INVOLVING CUSTOMERS



PLANT A TREE WITH TREEDOM

Treedom is the only web platform in the world that allows you to plant a tree remotely and follow it online. The loyalty business is aimed at StarQ8 customers who can plant trees using StarQ8 campaign points. The new plantings contribute to the development of the local economy and to the increase in the level of employment of the territories involved in the project (Asia, Africa, South America and Italy). With Treedom, partner companies finance farmers who want to plant trees, supporting their work in the early years, when trees are still not productive. Farmers receive know-how and technical support for planting and managing trees that are photographed, geolocated and monitored by Treedom over time. Planting trees contributes to improved air quality and the absorption of CO₂ levels present in the atmosphere. In addition, agro-forestry projects protect the maintenance of biodiversity in the territory.



10 RIVERS 1 OCEAN

Loyalty activities aimed at StarQ8 customers who can use their points to obtain a thermal water bottle and support the 10 rivers 1 Ocean project with explorer Alex Bellini engaged in navigating the 10 most plastic-polluted rivers in the world to foster a new sense of respect for the most threatened and delicate ecosystem: waterways. In fact, the speed at which plastic is fed into the oceans will mean that by 2050 it will weigh more than all the animals that populate them. The bottles promote the culture of recycling through the use of a product made of 100% recyclable materials, stainless steel, and counteracts the use of disposable bottles. The project aims to broaden knowledge, reduce the use of plastics and promote a new sense of responsibility and desire to act for a universally shareable cause.



SUPPORT FAI WITH STARQ8



SUPPORT FONDAZIONE FRANCESCA RAVA NPH ITALIA WITH STARQ8

Loyalty activity dedicated to StarQ8 customers who can use star points to become members of the Italian Environment Fund (Fondo Ambiente Italiano or FAI). Collaborating with FAI is a choice of social responsibility and a forward-looking investment that contributes to the development, support and enhancement of Italian territories with positive effects on the local and national economy. Artistic and territorial assets are recovered and protected so that they are increasingly active as levers in the cultural, social and economic contexts in which they are inserted, in order to contribute to the development, support and enhancement of Italian territories with positive effects on the local and national economy. FAI works to increase the number and variety of Italian historical and natural heritage, making sure that they are present in each region.

StarQ8 customers can support the Francesca Rava Foundation using star points. The foundation helps children in hardship in Italy and around the world and represents the international organization NPH that has been operating since 1954 in 9 countries of Latin America (welcoming in its homes, schools and hospitals orphaned children abandoned in desperate need) and the Saint Luc Foundation of Haiti. Support projects abroad also include vocational training and the implementation of activities involving local inhabitants. In Italy, the Foundation is at the forefront of children in need. The main projects carried out include: the reconstruction of eight schools in central Italy hit by the earthquake of 2016 and support for Family Homes throughout the country with specific projects.





**PEOPLE
ENHANCEMENT**

THE PEOPLE IN Q8

Q8 believes that its human capital is the driving force and the real competitive advantage; in fact, in a globalized market, people's **professionalism and dedication are essential to corporate competitiveness**. The human resources management policy is inspired by the principles expressed by the Code of Ethics, which provides for a healthy, safe and efficient **working environment where people's skills are developed and stimulated** by offering equal employment opportunities on the basis of specific professional qualifications and performance skills, without any discrimination.

Offering a stable and long-lasting working relationship is considered a prerequisite for fostering business growth, as well as an important motivational element. In this sense, Q8's commitment is proved by the high **percentage of employees on permanent contracts, amounting to about 96%** in 2020, an increase of 2% compared to the previous year.

Women make up 34% of the workforce as at 31 March 2020. compared to the Energy and Oil sector, where the male gender is predominant among employees, the figure for women employed in Q8 is 12% higher than the national statistics.

Of the total number of employees on permanent contracts, as at March 31st 2020, 23 employees, of which 4 men and 19 women took advantage of part-time contracts.

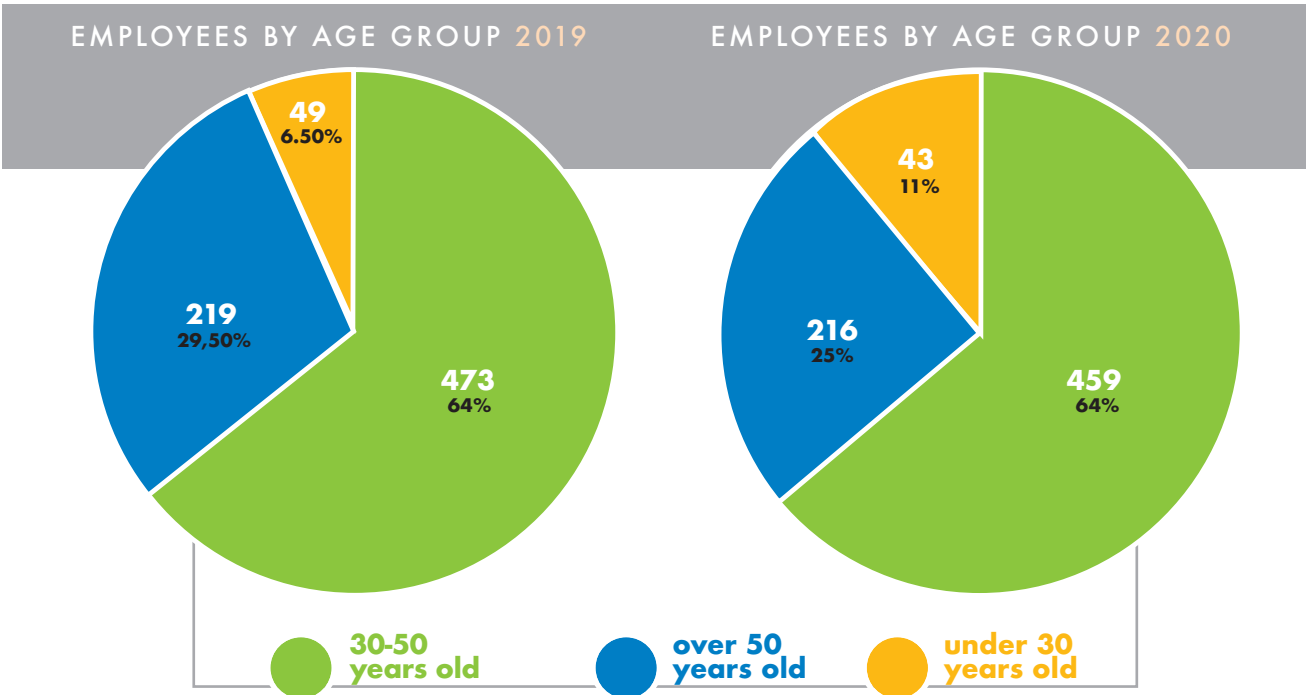
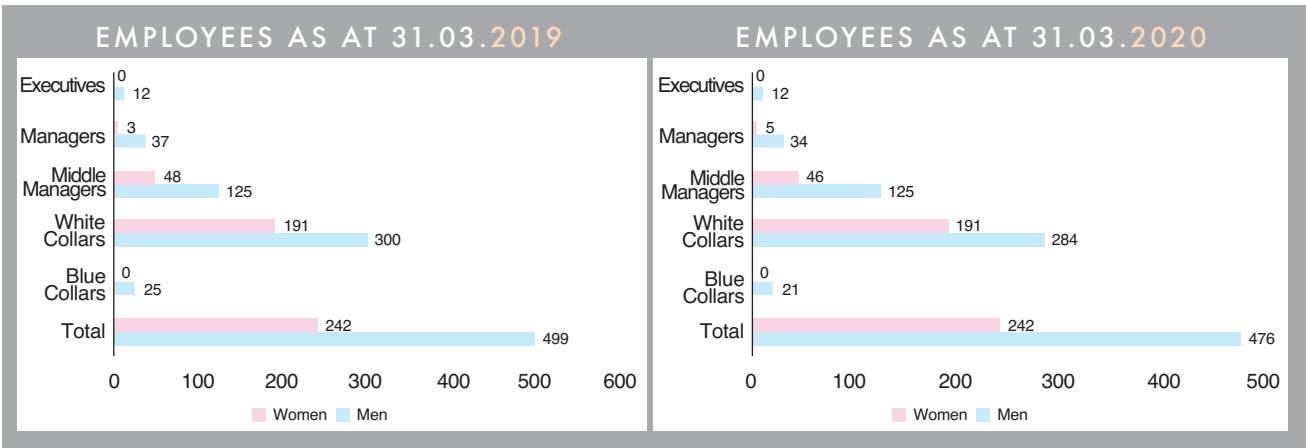


OUR PEOPLE ARE
THE REAL
COMPETITIVE
ADVANTAGE OF
THE COMPANY

¹ Source: Confindustria Energia – 2017 Statistical Survey on the Energy and Oil Sector. The analysis was conducted on a sample of 20 companies in the reference sector on a total of 32,000 employees.

TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT AND BY GENDER						
EMPLOYMENT CONTRACT	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
PERMANENT	480	218	698	464	226	690
TEMPORARY	19	24	43	12	16	28
TOTAL	499	242	741	476	242	718

TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT TYPE AND BY GENDER						
FULL TIME / PART TIME	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
FULL-TIME	495	222	717	472	223	695
PART-TIME	4	20	24	4	19	23
TOTAL	499	242	741	476	242	718



One of the key pillars of human resource management policy is the respect for **equal opportunities** and **non-discrimination conditions** for employees of both sexes, which results in a substantial wage equality between the two genders.

Q8 also promotes concrete initiatives to ensure **professional growth**, facilitating **work-life balance**, confirming a particular focus on the protection of the right to parenthood, as demonstrated by the recent introduction in the company's supplementary union agreement of additional **parental leave** in addition to those provided for by the relevant legislation. It is noted that as at 31 March 2020, 34 employees, 30 of whom were women and 4 men, took parental leave.

In addition, the Company has excellent values from the point of view of the return to work rate: in 2020 only one person has resigned on returning from parental leave. This figure can be considered a testimony and a confirmation of the **inclusive working environment** that the Company is committed to creating and that is positively perceived by the Company's employee population.

In addition, in accordance with the current legislation², Q8 is committed to the respect and enhancement of resources belonging to protected categories.

EQUAL OPPORTUNITY,
PROFESSIONAL
GROWTH, PROTECTION
OF THE RIGHT TO
PARENTHOOD



In addition to protecting its employees, Q8 considers the development of diversity and new talent to be paramount. For this reason, during this last year, the Company has been very attentive and sensitive to hiring staff under the age of 30.

It is also noted that about 42% of terminations in 2020 are attributable to voluntary resignations and retirements; the others relate to the end of the contract.

NEW HIRES AND
TERMINATIONS

NEW HIRES								
NUMBER OF EMPLOYEES	2019				2020			
	<30	30-50	>50	TOTALE	<30	30-50	>50	TOTAL
MEN	7	14	3	24	9	4	-	13
WOMEN	7	10	-	17	12	7	-	19
TOTAL	14	24	3	41	21	11	-	32

TERMINATIONS								
NUMBER OF EMPLOYEES	2019				2020			
	<30	30-50	>50	TOTALE	<30	30-50	>50	TOTAL
MEN	3	14	11	28	5	13	20	38
WOMEN	-	3	1	4	3	9	5	17
TOTAL	3	17	12	32	8	22	25	55

RATE OF EMPLOYEE TURNOVER								
NUMBER OF EMPLOYEES	2019				2020			
	NEW HIRES		TERMINATIONS		NEW HIRES		TERMINATIONS	
	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%
MEN	24	4,80	28	5,61	13	2,73	37	7,77
WOMEN	17	7,02	4	1,65	19	7,85	15	6,2

² Law 68/99 "Rules for the Right to Work of the Disabled".

FOCUS ON DEVELOPMENT AND ENHANCEMENT

TRAINING

As part of its **strategy to enhance human resources** Q8 guarantees **targeted development, training and mentorship** paths with the ultimate goal, on the one hand, to confirm the role of HR as a qualified business partner able to fully intercept the needs of the Company and, on the other, to boost a widespread reskilling of staff

to ensure, in the medium and long term perspective, the concrete sustainability of the business and the ability to successfully address the challenges of innovation. Q8 provides different types of targeted training courses depending on the issues addressed and the type of employees involved.

MANDATORY TRAINING
(PROVEDED BY AN E-LEARNING
PLATFORM)
IT CONSISTS OF 7 COURSES:

- 1 INTRODUCTION TO SHEMS THEMATICS
- 2 SECURITY IN THE USE OF VIDEO TERMINALS
- 3 CRIMINAL LAW
- 4 PRIVACY
- 5 ANTITRUST
- 6 LEGISLATIVE DECREE NO. 231/2001
- 7 INFORMATION EXCHANGE



MANDATORY
TRAINING

A WIDE-EXPANDED OFFER OF
COMPLEMENTARY TRAINING
AIMED AT THE DEVELOPMENT OF
RESOURCES AND FOCUSED
ON MACRO BUSINESS SKILLS.
AMONG THE COURSES
OFFERED THERE ARE:



YOUNG DEVELOPMENT PROGRAMME

A training path for employees hired for less than 5 years taking place in the classroom with the help of experienced trainers with the aim of increasing the communication skills of young resources both interpersonally and personally, taking into account the digital transformation.

SENIOR DEVELOPMENT PROGRAMME

Employees with higher seniority work with trainers to develop and spread a mentoring and coaching approach within the Company.

MANAGERS MEETING

The aim of the course is to involve and enhance the company employees management process, transform the new skills model into observable behaviors, develop observational, assessment and feedback skills towards a new development-oriented management approach.

Q8, therefore, provides a training offer developed to meet the different organizational needs of the Company.

Additional courses organized by the Company include:

- **English and Italian language courses**, also useful for encouraging employee integration of Kuwaitis assigned to Italy
- **Digital Topics**
- **Courses on managerial topics**

As for the online English language course, in January 2020 the third edition began. The course was received in an extremely positive way. The previous year 10% of the company's population was involved while in the current edition the number of participants doubled.

COMPLEMENTARY
TRAINING

Starting in June 2019, Q8, consistent with the strategic line of **digitalization**, has implemented a specific program aimed at assessing and developing the skills of employees in this area. An online survey, submitted to the employee population, mapped digital skills even in areas not closely related to the employee's role, such as:

The results were analyzed and various Digital competency profiles were identified. Those who have distinguished themselves with excellent results have been classified as "Ambassadors" and will support the spread of digital culture in the company.



Q8 ALSO ENCOURAGES THE DEVELOPMENT OF SPECIFIC TRAINING TO CONSOLIDATE AND INCREASE THE SKILLS REQUIRED IN SOME BUSINESS FUNCTIONS. SOME EXAMPLES OF COURSES DELIVERED BOTH IN PRESENCE AND ONLINE DURING 2019 INCLUDE:

TECHNOLOGY MANAGEMENT COURSES

- PROJECT MANAGEMENT
- Q8 APPLICATIONS MAINTENANCE
- RPA DEVELOPER FOUNDATION TRAINING
- SUSTAINABILITY AND CIRCULAR ECONOMY
- DIGITAL SERVICE DESIGN
- WEB ANALYTICS E SENTIMENT ANALYSIS
- NEUROMARKETING
- STRATEGIC QUALITY MANAGEMENT
- PROCESSES AND RISK MANAGEMENT

HR MANAGEMENT COURSES

- STRATEGIC MANAGEMENT OF HUMAN RESOURCES
- EMPLOYEE VALUE PROPOSITION
- EMPLOYER BRANDING
- RECRUITMENT
- LEARNING & DEVELOPMENT
- ADMINISTRATION AND INDUSTRIAL RELATIONS
- COMPANY WELFARE

FINANCE MANAGEMENT COURSES

- CRIMINAL RESPONSIBILITY
- LEGAL REVIEW
- BUSINESS CRISIS ACCOUNTING PRINCIPLES
- PROJECT MANAGEMENT
- BLOCKCHAIN
- TELEMATICS TAX PROCESS
- EXCISE AND ENVIRONMENTAL TAXES

BUSINESS DEVELOPMENT COURSES

- D.GLS 81/08 - SINGLE TEXT ON SECURITY
- WASTE MANAGEMENT D.LGS 152/06
- D.GLS 81/08 - SINGLE TEXT ON SECURITY
- DPR 177/11 - REGULATORY TEXT ON CONFINED SPACES
- CNG SYSTEMS (COMPRESSED NATURAL GAS)
- LNG SYSTEMS (LIQUEFIED NATURAL GAS)
- GPL SYSTEMS
- ELECTRICAL SYSTEMS
- PPV AUTHORIZATION DOCUMENTATION

COMPANY WELFARE AND WELL-BEING



Company welfare and well-being are a fundamental pillar of Q8's culture and are a significant element of the Total Reward in the company-employee relationship. Q8 is aware that, the involvement of employees, the satisfaction of their needs increasingly extending to the family dimension, and individual well-being are crucial to ensure the success of strategic business plans. Welfare and well-being in Q8 have thus become an integral part of a new pact between the company and the employee, based no longer only on the wages rewards, but also on **services and other kinds of support that help employees to increase their well-being and, in general, the wellbeing of the whole organization.** In fact, the level of individual "happiness" positively reflects on the whole organization helping not only productivity and operations, but as a primary condition to better manage the organizational changes needed for competitiveness.

To maintain a constant dialogue with its employees on these topics, Q8 has made available in the company intranet a virtual space called "La Bachecca delle Idee" ("The Board of Ideas") in which everyone is encouraged to publish their ideas for business and working life improvement. All published contents are also read and analyzed by the "Planning Service, PMO & PEP" function and the most effective ideas can give life to new projects.

A NEW PACT BETWEEN EMPLOYEES AND THE COMPANY TO INCREASE WELLNESS WITHIN THE ORGANIZATION

The theme "welfare and well-being" for Q8 is articulated through the implementation of initiatives that mainly concern health and work-life balance topics.

HEALTH

With the aim of safeguarding the health and well-being of its employees, Q8 offers:

Free **medical check-ups** for the entire company population on a periodic basis, diversified according to the age group;

Health fund that guarantees employees and their close family members extensive coverage for medical expenses and reimbursements;

Company nurse unit with qualified staff to carry out nursing activities and equipped with any certifications specifically required to ensure, in addition to the support to the occupational doctor, first aid and assistance interventions in case of the onset of health-related issues during working hours.

WORK-LIFE BALANCE

Q8 has defined its own "**People care strategy**" that aims at the well-being of the person in a holistic sense and is articulated in the whole of activities aimed at implementing a proper work-life balance of employees through the **care of the individual employee and his family.**

Numerous are the benefits that Q8 has put in place to enhance the needs of the individual within the organization and among the most significant and appreciated we can list:

- COMPANY CAFETERIA
- COMPANY SHUTTLE SERVICE
- INSURANCE POLICIES TO COVER INJURY AND DISABILITY

- INTEGRATIVE/SUPPLEMENTARY PENSION WITH COMPANY CONTRIBUTION
- SCHOLARSHIPS FOR EMPLOYEE'S CHILDREN
- TAX ASSISTANCE SERVICE
- CARTISSIMA PRIVILEGE WITH DEDICATED DISCOUNTS
- CORPORATE RECREATIONAL CLUB
- INTERNAL SOLIDARITY FUND
- FLEXIBLE TIME
- PERSONAL LOANS
- CHRISTMAS GIFT
- AMAZON LOCKER

ilMAGGIORTEMPO
L'esclusivo servizio di Maggiordomo Aziendale



In addition, in 2019 the **Company Butler service** was introduced, a figure who takes care of the private and family duties of the staff. A real "time saver" that facilitates the balance between working life and the daily commitments of employees in order to improve their work efficiency and personal satisfaction.

With the aim of paying homage to new mom and new dad employees, Q8 has distributed a "Welcome baby kit" that includes the Q8 First Trips bag, with everything needed for hygiene and baby care, a bandaged bag, a custom bodysuit/t-shirt with Q8 logo and an information leaflet with useful tips and safety guidance and first care of newborns.



In collaboration with a leading provider in the field of education, Q8 has given the opportunity to employees' children attending the 4th and 5th year of high schools, to benefit of a counselling and orientation program to university and work through a dedicated e-learning platform. The initiative called "Q8 Push to Open" has made possible "virtual" meetings that have offered the opportunity for children, "digital natives", to interact in real time, to ask questions to the various testimonials and experts (protagonists of the world of work, university professors, artists, sports champions) with multimedial tools very familiar to young people such as live streaming, direct messaging and a Facebook group.



SMART WORKING

Q8's attention to work-life balance finds its peculiar expression in the use of Smart Working, a new managerial philosophy based on the return to people of flexibility and autonomy in the choice of spaces, schedules and tools to be used in the face of greater responsibility for results. In fact, during 2019, after a trial of about a year limited to employees with children up to 3 years, the extension of Smart Working to all remotely available organizational roles (equal to about 400 positions) was implemented, thus realizing an effective change management that moved the evaluation of the work performance from a time based to a "performance based" perspective with satisfaction of both supervisors and resources engaged in the Smart Working.

Working from home - facilitated by digital technical tools that allow the connection with office activities from remote locations - has made possible a high level of reconciliation of time in life and work needs of employees.

No less relevant is the environmental impact of the smart working in Q8. In fact, remote work has also reduced CO₂ emissions from the movements of employees to and from the workplace.

In order to ensure that the work is carried out correctly, thus ensuring the same quality and safety offered in the workplace, Q8 has made available to employees all the necessary tools in full compliance with applicable regulations.



COMPANY SUPPLEMENTARY UNION AGREEMENT

Attention to themes related to the family and personal life has also been welcomed in Q8's labor relations policy. In fact, during 2019 the company supplementary union agreement was renewed, providing for **tangible interventions in support of the reconciliation between personal and family life**, such as the introduction of increases in the Company's contribution to supplementary pensions for employees. Q8, in confirming its sensitivity and attention also to the employees' families with children in young age, has established paid leaves for the child's illness within 3 years of life and an additional paternity permit compared to the statutory provisions on this matter. In addition, the ceilings of supplementary treatment paid by the Company for employee injury incidents involving permanent disability have been increased.

WE ARE CONSTANTLY
COMMITTED TO ENSURING
THE HIGHEST STANDARDS
OF HEALTH PROTECTION
AND SECURITY IN THE
WORKPLACE

WORKPLACE HEALTH AND SAFETY

Q8 health and safety issues at work are managed in accordance with the Legislative Decree No. 81/08 and in line with the highest standards of excellence.

The Prevention and Protection Service (PPS) conducts, on behalf of the Employer, the analysis of the risks arising from the work activities of Q8 employees. The assessment also extends to accidents, incident events, near misses and, more generally, non-compliances, elements considered fundamental in terms of the continuous improvement pursued by the BMS.

In fiscal year April 2019/March 2020, there were 3 minor injuries among employees mostly caused by falls and slips at the offices.

NUMBER OF WORKPLACE INJURIES AND EMPLOYEES FATALITIES

NUMBER OF INJURIES	AS AT 31 MARCH 2020	AS AT 31 MARCH 2019
TOTAL NUMBER OF FATALITIES AS A RESULT OF WORK-RELATED INJURIES	0	0
TOTAL NUMBER OF HIGH-CONSEQUENCE WORK-RELATED INJURIES (EXCLUDING FATALITIES)	0	0
TOTAL NUMBER OF RECORDABLE WORK-RELATED INJURIES	3	1

**Serious work-related accidents are accidents that have led to damage from which the worker cannot recover, does not recover or it is unrealistic to expect him/her to fully recover to the state of health prior to the accident within 6 months.*

EMPLOYEES FATALITY AND INJURY RATES

RATES	AS AT 31 MARCH 2020	AS AT 31 MARCH 2019
RATE OF FATALITIES AS A RESULT OF WORK-RELATED INJURIES	0	0
RATE OF HIGH-CONSEQUENCE WORK-RELATED INJURIES (EXCLUDING FATALITIES)	0	0
RATE OF RECORDABLE WORK-RELATED INJURIES	0,47	0,15

**The accident rate was calculated as the ratio of the total number of accidents to the total number of hours worked (1,264,000 in 2020 and 1,259,000 in 2019), using a multiplication factor of 200,000.*



Injury monitoring is also extended to workers at companies that provide certain services to Q8, such as drivers, maintenance companies employees, service station delalers and contractors.

In the same reporting period, there were 9 minor accidents at work among external workers at Q8 assets.

NUMBER OF WORKPLACE INJURIES AND EXTERNAL WORKERS FATALITIES

NUMBER OF INJURIES	AS AT 31 MARCH 2020	AS AT 31 MARCH 2019
TOTAL NUMBER OF FATALITIES AS A RESULT OF WORK-RELATED INJURIES	0	0
TOTAL NUMBER OF HIGH-CONSEQUENCE WORK-RELATED INJURIES (EXCLUDING FATALITIES)	0	0
TOTAL NUMBER OF RECORDABLE WORK-RELATED INJURIES	9	7

**Serious work-related accidents are accidents that have led to damage from which the worker cannot recover, does not recover or it is unrealistic to expect him/her to fully recover to the state of health prior to the accident within 6 months.*

EXTERNAL WORKERS FATALITY AND INJURY RATES

RATES	AS AT 31 MARCH 2020	AS AT 31 MARCH 2019
RATE OF FATALITIES AS A RESULT OF WORK-RELATED INJURIES	0	0
RATE OF HIGH-CONSEQUENCE WORK-RELATED INJURIES (EXCLUDING FATALITIES)	0	0
RATE OF RECORDABLE WORK-RELATED INJURIES	0,17	0,24

** The accident rate was calculated as the ratio of the total number of accidents to the total number of hours worked (10,185,000 in 2020 and 5,713,000 in 2019), using a multiplication factor of 200,000.*

To witness the centrality of these themes, the first edition of "Safety & Healthy Week" was held in October 2019, with the aim of spreading and building an active culture of the values of Safety and Health. During the week, a series of meetings and practical training focused on four macro-areas were held: First Aid, Safe Driving, Conscious Nutrition and Posture and Movement. The wide range of training has complemented the theoretical sessions thanks to the skills of external trainers (doctors, safe driving instructors, nutritionists and physiotherapists) who have deepened the chosen issues, with the aim of contributing to the enrichment of the personal knowledge of all employees involved.



SPECIFIC HEALTH AND SAFETY TRAINING ON RETAIL SERVICE STATIONS

Q8 considers health, Safety, Environment, Security and Process Quality training essential and involves all its employees as well as contractors. In the latter case, of course, Q8 is not a substitute for the employer in the obligation to train on the risks arising from work, but provides additional training for the specific equipment present on its assets. In particular, on retail service stations, the Company conducts constant training activities aimed at dealers, contractors and their employees to ensure the management of safety in forecourt operations. Particular attention is given to the training of LPG and/or methane workers who, on the basis of current legislation³, must be informed with appropriate courses at the conclusion of which a certificate is issued. The purpose of the courses is to provide a wide and complete explanation of the lpg/methane plant, how to manage the day-to-day operations with a particular focus on any emergencies that may occur at the site.



With regard to sites directly managed, 81 contractors were trained and 266 hours of training were completed as at March 31 2020, in line with the previous year⁴.



³ D.P.R. 340/03 ("Regulation for the safety of L.R.G. road distribution systems for automotive"), All. point 15 ("Operating standards")
⁴ On March 31 2019, training was provided to 63 contractors for a total of 252 training hours.

Q8 AND THE TERRITORY

THE ROLE IN ASSOCIATIONS

Q8 considers it essential to contribute to the debate on the development of our country in terms of environmental, economic and social sustainability. To this end, it recognizes in the world of associations the most suitable and effective vehicle for the representation of its legitimate interests and for this reason it adheres to different associations, in which it actively participates both in key roles and through the competent support of its staff.

Q8 adheres to the following associations:

- Unione Petrolifera (affiliated with Confindustria)
- Naples Industry Association
- Assonime
- AIEE (Italian Association of Energy Economists)
- Assogasliquidi (adherent to Federchimica)

WE SUPPORT THE
YOUNG ENERGIES
OF THE FUTURE

THE DEVELOPMENT AND WELL-BEING OF THE COMMUNITY REPRESENTS A PILLAR OF OUR STRATEGIES

RELATIONSHIPS WITH UNIVERSITIES

Q8 has partnered with prestigious Italian universities. In this regard, a collaboration is underway **with PoliHub Servizi Srl of the Polytechnic University of Milan⁵** that, together with the Digital Innovation Observatory, is carrying out an ambitious innovative research project called "*Startup Intelligence*".

The "**Startup Intelligence**" program promotes collaboration between the world of digital start-ups and of Italian companies that focus on innovation as a critical success factor by exploiting the enormous innovative potential of digital solutions.

The purpose of the agreement with PoliHub is to:

- Be up-to-date on technological business innovation introduced by the start-up world at national and international level;
- Support the scouting of start-ups that can become a digital solution/service provider and innovative business partners;
- Help increase entrepreneurial culture and skills within companies;
- Encourage interaction between managers and professionals in different companies that 'care' about innovation, to facilitate the exchange of experience and skills;
- Support the development of concrete cases of collaboration between companies and start-ups.

Of particular note is the ongoing partnership with

⁵ PoliHub is the Innovation District & Startup Accelerator of the Polytechnic University of Milan, rated for performance in the first five University Incubators at the 2019/20 UBI Ranking (in the 2018/19 ranking it was 3rd in the world and 2nd in Europe).



LUISS – Libera Università Internazionale degli Studi Sociali Guido Carli di Roma, which, among other initiatives, is planning to provide high-level training courses for Q8 employees and has developed forms of collaboration and synergy in the areas of common interest, consistent with the institutional aims followed by both parties.

The agreement also extends to the prestigious collaboration with QTEM (Quantitative Techniques for Economics and Management Network), a global network that brings together international companies, academic institutions and extremely brilliant students who have distinguished themselves for their university careers.

Thanks to this fruitful partnership, young talents,

through top-notch programs, will receive all the necessary tools to develop analytical and quantitative skills that will make them the decision-makers of tomorrow. In addition to the many speeches by qualified Q8 staff in different Masters at the main Italian Universities, as well as in conferences and workshops, there is also the international participation of the task force, called "Integrity and Compliance" which is dedicated to the theme of anti-corruption, at the B20 summit in Argentina and currently at the B20 Summit in Saudi Arabia.

TERRITORY OF NAPLES

An attention to the needs of the communities in which it operates is a fundamental aspect of Q8's culture. In fact, the Company is involved in the **development of activities, initiatives and collaborations aimed at promoting the development and the growth of the wellbeing of the community.**

A special attention is paid to Naples, a city to which Q8 is historically linked due to the presence of important logistics assets on the territory.

With the aim of identifying and carrying out activities useful to the social, cultural and economic growth of the Neapolitan territory Q8, in 2019, launched and developed the project "Energie per Napoli ("Energies for Naples") to involve all those who live in the territory and want to help give a boost to its growth.

In this context, in continuity with the attention to the relationship with the university world, partnerships with the main Neapolitan universities are included with the aim of involving young Neapolitan minds in projects and initiatives for the development of the territory.

Q8

ENERGIE PER NAPOLI



Q8 has partnered with the **Digita Academy, the la Digita Trasformation and Industry Innovation Academy of Naples University Federico II.** The students involved tried their hand at designing and using emerging technologies such as block chain, artificial intelligence and big data applied to the Q8 universe. The relationship continues into the current academic year with a new **project work** in which young Digiters will be able to use their knowledge on *analytical tests, natural language and machine learning.*

A competition of ideas in the transport, energy and tourism sectors saw the involvement of students from different faculties of the **Parthenope University in Naples.** The students illustrated their ideas of the Naples of the future and among the many valid projects presented some were rewarded with 12 scholarships worth 500 euros each.

Another initiative that testifies to the attention of Q8 for young people in the territory is the work orientation project "**Studiare l'impresa, l'impresa di Studiare**", realized in collaboration with the I'Unione Industriali di Napoli, School Department, the Province of Naples and Regional School Office.

This project is dedicated to high school students in the technical institutes of the Province of Naples and aims, through the realization of experiences of partnership between school and Company, to create an **orientation model** aimed at making the connection between educational offer and work demand more timely. As part of this project Q8 introduced the students to the ope-



ration of the energy supply chain and hosted them directly at its depot in Naples where students had the opportunity to also appreciate the high degree of technology used by the Company.

An interesting initiative, with the aim of increasing the skills and development of the youth community of the Campania territory, is the support provided by Q8 to a **Hackathon with the Digita Academy and a local foundation (Fondazione Famiglia di Maria)**, which deals with children in the district of San Giovanni in Teduccio.

The foundation's students, together with the students of the Academy, have committed to creating digital products that are the object of their own neighborhood, their places and their stories. Laptops and printers are available to take coding courses and develop new digital products in the new digital laboratory inaugurated at the Foundation.

Also, as part of the "Energie per Napoli" project, Q8 has promoted other important initiatives with the aim of providing a contribution to the cultural and touristic development of the territory.

The Company supported the **Escher exhibition** in Naples and actively took part in the most ambitious pro-

ject of the **multimedia guide of the Museo del Tesoro of San Gennaro**.

Thanks to the contribution of Q8, the offer proposed by the Museum has been enriched by a new multimedia tool that uses innovative technologies, specifically created to better enjoy the incredible heritage preserved within the museum.

The new multimedia guide is in mobile app format and with the narrating voice of the important curator Philippe Daverio, who accompanies visitors to discover the treasures of the Museum and the curiosities related to the history of San Gennaro.

To complete the framework of initiatives in favor of the territory, the support for a 10km footrace in the Neapolitan district of San Giovanni in Teduccio near its depot and the active participation in events organized by the Industrial Union of Naples, including **Connex Napoli** and "Meeting the future".

museo
del tesoro
di San Gennaro



Unione Industriali
Napoli
CONNEX
NAPOLI

PARTNERSHIP PROJECTS TOWARDS CULTURAL AND SOCIAL VALUE

Q8 is convinced that the Company must also play a social role of cultural stimulus and for this reason, among other things, it adheres to the **Associazione Civita**, a non-profit organization of companies and research institutions involved in the field of cultural promotion. This includes support for exhibitions held in Rome such as "**Impressionisti Segreti**" in the beautiful setting of the Bonaparte Palace and "**Pollock e la scuola di New York**" at the Victoriano Complex.

Also thanks to the StarQ8 loyalty program and the involvement of our loyal customers, Q8 supports the **FAI**, a non-profit foundation that protects and enhances the historical, artistic and landscape heritage of Italy since 1975, as well as the consolidated relationship the **Francesca Rava Foundation** that works for the support of children in hardship conditions in Italy and around the world.

To confirm the attention and sensitivity that Q8 has towards its stakeholders and towards the communities with which it interacts, many more partnership initiatives will be confirmed and implemented over the coming years.



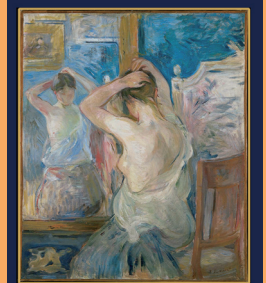
Q8
Welcome
to Art



POLLOCK
E LA SCUOLA DI NEW YORK

COMPLESSO
DEL VITTORIANO
Ala Brasini

**IMPRESSIONISTI
SEGRETI**
PALAZZO BONAPARTE



Q8

TI PORTA ALLA SCOPERTA
DELL'IMPRESSIONISMO

FOCUS OF THE INITIATIVES PUT IN PLACE IN THE EUR DISTRICT OF ROME

One of the main initiatives through which the Company has generated a considerable positive impact for both its employees and the reference community of the entire South-Eastern quadrant of the EUR is represented by the project for **the maintenance and safety of the green areas** surrounding the Q8 Headquarters.

The project, with the aim of protecting the safety of staff and the whole community, has pushed Q8 to engage in pruning, re-cleaning and trimming of trees adjacent to the access areas of the offices.

Thanks to this initiative, the risk of falling branches has been completely eliminated by preventing the rupture of broken or loose parts and reduced the spread of infestations by insects and fungal parasites. Thanks to this intervention, in addition to protecting the safety of pedestrians in transit and protecting against the potential damage to parked cars, the overall condition of the trees has been greatly improved.

The activity has been financed exclusively by Q8 for a total amount of Euro 12,000.00 and in the future the Company will take advantage of the advice of a specialist in forestry and arboreal sciences who will be able to provide support in the timely definition of upcoming interventions.



LOCATION OF THE PINE TREES ON WHICH THE INTERVENTION WAS PERFORMED

#Eroi



INITIATIVES RELATED TO COVID-19 EMERGENCY

The period between the first and the second quarter of 2020 was marked by an unpredictable and dramatic event that caused a negative shock within all industries and communities. The rapidly spreading Covid-19 pandemic around the world has generated global endemic effects and impacts.

The response of the government authorities aimed at reducing the scale of the related shock was to impose a lockdown on the whole national territory, excluding the sectors and production sectors of primary importance. And the sector in which Q8 operates is a strategic one: the Company has continued, in fact, to guarantee energy supplies for the country without any interruption of its activities.

From the outset, Q8's **primary commitment was to secure the health of its employees, while ensuring business continuity**. In just 48 hours the Company extended the **Smart Working** to the entire company population and for every day, which was already an option present in its work organization since 2018, thanks to a project started with the support of the Polytechnic of Milan. This process has allowed Q8 to be ready and efficient in fulfilling its business continuity and, at the same time, to protect the health and safety of its people, which is a priority for the Company.

Other initiatives benefiting its human capital include the **extension of the health coverage to employees and their close family members to Covid-19 specific risks**. This initiative, aimed at better addressing and mitigating the risks of the pandemic, provides employees with

additional coverage compared to the existing one, specifically aimed at the risk of contracting Covid-19. By activating this additional form of protection Q8 has shown a real focus on its employees through a strongly foresighted behavior to protect all their resources and their families to the maximum.

With the **"#YOULLNEVERWORKALONE"** initiative, in order not to lose the collaborative and team climate established over the years, Q8 has activated and made available in a timely manner a useful forum to its employees in order to **connect with one another** to exchange information and experience about these out-of-the-ordinary working circumstances.

Another initiative is the partnership with Pharmanow, a company that operates within the retail drug distribution sector, with the aim of making **home deliveries of drugs and pharmaceuticals** on which an ad hoc discount is also applied. This is to facilitate the management of the daily needs of its employees during the lockdown period. In addition, the partnership with Jointly Channel, Q8's partner in the management and implementation of work-life balance and people care policies, has been extended.

Thanks to this extension, a **platform has been made available to all Q8 employees with training courses** taught by professionals in the sector, useful to better deal with the new and unexpected emotional difficulties of the lockdown. Those who use it are also given free of charge the opportunity to meet individually with these experts and to participate in webinars on different topics.

The lockdown led to a significant decline in fuel sales. To **support the dealers** of the service station network in facing such a difficult time, the Company has signed an agreement with the Labor **Organizations that provides a support package** for this category.

Q8 also wanted to confirm its commitment to the community. The **"Eroi" ("Heroes")** initiative

launched in partnership with the FREE NOW organisation (Europe's leading urban mobility platform that connects users and taxi drivers) offered **free rides to medical facilities to healthcare professionals** dealing with the Covid-19 pandemic. Several hundred Free Now volunteer taxi drivers between Milan and Rome have made themselves available to ensure the free transport of doctors and nurses. **Q8 supported the initiative through its digital fuel coupons** for every ride made and reserved for such "Heroes".

Still, in partnership with **Fondazione Francesca Rava – N.P.H. Italia Onlus**, an **initiative was launched also involving all StarQ8 customers to help purchase sanitary equipment and materials** to be donated to Covid-19 hospitals and support group homes and communities for children affected by the emergency.





ATTACHMENTS

SCOPE OF MATERIAL TOPICS

MATERIAL TOPICS	IMPACT BOUNDARY	TYPE OF IMPACT	RECONCILIATION WITH TOPIC-SPECIFIC STANDARD
Socio-economic compliance	Q8	Caused by Q8	Socioeconomic Compliance
Business ethics and responsibility	Q8	Caused by Q8	Anti-corruption Anti-competitive Behavior Customer privacy
Digital transformation	Q8	Caused by Q8	N/A
Economic performance	Q8 and its stakeholder	Caused by Q8 and directly linked through its activities	Economic performance
Innovation, R&D	Q8	Caused by Q8	N/A
Corporate governance and risk management	Q8	Caused by Q8	Diversity and Equal Opportunity
Environmental impact management and fight against climate change	Q8 and its suppliers	Caused by Q8 and contributed to its activities	Energy Emissions Environmental Compliance
Supply chain management	Q8 and its suppliers	Caused by Q8 and directly linked through its activities	Procurement Practices
Occupational health and safety	Q8, employees and external workers	Caused by Q8 and directly linked through its activities	Occupational Health and Safety (2018)
Quality of products	Q8	Caused by Q8	Marketing and Labeling
Stakeholder relations	Q8	Caused by Q8	N/A
Community relations and local development	Q8	Caused by Q8	N/A
Well being and people development	Q8	Caused by Q8	Employment Training and Education Diversity and Equal Opportunity Non-discrimination

GRI CONTENT INDEX

THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
GRI 101: FOUNDATION (2016)			
GRI 102: GENERAL DISCLOSURES (2016)			
ORGANIZATIONAL PROFILE			
102-1	Name of the organization	Methodological note	
102-2	Activities, brands, products, and services	Who we are	
102-3	Location of headquarters	Sectors in which we operate	
102-4	Location of operations	Sectors in which we operate	
102-5	Ownership and legal form	Our story	
102-6	Markets served	Sectors in which we operate	
102-7	Scale of the organization	Who we are The people in Q8	
102-8	Information on employees and other workers	The people in Q8	
102-9	Supply chain	Sustainable supply chain	
102-10	Significant changes to the organization and its supply chain	Sustainable supply chain	
102-13	External initiatives	Q8 and the territories in which it operates	
STRATEGY			
102-14	Statement from senior decision-maker	Letter to stakeholders	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior	Vision, Mission And Values	
GOVERNANCE			
102-18	Governance structure	Responsible overnance	
STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Dialogue with stakeholders	
102-42	Collective bargaining agreements	Dialogue with stakeholders	
102-43	Identifying and selecting stakeholders	Dialogue with stakeholders	
102-44	Approach to stakeholder engagement	Q8's materiality matrix	
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Methodological note	
102-46	Defining report content and topic boundaries	Scope of material themes	
102-47	List of material topics	Q8's materiality matrix	
102-48	Restatements of information	Methodological note	
102-49	Changes in reporting	Methodological note	
102-50	Reporting period	Methodological note	
102-51	Date of most recent report	Methodological note	
102-52	Reporting cycle	Methodological note	
102-53	Contact point for questions regarding the report	Methodological note	
102-54	Claims of reporting in accordance with the gri standards	Methodological note	

GRI CONTENT INDEX

THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
102-55	GRI content index	Attachments	
TOPIC SPECIFIC STANDARDS			
GRI 200: ECONOMIC SERIES			
ECONOMIC PERFORMANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Directly generated and redistributed economic value	
103-3	Evaluation of the management approach	Directly generated and redistributed economic value	
GRI 201: Economic performance (2016)			
201-1	Direct economic value generated and distributed	Directly generated and redistributed economic value	
PROCUREMENT PRACTICES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Sustainable supply chain	
103-3	Evaluation of the management approach	Sustainable supply chain	
GRI 204: Procurement practices (2016)			
204-1	Proportion of spending on local suppliers	Sustainable supply chain	
ANTI-CORRUPTION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management approach	Ethics and responsible behavior	
GRI 205: Anti-corruption (2016)			
205-3	Confirmed incidents of corruption and actions taken	Ethics and responsible behavior <i>Nel corso del 2019 non sono stati registrati casi di corruzione accertati</i>	
ANTI-COMPETITIVE BEHAVIOR			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management approach	Ethics and responsible behavior	
GRI 206: Anti-competitive behavior (2016)			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Ethics and responsible behavior <i>During 2019, there were no legal action for anti-competitive, antitrust and monopolistic practices</i>	
GRI 300: ENVIRONMENTAL SERIES			
ENERGY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Our energy consumptions and reduction initiatives	
103-3	Evaluation of the management approach	Our energy consumptions and reduction initiatives	

GRI CONTENT INDEX

THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
GRI 302: Energy			
302-1	Energy consumption within the organization	Our energy consumptions and reduction initiatives	
EMISSIONS			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Our energy consumptions and reduction initiatives	
103-3	Evaluation of the management approach	Our energy consumptions and reduction initiatives	
GRI 305: Emissions			
305-1	Direct (scope 1) GHG emissions	Our energy consumptions and reduction initiatives	
305-2	Energy indirect (Scope 2) GHG emissions	Our energy consumptions and reduction initiatives	
305-3	Other indirect (Scope 3) GHG emissions	Our energy consumptions and reduction initiatives	
ENVIRONMENTAL COMPLIANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior Enabler for the energy transition	
103-3	Evaluation of the management approach	Ethics and responsible behavior Enabler for the energy transition	
GRI 307: Environmental compliance (2016)			
307-1	Non-compliance with environmental laws and regulations	During the period April 2019/March 2020, 2 environmental proceedings were found involving the seizure of two pieces of land.	
GRI 400: SOCIAL SERIES			
EMPLOYMENT			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	The people in Q8	
103-3	Evaluation of the management approach	The people in Q8	
GRI 401: Employment (2016)			
401-1	New employee hires and employee turnover	The people in Q8 With regard to the breakdown of new hires and terminations of employees by age group ➤ 2019/20 New hires <30 14, 30-50 24, >50 3; ➤ 2019/20 Terminations <30 3, 30-50 17, >50 12; ➤ 2018/19 New hires <30 21, 30-50 11, >50 0; ➤ 2018/19 Terminations <30 8, 30-50 22, >50 25	
401-3	Parental leave	2019/20 ➤ Employees who have taken parental leave: 4 men 30 women ○ Of which still on leave: 8 women ○ Of which returned and	

GRI CONTENT INDEX

THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
		<ul style="list-style-type: none"> still employed: 4 men 21 women Of which resigned: 1 woman Return to work rate: 100% men 95% women 	
		<ul style="list-style-type: none"> 2018/19 ➤ Employees who have taken parental leave: 4 men 34 women Of which still on leave: 12 women Of which returned and still employed: 3 men 21 women Of which resigned: 1 woman 1 man Return to work rate: 75% men 95% women 	
OCCUPATIONAL HEALTH AND SAFETY (2018)			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Workplace health and safety	
103-3	Evaluation of the management approach	Workplace health and safety	
GRI 403: Occupational health and safety - Management approach (2018)			
403-1	Occupational health and safety management system	Workplace health and safety	
403-2	Hazard identification, risk assessment, and incident investigation	Workplace health and safety	
403-3	Occupational health services	Workplace health and safety	
403-4	Worker participation, consultation, and communication on occupational health and safety	Workplace health and safety	
403-5	Worker training on occupational health and safety	Workplace health and safety	
403-6	Promotion of worker health	Workplace health and safety	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Workplace health and safety	
403: Occupational health and safety - Topic-specific disclosures (2018)			
403-8	Workers covered by an occupational health and safety management System	Workplace health and safety 100% of employees are covered by the Health and Safety Management System.	
403-9	Work-related injuries	Workplace health and safety	
403-10	Work-related ill health	Workplace health and safety During 2019, there were no cases of occupational diseases.	
TRAINING AND EDUCATION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Focus on development and valorization	
103-3	Evaluation of the management approach	Focus on development and valorization	
NON-DISCRIMINATION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior People enhancement	
103-3	Evaluation of the management approach	Ethics and responsible behavior People enhancement	
GRI 406: Non-discrimination (2016)			
406-1	Incidents of discrimination and corrective actions taken	During 2019 there were no incidents of discrimination	

GRI CONTENT INDEX

THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior People enhancement	
103-3	Evaluation of the management approach	Ethics and responsible behavior People enhancement	
GRI 405: Diversity and equal opportunity (2016)			
405-1	Diversity of governance bodies and employees	<p>The people in Q8</p> <p>Composition of the Board of Directors 2019/20</p> <ul style="list-style-type: none"> ➤ 2 men in the 30-50 age group ➤ 4 men in the age group >50 <p>2018/19</p> <ul style="list-style-type: none"> ➤ 2 men in the 30-50 age group ➤ 4 men in the age group >50 <p>Employees by professional category and age group 2019/20</p> <p>Executives 3 in the 30-50 age group; 9 executives in the >50 age group;</p> <p>Managers 21 in the 30 - 50 age group; 18 managers in the >50 age group;</p> <p>Middle managers 101 in the 30 - 50 age group; 70 Middle managers in the >50 age group;</p> <p>White collars 38 in the <30 age group; 320 in the 30 - 50 age group; 117 in the >50 age group;</p> <p>Blue collars 5 employees in the <30 age group; 14 in the 30 - 50 age group; 2 employees in the >50 age group;</p> <p>Employees divided by professional category and age group 2018/19</p> <p>Executives 3 in the 30-50 age group; 9 executives in the >50 age group;</p> <p>Managers 19 in the 30 - 50 age group; 21 in the >50 age group;</p> <p>Middle managers 103 in the 30 - 50 age group; 70 in the >50 age group;</p> <p>White collars 40 in the <30 age group; 335 in the 30 - 50 age group; 116 in the >50 age group;</p> <p>Blue collars 9 in the <30 age group; 13 in the 30 - 50 age group; 3 in the >50 age group</p>	
MARKETING AND LABELING			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	The customer at the center	
103-3	Evaluation of the management approach	The customer at the center	
GRI 417: Marketing and labeling (2016)			
417-2	Incidents of non-compliance concerning product and service information and labeling	During 2019, there were no cases of non-compliance with information and labelling of products and services	
417-3	Incidents of non-compliance concerning marketing communications	During 2019, there were no cases of non-compliance with marketing communications	

GRI CONTENT INDEX
THIS MATERIAL REFERS TO THE FOLLOWING GRI DISCLOSURES:

GRI Standards	Disclosure	Note e sections	Omissions
CUSTOMER PRIVACY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior The customer at the center	
103-3	Evaluation of the management approach	Ethics and responsible behavior The customer at the center	
GRI 418: Customer privacy (2016)			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>During 2019, there have been no cases of violation of customers' privacy</i>	
SOCIOECONOMIC COMPLIANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management approach	Ethics and responsible behavior	
GRI 419: Socioeconomic compliance (2016)			
419-1	Non-compliance with laws and regulations in the social and economic area	<i>During 2019, there were no cases of non-compliance with social and economic laws and regulations</i>	
INNOVATION, R&D			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Who we are Innovazione e digital transformation	
103-3	Evaluation of the management approach	Who we are Innovazione e digital transformation	
DIGITAL TRANSFORMATION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Innovazione e digital transformation	
103-3	Evaluation of the management approach	Innovazione e digital transformation	
STAKEHOLDER RELATIONS			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Dialogue with stakeholders	
103-3	Evaluation of the management approach	Dialogue with stakeholders	
COMMUNITY RELATIONS AND LOCAL DEVELOPMENT			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Q8's materiality matrix Scope of material themes	
103-2	The management approach and its components	Q8 and the territories in which it operates	
103-3	Evaluation of the management approach	Q8 and the territories in which it operates	



Kuwait Petroleum Italia S.p.A.
Viale dell'Oceano Indiano, 13 - 00144 Roma
Tel +39 (06)5208.81
www.Q8.it

Capitale Sociale € 130.000.000 interamente versato
R.E.A. di Roma n. 73832
Uff. Reg. Imprese di Roma e C.F. 00435970587 - Partita IVA 00891951006

Thanks to all colleagues who have contributed to this document.

Graphic project: Studio Grafico Daniela Boccadoro (Rome)

Printed on 100% recycled paper





Kuwait Petroleum Italia S.p.A.

