

# Mobility has a *future*

2020 Sustainability Report  
3<sup>rd</sup> edition



GRUPPO **api**



An aerial photograph of a two-lane asphalt road winding through a vast, green agricultural landscape. A dense line of lush green trees runs parallel to the road, separating it from the fields. A single white car is visible on the road, moving away from the viewer. The overall scene is bright and vibrant, symbolizing growth and progress.

# Mission

**We have given energy  
to an Italy in motion  
for over 85 years.**

**We are at the heart  
of the energy transition,  
passionately working  
to seize its opportunities.**



# We are the transition

*Our group has accompanied Italians since 1933, through periods of crisis and development, through difficulties and reconstructions.*

*We never stopped during the terrible year of the pandemic, and we are even more determined to continue the ambitious path of change initiated in recent years, which has already led us to become the largest mobility retailer in Italy.*

*It is a role that gives us great responsibilities, and which we carry out thanks to our most important resource: IP employees, who with their commitment put Italians on the move every day.*

## **Ugo Brachetti Peretti**

Chairman

italiana petroli S.p.A.





GRUPPO **api**

# Message to stakeholders

{GRI 102-14}

Twelve months ago, we looked ahead to 2020 as an exciting year: our group had closed the best financial statements in its history; the integration of TotalErg's network and logistics had given us the tools to play the leading role in the game of network transition; the launch of OPTIMO, our premium product, allowed us to look at the market with renewed optimism.

Then the world changed. In just over a month from the first announcement, billions of human beings were forced to stay inside their homes. The most common behaviours – moving, travelling, meeting with each other – those that make us human, those that make companies like ours work, suddenly became threats. Governments banned them.

And we entered the paradox of having to keep our distributors open to provide a basic service, while people were forbidden to travel. Turnover suddenly collapsed, and the refineries filled up because no one was buying fuel. The depots were stopped. Suspended in uncertainty, the markets froze, and with them the liquidity that the financial system provides to companies.

This is the 2020 that we discuss in this third edition of our sustainability report. But we can proudly say that you will not find despair in this report, but determination. You will not find signs of surrender, but projects for revival. You will find pride in our work and a sense of responsibility towards our mission: to give energy to Italians on the move. And who after conquering the challenge of the virus will have to face the no less difficult challenge of growing again.

In 2020, we first learned to work differently, respecting social distancing and the strictest rules of workplace hygiene, because the health and safety of our workers



**Daniele Bandiera**  
Chief Executive Officer  
italiana petroli S.p.A.

are not negotiable values for us. We worked to protect our colleagues and the managers of our service stations, also through the activation of ad hoc insurance coverage in the event of infection with Covid-19.

We worked to ensure the continuity of operations of the Falconara Refinery, which is experiencing difficulties like all the other refineries due to a demand shock. And we helped our colleagues cope with the infodemic that spread along with the pandemic by providing credible information in real time about the behaviours to adopt, and constantly updating them on regulatory changes. To do so, we also used the skills of some of the leading experts in the field, such as Prof. Galli and Prof. Balotta.

In the harshest months of the crisis we were close to the heroes of the pandemic: the healthcare personnel and the Red Cross working in the front line, fighting the pandemic in the main hospitals in Milan, Rome, Bergamo, Ancona, Pesaro. We allocated our special Covid Emergency fuel cards to them. And we donated essential medical equipment to hospitals in need to help them cope with the virus.

But 2020 was not merely a response to the emergency. This was the year in which we worked to lay the foundations for a recovery closer to our customers and which is more sustainable. Knowing that wars between technologies – diesel versus electric, methane versus hydrogen, car versus bicycle – are the worst way to arouse interest in citizens and the environment. And that companies like ours must work patiently to make engines and fuels increasingly sustainable for the 38 million hydrocarbon vehicles in circulation, while the electric, methane or hydrogen alternative is being built in parallel.

We have given body to this mission. On the one hand with OPTIMO, whose deployment on our network has continued despite the pandemic and will allow us, during 2021, to offer all Italian travellers a premium product which helps reduce CO2 emissions from engines, without price increases compared to traditional fuels.

On the other hand, through important industrial and thematic agreements. We have continued to enrich our network of methane and ultrafast electric recharging points with SNAM and EnelX. A commitment that will continue – and amplify its

effects – also in 2021. Because the network of fuel distributors is not a legacy of the past to be dismantled, but one of the critical infrastructures of the transition, through which all the new technologies for mobility will pass.

We have signed a four-year collaboration agreement with the National Research Council (CNR) for joint research, innovation and dissemination actions on the issues of air quality, the environmental impact of public and private mobility, improving the performance of transport vehicle engines and fuel quality. The first theme of this cooperation concerned the environmental performance of the new OPTIMO fuel.

And in the most difficult year for the economy of our country, we had the strength to create quality jobs with the opening within our Sales Points of the first Domino's Pizza restaurants and the first ODS Stores, which have expanded and diversified the food offering of our network.

Being IP means just that: responding to the needs of Italians on the move thanks to a widespread network where they find a wide and complete offer of energy and services. Always remembering that change happens not only with large discontinuities, but also and above all with the perseverance of those who every morning, when they turn on their PC, enter the office, or raise the shutters of their store, stubbornly continue to believe that the difference is made by work well done, with attention to the customer.

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01

api Group



## 1.1 About Us. History.

1933

The api Group is the largest private Italian group operating in the downstream sector of fuels and mobility. Owned by the Brachetti Peretti family, the Group's industrial activities are headed by italiana petroli S.p.A., with Chairman Ugo Brachetti Peretti and Chief Executive Officer Daniele Bandiera.

The Group operates on the Tyrrhenian and Adriatic coasts, with an integrated logistics system that supplies the main airports and numerous ports of the country, and with its most important facilities being the IP *Industrial* S.p.A. depots in Rome and the North-west, the depots in Savona, Barletta and Trecate, the refineries of Falconara Marittima and Trecate and the Bitumtec site in Volpiano.

Cavaliere del Lavoro Ferdinando Peretti took over api, anonima petroli italiana, operating in the marketing and distribution of refined oil products on the local market in Le Marche, building a depot on the Adriatic coast in Falconara Marittima (AN).

1957

After the end of World War II, the depot was expanded and transformed into a refining and storage plant - "api - Raffineria".

1977-1990

The founder Nando Peretti passed away, and the new Chairman and Chief Executive Officer Aldo Brachetti Peretti was appointed. The network consisted of approximately 1,700 Service Stations, almost 90% of which were owned.

Years followed which involved heightened awareness in terms of the environment, safety, product quality and energy savings. The Refinery launched a programme to restructure and optimise the production cycle. api holding S.p.A. was founded (1989), which operates mainly in the fields of energy diversification, such as the development of electricity from renewable sources (wind, biomass and photovoltaics).

## 2000

The new millennium began with an important event for api: the start-up of the IGCC plant in Falconara for the production of electricity.

Activities remained focused on the production of petrol and diesel with low environmental impact, as well as the low sulphur bunker for sea transport: a sign of an industrial inclination towards being environmentally-friendly, able to innovate, experiment and put itself at the service of the community.

## 2005

The Group purchased the IP network from ENI. The Service Stations became landmarks for travellers thanks to the customer offer including not only refined oil products and fuels, but also foods and dining services. In the early 2000s, the Group diversified its activities by making significant investments in the field of renewable energies through api nòva energia. In 2017, the sale of these assets that had reached their maturity was completed.

## 2018

After having overcome the severe economic crisis of the years 2008 – 2012, api acquired the distribution network as well as fundamental logistical and industrial assets of TotalErg.

The merger of the two companies (2019) gave rise to the largest entirely private and all-Italian group in the sector: italiana petroli (IP).

## 2020

IP launched OPTIMO, giving rise to a sales revolution in its service stations, allowing everyone to access more sustainable mobility. The new group draws its inspiration from an ever-changing vision of mobility, attentive to new consumption patterns, the demand for sustainability and the use of new technologies. IP addressed the pandemic emergency and laid the foundations for recovery in which the service station becomes a multi-energy and multi-service hub to accompany Italians in all their services and mobility needs.

## 1.2 2020 between the health emergency and the economic crisis

2020 had begun with positive signs in terms of industrial production and foreign trade, but the economic scenario had drastically changed already starting at the end of the first quarter, marking a reversal of the trend.

The Covid-19 pandemic emergency imposed very strict measures to counter the spread of the virus: the measures to limit contagion inevitably caused an economic and social crisis with impacts on production, investment, the labour market and consumption.

The effects of the pandemic on the Italian economy are even more evident when examining some indicators that allow a better understanding of the magnitude of the crisis that characterised 2020:

	Change vs previous year
GDP	-9.2%
Energy consumption	-10.6%
New car registrations	-28.0%
Network fuel consumption	-20.0%
Jet consumption (for air transport)	-66.0%

Source of data: International Monetary Fund, UNEM - Energy Union for Mobility, ANFIA and Ministry of Ecological Transition

Although not all sectors were affected in the same way, the results reported indicate an unprecedented shock that affected the Italian economy. For the energy sector, for example, travel restrictions and the resulting collapse in consumption have had particularly devastating effects. The limits on mobility and tourism travel in Italy and abroad have affected the results of a business such as IP, which has made freedom of movement a Group value.

## 1.3 IP in figures

{GRI 203-2; 302-1; 305-1}

The main data from the consolidated scope of reporting are shown below with the values as at 31/12/2020.

Service Stations

**4,791**

Crude oil  
processing capacity

**5.5**  
Mton

Energy consumption

**8,814**  
Tjoule

Product  
storage capacity

**2.5**  
Mm<sup>3</sup>

Total product  
sales

**5,904**  
Mton

Employees

**1,167**

Accidents per million  
hours worked

**3.18**

Days absent per  
thousands of hours worked

**0.12**

Net  
Financial Position

**-516**  
€M

Downstream workers  
(estimated)

**17,500**

Suppliers

**2,030**

Direct CO<sub>2</sub> emissions

**0.441**  
Mton

## 1.4 Presence in the country and markets served

{GRI 102-1; 102-2; 102-3; 102-6}

The company manages an articulated logistics system with a high storage capacity to support distribution and sales activities. It is present along the Adriatic coast with the Ancona Refinery, the owned depot in Barletta and its share in that of Pescara (30%). On the Tyrrhenian coast it controls the logistics hub of Rome, with which it guarantees jet fuel supply to the Rome airports Fiumicino and Ciampino, and the coastal depot in Savona. It also significantly contributes to the supply of the Po Valley, in particular Piedmont and Lombardy, with its depots in Trecate, Nice Monferrato, Burolo, Opera and its share in the Trecate refinery (Sarpom owning about 25%) and the Sigemi logistics system. The modified bitumen production site is located in Volpiano (TO).

Representation of product marketing capacity		
	TONS/000	of which export
Network	2,928	
Wholesale	1,651	30
Jet	343	
Specialities	622	
Bunker	197	
Fuel Oil	163	163
<b>Total</b>	<b>5,904</b>	<b>193</b>

### Our sites:

#### italiana petroli S.p.A. - IP Services s.r.l. - IP Food & Services S.p.A.

Via Salaria no. 1322  
00138 Rome (RM)  
tel: +39 06 84931

#### api Raffineria di Ancona

Via Flaminia no. 685  
60015 Falconara (AN)  
tel: +39 071 91671

#### IP Industrial S.p.A. Rome

Via di Malagrotta no. 226  
00165 Rome (RM)  
tel: +39 06 655981

#### Bitumtec s.r.l.

Via Amalfi 4  
10088 Volpiano (TO)  
+39 011 970401

The company apioil UK Limited located in the United Kingdom (London) trades refined oil products on the international market.

#### apioil UK Limited

Kingsway House - 103 Kingsway  
WC2B 6QX London (United Kingdom)  
+44 (0) 207 405 2640





## 1.5 Corporate Governance

{GRI 102-5; 102-18; 102-45; 103-1; 103-2; 405-1}

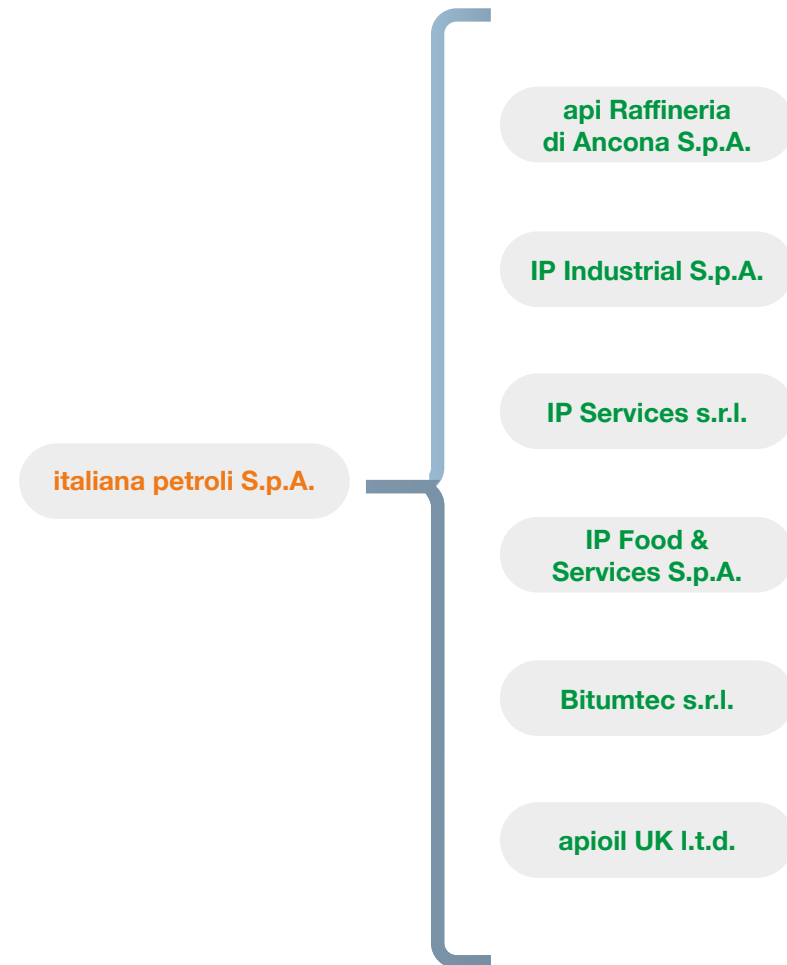
italiana petroli S.p.A. has adopted a traditional administration and control model characterised by the presence of a management body - the Board of Directors - and a control body - the Board of Statutory Auditors.

The scope of industrial and operational activities represents the consolidation of italiana petroli, a joint-stock company, identified by the IP brand and 99.82% controlled by the Brachetti Peretti family.

italiana petroli S.p.A. consolidates and controls the following main operating companies at 100%:

- **api Raffineria di Ancona S.p.A.:** industrial refining and storage plant for refined oil products;
- **IP Industrial S.p.A.:** storage and processing depot for refined oil products of Rome (formerly Raffineria di Roma S.p.A.) and some depots in the Northwest;
- **IP Services s.r.l.:** operating in the direct management of the oil Service Stations;
- **IP Food & Services S.p.A.:** operating in the management and development of non-oil activities;
- **Bitumtec s.r.l.:** operating in the modified bitumen production sector;
- **apioil UK I.t.d.:** operating in the refined oil products trading sector.

The simplified chart shows the Group's main, wholly-owned companies operating downstream. On the other hand, the minor companies in liquidation are not listed, those subsidiaries (by way of example Sigea S.p.A. 65%, and Sarpom s.r.l. 24.68%) which are however fully listed and described in the financial statements, and some now residual activities in the field of renewables including Cer S.p.A.100%.



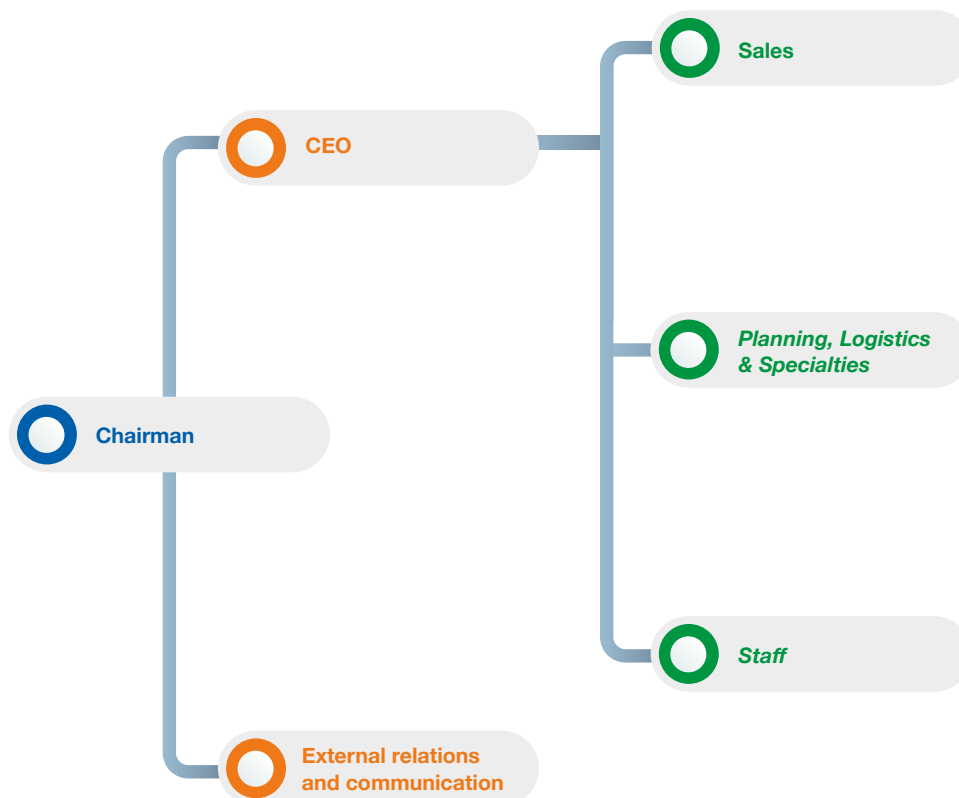
On 11 April 2019, the Shareholders' Meeting of italiana petroli approved the composition of the current Board of Directors.

The Board of Directors, whose members fall within the age range of over 50, is the focus of corporate governance and has the broadest powers for the ordinary and extraordinary administration of the company.

It carries out its activities in accordance with the Code of Ethics, an integral part of the Organisation, Management and Control Models.

The composition of the Board of Directors of italiana petroli S.p.A.:	
Chairman,	<b>Ugo Maria BRACHETTI PERETTI</b>
Director,	<b>Aldo Maria BRACHETTI PERETTI</b>
Director,	<b>Ferdinando Maria BRACHETTI PERETTI</b>
Director,	<b>Mila PERETTI</b>
Chief Executive Officer,	<b>Daniele BANDIERA</b>
Director,	<b>Ferdinando CARABBA TETTAMANTI</b>
Director,	<b>Claudio COSTAMAGNA</b>
Director,	<b>Fabrizio LIBERATORI</b>
Director,	<b>Roberto MARAZZA</b>

The new company organisation was introduced in 2019 and is schematically represented below. It seeks to guarantee transparency, flexibility and speed of operations, thus the *Sales, Planning, Logistics & Specialties* Units and all the *Business Support Staff* Units report directly to the Chief Executive Officer.



## 1.6 The Values of IP

{GRI 102-16}

As a community, companies are held together by rules, hierarchies and contracts, but it is their values that animate their daily work.

The values that guide the actions and behaviour of the whole Group originate from its history and guide its future development; they impose responsibility for making decisions for stakeholders; they influence business decisions; they strengthen the level of integration of IP employees and determine the company's organisation.

For IP, an effective sustainability strategy necessarily starts from the recognition of these values.

The following chapters explain how the individual values dictate IP's priorities for action.



### Enabling mobility

Getting Italians moving has been an integral part of the Group's DNA since its inception. For IP, a sustainable society is not a society that moves less, but a society that moves better, in a more environmentally-friendly way that is accessible to all.

The Group meets Italians' mobility needs not only on the road, thanks to a network that has never stopped growing and can count about 4,800 Service Stations today, but also by supplying the most important ports and airports in Italy through its logistics distributed throughout the country.

Enabling mobility today means offering solutions that preserve the extraordinary value of freedom, emancipation and opportunities that mobility holds for Western societies, without forgetting that we are in the middle of a complex but unavoidable transition, which requires achieving ambitious European and national emission reduction targets in the transport sector.

IP knows that it is a strategic transition infrastructure: the development of more sustainable fuels and access to new forms of power supply will pass through its network.

### Creating economic, social and environmental value

Value creation is linked to business operations.

Real development only exists if value creation is shared with the country in which a company operates and its communities. IP is well aware that the Group's success is inseparable from Italy's economic success, as it has been active in the country for 88 years. IP creates economic value for its shareholders, employees and suppliers, but also for society, contributing to support and develop communities, and for the environment, adopting best practices in the field of environmental safety and technologies.



## Constant focus on the Customer

Companies would not exist without customers. IP considers the customer as the compass of its activities, recognising the change in customer needs and habits in the 21st century, which holds sustainability as an important factor in choosing products and services. In this sense, sustainability becomes a tool for the Company's competitiveness, which wants to respond to the widespread and growing demand for environmental protection and safeguarding, the creation of shared value, territorial development and technological innovation.

## Respecting laws

There are no compromises for those who work for and with IP. Illegality is the first factor that makes any economic sector unsustainable, and this is all the more true in a sector such as fuel, which has seen the growth of smuggling and tax illegality, with an estimated evasion of about 7.5 billion euros per year (VAT and excise duties).

This is a disease that primarily harms honest operators, who can be pushed out of the market by unfair competition from those who apply prices, which are below cost and unrealistically feasible. Secondly, it damages the Italian Treasury, and therefore the taxpayers. Lastly, illegality involves marketing products of non-certified quality, which do not comply with the specifications of engines and least of all do not respect the environment. This is why IP believes in implementing transparent procedures and adopting linear Governance that isolates any abnormal behaviours, believing firmly that integrity and sustainability can never be separated.

## Creating quality work

Development and growth can only come from hard work. The creation and maintenance of Italian jobs has always been at the heart of company operations, even in difficult times, when the economy slows down: our commitment is to keep people at work.

And work that is not only safe and honest but also of high quality, which is obtained with training. The commitment of the corporate Academy must be interpreted in this sense, which aims to ensure the dissemination and updating of the best skills.

## 1.7 231 Model and Code of Ethics

(GRI 102-16)

Italian Legislative Decree no. 231/2001 introduced the "*Regulation of the administrative liability of legal persons, companies and associations even without legal representatives*" into Italian Law for various crimes falling within the scope of the same decree, which over time has seen several additions. Where such offences are committed by the directors, employees and/or collaborators of the company in the interest or for the benefit of the same, and the company's liability is ascertained procedurally, a range of sanctions are provided: pecuniary, disqualification, confiscation, publication of the sentence.

Italian Legislative Decree no. 231/2001 establishes an exemption from this liability for all companies demonstrating that they have:

- adopted and effectively implemented an Organisation, Management and Control Model designed to prevent the offences envisaged by the decree;
- established a Supervisory Body, provided with autonomous initiative and control powers, with the task of supervising the functioning and observance of the Model and notifying of the need to update it.

All Group Models have been built ad hoc on the reality of the individual companies, are based on a system of procedures and rules aimed at reducing the risk of committing crimes as well as on an articulated system of delegations.

Among the various procedures, those regarding relations with the public administration, the safety of people, purchasing management, cybersecurity and data, environment, payments and accounting flows, participation in public tenders, request for funding and public contributions and whistleblowing stand out, all drafted by IP SpA and applicable to the Group as a model to be followed.

The Code of Ethics is an essential part of the models, containing the set of ethical values and rules that the Group considers to be a reference in relations with all stakeholders. The ethical standards are addressed to: employees (comparable figures), top managers, members of corporate bodies, but also suppliers and consultants. The rules contained in the Code mainly concern the following areas:

- relations with the Public Administration;
- accounting transparency;
- conflict of interest regulation;
- safeguarding share capital and the rights of corporate creditors;
- environmental protection;
- protection of health and safety in workplaces;
- protection and enhancement of human resources;
- rules for customer relations and supplier selection.

The models establish that information regarding conduct not compliant with the ethical rules and company policies must be communicated, also anonymously, by stakeholders who come to be aware of them to the Supervisory Body (SB see <https://www.gruppoapi.com/chi-siamo/modello-di-organizzazione-e-gestione>), with a collegial composition at IP, which is responsible for verifying reports with the guarantee of equal treatment and anonymity, in line with the provisions of current company regulations and policies.

apioil UK has also adopted the Bribery Act and Human Slavery Act established by English law.



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OPTIMO

COMBUSTIBILE  
A CARBURANTE  
QUALITÀ SUPERIORE  
PREZZO PER TUTTI.

CONSUMI ED EMISSIONI  
MANUTENZIONE  
E PRESTAZIONI

IP

CAMBIA LA MOBILITÀ

## 1.8 Governance of sustainability

{GRI 102-13; 102-20; 102-32}

The relationship between the company and its stakeholders must be strengthened and cared for daily, starting from the sharing of data and information on the Group's activities and focusing on transparency, knowledge and skills, the key values of IP.

Also for this reason, italiana petroli S.p.A. has decided to draw up, since its establishment and on a voluntary basis, a Sustainability Report in order to report on its non-financial activities and actions to the stakeholders concerned. italiana petroli considers promoting the culture and values of sustainability within the company crucial, offering training initiatives and actions which are consistent with this approach. All Corporate Units are involved in the activities and represented in a working group that, coordinated by the Corporate Sustainability Unit, contributed to drafting the Report.

A Sustainability Committee has also been formed, chaired by the Chief Executive Officer and composed of members chosen from the main corporate units. In particular, the Committee includes the Head of Administration, Finance and Control and the Head of Human Resources, who are also members of the Board of Directors.

The Committee has the task of:

- indicating the sustainability objectives and guidelines that the Group must adhere to in promoting initiatives and carrying out its activities;
- monitoring the correct achievement of the objectives set; monitoring the results and updating the indicators so that positive dialogue is always guaranteed with employees, suppliers and institutions, as well as with the stakeholders most directly concerned and involved.

In 2019, a three-year agreement was signed with Alleanza Italiana per lo sviluppo Sostenibile (ASviS) to ensure continuous dialogue with the best public and private experiences in terms of sustainability and to promote the dissemination of sustainability values and culture, starting from the objectives indicated in the 2030 Agenda of the United Nations.







## 1.9 Material topics related to business operations

{GRI 102-18; 102-40; 102-42; 102-43; 102-44; 102-47; 103-1; 103-2}

In order to effectively communicate the company's commitments and results through the Sustainability Report, a materiality analysis was conducted in 2019 (and confirmed for 2020) line with the main international standards. It allows to define the relevance of the topics based on two criteria:

- the relevance of the topic for stakeholder decisions;
- the significance of the impacts generated by the company.

The materiality analysis involved Top Management and the permanent working group, with the supervision of the Corporate Sustainability Unit and the guidance of the Sustainability Committee.

The process for defining the relevant topics was divided into three phases:

- 1 interviews with key managers and an analysis to identify the stakeholders and key IP features that potentially generate their interest;
- 2 identification of needs and actions taken and to be taken to meet the expectations of individual stakeholders;
- 3 assigning a weight/priority to the topics using a qualitative/quantitative methodology based both on the results of the interviews and on questionnaires completed by company management, which determined the final list of material topics.



The materiality analysis allows to focus on the so-called “material” issues on which the company deems a focus necessary; consequently, the rest of this report will focus on these topics.

The implementation of the Agenda 2030 strongly involves all the components of civil society: from private companies to the public sector, from universities and research centres to information and culture operators all contributing to the effort to put the world on a sustainable path.

IP intends to integrate the objectives identified by the 2030 Agenda into its business strategy, which are at the heart of ASviS's mission and activities, and strengthen social responsibility towards its stakeholders.

The foundations have been laid for a path that can integrate the materiality analysis with even more structured and objective data, which during 2021 will be addressed together with an institution of the academic world.

We are proud to say that despite the situation in 2020, a very important step has been taken in the relationship between the company and one of its main stakeholders. In fact, an innovative agreement has been signed with the trade associations of the service station managers, which sets new industry standards and will constitute a benchmark from which the industry will have to start for the continuation of all other negotiations in place.

The agreement is innovative for the following reasons:

**ROLE OF THE MANAGER.** With the renewal of the contract, the role of the manager is brought to the centre of the Group's commercial strategies. The agreement also identifies the fundamental characteristics of an IP management style to which management adapts through a training, information and incentive system.

**SINGLE MARGIN.** A single management margin is recognised on all fuels regardless of the mode of sale and the type of product. This will make the margin transparent, determinable and intangible.

**DIGITALISATION.** The contract encourages and creates incentives for the use of digital payments and Service Station digital management tools by the manager.

**LEGALITY** For the first time, a mechanism for cooperation between managers and companies is introduced in the fight against the phenomena of illegality, smuggling and tax fraud affecting the sector.

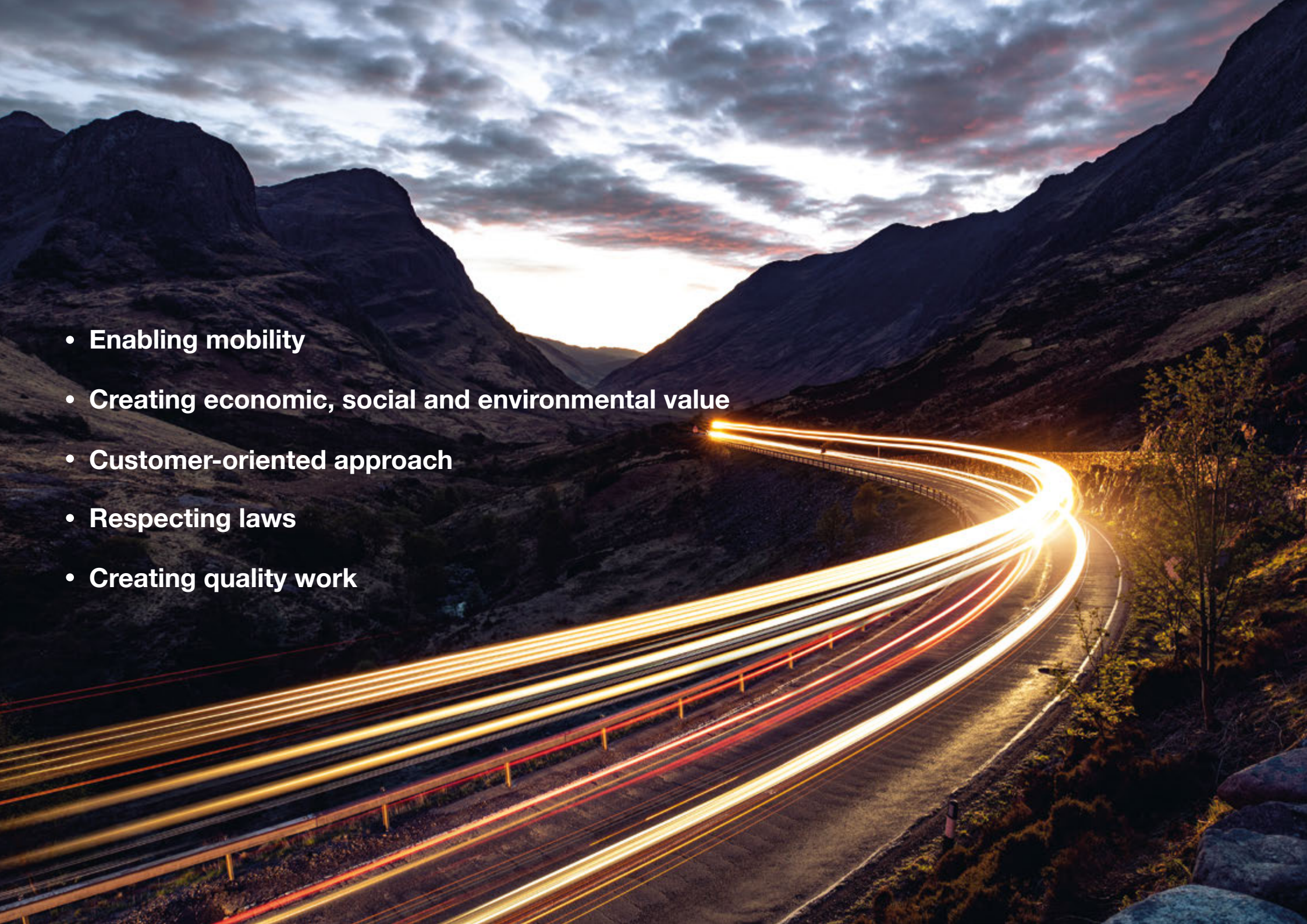
Below are the Sustainable Development Goals (SDGs) to which IP activities contribute the most to date, in relation to the social values (detailed in the next chapter) and the material issues identified.

Values/SDGs	Material topics
<p><b>Enabling mobility</b></p>  	<ul style="list-style-type: none"> <li>Enabling mobility</li> </ul>
<p><b>Creating economic, social and environmental value</b></p>    	<ul style="list-style-type: none"> <li>Creating financial economic value</li> <li>Training and development</li> <li>Legality and business integrity</li> <li>Community relations and local development</li> <li>Environmental protection</li> </ul>
<p><b>Constant focus on the Customer</b></p>  	<ul style="list-style-type: none"> <li>Innovation with a focus on customers and Digital Innovation</li> </ul>
<p><b>Respecting laws</b></p> 	<ul style="list-style-type: none"> <li>Legality and business integrity</li> </ul>
<p><b>Creating quality work</b></p>    	<ul style="list-style-type: none"> <li>Human capital management</li> <li>Training and development</li> <li>Health and safety</li> </ul>

Every day, the people and operations of IP are inspired by the Group's values, which are as interconnected as the sustainable development goals.

**02**

**A summary  
of our values**

- 
- **Enabling mobility**
  - **Creating economic, social and environmental value**
  - **Customer-oriented approach**
  - **Respecting laws**
  - **Creating quality work**

## 2.1 Enabling mobility

2020 brought with it a complete overturning of the most common habits. The butterfly effect with which the contagion from Covid-19 spread required the imposition of urgent social distancing measures and a rigorous lockdown of economic activities: extraordinary measures that have affected all sectors, albeit in different proportions. For IP, which has mobility services at the heart of its activities, the initial months of the pandemic were particularly complex: in the face of a collapse in consumption, it was necessary to guarantee the continuity of operations and the essential service of the service stations to the public.

“Enabling mobility” is the central value of IP, which firmly attributes freedom and emancipation to the word movement.

Moving in a sustainable way does not mean moving less but moving increasingly better, using the best available technologies, without prejudices or ideological barriers. In this perspective, IP wants to be the protagonist of the energy transition, immediately facilitating the transition towards more sustainable mobility thanks to its widespread network and logistics distributed throughout Italy.

At the beginning of 2020, aside from some residual authorisation procedures in progress, the most ambitious rebranding work of recent years in the sector was completed, which saw the unification of the entire network exclusively under the IP brand: about 4,800 service stations in Italy (hereinafter also Sales Points).

The widespread IP brand network is a critical infrastructure of transition, on which to attach innovation and different forms of energy to face and overcome the challenges of the future. The path towards more sustainable mobility develops over two time periods: in the short term with the innovation of the network and the introduction of OPTIMO petrol and diesel, in the medium and long term working

patiently in the construction of new methane and electric service stations, in particular with the installation of fast and ultrafast columns that will allow extra-urban electric mobility.

IP intends to invest in its network in a sustainable and innovative way, well aware of the need to keep ambitions and realities, tradition and the future together. In this logic, the scope of the sustainability for the entire ecosystem grouped under IP takes on a triple dimension:

- **economic** - making superior quality products available to everyone;
- **environmental** - accelerating the improvement of traditional fuels with higher quality fuels and enabling the spread of alternative fuels;
- **industrial** - preserving an industrial supply chain in Italy, which is safe and can favour the use of new technologies.

The objective is to offer opportunities and solutions that help reduce the environmental impact without harming the mobility of goods and people.





over  
**550,000**  
refuels per day



more than  
**800,000**  
litres per Service Station  
(average dispensed/year)



approx.  
**2,000**  
non-oil activities



**4,800**  
Total service stations

approx.  
**550**  
LPG plants

**55**  
plants with methane

**27**  
SS with electric charging



**100% regions supplied**



more than  
**50,000**  
B2B fuel card customers



more than  
**500,000**  
oil cards



HOP

OPTIMO diesel

OPTIMO diesel

OPTIMO benzina

IMPORTO €  
LITRI  
€ AL LITRO

2

OPTIMO  
BURANTE  
LITA SUPERIORE  
PREZZO PER TUTTI.

AREA  
VIDEOSORVEGLIATA



SERVITO



## The fuel distribution network and its transformation

Being IP means being able to meet the needs of Italians on the move, being equipped with all the useful tools to accompany mobility in transition, investing in the assets available. First and foremost, the fuel distribution network, which can become a strategic infrastructure for the transition.

IP sees its distributors as **multi-energy and multi-service hubs** on which to activate the widest offer of “energy”, goods and services to the customer.



### Everywhere on the road

To provide more and more environmentally friendly and better quality fuels, IP can count on the high widespread coverage of its network with 100% of the regions supplied and almost all provinces.



### Along the heavy goods and passenger transport routes

To become a logistics hub, using extra-urban fuel distributors to supply LNG and aspire to also supply hydrogen to heavy transport.



### Inside cities

To transform Service Stations into multi-service hubs, which also help citizens meet their everyday needs beyond refuelling, such as delivering and collecting packages and personal services.



### Outside cities

To build an ultra-fast electric charging backbone and a methane distribution network for medium and long-distance travel.

Already today, IP provides customers with a multi-energy offer: from OPTIMO petrol and diesel to LPG, from natural gas to electricity, and intends to strengthen and expand this offer, equipping the plants with the most innovative fuels, including hydrogen, when this becomes an actual option.

This is in line with the agreements signed with the main operators specialising in the supply of alternative fuels, aimed at favouring the development of infrastructure to support more sustainable mobility. In particular, in recent years IP has initiated strategic agreements with Enel and Snam for the installation on the entire national network of columns for the supply of electricity and natural gas, respectively.



In 2020, in collaboration with Enel X, IP gave a new impetus to the spread of electric mobility in Italy with the installation of new HPC (High Power Charging) charging infrastructures at the Service Stations of Zanica (BG), Peschiera del Garda (VR) and Biandrate (NO). The common intent is to create a network of stations that will allow electric vehicle and hybrid plug-in owners to fill up in about 15 minutes.

With the activation of ultrafast charging points along the extra-urban roads, charging times are reduced and the customer's shopping experience with an electric car approaches that of a traditional vehicle.

The three new charging points mentioned above are in addition to the 24 existing columns in the IP service stations on ordinary roads and in the city.

On the natural gas mobility front, the authorisation and design procedures for the construction of the first methane distribution plants were initiated as part of the agreement signed with Snam in the second half of 2018.

The first of the 26 Sales Points already identified opened for sales in December 2020 in Rieti, in Via Oreste di Fazio. The service station inaugurates the first batch of plants contracted by *Snam4Mobility* and IP, while the new openings will add to the already existing 55 methane Sales Points in the IP brand network. The new opening represents an important step for the growth of a natural gas distribution infrastructure for transport throughout Italy, and is part of the two companies' plans to promote increasingly sustainable mobility.

Finally, further agreements are being defined with utility operators for the installation of ultrafast charging columns. The infrastructure will be compatible with all electric cars currently on the market, aimed at reducing charging times to become equivalent to a „coffee break”, and significantly increasing the potential for using this type of vehicle.

IP's commitments to facilitate extra-urban electric mobility go beyond partnerships with the utilities themselves: in fact, thanks to the „Ev Station 2.0” project supported by the European Commission to facilitate sustainable mobility, IP was awarded a tender for the construction by 2024 of 180 fast and ultrafast electric columns to be positioned in 45 service stations located on the main high-traffic road corridors in Italy.

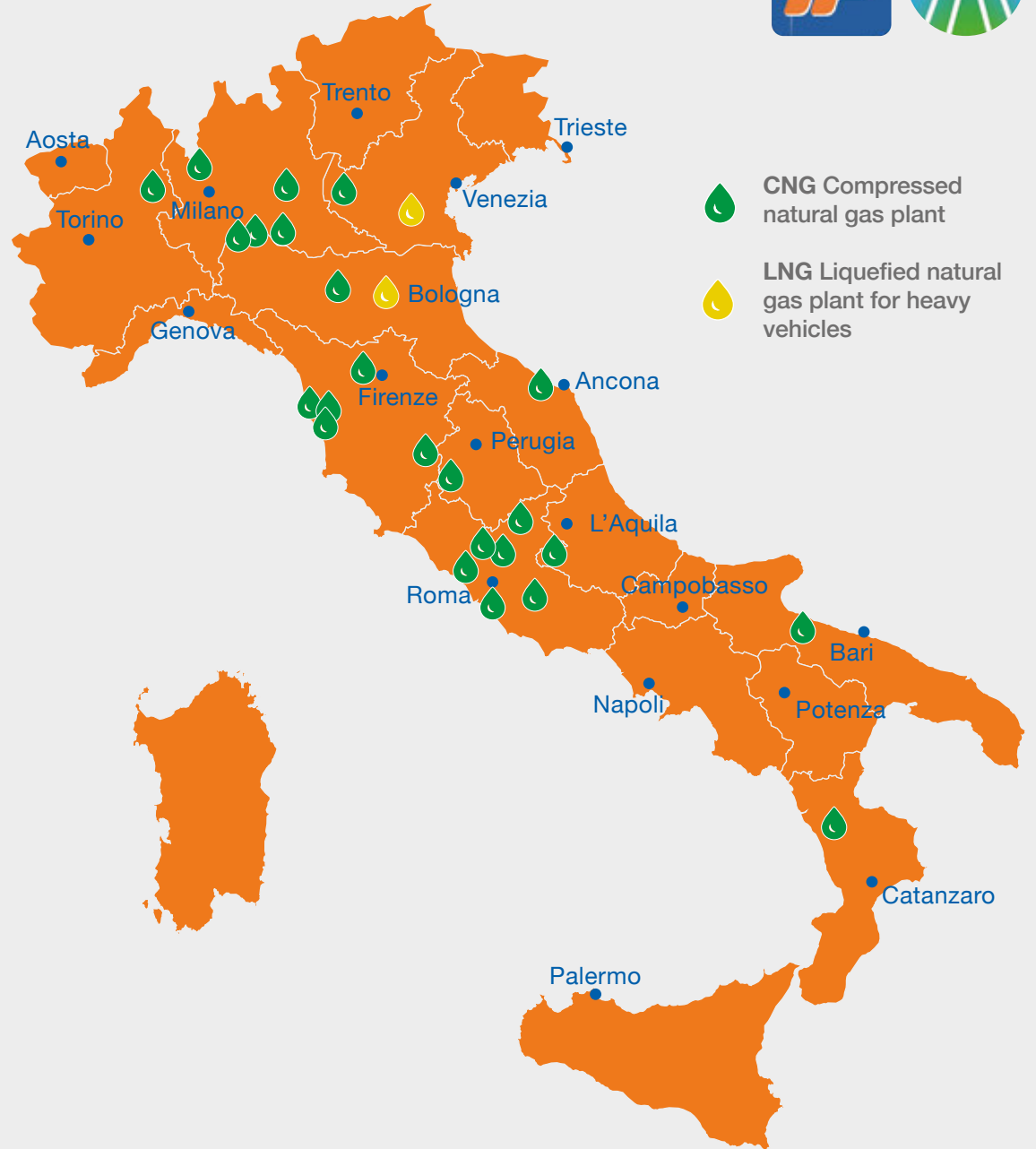
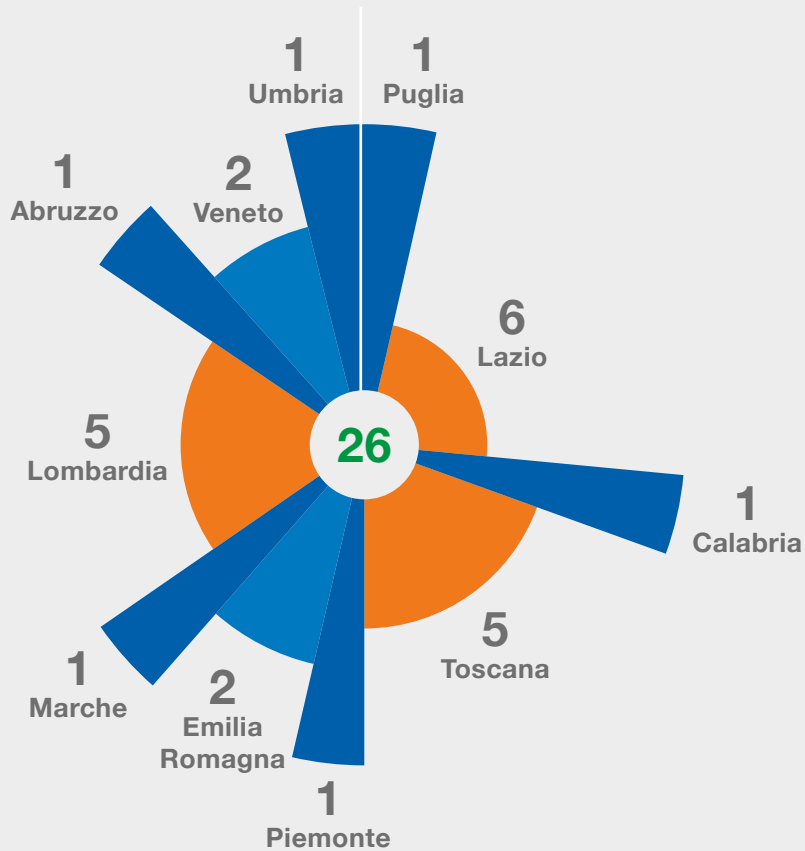
During the year, IP will evaluate the allocation of about 21 million euros, to which will be added about 4 million non-repayable contributions of the EU tender. A core network available to everyone 24 hours a day that, combined with fast charging (two fast columns and two ultrafast columns for each Sales Point), will allow interurban movement without “charging anxiety”.

# The new natural gas refueling plants



**200** The new **methane stations** that will build by IP and Snam

## THE OPENINGS OF 2020



## OPTIMO: an IP revolution

In January 2020, in line with the Group's mission and the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda, IP launched a revolution in its service stations by introducing OPTIMO petrol and diesel: innovative Premium products of superior quality which help reduce CO<sub>2</sub> emissions and consumption, improve engine performance, without price increases compared to traditional fuels.

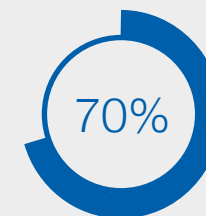
OPTIMO was formally launched with a press conference on 14 January 2020. The new advertisement was previewed at the event, which will be broadcast on the main media channels when conditions allow it.



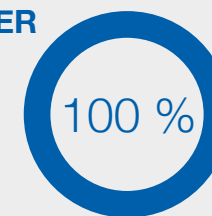
## OPTIMO: diffusion in Italy



**DECEMBER  
2020**  
SERVICE  
STATIONS



**2<sup>nd</sup> SEMESTER  
2021**  
SERVICE  
STATIONS  
OF ITALY



Strong thanks to its articulate and widespread integrated logistics system, IP has launched an ambitious and innovative project for the sector with the launch of its Premium product.

OPTIMO fuels, which as at 31 December 2020 represent about 70% of Network volumes, will be distributed by 2021 in all Service Stations in Italy, replacing traditional fuels and sold without price increases compared to the same traditional fuels.

With this solution IP works in the present to make the engines and fuels used by the 38 million hydrocarbon vehicles in circulation sustainable, while the electric, methane and hydrogen alternative is being built in parallel.

#### **A technical revolution at IP.**

A paradigm shift that will allow the millions of motorists who refuel at the Group's service stations to reduce consumption, CO2 emissions and maintenance costs (with the same driving style and other vehicle conditions), thus immediately becoming protagonists of the energy transition with their current cars. OPTIMO fuels also contain a particular molecule that allows them to be identified and tracked from a legal point of view.

#### **A commercial revolution at IP.**

OPTIMO fuels are sold at no extra cost compared to traditional fuel prices. The aim is to facilitate the transition to more sustainable mobility with a product that does not place the burden of additional costs for accessing more innovative technical solutions on the final consumer, as is currently the case on the market.



## OPTIMO's benefits



### QUALITY



**Keeps engines clean,**  
reducing maintenance costs



**Improves engine performance**  
and guarantees more fun  
driving



### ENVIRONMENT



**Reduces consumption** and  
allows saving with each refuel



**Helps reduce CO<sub>2</sub> emissions**  
and environmental impact



### LEGALITY



**Contains an anti-fraud  
tracer,** which guarantees the  
provenance and quality of the  
product

IP and the National Research Council  
have jointly signed a four-year agreement  
on three issues



Sustainable mobility



Air quality



Fuel quality

OPTIMO therefore brings a series of benefits, more specifically:

## ENGINE CARE AND EFFICIENCY

OPTIMO allows unprecedented engine care, which leads to greater efficiency and lower maintenance costs. The new IP fuel adds more advantages: it removes impurities in the engine (Clean-up effect) and keeps it clean (Keep-clean effect), protects the engine from corrosion and reduces friction between mechanical parts. All this allows a reduction in maintenance costs, as the more fluid combustion reduces wear on engine components and improves their performance. Tests carried out on indirect injection engines, the majority of petrol engines in Italy, in accordance with the standard protocols CEC F-05-93 and CEC F-20-98, proved the ability to prevent more than 85% of the tendency to deposit formations in new cars. In cars that have already accumulated thousands of kilometres, however, tests carried out in accordance with the standard protocols CEC F-05-93 and CEC F-20-98, confirmed OPTIMO's efficiency in removing more than 50% of the deposits already present, after the equivalent of only 3,000 km of use. Lastly for diesel engines, OPTIMO improves performance, favouring an excellent engine response and a quicker start, even from "cold".

## ENVIRONMENTAL IMPROVEMENT

The new IP OPTIMO fuels allow a reduction in the consumption of fuel of at least 2%. This result has been verified by tests carried out under standardised conditions, in accordance with the protocol adopted in Austria by the EEEG energy savings directive. With the full deployment of OPTIMO, IP has set itself the goal of reducing atmospheric emissions by more than 300,000 tons of CO<sub>2</sub> per year, equivalent to reducing the total direct emissions emitted by the Group's industrial activities by more than 60%. The calculation was made using the emission estimates of the circulating Italian vehicles made by ISPRA in the *National Greenhouse Gas Inventory* (NIR 2019-Reports 307/2019). Obviously, the reduction results are expressed for an average number of vehicles, and may vary depending on the types and conditions of the engines, the general conditions of the vehicle, as well as the driving style adopted.

## TRACEABILITY AGAINST COUNTERFEITING

With OPTIMO, IP will be able to verify the product supply chain thanks to the added tracer. This will make it easier for IP to check the quality of its products (about 4,800 checks carried out in 2020) and will also make an important contribution to combating the problem of illegal fuel trafficking, which puts car engines at risk and generates huge volumes of tax evasion.

With the ambition of disseminating knowledge of the best existing technologies available to travellers, in February 2020 we signed a four-year framework collaboration agreement with the National Research Council (CNR).

The agreement covers joint research, innovation and dissemination actions on the issues of air quality, the environmental impact of public and private mobility, improving the performance of transport vehicle engines and fuel quality. The first theme of this cooperation concerns the environmental performance of the new Premium OPTIMO fuel.

Thanks to the agreement with the CNR, IP has an authoritative, independent partner capable of guiding the Group's long-term industrial choices with a view to sustainability. The collaboration is part of the research and innovation path for sustainability that IP has begun in recent years.





**OPTIMO**  
IL CARBURANTE  
DI QUALITÀ SUPERIORE  
A UN PREZZO PER TUTTI.

• RIDUZIONE DI CONSUMI ED EMISSIONI  
• MINORI COSTI DI MANUTENZIONE  
• MOTORE PIÙ PULITO E PERFORMANTE  
• STESSO PREZZO

**IP**  
CAMBIA LA MOBILITÀ.

OPTIMO diesel  
OPTIMO diesel  
OPTIMO benzina

2

**IP**

SEMPRE

## Logistics: An integrated system serving the country

{GRI 102-4; 102-9; 103-1; 103-2}

The Group's total refining capacity is approximately 5.5 million tons and consists of the entire capacity of the Ancona refinery, the share of the capacity of the Sarpom refinery in Trecate (Novara) and the contract work at the Alma refinery (Ravenna). In particular, Falconara and Alma Ravenna specialise in the production of bitumen and fuels, while Trecate is more oriented to the production of fuels, and Bitumtec (Volpiano) is specialised in the production of modified bitumen. IP has a storage system (primary logistics) with very high usability, with a capacity of about 2.5 million cubic metres.

The origin of the crude oil and products purchased by the Group in 2020, for release for consumption or processing, is as follows:

Crude oil area of origin		Products area of origin	
Middle East	44%	Middle East	33%
Eastern Europe and Caucasus	43%	Far East	14%
Northern Europe	5%	Eastern Europe and Caucasus	13%
Central Africa	4%	Europe	11%
North America	2%	Italy	10%
North Africa	2%	North Africa	10%
		Northern Europe	9%

With regard to the supply of refined oil products, only suppliers with proven international reliability are selected, reinforced by the request for certificates of origin that attest to the quality of the supply chain.

The widespread IP logistics system benefits from a high degree of supply and distribution autonomy; in fact, about 76% of the fuels released for consumption come from our own bases. It is precisely thanks to the large integrated logistics system that it was possible to design and develop the innovative OPTIMO fuels.

Product purchases from third-party bases represent solutions for further system efficiency, in particular in order to balance and optimise distribution costs.

Below is the complete list of depots that hold products owned by italiana petroli:

- **"Corporate" depots (IP-owned):**

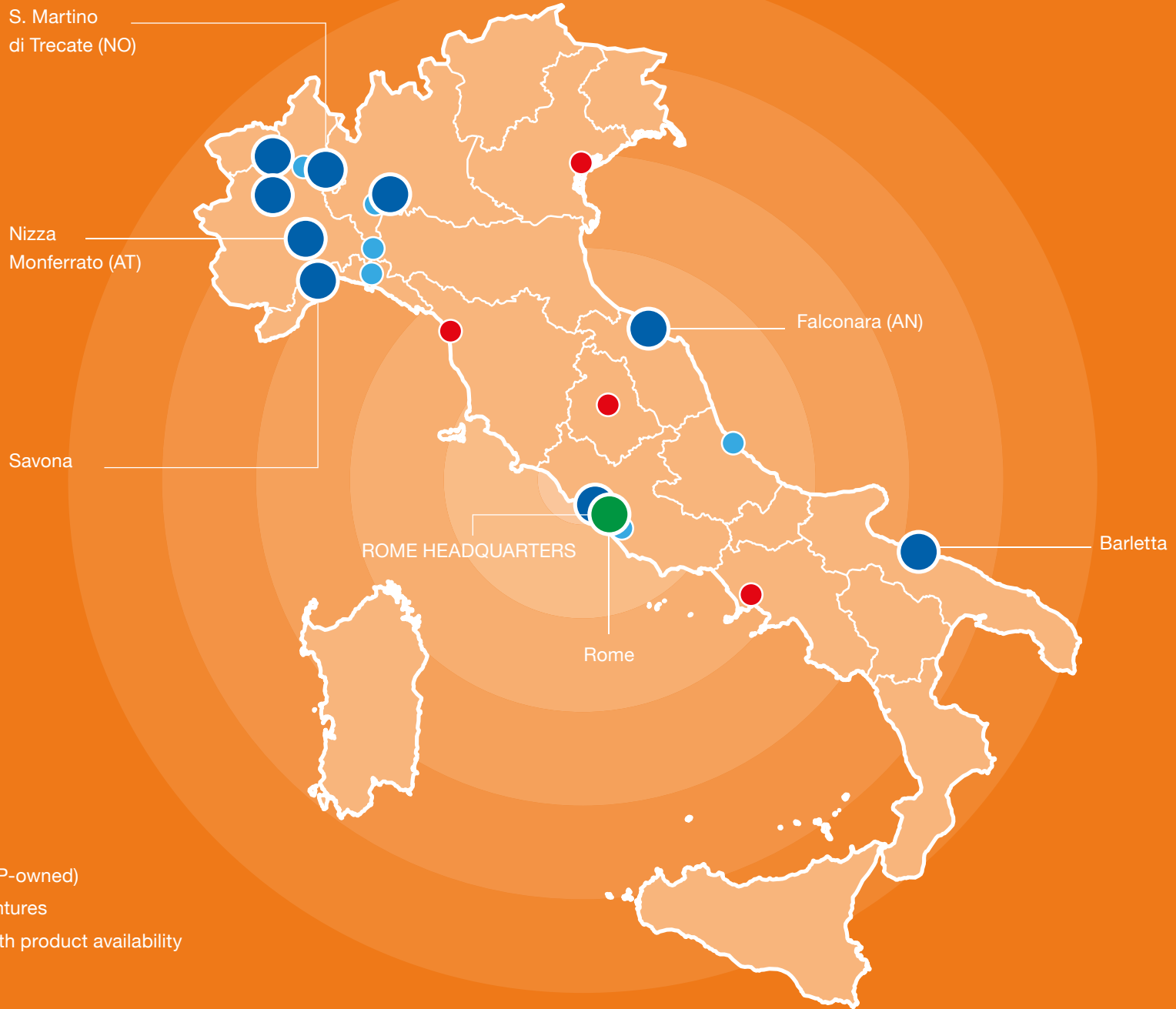
Ancona Refinery (Falconara M.), IP Industrial (Rome), S. Martino di Trecate, Savona, Barletta, IP Industrial Nord Ovest (Nice Monferrato - AT, Burolo - TO, Opera - MI);

- **Depots from Joint Ventures:**

De.Co. Rome, Sarpom Refinery, Sigemi (Arquata Scrivia - AL, Lacchiarella - MI, S. Quirico - GE), Abruzzo Costiero (PE);

- **Third-party depots with product availability on consignment:**

Petroven (VE), Costieri D'Alesio (LI), Folignoli (PG), Saccla (NA).





The articulated primary logistics system allows IP to also supply customers of the wholesale channel throughout Italy. In this channel, the unsold volumes are divided 50% between the Northern Area and the South Central Area and mainly exploit property bases, ensuring coverage on the Tyrrhenian and Adriatic sides.

The Wholesale channel has a commercial structure composed of direct sellers and local agencies to ensure the most effective proximity to resellers and end customers.

As an integrated mobility enabler, the business areas in which italiana petroli operates are not limited to the fuel sector, but also concern more niche areas such as lubricants and bitumen.

The production and use of high-performance lubricants allow, especially in combination with OPTIMO, to obtain better engine performance and further contribute, albeit indirectly, to the overall reduction of emissions and waste. A well-lubricated engine consumes less and requires fewer oil changes.

The product catalogue also includes an oil dedicated to motor-powered cutting equipment that is 95% biodegradable, whose total sales exceeded 54,000 kg.

Another strength is certainly the production of bitumen, which is the basic adhesive for the production of asphalt and therefore an essential element in the construction of roads.

In recent years, there has been a downward trend in the use of bitumen, going from about 3 Mtons in 2004 to the current 1.7 Mtons, mainly due to the drastic reduction in public investments for road maintenance. When the national economic system starts off again with the necessary investments in road modernisation, IP will be ready to make its contribution with both traditional and modified bitumens thanks to Bitumtec's pole of excellence and the contract work on Valli Zabban that contribute to the creation of draining asphalts which greatly increase driving safety and the life cycle of the road surface.



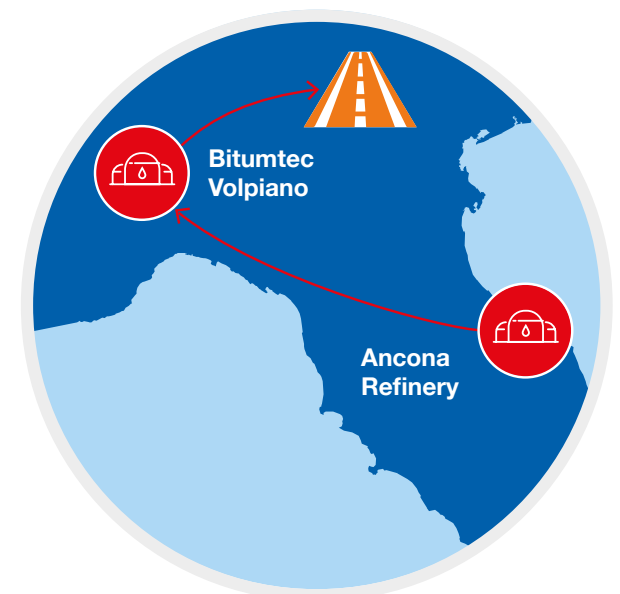
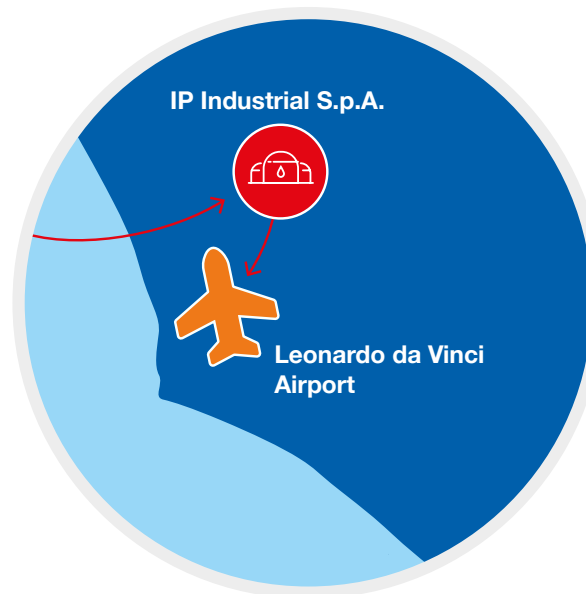
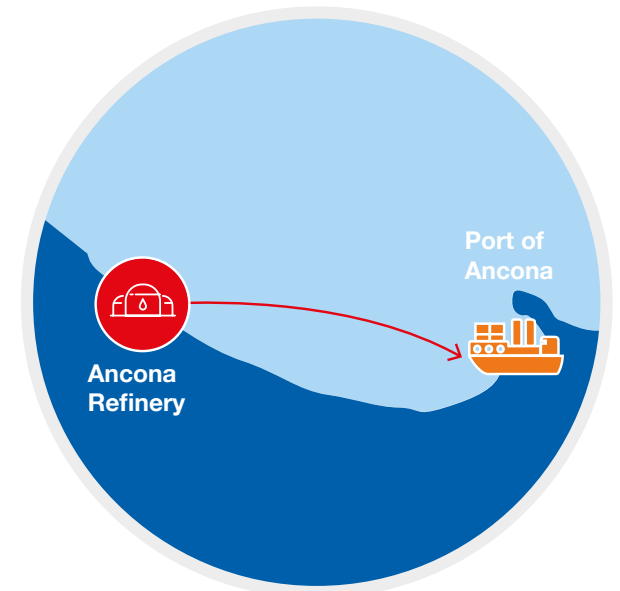
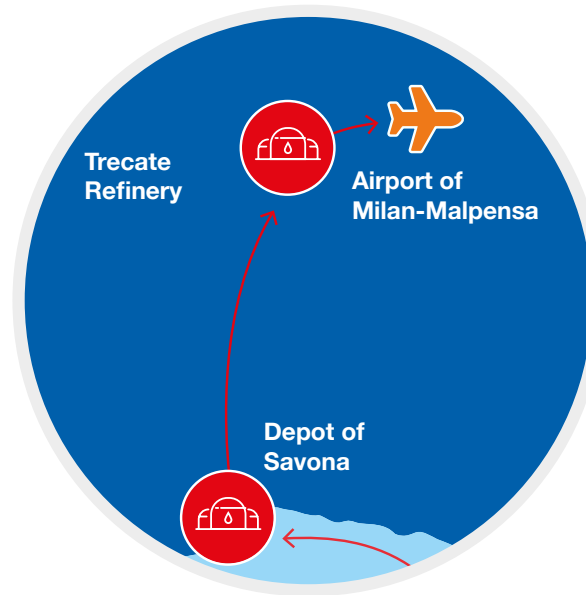
Secondary logistics operates in a context of constant search for efficiency, pursuing the optimisation of transport at Sales Points through daily travel planning that aims to minimise the kilometres travelled and maximise the quantity unloaded per single plant. The tankers that transport product have comprehensively travelled 18.96 Mkm.

In order to guarantee maximum safety on every trip, with positive repercussions also in terms of legal compliance, IP requires that its entire contracted fleet of vehicles be equipped with GPS for remote location detection and the remote control of on-board operations.

IP has joined the road safety platform, with several agreements signed between stakeholders to better monitor the transport of dangerous goods and improve road safety and protection.

IP's logistics infrastructure is an advanced and integrated platform that, thanks to direct connections via pipeline with the Trecate Refinery (Malpensa) and IP Industrial's Rome site (Fiumicino), has become one of the largest jet fuel suppliers of the Rome and Milan airports.

To this is added the production of marine fuel (bunker) of the Ancona Refinery, supplying the fleets of the main companies operating in passenger transport at the nearby port.



## 2.2 Creating economic, social and environmental value

{GRI 102-7; 103-1; 103-2; 201-1}

The primary objective of a company, inherent in its nature as a social entity, is to create economic value through its business. The real challenge is to be able to create “shared” value, for itself and for all stakeholders. It is in this perspective that the value assumes not only an economic dimension, but it also has social and environmental connotations, in a long-term perspective.

### Key economic indicators

On 18 March 2021, the Board of Directors approved IP's draft consolidated financial statements and this Report.

The net turnover of 2020 was 2,785 million euros, with an EBITDA of 110 million euros, net profit of -183 million euros and net financial position -516 million euros.

These results should be read in the context of the Italian and international energy framework that were heavily influenced by the devastating effects of the Covid-19 pandemic in 2020.

### Economic value generated and distributed

The gross economic value generated and distributed in 2020, inferred from the financial statements approved and prepared in accordance with IAS and IFRS accounting principles, excluding VAT and excise duties, was equal to 2,890 million euros.

Gross Revenue (A)	2,785
Distributed Economic Value (B)	2,890
- of which raw materials and products	2,310
- of which operating, financial and other costs	580
Retained Economic Value (A-B)	-105

For a more complete view and understanding of the sale methods of the refined oil products marketed, the significant tax component collected and subsequently paid on behalf of the State, i.e. the national excise duties and taxes and regional excise duties, must be added to the economic value generated.

These components respectively amount to (in millions of euros):

Excise duties and consumption taxes	3,089
Regional taxes	9
<b>TOTAL Millions of euros</b>	<b>3,098</b>

Thus overall, including excise duties, the Value Distributed is equal to 5,988 (excluding VAT).

	millions of euros
Raw materials and products	2,310
Operating, financial and other costs	580
Excise duties and consumption taxes	3,098
<b>TOTAL Distributed Value</b>	<b>5,988</b>

The distribution of the value distributed for each stakeholder group is as follows:

Operating costs	46.3%
Payments to public administration	51.4%
Salaries and employee benefits	1.4%
Payments to capital providers	0.9%
Investments in the community	0.0%

The figure for investments in the community for 2020 stands at about 160,000 euros. Donations amounting to approximately 164,000 euros were also made by the Ancona Refinery to support charities and non-profit associations operating in the Falconarese area and for the purchase and installation of air sampling devices for monitoring air pollution. Overall, therefore, the amount of contributions to the social sphere disbursed in 2020 by the API Group amounted to 324,000 euros. A typical feature of the sector, which is worth noting, is that of having to apply VAT

to the entire sales price, including excise duties; the total value of the VAT balance for 2020 amounts to approximately 639 million euros.

## Pump price

During 2020, the cost of the barrel of crude oil imported into Italy suffered from the decline in international prices of reference crude oils, falling overall by about 22 dollars per barrel.

In 2020, industrial prices of network fuels followed the trend of international prices of refined products (Platt's), in line with the evolution of prices in the Euro area.

In this international context, the so-called weighted "Italy disconnect" (petrol + diesel), i.e., the delta between the average Italian prices compared to the average of the Euro area countries after all taxes, was practically zero in 2020, amounting to only -2 thousandths per litre.

The consumer price (at the pump), which includes taxes, was again affected in 2020 by the high tax burden from which the difference in Italian prices derives almost entirely compared to the average of the Euro area: the taxes weigh 65% for diesel, and 69% for petrol (ref. year 2020 – MISE data).

	PETROL		DIESEL	
Pump price	1,431.1	100%	1,316.7	100%
- of which excise duties	728.4	51%	617.4	47%
- of which VAT	258.1	18%	237.4	18%
- of which industrial cost	444.6	31%	461.9	35%

## Relations with local communities

The pandemic-induced health emergency has generated an economic and social scenario of great uncertainty. We are witnessing an increase in social distances and inequalities, the growth of asymmetries between the North and the South of the country and between the regions themselves. Faced with the challenges of our time, the way out is to face events with social responsibility and a great desire for change.

The commitment of everyone, especially businesses, can make a difference.

For IP, which considers it essential to create a positive relationship with the local communities of the territories where it operates, investing in the territory cannot help but collaborate and build projects shared with the community.

The convergence between the interest of the individual and the sustainability of the business has its roots in transparency, fair information and constant constructive dialogue.

To this end, even in the most difficult times of the crisis, there has been no lack of initiatives promoted by IP throughout the country and in particular by offering support to those fighting the coronavirus in the front lines. These actions complement the projects launched in the past to promote coexistence between industrial sites and local communities.

## Supporting the fight against the Coronavirus

In the initial months of the pandemic, when the entire country was dealing with the first effects of the lockdown restrictions, IP supported the mobility of healthcare workers on anti-Covid-19 teams.

IP expressed its gratitude and closeness to those who, day and night, are at the front line risking their lives to save others: it guaranteed free fuel to the health workers of the Agostino Gemelli and Lazzaro Spallanzani Hospital in Rome; San Raffaele Hospital in Milan; Papa Giovanni XXIII Hospital in Bergamo; Torrette

Hospital in Ancona and to the vehicles of the Red Cross in Pesaro and Ancona. The aid resulted in the donation of fuel cards to cover the mobility needs of the healthcare professionals most directly involved in combating the spread of the virus and operating in the geographical areas closest to the Group's offices.

The second initiative, in coordination with the National Italian Red Cross Association, concerned the free supply to the Italian Red Cross of fuel cards for relief vehicles in the provinces of Ancona and Pesaro: the provinces hardest hit by the pandemic.

In October, on the other hand, during the second, more intense wave of virus contagion, IP supported the Covid Maria Grazia Vannini Hospital in Rome, providing the funds necessary for the purchase of a portable ultrasound device and a device for blood gas analysis.

These are also the actions of the social economy that foster ethical, supportive and sustainable development.

## Odor.net - ARPA Marche

With specific regard to the Ancona refinery, the main industrial site of the Group, IP constantly works to promote a constructive coexistence between the site and the community of Falconara Marittima through initiatives that increase the value of knowledge and skills of young people and related companies.

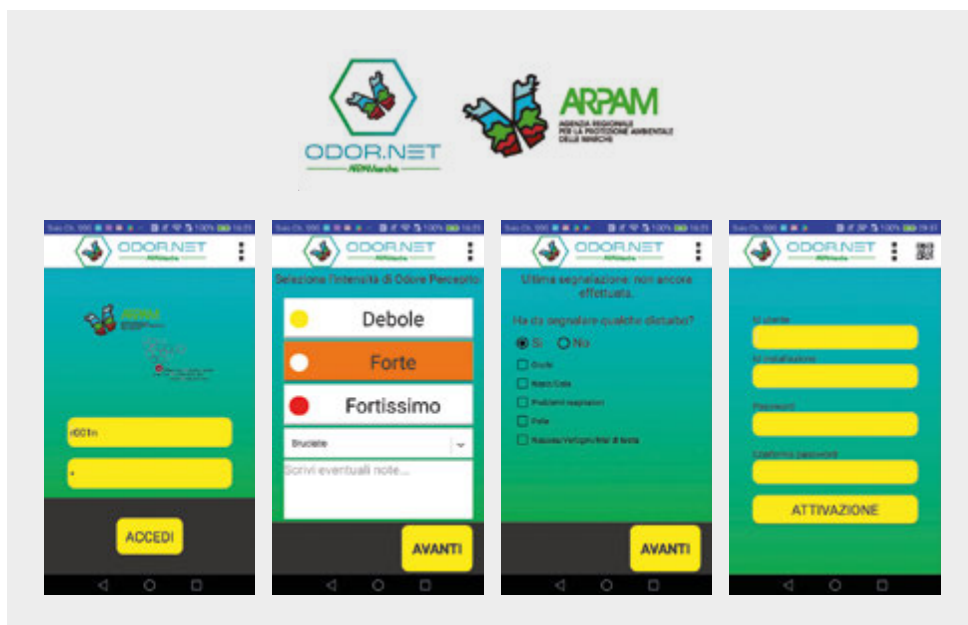
Although it may not be very large, the Falconara area has always been sensitive to the environment due to the historical presence of several industrial sites near the urban area, including the Refinery, as well as other relevant infrastructures such as the railway, the motorway and the "Raffaello Sanzio" airport. In this context, the collaborations with local authorities involved in the management and control of the territory were again constant in 2020.

ARPAM and the Municipal Administration of Falconara Marittima, with the full collaboration and effective support of the Ancona Refinery, have implemented specific actions to monitor air pollution in the area through a control plan for "odorous" releases into the air, which potentially impact the area around Falconara.



Presented in May 2019, the project will continue for several years and allows any citizen to make reports in real time through a simple APP (for smartphones and tablets), called “Odor.Net ARPAMarche”. The direct contribution of the Refinery for the purchase and construction of sampling devices in the area is inspired by the principle of transparency and collaboration between citizens, institutions and industrial sites. These are the same principles that inspire the work of the Ancona Refinery in also providing ARPAM with emissions from its flues.

Almost a year after the start of the project, the monitoring complex resulting from



these installations was presented to ISPRA and the Ministry of the Environment and recognised as a good practice, raising the interest of other ARPAs and other companies subject to similar problems.

For more information, visit the Odor.NET platform  
<https://odornet.arpa.marche.it/falconara/Platform/Admin>

## Restarting with youth and schools

2020 ends with the allocation of funds for the purchase of a minibus for the Upper Agricultural and Technical Secondary School “Luigi di Savoia” in Rieti. The minibus was delivered on 27 January and will help students travel, while respecting social distancing, between the various sites and lands of the farm in order to participate in the practical activities of the Luigi di Savoia training programme.

The aid reaches a territory already severely affected by the earthquake of 30



October 2016 thanks to the idea of the non-profit Italian Red Cross Association and the direct support of IP.

The donation comes at a particularly difficult time for the youth, who have not been able to take full advantage of the school due to the prevention rules of the pandemic. Covid-19 aggravated an already difficult situation for students in Rieti who, like many of their companions in Central Italy, already experienced study times and conditions complicated by overcrowding, with lessons often on double shifts due to the lack of classrooms because they had collapsed or had been rendered unavailable by the earthquake of four years ago.

It is not by chance that we choose to support young people in a technical institute: it is important to invest in young generations and offer them more and more practical experiences. The students will be able to acquire those fundamental skills for the world of work and introduction to entrepreneurship.

## Initiatives undertaken in the territory

Under the banner of continuity, api Raffineria has been distinguished by the renewed support – in compliance with the anti-Covid rules - for the main associations of the territory engaged in social activities and sports, as well as for participation in events and initiatives promoted by the local Falconarese community.

The company has wholeheartedly supported the activities of the Naval League of Falconara Marittima in the area, adhering to the project with the suggestive name “*A Dragon for Life*” for women undergoing breast operations. This initiative allows them to participate in physical recovery activities to overcome the harsh moments of the disease and no longer feel alone, but part of a group.

On board the Dragon boat, with the further support of the Fondazione Ospedali Riuniti di Ancona and the Cancer Clinic, twenty-two “Dragonesse” will compete rowing at sea in the 4th Lilt National Trophy that the Falconara Naval League will host on 5 and 6 September 2021 in Villanova (marine district next to the refinery). Over 200 women from all over Italy are expected to participate with their own teams and symbolic boats. A race, but above all a party in pink, in which athletes and the public will celebrate that rebirth which even thanks to the friends “abreast aboard” , or side by side in a boat, managed to accomplish.

Also in 2020, the historic collaboration with the Associazione Patronesse del Salesi continued with fundraising to support the Salesi Paediatric Hospital in Ancona through participation in the event, partly digital and partly physical, “Sosteniamo i bimbi del Salesi”, now in its fifteenth edition. In particular, in this difficult year, at Christmas the Refinery supported the Salesi Hospital Foundation through a donation for increasingly specialised care for children.

There was no lack of support for the younger people and citizens of Falconara with mobility difficulties either. In fact, api Raffineria sponsored the development of the “apisport for youth” project and the three-year “Guaranteed Mobility” project. In the first project, api supported several local sports associations that aim to promote sport and its educational function. The collaboration with ASD “Arcieri il Falconara” was decisive for the organisation of tournaments, among which the

interregional indoor Archery Competition and support for the organisation of the Falconara Mini-Olympics, postponed to autumn 2021. In the second project, the refinery helped provide a means of social transport for citizens of Falconara with motor problems.

Other activities have been organised to support associations, volunteers, and parishes, including:

### Initiatives

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Main sponsor in the publication of the volume “**Sulvic, gli impresari del Rock**”. A book that tells, in addition to the history of the province of Ancona, also that of Italian song.

---

Sponsor of the broadcast “**Buonasera Marche Show**”, the format of E’TV Marche that recounts the area and its population.

---

Support for the **Claudio Venanzi Foundation** in the programme of events aimed at promoting culture, history, information and art.

---

Collaboration with the “Amici per lo Sport Group” and “Avis” for two initiatives aimed at the social sector: the tenth (remote) edition of “**Grandparents and Grandchildren**” for fundraising in favour of local voluntary associations and “**La salute della bocca**”, an event for the prevention of oral pathologies in children and adults.

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## Suppliers {GRI 102-4; 102-9; 103-1; 103-2; 204-1}

IP's organisation provides for the centralisation of its purchasing activities of goods and services, entrusted to the Purchasing Department. Exceptions are the purchase of crude oil and refined oil products, managed by the *Planning, Logistics and Specialties* Department, and the definition of commercial agreements (e.g., network agents and affiliates) managed by the Sales Department.

The goods and services purchasing process takes place according to the following synthetic diagram:

- **Identification of the best technological solutions:** the objective is to ensure maximum satisfaction of the internal customer's needs, but also the least overall impact on the environment and safety;
- **Supplier selection:** the choice of suppliers and their inclusion in the registry takes place through an objective qualification process that verifies and evaluates their ethical, economic and financial reliability, and the technical and management skills of safety and respect for the environment, as well as ethical-social profiles such as the commitment to the fight against corruption, policies to combat undeclared work. The supplier register is continuously updated and the qualification is valid for a maximum of three years;
- Use of new IT tools aimed at ensuring the transparency and traceability of the entire Purchasing process. The review of the qualification procedures with the introduction of sustainability parameters is also planned for 2021;
- **Priority for Italian suppliers** to stimulate the national economy;
- **Loyalty and respect for the corporate code of ethics:** to create a relationship of lasting trust and high satisfaction through purchasing choices with clear and defined procedures, in compliance with transparency and equal treatment between competitors;
- **Verification of compliance and congruence between goods and services purchased and expected performance:** purchases are made based on compliance with the required technical characteristics and actual needs, in line with the search for continuous efficiency and the reduction of waste.

**2,030**  
qualified active suppliers

**220**  
qualifications in 2020

**95%**  
of the suppliers used are Italian

**7,900**  
purchase orders created in 2020

**€347 million**  
order value\* (net of electricity, methane)

**97.8%**  
of order value for Italian suppliers

**90%**  
of purchases concerned the provision of services

\* valued long-term contracts



## Integrated health, safety, environment and quality management

(GRI 103-1; 103-2)

Human health, safety of operations and protection of the environment are primary values in corporate culture.

IP promotes and implements initiatives aimed at minimising risks, also with a view to a constructive partnership based on maximum transparency and trust towards stakeholders.

Human capital is IP's main pillar: safeguarding the health of people and preventing any form of accident and injury, both for its employees and for external personnel working at industrial sites, are permanent, priority objectives.

Value creation also involves the effective application of organisational models capable of governing and preventing HSE risks. In this sense, the adoption of a health, safety and environmental management system that can be certified according to nationally and internationally recognised standards has been identified as a fundamental organisational tool.

The implementation and maintenance of the Group's certification programme is precisely part of the strategy of using best management practices to prevent and minimise the risks associated with its activities.

In the first six months of 2020, italiana petroli S.p.A. maintained its certification according to the OHSAS 18001 international management standard in the field of health and safety at work. The verification of the accredited certification body found full compliance with the standard, without detecting any non-conformities.

The OHSAS 18001 standard was replaced by ISO 45001; OHSAS 18001 certification will be valid until June 2021. italiana petroli S.p.A. has already started the activities to align its Management System with the requirements of the new standard.

All the industrial sites of the italiana petroli Group in Rome, Savona, Treccate,

Barletta, Falconara and Volpiano have already completed the migration process to ISO 45001 and obtained the relative certification.

In environmental matters, the same sites maintained ISO 14001 certification (Environmental Management System) in 2020.

It should be noted that the Ancona Refinery was the first refinery in Italy to obtain the IEA (Integrated Environmental Authorisation), renewed during 2018.

Overall, IP incurred expenses for HSE investments of about 19 million euros in 2020, of which:

- 17.1 million euros relative to industrial sites;
- 1.9 million euros for network Service Stations and offices.

In addition to the continuous investment to improve commercial and industrial sites, IP is also engaged in reclamation activities and the environmental restoration of the network Service Stations. These activities derive mainly from the removal of equipment related to the physiological life cycle, to road changes and urban evolution.

The trend in the reduction of the number of network sites involved in environmental processes can be noted:

Active IP procedures	TOTAL
Active procedures at 31/12/2019	386
Open procedures	11
Closed procedures	53
<b>Active procedures at 31/12/2020</b>	<b>344</b>

The company is constantly engaged in preventive and maintenance works in order to minimise possible contamination. IP has internal and external resources dedicated to the management of site reclamation processes and engaged in the continuous optimisation of costs and times of the service.

With regard to industrial sites, in 2020 a procedure was opened at the Rome depot of IP Industrial S.p.A. due to product seepage outside the containment basin of a tank. The safety procedures and protections were implemented in a timely manner and the related environmental procedure was initiated.

With the aim of continuously optimising processes, IP has positively maintained its quality management systems.

IP (as headquarters and depot for the production of lubricants), IP Industrial, Bitumtec, and the laboratory of the Ancona Refinery all are currently certified ISO 9001 (Quality Management System).

As part of the 2009 RED Directive (Renewable Energy Directive), IP intends to complete certification according to the national scheme by the first half of 2021.

The Ancona Refinery and the Bitumtec plant both have UNI EN 12591 certification for bitumen production.

## Environmental management {GRI 103-1; 103-2; 305-1; 305-7}

The focus on the environment is at the heart of the Group's activities, with particular reference to the industrial sites where it operates.

The table below shows the total 2020 direct emissions into the atmosphere – expressed in tons per year – for the Group's industrial sites and offices.

	<b>TONS</b>
Emissions of NO <sub>x</sub>	<b>240.7</b>
Emissions of SO <sub>2</sub>	<b>199.0</b>
TSP emissions (total suspended particulates)	<b>2.3</b>
VOC (non-methane volatile organic compounds) emissions	<b>181.0</b>

*The emission limits set out by the IEA (Integrated Environmental Authorisation), renewed in 2018 and relating only to the Ancona Refinery, are 1,000 tons per year for SO<sub>2</sub> and 470 tons per year for NO<sub>x</sub>.*

The Group is directly involved in the management of greenhouse gas emissions at the Ancona Refinery, which is subject to the “Emission Trading” Directive 2018/410/EU.

The European guidelines require the adoption of an appropriate emission monitoring and reporting system certified by accredited third parties.

In fact, the Ancona Refinery has a specific management system certified 14001 which defines:

- the responsibilities for fulfilling obligations;
- the ways in which CO<sub>2</sub> is enhanced in scheduling activities;
- the optimisation of emissions;
- the minimisation of associated risks.

**Direct** CO<sub>2</sub> emissions of 440,532 tons (ref. GRI 305-1). 16,458 tons of CO<sub>2</sub> were recovered through sales at the Ancona Refinery in 2020.

The datum of **indirect** CO<sub>2</sub> emissions, equal to 100,480 tons (of which 78% related to GRI 305-2), was calculated taking into account the electricity purchased, the kilometres travelled during the year by the tankers transporting fuel to the Service Stations and the kilometres travelled by employees (the calculation formula can be found in the methodological note), with the table below showing the details.

<b>Indirect emissions CO2 eq</b>	<b>79,274</b>
from electricity purchased on the grid (scope 2)	<b>61,531</b>
from product distribution (diesel as fuel)	<b>16,818</b>
from company travel	<b>924</b>

In this context, it should be noted that a pilot project was approved at the end of 2020 for the implementation of co-processing at the Ancona Refinery which, starting from the processing waste of vegetable oils (difficult to dispose of), will allow to obtain diesel mixed with embedded biofuel. In addition to the obvious benefits in terms of circular economy, once fully operational, the project will also allow the reduction of indirect CO<sub>2</sub> emissions.

## Waste management {GRI 103-1; 103-2; 306-2}

Absolute and mandatory compliance with current regulations also applies to waste management.

The Group's commitment is aimed at working so as to maximise the amount of waste destined for recovery, reducing that subject to disposal.

<b>Waste from production activities</b>	<b>TON</b>
<b>Hazardous</b>	<b>2,482</b>
of which for recovery (including energy)	352
of which waste	2,130
<b>Non-hazardous</b>	<b>3,632</b>
of which for recovery (including energy)	3,099
of which waste	533
<b>Waste from remediation activities</b>	<b>TON</b>
<b>Hazardous</b>	<b>30</b>
of which for recovery (including energy)	0
of which waste	30
<b>Non-hazardous</b>	<b>14</b>
of which for recovery (including energy)	0
of which waste	14

Altogether, 6,114 tons of waste were produced from operations, of which 56.4% were sent for **recovery** and 43 tons of waste from reclamation of industrial sites.

## Energy consumption {GRI 103-1; 103-2; 302-1}

The Group's energy consumption amounts to 210,518 TEP (TEP – tons of oil equivalent). Corresponding to 8,814 Tjoules.

Details by source are given in the table:

Consumption	Carrier (TEP)
Electricity	37,117
Natural gas	60,397
LPG	607
Diesel	113
Fuel gas (self-produced)	112,284



## Water withdrawal and discharge {GRI 103-1; 103-2; 303-1; 303-2; 303-3; 303-4}

As for water withdrawal, overall the Group has a requirement of about 6.9 Mm<sup>3</sup>, and average total reuse exceeds 46%, while for the Ancona Refinery alone, which accounts for more than 90% of water consumption, the reuse exceeds 43%.

In the two main industrial sites (Falconara and Rome) a process is underway for the further improvement of water reuse performance; in particular for IP Industrial, the approval of the Municipality of Rome should be noted for the groundwater reuse project, through its sending to the services basin of the Rome depot.

The table shows the breakdown of water withdrawals by source:

Withdrawal	Source (m <sup>3</sup> )
<b>Fresh water</b>	<b>6,823,640</b>
<i>from surface water</i>	210,240
<i>subsoil</i>	3,211,575
<i>from aqueduct</i>	98,763
<i>from treatment and recovery (e.g., groundwater treatment plant)</i>	3,232,982
<i>from other</i>	70,080
<b>Seawater</b>	<b>31,631</b>





## 2.3 Constant focus on the customer

The real protagonist of the IP world is the customer. The goal is to meet their needs and improve their shopping experience every time they come into contact with IP, also thanks to the continuous evolution of the offer, which increasingly looks to the digital world and innovation, in order to make the relationship between the company and its customers increasingly fluid.



With this in mind, the development of the superior-quality OPTIMO fuel offer and its marketing without price increases compared to traditional fuels is the most obvious step taken to differentiate a product that has always been considered a commodity.

### The Customer

Customers change, they change the way they approach the brand, and demand increasingly higher standards, transferring their expectations indistinctly relative to the product/service offered by the various operators on the market.

With its contribution of technological and value-added innovation, OPTIMO is a relevant novel element for customers and highly differentiating in relation to the market. This is why OPTIMO is featured in the communication campaign with which IP has returned to communicating in the main media in 2020.

Starting in January 2020, through a geo-referenced and multimedia communication plan, IP began communicating the release of OPTIMO and its advantages for Italians. The pandemic and the consequent crisis slowed down the communication plan but did not stop the network transformation process, where the product is already present: by the end of 2021 it will culminate with the coverage of all Italian regions.


In December 2020, to celebrate the arrival of OPTIMO in Lombardy, Emilia Romagna and Liguria, a first webinar was held that involved our local partners in an innovative, original discussion which was highly appreciated by the Business Partners.

## The Technical Control Room

In line with the Group's integration strategy and in order to respond increasingly punctually to the needs of our customers, an organisational structure called the "Control Room" has been established that has allowed us to internalise the service of managing the technical intervention requests made daily by our plant managers. The facility consists of a team that handles about 300 calls per day.

## Customer support

IP focuses the management of services and support for its customers on the online channel within its institutional website, with specific web forms, and in parallel with the telephone channel through toll-free numbers dedicated to the various services offered:



<b>800987887</b>	reports concerning fuel SSs, electronic invoicing and loyalty programme
<b>800907060</b>	ip plus card reports
<b>800903858</b>	carta maxima reports
<b>800994750</b>	fuel voucher reports

We measured and paid attention to our response times to telephone calls in 2020, which allows us to highlight one of the most competitive data in our response to:

- 99.4% of incoming reports
- 92% of calls received within 30 seconds



## Digital Payments

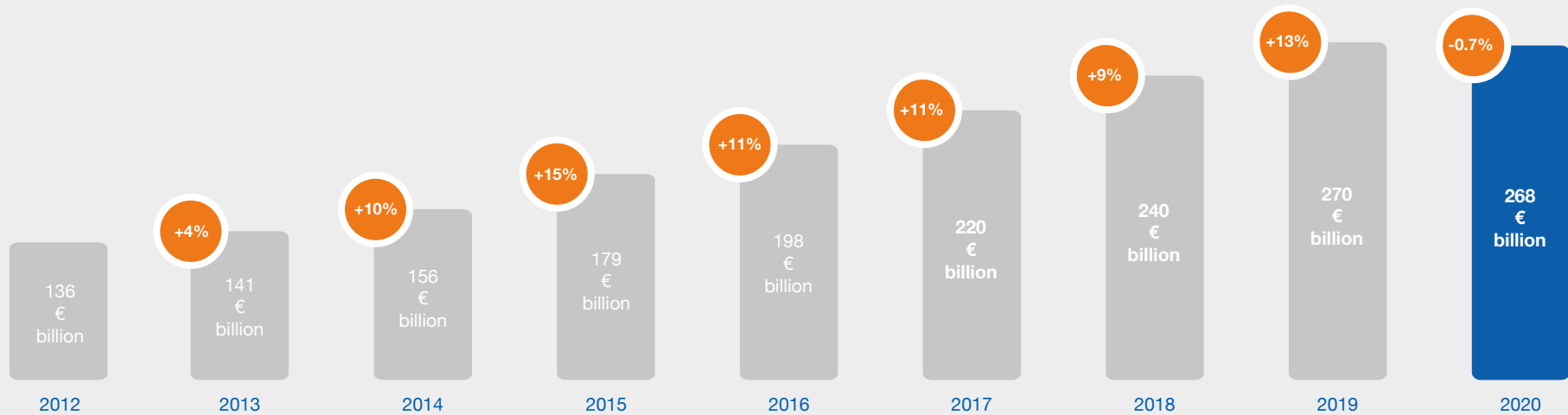
IP's strategy is simple: attention to customers and their freedom of choice. For this reason, diversified offers are proposed for both customers with loyalty cards and consumers who decide, also randomly, to stop at an IP Service Station to refuel.

The new electronic invoicing requirement also gave impetus to a change, which necessitated the replacement of fuel cards. IP took advantage of the opportunity and designed a new menu of products and services able to meet every customer need, simplifying their shopping experience.

The gradual reduction of cash by means of electronic payments is a requirement linked to the safety and traceability of transactions, but is also a great opportunity for innovation.

The obligation for VAT numbers to pay by traceable means to benefit from tax deductions is not only a way to combat tax evasion, but also to stimulate innovations in payment methods and improve the customer experience.

### Value of digital card payments in Italy (2012-2020)



In 2020, digital payments in Italy amounted to 268 billion euros, registering a slight decrease of -0.7% compared to the previous year, despite the drastic decrease in Italian consumption (-13% compared to 2019).

The penetration of digital payments on total spending by Italian households grew, passing from 29% in 2019 to 33% in 2020<sup>1</sup>.

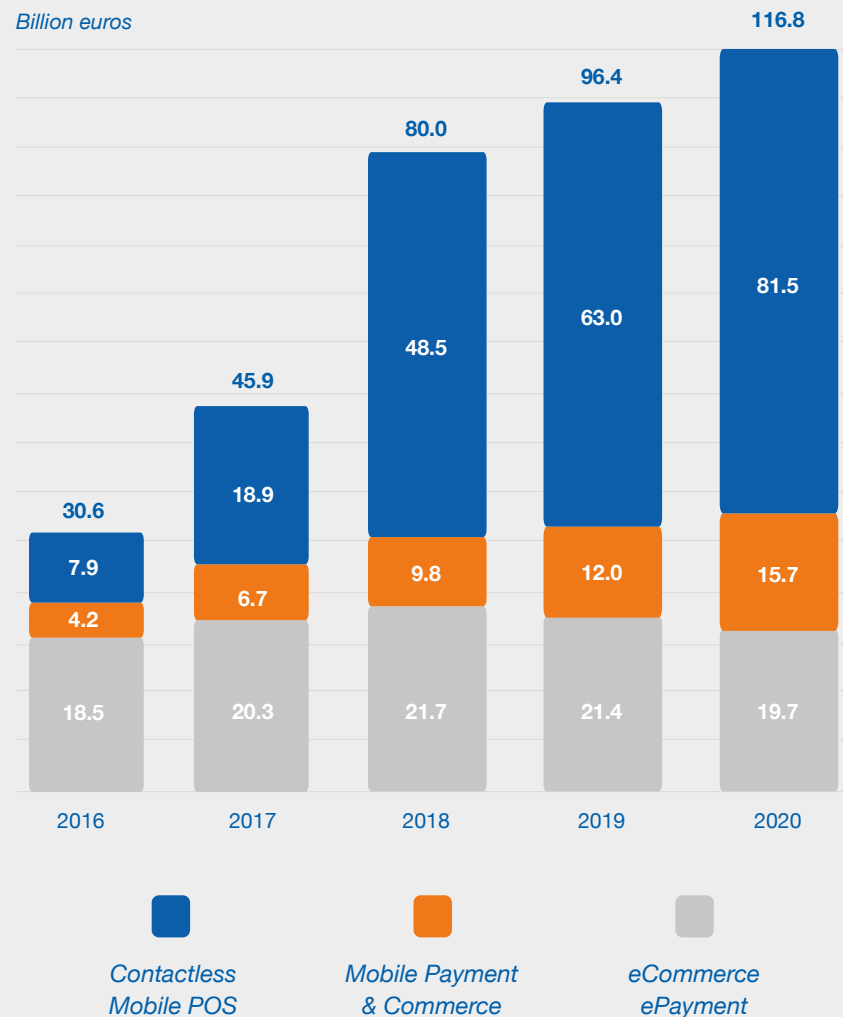
The growth trend in the diffusion of digital payments will also be supported by government incentives in 2021: Cashback and Receipts Lottery.

It is becoming increasingly clear that nowadays customers expect to access services in a fluid and personalised way and interact with the brand directly.

<sup>1</sup>) Source: Innovative Payments Observatory of the School of Management of the Polytechnic Institute of Milan - March 2021.

### Composition of digital payments (2016-2020) of the new digital payments<sup>1</sup>

Billion euros



During 2020, IP continued working on three important projects:

- the improvement of the new *app* dedicated to customers;
- the expansion of partnerships with mobile payment operators;
- the development of payment systems and the review of Service Station management systems (so-called single POS project).

IP wants to drive the revolution of payment systems, investing in cashless methods and facilitating those who want to use payment solutions via smartphone.

IP is evolving the management of Service Station payment terminals towards a more efficient and multi-service mode.

This will standardise the payment experience of B2B and B2C Consumers and qualify IP as a Payment Outsourcer, improving operations and also the costs of commissions for Service Station managers. The single POS will also enable “value-added services” at the SS, upgrade current banking standards and stimulate the spread of digital cash substitute payments.

IP also adopts the multiacquiring model through agreements with the main Acquirers in Italy: NEXI, Intesa San Paolo, Unicredit, ICCREA, Poste Italiane, which among other things are affiliated, through the IO app, to the State CashBack.

<sup>1</sup>) Source: Innovative Payments Observatory of the School of Management of the Polytechnic Institute of Milan - March 2021.

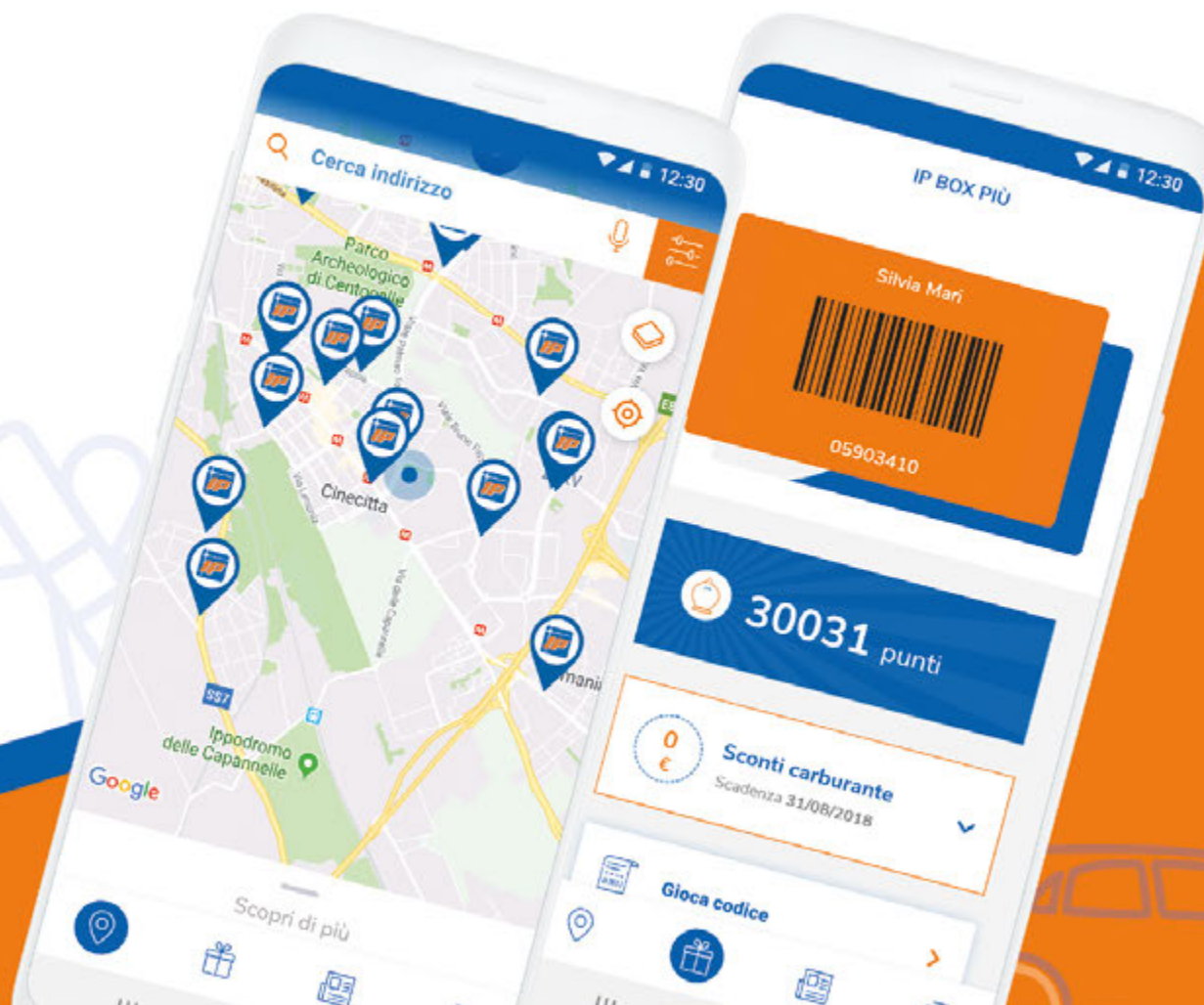
# A new customer experience

## Extra services



## The IP Stations APP

The new version of the IP Stations APP was released in 2020, enriched with innovative features. In fact, in addition to the integration of loyalty functions, improved user experience, the possibility of customising the home screen with preferred content and satellite navigation in the "store locator", the possibility of making digital payments for refuels carried out at SSs have all been added.



## New agreements and integrations with mobile payment operators

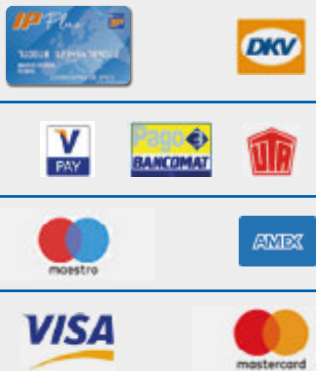
With the objectives of improving and streamlining customers' shopping experience, not only with IP but also those of partners, and boosting non-cash payments, IP has signed agreements for the use of mobile payments with five main partners: Telepass pay, Tinaba, Poste Pay, Unipol, Sisal (App Bill). Payment via partner mobile payment apps has already been active since 2020 on the network, managed by the subsidiary IP Services for pre-payment supplies.

The development of payment systems, the multiple partnerships stipulated and the revision of the Service Station management systems (thanks to the single POS project) will facilitate the growth of transactions in non-cash modes.

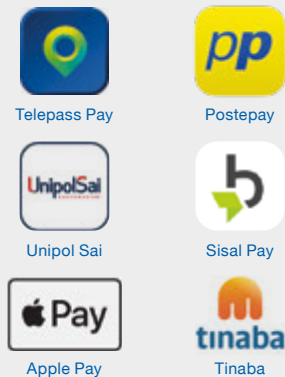
There are multiple advantages, which affect both end customers and Service Station managers, in particular:



### Card payments



### Mobile payments



## ADVANTAGES



Renewed **automation technology**.  
In line with the latest market standards.



State-of-the-art **Wireless POS terminals**  
to manage all applications.



Very competitive **bank fees**  
negotiated by IP with the largest Italian acquirers.



Faster and easier **collection process**.

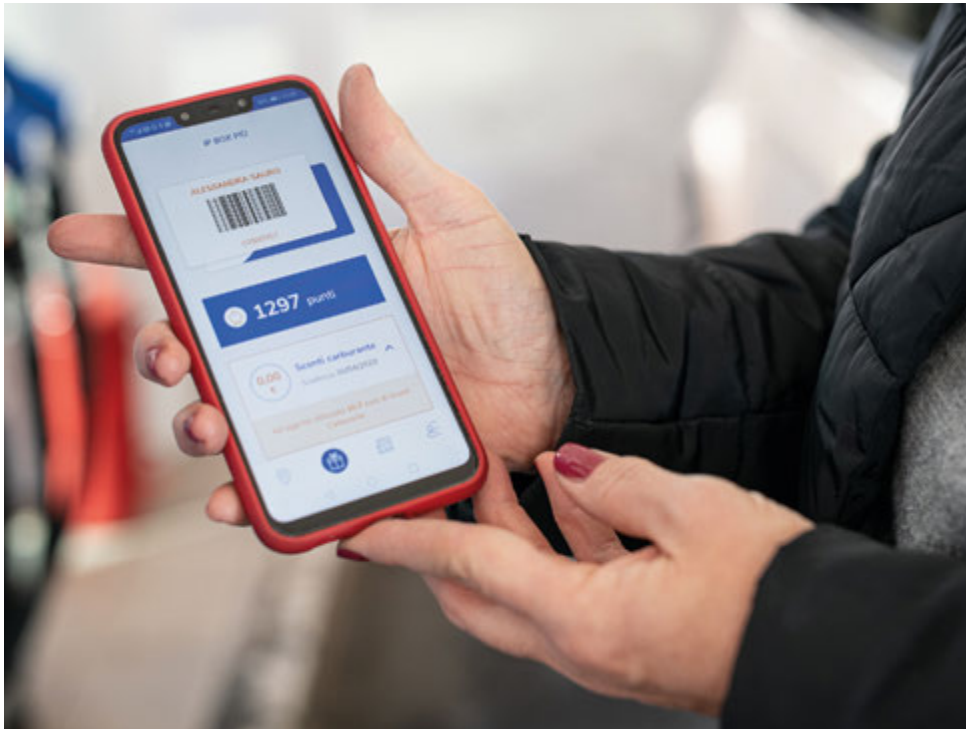


Fast and continuous **free assistance**.



## Loyalty

IP Box Più is the IP loyalty programme that allows to accumulate points and discounts with each refuel. Customers can join the programme both physically through the use of their healthcare card as a physical recognition tool and digitally through the IP Stations APP that integrates the digital loyalty card.



Additional functionalities are being developed that can be implemented in 2021: in particular through co-marketing-oriented partnerships able to enrich the cross-cutting offer for our customers and offer valuable options which are shared with partners.

## IP Box Più - The IP loyalty programme

### SUBSCRIPTION

Customers can join through the IP Stations APP, generating their digital card, or by swiping their healthcare card at the POS.

### LOADING POINTS

Customers can load points via the APP or their healthcare card, even in the event of refuelling in prepay or postpay mode.

### SUPPORT

Customers can receive personalised support by contacting the toll-free number, or by accessing the App or visiting the website.



## Oil Cards and Fuel Vouchers

The new IP Plus card is gradually replacing the previous Cartamaxima, which will remain active until the natural expiry date.

Customers can choose different price methods for their fleets: regional fixed and published on the portal, from which the agreed discount is subtracted regardless of the price charged by the individual distributor, or the customer can choose to fix their purchase price based on the price charged by a single distributor.

The IP Plus online portal allows customers to always have all the information necessary for fleet management, consumption, invoicing and a dedicated support service.

The services combined with IP's oil card are very important, simplifying the customer's purchasing experience. In fact, with IP Plus it is also possible to pay for lubricants, car washes, accessories and motorway tolls.

Indeed, IP Plus simplifies reporting fuel expenses, as the customer automatically receives electronic invoices following refuelling, resets the cash advance and ensures savings in terms of fuel cost.

These include fuel vouchers that also help eliminate cash from the payment circuit. IP fuel vouchers are non-nominative, scalable, prepaid cards that can be used to purchase fuel from a wide network of Service Stations.

In addition, IP contributes to the country's mobility by also participating in Consip supply calls. In fact, IP has been awarded important supply lots for the Public Administration.

## IP PLUS FAST

IP has created an important innovation in the world of fuel cards: IP Plus FAST. This new product was conceived in 2020 and will be launched on the market in the first half of 2021. The new card is intended for individuals and VAT holders with less access to credit.

## FUEL CARDS



### IP PLUS

The fuel card dedicated to company fleets, carriers and those with VAT numbers.



### IP PLUS FAST

The fuel card dedicated to individuals, professionals and small businesses for initiatives in favour of their employees.



## FUEL VOUCHERS

Non-nominative prepaid vouchers for scalar consumption.

## Development of the non-oil supply offer for consumers

IP looks to the service station of the future as a multi-service hub, an inclusive model of the worlds of administration, automotive, online platforms and consumer goods.

Through partnerships with leading national and international companies, IP offers customers the opportunity to enrich their stop at the Service Station with an increasing number of alternatives that complement traditional fuels and typical ancillary services.

The customer centricity journey began in 2019 with a careful analysis of the customer and has led IP to package not only new products such as OPTIMO, but also alternative services able to best meet consumers' needs.

With these objectives, important agreements were finalised in 2020 to open the offer to sectors with great development potential.



## “Punto Poste”

IP and Poste Italiane have signed an exclusive agreement for the construction of 40 collection points in Lombardy, Piedmont, Emilia Romagna and Tuscany, dedicated to online purchases, the shipment of pre-paid packages, and returns from the main e-commerce sites that are part of the PuntoPoste Network.

The agreement between companies allows the creation of a network of integrated services that pairs a refuelling stop with the increasingly widespread need to receive and ship packages, thus reducing time and travel.

The service is simple, fast and the Service Station manager guarantees assistance for each phase in compliance with the most stringent anti-covid-19 regulations.

To receive packages at our enabled SPs, customers simply indicate their preferred distributor as an alternative to their home when purchasing products on one of the e-commerce sites belonging to the PuntoPoste network. The customer will be able to collect their parcel simply by presenting the code received via SMS or email to the operator.

These POS services are in addition to the more than 160 lockers dedicated to online deliveries, the so-called Lockers InPost to collect purchases independently, in a simple, safe, fast manner and without time constraints for the self-service Sales Points.



# The new PuntoPoste on the IP network

- Active
- To be activated in 2021



Services available:



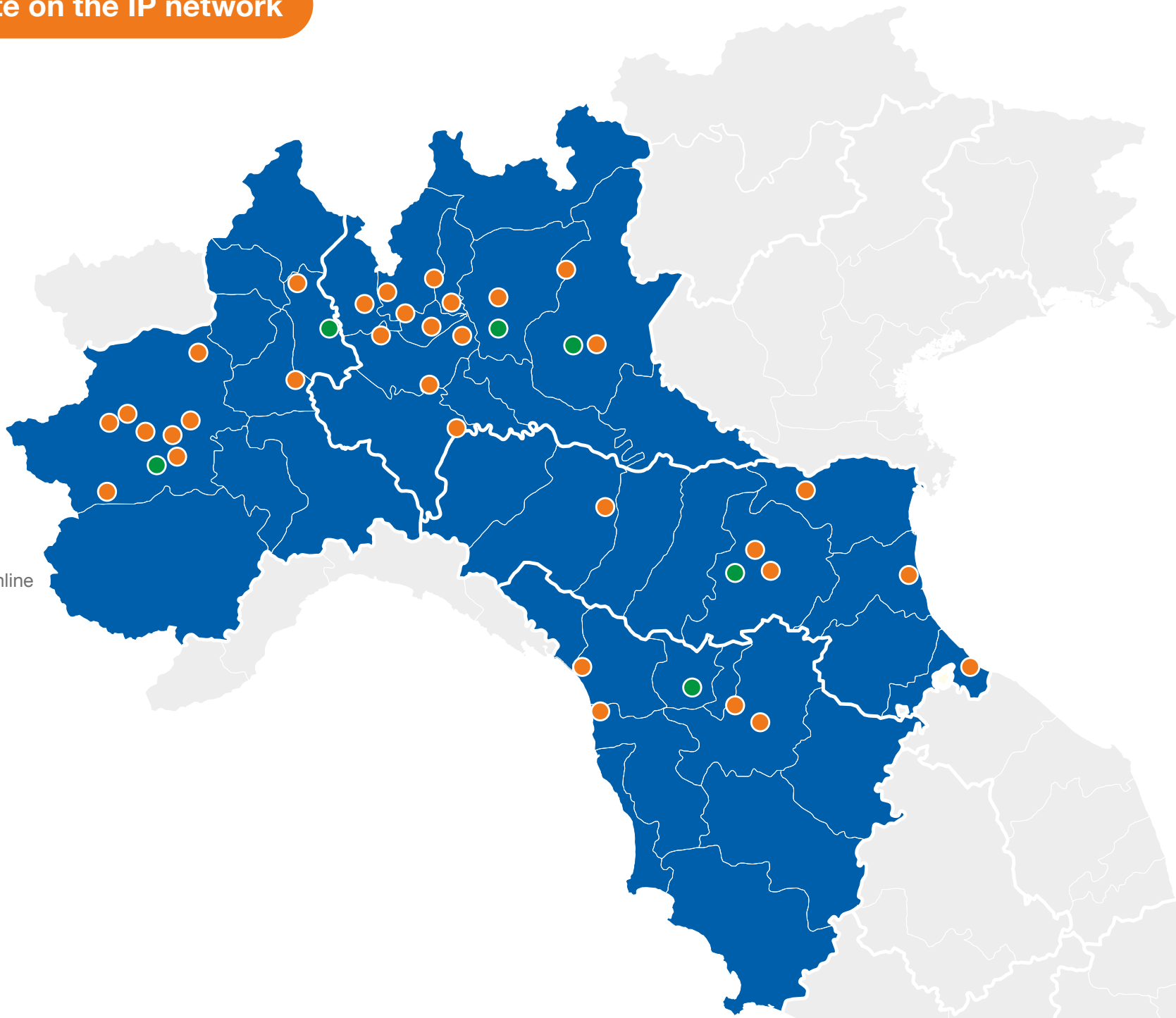
Collection of purchases made online



Returns shipping



Shipping pre-paid packages



## Domino's Pizza

A new model that combines mobility and dining, combining a stop for refuelling with the possibility of enjoying a pizza prepared with the best ingredients of Italian excellence and internationally successful recipes on-site, picking it up or ordering it for delivery. This is the result of the partnership between IP and Domino's Pizza.

The project aims to create a network that will spread throughout the rest of Italy with a quality, innovative service, aimed at offering an integrated experience. The first openings were in four Sales Points: one in Parma, two in Rome and one in Milan.



## ODS

Being able to maximise the attractiveness and supply capacity in Service Stations also means being open to different collaborations. The important collaboration signed with Ovunque Dolce e Salato – ODS Store, a dynamic and constantly growing retail shop, falls within this context.

In 2020, IP and ODS inaugurated four Sales Points in Turin, Milan, Genoa and Novara and others will follow in 2021.

## SAN BENEDETTO

At the end of 2020, a partnership was also created with San Benedetto, a leading group in the distribution of mineral waters. The collaboration is aimed at enhancing the offer of new products with the utmost convenience. In fact, customers who stop at IP Service Stations will have the opportunity to receive packages of water directly in the boot of their car. The service will begin with tests in the first Service Stations in the first months of 2021.

## Fast C@r

The collaboration with *Fast C@r*, a chain of specialised workshops where highly qualified personnel are able to offer rapid and complete assistance for every motorist need, also began in 2020.

At the moment, the first two workshops at IP Sales Points have already been opened and another two will open in 2021.

## Wholesale Customers

Another important project carried out with the aim of simplifying and improving customer relations also concerns the wholesale world.

In fact, the project for the unification of api and TotalErg was completed in 2020, which made it possible to standardise the management process of its customers, both B2B and B2C, and to manage everything through a new dedicated portal.

## 2.4 Respecting laws

(GRI 103-1; 103-2; 205-3; 206-1; 307-1; 406-1; 419-1)

In recent years the incidence of VAT and excise evasion has assumed such a large dimension that it has become a serious threat to the rules of legitimate competition and honest operators. The Legislator has become aware of the dimensions of the phenomenon over time and has acted with increasingly effective control and repression actions for prevention and enforcement.

Based on the number of investigations underway, the criminal proceedings initiated and the amount of notices sent throughout the national territory, it is estimated that the damage to the Treasury in 2020, throughout the fuel sector, amounts to about 6 billion euros with regard to VAT and almost 1.5 billion euros for excise duties, against a total revenue of about 40 billion euros (between VAT and Excise).

The techniques put in place to supply the "parallel market" undergo continuous evolution, moving from the simplest and coarsest actions to more articulated and complex real phenomena:

- criminal attacks on Service Stations to steal cash (from outdoor payment terminals) and product;
- criminal attacks on oil pipelines;
- increasingly widespread smuggling activities in the territory and unrelated to the old geographical stereotypes;
- import of undeclared product from neighbouring countries;
- large, complex fraud and on international theatres.

The increasing tax burden on energy products and market liberalisation have favoured the entry of independent operators on one side, but has also opened up the way to operators and traders that distort competition by applying prices that are below market cost and not realistically feasible on the other side.

In such a context, where the survival of the honest operator is put at risk, IP has taken a clear position by providing its contribution to re-establish fair competition between downstream operators, seeking to increase the use and dissemination of digital payment methods and improve the product tracking chain.

In this context, the start of the obligation to use the computerised system to present the simplified accompanying document (DAS) exclusively in electronic form (EDAS) is an essential step forward. The new electronic instrument, or EDAS, for the circulation of petrol and diesel has become mandatory for the operators concerned since 1 October 2020.

After years of waiting (since 2006, Italian Law 286/06) and after electronic invoicing, tax decree no. 124 of 2019 relaunched EDAS and made it a milestone in the fight against fuel fraud today.

In this context, IP played a main role as a "bearer" of legality: it issued the first electronic document almost a year before the legal obligation, voluntarily adhering to a test phase of EDAS issuance in collaboration with the Customs and Monopolies Agency.

ai domiciliari l'imprenditore Mauro P...  
**l'ex assessore**

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e quote societarie nel setto...  
la commercializzazione de...  
rocarburi, delle costruzioni,  
logistica e della ristorazione.  
**Pagine 22 e 23**

**Sequestrati 14 terreni  
appartamento,  
magazzini**

**ZIA-ARDEA**

Carugno  
d. Lettori: n.d.  
ia. Ai domiciliari un ex assessore di Aprilia

# Il carburante: prezzi stracciati

ttizie si...  
il territori...  
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razioni  
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le quote, nonché l'amministrazione  
di diritto della società.  
I puntuali riscontri effettuati dai  
finanziari del Nucleo di Polizia Eco-  
nomico-Finanziaria di Frosinone  
hanno consentito di rilevare come  
tutte le scelte aziendali, i rapporti  
con i clienti e con i fornitori, non-  
ché la gestione di fatto della società  
in questione erano esercitate da  
parte del citato imprenditore e del  
proprio coniuge. Nel corso delle at-  
tività l'imprenditore è stato sotto-  
posto alla misura cautelare degli ar-  
resti domiciliari e si è proceduto  
nei confronti dello stesso e degli al-  
tri amministratori di diritto al se-  
questro preventivo di beni per un  
valore complessivo di oltre 1,3 mi-  
lioni di euro, pari all'ammontare  
dell'imposta evasa. Nello specifico,  
sono stati sottoposti a sequestro: 14  
terreni, un appartamento, 8 box, 8  
magazzini, 1 negozio e un laborato-  
rio siti ad Aprilia, nonché disponibi-  
lità finanziarie e quote di 4 società  
con sedi legali in Aprilia, Roma, Po-  
mezia e Guidonia Montecello.

Rassegna del: 17/12/20  
Edizione del: 17/12/20  
Estratto da pag.: 6  
Foglio: 1/2

Il Sole **24 ORE**  
Dir. Resp.: Fabio Tamburini

Tiratura: 173.364 Diffusione: 131.844 Lettori: 744.000

Sezione: SCENARIO ECONOMICO

**TAR BARI**

# Frodi, verbali del 118 accessibili alle assicurazioni

L'ospedale non può fornire  
solo la scheda del paziente  
per far ricostruire il sinistro

Il Sole **24 ORE**  
Dir. Resp.: Fabio Tamburini

Tiratura: 173.364 Diffusione: 131.844 Lettori: 744.000

NTE SALUTE E SICUREZZA

**PANORAMA**

IL LIBRO BLU DELL'AGENZIA

# Le Dogane all'attacco delle frodi: controlli in aumento a 1,5 milioni

L'agenzia delle Dogane, che gesti-  
sce anche monopoli e giochi, garan-  
tisce 75,7 miliardi di euro all'  
erario. Nel 2019 sono aumentati  
i controlli effettuati in media da  
ogni dipendente: da 132 a 153 l'an-  
no. In crescita anche il numero as-  
soluto, che passa da 1,3 milioni nel  
2018 a 1,5 del 2019. La parte più  
importante delle entrate deriva

dalle accise sui prodotti energetici  
e sugli alcolici, seguita da accise e  
dazi doganali import ed export.  
**Marco Mobili** — a pag. 7

**Il monitor del Fisco  
sugli scambi commerciali**

# Più controlli delle Dogane Alt a frodi per due miliardi

L'agenzia che gestisce anche monopoli e giochi garantisce 76 miliardi al gettito  
Le verifiche effettuate in media da ogni dipendente sono salite in un anno da 1

**Marco Mobili**

**V**ale 75,7 miliardi di euro il contributo  
alle entrate dell'Erario garantito  
dall'agenzia delle Dogane e dei  
Monopoli nel 2019. Dove la parte più  
importante, con oltre 34 miliardi, è

con analisi di rischio mirate e l'utilizzo sempre più  
massiccio delle banche dati.

**La diminuzione del personale**  
Nell'ultimo anno pre-Covid le Dogane e i  
Monopoli hanno intensificato l'attività  
antifrode facendo registrare un +15,76% rispetto  
al 2018 dei controlli realizzati per singolo  
imprenditore. Infatti, emerge che

Rassegna del: 07/09/20  
Edizione del: 07/09/20  
Estratto da pag.: 1, 7  
Foglio: 1/2

Edizione:  
Estratto da pag.: 36  
Foglio: 1/1

# Il Mess

Sezione: SCENARIO ECONOMICO

# La caccia di evasioni dall'emerg

Obbligo di scontrino tele...  
Funziona la e-fattura, ne...

ROMA

**R**ispetto ai governi pre-  
cedenti, ma anche ri-  
spetto al Conte 1, l'e-  
secutivo giallo-rosso  
il tema evasione l'ha subito in-  
quadrato. Per motivi di cassa,  
allora incombevano le clauso-  
le di salvaguardia, ma anche  
di Dna. Tant'è che nel suo di-  
scorso di insediamento lo scorso  
settembre il premier annun-  
ciava di voler mettere in cam-  
po «un'efficace strategia di  
contrasto all'evasione, da con-  
durre con strumenti innovati-  
vi e un ampio ricorso alla digi-  
talizzazione». Di progetti, in ef-  
fetti, ne sono stati elaborati  
tanti, poi però quando si è trat-  
tato di passare dal Parlamento  
a qualche norma è stata annac-  
cata e qualche scadenza è sta-  
ta rinviata. Tant'è che dall'o-  
biiettivo iniziale di raccogliere  
almeno 7 miliardi di euro gra-  
zie alla lotta all'evasione si è  
scesi alla metà.

dotte nuove misure per co-  
stare le frodi nel settore ca-  
ranti e quindi sono state ra-  
zate norme antielusione per  
generare le compensazioni  
crediti fiscali e tasse da paga-  
re non dovute ed è stato intro-  
dotto l'obbligo di pagamenti tra-  
ciati per ottenere le detrazio-  
ni Irpef del 19% con la sola esclu-  
sione delle spese mediche.

E' vero che adesso le banche  
devono segnalare ogni movi-  
mento sopra la soglia dei 10 mi-  
la euro, oltre al fatto che il Fi-  
sco può andare a mettere il na-  
so nei nostri movimenti, ma in-  
parallelo nonostante il gran di-  
battito sull'abolizione del con-  
tante sono state tolte le multe  
per chi rifiutava i pagamento  
col Pos ed è stata fatta slittare  
la stretta sul contante, per cui  
solamente dal prossimo luglio  
il tetto di utilizzo scenderà da  
3.000 a 2.000 euro (e 1.000 so-  
lo nel 2022). Poi ci si è messo  
per mezzo il coronavirus e col  
decreto «Rilancio» il governo  
ha deciso di rinviare di 6 mesi  
(dunque al 2021) sia la piena  
introduzione dello scontrino  
elettronico, con relativo obbli-  
go per tutti gli esercenti di do-

**La «stretta» diluita**

Con l'ultima legge di Bilancio  
sono state inasprite le pene  
per i grandi evasori (manette  
comprese), sono state intro-

**Il buco nella  
l'ultima fo-  
contenuta n**

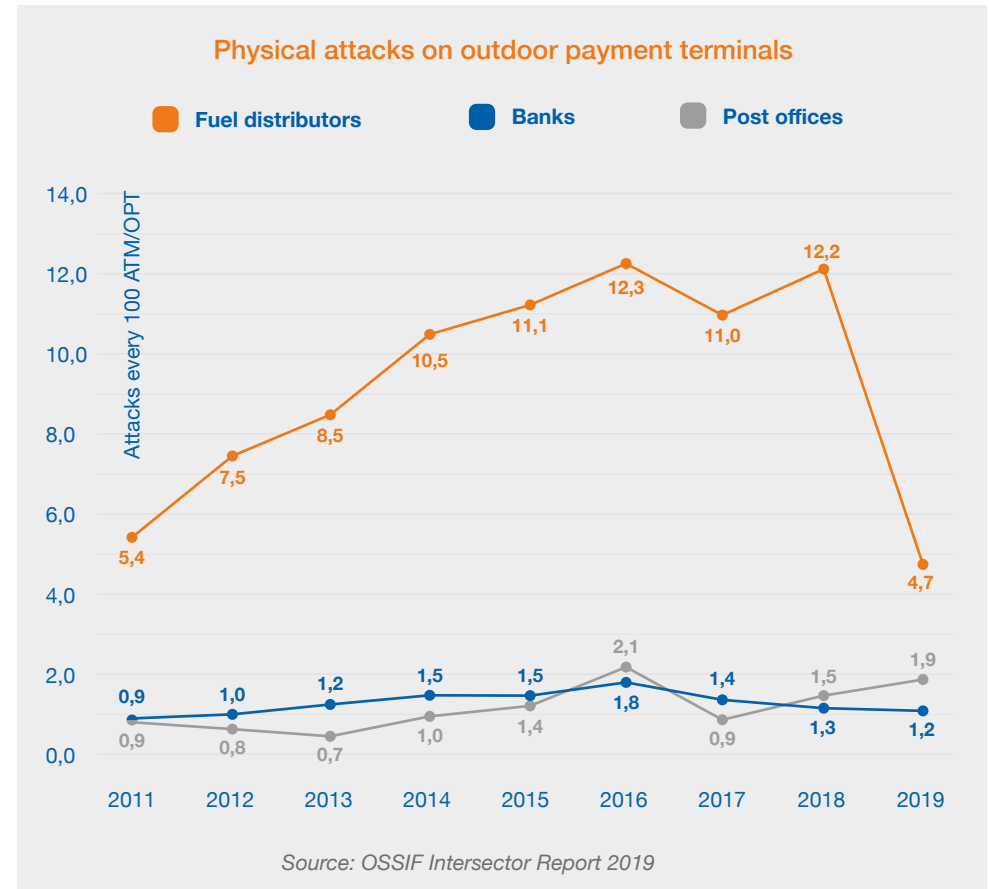
IP considers the computerisation process of the document a useful tool for preventing and assisting the investigation activities to combat the phenomenon of illegality. In fact, almost infinite data and processes can be obtained from this document: proof of deliveries, warehouse loading/unloading, automatic record management of which IP is the greatest user in Italy, supply chain tracking and so on.

With reference to supply chain tracking, IP has introduced OPTIMO Fuels which will be able to guarantee a controlled supply chain thanks to the anti-fraud tracer that characterises it. The “marker” inserted in the product identifies and distinguishes OPTIMO from all other products. It thus acts as a deterrent and makes an important contribution to the fight against illegality.

In terms of the protection of corporate assets and specifically of IP Service Stations present throughout the country, 2020 was characterised by a significant decrease in predatory attacks on the OPT (77 events in the year) with a reduction in the risk index (% ratio between the number of events and number of Service Stations) from 9.9% in 2019 to the current 8.6%. The protection rate (% ratio between number of thefts and total number of attacks) also marked a substantial improvement, passing from 4.56% in 2019 to 2.67% in 2020. Positive performance can also be seen in the OSSIF data, which has a risk index of 4.7% for 2019.

The results obtained are the fruit of continuous improvement that IP guarantees both through technological and procedural interventions and thanks to the shared security that sees the company engaged in close collaboration with the Police.

On 2 December, the Ministry of the Interior established the "**Standing Technical Committee on Predatory Crime**" with the aim of monitoring criminal phenomenology and developing related law enforcement strategies. IP, which has always contributed to the analysis and strategies of OSSIF, is also included in the Standing Technical Committee so as to continue collaborating with what has been done to date.



In the context of the protection of pipelines, the trend of attacks on the national territory confirmed a sharp reduction in 2020, following the decrease of the previous year. In fact, a recent analysis revealed that there were only six attempted break-ins, of which only one was aimed at Northern Italy (Ministry of the Interior data).

It is important to underline how these criminal activities can endanger public safety, interrupt public services and also have serious consequences on environmental aspects (water and subsoil).



The verification and control audits carried out in the field for the prevention of commercial fraud and for the verification of compliance with regulations in 2020 included:

- 255 Service Station inspections;
- 1,289 inspections during the product unloading phase at Service Stations, of which 875 remotely (via video surveillance system) and 414 physically on site.

Starting in the third quarter of 2020, the Audit & Security Unit, through the Internal Audit and Operational Inspection Units, verified the compliance of OPTIMO product quality through targeted audits on Service Stations and tankers. A total of 86 field checks were carried out through on-site product sampling to verify the presence of the "marker".

In 2020, 19 internal audits were carried out with related recommendations and improvement plans, which covered the risk areas of relevance relating to the Model 231, (mapped in the Organisation, Management and Control Model) most related to the main operating processes of the company.

The monitoring activities pursuant to Italian Legislative Decree no. 231/01 were carried out, as were compliance tests pursuant to Italian Law 262/05.

There has been no case of definitively established non-compliance with regulations and laws on environmental and socio-economic matters, nor on the impact on the health and safety of customers purchasing Group products.

Furthermore, there has been no evidence of corruption, anti-competitive or discriminatory behaviour.

## Cybersecurity and privacy {GRI 103-1; 103-2; 418-1}

The protection of the IT ecosystem includes several tools: firewall (for perimeter security), proxy (for traffic generated by browsers), antivirus (for corporate PCs).

In particular, we continue to use a recent technology for perimeter security configured for high reliability, within which intrusion prevention and detection probes are active for traffic protection, which has a single access point.

Corporate e-mail resides on the Microsoft Office 365 infrastructure, which adds a set of tools that reduce external threats transmitted through e-mail as much as possible. Anti-spam and malware control are of particular importance among these tools.

Possible abnormal behavior in the use of corporate tools is one of the weak links of cybersecurity. To this end, information aimed at limiting cyber attacks (e.g., phishing) with an emphasis on compliance with internal regulations was reiterated in 2020. An ad hoc training campaign will be launched in the first half of 2021.

With regard to privacy, in accordance with the European Regulation for the protection of personal data (GDPR, EU Regulation 2016/679): a group DPO was appointed, an IT tool was adopted for the drafting of the "Processing Register" and specific internal procedures were adopted for privacy governance and for data breach management.

In particular, work was carried out in 2020 to harmonise the contents of the IP SpA register, which incorporated (post-merger) the contents of the registers of the companies api anonima petroli italiana SpA and Total Erg SpA, along with simultaneous updating of the contents, also due to the organisational changes that occurred.

It should be noted that this register is not static but dynamic: it is constantly updated due to changes in operations and activities.

## 2.5 Creating quality work

{GRI 103-1; 103-2; 403-1; 403-2; 403-4; 403-6; 403-7; 403-9}

Being immediately aware of a prolonged coexistence with the virus, yet not having precisely foreseen its duration, IP promptly adopted a series of measures mainly aimed at safeguarding the health of its workers: from the activation of health coverage in the event of infection for all Group employees and also for the managers of IP Service Stations, to the reorganisation of company spaces to ensure the conditions for safe operation. IP has taken all the necessary prevention measures to limit the spread of the Covid-19 virus, because the health and safety of IP women and men are not negotiable values.

In the most critical moments, when abundant, often conflicting information was added to the complexity of the moment, IP addressed the issue by channelling the correct information to its workers, drawing attention to the Presidential Ministerial Decrees, regional decrees, health provisions and directing its personnel to certain sources by creating a single official communication channel through its corporate INTRANET.

Constant online information on the progress of the pandemic and on the correct prevention measures to be adopted was thus ensured. This activity culminated with exclusive training for our Group, with the intervention of two notable individuals: Massimo Galli, Professor of Infectious Diseases at the University of Milan and Head Physician of the Sacco Hospital, and Claudia Ballotta, Professor of Infectious Diseases at the University of Milan with a long experience as a "virus hunter"; in fact, she contributed to the isolation of the Covid-19 coronavirus in Codogno and of other viruses in the past, such as SARS. The discussions regarding the Covid-19 pandemic which focused on the origin of the virus, the scenario, vaccines and good practices, served to raise awareness among colleagues on the adoption of correct behaviours to counter the spread of the virus.

The emergence of the critical issues related to the pandemic and its development during the year has not harmed but rather strengthened the Group's sense of social responsibility and its desire to protect the quality of work and skills development in the best possible conditions despite the complicated operating and market environment.

Efforts to ensure business continuity have focused on preserving safe, honest and skilled working conditions and in the direction of the change needed to seize the opportunities that will open up with the recovery.

The Group has continued to push for the enhancement of human capital, continuous training and the development of new skills despite a necessary slowdown in the activities planned by the corporate Academy following the substantial stoppage, by government decree, of on-site training.

The maintenance of active safeguards, even in the most critical periods of the pandemic, and the work organisation methods adopted have allowed to keep the organisation's social fabric active and trained, guaranteeing on the other hand the best working conditions in respect of health and safety.

## Safety performance

The following table shows the safety data regarding employees and those of external companies who have operated at industrial sites:

<b>Safety performance (internal staff) - 2020</b>	
Hours worked	<b>1,570,158</b>
No. of injuries	<b>5</b>
Days absent (excluding day of occurrence)	<b>187</b>
Number of injuries per million hours worked	<b>3.18</b>
Number of days absent per 1,000 hours worked	<b>0.12</b>
<b>Safety performance (third-party companies at industrial areas) - 2020</b>	
Hours worked	<b>788,124</b>
No. of injuries	<b>2</b>
Days absent (excluding day of occurrence)	<b>57</b>
Number of injuries per million hours worked	<b>2.54</b>
Number of days absent per 1,000 hours worked	<b>0.07</b>

Five Group employees sustained injuries, one in italiana petroli S.p.A., one at the Savona Depot, one at Bitumtec and two in api Raffineria di Ancona S.p.A. for a total of 187 days of absence from work.

All the injuries were analysed to identify the causes. Corrective interventions were defined and implemented, mostly involving behavioural aspects, with the consequent updating of the training/information on the correct behaviours to maintain.

The serious injury that occurred to a third party in 2019 at the Refinery continued during 2020 because the pandemic made it impossible to carry out the planned post-hospital rehabilitation activities. In order not to pollute the data in the table with data from the past, these days have been separated from the total.



## People and organisation {GRI 103-1; 103-2; 102-7; 201-3; 401-1; 401-2; 102-8; 405-1}

Projects aimed at consolidating internal processes and business development were launched at the beginning of the year, which however soon became conditioned by the explosion and development of the pandemic.

From the first moments in which the pandemic scenario began to emerge, the utmost attention was paid to the safety of people, until their presence in the workplace was entirely foregone. At the same time, continuity was given to production, operational activities and logistics in order to ensure the maintenance of our share of essential public services for the community.

Through a dedicated Steering Committee, the company established its key principles that guided it and continue to guide it: protecting the health of its employees in every possible way, ensuring the continuity of the service rendered to the community, safeguarding jobs.

Abstention from work was immediately covered by the advance payment of solidarity fees, valid for the subsequent post-lockdown periods, as well as the use of holidays, in particular for all Managers.

During the lockdown period, the CIGO procedure (temporary unemployment) or, depending on the operating sector of the companies, the CIGD for Covid-19 (similar temporary unemployment) was used, in advance of repayments by the companies.

The biological risk of the pandemic had already been mapped within the risk assessment documents; starting from this, it was decided to develop the Covid issues in a specific addendum to the periodically updated DVRs. Joint committees which included the Group companies and workers' representatives were immediately established and met regularly, defining specific prevention measures.

The management of the emergency situation can be summarised in a slogan that has guided us from the outset: **Everyone Protects Everyone.**

### The main measures introduced were:



one-way corridors have been established, distancing signs posted, sanitisation of environments;



obligation of masks, checks for viruses on common surfaces, modification of canteen shifts and use of single-dose condiments;



installation of thermal scanners, and in the event of contagion, immediate traceability of any close contacts within the company, in order to prevent the spread of the virus.

Over 400k euros were allocated to preventive measures and activities during the year. In order to offer a useful service to its employees in the difficult pandemic period, the Group purchased a new insurance product (Aon) dedicated to the Covid-19 emergency, which allows to benefit from additional protection compared to that already guaranteed in compliance with government and health authority provisions.

The product in question guarantees coverage to all Group company employees and managers following the diagnosis of infection, and gives access to a set of allowances (daily and convalescence) in addition to a post-hospitalisation care package.

In this difficult phase of managing the pandemic, the product complemented the current Welfare plan launched last year and valid until 2021, with the aim of supporting employees and their families in the economic management of social, welfare and cultural activities, sports, travel, the education of their children and healthcare expenses, including attention to the personal needs of youth and singles. The plan's validity has also been extended to all the Group's companies.

Despite the critical issues dictated by the pandemic, the company continued to optimise processes and organisation, which led, in particular, to the closure of an operational headquarters in Milan and to a relocation of those working there who were willing or interested in moving. The second operational headquarters in Milan – at the Opera Depot - was simultaneously modernised and thus became a reference office for the commercial staff of the territory.

The connectivity needs dictated by the emergency required an improvement and optimisation of the computer network and the equipment provided according to the types of roles covered.

Upon returning to the company at the end of the lockdown period, normal working conditions were restored, including open policies regarding company life such as the provision of flexible hours, part-time work options and those relating to mobility (e.g.,: free company parking available at all the main Group locations, and shuttle service to the nearby train station in Rome), the presence of ATMs and an agreement for tax assistance.

At the end of the Covid-19 CIGO/CIGD phase, the Solidarity Agreement resumed effectiveness in the companies in which it had been negotiated. In general, in defining and implementing actions and steps affecting working time, the principle of proper dialogue with employee representatives has always been respected, based on transparency even where differences of opinion emerged.

As already mentioned, most of the training programmes were frozen during the lockdown period and in the period immediately thereafter, in addition to blocking funding defined by the National Joint Funds.

In many cases, and especially with reference to behavioural and managerial training, it was preferred to postpone the training activities to avoid their losing effectiveness, instead working on the level of design and that of vocational training (operational know-how). In these cases, which also covered HSE training, virtual classrooms and e-learning were used.

In terms of compliance, the entire company population was trained on the prevention and health issues related to Covid-19. The use of e-learning mainly concerned network partners (managers/network operators) with the launch of a massive training programme on customer service management, aimed at supporting the sales offer (OPTIMO) in view of the resumption of consumption.

Altogether, the Group counts 1,167 employees at 31 December 2020, for a total of 1,570,158 hours worked during the year; the percentage of female employment is 24%, the total number of part-time employees is 48 people, of whom five are fixed-term. The applicable collective agreements are those of the energy and oil sectors, covering almost all employees (95%), and that of trade related to IP Food & Services. The total value of the unionisation rate is just over 41%. The turnover of the year was 4.8%, with comparatively more accentuated dynamics in the narrower band of managers (15.3%). Post-merger reorganisation activities within the framework of the current trade union agreements continue.

The percentage of women in positions of responsibility (managers and middle managers) is 18%. The averages deriving from the consolidation of data at Group level show low value of the presence of women in some professional groups, for example in the commercial and production activities.

Staff level 2020	Tot.	M	F	M/Tot	F/Tot
Managers	50	46	4	92.0%	8.0%
Middle managers	265	212	53	80.0%	20.0%
White collar staff	621	395	226	63.6%	36.4%
Blue collar staff	231	230	1	99.6%	0.4%
<b>Total</b>	<b>1,167</b>	<b>883</b>	<b>284</b>	<b>75.7%</b>	<b>24.3%</b>

Age groups 2020	Tot.	M	F	M/Tot	F/Tot
< 30	23	17	6	73.9%	26.1%
30-50	624	445	179	71.3%	28.7%
over 50	520	421	99	81.0%	19.0%
<b>Total</b>	<b>1,167</b>	<b>883</b>	<b>284</b>	<b>75.7%</b>	<b>24.3%</b>

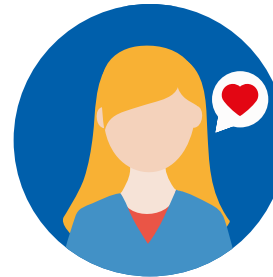
The group promotes the identification of talents and the enhancement of gender differences. In this perspective, some potential mapping activities which were frozen in 2020 due to the work organisation difficulties resulting from the pandemic will be implemented in the first months of the new year.

## Training and the Corporate Academy [GRI 103-1; 103-2; 205-2; 403-5; 404-1]

As already pointed out, the training and human resources development activities and projects have been slowed down by the pandemic.

The activity of the *Academy* has therefore focused on finalising an online training portal, dedicated to its four areas of activity.

### Customers:



Customer-oriented approach of the company strategy

### Sustainability:



disseminate and consolidate the principles of social, economic and environmental sustainability

### Management School:



building a curriculum which distinguishes the Group's managers

### Occupational School:

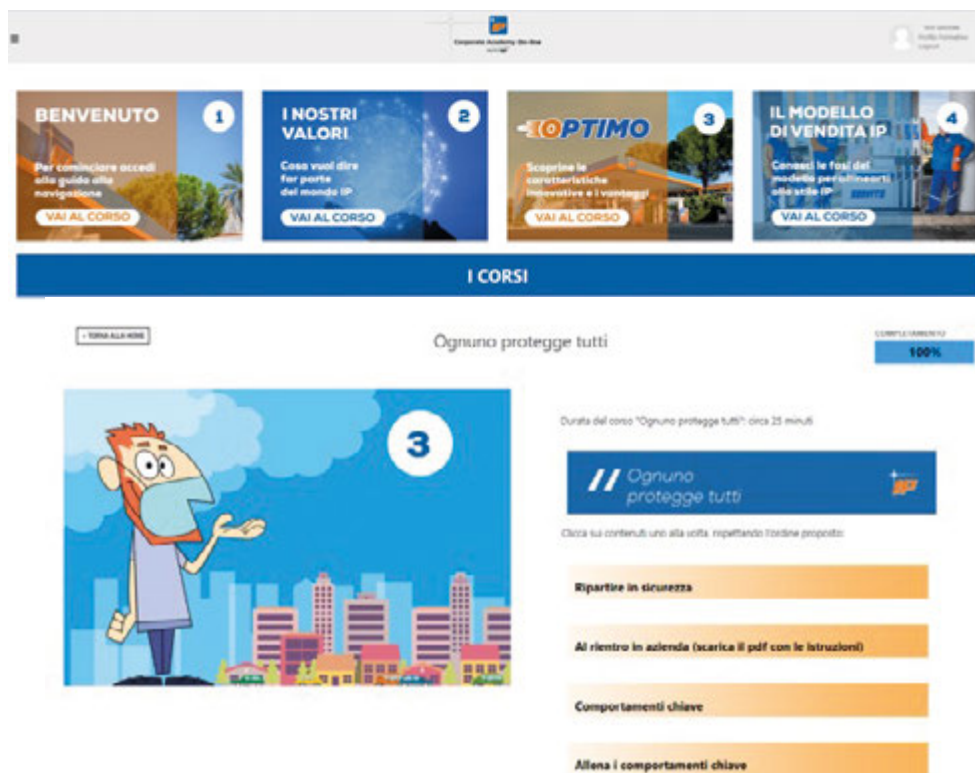


train the professional skills and behaviours needed to support change

The portal [www.formazioneip.it](http://www.formazioneip.it) was thus developed, thanks to which it was possible to give continuity to training, in particular that relating to customer management, also extending it to the managers and supervisors of the Sales Points.

The first online course addressed company behaviours during the pandemic which all staff took between the end of May and the beginning of June (just returned to the office at the end of the CIGO period).

The design of online training then continued by focusing on the customer and operations in Sales Points, with training courses designed for commercial staff and for managers and operators of the Sales Points.



At the end of 2020, a training and involvement plan for staff and managers of the Sales Points began, which became operational from the beginning of 2021.

The training activity then focused on real contact and dialogue with customers. At the end of the year, a project was launched that from January 2021 will see all the top figures of the group directly in the field, in contact with customers. This practical training is very useful for those who hold managerial roles in the company , putting our customer at the centre of every decision.

The design of online training also continued for compliance issues (Italian Legislative Decree 231 and privacy regulations) which will lead to the launch of new e-learning initiatives for employees throughout the group in 2021.

The New Skills Fund, established by the Government in its latest decrees related to the management of the pandemic, and finally regulated in the methods of use by

Anpal, which will be its manager, was completed at the end of the year.

The Group looks to the potential of using the Fund with confidence and openness, with a view to the professional retraining of people who would risk remaining at the margins of innovative processes in the business, as well as the development of skills related to the company's changed organisational and production needs.

Where possible, these actions, which recognise dignity in labour costs by financing the quota dedicated to training activities carried out within the Fund, will be developed in parallel and possibly in an integrated manner with the use of the National Joint Funds (Fondimpresa e Fondirigenti) in a context of dialogue and sharing of the purposes with workers' representatives.

In 2020, 1,138 people were involved in training, equal to 97.5% of the average population of the year for a total of 10,155 hours (for about nine average hours per employee) divided among the Group companies as follows:

Training in group companies	Year 2020 (%)
api raffineria of Ancona	58%
italiana Petroli (excluding depots)	27%
italiana Petroli (depots)	9%
IP industrial	5%
Bitumtec	1%
Other	0%
<b>Total</b>	<b>100%</b>



The breakdown of hours devoted to training in the thematic areas addressed are shown below:

Training by thematic area	Year 2020 (%)
HSE	71%
Occupation	20%
Privacy and 231	4%
Customer	3%
Technical training	1%
Security	1%
<b>Total</b>	<b>100%</b>





In general, both the number of hours spent and their breakdown by thematic area reflect the exceptional nature of the past year marked, among other things, by the blocking of physically held activities – except for HSE issues – by government decree, reiterated by the national joint bodies responsible for financing training (Fondimpresa e Fondirigenti).

Considering this, employees were also involved in the planning phase of training initiatives, where the aim was to highlight the role of training as an aggregation of two different needs: on the one hand, that of the people working in the company, represented by trade unions in terms of their interest in employability and the development of skills and professionalism, on the other hand, that of the company, also interested in effective training with respect to operational needs, organisational agility, and competition on the markets.

The confirmation of this approach will make it possible to include most of the training actions within the plan framework Fondo Paritetico Nazionale (Italian national matching fund) to which the Group companies adhere in 2021, and to continue in the future with a collaboration based on continuous improvement and constant dialogue.

The following table shows the total training hours for men and women, broken down by professional role; the trend is consistent with the population of the groups to which they belong:

	Men	Women	Total
Managers	139	3	142
Middle managers	1,328	191	1,519
White collar staff	3,161	799	3,960
Blue collar staff	4,534	-	4,534
<b>Total</b>	<b>9,162</b>	<b>993</b>	<b>10,155</b>

03

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GRI Contents

{GRI 102-55}

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04

# Methodological Note

{GRI 102-50; 102-51; 102-52; 103-1; 103-2; 203-2}

The annual publication of this document is a voluntary choice of IP, which has decided to embark on a path of evolution and change based on sustainability issues.

The reporting standards adopted by the Group for the drafting of its voluntary Sustainability Report are the GRI Sustainability Reporting Standards (GRI Standards), published in 2016 by the GRI – Global Reporting Initiative. In particular, in accordance with the Standard GRI 101: Foundation, paragraph 3, reference was made in this document to the Reporting Standards listed in the GRI referenced claim. Moreover, given the reference context, the Group has taken into account certain indications of national legislation (Italian Legislative Decree no. 254/2016).

The scope of reporting is that of italiana petroli S.p.A. and its consolidated companies using the full method for the 2020 financial year.

The processing capacity also includes the relevant owned portion of the Sarpom Refinery.

The km data of the oil pipelines and crude oil processing also contain the shares of Sarpom and the Sigemi system, of which italiana petroli is a shareholder, and has partial use.

The storage capacity refers both to the depots owned, those in which italiana petroli is a shareholder, and those in which it has open consignment.

In the section dedicated to employees and

The formulas used for calculating the accident indices are:

Frequency index = number of accidents \* 1,000,000 / hours worked

Severity index = number of days absent (excluding day of occurrence) \* 1,000 / hours worked

The NFP (net financial position) at 31 December 2020, consistent with the consolidated financial statements, does not include the effect of IFRS 16 -181.1 million euros.

The VAT balance shown in the section of the economic indicators relates to api holding (where the national consolidation scheme is calculated), so with a slightly broader perimeter than that used throughout the report.

Indirect emissions calculation: the indirect CO2 emissions were calculated taking into account the purchase of electricity, the kilometres travelled during the year by the tankers transporting fuel to the Service Stations and the kilometres travelled by road by employees.

The emission factors used can be deduced from the UNFCCC (United Nations Framework Convention on Climate Change) national inventory updated in February 2019.

The conversion factors used in relation to the energy part are those published by Federazione Italiana per l'uso Razionale dell'Energia (FIRE).

With regard to tanker transport, an average distance of 3 km/l was considered, while 13 km/l was considered for employee cars.

The number of Service Stations also includes those suspended from sales. VOC emissions from the Service Stations were not included, as the figure would have been an unrealistic average due to multiple different kinds of equipment and owners.

Sources for estimating evasion were published on 22.10.2020 on the website "oilnonoil.it" following the conference "Illegality: fraud and risks for buyers".

The downstream activities estimate considers that which was declared to the X Commissione Attività Produttive della Camera (Italian Production Activities Commission of the Chamber of Deputies) on 1 October 2019. In the note filed and the related press release, reference is made to the entire sector, which employs approximately 80,000 workers in 22,000 national Service Stations. The estimate of the downstream activities generated by IP, equal to 17,500 people, is therefore calculated in proportion to 4,800 Service Stations.

Conversion factor used to calculate energy consumption: 1 TEP (10 million kcal) = 41.87 Gjoule

# 05

# Appendix

{GRI 102-8; 201-1; 302-1; 302-3; 305-1; 305-7; 306-2; 403-9; 404-1}



This section includes the comparison of the main GRI indicators between 2018, 2019 and 2020

It should be noted that in 2018 the two companies api anonima petroli italiana and TotalErg still operated as individual legal entities with their own systems and operating processes. The 2018 data are therefore the best possible aggregation of homogeneous data comparable with 2019 and 2020.

Indicator #	Description	U.M.	2018	2019	2020
102-8	<b>Information on employees and other workers</b>				
	<i>total employees</i>	No.	1,331	1,223	1,167
	<i>of which women</i>	No.	327	303	284
201-1	<b>Direct economic value generated and distributed</b>				
	<i>Gross Revenue</i>	€ million	6,811	6,064	2,785
	<i>Distributed Economic Value</i>	€ million	6,619	5,874	2,890
	<i>Retained Economic Value</i>	€ million	191	191	-105
302-1	<b>Energy consumption within the organisation</b>				
	<i>total energy consumed</i>	Tjoule	11,514	10,239	8,814
303-3	<b>Water withdrawal</b>				
	<i>total withdrawal</i>	Mm3	7.0	6.8	6.9
305-1	<b>Direct (Scope 1) GHG emissions</b>				
	<i>CO<sub>2</sub></i>	tons	589,422	515,083	440,532
305-7	<b>Nitrogen oxides (NOX), sulphur oxides (SOX) and other significant air emissions</b>				
	<i>SOX</i>	tons	272	234	199
	<i>NOX</i>	tons	345	277	241
	<i>VOCs</i>	tons	234	180	181
306-2	<b>Waste by type and disposal method</b>				
	<i>total waste</i>	kton	6,823	5,318	6,157
	<i>waste sent for recovery</i>	kton	4,414	3,087	3,450
403-9	<b>Work-related injuries</b>				
	<i>hours worked employees</i>	h.	2,411,581	1,928,843	1,570,158
	<i>number of employee injuries</i>	No.	5	zv5	5
	<i>Number of injuries per million hours worked employees</i>	No.	2.07	2.59	3.18
	<i>hours worked by third-party companies in industrial areas</i>	h.	811,409	847,389	788,124
	<i>number of third-party company injuries in industrial areas</i>	No.	1	6	2
	<i>number of third-party injuries per million hours worked in industrial areas</i>	No.	1.2	7.1	2.5
404-1	<b>Average hours of training per year per employee</b>				
	<i>total training hours</i>	h.	17,714	24,846	10,155
	<i>average training hours</i>	h.	13.3	20.3	8.7

# 06

# Certification

{GRI 102-56}

**Report of the Independent Auditing Company  
on the “2020 Sustainability Report”**



## Independent auditors' report on the “2020 Sustainability Report”

*(Translation from the original Italian text)*

To the board of Directors of  
italiana petroli S.p.A.

We have been appointed to perform a limited assurance engagement on the document “2020 Sustainability Report” (hereinafter the “Sustainability Report”) of italiana petroli S.p.A. and its subsidiaries (hereinafter the “Group” or “IP Group”) for the year ended on December 31, 2020.

### Directors' responsibility on the Sustainability Report

The Directors of italiana petroli S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the “Global Reporting Initiative Sustainability Reporting Standards” issued by GRI - Global Reporting Initiative (“GRI Standards”), with reference to the GRI Standards selection as described in the paragraph “Methodological note” of the Sustainability Report.

The Directors are also responsible for that part of internal control that they consider necessary in order to allow the preparation of a Sustainability Report that is free from material misstatements caused by fraud or not intentional behaviors or events.

The Directors are also responsible for defining the commitments of the Group regarding the sustainability performance, as well as for the identification of the stakeholders and of the significant matters to report.

### Auditors' independence and quality control

We are independent in accordance with the ethics and independence principles of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, based on fundamental principles of integrity, objectivity, professional competence and diligence, confidentiality and professional behavior.

Our audit firm applies the International Standard on Quality Control 1 (ISQC Italia 1) and, as a result, maintains a quality control system that includes documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable laws and regulations.



### Auditors' responsibility

It is our responsibility to express, on the basis of the procedures performed, a conclusion about the compliance of the Sustainability Report with the requirements of the GRI Standards, with reference to the GRI Standards selection as described in the paragraph "Methodological note" of the Sustainability Report. Our work has been performed in accordance with the criteria established by the principle "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. This principle requires the planning and execution of procedures in order to obtain a limited assurance that the Sustainability Report is free from material misstatements. Therefore, the extent of work performed in our examination was lower than that required for a full examination according to the ISAE 3000 Revised ("reasonable assurance engagement") and, hence, it does not provide assurance that we have become aware of all significant matters and events that would be identified during a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgment and included inquiries, primarily with Company's personnel responsible for the preparation of the information included in the Sustainability Report, documents analysis, recalculations and other procedures in order to obtain evidences considered appropriate.

In particular, we have performed the following procedures:

- Analysis of the process relating to the definition of material aspects included in the Sustainability Report, with reference to the criteria applied to identify priorities for the different stakeholders categories and to the internal validation of the process outcomes;
- comparison of economic and financial data and information included in the paragraph "Economic value generated and distributed" of the Sustainability Report with those included in the Group's consolidated Annual Report;
- Understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we have conducted interviews and discussions with the management of italiana petroli S.p.A. and with the personnel of api Raffineria di Ancona S.p.A. and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the Sustainability Report.

Furthermore, for significant information, considering the Group's activities and characteristics:

- at Group level



- a) with reference to the qualitative information included in the Sustainability Report, we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidence;
  - b) with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for Falconara refinery of the subsidiary api Raffineria di Ancona S.p.A., that we have selected based on its activity, relevance to the consolidated performance indicators and location, we have carried out remote interviews during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.

### Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of the IP Group for the year ended on December 31, 2020 has not been prepared, in all material aspects, in accordance with the requirements of the GRI Standards, with reference to the GRI Standards selection as described in the paragraph "Methodological note" of the Sustainability Report.

### Other Information

The comparative information presented in the Sustainability Report for the year ended on December 31, 2018 have not been examined.

Rome, 19 April 2021

EY S.p.A.

Signed by: Luigi Facci, Auditor

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

07

# Glossary

**2030 Agenda:** the 2030 Agenda for Sustainable Development is an action programme for people, the planet and prosperity signed in September 2015 by the governments of the 193 UN member countries.

**SDGs:** these are the 17 Sustainable Development Goals, or SDGs, within a major action plan for a total of 169 targets implementing the 2030 Agenda.

**GRI:** Global Reporting Initiative is a non-profit organisation established with the aim of creating useful support for the sustainable reporting performance of organisations of any size, belonging to any sector and country in the world.

**OPT:** Outdoor Payment Terminal, commonly called “self service” by Italians.

**VOC:** class of volatile organic compounds, which comprises several chemical compounds. In particular, these are compounds based on carbon chemistry (organic chemistry) that have a marked tendency to change stages and move from the liquid phase to the aeriform phase (i.e., volatile).

**Platt's:** provider of information on energy and raw materials and a reference-price assessments source in physical energy markets.

**ISO 9001:** identifies a series of standards and guidelines developed by the International Organisation for Standardisation (ISO), which define the requirements for the implementation of a Quality Management System controlling business processes within an organisation.

**ISO 14001:** identifies a set of standards and guidelines developed by the International Organisation for Standardisation (ISO), which define the requirements for the implementation of an Environmental Management System within an organisation.

**OHSAS 18001:** *Occupational Health and Safety Assessment Series* of an Occupational Health and Safety (OHS) Management System in accordance with current regulations and based on the hazards and risks potentially present in the workplace.

**UNI EN 12591:** standard defining bitumen specifications for road applications RED (Renewable Energy Directive 2009/28/EC): European directive on the promotion of the use of energy from renewable sources.

**Data breach:** breach of personal data.

**Proxy:** used to create a “defence barrier” to the web, acting as a filter for incoming and outgoing connections and monitoring, controlling and modifying internal traffic.

**Firewall:** a security component of computer networks used to filter traffic to and from the outside.

**LNG:** Liquefied Natural Gas, mainly methane, in order to facilitate its transport and storage.

**Bunker:** any fuel oil used for the locomotion of ships.

**B2B and B2C:** Business to Business and Business to Consumer; transactions between two companies and those between companies and final consumer.

**GPS:** Global Positioning System for positioning and satellite navigation.

**ARPA:** Agenzia Regionale per la Protezione Ambientale (Regional Agency for Environmental Protection).

**HSE:** Health, Safety & Environment

**TAF:** Groundwater treatment.

**POS:** Point of sale, a payment terminal.

**IGCC:** Combined cycle gasification plants.

**EBITDA:** *earning before interest, taxes, depreciation and amortisation.* Gross operating profit indicator.

**IAS/IFRS:** International Accounting Standards, International Financial Reporting Standards.

**FSC:** Forest stewardship council, sets the rules for responsible forest management.

# Contacts

{GRI 102-53}

The Report was edited by the Sustainability Work Group, within the Corporate Academy Unit and Corporate Sustainability Unit.

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We would like to thank all our colleagues in the Group who contributed to the preparation of this document.

Final report: March 2021

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