



Sustainability Report 2024-2025





LETTER TO STAKEHOLDERS

HIGHLIGHTS



WHO WE ARE

Our Brand	p. 11
Purpose, Vision, Mission and Values	p. 12
Sectors in which we operate	p. 13
Subsidiaries and associated companies	p. 20

SUSTAINABILITY IN Q8

Sustainability strategy	p. 28
Business strategy and energy transition	p. 30
Dialogue with stakeholders	p. 35
Materiality	p. 36

ENABLER FOR THE ENERGY TRANSITION

Addressing climate change	p. 46
Responsible management water and waste	p. 53
Biodiversity	p. 58
Sustainable value chain	p. 60
Our logistics, network and offices	p. 68
Customer service excellence	p. 82

PEOPLE ENHANCEMENT

Our ecosystem	p. 88
Just transition	p. 92
Q8 people	p. 98
Inclusion	p. 104
Occupational health and safety	p. 110

NEW WAYS OF DOING BUSINESS

Responsible Governance	p. 116
Health, security, environment and quality	p. 126
Economic value directly generated and distributed	p. 128
Innovation and Digital Transformation	p. 130

ANNEXXES	p. 140
METHODOLOGICAL NOTE	p. 154
GRI CONTENT INDEX	p. 156
INDEPENDENT AUDITOR'S REPORT	p. 164

The global geopolitical tensions and conflicts environment continues, including those in Ukraine and the Middle East, imposing significant challenges, with notable implications for Europe.

Recent crises, inflation, rising interest rates, and tariffs announced by the US have put pressure on many sectors in Italy, reducing competitiveness and increasing uncertainty for businesses and citizens. Added to this is the European goal of achieving climate neutrality by 2050, a huge transformation involving all sectors and especially the energy and mobility industries.

In these circumstances, Q8 Italia has continued including in its industrial strategy an energy transition based on three pillars: security, diversification, and technological neutrality.

We believe that sustainability is not an abstract concept but a solid commitment to innovative mobility solutions that significantly reduce CO₂ emissions. Solutions that depend on the raw materials and production processes used can lead to the most effective reduction of carbonization of the Well-to-Wheel cycle, not only the Tank-to-Wheel.

Products today such as biofuels and biomethane, and e-fuels and recycled carbon fuels in the near future, offer a fundamental advantage: they are compatible with the existing infrastructure and today's vehicles, ensuring a transition that benefits all but also accounts for the needs of the most vulnerable.

We mustn't forget that, in the EU alone there are over 300 million vehicles in circulation, ninety-nine percent of which have internal combustion engines. With a view to reach the EU zero-emissions goal in transport by 2050, a pragmatic approach is needed to achieve emissions targets through a mix of energy sources. This is the only way to ensure cleaner energy security by avoiding reliance on individual countries, resources, or technologies.

Corresponding to this challenge, Q8 has chosen to invest in the production of advanced biofuels and biogas, strengthening its presence along the whole value chain. Q8 HVO fuel, a renewable, biogenic fuel and an expression of the circular economy, is already being distributed in its sales network.

Q8 has an increasingly varied network with "multi-energy" offers ranging from traditional high-performance fuels to alternative low-environmental-impact fuels and to electric mobility. The launch of the first dedicated Q8 Electric EV charging stations, with fast charging fueled by solar energy produced on site, marks an important step on this path.

Along with this, we are expanding our services with the opening of the first SVOLTA Caffè and the expansion of "Q8's Easy Wash" car-wash services, strengthening the relationship with our customers and local community.

This year our numerous initiatives with a social impact have been made possible thanks to the commitment of our personnel who contribute to building a more responsible business, serving communities and creating the long-term value to benefit all stakeholders.

2024/2025 has been a difficult year, but one full of the achievement of goals and of positive changes made possible by a team, working across the entire value chain: from those at Q8 Italia and all our partners, suppliers, and our ever-growing number of customers.

Together with all our stakeholders we will continue to turn the concept of sustainability into tangible actions with a commitment to leave a positive legacy for future generations.



Bashar Alawadhi
Managing Director

A stylized, handwritten signature in black ink, featuring a large, sweeping loop and a horizontal line extending to the left.

Highlights 2024/25

6

41 years since entering the market

39 years of the Q8 brand

2,881 service stations

18 airports served

Bunker sales in the main Italian ports

12 subsidiaries companies

10 associated companies

Sectors in which we operate

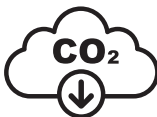
Refining
Biofuels & Biogas
Lubricants
Logistics
Network
Direct
Marine
Aviation
Fuel Cards

ENABLER FOR THE ENERGY TRANSITION



Net Zero

Scope 1 e 2
to 2035



Emissions

(Scope 1 e 2) 4,648 tCO₂eq ,
down by 6.4 %
on the previous year



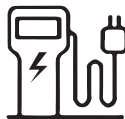
100%

electricity from
renewable sources



Top 20

among the italian companies
that have most significantly
reduced the ratio between CO₂
emissions and revenue



> 2,6 millions kWh

totaling electric vehicle
recharges in the past year



Sustainability Score 91/100



PEOPLE ENHANCEMENT



96%
of permanent
employees



Certifications
ASSE.CO
Gender Equality
Top Employer



1,900 hours
of training on health
and wellbeing issues



Employees
People Care Strategy
and Total Wellbeing Program



40 new hires
with an average age of 28



Community support
SROI (Social Return On
Investment) 1€ = 2.44€

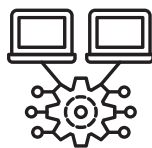
NEW WAYS OF DOING BUSINESS



Governance
0 incidents of corruption
0 antitrust infringement cases
0 customer privacy
violation cases



Agreement
Cooperative Compliance
agreement with the
Tax Agency



ERM
Enterprise Risk
Management



15 BILLIONS
Turnover approx
6 BILLIONS
Excise taxes paid approx



Data Driven Company
Digital Transformation
Strategy



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



The background of the slide is a photograph of a modern, multi-story building with a grid-like facade of windows. A large, semi-transparent purple rectangle is overlaid on the right side of the image, containing the text. A thin white line runs vertically along the left edge of the purple rectangle. The sky is a clear, bright blue.

WHO WE ARE

11

Our brand

12

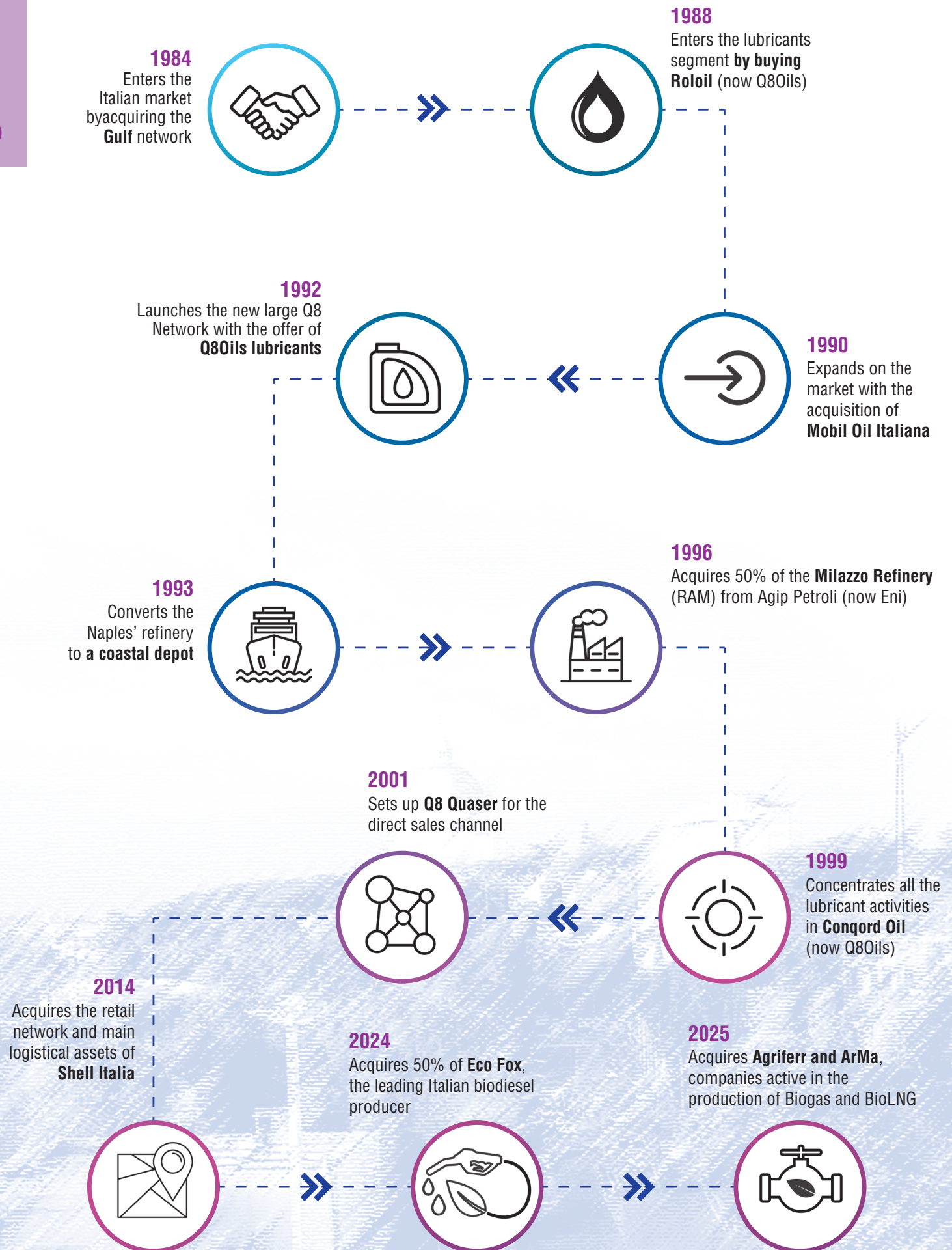
Purpose, Vision,
Mission and Values

13

Sectors in which we operate

20

Subsidiaries and
associated companies



Who we are

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

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

Our brand

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

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



1986



1996



2014

Purpose, Vision, Mission and Values

Our purpose is connect people, cultures and places ensuring the freedom to move responsibly in an ever-changing society. Together beyond any distance.

We share the **Vision** with the Parent Company: continue to evolve as an energy player recognized for the high quality and variety of its products and services and the talent of its people, valued by its partners and customers for reliability, efficiency, and responsibility to the environment and the communities in which it operates. From the Vision derives the **Mission**: to be a Company that offers to our customers and partners innovative products and services for the sustainable mobility of people and goods, fueling the growth of the country system

Q8 is distinguished by its focus on:

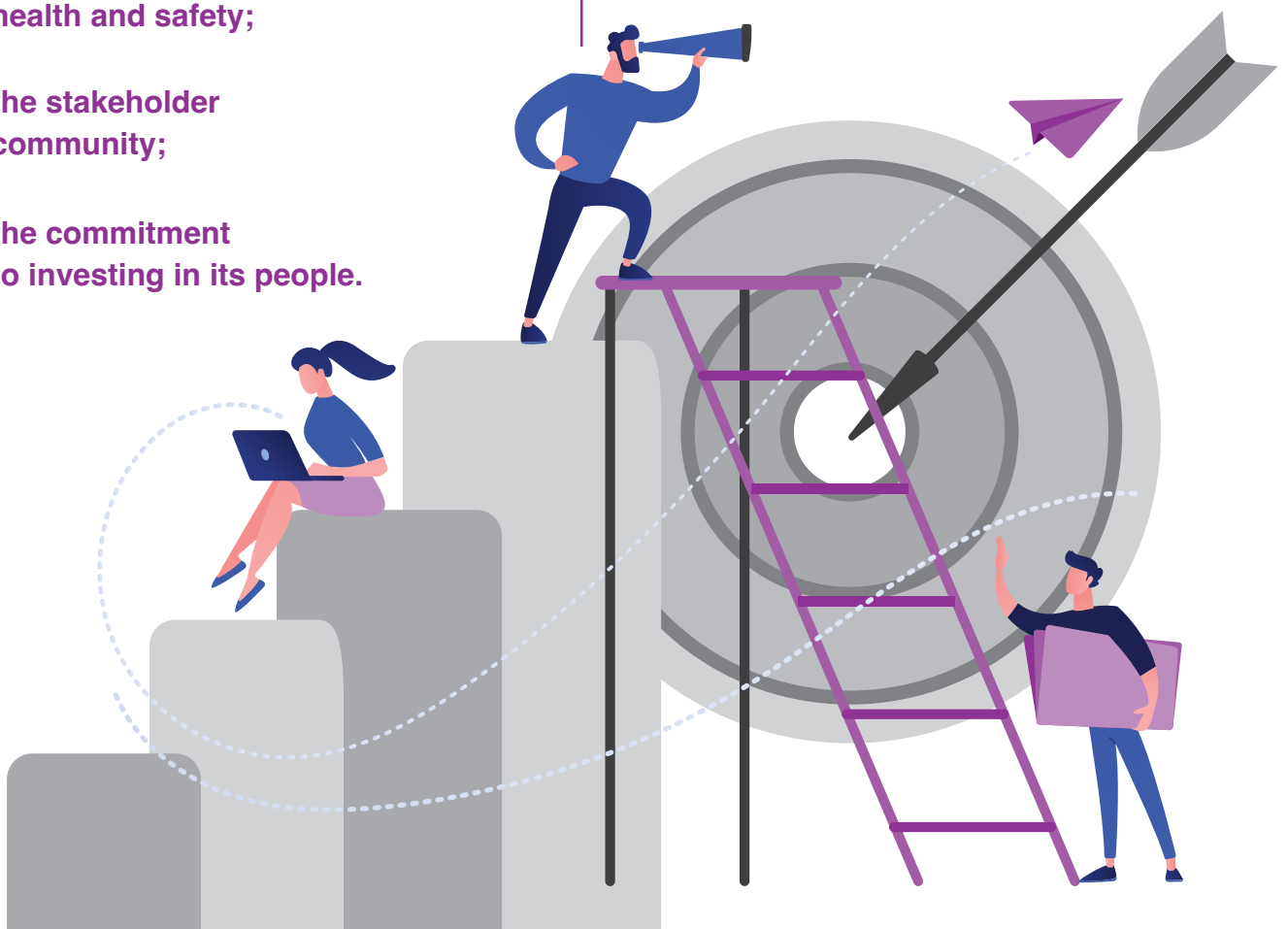
- the environment, health and safety;

- the stakeholder community;

- the commitment to investing in its people.

Coherent and ensuing **Values** which characterise the undertaking of the business shared with the Parent Company:

Integrity, Sharing goals, Commitment to HSSE, Innovation, Successful partnerships, Caring for people, Sense of belonging and Excellence.



Sectors in which we operate

Also through its subsidiaries and associated companies, the Q8 in Italy covers the whole integrated downstream cycle, from refining to the end user.

In a world with increasing attention on sustainable mobility, Q8 wants to be a **protagonist in the energy transition** by orienting all its activities to respecting sustainability standards which it has adopted in order to be able to best combine safeguarding the environment, social development and economic growth.



Refining

It operates through the Milazzo Refinery (RAM) managed under a 50/50 joint venture with Eni



Biofuels and biogas

It produces and markets advanced biofuels and biogas



Lubricants

It offers a wide range of high-quality lubricants for vehicle and industrial use



Logistics

It has an effective and well-balanced system for logistics and procurement in Italy



Network

It has a network of around 2,900 service stations distributed throughout Italy



Direct

It markets and distributes motor-vehicle and other fuels to companies, resellers, service companies, the public administration and end users



Marine

It supplies its own products in numerous Italian ports



Aviation

It refuels the most important airlines in 18 Italian airports



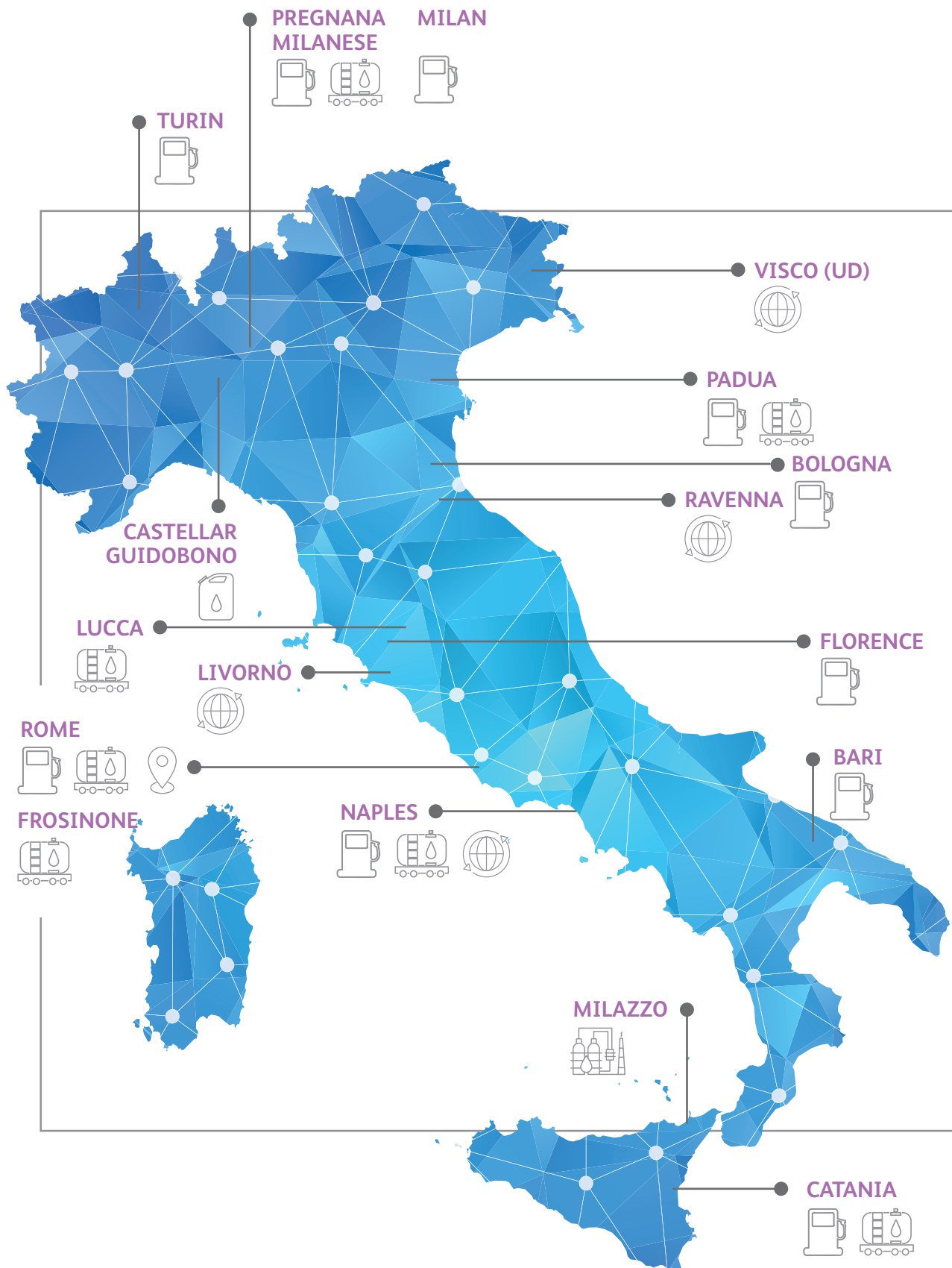
Fuel Cards

It offers innovative payment solutions reserved to both companies and end users

Where we are

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

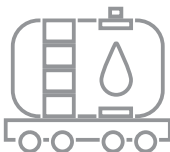
14



North



Retail
*Milan, Padua,
Turin, Bologna*
1,234 service stations



Direct
*Lucca, Padua,
Pregnana Milanese (MI)*
Q8 Quaser



Lubricants
*Castellar
Guidobono (AL)*
Q8Oils



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

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

Centre



Retail
Florence, Rome
• 757 service stations

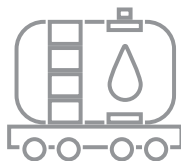


Headquarter
Rome



Logistics
Livorno, Vasto

- Transit: Livorno
- Depot: Vasto



Direct
Frosinone, Rome
• Q8 Quaser

South

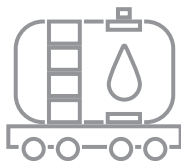


Retail
*Bari, Catania,
Naples*
• 890 service stations



Logistics
Napoles, Palermo, Sant'Eramo al Colle

- Storage depot and coastal terminal: Naples
- Transit: Sant'Eramo al Colle, Palermo



Direct
Catania, Napoles
• Q8 Quaser



Refinery
Milazzo

The fulcrum of our logistics: the Naples hub

- **Strategic on the basis of the law¹** in guaranteeing the security of supply for Italy's industrial system;
- **Subject to the golden power provision**, the mechanism which gives the Government special powers to safeguard strategic sectors²;
- Which holds **6% of the obligatory national reserves** on behalf of the Italian Storage Central Body;
- Which is an essential logistics hub, being the **main supply source for South Italy**;
- **Unique in South Italy for refuelling ships** docking at the ports of Naples and Salerno
- **Strategic for the Port of Naples** thanks to refuelling and the liquid waste collection service for ships (bilge and ballast water), which is then subsequently treated at the depot's waste water treatment plant;
- With **notable storage capacity and great operational flexibility**, it can handle white (gasoline, diesel, jet fuel and biodiesel) and black (fuel oil and bunker fuel for ships) products;

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

In 1 year

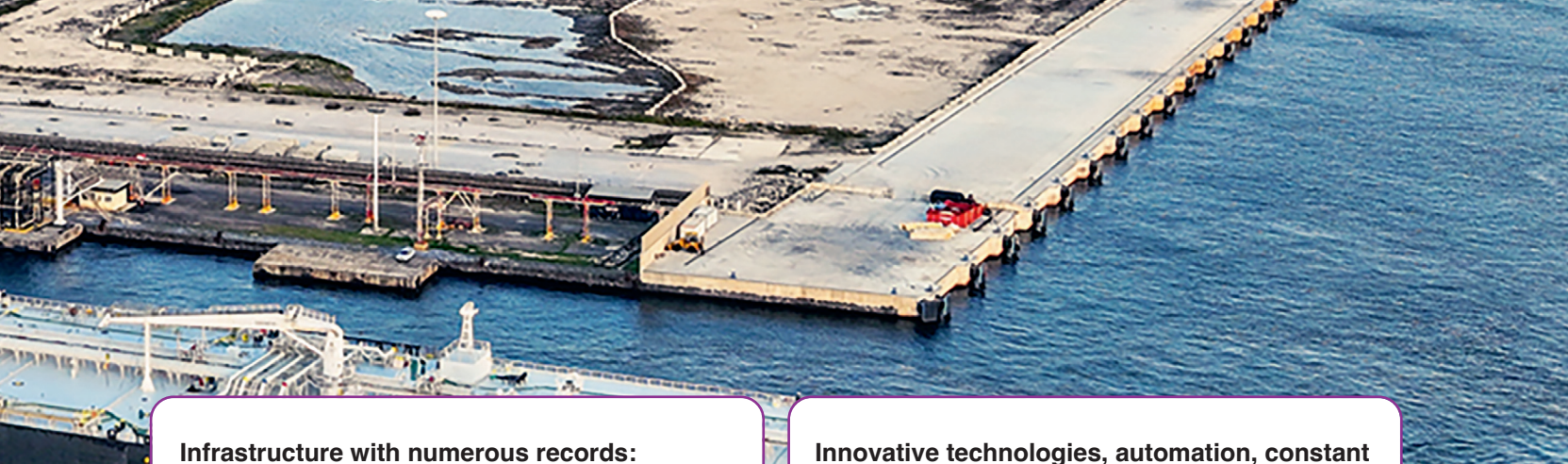
- Around 2,000 training hours;
- 1,850 hours of field experience;
- An index of 65 training hours per annum per person;
- Enhancement of the training/information portal in e-learning mode for internal and external staff (approximately 5 courses per year available for 900 people).

Among the training issues:

- The training of fire-prevention³, Officers and personnel;
- The "Seveso" notice on internal Emergency Plans⁴;
- Environmental training⁵;
- Training on the European regulation for the road transport of dangerous goods;
- Corporate SSHE instruments such as near-misses and safety walks and audits.

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

² Decree Laws 21/2012 and 105/2019



Infrastructure with numerous records:

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

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

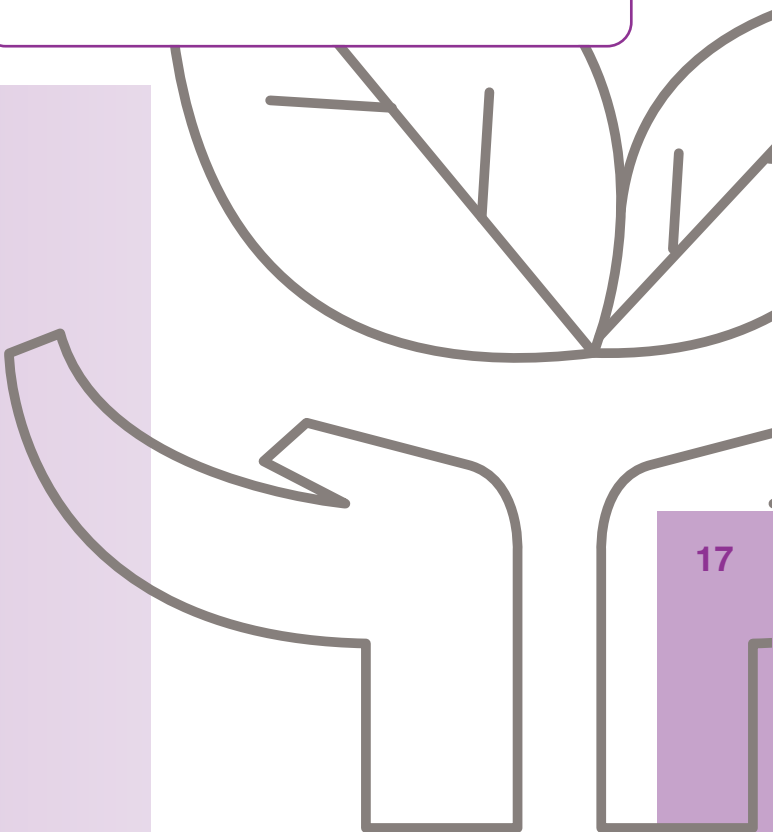
- Oil pipeline fitted with an active **fire-fighting system, sensors, and detectors**, all completely automated;
- Oil pipeline and depots **monitored constantly through a CCTV system**;
- Two control rooms with the most advanced systems for **real-time and continuous control** of all the infrastructure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

Protecting biodiversity

The Energy hub is located in an area which is highly urbanised and has undergone massive transformation coinciding with the metropolitan area of Naples, within which is concentrated the main regional infrastructure and much of the manufacturing system. The Q8 undertakes its activities in complete respect of biodiversity, taking into account, among other things, the protected nature areas which are closest to the Depot.

The possible impacts on biodiversity - those which are not due to accidental events - have been categorised as low level.

(Annex no.1)



Our network: technological innovation and multi-energy offer

The Q8 has a **network of around 2,900 service stations** which extend throughout Italy with a “multi-energy” offer: from traditional and high performance fuels (Q8 Hi Perform Diesel and Q8 Hi Perform 100 Ottani), to alternative fuels such as Q8 HVO, LPG, liquified and compressed natural gas (LNG and CNG) up to recharging electric vehicles.

A **sustainable network**, thanks to huge investments to implement solutions designed to reduce emissions and consumption and to the presence of

modern infrastructure for the supply of alternative fuels and for electric recharging.

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



THE Q8 NETWORK OFFERS TWO DIFFERENT TYPES OF SERVICE:

Manned service stations

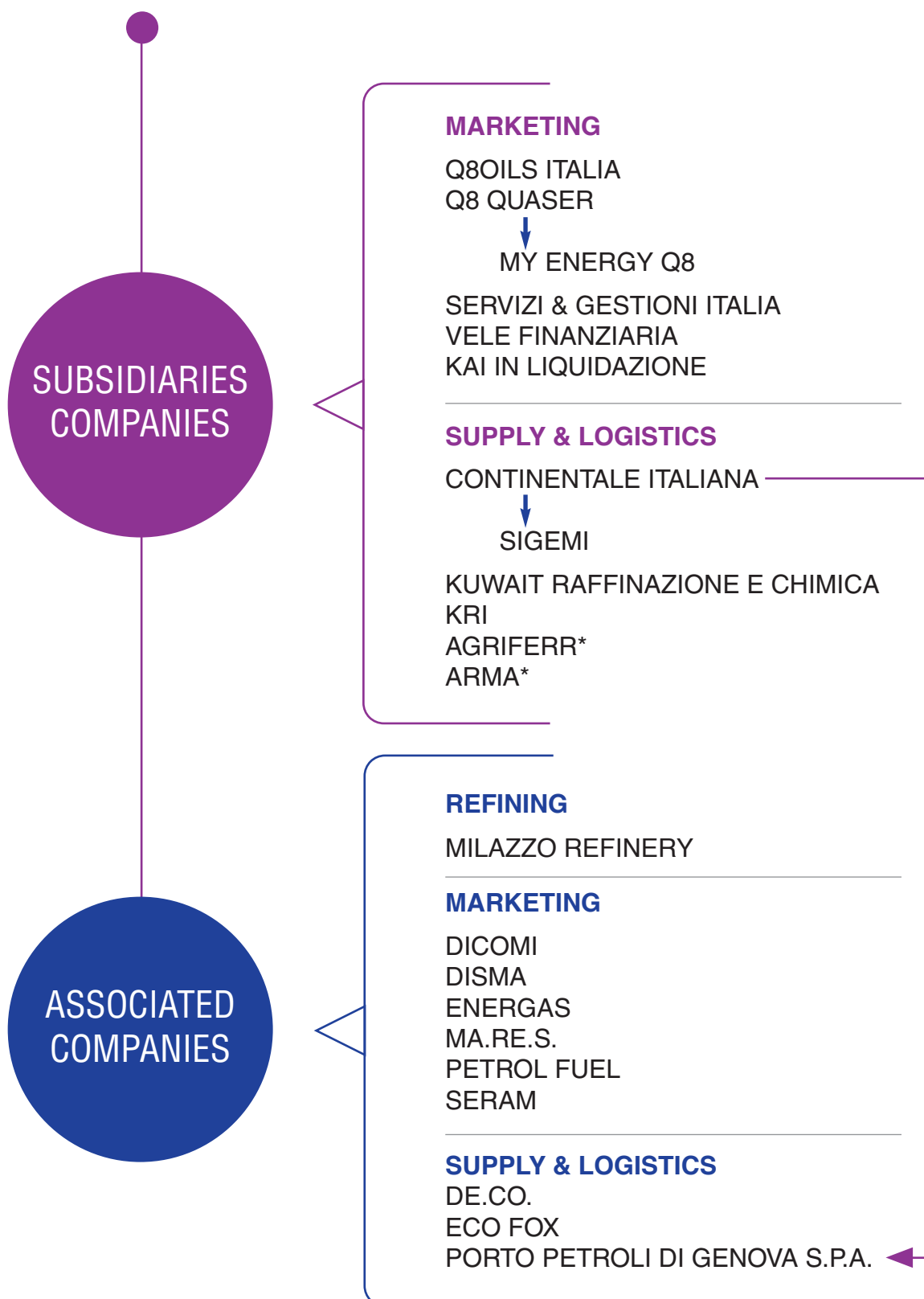
Competent staff who are kept constantly trained provide the convenience of a serviced fill-up and a wide range of accessory services.

Q8easy

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



Subsidiaries and associated companies



*The companies were acquired on April 1st, 2025

Subsidiaries companies

Continentale Italiana S.p.A.

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

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

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

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

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

Kuwait Raffinazione e Chimica S.p.A.

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

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

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


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

The company is certified:



Subsidiaries companies

Agriferr S.r.l.

Agriferr Srl, which produces biogas and bio LNG that can assist the decarbonisation of transport, has a plant for the production of bio-gas which can be converted into biomethane with a potential of 2.1 million SCM per annum, and another for the production of bio LNG, with a potential of 2.5 million SCM  per annum.

The plants use advanced second-generation raw materials, agricultural subproducts and livestock manure, from neighbouring territories and companies, thus realising a circular economy model. The bio LNG plant is certified by the National System of Sustainability Certification for biofuels and bioliquids.

ArMa S.r.l.

ArMa Srl owns a biogas production plant which is to be reconverted to biomethane, with production capacity of 2.1 million SCM per annum. The company uses agricultural subproducts and livestock manure, advanced second-generation raw materials, in line with the principles of the circular economy. It is a company which involves a whole sector and land covering over 1000 hectares, dozens of companies in the area neighbouring the plant, combining economic growth and environmental sustainability.

Q8Oils Italia S.r.l.

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

- Q8Oils
- Roloil

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

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

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

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

The company is certified:



Smc: The standard cubic meter is the unit of measurement for gas and indicates the quantity of gas contained in one cubic meter of raw material under standard temperature and pressure conditions: specifically, the reference values are 15°C temperature and 1.01325 bar pressure.



Q8 Quaser S.r.l.

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

The company is certified:



NATIONAL ITALIAN SYSTEM TO CERTIFY THE SUSTAINABILITY OF BIOFUELS AND THE 2BSvs

VOLUNTARY SCHEME FGAS CERTIFICATION FOR THE INSTALLATION/MAINTENANCE/REPAIR OF INSTALLED REFRIGERATION EQUIPMENT, AIR CONDITIONING AND HEAT PUMPS CONTAINING SOME FLUORINATED GREENHOUSE GASES.

Servizi & Gestioni Italia S.r.l.

Servizi & Gestioni Italia S.r.l. (SEGIT) is the Q8 single-shareholder company which handles the direct management of over 1,300 outlets under the Q8 brand spread throughout Italy. SEGIT can draw on an organisation which features a high level of professional skills and an innovative business model which make it possible to successfully manage the offer of fuels, services and other non-oil products, thanks to the support of numerous companies which provide operational services, guaranteeing high quality, safety and environmental standards. The standard offer of the range of traditional, high-performance and gaseous fuels is broken down into two formats under the Q8easy (unmanned stations) and Q8 (manned) brands. It has been further enhanced with the offer of high-quality, modern products and services, with the innovative concept store “SVOLTA”, characterised by a high level of digitalisation and in-store materials used with a low environmental impact, as well as the “Easy wash” service offering cutting-edge self-service car washing. Keeping customers satisfied and loyal has always been at the heart of all of SEGIT’s activities which can also draw on the innovative loyalty program on the “ClubQ8” app.

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



Associated companies

Eco Fox S.r.l.

Eco Fox S.r.l., a 50/50 joint venture between Q8 and Fox Petroli S.p.A., is an Italian company which is a leader in biofuel production and sales. Eco Fox has been a pioneering operator in the production of sustainable biofuels since the 1990s and owns a factory located in Vasto (CH) with production capacity of 200,000 tons, achieved thanks to continuous investment in the innovation of plants and processes. The company produces biodiesel which conforms to international technical standards and subproducts for industrial use starting from second-generation raw materials (i.e. which do not compete with use in the human or animal food chain). It has a bonded warehouse with 30,000 m3 of storage and logistics that can receive and despatch products by sea and land, thanks to the direct connection to the port of Vasto via a pipeline. In addition, Eco Fox is continually looking for new technologies in order to optimise plants and is engaged in projects for energy efficiency and the development of new products. The logistical structure, the excellent quality standards and independent certification, such as the International Sustainability & Carbon Certification (ISCC) and the National System of Sustainability Certification for biofuels and bioliquids, enable Eco Fox to sell its products to a broad portfolio of customers in Italy and Europe, contributing actively to the decarbonisation of the transport sector.

The company is certified:

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

Milazzo Refinery S.C.p.A.

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

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

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

The Refinery is constantly engaged in research and development for new technologies to improve energy efficiency and reduce CO₂ emissions, also through close collaboration with universities and research centres. Particular attention is paid to the local context in which it operates, contributing to social and cultural growth with numerous initiatives. For more details see the "Sustainability" section on the website www.raffineriadimilazzo.it.

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

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



SUSTAINABILITY IN Q8

28

Sustainability strategy

30

Business strategy and
energy transition

35

Dialogue with stakeholders

36

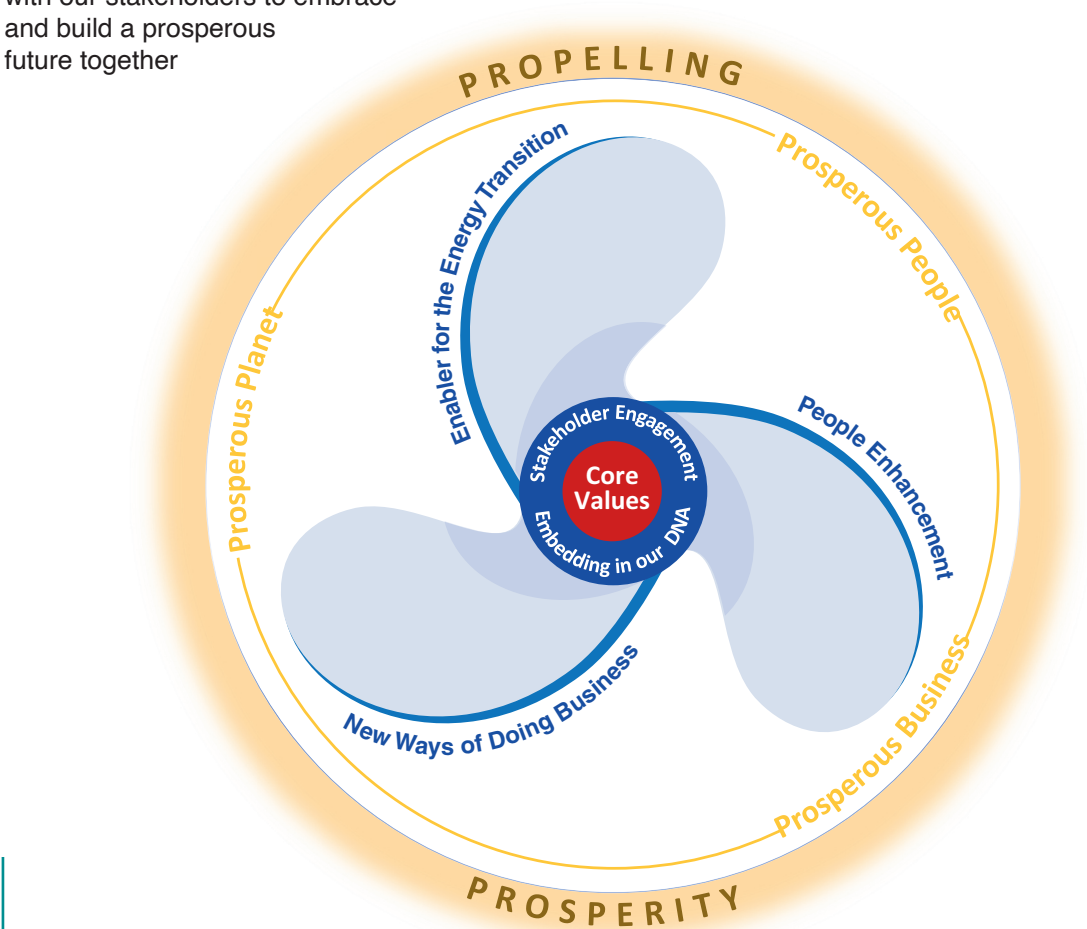
Materiality

Sustainability strategy

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

OUR PURPOSE

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



WE DO IT

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



Enabler for the energy transition

Represents the Q8 Group's commitment to looking for new, sustainable and green solutions which can reduce CO₂ emissions, testing alternative forms of energy, with the goal of increasing the energy efficiency of innovative and responsible infrastructure.

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



People enhancement

Expresses Q8's commitment to its own employees, to whom it guarantees advanced forms of welfare and wellbeing, and to the community where it operates, in which it is engaged in creating social value to be redistributed in the local territory.

- Welfare and wellbeing ● Employee compensation and benefits
- Occupational health and safety ● Social value creation



New ways of doing business

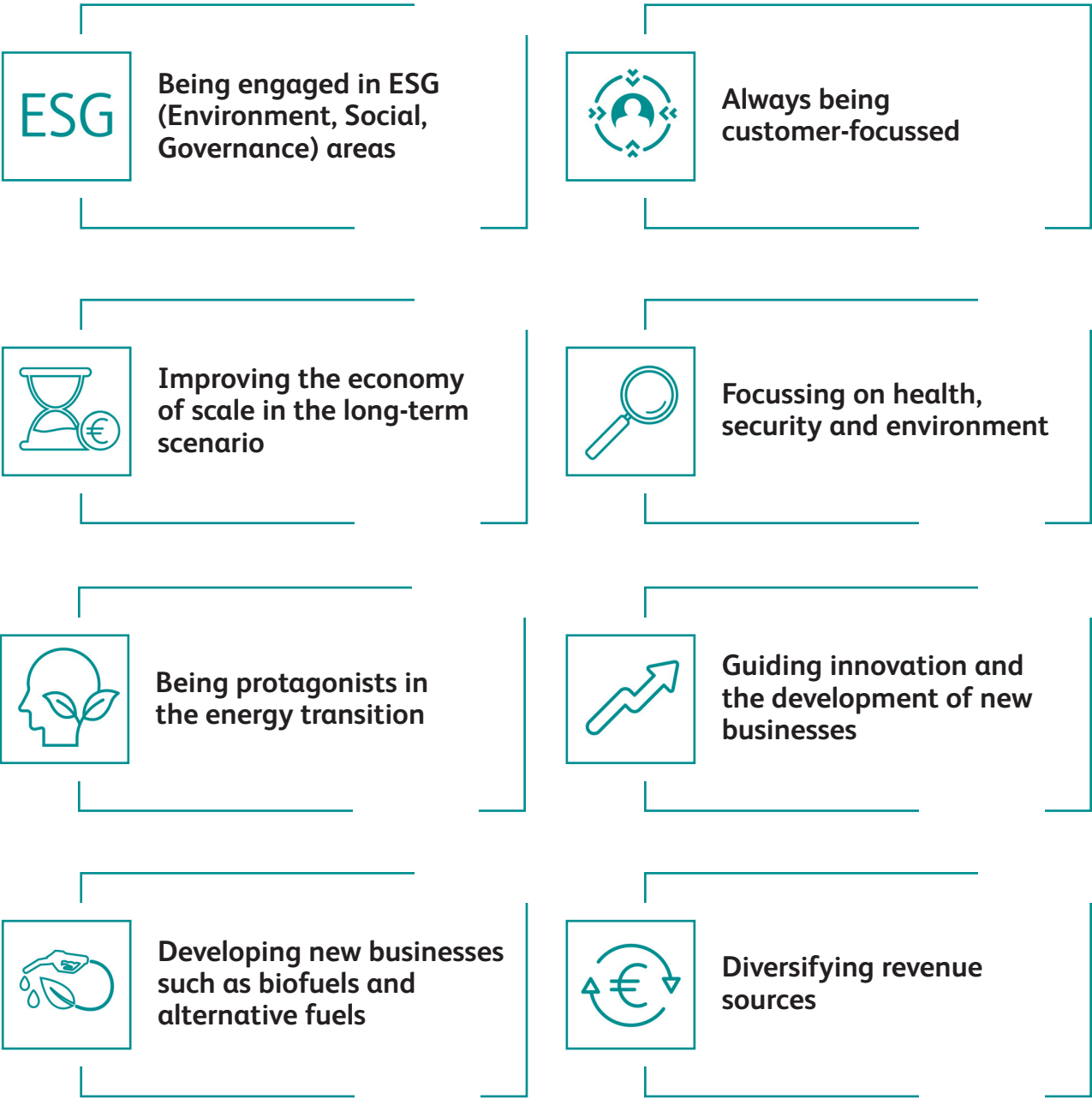
Represents the idea that Q8 has of its own business: ethical, capable of creating long-term value, and giving ample space to digitalisation and technological innovation.

- Business ethics ● Long-term value creation
- Digitalisation and technologies



Business strategy

Q8’s business strategy aims at the **economic and social sustainability of the business in the long term**, with the aim of confirming its role as a leading player in the Italian energy sector. This means being an energy player which, by drawing on all its resources and know-how, is committed in both the social segment and in consolidating and optimising its core business, thus guaranteeing its profitability, while at the same time exploring new opportunities and new markets with the goal of diversifying its energy and revenue sources. Business strategies which aim at economic and social environmental sustainability take concrete form in the following actions:



Energy transition strategy

Q8 is committed to **responsibly managing the fuel sector**, with the goal of gradually reducing its environmental impact; at the same time it is strongly focussed on developing new businesses in the energy sector. The Company intends to **be a trusted supplier of low-emission intensity energy sources**, investing in alternative energy and undertaking to achieve the Net Zero target for scope 1 and 2 emissions¹ in 2035.

Certainly a challenging target, but absolutely in line with the ambitions of Q8 which is aiming at an increasingly sustainable future.

TO ACHIEVE THE
NET ZERO TARGET
IN 2035,
TWO DRIVERS
WILL IN ESSENCE
BE CRUCIAL:



¹ Scope 1 and 2 means direct and indirect GHG emissions generated by the Organisation's energy consumption

Sustainability policy

In line with the promotion of a just transition towards a more sustainable economic model, Q8 has approved its own Sustainability policy at its highest level of governance (the Board of Directors).
Q8 is committed to playing a key role in the just transition towards a more sustainable economy, integrating the principles of economic, social, and environmental sustainability into its corporate strategy. **Respect for values such as ethics, transparency, and integrity is essential both within the Company and in its relationships with stakeholders.**

To strengthen this commitment, the Board of Directors has approved the **Sustainability Policy**, which serves as a fundamental guide for achieving the United Nations Sustainable Development Goals (SDGs) and for managing the most relevant ESG (Environmental, So-

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

The Sustainability Policy complies with national and international regulations and the latest European developments, including the UN 2030 Agenda, the European Green Deal, the “EU Fit for 55” package, EU directives on sustainability reporting, and the Integrated National Energy and Climate Plan (PNIEC).

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

The policy establishes:

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

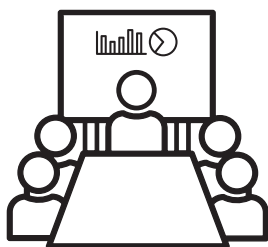
The policy pursues the following general goals:

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

Sustainability governance

The management of ESG risks and opportunities, together with the organisation’s impacts on environmental, social and governance factors, as well as the coordination and sharing of ESG strategies with its shareholder, are **managed by the highest level of governance in the Company**.

Board of Directors



It is responsible for the corporate business and so also for defining this policy and its application and compliance.

Managing Director



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

Human Resource, Legal & Corporate Affairs Department and other senior figures



At various levels in the organisation, they are entrusted with the coordination, implementation and deployment of the Sustainability Policy, its updating and, as part of their specific responsibilities, the dissemination of the culture of sustainability inside the Company.

Human rights policy

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

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

Identifying, assessing, preventing and mitigating risks linked to the violation of the Human Rights Policy.

Raising the awareness of its employees.

Responsibly managing its supply chain.

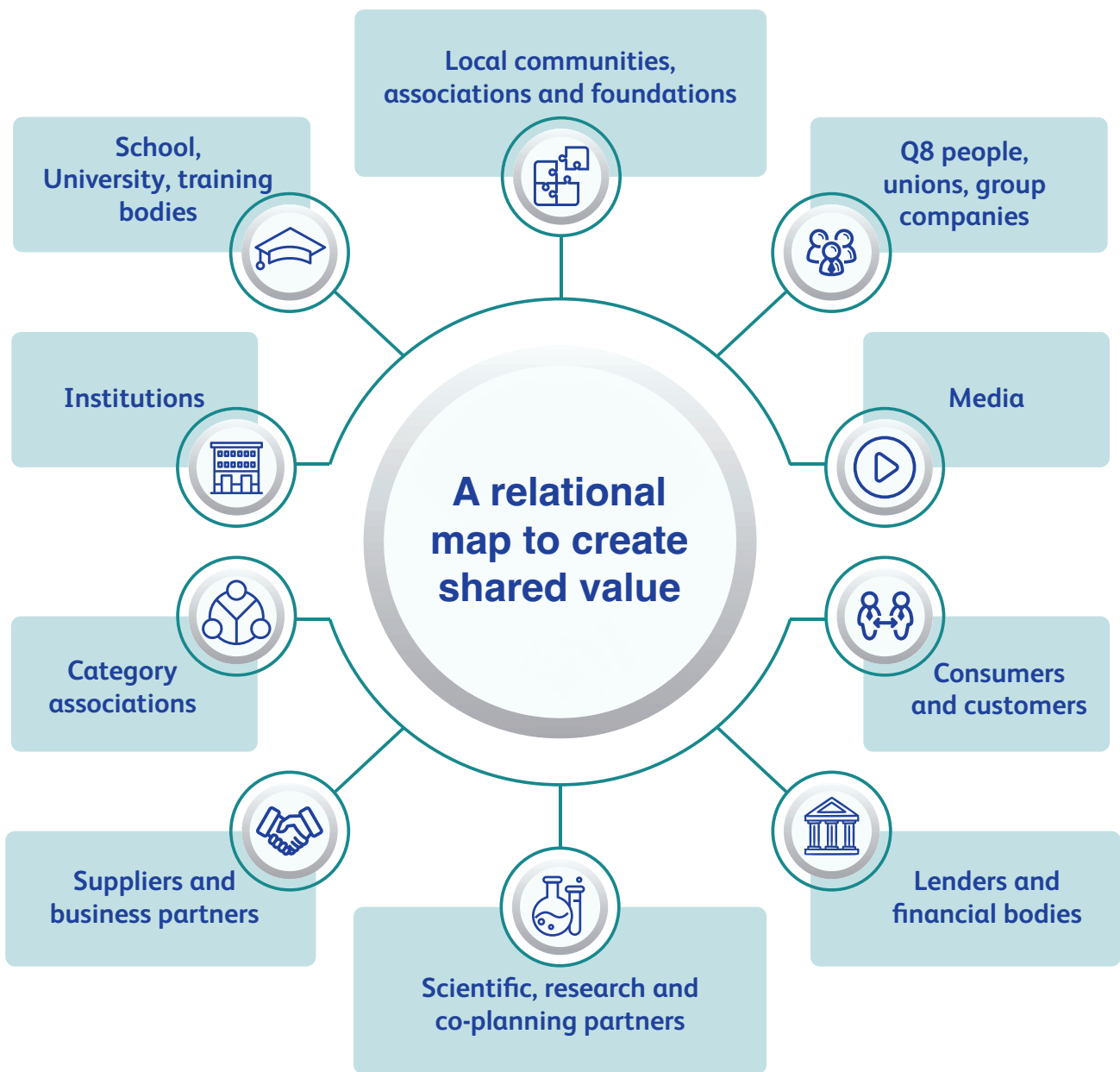
The areas in which the Policy is applied cover multiple issues

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

Dialogue with stakeholders

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

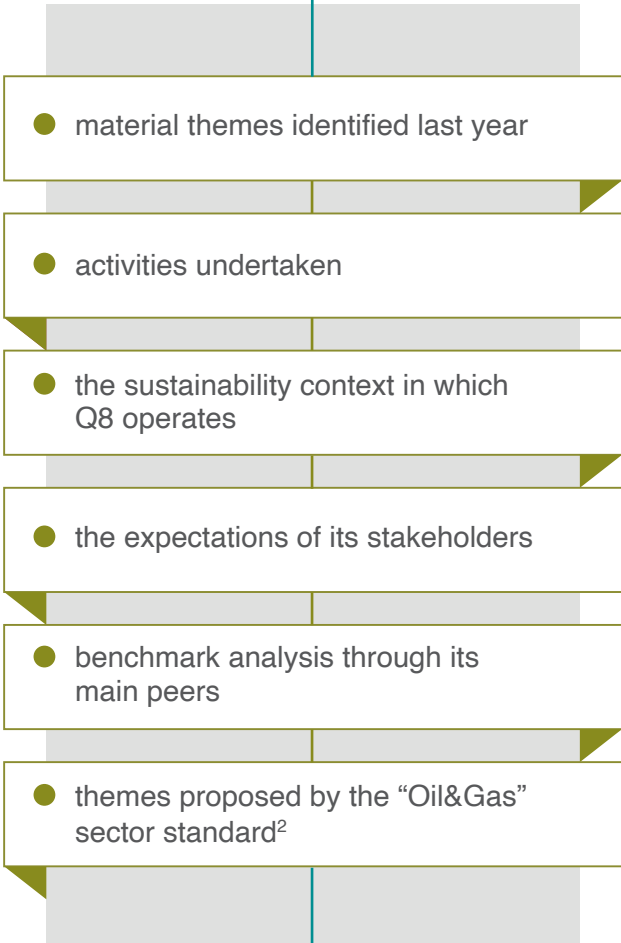
A **relational map** emerges which sets out broad, long-term links relating to the whole production chain: a fundamental alliance to create and share value, with a particular focus on innovation.



Materiality

With the update of “GRI Standards 2021”, the concept of materiality is increasingly closely connected to the concept of impact: **the material themes represent the most significant impacts from the organisation on the economy, environment and people, including impacts on human rights.** For the 2024-2025 Sustainability Report, Q8 has updated its materiality analysis by identifying the material topics related to the company’s impacts that influence the assessments and decisions of its stakeholders. The update of the materiality analysis was carried out based on a context analysis aimed at identifying the **current and potential positive and negative impacts** that Q8 has or may have on the economy, the environment, and people.

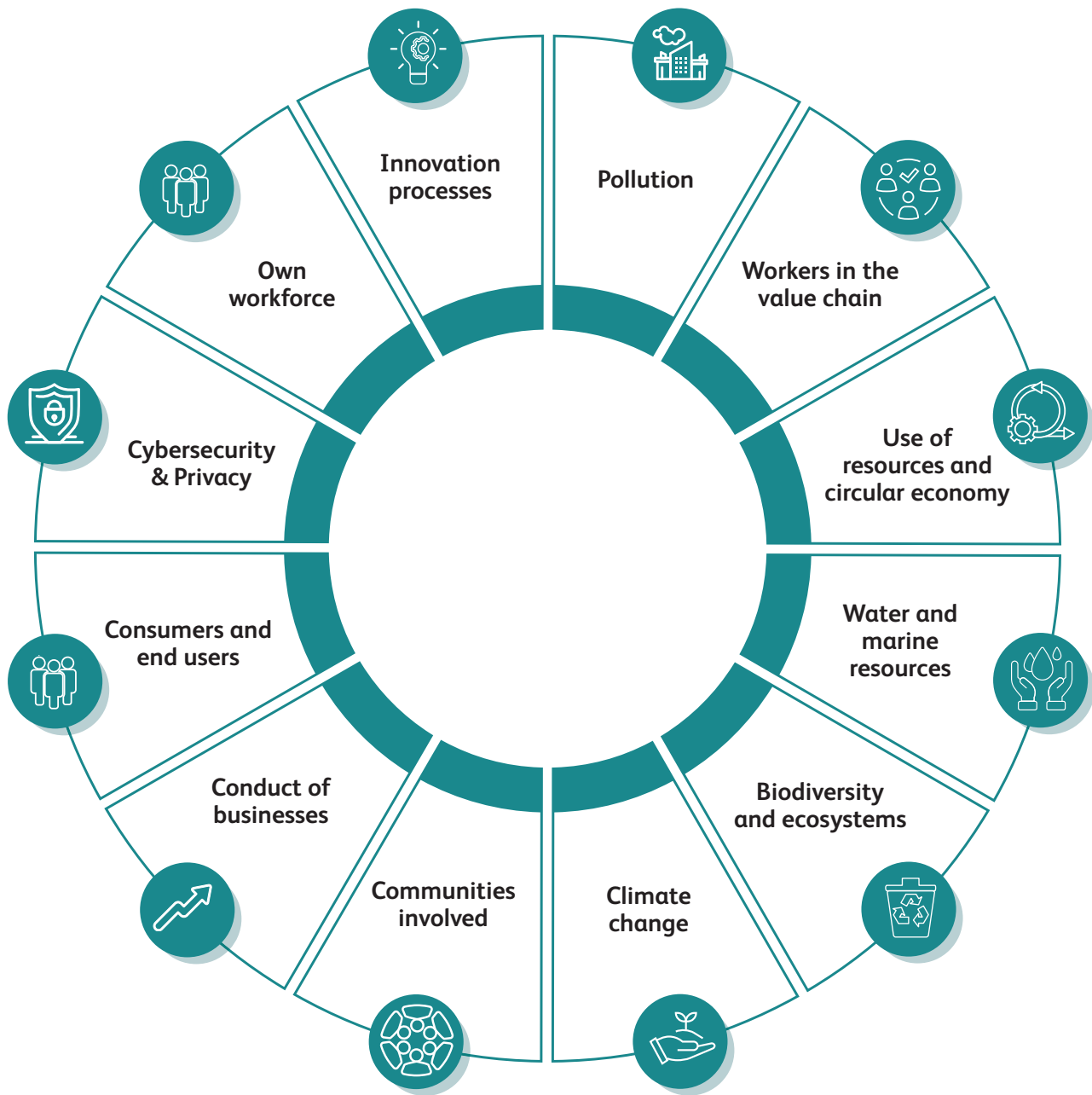
THE ANALYSIS TOOK INTO CONSIDERATION:



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



Thanks to this process, the following material themes³ were identified:



A mapping was subsequently outlined based on significant themes and impacts, evaluated according to Scale, Scope, and Probability. **The following page lists the current and potential impacts, both positive and negative, internal and external.**



Current and potential impacts, positive and negative

Impact areas	Impacts	Positive Negative	Current Potential	External Internal
Biodiversity and ecosystems	Occupation of soil and impoverishment of biodiversity	✗	CURRENT	External
Climate change	Contribution to the energy transition and to international and European objectives, while complying with environmental protection laws	✓	POTENTIAL	External
	Generation of direct and indirect emissions (Scope 1, Scope 2, Scope 3)	✗	CURRENT	External
	Resilience of the business faced with climate change risks (e.g. extreme atmospheric events)	✓	CURRENT	External
	Research and development of cutting-edge technologies to protect the environment and best practice on prevention	✓	CURRENT	External
	Raising efficiency of energy consumption	✓	CURRENT	External/Internal
Cybersecurity & Privacy	Cyberattack with consequent data breach	✗	POTENTIAL	External/Internal
Communities involved	Contribution to the socioeconomic development of the territories	✓	CURRENT	External
	Opposition of the communities in the areas where Q8 operates	✗	POTENTIAL	External/Internal
Conduct of companies	Awareness and culture of ethics and human rights of employees, commercial partners and others	✓	POTENTIAL	External/Internal
	Outlook on future sustainable development policies and alignment with best practice for sustainability	✓	POTENTIAL	External/Internal
	Non-conformity with tax, anti-trust, anti-corruption and privacy law with consequent negative episodes	✗	POTENTIAL	External/Internal
	Competitive and reputational benefits	✓	CURRENT	Internal
	Development of workers' know-how on tax, anti-trust, anti-corruption and privacy law	✓	CURRENT	Internal
Consumers and end users	Interruptions to the services offered due to poor reliability and security of the service for end consumers	✗	POTENTIAL	External/Internal
	Greater quality of the service, customer communication (branding), wide range of products and constant updating of the offer	✓	CURRENT	External

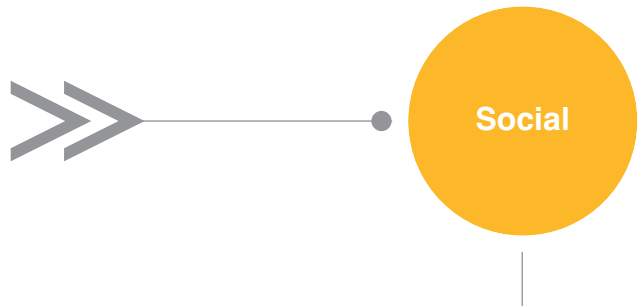
Impact areas	Impacts	Positive Negative	Current Potential	External Internal
Innovation processes	Failure to update the products and services offered to new technologies (increase in risk of obsolescence), changes and future market needs (preferences of consumers and regulatory developments relating to the transition to a sustainable economic model)	✗	POTENTIAL	External
Own workforce	Corporate wellbeing with a focus on balancing work and private life, also thanks to a safe and healthy work environment	✓	CURRENT	Internal
	Violation of human rights in the organisation (e.g. through violations linked to labour law and the freedom of association, violations linked to working hours)	✗	POTENTIAL	Internal
	High turnover with consequent loss of key staff with strategic responsibilities and specific know-how	✗	POTENTIAL	Internal
	Dissemination of a health and safety culture among employees and indirectly in the community	✓	CURRENT	External/Internal
	Work-related injuries and illnesses of employees and third parties	✗	POTENTIAL	Internal
	Non-compliance with the law on occupational health and safety (Leg. Decree 81/2008)	✗	POTENTIAL	External/Internal
	Pay parity among employees	✓	CURRENT	Internal
	Upskilling and reskilling of the workforce	✓	CURRENT	Internal
	Episodes of abuse, harassment and discrimination in company departments	✗	POTENTIAL	Internal
Pollution	Spillage of product into environmental matrices (soil, water resources) linked to accidents	✗	POTENTIAL	External
Use of resources and circular economy	Pollution generated by incorrect waste disposal	✗	POTENTIAL	External
Water and marine resources	Exploitation, impoverishment and pollution of water resources	✗	CURRENT	External
Workers in the value chain	Reduction in ESG impacts linked to workers along the supply chain with strategic and reputational benefits for Q8	✗	POTENTIAL	External
	Violation of human rights along the value chain with impacts on human dignity and on the development of the community	✗	POTENTIAL	External

Sustainability operational plan



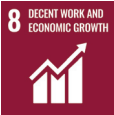







SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
	<p>7.1 By 2030, ensure access to affordable, reliable and modern energy services.</p> <p>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.</p>	<p>Reduction in emissions and consumption</p>	<ul style="list-style-type: none"> • Biofuels and biogas • 100% of electricity bought from renewable sources • Increase in in cargo size for Naples Hub • Logistics optimization • AdBlue • Plan for home-work travel • Efficient management of raw materials, water and waste
	<p>8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead.</p>		
	<p>9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</p>	<p>Alternative energy sources and energy efficiency</p>	<ul style="list-style-type: none"> • Electric charging points and alternative fuels at service stations • Photovoltaic systems on roofs of outlets • Solar park project at Naples Hub • Relighting project for outlets • Sustainable and smart restructuring of the headquarters
	<p>11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.</p>	<p>Innovative and responsible infrastructure</p>	<ul style="list-style-type: none"> • CRE8-CREATING – The Station of the Future • RECRE8 • New SVOLTA concept store • Easy Wash • Predictive maintenance of outlets • Green Point project • Bioconstruction and eco-sustainable paint
	<p>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>13.2 Integrate climate change measures into national policies, strategies and planning.</p>		
	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<ul style="list-style-type: none"> • Alternative energy sources and energy efficiency • Innovative and responsible infrastructure • Reduction in emissions and consumption 	<p>All activities listed with planned partnerships</p>



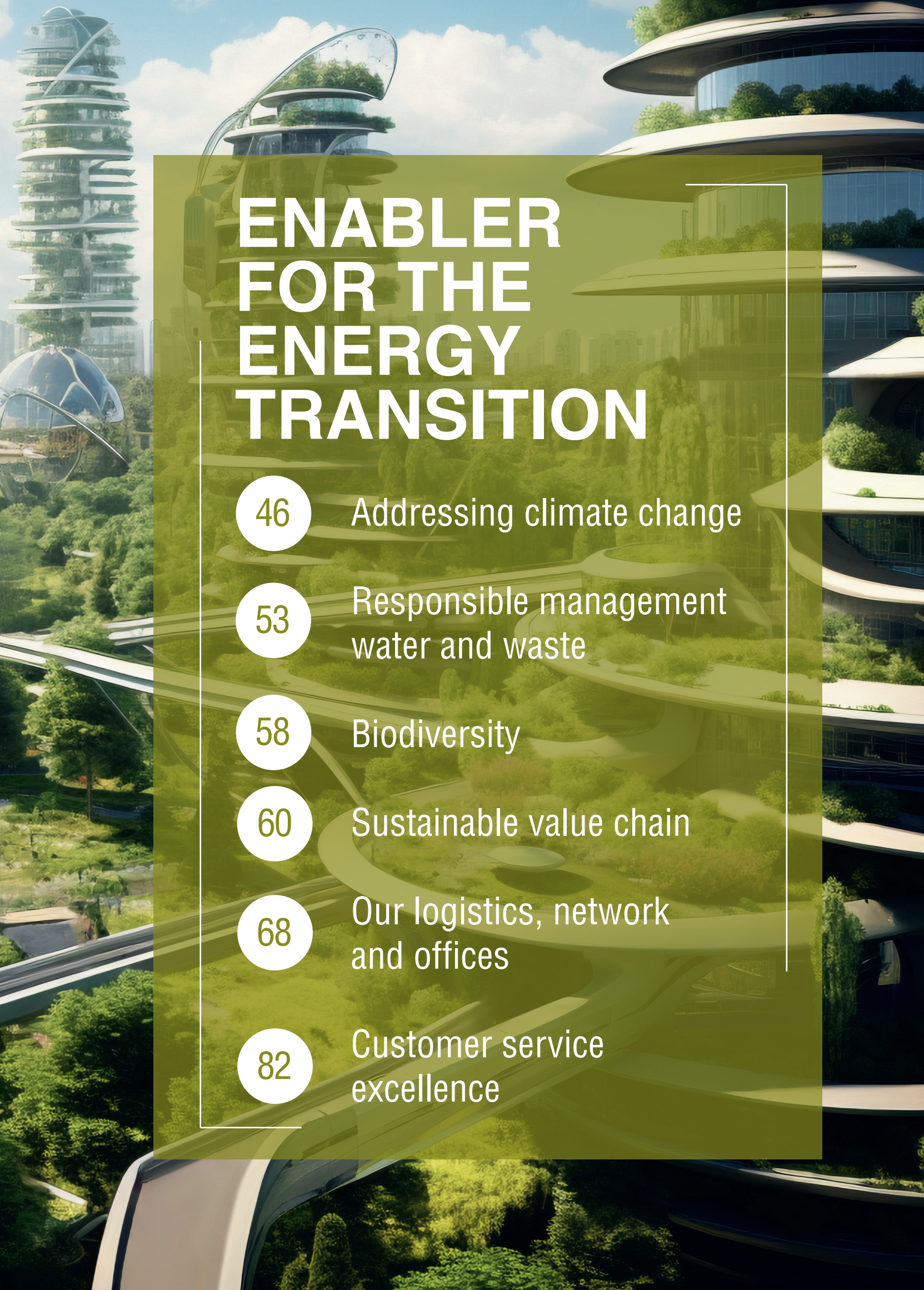
SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
 	<p>3d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>	<p>Welfare and wellbeing</p>	<ul style="list-style-type: none"> Welfare Strategy proposition Smart working Additional paid leave Total wellbeing program Study grants for employees and children In-house club for non-work activities
 	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>	<p>Employee pay and benefits</p>	<ul style="list-style-type: none"> Inclusion and pay parity Additional social security with company contribution Training Supplementary corporate agreement Company loans Accident/invalidity insurance policies
	<p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>	<p>Occupational health and safety</p>	<ul style="list-style-type: none"> Prevention and protection service Enterprise risk management Health and safety training Periodic company check-ups Infirmary
 	<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p>	<p>Creation of social value</p>	<ul style="list-style-type: none"> Agreements with universities Cultural and social partnerships Company volunteering
	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<ul style="list-style-type: none"> Creation of social value Employee pay and benefits Occupational health and safety Welfare and wellbeing 	<p>All activities listed with planned partnerships</p>

Governance

SDGs	UN AGENDA 2030	OBJECTIVES	ACTIVITIES
 	<p>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.</p> <p>9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</p>	<p>Corporate ethics</p>	<ul style="list-style-type: none"> • Code of ethics • Organisation, management and control model • Corporate policies • Enterprise risk management • Cooperative compliance agreement • Business management system (BMS) • Certifications
	<p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p>	<p>Long-term value creation</p>	<ul style="list-style-type: none"> • Directly generated and distributed economic value • Economic impact generated on the territory
 	<p>13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>16.b Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p>Digitalisation and technologies</p>	<ul style="list-style-type: none"> • Digitalisation of processes • Data Driven Company • Digital Transformation • Use of Robotic Process Automation • Digital experience of outlets • ClubQ8 App • Dematerialisation of fuel cards and digital payments • Workday portal
	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<ul style="list-style-type: none"> • Corporate ethics • Digitalisation and technologies • Long-term value creation 	<p>All activities listed with planned partnerships</p>





The background of the entire page is a vibrant, futuristic cityscape. It features several tall, modern buildings with curved, organic shapes. These buildings are covered in lush green plants and trees, suggesting a highly sustainable and integrated urban environment. The sky is blue with some white clouds. The overall aesthetic is clean, modern, and eco-friendly.

ENABLER FOR THE ENERGY TRANSITION

46

Addressing climate change

53

Responsible management
water and waste

58

Biodiversity

60

Sustainable value chain

68

Our logistics, network
and offices

82

Customer service
excellence

Addressing climate change

The **global climate debate** is becoming increasingly central, with governments, businesses and citizens working together to find solutions to reduce environmental impacts. International agreements, such as the Paris Agreement, have set ambitious targets for Countries to limit global warming, and many nations are investing in renewable energy, technological innovation and adaptation strategies to reduce their environmental footprint. While complex challenges remain, awareness and action on climate issues are growing, with increasing engagement from civil society and the private sector in building a more sustainable future.

In order to minimise the environmental impact of its operations, **Q8 is constantly committed to reducing energy consumption** at its operational offices, the Naples hub and its directly managed service stations. As further proof of its commitment to continuously improving its environmental performance, Q8 has implemented an **Environmental Management System** compliant with the UNI EN ISO 14001 standard, which requires the identification of targets and objectives for energy efficiency and emission reduction.

In line with Q8's Energy Transition Strategy and its vision for an increasingly sustainable future, the company is committed to:

- Cutting emissions by adopting the best and most innovative technologies;
- Developing renewable energy, biofuels and other low-carbon energy carriers.

OUR ENERGY CONSUMPTION

In 2024/2025, total energy consumption amounted to 224.874 GJ.

The majority—77%—was attributable to electricity consumption. The remaining share came from fuel oil (18%), used for steam generation in production processes at the Naples hub; diesel fuel (5.7%) for the company fleet and refuelling vehicles; and gasoil (0.2%) used at the Naples hub.

Photovoltaic systems installed at some service stations generated and fed into the grid a total of 8.799 GJ of electricity.

Also during 2024/2025, Q8 continued its commitment by sourcing electricity through supply contracts for energy produced from renewable sources, certified by dedicated Guarantees of Origin (GOs)¹, for its offices, the Naples Hub, and service stations.

ACHIEVING
NET ZERO
EMISSIONS FOR
SCOPE 1 AND 2²
BY 2035

¹ The certification of Guarantees of Origin (GO) was established by European Directives on renewable energy, which have been transposed into national legislation since 2001. These certificates are issued in Italy by the GSE – Gestore dei Servizi Energetici – and certify the origin of electricity produced from renewable sources

COMPANY ENERGY CONSUMPTION (GJ) for main offices³, depots⁴ and service stations⁵

	As of March 31 2024	As of March 31 2025	Delta %
Electricity	165,087	172,958	4.8%
sourced from renewable energy	159,195	164,159	3.1%
of which was self-generated and fed into the grid	5,892	8,799	49.3%
Diesel (Company cars)	15,552	12,815	-17.6%
Diesel (Fuel delivery vehicles)	1,464	0	-100%
Diesel	1,226	348	-71.6%
Fuel oil	39,574	38,752	-2.1%
Total	222,903	224,874	0.9%

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

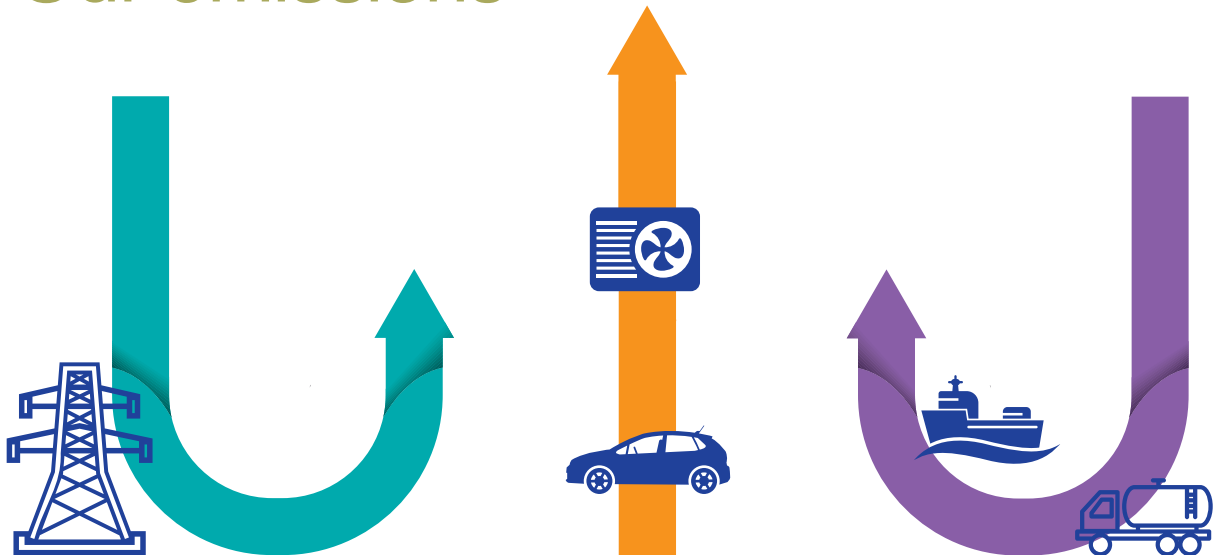
CONVERSION FACTOR

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

100% < OF THE ELECTRICITY COMES FROM RENEWABLE SOURCES

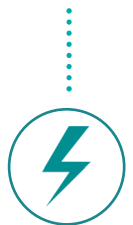
² Scope 1 and 2 refers to emissions that are directly reportable to the Company.
³ The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Cagliari,
⁴ The depots are located in Naples and Venice.
⁵ The service stations considered are those managed by Segit, which, as of March 31, 2025, reports a total energy consumption of 110,658 GJ.

Our emissions



SCOPE 2 INDIRECT EMISSIONS

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



Electricity

SCOPE 1 DIRECT EMISSIONS

Emissions from sources controlled directly by Q8



Climate-altering fluids



Company fleet

SCOPE 3 OTHER INDIRECT EMISSIONS

Other indirect emissions: Indirect emissions from other sources not controlled directly by Q8. These are the result of the activities of an organisation, but come from sources which are not owned or controlled by the Company.



Fuel transport by sea



Fuel transport by road



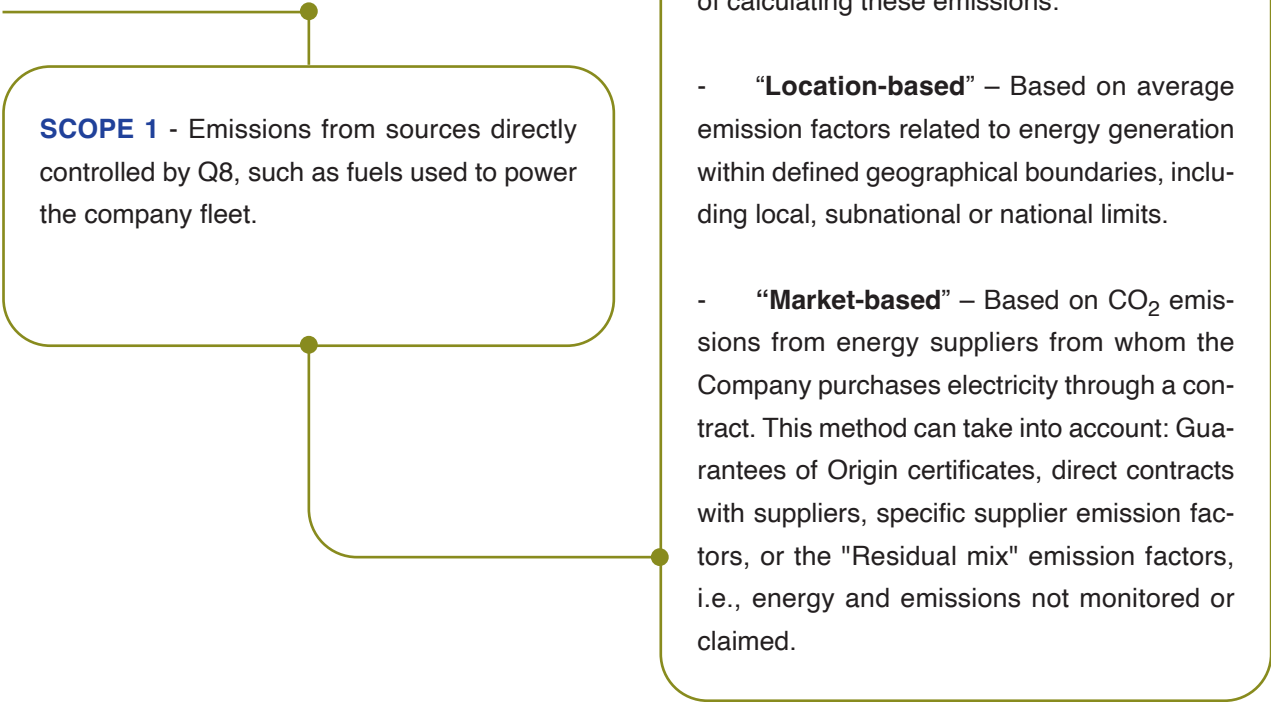
Company travel



Service Stations

SCOPE 1 E 2

Based on the above-mentioned consumption and the leakage of climate-altering fluids from refrigeration units in company buildings, **the Company generated total emissions of 4,648 tCO₂ eq , down by 6.4% on the previous year.**



EMISSIONS [TCO2E] CALCULATED FOR MAIN OFFICIES⁶, DEPOTS⁷ AND SERVICE STATIONS⁸

	As of March 31 2024	As of March 31 2025	Delta %
Scope 1⁹	4,968	4,648	-6.4%
Company vehicles	1,476	1,381	-6.4%
Diesel (Fuel delivery vehicles)	109	0	-100.0%
Gasoil (Naples Hub + Quaser) ¹⁰	91	65	-28.6%
Fuel oil	3,111	3,048	-2.0%
Refrigerant gas leaks	180	154	-14.4%
Scope 2¹¹⁻¹²			
Electricity – Location-based	15,513	11,788	-24.0%
Electricity – Market-based ¹³	0	0	
Total Scope 1 + 2 MB	4,968	4,648	-6.4%

⁶ The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Catania.

⁷ The depots are located in Naples and Venice.

⁸ The service stations considered are those managed by Segit, as of March 31, 2025, it reports a total of 43 T. c02m Scope 1 emissions and 7,542 T c02 m Scope 2 LB emissions

⁹ To calculate Scope 1 emissions, the usable factors are those published by the UK Government, GHG Conversion Factors for Company Reporting 2023.

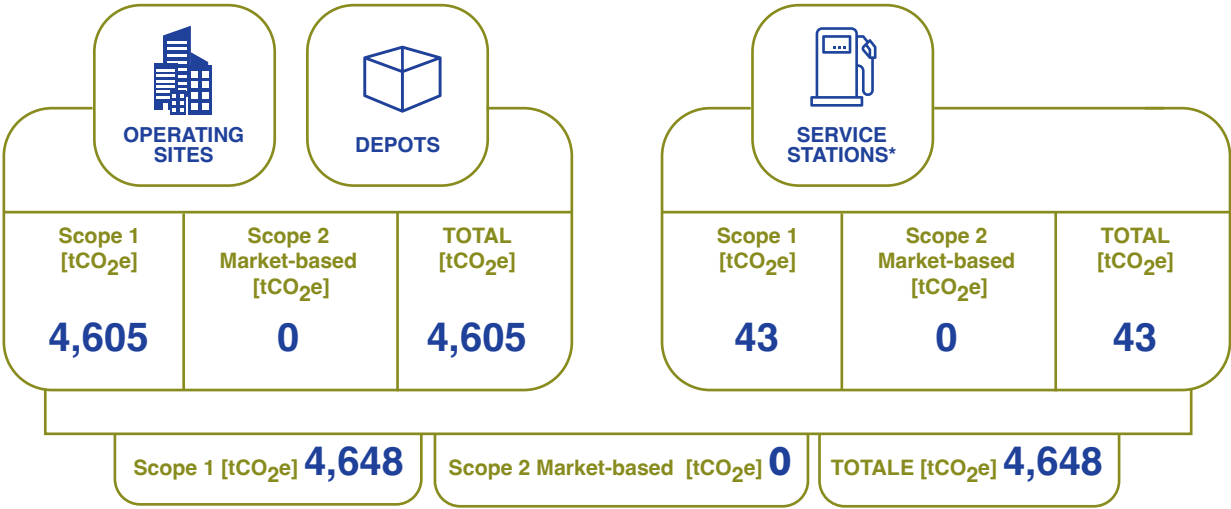
¹⁰ Since 2023/2024 reporting included, for the first time, the contribution from Quaser

¹¹ To calculate Scope 2 emissions the usable factors are those published by the IEA (2024) Emission Factors

¹² The Scope 2 emissions are expressed in tons of CO₂; however, it is noted that the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂ equivalent) as can be seen from the relevant technical literature.

¹³ Emissions covered by Guarantees of Origin.

The commitment to improving energy efficiency and reducing emissions extends throughout the entire supply chain, generating a positive impact on activities related to the core business.



Thanks to the signing of renewable energy supply contracts, 100% of the electricity used to power service stations comes from renewable sources, resulting in zero Scope 2 Market-based emissions. Refrigerant gas leaks affect Scope 1, which amounts to 43 tCO₂eq for service stations.

Q8 ranked seventh in the **Top 20 Italian companies that most significantly reduced the ratio between CO₂ emissions and turnover**. The list of “Climate-Conscious Companies” is compiled annually by Pianeta 2030 through an independent survey: this year’s list was based on each company’s CO₂ emissions, broken down by Scope 1 and Scope 2, relative to turnover for the years 2021-2023.

* The service stations considered are those managed by Segit.



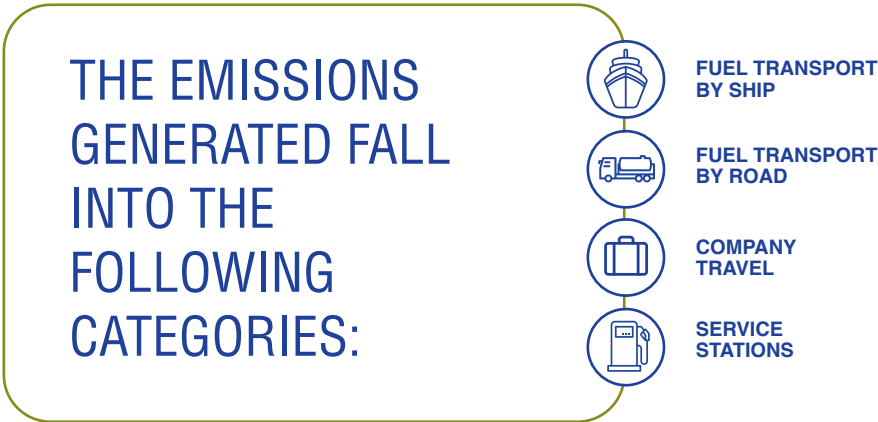
SCOPE 3

Creating an environmentally conscious supply chain contributes to generating a positive impact also on activities related to the core business.

To this end, Q8 monitors emissions generated by the transport of products by sea¹⁴ and by road tankers working on behalf of the Company for secondary product distribution from depots to service stations.

Scope 3 - Indirect emissions from other sources not directly controlled by Q8. These emissions are the result of the company’s activities but come from sources that are not owned or directly managed by the company, such as the downstream transport and distribution of products along the value chain.

The total emissions¹⁵ generated in 2024/2025 amount to 326.630 tCO₂eq.

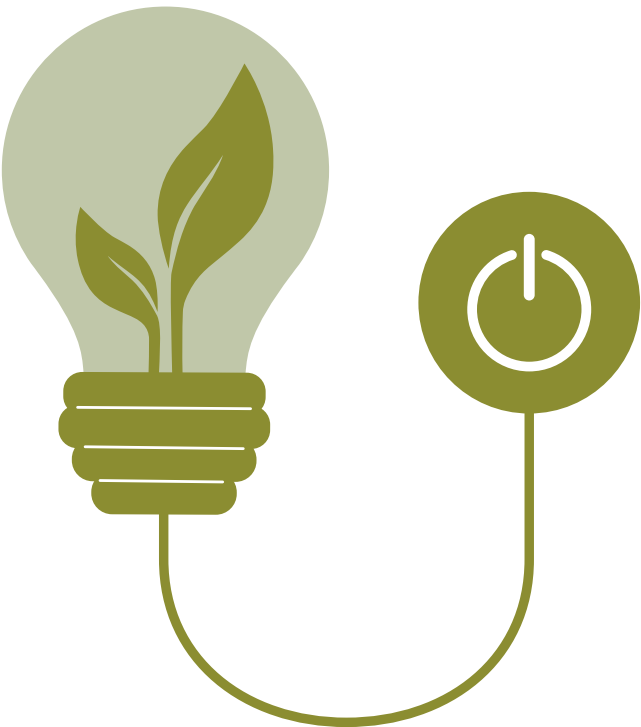


	As of 31 march 2024	As of 31 march 2025	Delta %
Scope 3			
Emissions from road fuel transport	26,600	27,651	4.0%
Emissions from marine fuel transport	366,227	296,358	-19.1%
Emissions from air transport	302	277	-8.3%
Service stations		2,344	100%
Totale	393,129	326,630	-16.9%

As in 2023/24, emissions from all sea transport related to purchases—both spot contracts (occasional, demand-based) and term contracts (with defined duration)—were included. These comprise both finished products and crude oil delivered to the Milazzo refinery.

¹⁴ Journeys by sea considered are those from Milazzo to Naples and spot purchases of diesel.

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



ENERGY AND EMISSIONS INTENSITY

By monitoring energy consumption in relation to business activities—particularly through a gross comparison with the quantity of Q8 employees—it is evident that in 2024/2025, energy intensity decreased by 1,4%, in line with the reduction already recorded the previous year.

ENERGY INTENSITY

Energy intensity	U.M.	As of March 31 2024	As of March 31 2024	Delta %
Employees	n	698	714	2.3%
Total energy consumption	GJ	222,902	224,874	0.9%
Energy intensity (on the basis of the number of employees)	GJ/n	319.34	314.95	-1.4%

Based on the comparison between Q8’s carbon footprint and number of employees, emissions intensity was calculated and, as shown in the table below, in 2023/2024 it decreased by 21.5% for Scope 1 and 2-MB, and by 13.6% for Scope 1 and 2-LB. This is due to a slight increase in emissions and a decrease in the quantity of employees.

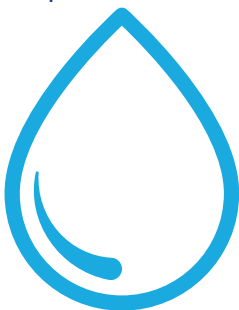
EMISSIONS INTENSITY (SCOPE 1 + SCOPE 2)

Emissions intensity	UdM	As of March 31 2024	As of March 31 2025	Delta %
Employees	n	698	714	2.3%
Emissions (Scope 1 + Scope 2 MB)	tCO ₂	4,968	4,648	-6.4%
Emission intensity (on the basis of the number of employees)	tCO ₂ /n	7.12	6.51	-8.6%
Employees	n	698	714	2.3%
Emissions (Scope 1 + Scope 2 MB)	tCO ₂	20,481	16,436	-19.8%
Emission intensity (on the basis of the number of employees)	tCO ₂ /n	29.34	23.02	-21.5%

Responsible water and waste management

Q8 considers **responsible water and waste management**¹⁶ to be essential in order to preserve natural resources.

Water



- Reduction of consumption
- Promotion of reuse
- Integrated management of water resources, considering the ecosystem as a whole
- Promotion of a culture of responsible resource management

With regard to water consumption, Q8 is committed to monitoring usage with the goal of improving water efficiency at its main sites. Depending on the location, water may be sourced from the municipal water system or from underground aquifers via wells. Water is used for sanitary purposes, car wash activities at service stations, or for production processes. Water withdrawal points are equipped with meters to track

volumes. Discharges are authorised by the relevant authorities, and Q8 conducts quality controls on the discharged water in accordance with the conditions specified in the permits. At all sites, contractors, managers, or other third parties operate under various contractual agreements, and their activities may involve using water.

¹⁶ As from the 2022-2023 Report, Q8 has decided to commit to reporting data and information relating to water draw-off and waste management. With a view to continuous improvement and given the importance that these issues have acquired in the Company, the data collection process is implemented year by year, with the goal of providing a complete report of all the relevant information, as required by the relevant standards.

During the year, water withdrawals reached 717,25 megalitres, increase by 2,83% on the previous year.

WATER WITHDRAWAL BY SOURCE TYPE

01.04.2024 - 31.03.2025			
Source	UdM	Total areas	Water-stressed areas
Groundwater (total) * 17	MI	588.63	588.63
Potable water (≤ 1000 mg/L total dissolved solids)	MI	0.00	0.00
Other water (> 1000 mg/L total dissolved solids)	MI	588.63	588.63
Third-party water (total) ** 18	MI	128.62	128.62
Potable water (≤ 1000 mg/L total dissolved solids)	MI	128.62	128.62
Other water (> 1000 mg/L total dissolved solids)	MI	0.00	0.00
Total water withdrawal	MI	717.25	717.25

* Water drawn exclusively from the two artesian wells at the Naples Depot.
** Total derived from water withdrawals at the Rome Headquarters, Naples Depot, and Avio Depot.

Furthermore, as part of the continuous process to improve data collection, Q8 has implemented for the first time the measurement and monitoring of water withdrawals, discharges and consumption at 34 ser-

vice stations equipped with ARCO Car Wash systems, where flow meters have been installed. The values recorded during 2024/25 are shown in the table below.

WATER WITHDRAWAL, DISCHARGE AND CONSUMPTION (SEGIT)

Water Management ¹⁹	Unit of measure	As of March 31, 2024	As of March 31, 2025	Delta %
		All areas	All areas	
Water withdrawal	Megalitres	66.36	104.94	58.1%
Water discharge	Megalitres	35.65	104.94	194.4%
Water consumption*	Megalitres	30.71	0	-100.0%

¹⁷ Water solely from two artisan wells at the Naples hub.
¹⁸ Water draw-off refers to the sum of the water draw-offs at the HQ in Rome, the Naples hub, the Aviation depot, and the 600 service stations.
¹⁹ Water consumption was calculated, in accordance with the GRI Standards, GRI 303-5, as the difference between water draw-off and water discharge.



Rome Headquarters

Water at the Rome headquarters is supplied by the municipal water system and is used primarily for domestic purposes, food services in the cafeteria, cleaning, fire prevention systems, heating, and irrigation. There are no wells or industrial discharges related to Q8's activities at this site. Wastewater from domestic uses (restrooms, cafeteria) flows into the public sewer system. Wastewater from the cafeteria is pre-treated by separating grease using a grease trap, followed by treatment in an activated sludge system. Where possible, water-saving initiatives are identified and implemented.

Service Stations

At service stations, water consumption may come from using mains water for operational activities (e.g., restrooms, cafés where present) and, where available, for car wash systems. Wastewater is generated from these activities as well as from the runoff of forecourt surfaces, and is discharged in accordance with the permits issued by the competent authorities, strictly following the specific requirements of each permit. Examples of such requirements include analytical testing to verify compliance with legal limits on discharged water quality. Treatment systems for wastewater are in place and are sized based on the type of discharge. In some car wash facilities, flow meters are being installed on discharge systems where required by discharge permits, in order to monitor actual water use.

Naples Hub

At the Naples facilities, water is supplied from the municipal network for sanitary purposes, and from wells tapping into the underground aquifer for other uses such as cooling, fire prevention systems, and steam production. Water consumption data is available, and where possible, initiatives to reduce water use are implemented. Water abstraction from wells is regulated by specific permits issued by the competent authorities. Wastewater is generated from various activities, including use of sanitary

facilities, industrial processes, runoff from paved surfaces. Wastewater is treated to remove pollutants before discharge, ensuring that the water meets legal requirements. All discharges are duly authorised and compliance with permit conditions is ensured, including analyses on the quality of discharged water. In line with its water conservation goals, the Naples logistics hub reuses part of the treated wastewater.

Avio Depot


At the Avio depot in Venice, water is sourced exclusively from the municipal water system and is used for fire prevention, vehicle washing, and sanitary purposes.

Wastewater originates from stormwater runoff from paved surfaces, the vehicle wash area, and sanitary facilities. There are two separate wastewater treatment systems: one treats runoff water from outdoor areas, and the other treats water from the vehicle wash.

Once treated, the water is discharged into a surface water body. Wastewater from sanitary facilities is directed to the internal sewer network of Venice Marco Polo Airport.

Water consumption and discharge volumes are measured monthly via meters.

Discharge authorisations are included in the site's Integrated Environmental Authorisation, which also establishes requirements for the frequency of analyses (which are generally conducted more often than required) and sets discharge limits for the Venice Lagoon catchment basin.



Waste²⁰



- Minimising waste generation
- Sending waste to recovery facilities, prioritising recovery over disposal
- Promoting a culture of responsible resource management

Q8 considers the responsible management of waste to be essential and is therefore committed to minimizing its environmental impact. The company aims to continuously monitor the quantities of waste generated and to reduce them both in daily activities and in specific operational processes.

In 2024, Q8 generated a total of 12,242.9 tonnes of waste, including waste from directly managed service stations. Of this total, 1% consisted of non-hazardous waste, while the remaining 99% was hazardous waste, all of which was sent for recovery.

TOTAL WEIGHT OF WASTE BY MANAGEMENT METHODOLOGY

At 31 december 2023

ON-SITE						
Waste Type	Destined for reuse	Sent for reuse	Destined for other forms of recovery	Landfill	Other	Quantity(t)
Hazardous Waste	0.00	0.00	2,945.67	0.00	0.27	2,945.95
Non-Hazardous Waste	23.86	33.94	12.8	0.37	0.56	71.53
TOTAL	23.86	33.94	2,958.47	0.37	0.83	3,017.47
AT AN EXTERNAL SITE						
TOTAL	0.00	0.00	0.00	0.00	0.00	0.00

At 31 december 2024

ON-SITE						
Waste Type	Destined for reuse	Sent for reuse	Destined for other forms of recovery	Landfill	Other	Quantity(t)
Hazardous Waste	0.00	0.00	12,182.60	0.00	0.00	12,182.60
Non-Hazardous Waste	0.00	0.00	60.30	0.00	0.00	60.30
TOTAL*	0.00	0.00	12,242.90	0.00	0.00	12,242.90

**As of December 31/2024, Segit reports a total of 6,366 tonnes of hazardous waste.*

During 2024- 2025 no significant spills were recorded, meaning those exceeding the 159-litre threshold. The key indicators that are continuously monitored and reported to top management through the Management Review Meeting are: environmental incident rate, process incident and index. spill rate. This year, all environmental indicators were within target.

²⁰ It is specified that, in order to align the data flow between the Environmental Declaration Single Model (MUD) and the Sustainability Report, the reference period for the reporting of waste-related data is the calendar year 2024.



Rome Headquarters

At the main office, administrative activities and related services (such as the cafeteria and office cleaning) are carried out. Therefore, the waste produced mainly consists of paper, plastic, mixed packaging, organic waste, glass, discarded electrical and electronic equipment, as well as other waste generated by the management and maintenance activities of the facility. Most of the waste is sent for recovery and delivered to authorised companies. Q8 ensures that these companies take the necessary precautions by verifying that they hold the required transport permits and authorisations for the reception facilities. Compliance audits are conducted within the management system to verify that these third-party companies hold the necessary authorisations. Furthermore, the quantities of waste produced are reported annually to the competent authorities through the submission of the declaration required by environmental regulations. Waste traceability is guaranteed from the point of generation to the reception facility, as required by law. Separate waste collection bins are provided throughout the offices, and awareness activities are carried out to promote the correct separation of different types of waste produced.

Naples Hub

At the Naples Hub, various activities that generate waste are carried out both by the organisation itself and by third-party companies operating within the hub. Awareness-raising initiatives are conducted among all personnel to optimise waste separation as much as possible. These awareness activities also involve third-party companies, which are subjected to audits to verify the proper management of the waste they produce. Precautions are taken to ensure that companies transporting and receiving the waste hold the required permits as per regulations. Additionally, the Naples Hub carries out the reception and treatment of waste produced by ships docking at the Port of Naples, such as bilge water and waste containing oil. To operate this service, Q8 holds authorisations issued by the competent authorities.

The quantities of waste produced are reported annually to the competent authorities through the submission of the declaration required by environmental legislation. Waste traceability is guaranteed from the place of production to the reception facility, in accordance with current regulations.

Service Stations

At service stations, various types of waste may be generated during the normal course of business from the actions of station managers during service delivery, customers, and cleaning and maintenance activities. The majority of waste produced from ordinary operations can be delivered to the public waste collection service operating in the municipality where the service station is located; therefore, operational procedures are regulated according to the applicable local regulations. Examples of such waste include paper, cardboard, uncontaminated plastic packaging, glass, cans, non-recyclable waste, and food residues. Additionally, awareness activities are conducted targeting station managers to encourage environmentally compliant behaviour in waste management. Other types of waste may also be produced, such as soiled rags, used batteries, waste oil, and waste from tank cleaning and car wash facilities. When present, these wastes are entrusted to companies holding the necessary authorisations.

Avio Depot

Waste is generated by activities conducted by the Organisation or by companies performing maintenance on behalf of Q8. These wastes are mainly non-hazardous urban waste arising from office activities, such as paper, plastic, organic waste, and non-recyclable materials, managed by the airport authority since the Avio depot is located within the area of the Marco Polo Airport in Tessera (Venice). Additionally, limited quantities of special waste are produced during depot operations and sent to recovery facilities. When special waste is transferred to third-party companies, necessary precautions are taken to verify that these companies hold the required permits for waste transport and reception facilities. Compliance audits are conducted within the management system to ensure that such third parties hold valid authorisations. Waste produced by Q8 Avio is reported annually to the competent authorities through the declaration required by environmental regulations. Waste traceability is guaranteed from the point of generation to the reception facility, as prescribed by current regulations.



Biodiversity

Biodiversity, which encompasses the variety of life forms on Earth, is essential for the proper functioning of ecosystems and for human well-being. It includes genetic diversity, species variety, and the complexity of natural habitats—elements that together ensure ecological stability, resilience to shocks, and the maintenance of natural cycles. These factors all contribute to guaranteeing food security, access to vital resources, and human health.

IN THIS CONTEXT, Q8 IS CONCRETELY COMMITTED TO PROTECTING BIODIVERSITY, RECOGNISING ITS CRUCIAL ROLE FOR A SUSTAINABLE FUTURE. THROUGH TARGETED ACTIONS AND RESPONSIBLE PRACTICES, THE COMPANY SUPPORTS ECOSYSTEM PRESERVATION, AIMING TO SAFEGUARD NATURAL CAPITAL FOR FUTURE GENERATIONS.



Q8 SAILING FOR CHANGE

Marking its 40th anniversary, Q8 launched the project **"Q8 Sailing for Change,"** developed with the technical and scientific support of **LifeGate**, a benefit corporation and a leading hub for sustainable development for over twenty years. As part of this important initiative, which involves a total of forty Italian ports, Q8 distributes innovative kits developed by T1 Solutions, the company that produces Foam-Flex branded **high-tech sponges designed to efficiently absorb oils and be reused up**

to 200 times without releasing harmful substances into the environment. During its participation in the Barcolana regatta, Q8 equipped one thousand inboard motorboats with these kits for recreational boaters. These kits provide boaters with **sponges to absorb hydrocarbons when cleaning the bilges of their boats and can also be used for prompt intervention in case of minor accidental spills during maintenance or refuelling operations.** According to estimates²¹, each kit can absorb up to 540 kilograms of hydrocarbons over its life-

²¹ The collection potential refers to the ability of the sponges to capture oils throughout their lifecycle, allowing them to be used up to 200 times. The equivalent in terms of fuel tank fill-ups is based on a 40-liter tank, which is the average capacity of a compact car.



cycle, equivalent to the full fuel tank of about 19 small cars. The project's main objective is to foster a cultural change by raising awareness among civil society about a frequently overlooked problem and promoting more responsible and virtuous behaviours, also through concrete innovative technological solutions that can help reduce the problem at its source.



OLIVE GROVE PRESERVATION PROJECT

Q8 supports **Save the Olives**, a non-profit organisation dedicated to the preservation of olive groves and the promotion of sustainable olive farming. The company backs the project "Creating an Experimental Olive Grove," which aims to **combat Xylella and preserve the production of extra virgin olive oil**. Save the Olives raises awareness about the threats facing olive trees, such as diseases and climate change, and promotes environmentally respectful agriculture that protects crop diversity. The project also supports local communities to ensure the continuity of agricultural traditions and encourage environmentally friendly practices that safeguard biodiversity. Through the Star Points programme, Q8 customers can contribute directly to research on resistant plant varieties by supporting the innovative **Screen House model** developed in collabora-

tion with the **National Research Council (CNR)**, an initiative aimed at preserving the ecological balance and health of olive groves.



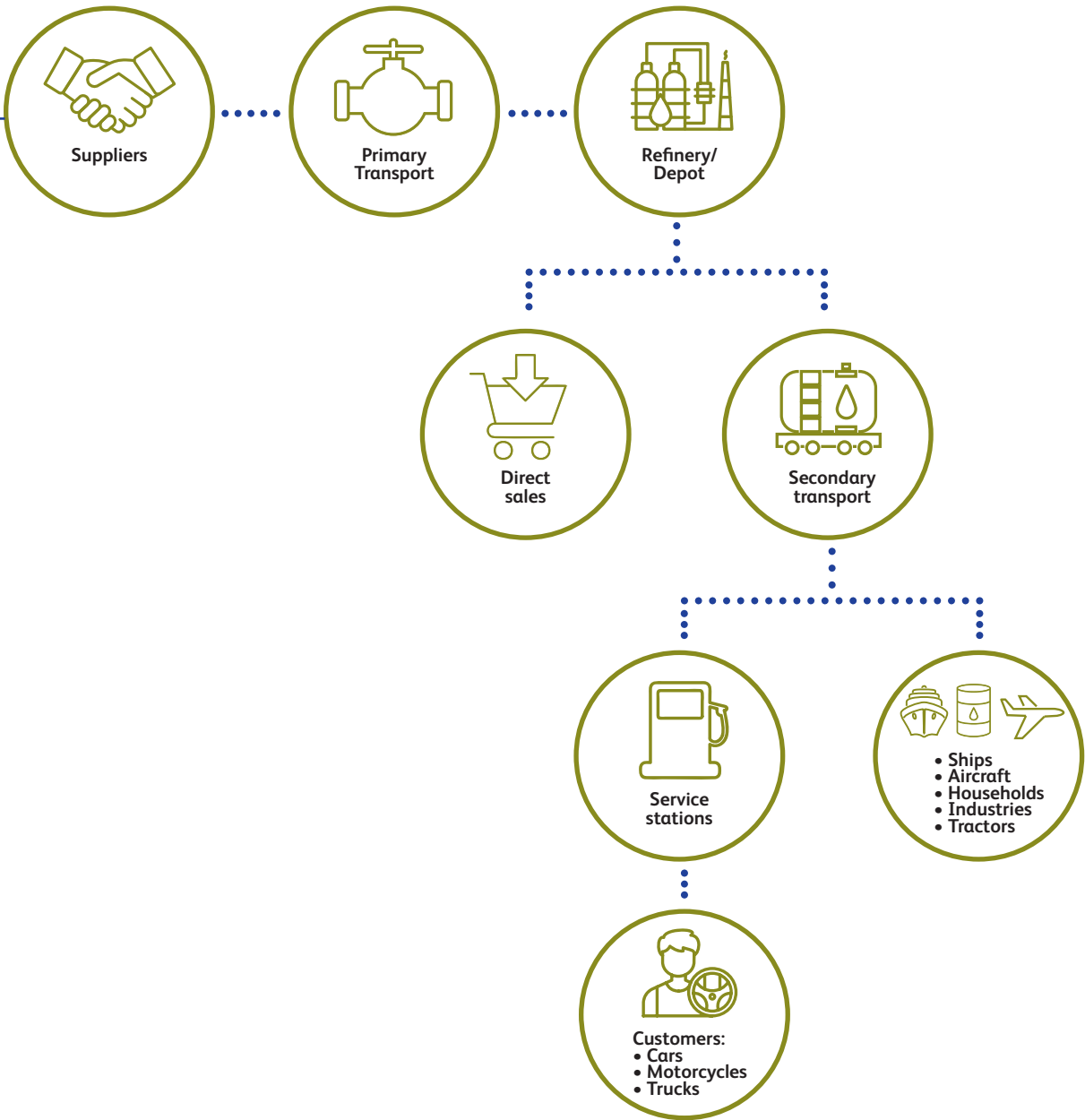
BEE IT

Q8 supports Bee It, a young company whose mission is to create **beekeeping oases** through the sale of sustainable and inclusive cosmetics. The promotion of environmental biodiversity takes shape through the planting of nectar-rich flowers and plants, which help regenerate the land surrounding the hives, nourish bees, and foster ecosystem health. Q8 has contributed to the installation of new hives in four Bee It oases located in Lombardy, Abruzzo, and Calabria, and has also launched the "**Arnia ClubQ8**" initiative in the **Fara Gera d'Adda** (Bergamo) oasis, as part of the "Orto che fa la Differenza" project. This initiative further raises customer awareness on the topic of biodiversity. Members of ClubQ8 can actively participate by selecting the "**Bee It – A Home for Bees**" reward from the loyalty catalogue, concretely supporting the initiative, which combines education, engagement, and direct action to protect bees and biodiversity.

Sustainable value chain

The **sustainable value chain** is a key tool for Q8 in implementing its sustainability strategy and ensuring long-term competitiveness. It is realised through a structured process that spans from procurement to final distribution, integrating solutions to reduce environmental impact, ensure efficient resource use,

guarantee optimal working conditions, and create long-term economic and social value. To achieve these objectives, the **Company actively involves suppliers, producers, distributors, and consumers**, all committed to jointly promoting the Sustainable Development Goals.

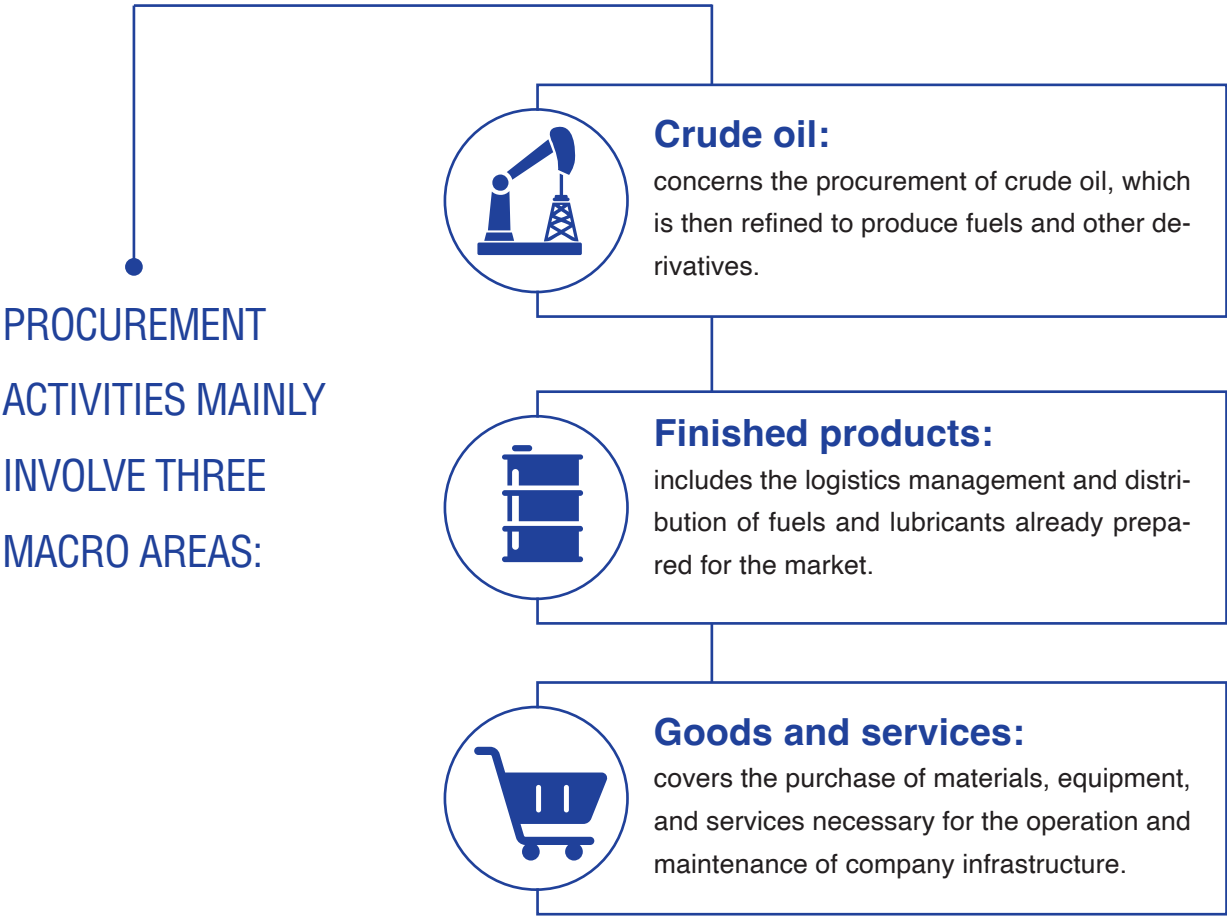


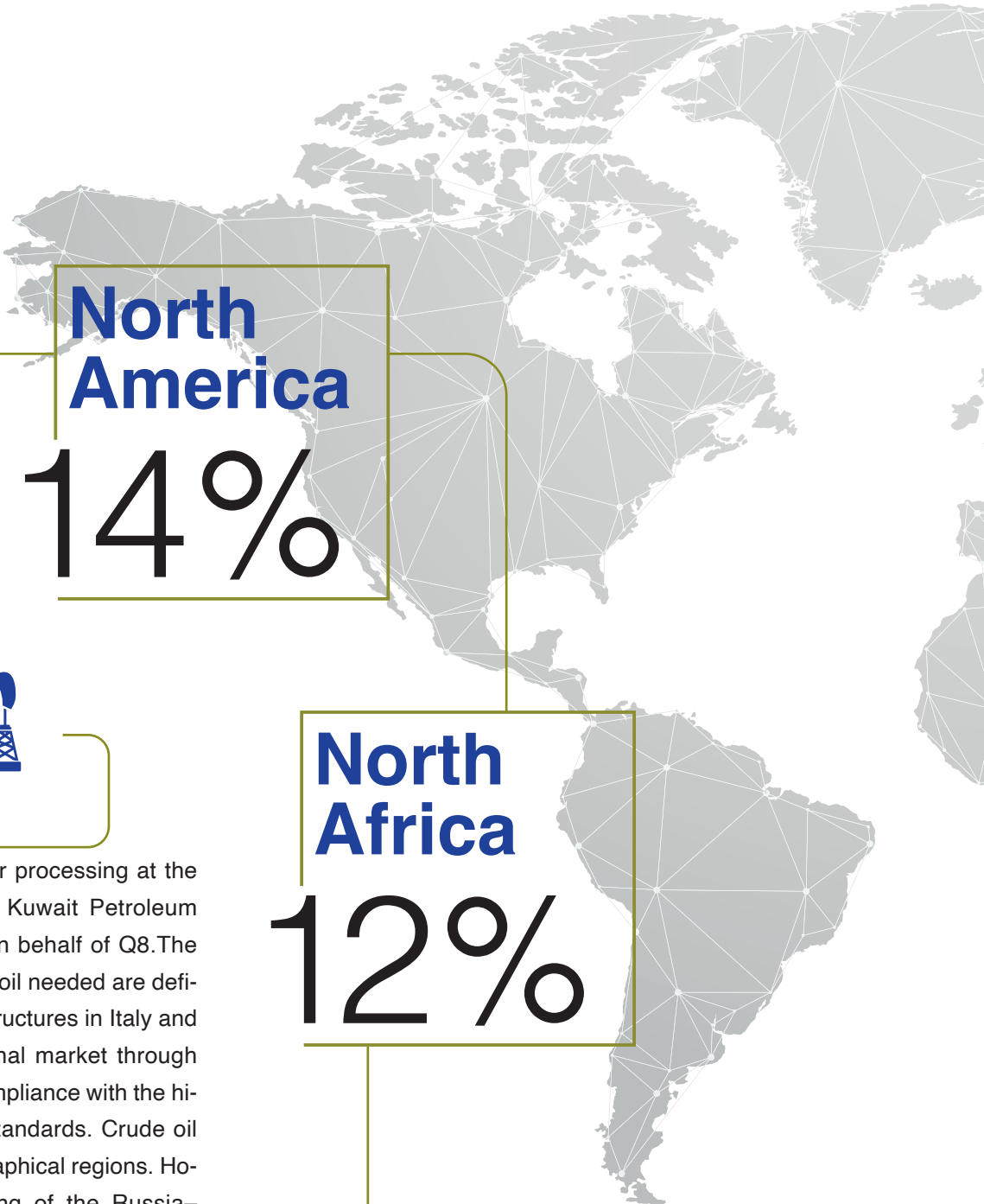
SUPPLY CHAIN

Q8 manages **the procurement, transport, and distribution of its products** through a system involving suppliers, refineries, depots, and an extensive distribution network. Products reach their final destination through both direct sales and service stations, supplying not only private and commercial vehicles but also industrial sectors, aviation, and maritime transport. Q8 adopts targeted strategies aimed at logistics optimisation, reducing emissions during transport, using

fuels with lower environmental impact, and implementing innovative technologies in hubs and service stations. Continuous monitoring of environmental performance and the integration of alternative energies contribute to a more responsible and future-oriented business model.

Q8's supply chain is structured to ensure efficiency, quality, and sustainability throughout the entire procurement and distribution process.





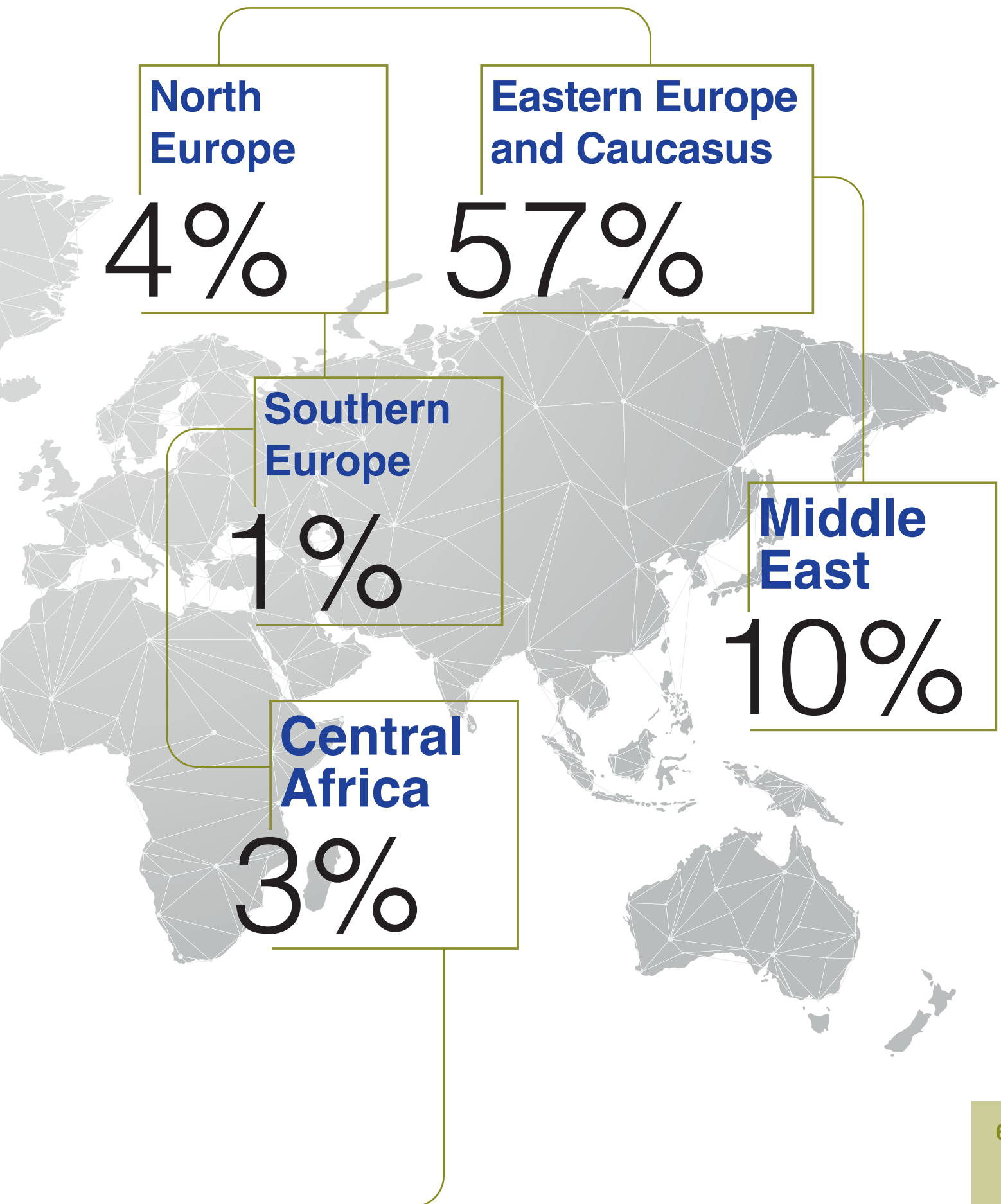
North America
14%



CRUDE OIL

Crude oil is purchased for processing at the Milazzo Refinery through Kuwait Petroleum Corporation, which acts on behalf of Q8. The quantity and type of crude oil needed are defined by Q8’s operational structures in Italy and sourced on the international market through trading activities, in full compliance with the highest supplier selection standards. Crude oil comes from various geographical regions. However, since the beginning of the Russia–Ukraine conflict in February 2022, and even before the implementation of specific European sanctions, Q8 decided not to enter into contracts for the purchase of crude oil or semi-finished products of Russian origin.

North Africa
12%





FINISHED PRODUCTS

To meet its needs, Q8 also purchases **finished products from major international suppliers**. In particular, in 2024/25, it sourced finished products accounting for 27% (by tonnage) from non-European suppliers and 73% from European suppliers. The Italian share represents 87% of the European total, equivalent to 64% of the overall amount.

73%
from
european
suppliers²²
of which
87% are
italian

27%
from
non-European
suppliers²³

PRODUCT QUALITY

Q8 ensures that its products comply with national and international technical specifications and all regulations aimed at ensuring proper engine performance, also by investing heavily in:

Ongoing quality monitoring: approximately 2,000 samples analysed and over 11,000 lab tests carried out annually;

Extensive prevention measures;

Prompt resolution of any non-compliance, identifying causes and implementing corrective actions to prevent recurrence;

Participation in national and international technical working groups on regulatory developments.

For all commercialised products, **up-to-date safety²⁴ data sheets** are available at all times.



Finished products: products obtained from crude oil processing, (such as gasoline, diesel, etc.)



GOODS AND SERVICES

For the **procurement of goods and services**, Q8 has defined a **Policy** to ensure that its suppliers, sub-contractors, and business partners align their activities with the 17 Sustainable Development Goals contained in the UN's 2030 Agenda. The Policy specifies high sustainability standards required of suppliers and their supply chains, creating a virtuous cycle that sustains itself. In line with these principles, Q8 has partnered with Open-es, a system-wide initiative that connects companies, people, and organisations in a collaborative ecosystem supporting the sustainable development and growth of production chains. **Open-es** is an open digital platform focused on the supply chain that enables companies to measure, analyse, and improve **ESG** (Environmental, Social, Governance) **performance**. It brings together a growing community of over 27,000 companies across 85 countries and 66 industrial sectors, all united by the ambition to support a sustainable future and a just and fair energy transition²⁵. **Q8 has also undergone an evaluation of its sustainability performance** on Open-es, achieving a **score of 91 out of 100**, an increase of 5 points compared to the previous year.

For goods and services, approximately 5,000 suppliers were used, of which about 94% were Italian.



Sustainability score



Path completion



Italian suppliers over **4,500**

Foreign suppliers: around **300**

Suppliers can also report the certifications held related to the following international standards:

ISO 9001:2015

Quality Management System

ISO 14001:2015

Environmental Management System

ISO 50001:2018

Energy Management System

ISO 45001:2018

Occupational Health and Safety Management

ISO 27001:2022

Information Security Management

SA 8000:2014

Social Responsibility Standard

²² Great Britain and Switzerland are considered European even if not EU.

²³ UK-based supplier Aramco Trading Ltd was considered as Extra-EU, in the same way as Aramco Trading Company.

²⁴ In compliance with EU Regulations No. 1907/2006 (REACH) and No.1272/2008 (CLP) as amended and supplemented.

²⁵ Given the recent adherence to Open-es, for 2023-2024 Q8 did not undertake an assessment of its suppliers on the basis of social and environmental criteria. Therefore, in the reporting year no new suppliers were assessed on the basis of the aforementioned criteria. In addition, Q8 did not have a means of assessing suppliers aimed at identifying their potential and actual social impacts and, in general, negative social impacts along the supply chain. As from the next reporting year the Company will undertake to provide this information too.

EXAMPLES OF SUPPLIERS AND THEIR SUSTAINABILITY PRACTICES

The aviation tyre supplier collects used tyres (PFU) for recycling as raw material or alternative fuel.

The call center provider implements energy-saving measures in its facilities.

In-store advertising materials are produced using renewable energy.

The car wash service provider uses energy from renewable sources in its production processes.

In the Naples Hub, the supplier reactivates used carbon from the water treatment system through thermal processes.

The company cafeteria supplier uses low-emission vehicles, has eliminated plastic, and plans deliveries to reduce food waste.

The control room for fuel truck deliveries and customer support is powered by a photovoltaic system.

The provider of certified digital archiving and invoicing services is undergoing B Corp certification for ESG compliance.

Security and cash collection service providers are SA8000-certified for social responsibility.

The travel agency used by Q8 offers ISO-certified reports on carbon emissions generated by purchased travel services.



Our primary and secondary logistics

Increase in cargo size for product deliveries at the Naples Hub

Q8 carried out the **dredging of one of the piers in the Naples harbor** to allow the docking of ships carrying up to 100,000 tonnes of cargo. The total investment, fully borne by Q8 on state-owned land, amounted to approximately 9 million euros. This initiative enables the reception of quantities of product up to three times greater than the previous limit of 30,000 tonnes, resulting in positive environmental impacts due to reduced emissions from fewer ship journeys and the improved characteristics of the vessels themselves.

Water reuse at the Naples Hub

As part of its efforts to reduce resource consumption—especially industrial water—Q8 is currently building an infrastructure that will **reduce the amount of water drawn from artesian wells by approximately one-third**. This objective will be achieved by reusing water from the hydraulic barrier, which will be properly treated and repurposed as a reserve water supply, in line with a circular economy approach.

Safety, Environment, and Sustainability Pact

Since 2016, the Naples Hub has maintained **a pact with its main contractors focused on occupational health and safety**. In 2022, the agreement was expanded to include environmental and sustainability topics. The new agreement signed in 2025 also emphasises collaboration and cooperation. The objectives and targets defined for contractors enable continuous monitoring and measurement of site performance, while also rewarding proactive initiatives and virtuous behaviours.

Solar power generation at the Naples Hub

The **photovoltaic system for electricity production at the Naples logistics hub** is a recent installation. It consists of approximately 1,400 high-performance panels with an installed capacity of about 800 kWp, enabling the site to self-produce roughly 10% of its energy needs. It is estimated that over its useful life of approximately 30 years, this intervention will save nearly 18,000 tonnes of CO₂. The financial investment amounts to approximately 1.5 million euros.

Mini-hydroelectric plant project

With the aim of increasing energy savings, the feasibility study, detailed engineering, and procurement of materials for the construction of a **mini hydroelectric turbine** at the outlet of the wastewater treatment plant have been completed at the Naples logistics hub. At the same time, the non-substantial amendment to the Integrated Environmental Authorisation is nearing completion. The energy produced by the mini hydroelectric system will be used onsite **to enhance energy savings for the facility's lighting system**.

Energy savings on product loading bays

The inverter system is currently being installed on the loading pumps of tanker trucks. These electromechanical systems optimise the start-up, shutdown, and rotation of the pumping systems, **enabling up to 20% electricity savings and a significant reduction in CO₂ emissions**.

Logistics optimisation

To **minimise the distance between supply points and final destinations**, Q8 has developed the Cross Purchases & Sales model—purchase and sale agreements with other companies operating in the Italian market. This approach allows Q8 to reduce fuel transport distances to end locations, lower CO₂ emissions, decrease road network congestion, improve supply schemes, and optimise the territorial coverage of supply sites.

Biofuels

To meet renewable energy obligations in the transport sector, Q8 blends biodiesel at its own and third-party terminals, HVO (Hydrotreated Vegetable Oil) at its own terminals, and BioETBE at the Milazzo Refinery. The company has made, and continues to make, significant investments **to adapt its logistics chain**—from terminals to service stations—so it can increase the distribution of pure HVO and ensure a reliable supply chain to end users. Q8 is also a producer of bioETBE at the Milazzo Refinery and sells biofuels to business customers. To demonstrate **compliance with sustainability criteria and greenhouse gas reduction targets**, the company is certified under the International Sustainability & Carbon Certification (ISCC) and the Italian National Certification System for the Sustainability of Biofuels and Bio-liquids.

Secondary transport efficiency index

Q8 has developed the so-called k/k index, an efficiency indicator that monitors the ratio between the kilometres travelled by tanker trucks and the amount of product transported. A reduction in the k/k index **has positive environmental effects**, as it leads to lower diesel consumption for fuel transport and a consequent reduction in CO₂ emissions. Moreover, by reducing heavy vehicle traffic on the roads used by tankers, the logistics impact on local communities is diminished, improving quality of life in those areas.

Aviation

Q8 is also active in aviation fuel supply, serving **18 airports** across Italy. To ensure a top-level service, the **company has voluntarily joined the Joint Inspection Group (JIG)**—a world-leading organisation that develops and monitors global standards for aviation fuel handling. By applying JIG's comprehensive and rigorous procedures, Q8 guarantees operational excellence, which is regularly verified through thorough audits and technical inspections.

Digitisation of shipping documents

Thanks to a custom-developed app and a tablet provided to each driver, **Q8 manages all fuel delivery documentation digitally**. This innovation allows for an estimated annual **saving of around 800,000 A4 sheets of paper**. In addition, delivery data to service stations is managed electronically, enabling fully automated and digital invoicing.

Our network

Alongside traditional fuels, Q8 also offers products and services with a strong focus on sustainability and is committed to minimising the environmental impact of its service station infrastructure.



Car Wash



Non-oil
services



Canopy with LED lamps and solar panels

Outdoor payments terminal

Gasoline, diesel, Q8 HVO,
Q8 Hi Perform 100 Octane
E10 Gasoline, Q8 Hi Perform
Diesel, LPG, CNG, LNG
pumps, AdBlue pumps

Double-wall tanks and pipes

Leak detection systems

Tank gauge level



Electric
recharging
columns


over
2.6
million kWh
delivered




217
charging
stations

174
service
stations




over
120,000
charges
in the
last year

HIGH-PERFORMANCE PRODUCTS

Q8 offers a line of high-performance fuels whose formulations ensure **excellent quality and environmental benefits**.

Q8 HVO

Q8 HVO: A NEW PRODUCT SUPPORTING THE ENERGY TRANSITION

HVO (Hydrotreated Vegetable Oil) **is a high-quality, renewable biogenic fuel that embraces the principles** of the circular economy.

It is produced by hydrogenating vegetable or animal fats, as well as waste, residues, and by-products. Compared to traditional diesel, Q8 HVO **significantly reduces lifecycle CO₂ emissions—by up to 90%, depending on the feedstock used in production**. The new product is compatible with nearly all modern diesel engines, including both heavy-duty transport vehicles and cars, as it is fully interchangeable with traditional diesel.

Thanks to a partnership with AS Roma, Q8 HVO is already being used to heat the team's official sports center and to fuel the team bus.

Q8 Hi Perform 100 ottani

Q8 Hi Perform 100 Octane E10 Gasoline

- Up to 9% CO₂ emissions reduction over its life cycle compared to fully fossil-based fuel
- Contains more than 20% bio-derived ethers
- Classified as E10 due to its oxygen content

- Includes detergent molecules that protect against wear and keep engines clean
- Compatible with all vehicles currently on the road
- Offers fuel savings of up to 4%, with a corresponding reduction in CO₂ emissions

Q8 Hi Perform Diesel

Q8 Hi Perform Diesel

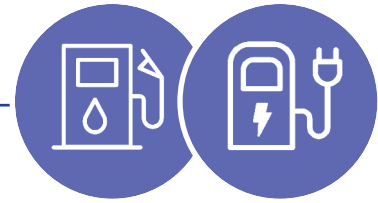
- Offers up to 12% fuel savings compared to non-aditivated diesel, with equivalent CO₂ emissions reduction
- Keeps the engine in optimal condition thanks to injector-cleaning additives

Q8 Hi Perform is also featured at the Porsche Experience Center Franciacorta and is an official partner of the Porsche Carrera Cup Italia, participating with its own branded vehicle.

ADBLUE

Over the past few years, **129 AdBlue dispensing systems** have been installed across Q8's retail network. AdBlue is an additive that helps reduce nitrogen oxide (NOx) emissions. By offering AdBlue in bulk dispensing mode, Q8 encourages refills without single-use plastic containers, resulting in a **significant reduction of plastic packaging**. In the past year alone, more than **14.6 million litres** of bulk AdBlue were sold, **avoiding the use of approximately 1,460,000 ten-litre plastic containers**.

²³ Verified through specific road tests.



ALTERNATIVE FUELS: ---

CRE8 CREATING THE STATION OF THE FUTURE AND RECRE8

This is a structured, multi-year plan designed to meet the demands of **sustainable mobility by offering low-impact products such as methane (both liquefied and gaseous) and electricity**. The network currently includes **51 methane stations spread throughout Italy, 6 stations with liquefied methane infrastructure, and 297 LPG stations**. As part of this broad programme, the CRE8 project was launched in 2018, receiving recognition and funding from the European Union's Connecting Europe Facility (CEF) to develop sustainable and interconnected trans-European networks. The 29 service stations included in CRE8 represent a model of excellence in sustainable mobility. In March 2023, the project was enriched by a new agreement with CINEA (which co-finances the project) for RECRE8, which plans the installation of high-power charging infrastructures (HPC 300kW) on 30 existing service stations. The estimated budget for CRE8 is €15 million, with approximately 20% (€3 million) financed by the EU. The **RECRE8** project expects an additional €8 million investment, of which almost €1 million comes from EU funding.



ELECTRIC CHARGING ---

Q8's charging network currently consists of **217 charging stations installed across 174 service sta-**

tions. Of these, 182 have a power output of 100 kW or more, and 66 are HPC (High Performance Charging) stations with 300 kW power, capable of charging electric car batteries in just a few minutes. The Q8 charging network has been developed thanks to company investments and strategic partnerships with leading players in the Italian and European electric mobility sector. Specifically, an agreement has been signed with Enel X Way for the installation of 100 kW charging stations at 300 Q8 sites, supported by PNRR funds. To date, 79 charging stations have already been installed. Additionally, thanks to the evolving partnership with Enel X Way, holders of the Cartissima Q8 (Q8 digital fuel card) and members of the Club Q8 can access the largest charging network in Italy, with **over 26,000 charging points**. A further extensive development plan to promote electric mobility is already planned for the coming years, with an estimated budget of approximately €16 million over the next five years.

GREEN POINT ---

Aligned with the energy transition and the principles of land reuse, Q8 has developed **9 Green Point facilities**. These are **dedicated spaces at fuel stations designed for electric mobility**, equipped with fast charging stalls and photovoltaic panels supporting electric charging. In the past year, 4 of the 9 Green Points have been completed (3 "full" and 1 "hybrid"); for the hybrid type, Charging Points have been installed to replace traditional fuel dispensers. During the year, Q8 opened **its first full electric service station in Rome**.

EASYWASH Q8

Q8 operates a network of 153 Easy Wash Q8 car washes that use eco-friendly cleaning products. These are digital systems that, thanks to an innovative connection to an automatic payment acceptor, allow customers to:

Perform self-service washes even outside business hours

Make payments via cash, credit cards, and Cartissima Q8

Accumulate Star Points with the ClubQ8 loyalty program





Q8 CONCEPT STORE: SVOLTA AND SVOLTA CAFFÈ

At **100 service stations**, customers can find a **welcoming and smart space** where they can enjoy a coffee, purchase food and beverages to take away, buy products for car and motorcycle care, and find travel accessories, household items, and pet supplies. The **format is particularly attentive to environmental impact** from its very inception, thanks to the use of:



- **Eco-friendly regenerated chipboard panels made from recycled wood waste.** A challenging goal, but absolutely consistent with the ambitions of a company focused on Italy.
- **Wood laminates** derived from wood processing scraps.
- **Ecological ceramics for flooring, produced respecting the environment** and human health throughout their lifecycle—from raw material extraction to production and disposal—according to the highest quality standards set by European Community certifications.
- **State-of-the-art air conditioning systems** using eco-friendly refrigerant gas R32 with low energy consumption.
- **LED lighting systems** aimed at reducing energy consumption.

The production, transport, and assembly are carried out with particular attention to reducing CO₂, which was lowered by over 27 tonnes last year (about 1.7 tonnes per store). Many products sold in the store are eco-friendly, such as certified cellulose, recyclable packaging, and coffee pods, as well as a preference for digital communication channels with customers to reduce paper consumption.



PREDICTIVE MAINTENANCE OF SERVICE STATIONS

Particular **attention to the environment** is also ensured through an **evaluation process** aimed at analysing potential risks associated with each company-owned service station. Specifically, using a matrix system, risk factors are quantified based on technical and environmental parameters, assessing the probability of an event occurring. To estimate this, each component is assigned a weight according to its age and type.

The potential impact of the event is also assessed to identify the possible consequences on the environmental context. Starting from the output of the **Risk Assessment Matrix** and historical data, a dynamic ranking is generated that assigns a risk class to each service station, thereby enabling the planning of maintenance and control activities accordingly.



TECHNICAL
PARAMETERS

- TANKS
- PIPELINES
- SUBMERSIBLE PUMPS
- SPILL CONTAINMENT PITS
- MONITORING SYSTEMS

ENVIRONMENTAL
PARAMETERS

- DEPTH OF THE WATER TABLE
- SURFACE LITHOLOGY
- DISTANCE FROM WELLS
- DISTANCE FROM SURFACE WATERS
- POPULATION DENSITY





PHOTOVOLTAIC SYSTEMS

During the year, the photovoltaic systems installed at service stations were further expanded. An **additional 50 new photovoltaic systems** with an average capacity of about 20 kWp were installed, both on dispenser canopies and parking canopies for electric vehicle charging, as well as on car wash structures. All newly installed systems are connected through the so-called “net metering” scheme, where the energy produced is first used for on-site consumption and any surplus is fed back into the grid. For a specific cluster of systems, **battery storage units have also been implemented** to support the photovoltaic systems, **maximising the efficiency of these systems** and increasing the energy self-sufficiency of the service stations.



314
systems
installed

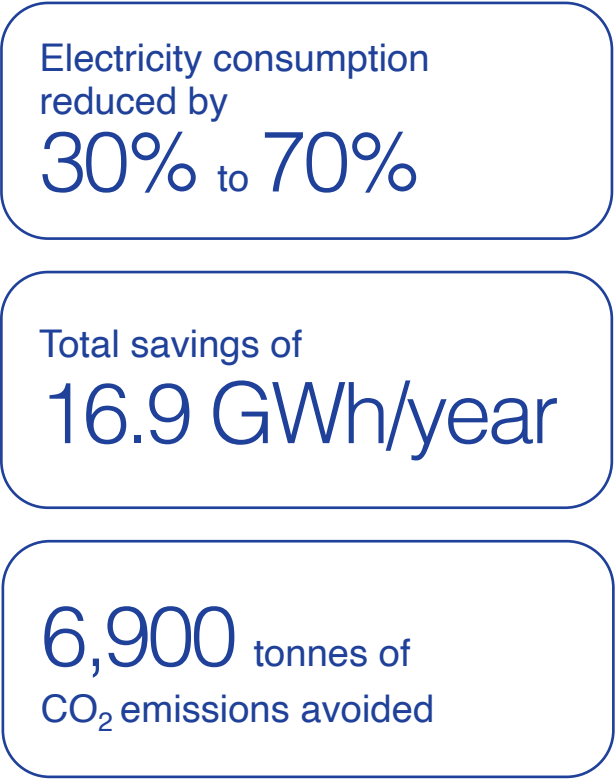
4.75
GWh/year
energy
savings

4.3
total
installed
power

2,400
tons/year
CO₂ saved

ENERGY EFFICIENCY IMPROVEMENTS

A **relighting project** was applied to all directly managed sites, **aiming to reduce electrical consumption at service stations by 30% to 70%**. The initiative includes the installation of LED spotlights equipped with sensors that adjust light flow and power based on the presence of customers in the forecourt. Currently, approximately **1,405 sites have been upgraded**. Over the last year, **235 additional directly managed sites were upgraded**, resulting in an additional energy saving of about 2 GWh per year and a consequent avoidance of 1,000 tonnes of CO₂ emissions.



SUSTAINABLE MATERIALS

Asphalt

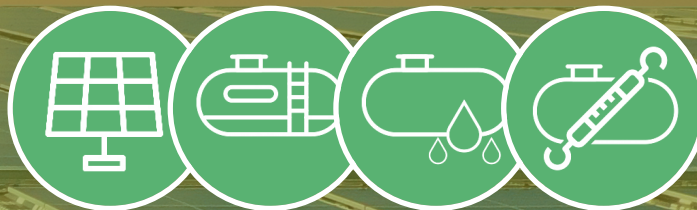
For the paving of the Rome facility on Via Ardeatina, **Gipave** was used—a innovative material containing G+ Graphene Plus, a type of recycled plastic developed by Iterchimica. This material allows for up to **70% reduction in CO₂ equivalent emissions** compared to traditional materials and is **100% recyclable** in subsequent production cycles, saving raw materials. About one tonne of plastic not sent to incineration was used in paving, resulting in an **estimated 82 kg CO₂ savings**.

Wood

At the **Q8 Filago (BG) service station**, a bio-constructed building was built entirely of wood, offering **low environmental impact both in terms of energy use and CO₂ production**. The building, rated Class A3, has an annual energy consumption of 98 kWh/m², which is 12% lower than a comparable metal building. At end-of-life, the wood can be completely recycled, further reducing the building’s environmental footprint.

Paint

A pilot project was carried out involving **four facilities in Lazio** using an **eco-sustainable paint**. This innovative technology involves a mineral paint that generates electric charges on the wall surface. These charges combine with water vapor and oxygen in the air, producing negative ions that **neutralise air pollutants**. The paint affects CO₂ in two ways: indirectly, due to very low CO₂ emissions during production, and directly, during the first month after application



through carbonation. Additionally, it eliminates air pollution (NOx and VOCs) and ensures energy savings.

R3 – WASTE RECOVERY

For the disposal of soil from renovation and/or dismantling sites within its fuel network, Q8 has identified **41 disposal facilities** located throughout the national territory capable of treating the removed soil with innovative recovery processes (e.g., soil washing, landfarming, and biopiling).

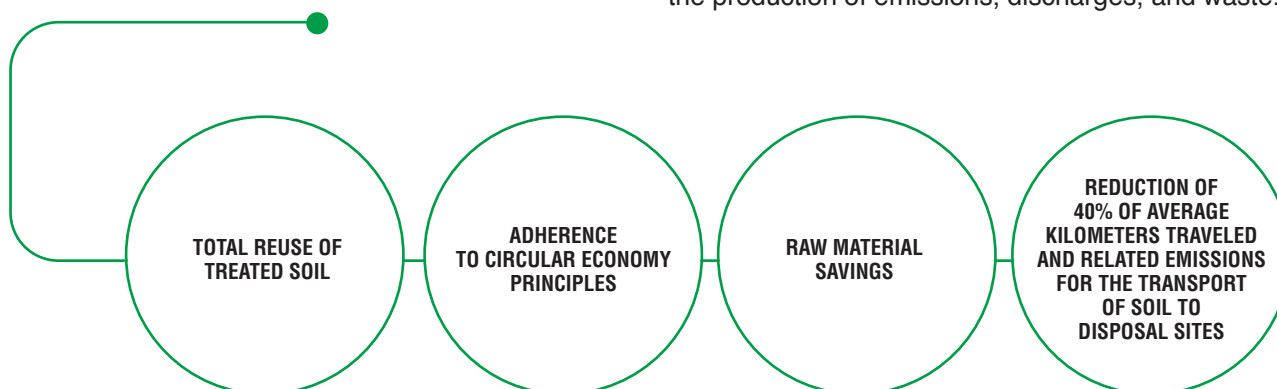
PAPERLESS PROJECT IN THE SALES NETWORK

To reduce paper consumption and optimise administrative flows, Q8 has expanded its **paperless initiatives** in the management of its sales network. Additionally, a digital signature system is underway, extended to station managers and contractors. At the same time, the quantity of **paper receipts** issued by automatic payment acceptors **has been significantly reduced**, making receipt issuance optional. A similar development is underway for indoor POS systems.

INNOVATIVE AND LOW-IMPACT REMEDIATION SYSTEMS

Q8's responsible business approach is also demonstrated by its stakeholding in **Mares**, a company specialising in **environmental remediation**, ensuring that once service stations are decommissioned or where necessary, rapid intervention can be carried out to restore the sites. Thanks to **exclusive patents and sustainable remediation technologies**, contaminated soils can be treated directly on-site, thus avoiding landfill disposal of polluted soils. The EKO-GRID and MPCD-Disgreco patents also minimise energy and natural resource consumption, as well as the production of emissions, discharges, and waste.

OBJECTIVES ACHIEVED:



Our offices

HEADQUARTERS

The Company’s headquarters is located in Rome and has been thoughtfully redesigned and built to embody the company culture, creating a healthy, innovative, and state-of-the-art environment that fosters authenticity in interactions.

The building has obtained the following internationally recognised certifications:

- **WiredScore Certification** an internationally recognised certification that evaluates the quality, resilience, and connectivity of digital infrastructure in buildings;
- **BREEAM Certification:** an internationally recognised certification assessing the environmental sustainability of buildings.

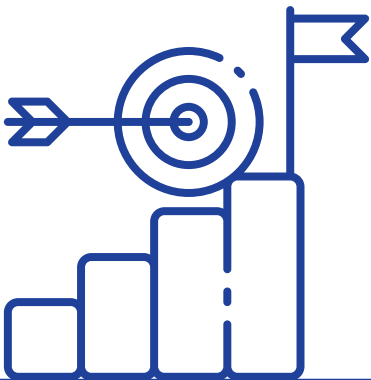


SIGNIFICANT INVESTMENTS IN AUTOMATION AND CONTROL

- **Installation of dimmable LED lamps** with presence sensors, ensuring a constant 500 lux while minimising energy waste.
- Implementation of a **real-time building status monitoring system**.
- **Real-time monitoring** of electricity consumption throughout the building.
- **Heating and cooling systems connected to presence sensors**, optimising their operation.
- **Use of induction plates** for cooking in the cafeteria to create a safer environment.

ACHIEVEMENTS

- **Over 15% reduction** in electricity consumption compared to levels prior to renovation.
- **100% of electricity purchased** from certified renewable sources.





PERIPHERAL OFFICES

Starting in 2023, the secondary offices distributed throughout the national territory have been involved in an ongoing renovation project. The goal is to **extend the solutions and technologies** already adopted at the Rome headquarters to the peripheral offices. Examples include the installation of LED lighting and the digitalisation and reduction of paper documentation.

REDUCTION OF PLASTIC AND PAPER USE

Q8 has replaced single-use plastics with items made from 100% plant-based or biodegradable materials. All floors, the lounge area, and the company cafeteria are equipped with dispensers for free access to hot, cold, room temperature, and sparkling water. Branded water bottles and mugs have been distributed free of charge to all employees.

With the **aim of reducing paper consumption**, numerous paperless initiatives have been implemented in the offices, significantly reducing raw material use:

- through subscriptions to exclusively digital magazines and newspapers;
- thanks to digital archiving, certified email, and invoicing services, resulting in an estimated monthly saving of 4,600 trees.

HOME-TO-WORK COMMUTING PLAN

Q8 submitted its **Home-to-Work Commuting Plan** to the City of Rome, aiming to contribute to environmental improvement by reducing emissions from employees' commuting. The plan, constantly monitored by the Mobility Manager, allows for the planning and definition of measures to **promote sustainable mobility**, limiting the use of private cars. To this end, Q8 provides a **shuttle service shared** with three local companies to maximise collective transport. The service is operated by Euro 5 or higher class GT buses to ensure better environmental performance.

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

Three main areas of intervention are:

- Reduction of pollutant emissions from private vehicles in urban areas through services facilitating public transport use;
- Reduction of the number of trips by increasing smart working;
- Expansion of the network of electric charging stations and e-bike parking spaces.

Customer service excellence

An integral part of the value chain are the **Dealers, Commissioners, and Contractors**—autonomous and highly qualified entrepreneurs who can handle the oil service, any accessory activities, and/or maintenance of spaces and green areas. In line with its innovative spirit, Q8 adopts the diverse contractual models allowed by law, capable of ensuring an even more direct and immediate relationship with the market, with the goal of always putting the customer at the center.

To promptly meet customer needs, Q8 provides them with:

- **Training courses**, both in the classroom and at the service station, to strengthen commercial skills;
- An **innovative incentive program** to promote merit and professionalism;
- **Health and safety training activities**. Q8 obviously does not replace the employer's legal obligation to provide training on risks related to work activities but focuses on additional training for the specific equipment present on its assets;
- **Specific training for staff who dispense LPG and/or methane**, who, according to current regulations, attend specific courses after which they receive certification.

They are also the audience for **Millelitri**, the company's in-house quarterly communication magazine—now also available digitally—covering the main activities and initiatives of the Q8 world.

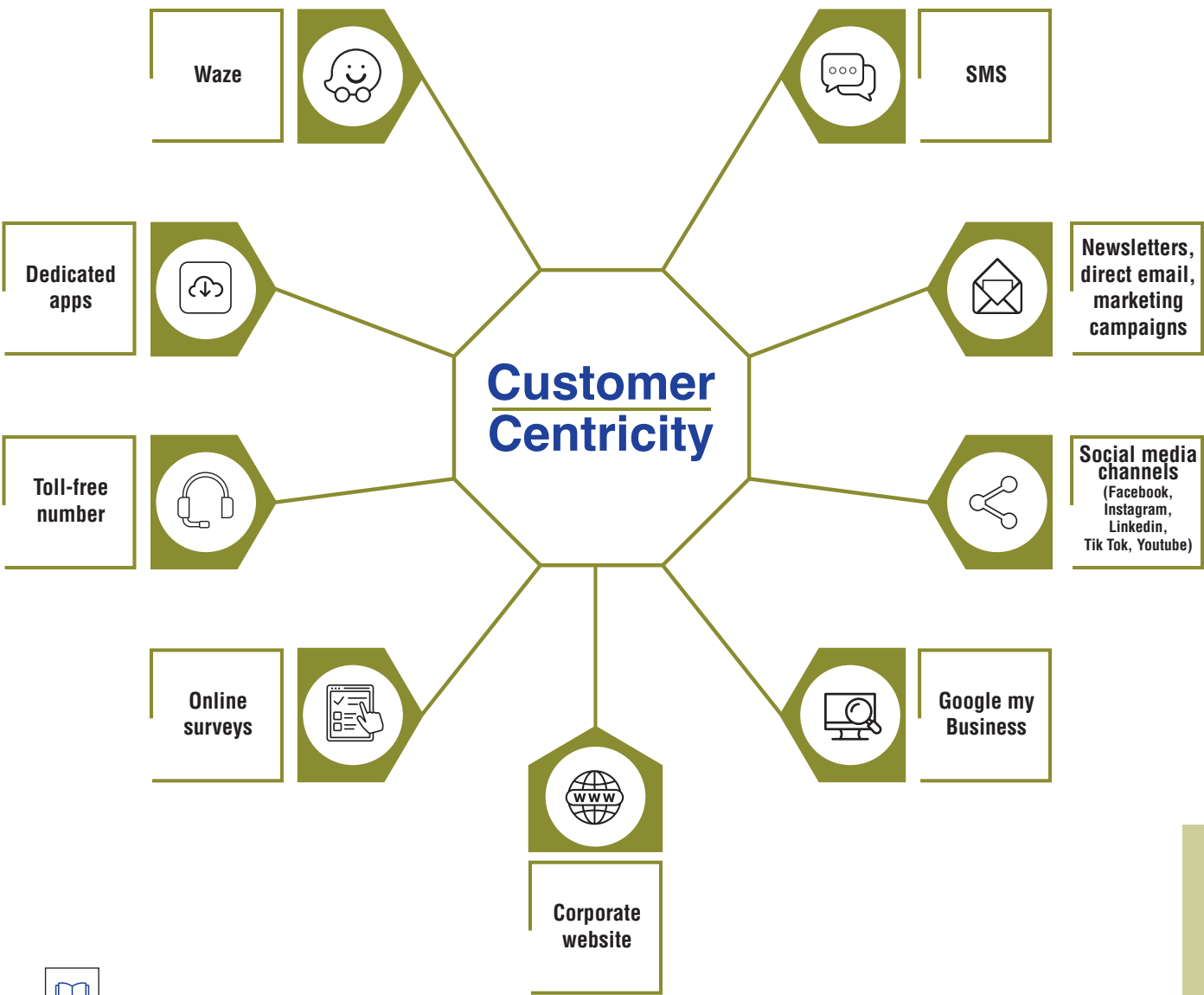
DIGITAL ECOSYSTEM

- **An innovative digital portal** ensures and monitors the entire operation of the service station, facilitating fast and continuous two-way communication with the company and timely updates on all on-going initiatives;
- **Training and instruction are provided through a digital tool**, the Q8FA Training App, offering bite-sized content for constant updates on key business and market topics;
- **Innovation also extends to recruitment**: on the institutional website, the “Become a Manager” page allows candidates to apply for self-employed contracts to manage Q8 service stations across Italy.



CUSTOMER CENTRICITY

The **customer is at the heart of Q8’s strategy**, which constantly strives to respond more effectively to their diverse needs. Mass customization activities allow for tailoring the offer to each customer type, resulting in an **improved customer value proposition** through the refinement of the offer, communication methods, and customer support. To provide the best customer experience in line with the brand’s values, Q8 uses:



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

CUSTOMER LISTENING

Q8’s **constant attention to customers** is demonstrated by numerous market surveys conducted regularly to monitor, among other things, their satisfaction through:

Periodic surveys of customers interacting with Q8 in various capacities

Continuous monitoring of the Club Q8 App rating

Monitoring appreciation of rewards in the loyalty catalogue

Analysis of reviews on Q8 service stations and SVOLTA shops

Analysis of spontaneous customer comments, further explored through questionnaires and read using an Artificial Intelligence algorithm to identify potential improvement actions





Q8 AND CUSTOMERS: A MORE DIGITAL AND INCLUSIVE RELATIONSHIP

App ClubQ8

- It is constantly updated to **improve user experience** and make its use easy and intuitive;
- It allows customers to **select the fuel pump and pay for their refuelling with a single click**, using their e-Wallet (electronic wallet);
- It offers a **wide range of available payment methods**: the e-Wallet can be topped up directly from the app using Satispay, Google Pay, Apple Pay, Poste Pay, bank cards, bank transfer, or in cash at a Q8 service station;
- It reserves **discounts and personalised promotions** based on customer preferences;
- It allows **immediate modification of consent for personal data processing**;
- It features a **high level of cybersecurity** thanks to the introduction of the “One Time Password” solution for access to sensitive functions and operations;
- It allows **easy access to the loyalty programme** with a Rewards Catalogue (many products within have a sustainable connotation) and fast delivery via Amazon.



Self-service for all

Q8 is committed to eliminating barriers in fuel network services to improve **inclusion for people with disabilities**, joining the Memorandum of Understanding between Unem (Union of Energy for Mobility), FAIP Onlus (Federation of Italian Associations of People with Spinal Cord Injury), and service station managers' associations (Faib, Fegica, and Figisc/Anisa). All motorists with motor disabilities can, during operating hours, **access assistance** at self-service pumps, under applicable purchase conditions.







PEOPLE ENHANCEMENT

88

Our ecosystem

92

Just transition

98

Q8 people

104

Inclusion

110

Occupational health
and safety

Our ecosystem

ADVOCACY

The **advocacy** undertaken by Q8 has a fundamental role in promoting positive change in the community and context where it works. Through its active commitment to dialogue with institutions, organisations and other stakeholders, Q8 works to ensure that public policies facilitate **sustainable and inclusive development**. The Company’s advocacy, besides representing its own interests, aims to create a **fairer, more respectful and responsible community**. By collaborating actively with the interested parties and supporting causes which promote collective wellbeing, Q8 makes a concrete contribution to building a better future, where present and future generations can prosper in harmony with the territory and society.

THE ROLE IN ASSOCIATIONS

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

Q8 BELONGS TO THE FOLLOWING ASSOCIATIONS:



Unione Energie per la Mobilità (part of Confindustria)

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



Unione Industriali
Napoli

Unione Industriali Napoli

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

Assonime

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



AIEE (Italian Association of Energy Economists)

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



FEDERCHIMICA

ASSOGASLIQUIDI

Associazione nazionale imprese gas di petrolio liquefatti

Assogasliquidi (part of Federchimica)

The Association represents nationally and internationally companies in the liquified gas distribution sector for automotive and combustion and the companies which make equipment and systems or which provide services related to the sector. Assogasliquidi collaborates profitably with administrations and public corporations in better defining a regulatory framework for the sector, on technical and legislative innovations and on their practical implementation.



Confimprese

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



AITRA (Italian Anti-corruption Association)

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



AIGI (Italian Association of Company Lawyers – AIGI)

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

PARTNERSHIPS WITH UNIVERSITIES AND CORPORATIONS

To support training and young people, the new energy of the future, the Company has made **numerous partnerships with prestigious Italian Universities**.

In addition, with the goal of actively contributing to the public debate with its numerous corporate professionals,

Q8 takes part with its own representatives in technical meetings and roundtables which involve, among others, national corporations and institutions on issues of interest to the sector.



LUISS

Guido Carli International University for Social Studies in Rome

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

La Sapienza University, Rome

For over ten years Q8 has been a partner in the Master on. Contaminated sites. organised by the Department of Chemistry. This year too it has been reconfirmed as an external member of the Didactic Committee for the Master.

Rome Business School

Q8 is an integral and substantial part of the Rome Business School's Master in Environmental Compliance and Occupational Health and Safety for the second year running. Through its well-established involvement in the Master the Company makes a key contribution to the training of new professionals in sustainable business.

Excellentia

Q8 supported the "20UNDER20" project of the start-up Excellentia, which involved high school students from Lombardy, Piedmont, Veneto, Liguria and Tuscany. Fifty young people explored and valorised their talent, then meeting companies to match their aspirations to the needs of the job market.



PoliHub Servizi Srl of Milan's Politecnico

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

Observatory on Renewable GAS - SDA Bocconi

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

ISTUD Master for Company Lawyers

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

Institute for Competitiveness I-COM

Q8 supported the study developed by the Istituto per la Competitività (I-Com), which analyzed the changing dynamics of employment and the emerging needs of Generation Z, with particular focus on work-life balance, inclusivity, and the impact of technological innovation on the future of work.

Integrity and Compliance Task Force – B20

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

REMTECH

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

Whistleblowing Observatory

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

Research agreement with the National Research Council

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

The just transition

The **transition towards an environmentally more sustainable economy must be just and inclusive**, i.e. to manage the social consequences, ensuring that society and all its components, including the most fragile categories, can continue to enjoy security and social wellbeing. Q8's commitment to the local territory arises from its belief in the social role and cultural stimulus which companies must play, realising internally and with the involvement of external stakeholders a virtuous ecosystem that can create long-term social value.

CORPORATE VOLUNTEERING

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

Cleaning the shore at Ostia

The Company took part in an important **environmental volunteering** initiative along the coast of Lazio, teaming up with AS Roma and under the coordination of RomaNatura. Employees of Q8 and of the football club worked together, dedicating their time and commitment to cleaning up and taking care of the beaches.



In the Pharmacy for children

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



Motivational orientation

Q8 volunteers had the pleasure to meet – at the Rome headquarters – students from the Aterno-Manthoné Institute of Pescara. The meeting took place using the "Career Speed Date" formula: **one-to-one dialogue focused on orientation, motivation and knowledge of professional and personal paths**. An important moment of inspiration for students and, at the same time, a profitable and stimulating opportunity also for Q8 volunteers who joined the initiative realised in partnership with United Way España.

CULTURAL AND SOCIAL PROJECTS

Long live the constitution, the Constitution is alive - “Citizens of Europe” edition

As in the previous year, Q8 supported **the educational project “Long live the Constitution, the Constitution is alive”** of the Articolo 49 Foundation – “Citizens of Europe” edition which brought the values of the European Union into primary schools. The project, which has the patronage of the EU Parliament and Commission, the Italian Chamber of Deputies and Senate, and the Italian Regions, supports the path of today’s boys and girls to become proactive and aware citizens of tomorrow.

Gea Edu – Next my future starts from me

An **educational project offering orientation on school and work** which aims to **help young people recognise their own talents and personal inclinations** and to match them both to post-compulsory education training and to job prospects. An initiative which Q8 wished to support and which was promoted by the Articolo 49 Foundation and with the patronage of the EU Parliament, ASVIS, Symbola and numerous Italian Regions.

Blood donation

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

International day for the elimination of violence against women

On 25 November, bearing witness to the **sharing of the values of non-violence**, Q8 installed a red bench in the entrance to its Rome offices, the most representative symbol of the total rejection of violence. On the same day, to raise awareness about the **theme of inclusivity and gender violence**, the Company organised a connectivity session inviting as the external speaker the company Serenis which works in the sector of psychological wellbeing and mental health.

Race for the Cure

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

Francesca Rava NPH Foundation Italy

The Foundation, which helps children in need in Italy and worldwide, represents the international organisation NPH in Italy and is a historic partner of Q8 in social activities. This year's initiatives saw the Company involved, with the invaluable support of its customers, in various projects:

- **Support a family in Emilia Romagna** in support of people involved in the floods which dramatically hit Emilia Romagna
- **Free to grow:** an awareness-raising and empowerment project dedicated to girls and female adolescents in Italian schools and communities
- **Seeds of growth:** a commitment to recover and develop green areas in the gardens of shelter homes and communities for children.

Awareness-raising day

An educational initiative held at Oasi di Macchiagrande on 5 June 2024, on World Environment Day, undertaken in collaboration with AS Roma Business Club, **to highlight and raise awareness of practices for the responsible management and conservation of green areas.**

Road safety

Q8 and Assirem, the Italian Association for Research and Education in Sleep Medicine, launched the **"Sleep Well to Drive Better" campaign** to raise awareness about sleep problems and safe driving. Informative material was distributed at Q8 service stations, on the ClubQ8 app and on the website, to assess the risk linked to the quality of drivers' sleep and to promote the benefits of rest. **A guide with practical suggestions** was published to recognise such disturbances and to prevent accidents caused by sleepiness while driving.

Food distribution

Thanks to the support of Rise Against Hunger Italy, Q8 took part in a **supportive initiative** alongside more than two hundred members of the AS Roma Business Club. In the Colosseo Lounge of the Stadio Olimpico, 800 food kits were assembled using products donated by partner companies. These kits were destined for the five Empori della Solidarietà in Rome, as part of the "Food for the Community" program, **aimed at supporting the most vulnerable families in the capital.**

ESO Sport Run

Q8 supports the **ESO Sport Run project**, which gives fresh life to unusable sports shoes by converting them into shock-proof flooring for play areas and running tracks. To enhance its commitment, Q8 installed ESO Run Boxes in its Rome offices, **special containers to collect old shoes**, thus actively contributing to a circular and sustainable economy.

Q8 AND THE TERRITORY OF NAPLES

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



Digita Academy

The Digital Transformation and Industry Innovation Academy of the Federico II University of Naples in partnership with Deloitte Digital is confirmed as a **strategic, long-term collaboration**. Q8 supports the activities of Digita which offers advanced training programs focussed on developing digital skills, helping professionals and companies keep pace with technological innovations. Through tailored courses, workshops and programs, the Academy prepares highly specialised workers to face the challenges of the digital transformation.

Studying the business, the business of studying

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

Prevention Caravan

Q8 supported the Prevention Caravan, an initiative organised by Komen Italia, in its call on the University Complex of San Giovanni in Teduccio, Naples. The initiative made available **specialist consultancy and diagnostic exams**, offering women the opportunity to have essential checks for their health.

Economic and social value generated

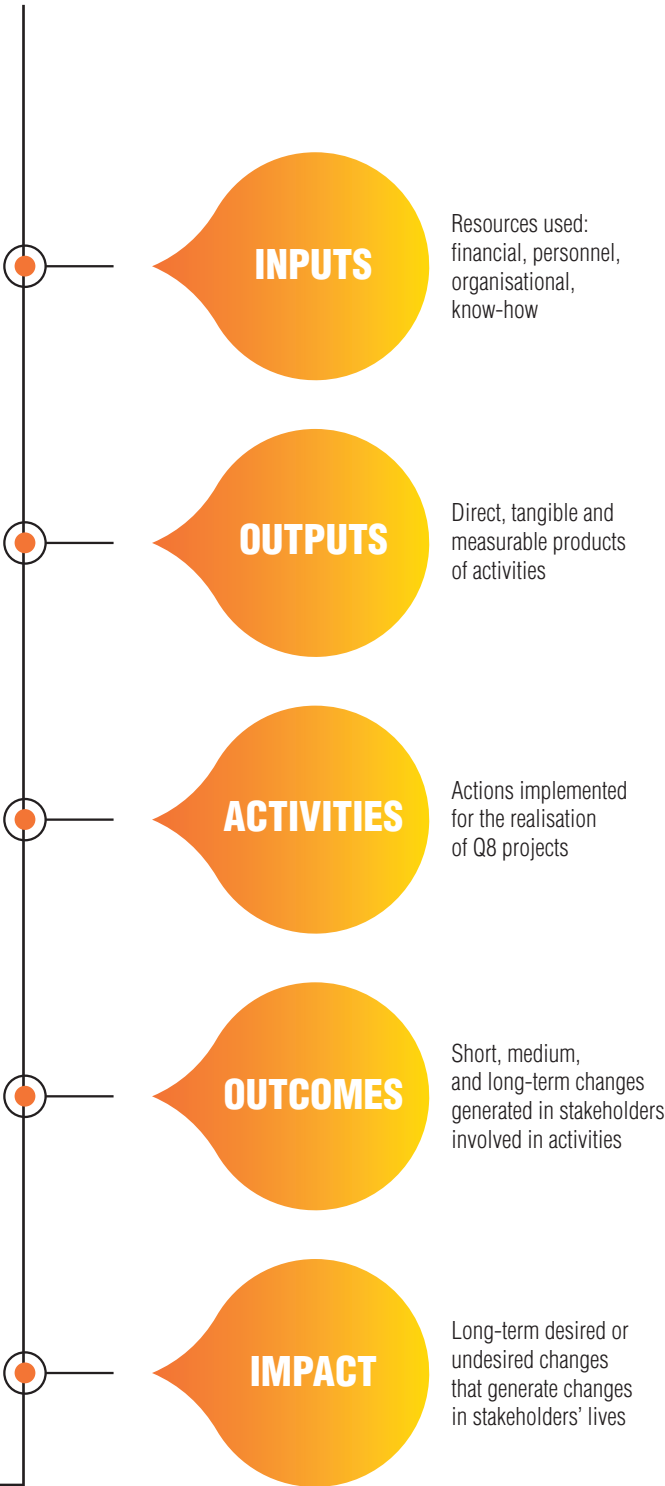
The independent analysis of the social value generated by some of the initiatives undertaken by Q8 saw the involvement of the **Human Foundation**¹, a research centre accredited by the Ministry of Education. The assessment of activities was carried out by the Foundation using the SROI (Social Return on Investment) method which, starting from the Theory of Change, makes it possible to monetise the complexity of social change achieved through specific interventions.

Thanks to the application of these methodologies, it is possible to analyse the change process generated in the various beneficiaries involved in the initiatives, by constructing a narrative to link resources, activities and outcomes.

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

- corporate volunteering (in the Pharmacy for children, Career speed date)
- cultural and social projects (Long live the Constitution, the Constitution is alive)
- projects for the area of Naples (Studying the business, the business of studying and Prevention Caravan)

TO ESTABLISH THE IMPACT GENERATED



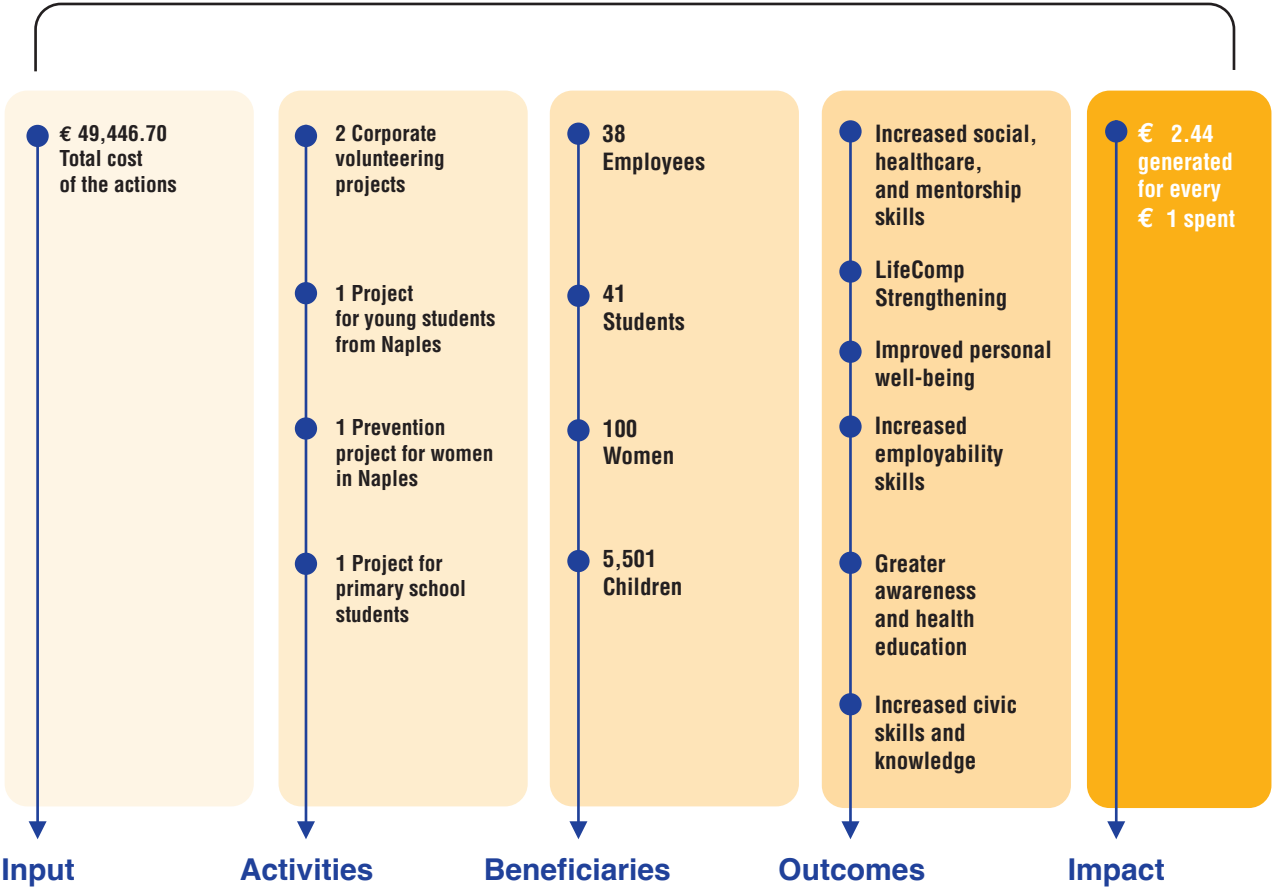
¹ The Foundation is a reference point to assess how the impact generated by policies, programs and projects is central in defining effective strategies that can respond to increasingly complex needs and problems

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

FROM THE ANALYSIS UNDERTAKEN, IT EMERGES THAT FOR EACH EURO INVESTED BY Q8 MORE THAN DOUBLE THE VALUE IN SOCIAL BENEFIT WAS GENERATED.

€ 1 = € 2.44

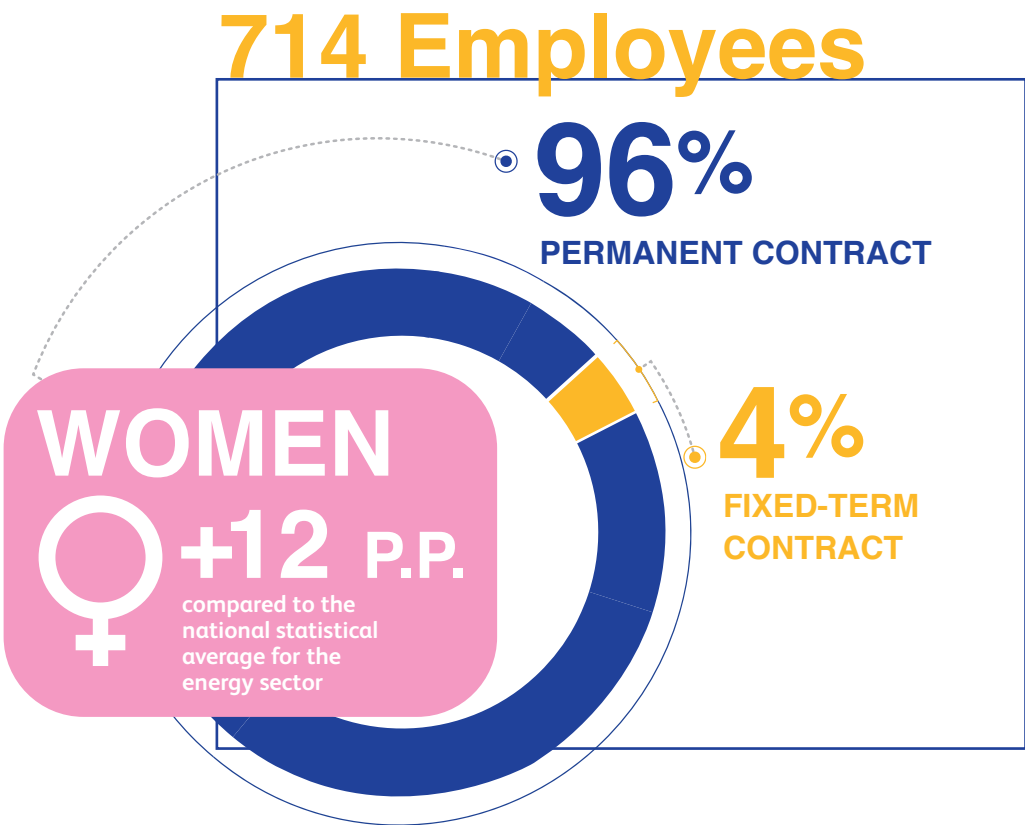
Below is a brief overview of the analysis



Q8 people

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

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




Source: Confindustria Energy – Statistical survey at 31.12.2020. The analysis was carried out on a sample of companies from the relevant sector out of a total of around 29,000 workers.

For the second year the Company obtained the **National Declaration of Compliance (ASSE.CO)**, which, following a rigorous evaluation process, certifies that labour contracts and all their relevant applications (e.g. pay, welfare, gender equality and non-discrimination, health and safety, etc.) fully comply with applicable laws and regulations and adhere to the **highest level of culture of legality and sustainable social practices**. The annual certification is subject to a quarterly audit conducted by the National Order of Labour Consultants aimed at verifying the continuation of the prerequisites.




RECRUITMENT


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



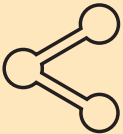
The “Work with Us” section of the company website



Job placement with the main Italian universities



Selected recruitment companies



Social channels:

- LinkedIn
- Indeed

NEW JOINERS – INDUCTION PROGRAM & BUDDY

Q8 has drawn up an **Induction program** for **New Joiners**, offering them a structured program which combines support and a deep dive into the corporate culture. **New Joiners** are supported by a **Buddy** for their first 6 months in the Company, an expert who guides and supports them in adapting to the corporate dynamics, facilitating the understanding of the values and conduct that characterise the way of working in Q8.



FROM 1 APRIL
TO 31 MARCH 2025
**40 PEOPLE WERE
RECRUITED, WITHIN
AN AVERAGE
AGE OF 28.**

5for3s Skills



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



COLLABORATION “We are a team”

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

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



LEARNING AGILITY “We are curious and wish to learn”

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

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



INNOVATION “Let’s experiment”

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

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



TRUST “We build trust”

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

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



CUSTOMER CENTRICITY “We are accountable”

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

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



FORESIGHT “We take our vision forward”

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

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



ACCOUNTABILITY “We are accountable”

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

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



COACHING “We get the best out of people”

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

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



DEVELOPMENT AND VALORISATION OF PEOPLE

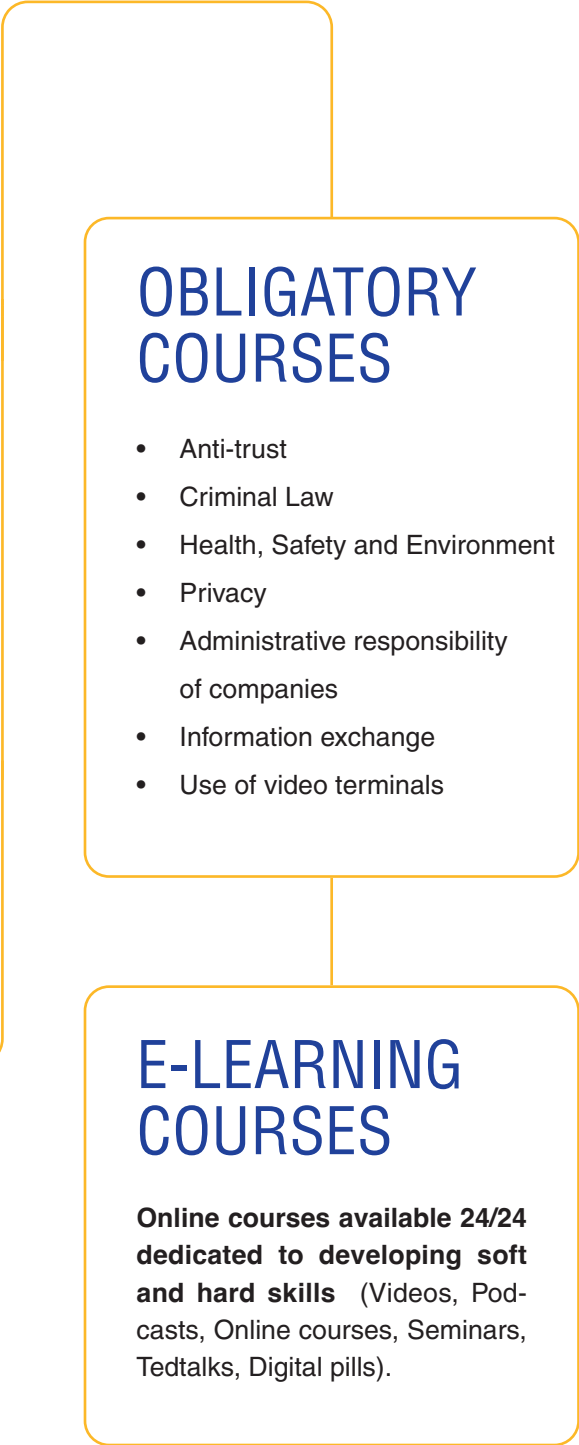
A corporate project has led to the redesign of all human resource processes, ensuring their digitalisation and transparency. The **performance evaluation process** is perfectly in line with the HR policy to focus on the importance and uniqueness of people and their active involvement in all human resource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



TRAINING

Also in terms of training, staff maintain their active role. Through **the 3 learning platforms available**, i.e. Workday, Edflex and Leadership Live, everyone can develop their skills thanks to access to a wide catalogue of contents.

The training available, which focuses on **developing new corporate and technical skills**, offers training courses supplied by the main providers in the sector, including the best Italian and international institutes, schools and business schools.





JOINED FORCES

Dedicated training to increase the awareness of all staff regarding **new skills and to grow professionally and collectively**: face-to-face and/or online lessons available also on the company intranet, enriched by the first hand experience of external speakers to explore new perspectives, share stimuli and collect thoughts.

OUR AMBASSADORS

To favour the management of change connected to the main corporate projects, **Ambassadors** are involved, i.e. groups of employees who, after being duly trained, play a **delicate role as facilitators**, supporting colleagues in all the aspects which require the need to embrace significant cultural change.



SPECIALIST COURSES

In line with specific needs (hard skills) and individual and group language courses.

COURSES ON REQUEST

Classroom-based and online courses dedicated to the development of soft skills

Inclusion

INCLUSIVE WORKING ENVIRONMENT

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

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

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

Q8 has obtained **Gender Equality Certification*** in accordance with the UNI/PdR 125:2022 standard, issued by an accredited third-party body. This strategically significant recognition attests to the company's full compliance with the requirements set forth in the national guidelines on gender equity in the workplace. It also reflects Q8's concrete, systematic, and long-term commitment to promoting fairness, inclusion, and equal opportunities for women and men across all professional settings. The certification is based on six fundamental areas of assessment:

- Corporate culture and strategy
- Governance and leadership
- Human resources management processes
- Growth and inclusion opportunities
- Pay equity
- Parental support and work-life balance

Achieving this certification is the result of a structured process that involved the adoption of targeted policies and measures aimed at fostering gender equality as a key element of Q8's organizational culture and business sustainability.

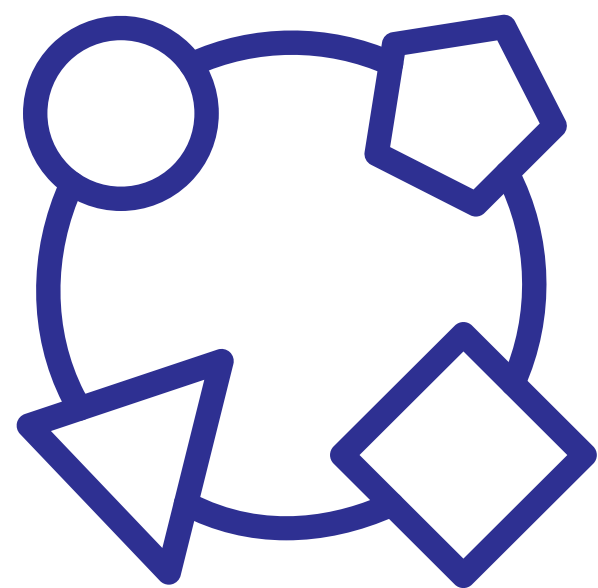
With this milestone, Q8 reinforces its commitment to an inclusive governance model, integrating the principles of diversity, equity, and inclusion (DEI) into both its corporate strategy and its approach to human capital management, in line with regulatory and reputational expectations at national and European levels.

Rather than a final goal, the certification represents an evolutionary step in Q8's ongoing journey towards a more equitable, transparent, and socially sustainable workplace. The company is committed to maintaining and improving the standards achieved, through continuous monitoring and regular updates to the Board, as part of its broader corporate governance and sustainability framework.

**The certification was obtained in June 2025.*

CORPORATE WELFARE AND WELLBEING

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



1

Wellbeing Strategy Proposition

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

2

Concrete check on the state of wellbeing

Recording of real needs with a survey of the whole corporate population.

3

Total Wellbeing Program

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

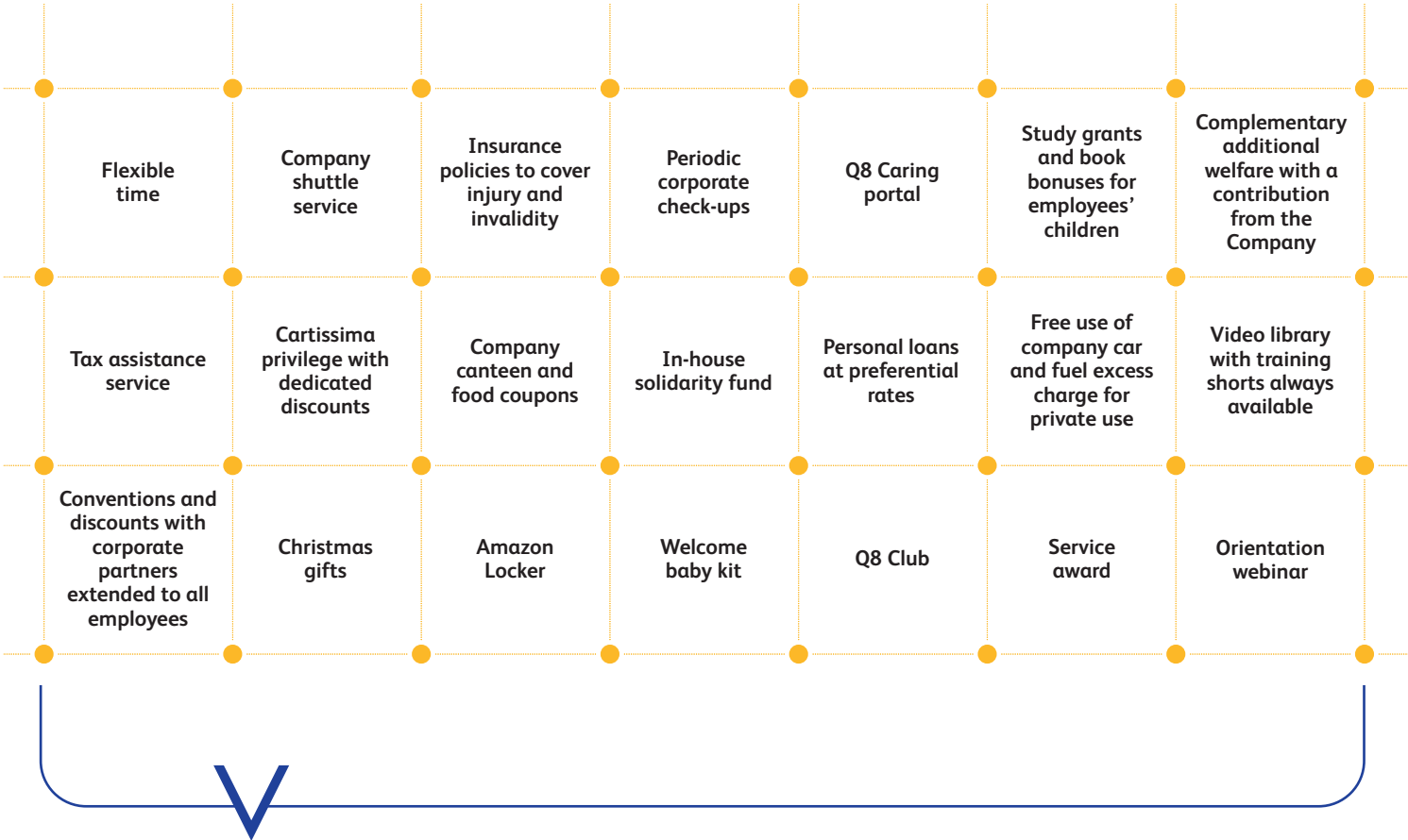
Welfare and wellbeing in Q8 have become an integral part of a new pact between the Company and workers, no longer based solely on pay, but also on services and support which help develop the **personal and family wellbeing of the individual employee** alongside **organisational wellbeing** overall, thus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

PEOPLE CARE STRATEGY

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

skills in every area of life. There are numerous controls which Q8, in some cases also thanks to a profitable discussion and exchange with unions, has put in place over time to **valorise the needs of the individual** within the organisation.

Among the most important and appreciated are:



A set of policies and best practice which have enabled the Company to confirm for the fifth year its prestigious certification as **TOP EMPLOYER 2025**, following a careful audit undertaken by an independent body which analysed around 400 processes in the area of human resources.

Q8 sustainable job guide

SUSTAINABLE JOB GUIDE

Q8 believes strongly in the **value of sustainability** and in its **social and organisational dimension**, which is why it has established the ‘**Sustainable Job Guide**’: a document containing indications and guidelines to put into practice conduct and ways of working to promote a **more pleasant and inclusive work environment** as an enabler of both personal and organisational wellbeing. A good work environment will also support the organisation in order to achieve the company and corporate goals more efficiently. The leaders at all levels must be inspired and guided by the three leadership skills, which are an enabler for the implementation and execution of the Q8 Sustainable Job Guide in the organisation, at the same time combining best practice with many of the new skills of employees.

In particular, the document contains indications and guidelines on the following issues:



ORGANISATION OF THE WORKING DAY



INCLUSION IN THE WORKPLACE



TEAM WORKING



OVERTIME



MANAGEMENT OF EMAILS



MANAGEMENT OF MEETINGS



HOLIDAY

SMART WORKING

Bearing witness to the attention to the work-life balance is the introduction back in 2018 of Smart Working, which enables greater flexibility and independence in the choice of space and working hours in return for greater responsibility for the results, with benefits also for the environment, arising from the **reduction in CO₂ emissions** due to employees travelling less to and from the workplace. A recent update to the regulation on Smart Working has guaranteed further and greater flexibility for its use given specific personal or family situations (for example for caregivers, new parents, etc.).

INVOLVEMENT OF EMPLOYEES

Thanks to the partnership with Qualtrics and specific surveys given to employees, the trend **in corporate wellbeing is measured and monitored**. The active contribution of employees is fundamental as, thanks to the “Benefit Optimizer” tool, they have provided a personal assessment regarding possible corporate benefit solutions. Thanks to the feedback received Q8 can make targeted strategic choices, maintaining, expanding and diversifying corporate benefits increasingly in line with employees’ needs.

For all the services offered and the partnerships launched the following were monitored:

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

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

NEW PARENTS AND CAREGIVERS

Thanks to the partnership with Lifeed, specific digital training courses have been made available, genuine master courses thanks to which it is possible to transform personal life experiences and the care of rela-

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

SERVICES FOR SPORT **Gympass**

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

INDUSTRIAL RELATIONS

Relations between Q8 and the unions are very fruitful, thanks to ongoing discussions to achieve a balance between the needs and interests of the parties involved. This contributes to **improving working conditions and productivity, as well as facilitating a climate of collaboration and reciprocal trust**. In the second-level agreements tangible actions are envisaged to support the reconciliation of personal and

family life, such as, for example, paid leave for a child's illness, extra paternity leave and increases in the company contribution to supplementary pension schemes to benefit employees.

Also with the collaboration of the unions it has been possible to sign a corporate agreement for early retirement aimed to facilitating the termination of employment of staff close to retirement.

PHYSICAL AND PSYCHOLOGICAL WELLBEING

During 2024 a new partnership was launched with Serenis, an innovative company which works in psychological wellbeing and provides online psychotherapy sessions with qualified professionals. In addition, at the Rome offices an osteopathy service was introduced, thanks to which employees can benefit from treatments with a team of professional osteopaths. The **services are also financed by the Company** which covers the cost of the initial treatments and for subsequent ones has negotiated a special rate for its employees.

Q8 COMMUNITY

The main internal communication channel for all employees is **MyQ8**, the new version of the intranet which has been completely redesigned for optimal use of all the contents, thanks to an intuitive and immediate navigation concept. It is here that there is also space for the frequent and much appreciated **Connectivity sessions**, digital events which see as

protagonists colleagues on business issues or prestigious external speakers for personal enhancement and to increase the motivation and inspiration of the workforce. Always thanks to MyQ8 it is possible to access the registration of corporate events, including **Agorà**, the annual all-staff meeting for complete sharing of company results and the most impactful projects with a focus on medium/long-term strategies. To further strengthen the sense of community in the Company, a new communication and listening channel has been activated and is available to people: **Q8 Podcast Lab**.

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


The traditional Christmas dinner was the opportunity to be together and, at the same time, to take a real step in fighting food waste by redistributing the leftover food to those who need it. In addition, an important centre of internal aggregation and cohesion is represented by **Q8 Club**, also supported by the Company's contribution, which promotes cultural, leisure and wellbeing activities for employees, their relatives and retired former employees. There is a vast range of organised activities: from sports tournaments to excursions to cultural visits up to journeys in Italy and abroad.



Occupational health and safety

Occupational health and safety issues are fundamental and are managed by Q8 in line with the **highest standards of excellence**.

On behalf of the employer the Health and Safety Officer:

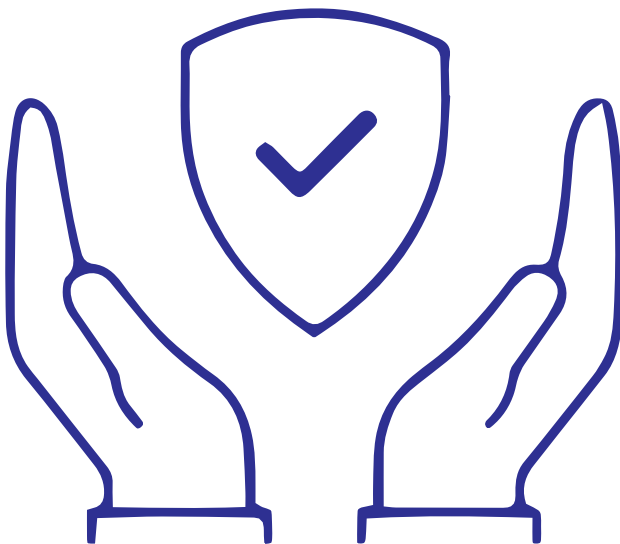
- analyses the risks from employees' work activities and identifies prevention and mitigation measures;
- investigates accidental events, identifying their root causes and preventing their recurrence;
- monitors near misses  ;
- develops intense training to keep skill levels high and also the focus on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

THE ACTIVE ROLE OF WORKERS

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

- informing the Company of accidents and near misses and possible areas for improvement;
- contributing with their own representatives to safety with reports and suggestions for improvement;
- consulting the Health and Safety Office and the internal compliance figures in the organisation.

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



Near miss: a work-related event which could have caused an injury or harm health

AN INTEGRATED APPROACH TO HEALTH AND SAFETY ISSUES WHICH ENVISAGES:

A RISK MATRIX


Careful assessment of all the risks and the preparation of suitable prevention and protection measures also with the PDCA (Plan-Do-Check-Act) method used for the control and continuous improvement of processes.

A MATRIX OF TRAINING REQUIREMENTS

A thorough analysis which associates specific courses with positions, e.g. specific courses on safety organised for airport refuelling staff.

TRAINING

Continuous training extends also to day-to-day activities carried out away from the office:

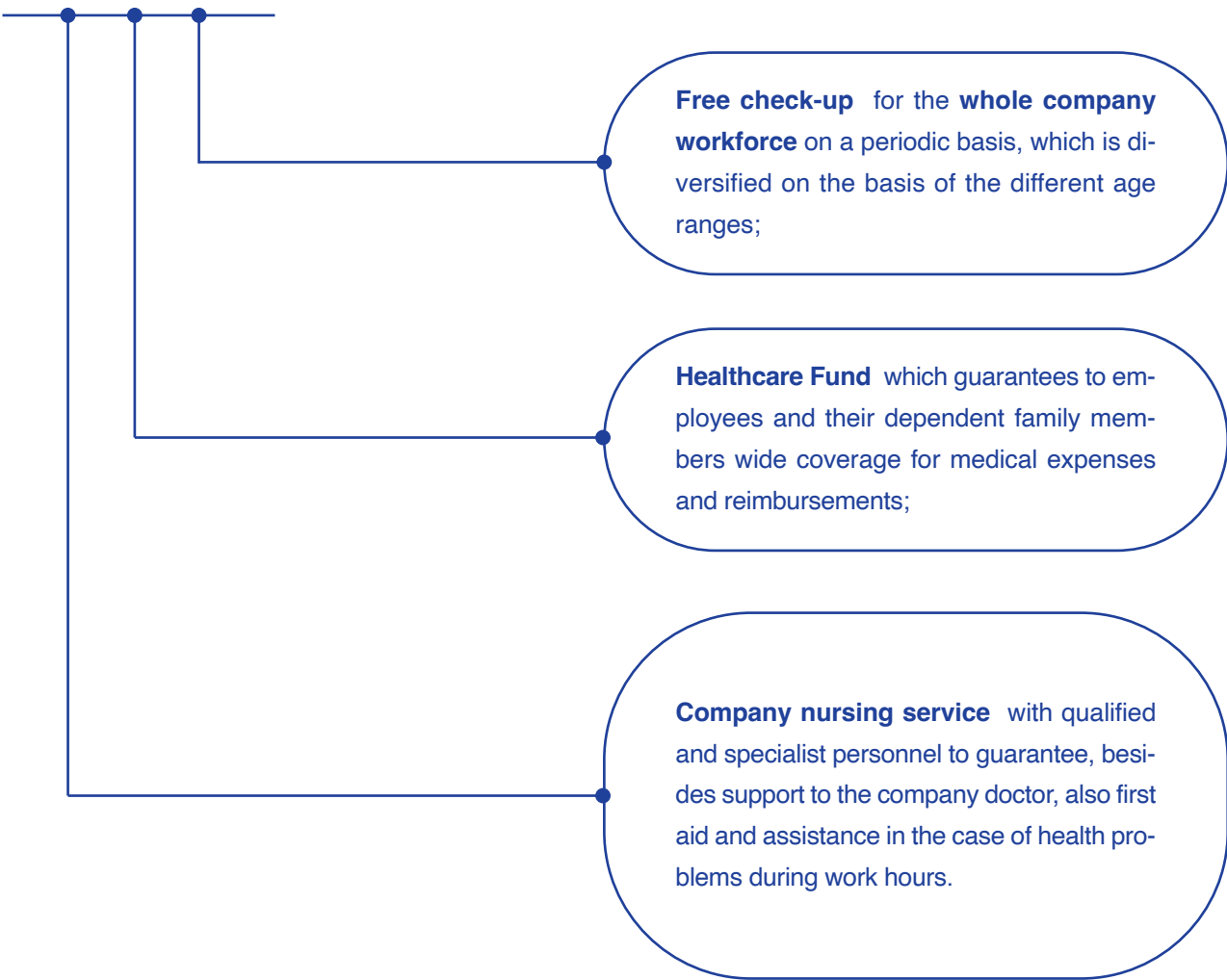
- In-house incident investigator course
- Course for responsible staff
- First aid course and defibrillator use course
- Refresher course for company safety and environment representatives
- Course for third-category PPE
- Waste management course
- Training on State-Regions Agreement
- Auditor course 



Auditor: Independent and objective assessor

THE FOCUS ON HEALTH

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

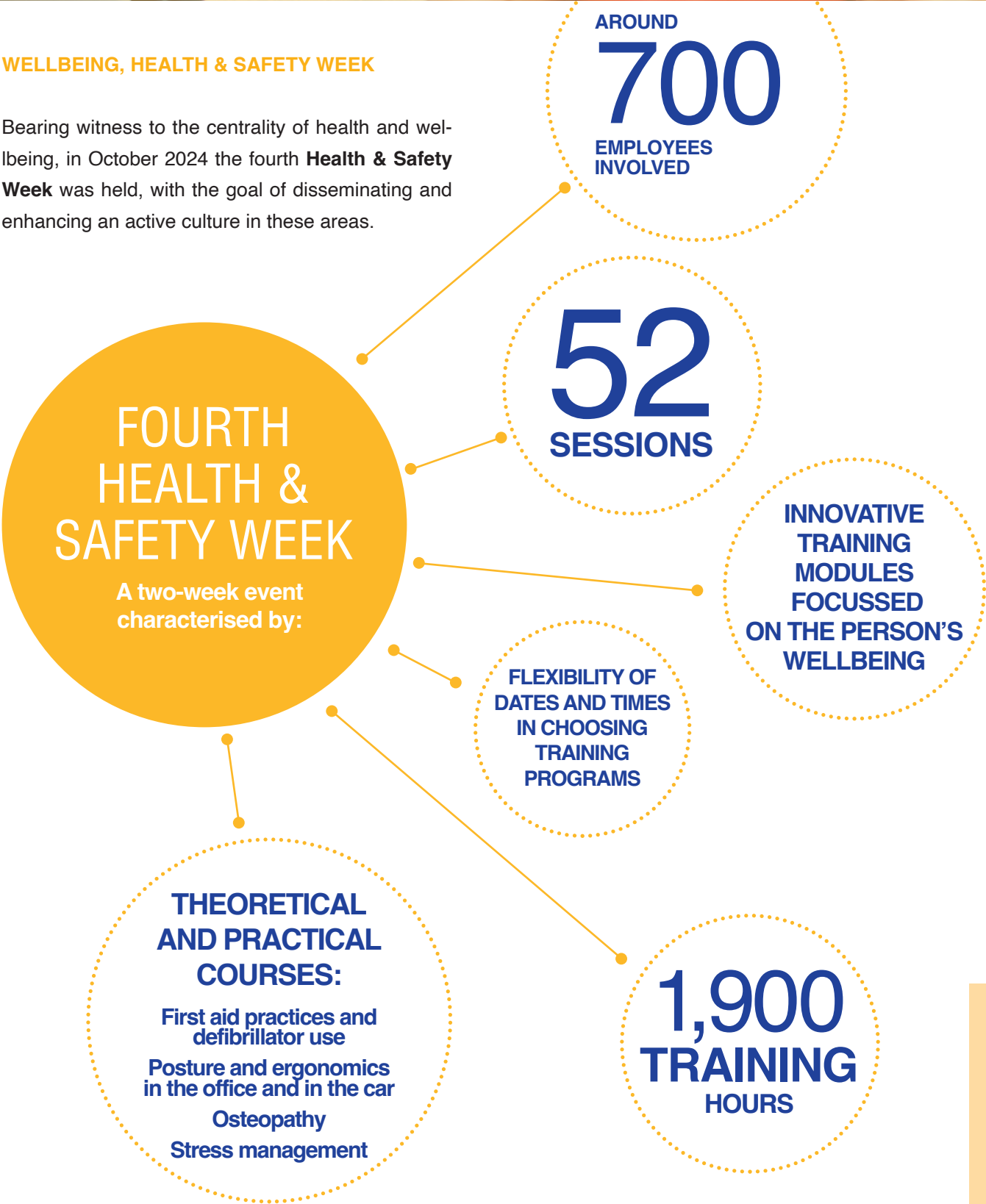


In order to raise awareness and increase knowledge of the importance of occupational health and safety, in the portal dedicated to the **BMS** (Business Management System) a lot of space is given over to the dissemination of data, to informative articles and to didactic material.



WELLBEING, HEALTH & SAFETY WEEK

Bearing witness to the centrality of health and well-being, in October 2024 the fourth **Health & Safety Week** was held, with the goal of disseminating and enhancing an active culture in these areas.







NEW WAYS OF DOING BUSINESS

116

Responsible Governance

126

Health, security,
environment and quality

128

Economic value directly
generated and distributed

130

Innovation and
Digital Transformation

Responsible governance

The adequacy of organizational structures is a fundamental principle of sound business conduct. Q8 ensures that its governance framework is appropriate for the nature and scale of its operations, going beyond legal compliance by adopting effective policies, procedures, established guidelines, and best practices. Adequate internal organisation is necessary to **guarantee efficiency and effectiveness in business management**, safeguarding constitutionally protected interests, such as shielding creditors from insolvency risks that could undermine their economic freedom, or preventing harm to fundamental rights that may conflict with entrepreneurial freedom (Art. 41 Italian Constitution), as well as protecting shareholders' investments (Art. 47 Italian Constitution). For this reason, Q8 focuses not only on the initial governance setup but also on its ongoing implementation and monitoring, in a dynamic and evolving context.

THE BOARD OF DIRECTORS

The **Board of Directors** is responsible for defining strategic objectives, including those related to sustainability policies and strategies. Through the half-year operational report, the Board is informed about key aspects such as organizational structure, business performance, environmental policies, and workforce matters. When necessary, it **provides guidance for managing any critical impacts¹**, ensuring continuous alignment with the Company's strategic direction. The Board of Directors² approves the Sustainability Report, which is published voluntarily and certified by an independent auditor according to ISAE 3000 standards. It reports the performance of the whole Company and its corporate bodies in regard to the sustainability goals. Furthermore, Board members – including the Managing Director – **actively participate in the public debate on ESG matters**, contributing through interviews and public appearance. In compliance with the articles of association and the by laws, management is entrusted by attributing all the powers of ordinary and extraordinary administration to the Managing Director (Except, of course, for powers which by law can only be exercised by the Board of Directors). To ensure the precise fulfilment by the Company of its legal obligations, as well as to achieve the objectives of the business and manage the main impacts which the Company could generate on the economy, environment and people, the powers are exercised by the Managing Director directly or by appointing legal representatives and directors with delegated powers.

The appointment and choice of the Board of Directors and of the Managing Director, who serve for 1 year,

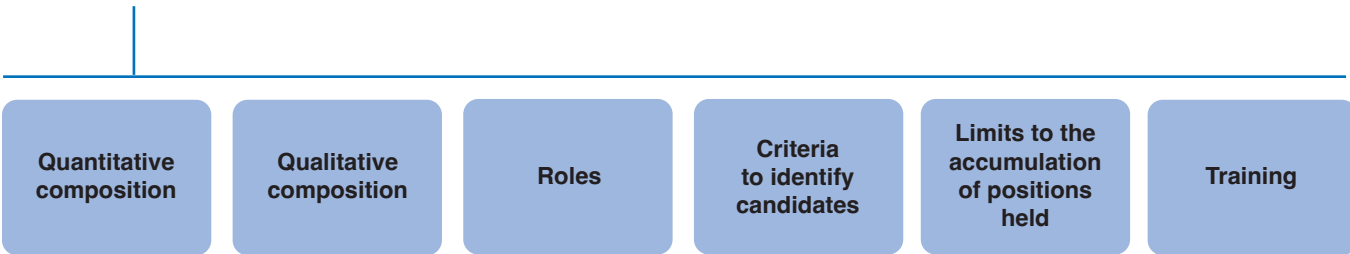
¹ During 2024–2025, no significant issues occurred that required reporting to the highest governing body.

² During 2024/2025, the Q8 Board of Directors did not receive a performance evaluation regarding the management of impacts on the economy, environment, and people.



takes place in agreement with the shareholder in compliance with the principles of non-**discrimination** and equal opportunities and with precise and detailed procedures, including the Guidelines for the composition of the Board of Directors which, besides setting up a Committee for appointments and for the strategic supervision of group governance, establish the:

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



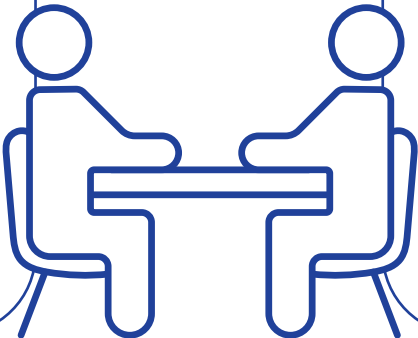
Composition of the Board³

Chairman
Fadel Al Faraj

Managing Director
Bashar Alawadhi

Executive directors
Raffaele Iollo
Francesca Fracassi

Directors
Naser M M Ben Butain
Ayman M S A AlQattan



Composition of the Board of Statutory Auditors

Chairman
Giuseppe Taragoni

Statutory Auditors
Roberto Padova
Paolo Puri

Alternate Auditors
Leonardo Palma
Franca Abate

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

³ Effective July 23, 2025

ETHICS AND RESPONSIBLE CONDUCT

Q8's commitment to ethics, legality, and the prevention of legal risks is ensured by the presence within the organization of the **Legal Risk Management & Integrated Compliance** function, specifically focused on managing legal compliance. This function plays a key role in strengthening governance mechanisms and continuously improving the internal control and risk management system, in line with the principles of integrity, transparency, and legality. It enables the creation and consolidation of operational synergies, while ensuring unified governance in the management of regulatory compliance risks.

The function includes a **central compliance unit** and additional **specialized units** covering the twelve legal compliance areas relevant to Q8:

- Labour Law
- Environment
- Occupational Health and Safety
- Anti-mafia Regulations
- Sustainability
- Anti-corruption
- Corporate Administrative Liability
(Legislative Decree 231/01)
- Whistleblowing
- Antitrust
- Trade Sanctions
- Privacy
- Cybersecurity

With a clearly defined allocation of roles and responsibilities among the departments involved in legal compliance, the **Legal Risk Management & Integrated Compliance** function ensures the systematic and timely identification of new compliance obligations and associated risks, as well as the implementation of corrective measures to manage and mitigate such risks.

Furthermore, to ensure that the company operates effectively within a complex regulatory environment—and that compliance principles are fully integrated into daily business practices—the function also supports the development of a **strong compliance culture**. This is achieved through the design and implementation of tailored training plans on legal compliance topics, thus contributing to Q8's sustainable growth while mitigating potential legal risks.

In this context of attention to the themes of ethics and responsible conduct, Q8 has also adopted an **Organisation, Management and Control Model** which establishes the framework of rules of conduct and organisation as essential strategic elements to:

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

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

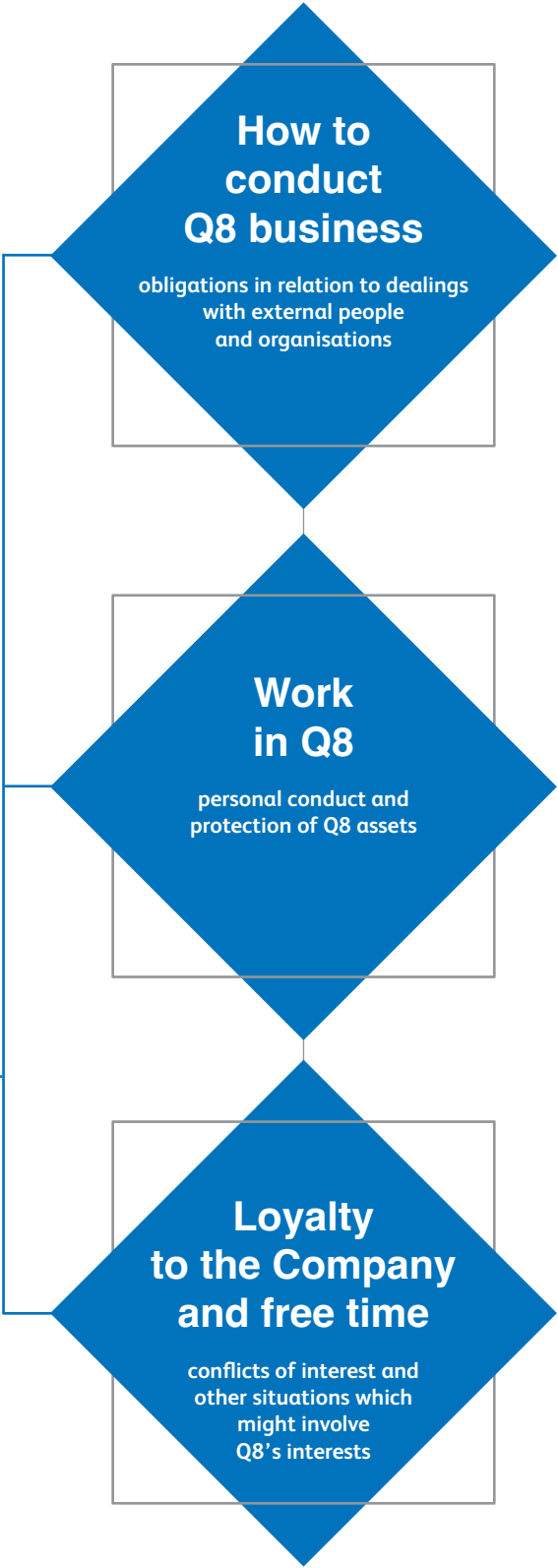
- Oversees compliance with the Model and handles its periodic updating
- Is equipped with independent powers of initiative and control
- Is equipped with financial resources and a stable, dedicated structure

CODE OF ETHICS

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

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

THE CODE OF ETHICS GOVERNS IN PARTICULAR THE FOLLOWING AREAS:



OUR POLICY

Q8 is equipped with a **complex framework of policies** which represent the **rules, directives and guidelines necessary** to manage operations and maintain a safe and productive work environment, and to guarantee coherence,

legal compliance and alignment with the corporate objectives and the interests of stakeholders. Corporate policies follow a preset process: they are drawn up by the service responsible for the matter and subject to a two-step approval process which, depending on the issue and the possible impacts, may even be referred to senior management. At predetermined dates and/or when necessary these policies are verified and may be updated on the basis of the new needs that emerged, for example in the case of regulatory developments or if requested by the parent company (Annex no.7).

Anti-trust Policy

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

Anti-mafia Compliance Policy

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

Anti-corruption Policy

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

Guidelines for managing dealings with the Public Administration

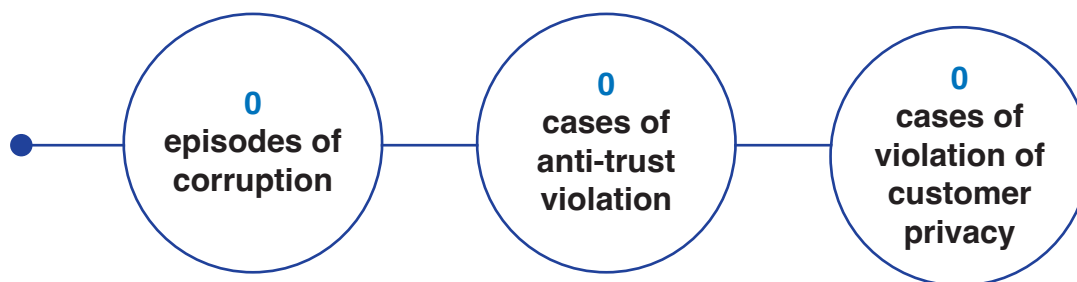
These regulate the methods and checks to be adopted in managing dealings with the Public Administration. In particular, they aim to be an instrument to consolidate values and build transparent relations with public entities, as well as a means to prevent and combat corruption and other crimes against the Public Administration.

Operational Instructions for Trade and Economic Sanctions

In line with the parent company's Global Policy, these provide a general orientation on the rules of international regulations on sanctions and their application, providing clarification, operative indications, and identifying possible critical areas to be kept under control.

Whistleblowing: Procedure for reporting violations

It governs the management and use of whistleblowing, implementing the provisions as set out in Leg. Decree 24/2023, implementing Directive (EU) 2019/1937, relating to the protection of people who report crimes and/or irregularities they become aware of during their work. The procedure is applied and protects not only employees, but also external collaborators, the self-employed, volunteers, shareholders and directors.



Remuneration Policy for Management

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

Sustainable Supply Policy

It specifies the high standards that are requested of suppliers, their subcontractors and commercial partners, to guarantee a high level of sustainability along the whole supply chain. Besides full compliance with the relevant regulatory framework, the policy indicates in detail the ESG principles as fundamental elements to build an ecosystem for itself and for its supply chain, adhering to the 17 Sustainable Development Goals contained in the Agenda 2030 adopted by the United Nations, "to achieve a better and more sustainable future for everyone".

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

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

Integrated Policy Compliance

It establishes the guiding principles for responsible action by Q8, starting from fundamental values such as legality, transparency, ethics and sustainability, and making an active contribution to the development of a solid and credible business model focussed on the long term. It also introduces an advanced vision of compliance with two important innovations. On the one side, it sets out a compliance management process which, thanks to centralised monitoring by the Legal Risk Management & Integrated Compliance Department, brings together the various existing regulatory safeguards (e.g. anti-trust, anti-mafia, the 231 model, anti-corruption, etc.), so that they are governed in a coordinated and synergic way, favouring a single vision of risks. On the other, it sets out a compliance management process which stimulates the integration of those working on the business side and those operating in corporate departments that oversee the various risks of regulatory non-compliance, on the assumption that compliance is a cross-cutting driver fully integrated into the company's decision-making and operational processes.

Commercial and Economic Sanctions

In line with the Parent company's Global Policy, it provides general guidance on the provisions of the Regulations relating to sanctions and their application, identifying critical areas and clarifying how to address any issues relating to sanctions.

TRAINING

Anti-trust

Criminal law

Privacy

**Administrative
responsibility of companies**

Information exchange

**Training on specific
privacy issues**

CORPORATE RISKS

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

The system:

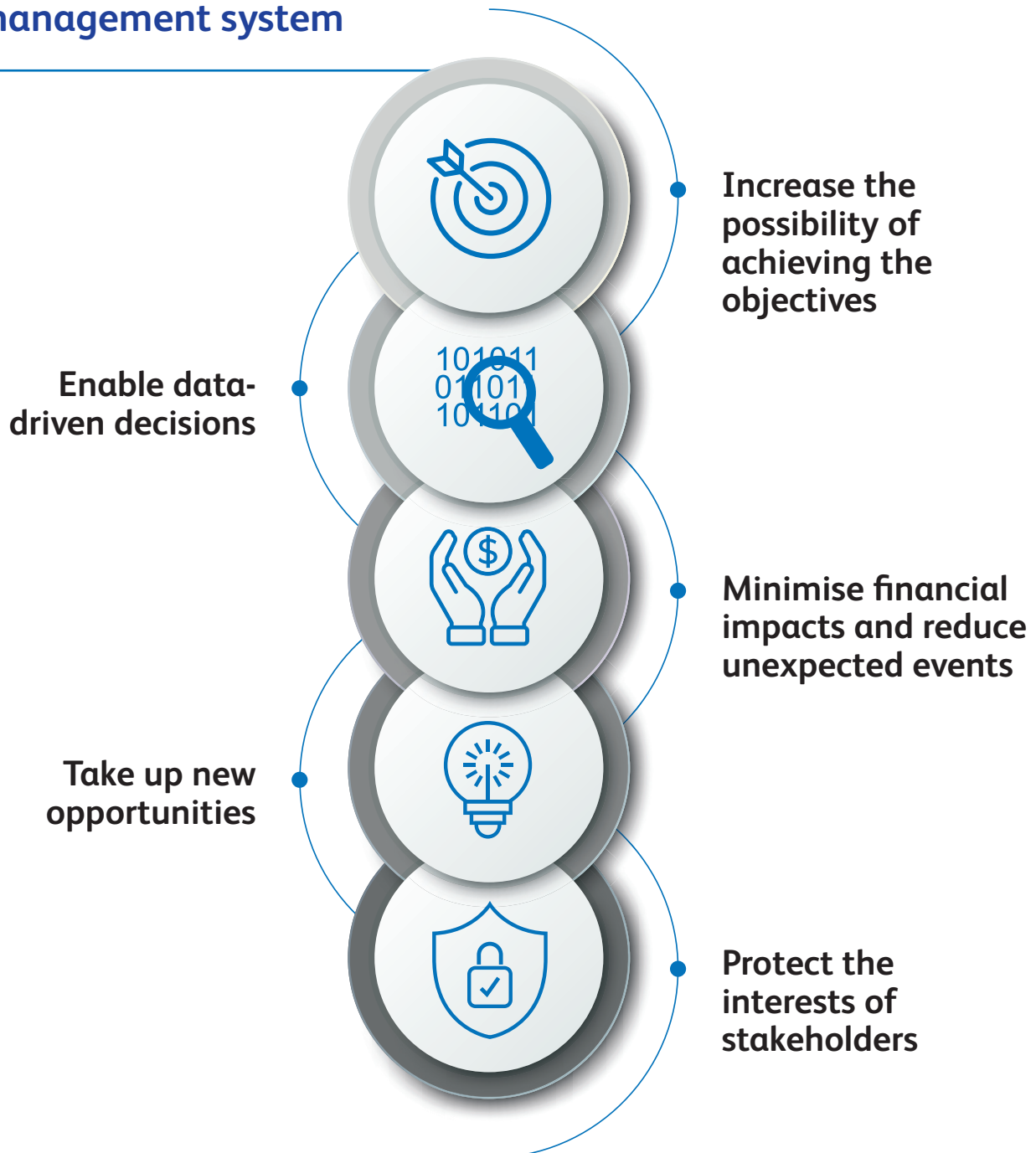
- Determines risks and opportunities to maximise the positive impacts and eliminate, where possible, or reduce the undesired effects in order to achieve continuous improvement;
- Defines the actions, procedures and processes to tackle risks and opportunities;
- Envisages means to integrate and implement actions in its own management system processes and to assess their effectiveness;
- Develops a “risk-based” culture in order to take up opportunities and minimise the risk impact.






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


The benefits of the risk management system



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

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

RISKS AND OPPORTUNITIES CONNECTED TO CLIMATE CHANGE

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



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

COOPERATIVE COMPLIANCE AGREEMENT WITH THE TAX AGENCY

Since 2019 Q8 has defined a **fiscal strategy** approved by the Board of Directors with guidelines and principles adopted to manage fiscal matters and the risk associated with them, in order to guarantee correct and uniform handling of its tax affairs. (Annex 9) Thanks to this strategy, the Company has been admitted to the **Cooperative Compliance system**. It is included in the list of virtuous companies published on the Tax Agency website, as a taxpayer which operates completely transparently and collaboratively with the financial administration.

IT IS RECOGNITION WHICH:

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





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

126

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

The BMS is periodically monitored and controlled:

With external and internal audits 

With over 1,000 safety walks annually 

Monitoring performance indicators

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

The reporting of accidents or near misses

The reporting of opportunities to improve corporate processes

The careful monitoring of performance

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



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

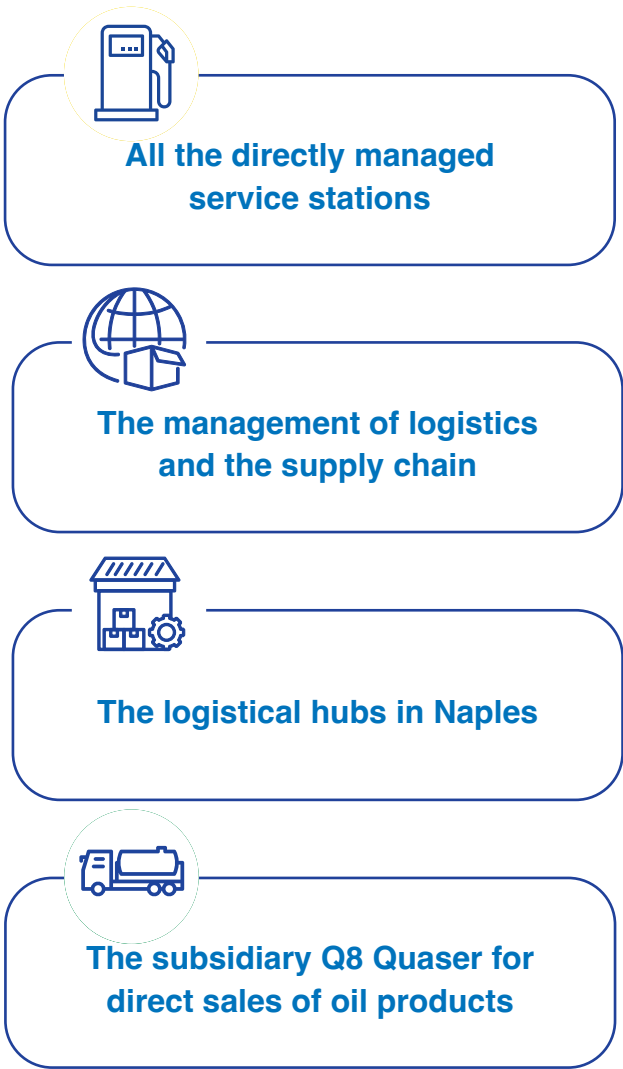


CERTIFICATIONS

Health, Safety and Environment are essential factors for Q8 in the sustainable development of its business and the care of its people.
For this reason the Company is certified



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



50%
Economic value directly
generated and distributed

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

The 2024/25 tax year was unfortunately heavily influenced by the global geopolitical tensions, both the Russia-Ukraine conflict and by the fierce tensions in the Middle East following the crisis which broke out after 7 October 2023, with petroleum product prices registering a general downward trend.

In this context the results achieved by Q8 albeit below those recorded in the previous year, following a positive performance in terms of volumes, and this is mainly due to the performance of refining margins, which were the most affected by the instability caused by the aforementioned geopolitical tensions.

The economic value generated was 15,077,725 euros, recording a 2.8% fall on the previous year. As for the economic value distributed in the current year, by virtue of Q8’s constant and total commitment to the territory where it operates, it was 15,121,040,394 euros, down by 1.7% on the previous year.

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

- 39% The Public Administration
- 60% The costs of production
- 1% Other



Other



- 65% Employees
- 35% Financiers
- 0% Shareholders

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

- The **costs of production** represent 60% of the value distributed by the Company. Production costs include all items regarding ordinary operations.
- The **Public Administration** received 39% of the economic value generated by the Company, represented mainly by duties but also by current and deferred taxes.
- The item **“Other”** (1%) includes the following elements:
 - value distributed to employees and collaborators, amounting to 65%, an increase compared to the previous year also due to provisions made by the Company under the early retirement (Isopensione) agreement;
 - value distributed to subsidiaries and banks of 35%, an increase compared to the previous year also due to the rise in existing financing granted to the Company.

37% The Public Administration
62% The costs of production
1% Other



Other

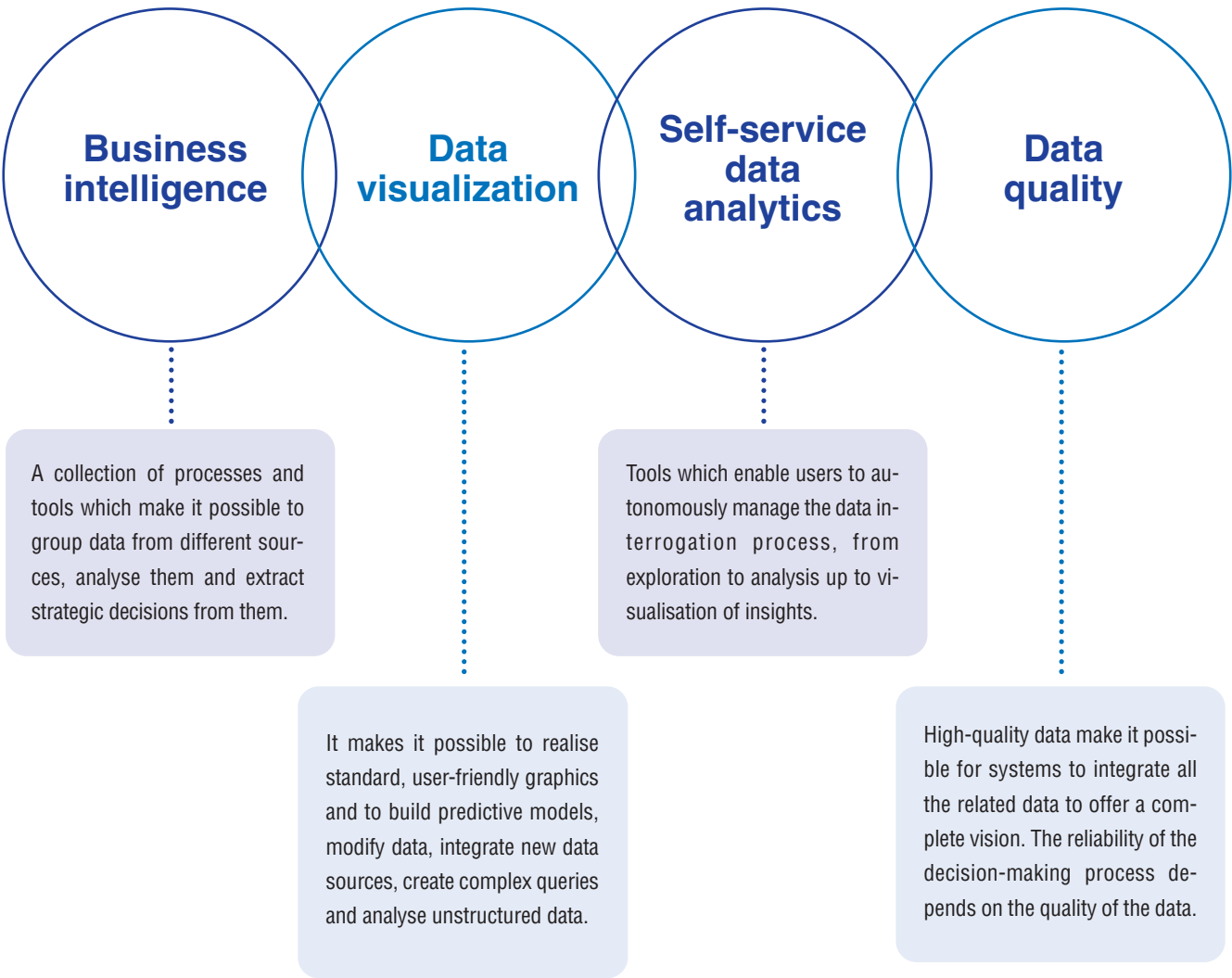


53% Employees
27% Financiers
20% Shareholders

Innovation and digital transformation

Innovation, especially digital innovation, has always been in Q8's DNA and takes the form of managing data as the strategic pillar of the business and not as a mere technical enabling factor. The **Company's strategies** are driven by big data and by new technologies which are integrated and applied in the evolution of internal processes, in the services offered and in the communication to customers.

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



THE DIGITAL TRANSFORMATION IN CORPORATE PROCESSES

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

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

Advantages

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

Better quality of work

Reduction in consumption of raw materials and energy

Reduction in number of journeys/movements

Examples

Just some examples:

- The use of Robotic Process Automation technology increases the degree of automation and efficiency of processes, eliminating repetitive activities with limited added value;
- The new Workday portal manages all human resource processes transparently and digitally;
- Complete digitalization of contractual processes, including the digital signature of agreements.

Data center & Cloud adoption

Q8 has use of a **Data Center with impressive calculating capacity** together with an annual 20% reduction in consumption thanks to a project which has been underway for some years. In order to always be at the cutting edge in technological innovation by reducing the physical infrastructure, the Company has been adopting **Cloud solutions** which enable, among other things, a benefit also in terms of reducing the CO₂ of the Data Centers.

Cloud adoption is a key enabler for digital transformation while preserving sustainability policies by reducing emissions through highly advanced cloud data centers.

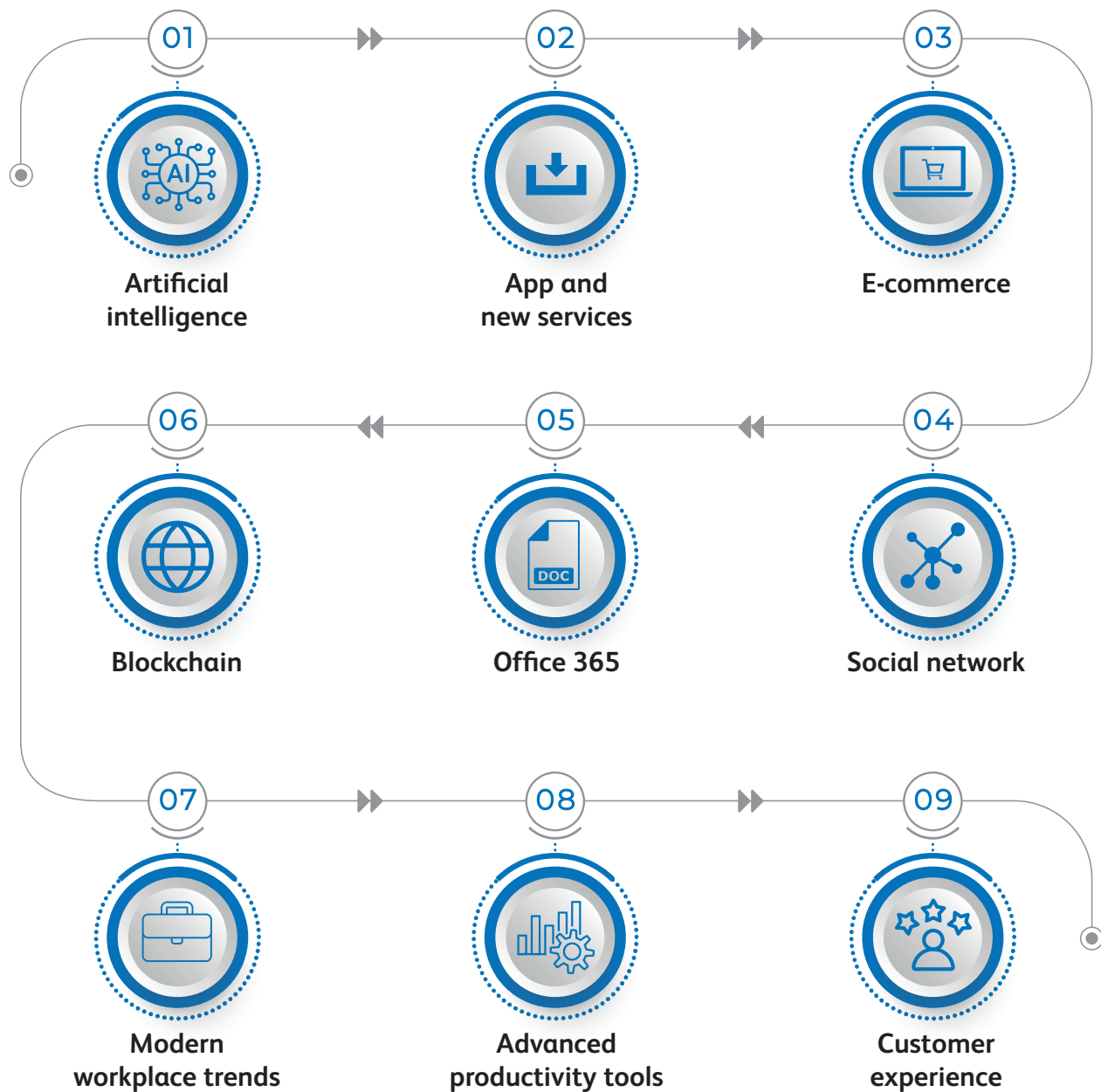
Since 2020, Q8 has initiated its digital transformation, reducing from 2,000 on-premises servers to around 1,000 by 2025, using cloud microservices to deliver both existing and new digital services, while achieving savings of more than 200 **MTCO₂e**.

Dissemination of digital culture

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

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

MAPPING OF SKILLS
AND TRAINING IN THE
FOLLOWING AREAS



TECHNOLOGICAL INNOVATION IN SERVICE STATIONS

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



Operational portal for the service station

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



Level sensors and detection units for losses from tanks

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



Autonomous discharge for the transporter

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



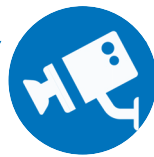
Fuel prices

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



Online Register

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



Advanced video surveillance

thanks to cameras backed with algorithms and analytics.



Presence sensors

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



Tailored promotions and direct communications

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



Free wi-fi at the station

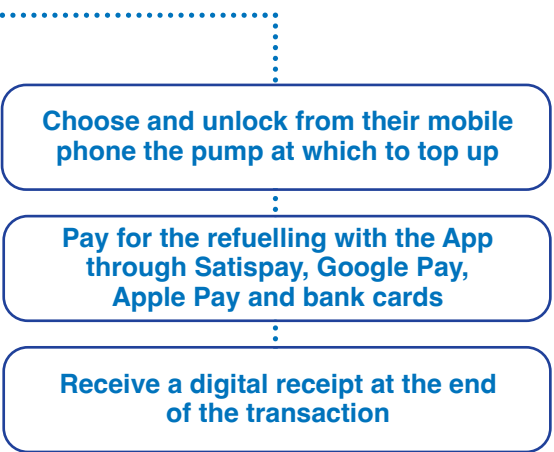


Training App

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

CLICK&FUEL THANKS TO THE CLUBQ8 APP:

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



CARTISSIMAQ8:

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

- Real-time consumption control
- Interactive management of the corporate fleet
- Electronic invoicing which is valid for fiscal purposes for VAT recovery

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

- creation of virtual refuelling cards not only for traditional fuels but also for the new biofuel Q8 HVO;
- recharging of electric vehicles through almost 26,000 Enel X Way stations and in Q8 service stations;
- calculation of fleet emissions.

RECARDQ8:

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



ACCESSIBILITY

With a view to creating more inclusive communication, the Company monitors the level of digital accessibility to the corporate website Q8.it, in terms of the supply of IT services also to those affected by temporary or permanent disabilities, and who therefore use auxiliary technologies. The work is certified by an independent body which prepares a report. In addition, the Sustainability Report itself uses a font compatible with problems of dyslexia.

140

Annexes

154

Methodological Note

156

GRI Content Index

BIODIVERSITY

Naples Hub

Location: Campania - Province of Naples

Underground, Underground land owned/managed by the organization

Protected Sites - not adjacent to the production site - <https://www.naturacampania.it/> - Radius of influence about 15 km:

1. SPA IT8030037 "Vesuvio and Monte Somma" about 6 km east of the area
2. SCI (SAC) IT8030003 "Collina dei Camandoli", located about 7 km west of the area 2.
3. SCI (SAC) IT8030021 "Monte Somma" about 7.5 km east of the area
4. SCI (SAC) IT8030036 "Vesuvius" about 8 km east of the area.
5. SCI (SAC) IT8030001 "Agnano Crater wetlands" about 9.5 km west of the area
6. SCI IT8030041 "Seabed of Gaiola and Nisida" about 10 km southwest of the area

In addition, Natura 2000 sites at distances greater than 10 km are noted, such as:

1. SCI (SAC)/ SPA IT8030007 "Crater of Astroni" about 11 km west of the project area;
2. SCI (SAC) IT8030032 "Cyanidium Caldarium Stations of Pozzuoli" about 12.5 km west of the project area.

Type of Activity: Storage of Petroleum Products (Gasoline, Gasoil)

Storage size - about 55 hectares

The site of interest is located in an area identified by the PTR (Regional Territorial Plan) as being of "maximum eco-systemic fragmentation," as it is located in the portion of the regional territory that is most anthropized and of maximum transformation, coinciding with the metropolitan area of Naples, within which the main infrastructures and much of the regional productive apparatus are concentrated.

Given the above, the characterization of the Biodiversity component has, therefore, taken into account the natural areas subject to protection closest to the project area, such as:

- Natura 2000 Network;
- Protected natural areas.

Species of interest:

Fauna/Flora

- A. SPA IT8030037 "Vesuvius and Monte Somma" about 6 km east of the area -
<https://www.parconazionalelvesuvio.it/biodiversita/>
- B. SCI (SAC) IT8030003 "Collina dei Camandoli," located about 7 km west of the area
<https://www.parcometropolitanocollinenapoli.it/>
- C. SCI (SAC) IT8030021 "Monte Somma" about 7.5 km east of the area
<https://www.parconazionalelvesuvio.it/biodiversita/>
- D. SCI (SAC) IT8030036 "Vesuvius" about 8 km east of the area
<https://www.parconazionalelvesuvio.it/biodiversita/>
- E. SCI (SAC) IT8030001 "Agnano crater wetlands" about 9.5 km west of the area
- F. SCI (SAC) IT8030041 "Seabed of Gaiola and Nisida" about 10 km southwest of the area

Size of affected areas:

Size of areas affected:

Vesuvius National Park - Ref. Sheets IT8030037, IT8030036

<https://natura2000.eea.europa.eu/natura2000/SDF.aspx?site=IT8030037>

<https://natura2000.eea.europa.eu/natura2000/SDF.aspx?site=IT8030036>

Camaldoli Hill - Ref. Sheet IT8030003

<https://eunis.eea.europa.eu/sites/IT8030003>

Monte Somma - Ref. Sheet IT8030021

<https://natura2000.eea.europa.eu/Natura2000/SDF.aspx?site=IT8030021>

Agnano Crater - Sheet Ref. IT8030001

https://natura2000.eea.europa.eu/?data_id=dataSource_7-Layman_sites_2246%3A17968&views=Sites_View

Areas of Nisida and Gaiola - Ref. Sheet IT8030041

https://natura2000.eea.europa.eu/?data_id=dataSource_7-Layman_sites_2246%3A18094&page=Page-1&views=Sites_View_Habitats

Impacts of the Hub:

- Air emissions generated by the operation of the plant.
- Noise emissions generated by the operation of the facility, including underwater
- Water discharges in operation
- Interference by land and naval vehicle traffic induced

The duration of the disturbance factor is related to the useful life of the plant and evaluated, therefore, as long. Accidental releases are not evaluated/quantified here. Scenarios however managed in the Emergency Plans as per Legislative Decree 105/2015 - Seveso Regulations - Major Accident Hazard Establishment. The overall significance as well as its reversibility/irreversibility of impact can be classified as Low. Since the Naples Hub has no direct activities within the protected habitats, it has not set up activities to restore them. However, it is planned in the near future to activate partnerships, with third parties, for interventions in favor of the territory and the environment.

ANNEX 2

THE EVALUATION ANALYSIS MODEL

The SROI methodology makes it possible to determine whether any and how much “social value in euros has been generated for each euro invested in the realisation of the activities observed”. The SROI method is a methodology applied to plan and evaluate activities or projects which promote social change through participation and involvement. It examines the size of the outputs, i.e. of the expected, tangible and specific products and focusses on the outcomes. Starting from the map of change, for each outcome recorded, it is possible to associate a corresponding financial value, thus determining the total monetary value and highlighting the relationship between investment and value generated.

PRINCIPLES OBSERVED IN UNDERTAKING THE EVALUATION

Involving stakeholders: in order to guarantee the rigour of the analysis, stakeholders must be involved throughout the research work, so that the social value measured is based on information provided by those who have really experienced the change.

Understanding what is changing: reconstructing what has changed and how the change has been generated. Undertaking these activities by interpreting the data collected.

Evaluating what counts: using financial proxies to provide the monetary value of the change generated, also for those outcomes which do not have any market value.

Including only what is “material”: determining, thanks to the involvement of stakeholders, what data must be included in the analysis to provide realistic and true results.

Not overestimating: claiming only the value creation for which the organisation is directly responsible, using a prudent criterion in estimating the values for the SROI calculation.

Being transparent: explaining each step and each decision taken in the research process in order to demonstrate the accuracy and integrity of the results.

Verifying the result: guaranteeing appropriate and independent certification to mitigate the inevitable subjectivity of the analysis.

THE STAGES OF THE ANALYSIS

- Establishing the field of analysis and identifying the main stakeholders:** defining the boundaries of the analysis.
- Mapping the outcomes:** constructing, with the involvement of stakeholders, the Theory of Change which shows the relationships among the effects generated by the outputs.
- Demonstrating the outcomes and attributing their value:** collecting information on the changes that have occurred and on their relevance.
- Defining the impact:** defining to what extent the change that has occurred is in fact attributable to the activities financed by Q8.
- Calculating the SROI:** attributing the monetary value to the social benefits generated by the interventions financed by Q8, in order to compare the result and investments.
- Giving back, using and integrating:** sharing the results with stakeholders and, where opportune, integrating its own processes with the results of the evaluation.

INPUTS

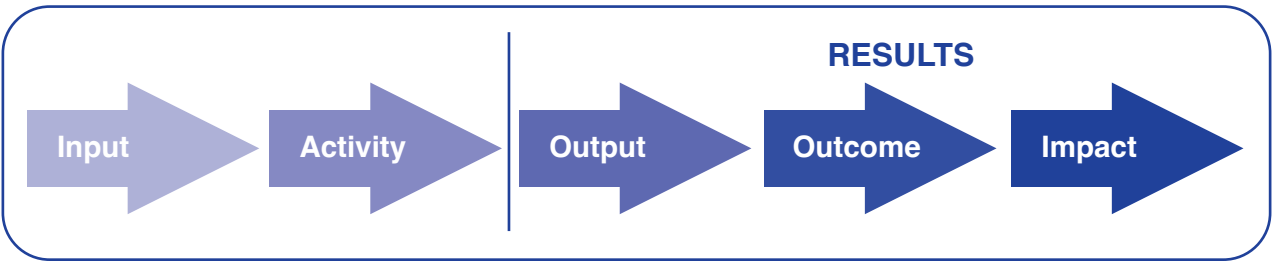
As for the choice of inputs, the general costs were considered relating to Q8’s financial contribution to support the activities included in the analysis. The activities were selected on the basis of the data available and are those which are considered most suitable to be included in the monetisation process.

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

- **Corporate volunteering** (in the pharmacy for children, Career speed date)
- **Cultural and social projects** (Long live the Constitution, the Constitution is alive)
- **Projects for the area of Naples** (Studying the business, the business of studying and Prevention caravan)

THE THEORY OF CHANGE

By means of a thorough study of the relevant academic literature and project material and by collecting secondary data, Theories of Change were developed relating to the different activities financed by Q8, which were evaluated. The path described by the instruments can be considered as the sequential direct relationship between the benefits generated by the activities for beneficiaries through a mapping of the connection between resources, activities, results and change. The size of the analysis taken into consideration can be considered as a prerequisite necessary for the occurrence of the subsequent outcomes on a cause and effect basis and over a time scale. The main purpose of the Theories of Change was to provide a precise description of the changes subsequently measured by using recording instruments, in order to evaluate and prove the effectiveness of the projects in generating social benefits through implementing the specific activities.



THE CALCULATION COMPONENTS TO MONETISE THE SOCIAL IMPACT: THE FINANCIAL PROXIES

The financial proxies, which are associated with each outcome, served to approximate the monetary value of each outcome selected for analysis and enabled a quantification of the impacts, which helps calculate the SROI ratio. The financial proxies served to estimate the social value of goods which are not sold, through a value attribution process, in other words

the approximation in monetary terms of the social or economic value of the change being measured. Different stakeholders have different perceptions of the value they can take from different goods, therefore in estimating this value, the use of financial proxies made it possible to determine the total estimate of the social value created thanks to the implementation of the activities covered by the analysis. In the evaluation work undertaken on the projects financed by Q8, the proxies used served to approximate the value of the changes by defining the cost of a service or of an alternative activity that can generate the outcomes identified in the various targets of beneficiaries involved. To do this, by adopting the questionnaire, beneficiaries were directly asked what other activities or services they would have undertaken to obtain the same changes that emerged thanks to involvement in the activities financed by Q8.

THE DISCOUNT FACTORS

To arrive at a correct, balanced, transparent and fair monetisation of the impact regarding the change aspects analysed, four discount factors were considered, questions which need to be answered in order to understand whether and to what extent the change measured should not be directly attributed to the interventions measured. In order to establish the impact generated by the programme, the following factors were considered:

Discount factor Deadweight
Description What would have happened in any case, regardless of the activities analysed
Means of calculation To calculate the deadweight of the changes experienced by the beneficiaries of the activities, reference was made to the opinion expressed by respondents in the questionnaires in a specific question. The question aimed to investigate with what level of probability, without the projects financed by Q8, the stakeholders would have managed in any case to have the chance to access alternative activities capable of generating the same changes hypothesized in the Theories of Change.
Discount factor Attribution
Description What happened thanks to the contribution of situations or factors beyond the activities analysed
Means of calculation In the questionnaires given to the beneficiaries of the various activities, they were asked to express their opinion for each individual outcome, on a scale of 1 to 10, on how much the changes investigated and represented in the Theories of Change were effectively attributable to involvement in the activities financed by Q8.
Discount factor Displacement
Description Possible negative effects generated elsewhere or on other stakeholders by the activities analysed
Means of calculation It is imagined that the outcomes generated by the activities financed by Q8 do not generate material displacement, i.e. do not cause negative effects elsewhere such as to lower the level of success in achieving the positive outcomes. Therefore, the displacement percentage of all the monetised outcomes is estimated at 0%.
Discount factor Drop-off
Description The intensity that the value generated by the activities analysed loses as time passes
Means of calculation On the basis of the duration and the intensity of the various projects and in relation to the specific analysis of each individual outcome, it was arranged to define the drop-off percentage.

THE SROI RATIO

The SROI ratio compares the total investment (inputs = financial and economic resources with which Q8 supported the projects analysed) to the social value generated by the activities financed by Q8.

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

To calculate the social value of the projects included in the analysis, the number of respondents to the questionnaire who experienced a significant change, recalculated against the total population of beneficiaries in 2023-2024, was multiplied by the monetary value attached to each outcome. The total of these amounts, revised with the discount rates and projected over a time frame considered realistic for the targets of beneficiaries analysed, describes the total social benefits generated by the projects. In order to establish the ratio, it was necessary to compare the social value generated to the total resources deployed to realise the activities evaluated.

ANNEX 3

TOTAL NUMBER OF EMPLOYEES BY GENDER AND REGION

Site	As of March 31, 2024			As of March 31, 2025		
	Men	Women	Total	Men	Women	Total
Italy	456	242	698	469	245	714
TOTAL	456	242	698	469	245	714

TOTAL NUMBER OF EMPLOYEES BY CONTRACT TYPE, GENDER, AND REGION

Site	Contract type	As of March 31, 2024			As of March 31, 2025		
		Men	Women	Total	Men	Women	Total
Italy	Permanent	434	230	664	453	232	685
	Fixed-term	22	12	34	16	13	29
TOTAL		456	242	698	469	245	714

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

Site	Full Time/Part Time	As of March 31, 2024			As of March 31, 2025		
		Men	Women	Total	Men	Women	Total
Italy	Time	452	225	677	465	226	691
	Part Time	4	17	21	4	19	23
TOTAL		456	242	698	469	245	714

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

Job category	As of March 31, 2024			As of March 31, 2025		
	Men	Women	Total	Men	Women	Total
Agency workers	-	-	-	-	-	-
Interns	5	2	7	4	3	7
Medical executives and non-medical healthcare professionals (University-affiliated)	-	-	-	-	-	-
Contracted religious personnel	-	-	-	-	-	-
Contractors	-	-	-	-	-	-
Other (specify)	-	-	-	-	-	-
TOTAL	5	2	7	4	3	7

TOTAL NUMBER OF EMPLOYEES BY JOB LEVEL AND AGE GROUP

N. People	As of March 31, 2024				As of March 31, 2025			
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
Directors	-	2	10	12	-	-	13	13
Managers	-	16	20	36	-	16	20	36
Junior executives	-	77	91	168	-	76	100	176
Employees	72	266	117	455	78	254	130	462
Manual workers	7	15	5	27	7	15	5	27
TOTAL	79	376	243	698	85	361	268	714

TOTAL NUMBER OF EMPLOYEES BY GENDER AND AGE GROUP

N. People	As of March 31, 2024				As of March 31, 2025			
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
Men	48	239	169	456	54	229	186	469
Women	31	137	74	242	31	132	82	245
TOTAL	79	376	243	698	85	361	268	714

TOTAL NUMBER OF EMPLOYEES BY JOB LEVEL AND GENDER

N. People	As of March 31, 2024			As of March 31, 2025		
	Men	Women	Total	Men	Women	Total
Directors	11	1	12	12	1	13
Managers	33	3	36	32	4	36
Junior executives	119	49	168	125	51	176
Employees	266	189	455	273	189	462
Manual workers	27	-	27	27	-	27
TOTAL	456	242	698	469	245	714

TOTAL NUMBER OF EMPLOYEES BELONGING TO PROTECTED CATEGORIES

N. People	As of March 31, 2024			As of March 31, 2025		
	Men	Women	Total	Men	Women	Total
Directors			-			-
Managers			-			-
Junior executives	5	49	7	4	2	6
Employees	21	189	34	20	14	34
Manual workers			-			-
TOTAL	26	15	41	24	16	40

RATIO OF FEMALE TO MALE BASE SALARY BY JOB LEVEL

Base salary	As of March 31, 2024	As of March 31, 2025
	Female-to-male ratio	Female-to-male ratio
Directors	84%	93%
Managers	95%	87%
Junior executives	96%	95%
Employees	95%	95%
Manual workers	0%	0%

RATIO OF FEMALE TO MALE TOTAL COMPENSATION BY JOB LEVEL

Total compensation	As of March 31, 2024	As of March 31, 2025
	Female-to-male ratio	Female-to-male ratio
Directors	79%	92%
Managers	89%	86%
Junior executives	91%	89%
Employees	87%	88%
Manual workers	0%	0%

ANNUAL TOTAL COMPENSATION RATIO

Annual total compensation	As of March 31, 2024	As of March 31, 2025
Annual total compensation ratio	6.07	6.96
Change in the annual total compensation ratio	1.92	4.65

LOCALLY HIRED EXECUTIVES

N. People	As of March 31, 2024			As of March 31, 2025		
	Men	Women	Total	Men	Women	Total
Executives	44	4	48	44	5	49
Total employees	456	242	698	469	245	714
Percentage of locally hired executives	9.65%	1.65%	6.88%	9.38%	2.04%	6.86%

INPUT

N. People	From april 1 st 2023 to march 31 st 2024				From april 1 st 2023 to march 31 st 2025			
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
North								-
Men	3	3			2	3	1	6
Women	1							-
Center								-
Men	16	4			13	6		19
Women	15	4			11	1		12
South								-
Men	4							-
Women					1	1		2
Islands								-
Men		1						-
Women					1			1
Abroad								-
Men								-
Women								-
TOTAL	39	12	-	51	28	11	1	40

OUTPUT

N. People	From april 1 st 2023 to march 31 st 2024				From april 1 st 2023 to march 31 st 2025			
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years	Total
North								-
Men	1	2	7			2	3	5
Women	1		2					-
Center								-
Men	7	10	10		3	4	4	11
Women	6	5	7		5	4	4	13
South								-
Men	1		3					-
Women		1						-
Islands								-
Men			2					-
Women								-
Abroad								-
Men								-
Women								-
TOTAL	16	18	31	65	8	10	11	29

NUMBER OF TERMINATIONS BY REASON

Number of terminations	From april 1 st 2023 to march 31 st 2024			From april 1 st 2023 to march 31 st 2025		
	Men	Women	Total	Men	Women	Total
Reductions due to industrial plan						0
of which solidarity fund						0
including voluntary redundancies	20	9		6	4	10
Voluntary resignations	18	9		6	8	14
End of contract	1	4		3		3
Retirement						0
Other	4			2		2
Total	43	22	65	17	12	29

PARENTAL LEAVE

Number of people	Men	Women	Total
Employees who took parental leave from April 1, 2023 to March 31, 2024	20	24	44
of which status as of March 31, 2024			
still on leave		8	8
returned and still employed	20	15	35
of which resigned		1	1
Return-to-work rate as of March 31, 2024	100%	94%	
Employees who took parental leave from April 1, 2024 to March 31, 2025	1	32	33
of which status as of March 31, 2025			-
still on leave		4	4
returned and still employed	1	27	28
of which resigned		1	1
Return-to-work rate as of March 31, 2025	100%	96%	

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

No. of minimum notice weeks	As of March 31, 2024	As of March 31, 2025
Number of weeks	3	3
The notice period and the provisions on consultation and negotiation are specified in collective agreements.	NO	NO

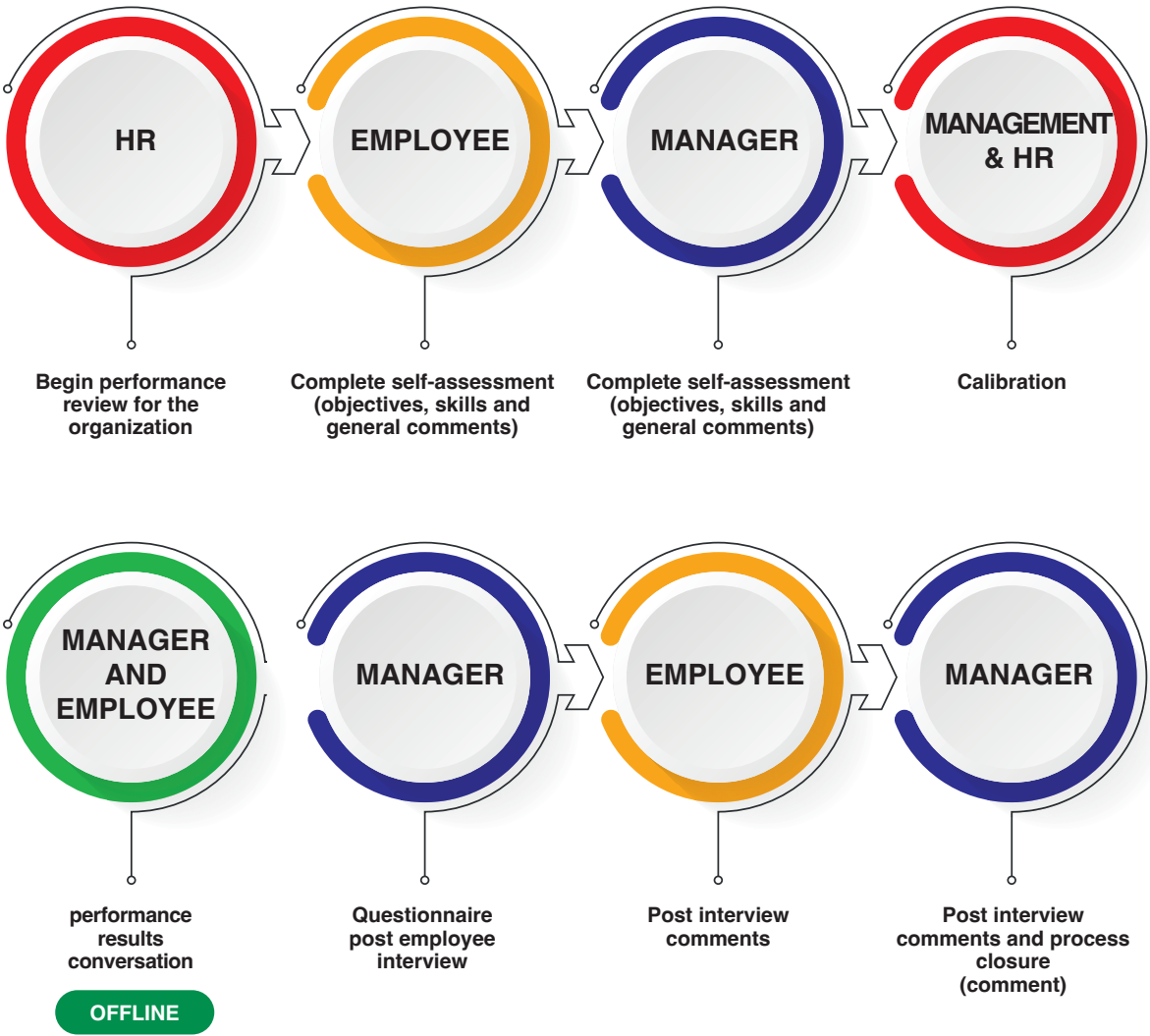
TRAINING HOURS BY JOB CATEGORY AND GENDER

From april 1st 2023 to march 31st 2024									
Training hours	No. of hours men	Total number of male employees	Per capita training hours men	No. of hours women	Total number of female employees	Per capita training hours women	No. hours total	Total employees	Per capita training hours
Directors									
Managers	96	44	2.18	26	4	6.5	122	48	2.54
Junior executives	1,233	119	10.36	282	49	5.76	1,515	168	9.01
Employees	10,516	266	39.53	7,806	189	41.30	18,322	455	40.27
Manual workers	13	27	0.48	-	-	-	13	27	0.48
Total	11,858	456	26.00	8,114	242	33.53	19,972	698	28.61
From april 1st 2024 to march 31st 2025									
Training hours	No. of hours men	Total number of male employees	Per capita training hours men	No. of hours women	Total number of female employees	Per capita training hours women	No. hours total	Total employees	Per capita training hours
Directors									
Managers	229	44	5.20	53	5	10.60	282	49	5.76
Junior executives	2,410	125	19.28	1,242	51	24.35	3,652	176	20.75
Employees	4,529	273	16.59	3,419	189	18.09	7,948	462	17.20
Manual workers	28	27	1.04	-	-	-	28	27	1.04
Total	7,196	469	15.34	4,714	245	19.24	11,910	714	16.68

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

FROM APRIL 1, 2023 TO MARCH 31, 2024									
Number of people	Men receiving performance evaluation	Total men	% men	Women receiving performance evaluation	Total women	% women	Total employees receiving performance evaluation	Total employees	% Total
Directors	10	10	100%	1	1	100%	11	11	100%
Managers	34	34	100%	3	3	100%	37	37	100%
Junior executives	119	119	100%	49	49	100%	168	168	100%
Employees	242	266	90.98%	168	189	89%	410	455	90%
Manual workers	3	27	11.11%	-	-	-	3	27	11%
TOTAL	408	456	89.47%	221	242	0.91	626	698	89.68%

FROM APRIL 1, 2024 TO MARCH 31, 2025									
Number of people	Men receiving performance evaluation	Total men	% men	Women receiving performance evaluation	Total women	% women	Total employees receiving performance evaluation	Total employees	% Total
Directors	12	12	100%	1	1	100%	13	13	100%
Managers	33	33	100%	4	4	100%	37	37	100%
Junior executives	116	116	100%	50	50	100%	166	166	100%
Employees	263	281	93.59%	170	190	89%	433	471	92%
Manual workers	3	27	11.11%	-	-	-	3	27	11%
TOTAL	427	469	91.04%	225	245	0.92	649	714	90.90%



ANNEX 5

WORKPLACE INJURIES TO EMPLOYEES

Number of incidents	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Total number of fatalities due to workplace injuries	0	0
Total number of serious workplace injuries (excluding fatalities)	0	0
Total number of recordable workplace injuries	4	3

MAIN TYPES OF WORKPLACE INJURIES TO EMPLOYEES

Incident type	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Falls and Slips (Office)	1	2
Slips and falls (Maritime terminal)	1	
Rear-end collision in a company car		1
Rear-end collision in a company car	2	

TIME DATA

Hours	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Hours worked	1287037	1108124
Multiplier for the calculation	200000	200000
Recordable workplace injury rate	0.62	0.54

WORKPLACE INJURIES NOT EMPLOYEES

Number of incidents	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Total number of fatalities due to workplace injuries	0	0
Total number of serious workplace injuries (excluding fatalities)	0	0
Total number of recordable workplace injuries	3	7

MAIN TYPES OF WORKPLACE INJURIES NOT EMPLOYEES

Type of incident	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Injury to a maintenance contractor worker	1	3
Injury to Operator/Contractor	1	
Injury to a tank truck drive	1	4

TIME DATA

Hours	From April 1 to March 31, 2024	From April 1 to March 31, 2025
Hours worked	11352727	11000436
Multiplier for the calculation	200000	200000
Recordable workplace injury rate	0.05	0.13

'EMPLOYEES COVERED BY A HEALTH AND SAFETY MANAGEMENT SYSTEM

Number of Employees	As of March 31, 2024	Total number of employees	% of employees in 2024	As of March 31, 2025	Total number of employees	% of employees in 2025
Total number of employees covered by the Health and Safety Management System	698	698	100%	714	714	100%
Total number of employees covered by the Health and Safety Management System subject to internal audit procedures	698	698	100%	714	714	100%
Total number of employees covered by the Health and Safety Management System subject to internal audit or certified by a third party	698	698	100%	714	714	100%

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

ANNEX 6

Title	Role	Frequency
Executive Committee	Ensure governance of corporate activities in compliance with approved strategies.	As needed
Operating Committee	Monitor the progress of operational activities.	Weekly
Risk Oversight Committee	Maintain focus and oversight of risks associated with key investments KPI.	Twice a year
Crisis Committee	It is a committee responsible for managing crisis situations.	As needed
Corporate Governance Committee	Ensure that the governance of investee and subsidiary companies is done is consistent with Q8's overall business strategy and that directors are appointed based on Kuwait and Kupit criteria.	As needed
Hr Committee	Define and approve policies relating to staff development and remuneration, the promotion of new managers, and organizational changes.	As needed
Purchasing Committee	Ensure that the Purchasing and Procurement and Direct Purchasing policies/procedures of Users are in line with the general guidelines of the Company.	At least twice a year
Credit Committee	Establish credit policies and procedures and monitor their implementation.	At least 3-4 times a year as needed
Local audit review meeting	Ensure that corporate assets and operations are managed according to the guidelines et by the shareholder and management.	Twice a year
Site maintenance & environment committee	As part of the management of the Q8 network, ensure the sharing of strategies and operational plans in order to guarantee maximum synergy for the satisfaction of technological innovation and environmental care requirements, as well as business competitiveness in compliance with laws, regulations, and economic and financial sustainability limits (budget constraints).	At least every two months, reporting to the Investment Board as necessary. Whenever it is necessary to analyze and discuss relevant initiatives and contexts
Non fuel & alternative fuels committee	Define a strategic direction for non-fuel and alternative fuel projects consistent with the brand positioning, the 20-40 strategy, and the expected revenue and margin targets.	At least every two months, reporting to the Investment Board as necessary in any case at least every six months. Whenever it is necessary to analyze and discuss relevant initiatives and contexts.
SSHE Committee	Ensure the implementation and maintenance of the Health, Safety, and Environment Management System and ensure that SHE performance is in line with Corporate & Industry standards.	Quarterly
Antitrust Compliance Program Committee	Ensure the dissemination of competition regulations within the company and support the corporate functions responsible for fulfilling the commitments made to the AGCM in order to contribute to their proper implementation.	At least once a year as needed
Privacy Committee	Provide support and advice aimed at improving the privacy structure and documentation system required by Q8 in the field of data protection.	Quarterly
Tax Committee	Ensures the proper conduct of the company's business in accordance with the Q8 group's tax strategy.	As necessary, but at least once a year prior to the Board of Directors' approval of the financial statements.
Wistleblowing Committee	Carry out the activities specified in W.I 11 HR 047.	As needed
Gender Equality Guidance Committee	Define and implement the Gender Equality Policy at Q8 with clear objectives and assigned responsibilities.	At least every six months
Project Portfolio Board (PPB)	Constant (monthly) monitoring of projects deemed business critical or mandatory. General overview of Q8 projects deemed strategic and/or cross-functional.	Monthly
KNs Corner	It has an advisory and proactive role towards the company's workforce	If necessary, upon convocation by the secretary or at the request of the president or one of the members

ANNEX 7

NUMBER OF TRANSACTIONS ASSESSED FOR CORRUPTION-RELATED RISKS

	To March 31, 2024	To March 31, 2025
Total number of transactions* assessed for corruption-related risks	11	11
Percentage of operations assessed for corruption-related risks	100%	100%

*It should be noted that the number of operations ("sites") was calculated based on the secondary local units listed in the KUPIT company registration document (plus the CT and FI areas).

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

No. of people	To March 31, 2024	To March 31, 2025
Board members who have received communication	6	6
Total board members	6	6
% of participation	100%	100%

NUMBER OF CASES OF NON-COMPLIANCE RELATED TO PRODUCT AND SERVICE INFORMATION AND LABELING

Number	To March 31, 2024	To March 31, 2025
Cases of non-compliance with regulations (resulting in a fine or penalty)	5	3*
Cases of non-compliance with regulations (resulting in a warning)		
Cases of non-compliance with self-regulatory codes		
Total	5	0

*Pending the outcome of a sample collected by the Guardia di Finanza in February 2025 at sales point 3360 ADS Pioppa Ovest.

PROCESS FOR DETERMINING REMUNERATION

Remuneration policies for top management at Q8 are based on the criteria established by the Global Policy for Senior Management: recognition of an annual variable bonus upon the achievement of objectives formalized at the beginning of the year (Senior Management Incentive Plan) and a fixed incentive bonus dependent on individual performance achieved through an appraisal/rating process and on salary positioning versus market benchmarks.

The Fixed Remuneration of Senior Management is commensurate with several factors that affect individual pay positioning: role and responsibilities held in the company, company seniority, level of performance and potential development, and market criteria and practices. Fixed compensation is monitored annually through an analysis of compensation positioning relative to the market to ensure that the salaries of senior management are always competitive according to the criteria and policies established at the Corporate level.

Variable compensation is linked to the annual incentive resulting from the precise calculation of the SMAIP card assigned to each top manager according to the structure defined by the KPI Global Compensation Policy for all Group Affiliates. There are no multi-year incentives.

In addition to the benefits provided by law and by collective agreement, early departure incentive hypotheses may be applied when special circumstances occur, with the amounts differentiated according to the age at which the Senior Manager decides to leave the Company.

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

Senior Management pay policies are strictly defined, reviewed, and approved by the Group Manager Corporate HR and the Corporate HR Advisor, who validate the application of the principles and pay changes for Senior Management. It is the Affiliate's task to submit the proposed pay policy details to be validated by the Corporate bodies before subsequent recognition on the pay slip. The criteria are reviewed annually and communicated to the Affiliates by the Corporate HR Advisor. Achievement of individual goals is also approved by top HR management at the Global level, which verifies their achievement and the resulting Annual Bonus. The international policy on top management compensation is reviewed annually at Corporate and then communicated to Affiliates for their implementation and final proposal of individual Senior Manager pay increases. Consultants, as specialized and independent external entities, are involved annually in providing local market benchmarks and compensation studies (Surveys) for full correspondence and alignment of compensation with industry and general compensation benchmarks.

TAX MANAGEMENT

Q8 has been admitted to the Collaborative Fulfillment Scheme with effects starting from tax period 01.04.2018 - 31.03.2019 for direct tax purposes (fiscal year covered by IRES and IRAP returns filed in December 2019), and from calendar year 2019 for VAT purposes.

In line with regulatory dictates and relevant best practices, Q8 has developed its own tax risk management and control system, as referred to in the Provision of the Director of the Internal Revenue Service Prot. No. 54237/2016 of April 14, 2016.

In particular, the successful implementation of the Tax Control Framework (TCF) is an important and effective tool at the Company's disposal to prevent any possible risk of tax violations, as well as to continuously inspire the Company's operations towards the best management of the tax component.

Q8's Tax Control Framework consists of the following documents that have already been approved at the Board of Directors meeting (most recently on June 22, 2023 for the most recent amendments to the TCF):

- Tax strategy;
- Map of fiscal risks and related safeguards with attached business process tree and enhancement;
- Tax Compliance Model (tax risk management model), which outlines specific roles and responsibilities for managing processes as well as how they work to mitigate tax risks.

Q8 is under the tax consolidation scheme with its Group companies in Italy for IRES purposes and has Tax Certifications on IRES, IRAP and Tax Consolidation Declarations, issued by a leading tax consulting firm. Q8, moreover, is under the Group VAT Settlement regime with its subsidiaries Quaser and KRC, also having Conformity Endorsement on the VAT Declaration, issued by an accredited tax consulting firm.

The Tax Compliance Model, in particular, is an integral part of its Tax Control Framework implemented in the process of joining the Collaborative Fulfillment Regime to which the other subsidiaries, under tax consolidation with Q8, have not yet adhered.

The approach to taxes is prudential, for the most relevant transactions the Tax Area interfaces with the Legal Area and the relevant business functions to aim in compliance with tax and legal regulations for the successful completion of the transactions to be put in place thus being able to prevent and address any tax criticalities before the transaction is carried out.

METHODOLOGICAL NOTE

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

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

The reporting frequency is on an annual basis, and the contents of this document refer to the period from April 1, 2024, to March 31, 2025 (except GRI 306: Waste 2020, for which the reference time period is 2024) and reflect the principle of Materiality or relevance. The data for the previous financial year (April 1, 2023 - March 31, 2024) were reported in order to provide the reader with a benchmark of economic, social, environmental, and governance performance and thus allow an assessment of Q8 activity performance over the two-year period. The selection of the themes underlying this Report confirm the outcome of the Materiality analysis carried out last year, in February 2024, according to the indications of the GRI sustainability reporting standards, the principal international methodological reference adopted, and in particular considering the sectoral Oil & Gas standard. The results of the Materiality analysis reflect the Company's significant impacts on the economy, environment, and people, including their human rights, as described in the "Materiality" section.

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

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

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

The document is submitted to the conformity assessment ("limited assurance engagement" according to the criteria indicated by the ISAE 3000 revised principle) by Deloitte & Touche S.p.A., which is expressed in a separate report. The audit is carried out in accordance with the procedures set out in the "Independent Auditing Company Report", which is included in the document. This document is approved by the Board of Directors on July 23, 2025.

Contacts

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

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

GRI Content Index

Statement of use	Q8 has reported in accordance with the GRI Standards (in accordance approach) for the reporting period from April 1, 2024, to March 31, 2025.
GRI 1 used	GRI 1: Foundation 2021
Sector Standard	GRI 11: Oil&Gas

GRI Standard/Material topic	Disclosure	Location	Omission		
GRI 2: General disclosure(2021)					
The organization and its practices					
2-1	Organizational details	Methodological Note			
2-2	Entities included in the organization's sustainability reporting	Methodological Note			
2-3	Reporting period, frequency and contact point	Methodological Note			
2-4	Restatements of information	In the Sustainability Report 2024-2025 no restatement was needed			
2-5	External assurance	Methodological Note			
Activities and workers					
2-6	Activities, value chain and other business relationships	Vision, mission and values; Sector in which we operate; Where we are; Subsidiaries and associated companies; Sustainable value chain			
2-7	Employees	People in Q8; Annexes			
2-8	Workers who are not employees	Annexes			
Governance					
2-9	Governance structure and composition	Responsible governance Annexes			
2-10	Nomination and selection of the highest governance body	Responsible governance			
2-11	Chair of the highest governance body	Responsible governance			
2-12	Role of the highest governance body in overseeing the management of impacts	Responsible governance			
2-13	Delegation of responsibility for managing impacts	Responsible governance			
2-14	Role of the highest governance body in sustainability reporting	Responsible governance			
2-15	Conflicts of interest	Responsible governance			
2-16	Communication of critical concerns	Responsible governance			
2-17	Collective knowledge of the highest governance body	Responsible governance			
2-18	Evaluation of the performance of the highest governance body	Responsible governance			
2-19	Remuneration policies	Our policy			
2-20	Process to determine remuneration	Annexes			

GRI Standard/Material topic	Disclosure	Location	Omission		
2-21	Annual total compensation ratio	Annexes			
Strategy, policies and practices					
2-22	Statement on sustainable development strategy	Letter to Stakeholders			
2-23	Policy commitments	Code of ethics; Our policies			
2-24	Embedding policy commitments	Our policy			
2-25	Processes to remediate negative impacts	Responsible governance			
2-26	Mechanisms for seeking advice and raising concerns	Our policy			
2-27	Compliance with laws and regulations	During 2024-2025 no non-compliances with laws and regulations have been recorded.			
2-28	Membership associations	Our ecosystem			
Stakeholder engagement					
2-29	Approach to stakeholder engagement	Dialogue with Stakeholders			
2-30	Collective bargaining agreements	During 2024-2025, 100% of employees are covered by collective bargaining agreements.			
GRI 3: Material topics (2021)					
3-1	Process to determine material topics	Materiality			
3-2	List of material topics	Materiality			
Climate change					
3-3 (11.1.1; 11.2.1; 11.3.1; 11.4.1)	Management of material topics	Addressing climate change; The Naples Hub			
GRI 201: Economic performance (2016)					
201-2 (11.2.2)	Financial implications and other risks and opportunities due to climate change	Corporate risks; Annexes			
GRI 302: Energy (2016)					
302-1 (11.1.2)	Energy consumption within the organization	Addressing climate change			
302-2 (11.1.3)	Energy consumption outside of the organization		Not available		Information unavailable. Reporting will be evaluated in view of the availability of an applicable methodology to collect data.
302-3 (11.1.4)	Energy intensity	Addressing climate change; Energy and emissions intensity			
GRI 305: Emissions (2016)					
305-1 (11.1.5)	Direct (Scope 1) GHG emissions	Our emissions			
305-2 (11.1.6)	Energy indirect (Scope 2) GHG emissions	Our emissions			
305-3 (11.1.7)	Other indirect (Scope 3) GHG emissions	Our emissions			
305-4 (11.1.8)	GHG emissions intensity	Our emissions; Energy and emissions intensity			
305-5 (11.2.3)	Reduction of GHG emissions	Our emissions			
Pollution					
3-3 (11.1.5; 11.1.6; 11.1.7; 11.1.8; 11.2.3; 11.3.2)	Management of material topics	Addressing climate change; Energy and emissions intensity			

GRI Standard/Material topic	Disclosure	Location	Omission		
GRI 305: Emissioni (2016)					
305-7 (11.3.2)	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Not applicable		Information not applicable as it is not directly related to Q8 core business.
Water and marine resources					
3-3 (11.6.1)	Management of material topics	Responsible waste and water management Water			
GRI 303: Water and Effluents (2016)					
303-1 (11.6.2)	Interactions with water as a shared resource	Responsible waste and water management Water			
303-2 (11.6.3)	Management of water discharge- related impacts	Responsible waste and water management Water			
303-3 (11.6.4)	Water withdrawal	Responsible waste and water management Water			
303-4 (11.6.5)	Water discharge	Responsible waste and water management Water			
303-5 (11.6.6)	Water consumption	Responsible waste and water management Water			
Biodiversity and ecosystems					
3-3	Management of material topics	The Naples Hub			
GRI 304: Biodiversity (2016)					
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The Naples Hub			
304-2	Significant impacts of activities, products and services on biodiversity	The Naples Hub			
304-3	Habitats protected or restored	The Naples Hub			
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Annexes			
Use of resources and circular economy					
3-3 (11.5.1; 11.8.1)	Management of material topics	Responsible waste and water management Waste			
GRI 306: Waste (2020)					
306-1 (11.5.2)	Waste generation and significant waste-related impacts	Responsible waste and water management Waste			
306-2 (11.5.3)	Management of significant waste-related impacts	Responsible waste and water management Waste			
306-3 (11.5.4)	Waste generated	Responsible waste and water management Waste			
306-4 (11.5.5)	Waste diverted from disposal	Responsible waste and water management Waste			
306-5 (11.5.6)	Waste directed to disposal	Responsible waste and water management Waste			
GRI 306: Effluents and Waste (2016)					
306-3 (11.8.2)	Significant spills	Responsible waste and water management Waste			
Own workforce					

GRI Standard/Material topic	Disclosure	Location	Omission		
3-3 (11.9.1; 11.7.1; 11.10.1; 11.11.1;	Management of material topics	Occupational health and safety; People in Q8; Training; Recruitment; Inclusion; Corporate welfare and wellbeing; People care strategy; Smart-working; Involvement of employees; Newparents and caregivers; Q8 Community			
GRI 202: Market presence (2016)					
202-2 (11.11.2)	Proportion of senior management hired from the local community	Annexes; On March 31, 2025, the proportion of senior management hired from the local community was: 9% men 2% women			
GRI 401: Employment (2018)					
401-1 (11.10.1)	New employee hires and employee turnover	Recruitment; Annexes			
401-2 (11.10.3)	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annexes			
401-3 (11.10.4; 11.11.3)	Parental leave	Annexes			
GRI 402: Labor/Management Relations (2016)					
402-1 (11.7.2; 11.10.5)	Minimum notice periods regarding operational changes	Annexes			
GRI 403: Occupational Health and Safety (2018)					
403-1 (11.9.2)	Occupational health and safety management system	Health, Security, Environment and Quality			
403-2 (11.9.3)	Hazard identification, risk assessment, and incident investigation	Occupational health and safety			
403-3 (11.9.4)	Occupational health services	People care strategy; Occupational health and safety			
403-4 (11.9.5)	Worker participation, consultation, and communication on occupational health and safety	Occupational health and safety; The active role of workers			
403-5 (11.9.6)	Worker training on occupational health and safety	Occupational health and safety; Annexes			
403-6 (11.9.7)	Promotion of worker health	Occupational health and safety; The active role of workers			
403-7 (11.9.8)	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health and safety; The active role of workers			
403-8 (11.9.9)	Workers covered by an occupational health and safety management system	Annexes			
403-9 (11.9.10)	Work-related injuries	Annexes			
403-10 (11.9.11)	Work-related ill health	Annexes			
GRI 404: Training and education (2016)					
404-1 (11.10.6; 11.11.4)	Average hours of training per year per employee	Training; Annexes			

GRI Standard/Material topic	Disclosure	Location	Omission		
404-2 (11.7.3; 11.10.7)	Programs for upgrading employee skills and transition assistance programs	Training			
404-3	Percentage of employees receiving regular performance and career development reviews	During 2024-2025 91% of employees received a regular performance review			
GRI 405: Diversity and Equal Opportunity (2016)					
405-1 (11.11.5)	Diversity of governance bodies and employees	People in Q8; Annexes			
405-2 (11.11.6)	Ratio of basic salary and remuneration of women to men	Annexes			
GRI 406: Non-discrimination (2016)					
406-1 (11.11.7)	Incidents of discrimination and corrective actions taken	During 2024-2025 there were no incidents of discrimination.			
Workers in the value chain					
3-3 (11.10.1; 11.12.1; 11.13.1)	Management of material topics	Sustainable value chain; Crude oil; Finished products; Goods and services; Examples of suppliers and their sustainability			
GRI 407: Freedom of Association and Collective Bargaining (2016)					
407-1 (11.13.2)	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The Q8's suppliers adhere to the code of ethics, which states that Q8 does not tolerate any form of discrimination, including discrimination based on trade union opinions. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			
GRI 409: Forced or Compulsory Labor (2016)					
409-1 (11.12.2)	Operations and suppliers at significant risk for incidents of forced or compulsory labor	The Q8's suppliers adhere to the code of ethics, which states that Q8 rejects any form of forced labor or child exploitation. It also strictly prohibits violations of human rights in compliance with both Italian law and international convention.			
GRI 414: Supplier Social Assessment (2016)					
414-1 (11.10.8; 11.12.3)	New suppliers that were screened using social criteria	Goods and services			
414-2 (11.10.9)	Negative social impacts in the supply chain and actions taken	Goods and services			
Communities involved					
3-3 (11.15.1)	Management of material topics	Directly generated and redistributed economic value; Our ecosystem; Q8 and the territory of Naples			
GRI 413: Local Communities (2016)					
413-1 (11.15.2)	Operations with local community engagement, impact assessments, and development programs	Directly generated and redistributed economic value; Annexes			
413-2 (11.15.3)	Operations with significant actual and potential negative impacts on local communities	Directly generated and redistributed economic value; Annexes			
Consumers and end users					

GRI Standard/Material topic	Disclosure	Location	Omission		
3-3	Management of material topics	Finished products; Customer Centricity; Q8 and Customers; a more digital and inclusive relationship; Customer service excellence			
GRI 416: Customer health and safety(2016)					
416-1	Assessment of the health and safety impacts of product and service categories	Finished products			
GRI 417: Marketing and labelling					
417-1	Requirements for product and service information and labeling	Finished products			
417-2	Incidents of non-compliance concerning product and service information and labeling	On March 31, 2025, there were three cases of non-compliance with information and labelling of products and services, but the investigation to define the penalty is still ongoing.			
Conduct of companies					
3-3 (11.14.1; 11.19.1; 11.20.1; 11.22.1)	Management of material topics	Directly generated and redistributed economic value; Responsible governance; Ethics and responsible conduct; Code of ethics; Our policy; Corporate risks			
GRI 201: Economic performances (2016)					
201-1 (11.14.2)	Direct economic value generated and distributed	Directly generated and redistributed economic value			
201-4 (11.21.3)	Financial assistance received from government	Annexes			
GRI 203: Indirect economic impacts (2016)					
203-1 (11.14.4)	Infrastructure investments and services supported	Addressing climate change; The Energy Transition strategy; Our network; Technological innovation in service station			
203-2 (11.14.5)	Significant indirect economic impacts	The Naples Hub; Social and economic value generated; Annexes			
GRI 204: Procurement practices (2016)					
204-1 (11.14.6)	Proportion of spending on local suppliers	Sustainable value chain			
GRI 205: Anti-corruption (2016)					
205-1 (11.20.2)	Operations assessed for risks related to corruption	Annexes			
205-2 (11.20.3)	Communication and training about anti-corruption policies and procedures	Our policy; Annexes			
205-3 (11.20.4)	Confirmed incidents of corruption and actions taken	During 2024-2025 there were not any reported incident of corruption			
GRI 206: Anticompetitive Behavior (2016)					
206-1 (11.19.2)	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2024-2025 there were no legal action for anticompetitive, antitrust and monopolistic practices			
GRI 207: Tax (2019)					
207-1 (11.21.4)	Approach to tax	Annexes			
207-2 (11.21.5)	Tax governance, control, and risk management	Annexes			

GRI Standard/Material topic	Disclosure	Location	Omission		
207-3 (11.21.6)	Stakeholder engagement and management of concerns related to tax	Annexes			
207-4 (11.21.7)	Country-by-country reporting		Confidentiality constraints		Kuwait Petroleum S.p.A., not being a publicly listed company, reserves the right not to disclose sensitive economic and financial information related to taxes.
GRI 415: Public policy (2016)					
415-1 (11.22.2)	Political contributions	As stated in the code of ethics, Q8 does not make contributions, financing, or any other form of support that could be considered direct and indirect contributions to political parties or candidates, or to any political association, even through intermediaries.			
Cybersecurity & Privacy					
3-3	Management of material topics				
GRI 418: Customer privacy (2016)					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer	During 2024-2025 there were not cases of violation of customers' privacy.			
Innovation processes					
3-3	Management of material topics	Innovation and Digital Transformation			
Not material topics from Oli & Gas Sector Standard (GRI 11)					
11.16		The topics were not material for the Sustainability Report 2024-2025 as they are not directly related to Q8's core business.			
11.17					
11.18					



INDEPENDENT AUDITOR'S REPORT ON SUSTAINABILITY REPORT

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

We have carried out a limited assurance engagement on the Sustainability Report of Kuwait Petroleum Italia S.p.A. (hereinafter also the "Company") as of March 31, 2025.

Responsibility of the Directors for the Sustainability Report

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

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

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

Auditor's Independence and quality control

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

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

Auditor's responsibility

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

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

Sede Legale: Via Tortona, 25 - 20144 Milano | Capitale Sociale: Euro 10.328.220,00 i.v.

Codice Fiscale/Registro delle Imprese di Milano Monza Brianza Lodi n. 03049560166 - R.E.A. n. MI-1720239 | Partita IVA: IT 03049560166

Il nome Deloitte si riferisce a una o più delle seguenti entità: Deloitte Touche Tohmatsu Limited, una società inglese a responsabilità limitata ("DTTL"), le member firm aderenti al suo network e le entità a esse correlate. DTTL e ciascuna delle sue member firm sono entità giuridicamente separate e indipendenti tra loro. DTTL (denominata anche "Deloitte Global") non fornisce servizi ai clienti. Si invita a leggere l'informativa completa relativa alla descrizione della struttura legale di Deloitte Touche Tohmatsu Limited e delle sue member firm all'indirizzo www.deloitte.com/about.

© Deloitte & Touche S.p.A.

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

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

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

Specifically, we carried out the following procedures:

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

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

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

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



Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Kuwait Petroleum Italia S.p.A. as of March 31, 2025 is not prepared, in all material aspects, in accordance with GRI Standards, as stated in the section “Methodological note” of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Maria Ginevra De Romanis
Partner

Rome, Italy
July 28, 2025

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



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)



Kuwait Petroleum Italia S.p.A.