

# Mobility has a *future*

Sustainability Report 2021 - 4th Edition



GRUPPO **api**



An aerial photograph of a winding asphalt road on a cliffside. The road curves from the top left towards the bottom right. Several cars are visible on the road: a blue car in the middle, a red car further up, and a white car further down. The cliffside is covered in green vegetation and has a concrete guardrail. Below the cliff, the sea is a deep blue color. The word "Mission" is written in large white letters in the upper left quadrant.

# Mission

**We provide energy to Italy on the move.**

**We are at the centre of the energy transition  
and work passionately to grasp its opportunities.**



# The transition is in our hands

For over 90 years, we have been a partner of Italy on the move, thanks to our service stations, logistics network and industrial sites. And if mobility changes, we are called upon to accompany its evolution, by ensuring increasingly sustainable solutions accessible to all.

This report outlines the tangible steps that IP has implemented to aid the transition. These include the diffusion of our OPTIMO special fuel throughout Italy, the promotion of charging stations for electrical vehicles, new partnerships with major national research bodies, the development of our Corporate Academy, the spreading of innovative electronic payment forms and measures for combating fraud.

It is a story filled with pride and responsibility, the leading players of which are the people at IP with their daily efforts.

## **Ugo Brachetti Peretti**

Chairman

italiana petroli S.p.A.



# Message to the stakeholders

{GRI 102-14}

Building the future while tackling a complicated present. This was, for IP, the 2021 we recount in this report. It was a year still heavily influenced by the pandemic, in which the hopes ushered by the vaccination programme and the first signs of economic recovery were soon accompanied by new challenges: inflation, the sharp rise in energy costs, the bottlenecks in the global value chains and the necessary acceleration towards the ecological transition.

These extreme events were the prelude to an even more shocking start to 2022, with war knocking at the door of the European Union. Global paradigms will be radically revolutionised by these years in which History, as we have known it in the 20th century, has once again come to shape our common destiny. Amid such difficult times, companies such as ours are called upon to play a crucial role in satisfying the country's energy requirements while at the same time guaranteeing sustainable development over time.

Conscious of this role, IP has tackled its duties with a propositional attitude. We have had to face lockdowns which generated spiking oil and gas costs, with negative effects on air transport which have yet to cease. And the efforts of the people at IP were fundamental in making our Group even more resilient and innovative.

We meticulously applied the COVID-related social distancing regulations, allowing our staff to work face-to-face and safely. The spasmodic attention to health and the emphasis on the importance of responsible individual and collective behaviour have come to define our code of ethics.



In our fight against illegal practices, we continued to combat practices that damage honest operators and the national treasury: the comprehensive application of the Electronic Transport Document (E-Das) was a fundamental tool for limiting tax fraud. And the speeding up on the electronic loading and unloading register, which sees out network having the highest number of points of sale involved, will allow for clamping down further on subjects who fail to respect the law.

Moreover, despite several months of lockdown, our Corporate Academy returned to pre-pandemic levels with regard to the hours of training imparted, integrating the programme with new contents and, above all, by setting up dedicated online training programmes for our managers to broaden the training offer, which extended also to our service stations.

We sped up the diffusion of new forms of digital payment, enabling the most advanced payment systems via app on over 2,000 points of sale, and renewing the Fuel Card offer with IP Plus Fast, a straightforward retail product that does not require overdrafts, ideal for private subjects and micro-businesses, which we offered at special conditions to members of the Italian Army, the Italian Finance Police and leading associations of companies: a tangible contribution the most important categories of our country's social and productive fabric.

We continued our efforts towards ecological transition: an approach that does not wait for the big change to come, but that prepares the future by improving the present.

As we continue to debate on the targets for 2035, 2040 or 2050, we introduced on the entire Italian territory OPTIMO, our premium fuel sold at the price of normal fuel, which allows for instantly reducing the CO<sub>2</sub> emissions of all vehicles in circulation.

We started the co-processing of advanced biofuels in our refinery based in Falconara, and also launched an ambitious research and development programme on new energy sources for mobility together with the Polytechnic University of Turin, Envipark and the Italian Institute of Technology – Italy's

premier research facilities – for innovating the way in which we power vehicles, aeroplanes and ships using organic materials, waste and hydrogen, which will initially be used alongside petroleum products before gradually replacing them.

All this while the electrical transition takes shape on our entire network. There are already 83 charging stations and a further 51 will be set up in 2022, ensuring predominantly ultra-fast charging for people travelling outside of town. The aim is to give electric car drivers the same experience as fuel-powered cars: low waiting time, transparent prices and freedom of choice.

Then there's an element that distinguishes our solution from many other approaches to sustainability: ours is based on increasingly accurate data. This approach is accorded special emphasis in this edition of our report, in which for the first time we publish the results of the tests conducted by the STEMS Institute of the Italian National Research Council (CNR) on OPTIMO, revealing a significant decrease in CO<sub>2</sub> emissions. This is an important stage which next year will add to the process – once again jointly with STEMS-CNR – of estimating our indirect emissions. We will thus be able to have increasingly concrete and ambitious objectives for reducing the impact not only of our own industrial emissions but also those of our suppliers and customers.

I would like to end this letter by referring to a decisive stakeholder for IP: our people. The turn of 2021 also marked the end of the support measures, which accompanied our group through times of market crisis but also considerable dimensional growth, enabling us to keep everyone on board.

IP is now stronger and more solid than when the support measures were introduced, which shows that everybody's efforts were truly conducive to edifying a safer common home from which to look ahead with the pride of belonging to a private group leader in Italian mobility and with the tangible ambition of making it even more solid and sustainable.

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01

api Group



## 1.1 Who we are. Our history

1933

IP (API Group) is Italy's largest company operating in the downstream fuel and mobility sectors thanks to its network of petrol stations bearing the IP brand. The Group's industrial activities are headed by italiana petroli S.p.A., owned by the Brachetti Peretti family.

The Chairman is Ugo Brachetti Peretti. IP operates with an integrated logistics system that covers all the country's main backbones and supplies the main airports besides numerous ports through the IP Industrial S.p.A. Deposits in Rome and north-western Italy, Savona, Trecate and Barletta; the refineries based in Falconara Marittima and Trecate, and the Bitumtec plant in Volpiano.

Ferdinando Peretti (decorated with the Order of Merit for Labour) acquires api anonima petroli italiana, a company specialised in the commercialisation and distribution of petroleum products in the Marches local regional market, for setting up a coastal terminal in the Adriatic Sea based in Falconara Marittima (AN).

In 1950 the terminal is enlarged and transformed into a refining and storage plant.

This marks the birth of "api Raffineria".

1977

The founder, Nando Peretti, dies. Aldo Brachetti Peretti is appointed Chairman and Managing Director. The network includes 1,700 points of sale, almost 90% of which proprietary.

The subsequent years are characterised by ongoing improvements in environmental protection, safety, quality of the products and energy saving.

The refinery launches a programme for restructuring the plant and optimising the production cycle. In 1989 api holding S.p.A. is founded, which operates mainly in the energy diversification sector, including the development of electricity from renewable sources (wind, biomass and fotovoltaic).

2000

The new millennium begins with the newly set-up IGCC facility that starts operating to produce electricity in Falconara.

The core business continues to focus on the production of fuels and diesel fuels, as well as low-sulphur bunker fuel for maritime transport.

In 2005 the Group acquires the IP network from ENI. The points of sale become a reference for travellers thanks to their offer combining petroleum products and fuels as well as restaurant and catering services. In the early 2000s, the Group diversifies its activities with significant investments in renewable energy, through api nòva energia.

## 2018

After weathering the serious sub-prime (2008) and sovereign debt (2011-2012) economic crises, api takes a further step towards dimensional growth by acquiring the distribution network and fundamental logistics and industrial assets of TotalErg, the joint-venture between Erg and the French company Total.

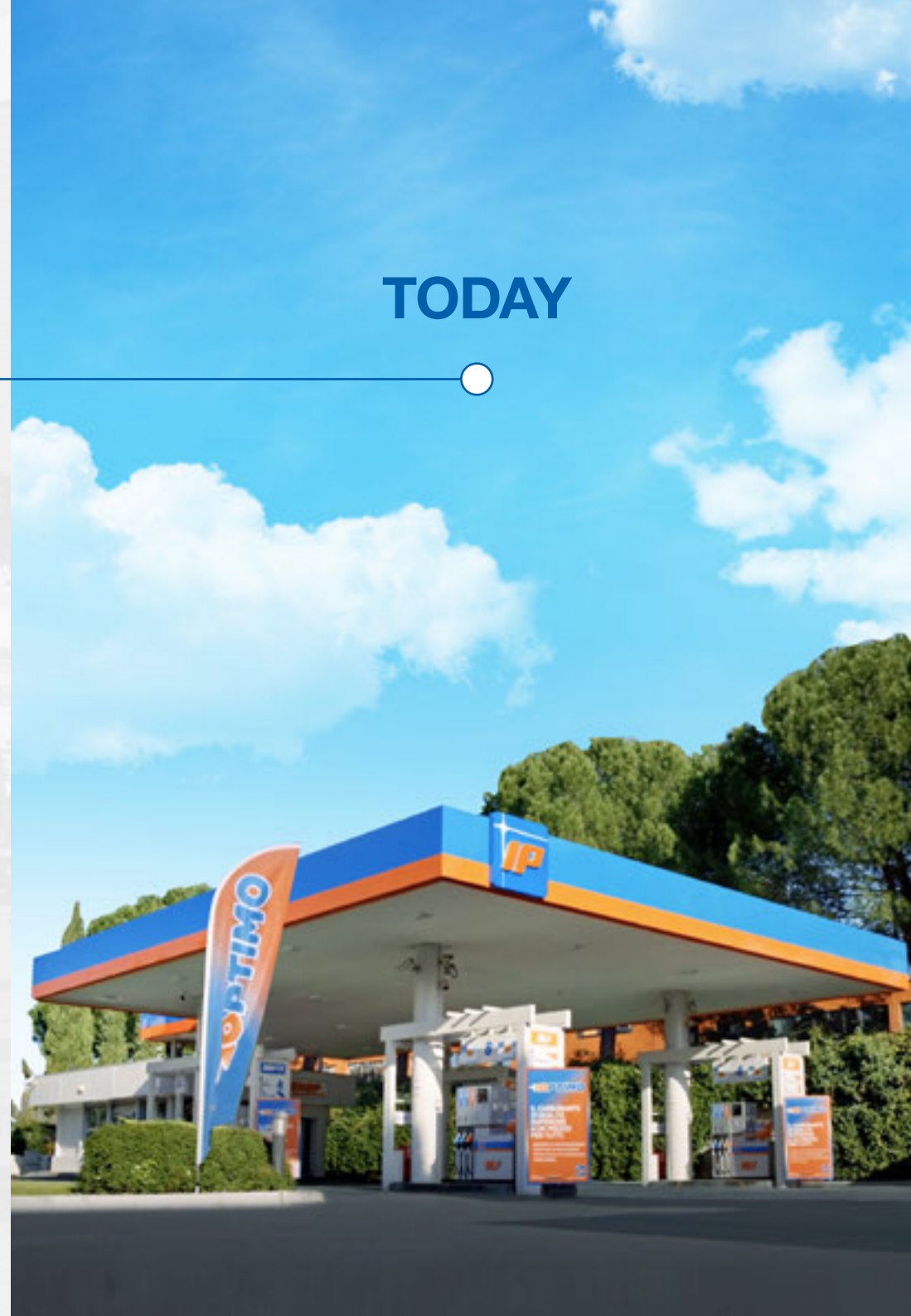
From the merger of the two companies, completed in 2019, derives the largest fully private and entirely Italian group in the sector: italiana petroli (IP).

## 2020

The year 2020 opens with a commercial revolution at IP: the launching of OPTIMA, the premium fuel offered in all petrol stations at the price of normal fuel, to allow everyone to use a superior-quality product and contribute to more sustainable mobility.

The 2020-2021 two-year period is characterised by the COVID-19 health emergency. In a scenario where mobility is forbidden to large sectors of the population, IP guarantees continuity of its operations amid an extremely complicated economic and health situation. On the back of its constant efforts, in 2020 and 2021 IP lays the foundation for a fresh start by putting petrol stations at centre-stage, transforming them into multi-energy and multi-service hubs.

## TODAY



## 1.2 2021: from the lockdown to economic recovery, from the energy crisis to the COVID fourth wave

The year 2021 was one of great discontinuity, characterised initially by Italy's economic recovery only to be followed by the sharpest drop of the second post-war period, and then by a succession of pandemic waves, which forced governments to implement new lockdowns – albeit partial.

In the last few months of the year, the economic recovery was marred by repeated spikes in energy raw material prices, which adversely affected business performance and the wealth of families.

The rapid progress of Italy's vaccination campaign, quicker than most other European countries, helped to gradually eliminate a few restrictions, which in turn ushered a mood of general confidence. This virtuous cycle led to an increase in consumption and allowed for attaining a significant economic performance, which led rating agencies to assign the highest ratings to Italy. As early as October 2021, Standard & Poor's<sup>1</sup> confirmed its BBB rating, raising the outlook from stable to positive, mainly due to the government's commitments in terms of reforms and growth.

IP supported the country during this difficult year, by safeguarding the health of its employees through the rigorous application of the contagion-prevention protocols, providing citizens and businesses with the energy for relaunching the economy, and planning a sustainable future based on innovations accessible to all.

<sup>1</sup> Source: rating assessment for October 2021 Standard & Poor's

	Delta 2021 vs 2020	Delta 2020 vs 2019
GDP	+5.0%	-9.2%
Energy consumption	+5.6%	-10.6%
New-vehicle purchases	+5.8%	-28.0%
Road fuel consumption	+17.2%	-20.0%
Jet fuel consumption (for air transport)	+19.5%	-66.0%

Data source: The International Monetary Fund, the Energy for Mobility Union (UNEM), the Italian Association of the Automotive Industry (ANFIA) and the Italian Ministry for Ecological Transition

## 1.3 The figures of IP {GRI 203-2; 302-1; 305-1}

The main data of the scope of consolidation of the reporting are shown below with the values at 31/12/2021.

Points of sale

**4,567**

Crude oil processing capacity

**5.5**  
Mton

Energy consumption

**9,393**  
Tjoule

Product storage capacity

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

Total product sales

**6,956**  
Mton

People

**1,103**

Injuries per millions of hours worked

**1.22**

Days of leave per thousands of hours worked

**0.04**

Net Financial Position

**-160**  
M€

Workers of third-party contractors (estimated)

**16,700**

Suppliers

**1,900**

Direct emissions of CO<sub>2</sub>

**0.544**  
Mton

# 1.4 Territorial presence and markets served

{GRI 102-1; 102-2; 102-3; 102-4; 102-6}

IP manages a complex logistics system with a high storage capacity to support its distribution and sales activities, for the benefit of the Italian territory,

It is present along the Adriatic coast through the refinery in Falconara Marittima (api Raffineria di Ancona), the depot in Barletta (a proprietary site) and the one in Pescara, in which the company has a 30% shareholding. On the Tyrrhenian coast the Group operates through the Rome logistics centre which guarantees jet fuel to the Fiumicino and Ciampino airports, and the coastal depot in Savona.

Thanks to the depots in Trecate and Nizza Monferrato, as well as the shareholding (roughly 25%) in the Sarpom refinery in Trecate and the 40% shareholding in the Sigemi logistics system, IP contributes significantly to supplying the Po Valley regions, in particular Piedmont and Lombardy. Volpiano (Turin) is the seat of Bitumtec s.r.l. A site dedicated to the production of modified bitumens.

**Table showing the product commercialisation capacity for 2021**

	<b>TONS/000</b>	<b>of which export</b>
Network	3,261	
Non-network	2,383	118
Jet	263	
Specialties	694	
Bunker fuel (bunker + marine diesel)	183	
Fuel oil	172	158
<b>Total</b>	<b>6.956</b>	<b>276</b>

## Our branches:

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

Via Salaria, 1322  
00138 Rome (RM), Italy  
Tel.: +39 06 84931

### api Raffineria di Ancona

Via Flaminia, 685  
60015 Falconara (AN), Italy  
Tel.: +39 071 91671

### IP Industrial S.p.A.

Via di Malagrotta, 226  
00165 Rome (RM), Italy  
Tel.: +39 06 655981

### Bitumtec s.r.l.

Via Amalfi, 4  
10088 Volpiano (TO), Italy  
Tel.: +39 011 970401

Trading activities involving petroleum products on the international market are carried out by apioil UK Limited based in London (United Kingdom).

### apioil UK Limited

Kingsway House - 103 Kingsway  
WC2B 6QX London (United Kingdom)  
Tel.: 0044 (0) 207 405 2640





## 1.5 Corporate Governance

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

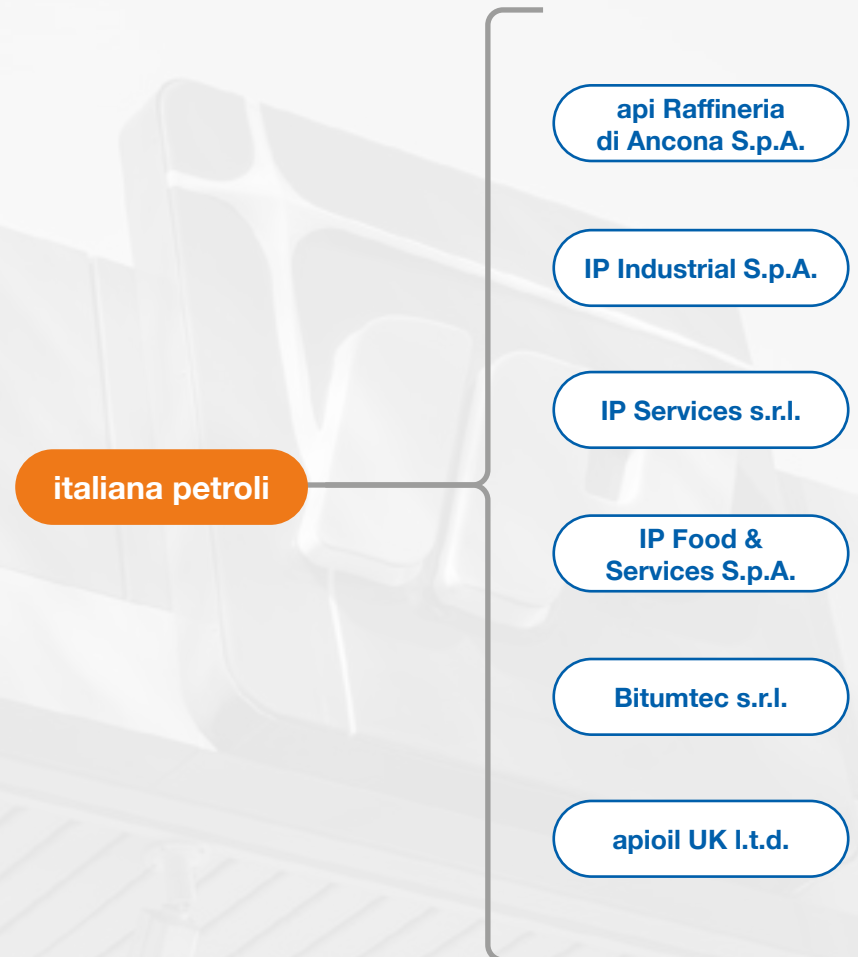
italiana petroli S.p.A. has adopted a traditional administration and control model characterised by the presence of a management body (the Board of Directors) and a supervisory body (the Board of Statutory Auditors).

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

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

- **api Raffineria di Ancona S.p.A.:** an industrial plant for refining and storing petroleum products;
- **IP Industrial S.p.A.:** a depot for storing and processing petroleum products in Rome (formerly Raffineria di Roma S.p.A.) and a few depots in north-western Italy;
- **IP Services s.r.l.:** operating in the oil points of sale direct management sector;
- **IP Food & Services S.p.A.:** ofocusing on the management and development of non-oil activities;
- **Bitumtec s.r.l.:** focusing on the production of modified bitumens;
- **apioil UK I.t.d.:** specialising in trading of petroleum products.

The simplified diagram shows the Group's main companies operating in the downstream sector and owned 100%. It does not instead show minor companies being liquidated and subsidiaries, for example Sigea S.p.A. owned by 65%, Sarpom s.r.l. By 24.81% and Cer S.p.A. (operating in the renewable energy sector) by 100%, which are nonetheless all listed and described in the consolidated financial statements.



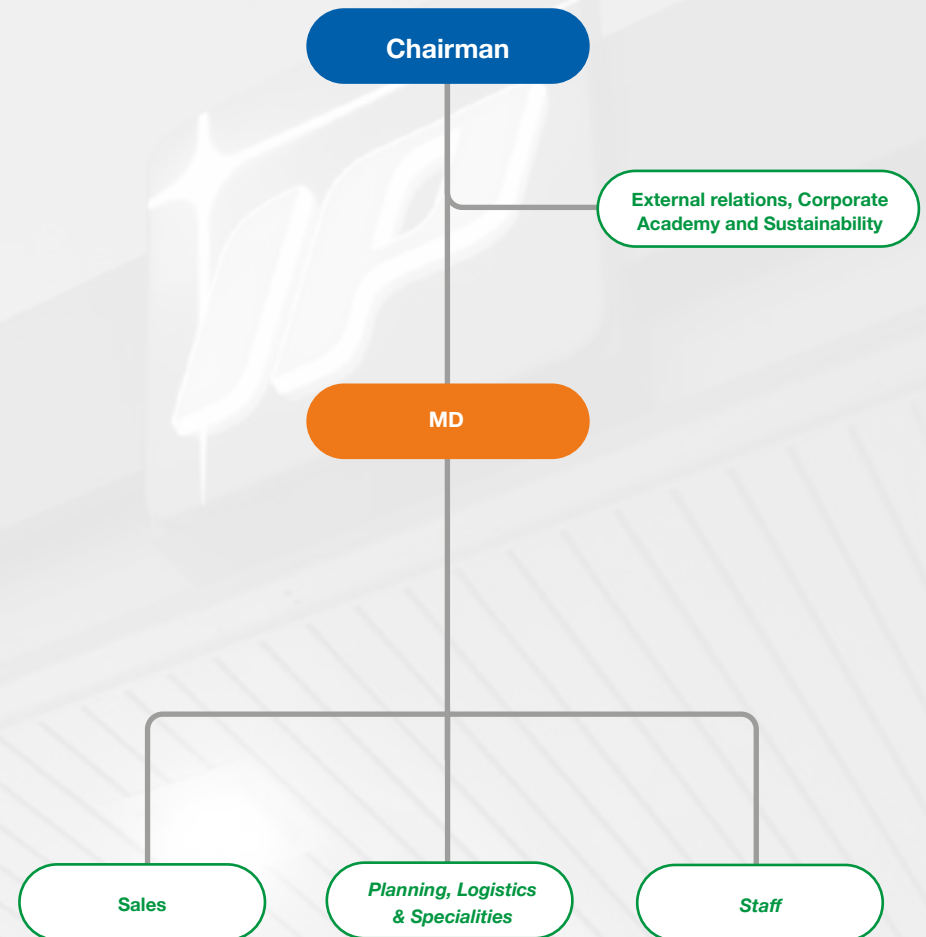
On 28 April 2021, the Shareholders' Meeting of italiana petroli defined the composition of the current Board of Directors.

The Board of Directors, the members of which are all over 50 years of age, is the core of the corporate governance and has the broadest powers of ordinary and extraordinary administration of the company.

It performs its duties consistently with the Code of Ethics, which is an integral part of the Organisation, Management and Control Model.

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

The company's organisational model, introduced in 2019 and schematically represented below, is aimed at guaranteeing transparency, flexibility and speed of execution, and involves direct reporting to the Managing Director of the Sales, Planning, Logistics & Specialities functions in addition to all staff functions supporting business.



## 1.6 The values of IP

{GRI 102-16}

Companies are not machines, but communities of people. As such, they are held together not only by hierarchies, rules and objectives, but also and above all by shared values.

At IP values guide actions and determine the entire Group's behaviour; they stem from the company's history and orient its future development; they impose a responsible attitude when taking decisions towards stakeholders; they influence business decisions; they strengthen the degree of integration among IP's people and determine the company's organisation.

For IP an effective sustainability strategy must necessarily start with the acknowledgement of the values that dictate the priorities for action.



### Being mobility enablers

Helping Italians travel has always been a part of the Group's essence. IP fulfils Italians' need to travel on roads and highways thanks to its strategic infrastructure consisting of roughly 4,600 points of sale and through its logistics network covering the entire country, which is able to supply Italy's main ports and airports. Enabling mobility today means offering solutions that allow for preserving the extraordinary values of freedom, emancipation and opportunity that mobility fulfils in society.

For IP a sustainable society is not one that travels less, but one that travels better, in a more eco-compatible way open to all.

The distribution network is a key infrastructure in the transition process, and requires hard work for attaining the ambitious target of containing emissions without depriving people – all people – of the possibility of travelling.

### Creating economic, social and environmental value

The history of IP has been tied to that of Italy, its territory and its communities for nearly 90 years. We can only have real development if the creation of value is shared with the country in which we operate.

IP generates economic value for its shareholders, employees and suppliers, but also for society at large, by aiding the development of communities, as well as for the environment, by implementing in its assets the best practices, techniques and technologies in the field of safety, health and environment.

## Putting the customer always at the centre

Without customers there are no companies. For IP the customer is the reference point of its activities and the company works to create a positive relationship in all areas.

IP is aware of the changed needs and habits of customers in the 21st-century, which is increasingly oriented to sustainability as a crucial factor in choosing products and services. And sustainability is a competition tool for the company, which intends responding to the widespread and growing need for environmental protection, the creation of shared value, territorial development and technological innovation.

## Bearers of legality

There is no compromise for those who work at IP and with IP. Illegal practices in the fuel sector are a disease that harms honest operators above all, who, due to unfair competition by subjects who apply prices distorted by fraud and tax evasion, are forced out of the market. Secondly, they damage the national treasury and, hence, taxpayers. Lastly, illegal practices lead to the commercialisation of products of uncertified quality that fail to comply with the specifications for motors, let alone with those for the environment.

IP implements transparent procedures and adopts a straightforward governance aimed at isolating any abnormal behaviour, fully convinced of the fact that integrity and sustainability must always go together.

## Creating high-quality work

Growth and development cannot neglect high-quality work.

This translates into safe and honest work, but above all full of expertise. Thanks to training and the efforts of its Corporate Academy, IP is committed to creating a shared culture and updating its best expertise.

Every day the people at IP work with a reliable and motivated attitude to always reach the highest standards in terms of quality, know-how and safety.

## 1.7 Model 231 and the Code of Ethics

{GRI 102-16}

Italian Legislative Decree no. 231/2001 introduced into Italian law the “Principle of the administrative responsibility of legal persons, companies and associations even without legal personality” for various crimes falling under the scope of the same decree, which has been integrated several times in the past. Where these crimes have been committed by the directors, employees and/or collaborators of the company in the interest of or to the advantage of the same, and the company’s responsibility is ascertained through a proceeding, a series of penalties apply: monetary, bans, confiscation, publication of the judgement. Legislative Decree no. 231/2001 prescribes exemption from such responsibility for all companies that prove to have:

- adopted and effectively implemented an organisation, management and control model (OMCM) capable of preventing the crimes envisaged in the decree;
- instituted a supervisory body endowed with autonomous powers of initiative and control, with the task of monitoring the operation and observance of the Model and signalling whether it needs updating.

All the Group OMCMs are built by taking into account the specific situation of each individual company and are based on a system of procedures and rules aimed at reducing the risk of crimes being committed and on a complex system of proxies.

Among the noteworthy procedures are those concerning anti-corruption measures, personal safety, management of purchases, cyber security and data security, environment, payments and accounting flows, participation in public tenders and whistleblowing, all drawn up by IP S.p.A. and applicable to the Group as a model to be adopted.

The recipients of the ethical rules include employees (and equivalent figures), senior managers, members of company bodies, but also suppliers and consultants. The rules contained in the code mainly concern the following areas:

- relations with the Public Administration;
- transparency in accounting practices;
- regulation of conflicts of interest;
- safeguarding of social capital and the rights of social creditors;
- environmental protection;
- protection and valuing of human resources;
- regulation of relations with customers and supplier selection.

The models entail that any news of behaviour that breaches the ethical rules and company policies must be communicated, even anonymously, by the stakeholder who comes to know about it to the Supervisory Body (see <https://www.gruppoapi.com/who-we-are/organisation-and-management-model>), which at IP is a collective body and is responsible for verifying the reports while guaranteeing uniform treatment and anonymity in accordance with the provisions of the applicable regulations and company policies.

Moreover, we point out that apioil UK has adopted the Bribery Act and the Human Slavery Act envisaged in UK law.



## 1.8 Governance for sustainability

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

Responsibility and transparency are the cornerstones of a sustainable business; they are the necessary factors for strengthening and nurturing each day the relationship with all stakeholders. The relationship between IP and its stakeholders begins with listening to their needs and then sharing data and information on the Group and its activities.

In order to build a structured method of listening and engagement, from 2018 IP has decided to report its non-financial activities voluntarily by drawing up this Sustainability Report.

The stakeholder engagement process at IP initially started within the company, in order to spread a shared culture of sustainability and the core values distinguishing the Group – essential elements for tackling change. It was through the constant engagement of a diversified team of thematic reference persons for drawing up the Sustainability Report that all the company functions were involved in the reporting process.

The External Relations, Corporate Sustainability and Corporate Academy function, which is responsible for the projects' development and for drawing up Sustainability Report, coordinates a central working group that collects the activities of the thematic reference persons, belonging to the individual business areas, who help to identify the actions, initiatives and projects that make up the Sustainability Report.

The Sustainability Committee, established in 2018, headed by the Managing Director and made up of members chosen from the main company functions (including the Accounting, Finance and Control Department Manager and the Human Resources Manager, who are also members of the BoD), manages the activities and provides the relevant guidelines.

The Committee has the task of:

- indicating the objectives and guidelines concerning sustainability that the Group must observe in promoting initiatives and performing current activities;
- monitoring the correct attainment of the pre-defined objectives;
- monitoring the results and updating the indicators, to always ensure positive interaction with employees, suppliers, institutions and stakeholders who are most directly interested and involved.

Three years ago, IP signed an agreement with the Italian Alliance for Sustainable Development (ASviS) in order to ensure an ongoing exchange with the finest public and private initiatives focusing on sustainability and to promote the diffusion of the values and culture of sustainability, starting from the goals of the United Nations 2030 Agenda.







# 1.9 The material topics related to the business activity

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

IP operates throughout the Italian territory and deems it essential to build a two-way communication with its stakeholders. The materiality analysis, conducted in 2019 in accordance with the main international standards, allowed for identifying the material topics of interest to the Group and its stakeholders.

In order to effectively communicate the Group's commitments and results through the Sustainability Report, the significance of the topics has been defined on the basis of two criteria:

- the importance of the theme for the decisions of the stakeholders;
- the importance of the impacts generated by the company.

The materiality analysis involved the top management and the working team for sustainability, with the supervision of the Corporate Sustainability function and the guidance of the Sustainability Committee.

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

- 1 interviews with the main managers and an analysis aimed at identifying the stakeholders and the main characteristics of IP that generate their interest;
- 2 the identification of needs and of actions completed and to be carried out for fulfilling the expectations of the individual stakeholders;
- 3 the assigning of a weight and a priority to the topics through a qualitative and quantitative methodology based on the results of the interviews and on questionnaires compiled by the company management, which determined the definitive list of the material topics.



The materiality analysis was confirmed also in 2021 following a survey that involved students of the Non-Financial Reporting Course of the Polytechnic University of the Marche (MASEC).

During the course of a challenge launched in September by IP and entitled “New proposals for stakeholder engagement”, which culminated on 17 December 2021 at the Academy in Falconara, a questionnaire was handed out to MASEC students on the significance of the material topics for the company.

The materiality analysis allows for highlighting the so-called “material” issues, which IP deems necessary to focus on and that are analysed in this document.

IP has launched a programme for integrating in its company strategy the goals of the 2030 Agenda, which are the backbone of the mission and activities of ASviS, with which it is associated, for strengthening social responsibility towards its stakeholders.

The platform laid over the past years with the definition of the significant material topics, also thanks to the support of academia, inspires IP to perfect the stakeholder engagement process with the aim of managing, anticipating and tackling change by improving the materiality analysis on an annual basis.

The path taken by IP contributes daily to the attainment of the sustainable development goals (SDGs). Shown below are the Group’s social values set against the material topics identified and the main sustainable development objectives that IP’s activities contribute towards attaining.

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 the customer at the centre 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 high-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>

**02**

**Values,  
concretely  
determined**



- We are mobility enablers
- We create economic, social and environmental value
- We always put the customer at the centre
- We create high-quality work
- We are bearers of legality

## 2.1 Being mobility enablers

Being “mobility enablers” is the core value at IP, which equates “movement” with freedom and emancipation. Moving in a sustainable manner does not mean moving less, but moving better, using the best technologies available and making them accessible to all.

In this perspective, IP intends to play a key role in the energy transition thanks to its capillary network and a logistics system covering the entire Italian territory. The extensive network comprising around 4,600 points of sale bearing the IP brand is a strategic infrastructure, on which to base the innovations and various forms of energy and services for tackling and winning the challenges lying ahead.

The path towards a more sustainable mobility hinges on two temporal dimensions: In the present, with the innovation of the network and the introduction of OPTIMO petrol and diesel fuel, in the medium to long terms, by working towards the creation of new service stations equipped with methane gas, fast and ultra-fast electric vehicle charging stations and all the other technologies as soon as they will become a concrete option.

IP invests in its own network in a sustainable and innovative manner, conscious of the trade-offs between ambition and reality, current consumer habits with future trends. According to this approach, sustainability for the entire IP ecosystem involves three aspects:

- **economic** - by making superior-quality products available to everyone;
- **environmental** - by accelerating the improvement of traditional fuels with those of superior quality and enabling the diffusion of alternative fuels, such as biofuels and e-fuels;
- **industrial** - by preserving an industrial production chain in Italy, making it safe and capable of promoting the use of new technologies.

The aim is to offer opportunities and solutions that help to reduce the environmental impact without limiting the freedom of movement of goods and people





GRUPPO **api**



over  
**650,000**  
refuelling actions a day



over  
**1,000,000**  
Litres per points of sale  
(average annual dispensed)



roughly  
**2,000**  
non oil assets

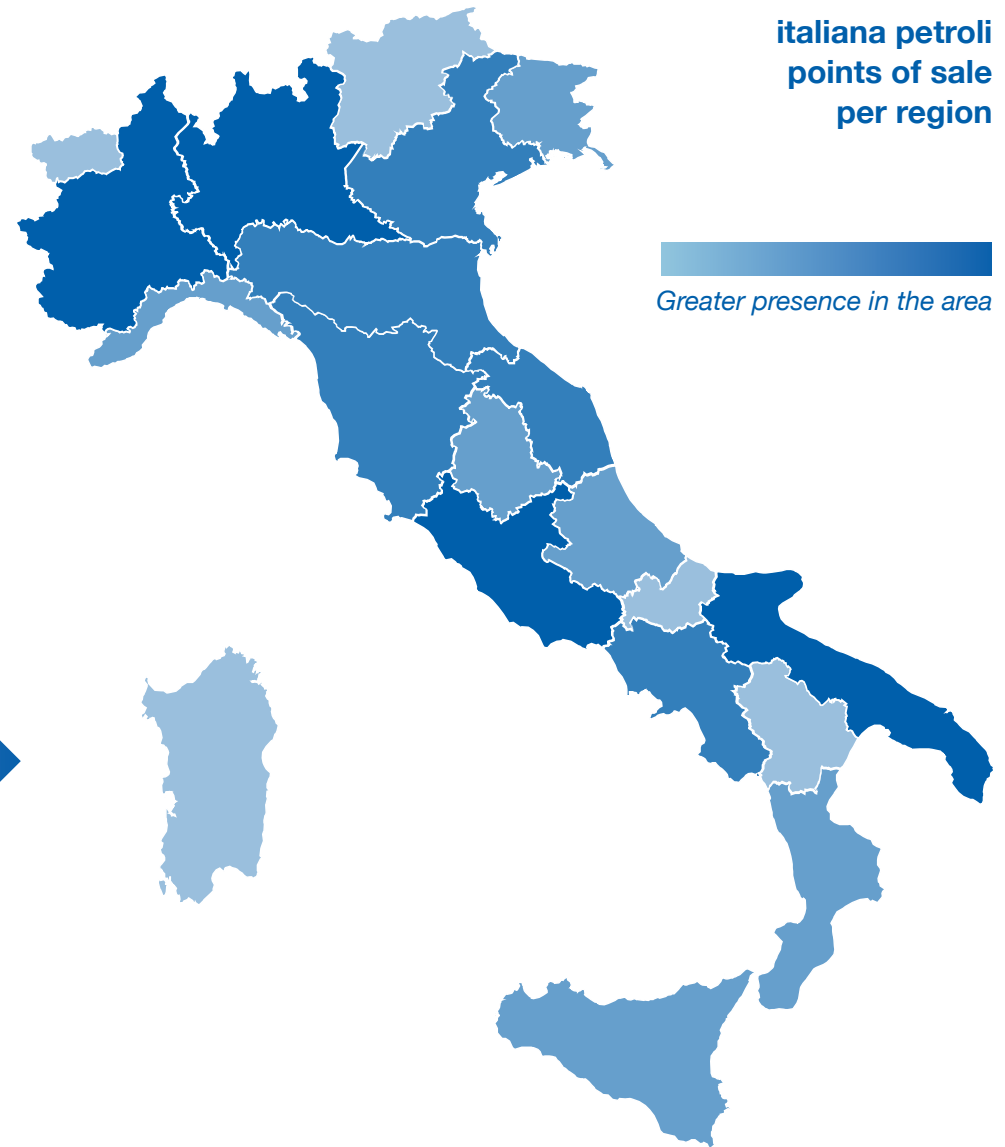


about  
**4,600**  
Totale POS

about  
**550**  
stations with LPG

**57**  
stations with methane

**32**  
POS with electric  
charging stations



**100% Regions served**



more than

**50,000**

B2B fuel card customers



more than

**500,000**

petrol cards



**OPTIMO**

IL CARBURANTE  
DI QUALITÀ SUPERIORE  
A UN PREZZO PER TUTTI.

- RIDUZIONE DI CONSUMI ED EMISSIONI
- MINORI COSTI DI MANUTENZIONE
- MOTORE PIÙ PULITO & PERFORMANTE
- STESSO PREZZO



CAMBIA LA MOBILITÀ.

**IP**

IMPORTO € 60.00  
LITRI 36.39  
€ AL LITRO

3

**OPTIMO**  
benzina

**OPTIMO**  
diesel

**OPTIMO**  
diesel



## Vision: the fuel network as a strategic infrastructure for the transition

Some 4,600 petrol stations throughout Italy represent a strategic infrastructure on which to invest to tackle the transition towards a more sustainable mobility and to respond to the needs of Italians who travel.

For IP petrol stations are multi-energy and multi-service hubs that must provide an extensive and varied offer reflecting the evolving technologies and tastes of Italians.

IP intends to strengthen and expand its multi-energy offer which it already provides to its customers: from OPTIMO petrol and diesel fuel to LPG, from methane gas to electric power. The petrol station will have the most innovative fuels, including alternative fuels, when they will become a real alternative.

The aim is to allow Italians to choose the form of energy with which to travel.

In view of this, we have signed agreements with the main utility companies and formed partnerships with research bodies and universities. The intention is to programme the transition by grasping its opportunities and identifying the technologies capable of immediately improving the sustainability of the existing stock and aiding the development of emerging trends.



### Everywhere on the roads

To provide fuels that are increasingly eco-sustainable and of better quality. IP can rely on the extensive distribution of its network with 100% of Italy's regions served and almost all the provinces covered.



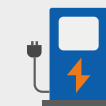
### Along the routes of heavy goods and passenger transport

To become a logistics hub, using interurban petrol stations for supplying heavy transport with LPG and, ultimately, also hydrogen.



### Within the city

To transform points of sale into multi-service hubs that help people to satisfy other daily requirements besides refuelling, such as, for example, the delivery and collection of packages and personal services.



### Outside of town

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

## Multi-energy hub: the evolution of the petrol station and agreements with partners

The strategic collaborations started in recent years with various players in the electrical sector, utilities (in particular Enel and Snam) and leading car manufacturers help to develop infrastructures for supplying alternative fuels that will aid the transition towards a more sustainable mobility.

The aim is to create a network of petrol stations equipped, respectively, with charging stations for electricity and natural gas on the country's main roads.



## Electric mobility

The Group's intention is to install electric charging stations either directly or through partnerships, and to create a network of petrol stations along interurban roads capable of facilitating travel with electric and plug-in hybrid vehicles over medium- and long-range distances, with a full charge completed in roughly 15 minutes. The activation of ultra-fast charging stations will reduce the charging times, making electric vehicle owners enjoys a similar experience to owners of traditional vehicles.

By the end of 2021 there were 83 electric vehicle charging stations operating in 32 IP petrol stations, made up of both fast (> 50 kW) and ultra-fast (> 150 kW up to 350 kW) versions. A further six ultra-fast stations will add to these by the end of 2022. In 2021, in collaboration with Enel X, IP gave further impulse to the diffusion of electric mobility in Italy with the installation of new ultra-fast charging infrastructures up to 350 kW (High-Power Charge) at its points of sale in Bologna (BO) and Calenzano (FI), which add to those set up at the end of 2020 in Zanica (BG), Peschiera del Garda (VR) and Biandrate (NO).

Contacts are being maintained with various electric mobility companies, utilities, car makers and also new subjects interested in the investments for building the infrastructure of the Italian charging network, with the aim of sharing the path taken by IP, namely that of speeding up the creation of “on the go” charging stations, enabling owners of electric and hybrid plug-in vehicles to charge their vehicles rapidly. In the context of this initiative, the Group is exploring possible agreements with national and international operators.

IP's commitments for facilitating interurban electric mobility do not stop at partnerships alone. Moreover, in 2021 the company started developing the design of the digital platform and the technical solutions aimed at completing the “Ev Station 2.0” project, supported by the European Commission, for facilitating sustainable mobility. “Ev Station 2.0” is the project with which in 2020 IP won the European CEF (Connecting Europe Facility) call for proposal for the creation, by 2024, of 180 charging points, of which 90 fast (at least 50 kW) and 90 ultra-fast (up to 350 kW), in 45 service stations situated along the main corridors subject to intense traffic (Ten-T corridors) in Italy: by the end of 2022 the first five stations of this project will have been completed.

The overall investment, estimated at roughly 25 million Euro, of which around 15% will be financed through non-repayable grants of the European Commission in the context of the CEF call for proposals.

Battery storage systems will be implemented in some service stations , which are able to manage the power delivered during peak demand periods and resell the stored energy, in case of high demand from the network.

IP is working to supplement its charging network with a package to customers combining digital and interoperable purchasing systems of the electric mobility sector with those immediately accessible to all and typically found in the petroleum retail sector.

From June 2022 IP will allow its customers to access the main charging infrastructures on the Italian territory thanks to the new charging app. The purchasing experience will be totally digital, interoperable, easy to use and transparent, with regard to prices, for the end user.

The development of the new charging app is only the first step taken by IP in the new electric mobility business.



## ELECTRIC MOBILITY POINTS OF SALE NETWORK



**83** Charging  
existing

of which **20** ultra-fast e **55** fast



**51** New charging stations  
by 2022

of which **26** ultra-fast e **25** fast



## Natural Gas

With regard to mobility based on natural gas, there are 57 proprietary points of sale with methane.

Of these, two are part of the agreement signed with Snam 4mobility in 2018: a further 12 methane refuelling stations will open by 2022 and a further 8 by 2023.

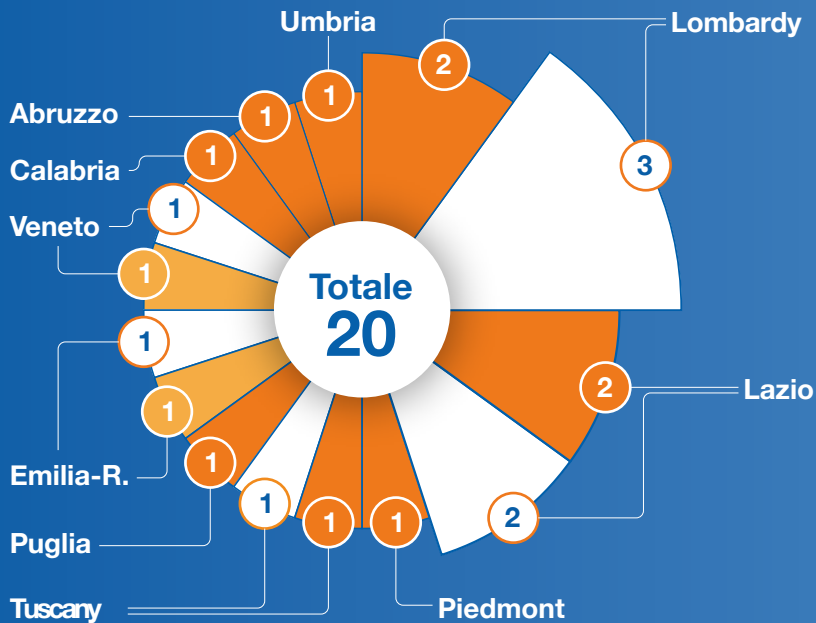
In the first quarter of 2022 the Limenella Sud IP highway point of sale will open, making it the first LNG service station.

The new openings mark an important stage in the growth of the natural gas distribution infrastructure for the automotive sector throughout the Italian territory, and are part of the company's strategy aimed at promoting an increasingly sustainable mobility.



# METHANE POINTS OF SALE NETWORK

- New LNG openings in 2022
- New CNG openings in 2022
- New LNG openings in 2023



**57** Points of sale existing

+

**12** New points of sale 2022

+

**8** New points of sale 2023

## OPTIMO: a revolution at IP

With the introduction OPTIMO petrol and diesel fuel, from January 2020 IP has started a revolution at its petrol stations in line with the Group's mission and the sustainable development goals (SDGs) of the United Nations 2030 Agenda. OPTIMO petrol and diesel fuels are innovative Premium products of superior quality that will help to reduce CO<sub>2</sub> emissions and consumption; they also improve the engine's performance without any additional costs compared to traditional fuels. Thanks to its complex and extensive integrated logistics system, IP has started an ambitious and innovative process for the sector with the launching of its Premium product.

OPTIMO was officially introduced with the press conference held on 14 January 2020. At 31 December 2021 IP had completed the investments in its logistics bases: as a result, 90% of the network's volumes can be covered with OPTIMO. By the end of the first quarter of 2022, OPTIMO will be distributed throughout all of Italy's points of sale, where it will replace traditional fuels without any surcharge.



## A technical revolution

With OPTIMO IP will immediately improve the sustainability of around 40 million internal-combustion vehicles circulating on Italy's roads, while simultaneously improving the sustainability of its fuels and constructing an alternative energy offer.

This is a paradigm change allowing millions of car drivers who refuel at the Group's service stations to reduce their consumption, CO<sub>2</sub> emissions and maintenance costs (driving style and other conditions of the vehicle being equal), thus becoming actively and immediately involved in the energy transition with their vehicle. Moreover, OPTIMO fuels contain a special molecule that allows them to be identified and tracked for fraud-prevention reasons.

## A commercial revolution for all

OPTIMO fuels are sold without any additional costs with respect to traditional fuels. The aim of IP is to help everyone benefit from the most innovative technical solutions available on the market, without having the end consumer bear the additional costs associated with a more sustainable mobility.



## The advantages of OPTIMO



### QUALITY



**Keeps the engine clean**, thus reducing maintenance costs



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

### CARE FOR AND EFFICIENCY OF THE ENGINE

OPTIMO removes residues of combustion and lubricating oil present in the engine (Clean-up effect) and keeps it clean (Keep-clean effect); it also protects the engine against corrosion and reduces friction between mechanical parts: the more efficient combustion improves engine performance, thus reducing maintenance costs.

The new OPTIMO fuels allow for reducing fuel consumption by at least 2%, as demonstrated by motoring tests conducted on the basis of WLTC (Worldwide Harmonised Light Vehicles Test Cycles) and NEDC approval cycles, at an independent external laboratory on vehicles powered with both petrol and diesel fuel. Lastly, OPTIMO improves the performance of diesel engines, making them respond brilliantly and improving their ignition, even during “cold starts”.



### ENVIRONMENT



**Reduces consumption** enabling you to save money when refuelling



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

### A BETTER ENVIRONMENT

Along with the reduction in consumption, the new OPTIMO fuels also guarantee a reduction in CO<sub>2</sub> emissions.

Once OPTIMO will become fully operational, IP aims to reduce the emission into the atmosphere of over 300,000 tons of CO<sub>2</sub> a year, which amounts to reducing over 60% of the overall direct emissions produced by the Group's industrial activities. Obviously, the results of the reduction refer to the average number of circulating vehicles and may vary in relation to the type and condition of the engines, the vehicle's general conditions and the driving style adopted.



### LEGALITY



**Contains an anti-fraud tracer**, guaranteeing the product's origin and quality

### ANTI-COUNTERFEITING TRACEABILITY

With OPTIMO, IP can verify the origin of the product through the tracer added to the fuel, enabling the company to guarantee the quality and performance of its fuels (in 2021 alone roughly 1,300 inspections were carried out).

The tracer functions as an actual anti-counterfeiting element: in this way, IP can contribute significantly to combating illegal fuel trafficking, which not only generates enormous volumes of tax evasion but also puts vehicle engines at risk.

## IP's commitment: the agreement with the CNR

With the aim of developing know-how and research on sustainable mobility, in 2020 IP signed a four-year collaboration framework agreement with the Italian National Research Council (CNR).

The subject-matter of this agreement concerns common actions involving research, innovation and information on topics such as air quality, the environmental impact of public and private mobility, and the improvement of the performance of transport vehicle engines and fuel quality.



The collaboration is part of the research and innovation programme for sustainability that IP started over the last few years and which led to the introduction, in 2021, of the new Research & Industrial Development function, dedicated to assessing and proposing both industrial initiatives focusing on sustainability and energy transition as well as activities focusing on product quality and technology development. Thanks to the agreement with the CNR, IP has an authoritative and independent partner capable Sciences and Technology for Energy and Sustainable Mobility (STEMS) of the CNR, concerns the motor and environmental performance of the new Premium OPTIMO fuel. In the context of this collaboration, over the course of

2020 and 2021 the CNR-STEMS laboratories conducted tests on roller workbenches on Euro4 vehicles used for private and light-goods transport, representing Italy's vehicle fleet, which highlighted the better performance offered by OPTIMO products compared to normal fuels in terms of consumption and CO<sub>2</sub> emissions.

## The STEMS - CNR

The testing laboratory for vehicle emission tests of the Institute of Sciences and Technology for Energy and Sustainable Mobility (STEMS) – CNR has conducted experimental tests on:

- Opel Corsa 1.2 Multijet diesel-powered car
- Lancia Ypsilon 1.2 petrol-powered car
- N1 Fiat Ducato 2,3 Multijet diesel-powered light commercial vehicle

The vehicles complied with Euro4 regulations and are regarded as sufficiently representative of Italy's vehicle fleet.

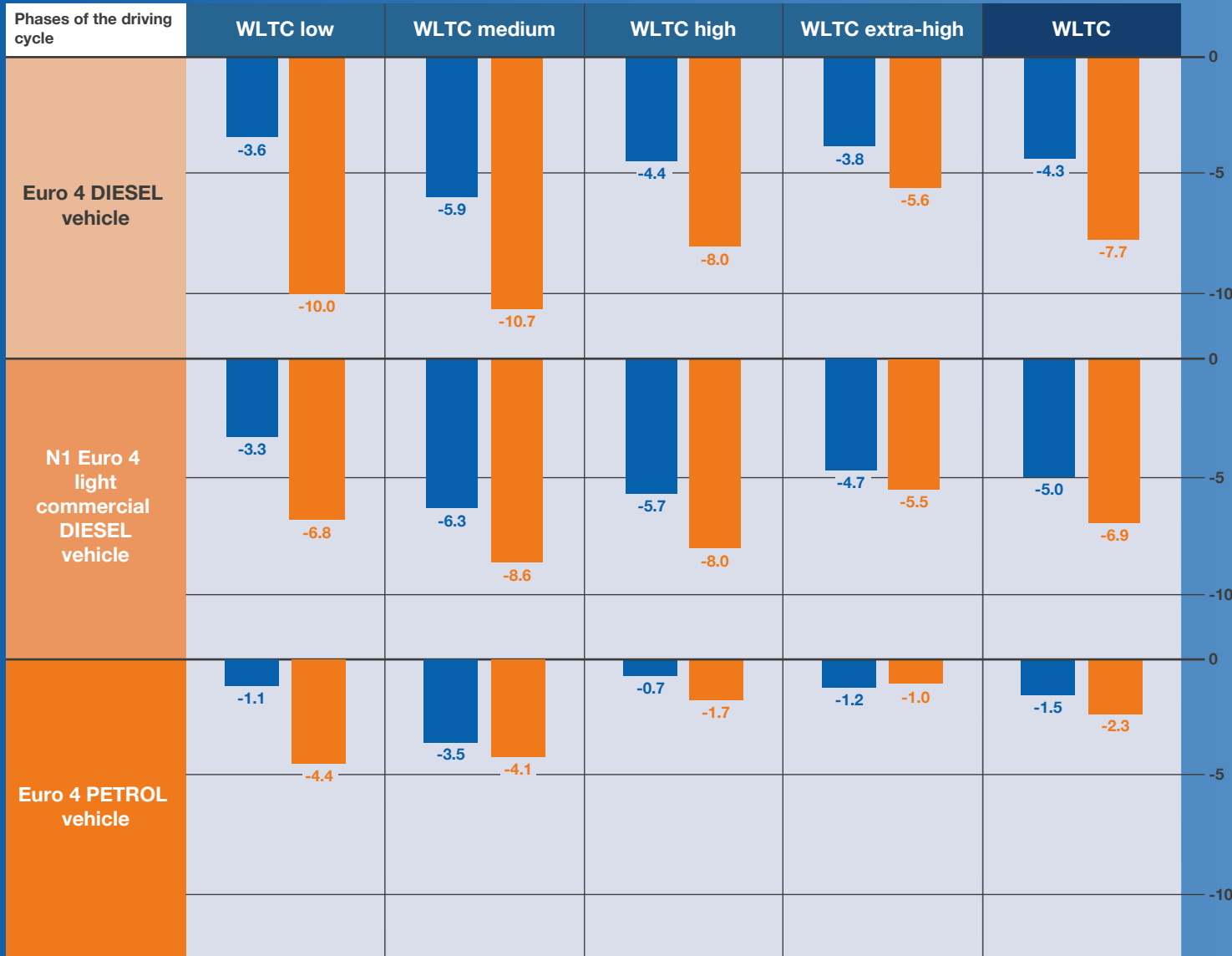
The tests were conducted on a dynamometric roller test bench on the new WLTC (World Harmonised Light Vehicle Test Cycle) approval cycle, applicable to Euro 6 vehicles as per Regulation (EU) 2017/1151, as it was deemed the most realistic compared to the previous approval cycles.

The results refer to the COLD and WARM start-up conditions and to the 4 phases of the driving cycle (low, medium, high, extra-high speed), and to the overall cycle. The use of OPTIMO allowed for reducing CO<sub>2</sub> emissions for all classes of vehicles and in all test conditions verified.

# OPTIMO: Reduction in CO<sub>2</sub> emissions

WLTC: World Harmonised Light Vehicle Test Cycle

dati in %



**COLD** refers to a start after the vehicle has been parked for at least 6 hours at 23 degrees (and thus with its fluids regulated at this temperature).



**WARM** refers to a test carried out after a COLD cycle.



The graphs show the reduction in CO<sub>2</sub> emissions in percentage terms of products containing OPTIMO compared to standard diesel and petrol products.



The data is statistically significant with a 95% confidence level.



## Logistics: an integrated system to serve the country

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

The Group's overall refining capacity amounts to roughly 5.5 million tons and is made up of the entire capacity of the Ancona refinery, the share of the capacity of the Sarpom refinery in Trecate (Novara) and the subcontracting agreement at the refinery in Alma (Ravenna). In particular, Falconara and Alma Ravenna are specialised in the production of bitumens and fuels while the Trecate plant focuses mainly on the production of fuels, and Bitumtec (Volpiano) is a company specialising in the production of modified bitumen.

IP possesses an extremely usable storage system (primary logistics), with a capacity of around 2.5 million cubic metres.

The origin of the crude oil and products purchased overall by the Group in 2021 for consumption or processing, is as follows:

Origin of crude oils		Prodotti area provenienza	
Middle East	79%	Middle East	54%
Eastern Europe and Caucasus	7%	Europe	24%
North Africa	6%	Far East	19%
Northern Europe	5%	Italy	3%
Central Africa	2%		
North America	1%		

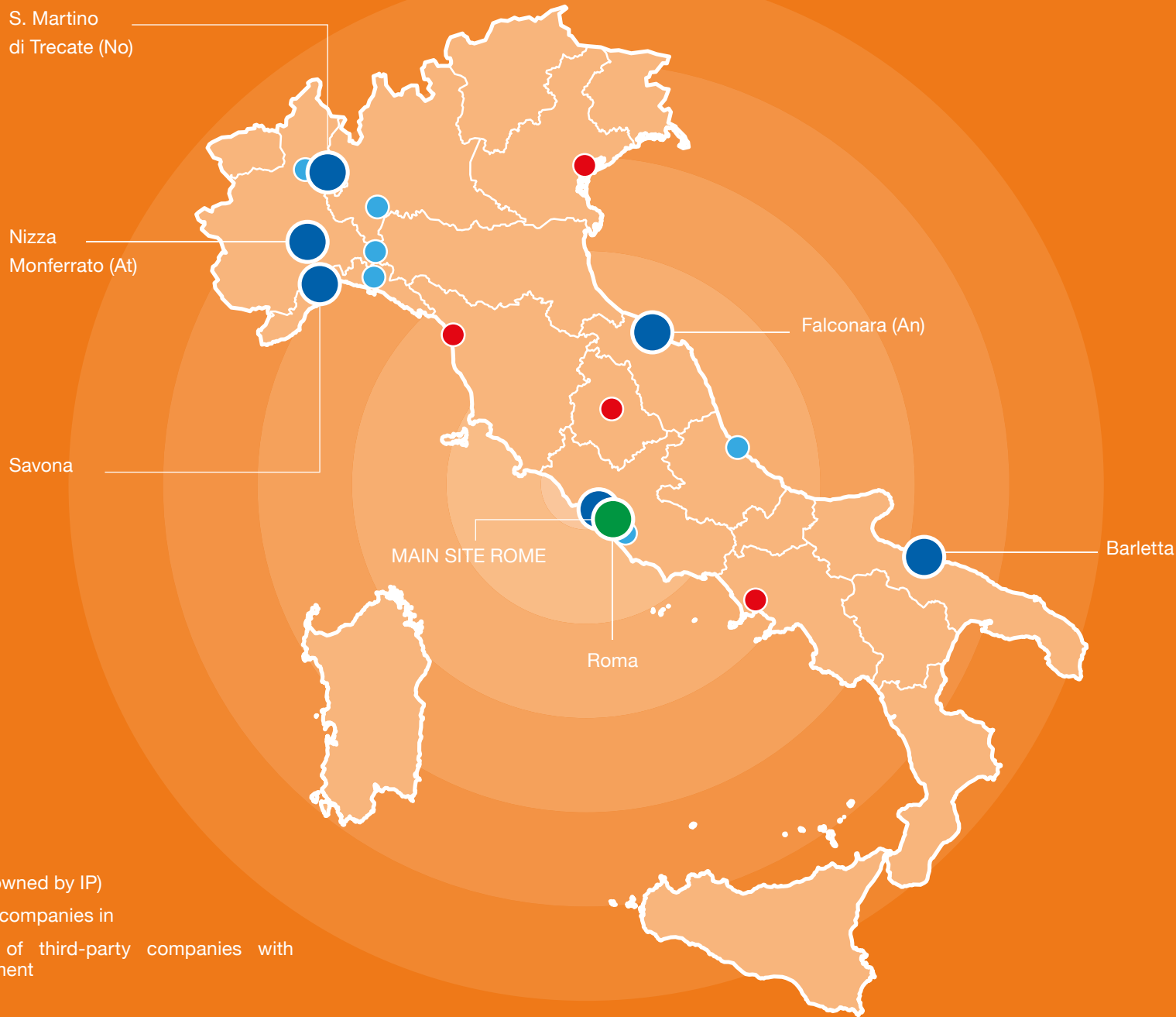
With regard to the supply of petroleum products, the Group has always relied on suppliers with proven international reliability strengthened by the request for certifications of origin certifying the soundness of the supply chain.

The diffuse IP logistics system is characterised by a high degree of procurement autonomy and distribution, since roughly 76% of the fuels intended for consumption come from own bases. It is thanks to this extensive integrated logistics system that it was possible to design and develop the innovation of OPTIMO fuels.

Purchases of products from third-party bases make the system even more efficient, in particular for the purpose of balancing and optimising the distribution costs.

Below is the full list of depots containing IP proprietary products:

- **“corporate” depots (owned by IP):**  
Raffineria di Ancona (Falconara M.), IP Industrial (Roma), S. Martino di Trecate, Savona, Barletta, IP Industrial Nord Ovest (Nizza Monferrato - AT);
- **Third-party depots in partnership:**  
De.Co. Roma, Raffineria Sarpom, Sigemi (Arquata Scrivia - AL, Lacchiarella - MI, S. Quirico - GE), Abruzzo Costiero (PE);
- **Third-party depots with availability of products on consignment:**  
Petroven (VE), Costieri D'Alesio (LI), Folignoli (PG), Saccla (NA).



- Main site
- “Corporate” depots (owned by IP)
- Depots of third-party companies in
- Partnership Depots of third-party companies with products on consignment

The highly varied primary logistics system enables IP to supply throughout Italy even customers of the non-network channel. In this channel the quoted volumes are split 50% between the North and the Centre-South area and mainly exploit proprietary bases, guaranteeing coverage on the Tyrrhenian and Adriatic sides.

The non-network channel exploits a commercial structure consisting of direct dealers and local agencies to guarantee the most effective proximity to dealers and end customers.

As an integrated mobility enabler, IP operates through business areas not limited to the fuel sector but that also cover niche products such as lubricants and bitumen. The production and use of high-performance lubricants, especially when used in combination with OPTIMO, allow for obtaining a better performance from engines and thus further contribute – albeit indirectly – to the overall reduction in emissions and waste. A well lubricated engine consumes less and requires fewer oil changes.

The product catalogue also includes a lubricant oil dedicated to motor-powered cutting tools, which is designed to prevent damages to the ecosystem of our woodlands. Its balanced formula based on plant oils, which are highly resistant to low temperatures, make it biodegradable by over 90%. Total sales reached 50,000 kg in 2021.

Another strength is certainly the production of bitumen, which are the base binder used to manufacture asphalt and are thus a crucial element in road construction.

In the last few years, up to 2018, there has been a downward trend in the use of bitumen, mainly linked to the drastic reduction in public investments in road maintenance: the figure has gone from roughly 3 Mton in 2004 to 1.5 Mton in 2018. In 2019 a new phase of investments in road maintenance started, which went on despite the pandemic and led to over 1.8 Mton being used in 2021. The trend should increase in the near future, also thanks to the funds coming from the National Recovery and Resilience Plan (PNRR) for the sector, not only for maintenance purposes but also for new infrastructures.

The relaunching of the country's productive system will bring about greater investments and IP will be ready to contribute both with both traditional and modified bitumen, thanks to the Bitumtec excellence facility and the subcontracting agreement with Valli Zabban: both are engaged in producing asphalts that improve safety for drivers and extend the life cycle of the road surface.

Secondary logistics operates in a context characterised by the ongoing quest for efficiency by pursuing transport optimisation at points of sale through the daily planning of journeys. The aim is to minimise the kilometres covered and to maximise the quantities unloaded for each single plant. In 2021 the tanker trucks carrying products covered 20.72 Mkm overall.

In order to guarantee the utmost safety on every journey, with positive benefits also on respect for legality, IP requires the entire contractualised vehicle fleet to be equipped with GPS for remotely detecting the position and for remotely controlling on-board operations.

IP has adhered to the road safety platform which involves various agreements stipulated between subjects interested in optimally monitoring the transport of hazardous goods and improving road safety and protection.

The IP logistics infrastructure is an advanced and integrated platform that, thanks to direct connections via oil pipeline with the Trecate refinery (Malpensa) and the IP Industrial site in Rome (Fiumicino), has become one of the main jet fuel suppliers for the airports based in Milan and Rome.

This adds to the production of marine fuel (bunker) by the Ancona refinery, which supplies fleets of the main companies operating in the passenger transport sector near the port.



S. Martino di Trecate (NO)

Nizza Monferrato (AT)

Savona (SV)

Falconara (AN)

ip Industrail S.p.A. (RM)

Main site

Barletta (BA)

Raffineria di Trecate

Milano-Malpensa airport

Savona depot

Raffineria in Ancona

Port of Ancona

IP Industrial S.p.A.

Aeroporto Leonardo da Vinci

## 2.2 Creating economic, social and environmental value

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

A company's primary aim, rooted in its nature of social subject, is to generate economic value through its activities, but the real challenge lies in creating shared value for itself and for all the other stakeholders. It is in this context that value assumes not only an economic dimension, but also a social and environmental connotation in a long-term perspective.

### The main economic indicators

On 14 March 2022 the Board of Directors approved the draft consolidated financial statements for IP and this Report.

The net turnover amounted to 4,560 million Euro, the adjusted EBITDA to 150.7 million Euro, the net profit to 125 million Euro and the net financial position to -160 million Euro.

These results should be read in the context of the Italian and international energy situations which in 2021 were still influenced by the persistent effects of the COVID-19 pandemic, which influenced the entire year.

### Economic value generated and distributed

The gross economic value generated and distributed in 2021, inferred from the financial statements approved and drawn up in compliance with the IAS and IFRS accounting principles, thus excluding IVA and excise duties, amounts to 4,301 million Euro.

	2021 (millions of Euro)
Gross revenues (A)	4,560
Economic value distributed (B)	4,301
- of which raw materials and products	3,615
- of which operating, financial and other costs	685
Economic value withheld (A-B)	259

For a more comprehensive picture and understanding of the commercialised petroleum products are sold, the economic value generated must be supplemented by another significant component consisting of taxes collected and subsequently paid on behalf of the State, namely the national excise duties and consumption taxes and the regional excise duties.

For 2021 these components amounted to 3,779 million Euro, divided between excise duties and consumption taxes.



Therefore, the overall value distributed, including excise duties, amounts to 8,079 million Euro (VAT excluded).

	2021 (millions of Euro)
Raw materials and products	3,615
Operating and financial costs and other	685
Excise duties and consumption taxes	3,779
<b>TOTAL value distributed</b>	<b>8,079</b>

The table below shows the distribution of the value distributed for each group of stakeholders:

	2021
Operating costs	51.1 %
Payments to the public administration	47.1 %
Wages and employee benefits	1.1 %
Payments to capital providers	0.7 %

In 2021 the figure concerning investments for supporting charity and non-profit organisations operating also in the territory of Falconara amounted to around € 85,000.

A typical aspect of the sector, which is worth mentioning, concerns the application of VAT on the entire sales price, including the excise duties: the overall amount of the VAT balance for 2021 amounted to roughly 861 M€.

## The pump price

Over the course of 2021, the crude oil price per barrel imported to Italy was influenced by the increase in the international prices of the reference crude oils, increasing overall by roughly 29 dollars per barrel.

In 2021 the industrial prices of network fuels followed the international price trend for refined products (Platts), in line with the evolution of prices in the Euro area.

Amid this international context, the so-called weighted “Italy gap”<sup>2</sup> (petrol and diesel fuel), namely the difference between the average prices for Italy and the average for Euro-area countries, net of all taxes, in 2021 amounted to nearly -4 cents per litre.

The consumer price (pump price) per thousand litres of fuel, which includes taxes, was heavily influenced also in 2021 by the high tax burden which largely explains the difference between the Italian prices and the average prices for the Euro area: taxes make up 60% of the total diesel price and 63% of the total petrol price.

	PETROL		DIESEL	
Pump price	1,625.7	100%	1,487.03	100%
- of which excise duty	728.4	45%	617.4	42%
- of which VAT	293.16	18%	268.2	18%
- of which industrial cost	604.1	37%	601.5	40%

<sup>2</sup> Source: RIP SRL article on Staffetta Quotidiana entitled “Italy Gap” of 23 December 2021.

<sup>3</sup> Source: Italian Ministry for Ecological Transition, 2021.

## Relations with local communities

The economic recovery, which characterised Italy starting from the second quarter of 2021, produced a general upsurge in confidence resulting in positive effects on consumption. However, the inequality in the growth rates between Northern and Southern Italy remains substantial. The complex effects of the COVID-19 health emergency continued to have repercussions also in 2021 on businesses, local territories and communities, albeit less than the previous year thanks to the measures adopted to counter the spread of the contagion.

The economic repercussions of the health and social emergency impacted on the country's economic and social fabrics in diversified ways, further confirming that the stronger the synergy between companies and their territory the stronger and sturdier the economic recovery.

IP is well aware that must tackle the events and upcoming challenges with social responsibility in order to foster a culture of cooperation and strengthen its drive to change, starting from the local territories and communities.

To this aim, the initiatives implemented by IP throughout the national territory re aimed at youths, universities and the research & development sector, and seek to promote the mutual cohabitation between industrial sites and local communities, work and the safeguarding of human health, safety and the environment.

### The initiatives on the territory

In line with its traditional commitments, the Group renewed its support to the main associations of the Marche territory, where IP also has an industrial site based in Falconara Marittima and is involved in social initiatives and sports, and participates in events and initiatives promoted by Ancona's community.



## Initiatives

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### *A Dragon for Life*

For the second consecutive year, api Raffineria di Ancona supported – together with the Fondazione Ospedali Riuniti foundation and the Ancona Oncology Clinic – the activities of the Falconara Marittima Naval League by adhering to the project “A Dragon for Life”. The initiative is targeted at women who have undergone breast surgery and intends, especially at a time characterised by the COVID emergency, favouring their participation in physical rehabilitation exercises for overcoming the limitations associated with their disease and with social distancing, which can enhance the feeling of loneliness. Twenty-two “Dragon ladies” tackle the sea each day on board their “Dragon boat” and then each year challenge 200 women coming from all over Italy with their teams and representative boats.

### **Win with research**

Api also helped to set “Win with research”, an event organised by the Fondazione AIRC (Marches Committee) foundation aimed at raising funds for Italy’s leading research facilities engaged in the fight against cancer.

### **Projects of the heart**

By supporting the guaranteed mobility social project entitled “Projects of the heart”, the company contributed to providing a free social transport service throughout territorial district no. 12 for struggling families in Falconara. The project involves a new timely and supportive vehicle for transporting disabled and elderly citizens of Falconara and surrounding areas.

### **apisport for youths**

For all youths, api Raffineria sponsored the Falconara Mini-Olympics and the development of the “apisport for youths” project, by supporting various local sports associations that intend promoting sport and its educational role among young people. With the aim of encouraging the use of reliable sources for correct information and promoting reading of newspapers among young people, the company sponsored the “Journalism championships” project held at junior high schools of the province of Ancona; this year’s project was even more significant given the need to communicate with dozens of classes remotely and during various periods of the school year. Meanwhile, the company supported promotional initiatives throughout the territory organised by the main regional and local newspapers.

### **Solidarity in Motion**

With regard to maintaining close ties with the community, Bitumtec, the IP industrial site based in Volpiano (TO), adhered to the “Solidarity in Motion” project. The initiative, promoted by the Volpiano Caritas parish-based organisation through the ASTRA cooperative, is supported by the Municipality of Volpiano and saw the participation of several local industrial realities, including Bitumtec. With the funds collected, Caritas will be able to use a van on loan for use for four years. Thanks to this vehicle, medicines, food supplies and meals will be distributed throughout the municipal territory of Volpiano to the needy and to people experiencing further subsistence difficulties due to the pandemic.

## Starting a new from youths and schools

On 27 January 2021 a van was delivered to the “Luigi di Savoia” agricultural senior high school in Rieti. It will be used by pupils to travel – in full compliance with the social distancing rules – between the school’s various branches and the lands of the farm where they engage in practical curricular activities.

IP’s direct support stems from an idea of the Associazione Crocerossine d’Italia Onlus non-profit organisation and involves a territory already badly hit by the earthquake of 30 October 2016, at a particularly difficult time for youths due to the pandemic. COVID-19 has aggravated an already difficult situation for pupils in the Rieti area who, like many of their fellow pupils in Central Italy, went through a difficult time in their studies with crowded classes and lessons often held in two turns due to a shortage of classrooms, which had either collapsed or were badly damaged after the earthquake of four years ago.

It comes as no surprise that the company chose to support youths of a technical high school, where pupils can learn fundamental skills for the workplace as well as the basics of entrepreneurship. It is important to invest in the new generations and offer them more and more practical experience.

In order to help youths approach a constantly evolving work scenario, and in the context of an active collaboration between universities and businesses, IP partners the Alceo Moretti Contest 2021 organised by the Faculty of Economics of the Polytechnic University of the Marches.

From 2012 university students of the “Strategies for the International Markets” course of the Faculty of Economics challenge one another to produce innovative marketing campaigns “tailored” to a partner company in a contest named after the Marches-born communications pioneer, Alceo Moretti. Increasingly sustainable mobility thanks to fuels that help to reduce consumption and the environmental impact, while improving engine performance: this was the topic that students focused on for the 2021 edition.



The contest involved around thirty students and was promoted by the Department of Management and by Moretti Comunicazione. Two out of the seven working groups were chosen for their commitment, creativity and ability to propose their ideas convincingly. They were then allowed to illustrate their work to the IP top managers in Rome, in July, winning a prize consisting of fuel coupons.

IP’s participation, through the External Relations, Corporate Academy and Sustainability function, is one of the many stages of a broader collaboration process with the Polytechnic University of the Marches that the Group intends pursuing.



With regard to sustainability, the collaboration between IP and the Polytechnic University of the Marches saw students of the non-financial reporting course (MASEC) engage in a challenge launched by IP and entitled “New proposals for stakeholder engagement”.

Around 30 students focused on three main categories of IP stakeholders (Local communities, Customers and Employees) and worked towards the creation of new engagement concepts for stakeholders.

It was a useful opportunity for combining the study of the analyses of stakeholders and of their needs, listening and engagement, which takes place in university classrooms, with practical experience within a national industrial reality like IP. The stimulating experience, which took place on 17 December, also produced an in-depth analysis of the material topics and a map of the IP stakeholders, confirmed in the survey submitted to the students, as mentioned in paragraph 1.9 “Material topics, business activities and stakeholders”.

IP and the Department of Management of the Polytechnic University of the Marches organised, on 14 and 15 October 2021, a round table with members of academia and entrepreneurs for promoting a debate between businesses on the measures to support a more sustainable mobility and stimulate ideas on the best strategies, processes and products for sustainability.

The meeting was held at the “G. Fuà” Faculty of Economics at the Polytechnic University of the Marches and is part of the broader annual meeting of the Italian Marketing Company (SIM), Where IP illustrated its case history on sustainability. The meeting, organised by SIM, by the Department of Management of the Polytechnic University of the Marches by the University of Macerata and the University of Urbino, was an important occasion for a multidisciplinary debate on the impact of the digital revolution on marketing and on society.

The event is part of the Sustainable Development Festival promoted by ASviS from 28 September to 14 October. The festival is Italy’s most important initiative for sensitising and mobilising citizens, young generations, businesses, associations and institutions on economic, social and environmental sustainability issues,



spreading a sustainability culture and promoting cultural and political change to allow Italy to implement the United Nations 2030 Agenda and attain the 17 Sustainable Development Goals (SDGs).

The participating companies – api Raffineria di Ancona, Gruppo Gabrielli, Diva international, Fileni and VivaServizi – represent highly important sectors from a sustainability perspective, namely the hydrocarbon, large-scale retail, food processing, hygiene and essential service products sectors.

Moderated and animated by lecturers of the Department of Management of the Polytechnic University of the Marches, the speakers offered experiences, ideas for reflection and perspectives on the following issues:

- The importance of interacting with stakeholders: how to create a virtuous relationship between the company and its stakeholders.
- Generating and communicating sustainability: from the idea of sustainability to ways of initiating a path towards sustainability and attaining the pre-defined sustainable development goals.
- The company's economic, environmental and social impact: how to combine the needs of the three pillars of sustainable development.

These initiatives allow for sharing good practices and stimulating ideas; they expand knowledge and awareness on sustainable development issues but, above all, they help Italy to meet the commitments signed at the UNO in 2015 with the 2030 Agenda.

### Support for socially fragile subjects

The commitment of everybody, businesses in particular, can make the difference in any context.

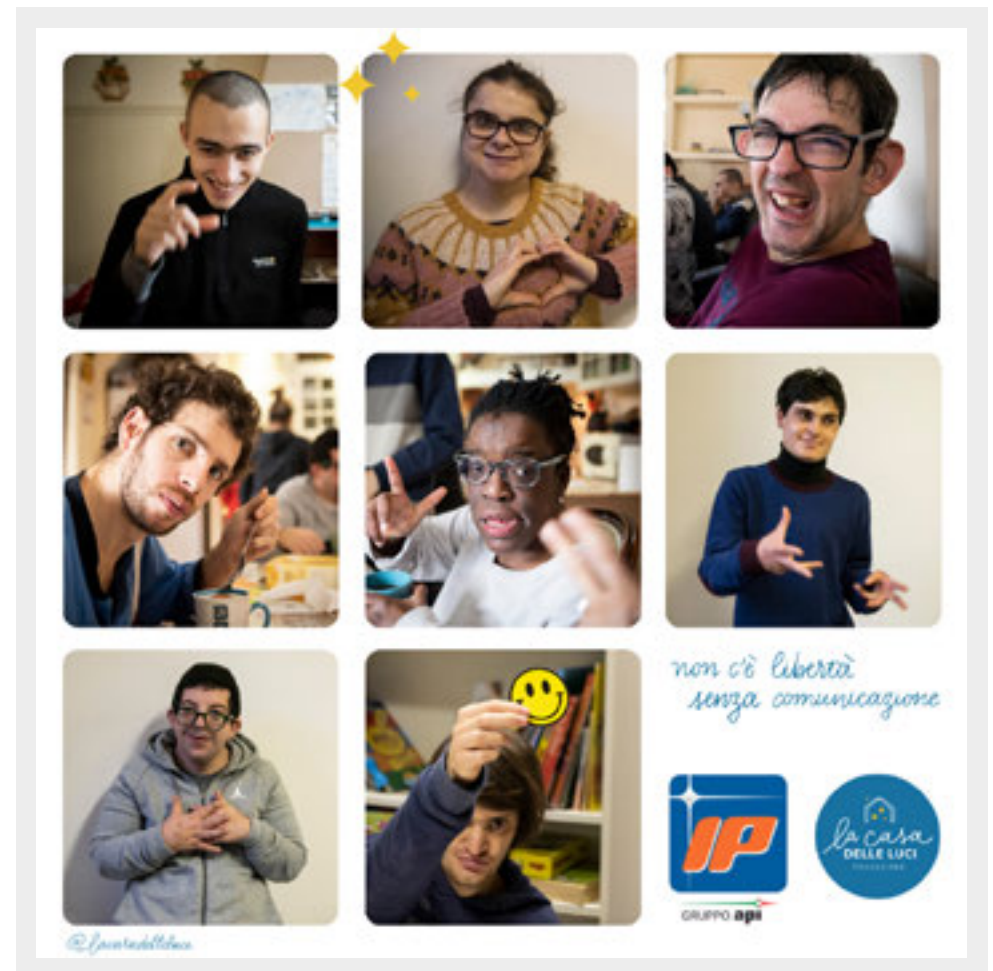
Since 2021 has been a part of “The House of Friends”, a programme initiated by the philanthropic foundation “La Casa delle Luci”: a non-profit organisation operating in the social interventions and services sector and that IP undertakes to support for 3 years.

The Foundation proposes among its institutional aims that of creating the right environment and conditions for children and young adults with serious communication disabilities associated with physical, sensory and cognitive disabilities to acquire a greater level of personal autonomy and take advantage of the opportunities of integrating into society and work.

To pursue the above-mentioned institutional aims, the Foundation, among others, offers residential services and creates laboratory activities for linguistic and socio-relational empowerment thanks to Italian Sign Language (LIS) so that nobody is

deprived of the right to an autonomous and free life because “there’s no freedom without communication”.

IP grants to the Foundation fuel coupons for free to facilitate the transport service for the beneficiaries and favour the attainment of the aims pursued by the Foundation.



## Diffuse R&D in the territory

The ecological transition is a challenge that involves everyone and demands fresh know-how. To generate sustainability, IP is well aware of the need to invest in research and development, create a bond with the territory in which the company operates and anticipate technological and scientific trends. For IP, for which creating a positive relationship with local communities is an essential prerequisite, investing in the territory where it operates cannot neglect the need to collaborate and build shared projects with the community.

The industry, along with a clear political governance, can guide the transition and encourage the diffusion and growth of high-quality jobs without this being necessary opposed to the idea of sustainability.

The right path to pursuing change should not merely rely on prohibitions and scaling down development, but on a holistic approach that realistically pursues the goal of reducing emissions without forgetting that transition in the energy sector requires a gradual approach over a medium to long term.

Without wanting to pursue trends and conscious of the fact that concepts such as work, well-being, innovation and sustainability should not be trade-offs, IP has introduced in its organisation the Research & Industrial Development function.

IP strengthens its bond with the local territory thanks to important scientific partnerships: in Naples with STEMS of the National Research Council (CNR); in Ancona with the Polytechnic University of the Marches and in Turin with the Polytechnic University, the Italian Institute of Technology – Centre for Sustainable Future Technologies (IIT) and Envipark (a scientific and technological park for the environment).

These agreements will enable IP to plan the developments over the next few years, by rooting its industrial decisions in an in-depth analysis of technological development in the energy sector.

The team of researchers of the territorial facilities will be stably in contact with the IP Research & Development function, which will have a scientific board available for consultation on a stable basis.





## MAIN CITIES

### TURIN

#### TOPICS:

New energies for mobility

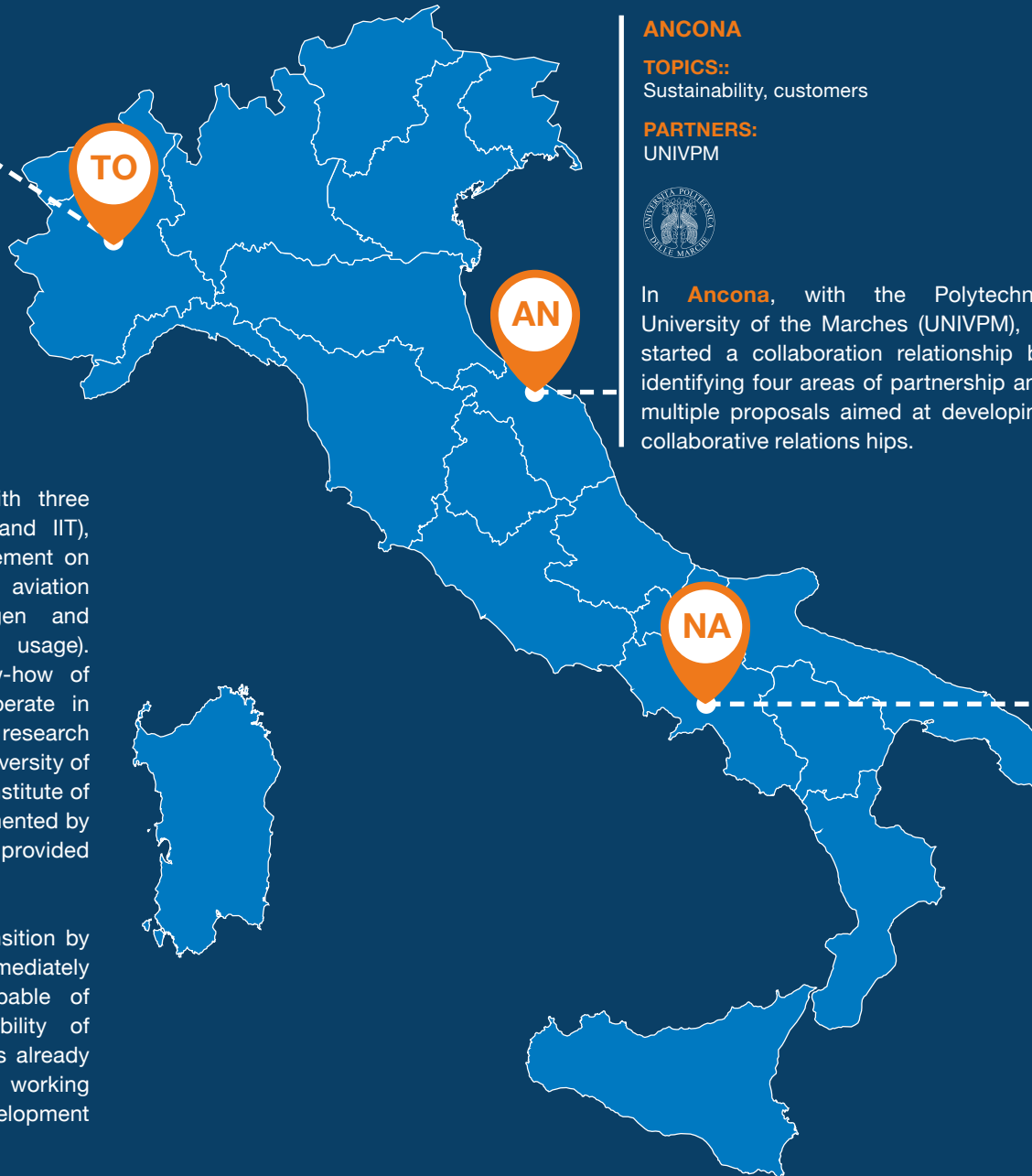
#### PARTNER:

The Polytechnic University of Turin, IIT, Envipark



In **Turin**, in collaboration with three entities (ENVIPARK, POLITO and IIT), IP started a cooperation agreement on the following topics: biofuels, aviation and maritime fuels, hydrogen and CO<sub>2</sub> (reduction, storage and usage). The infrastructures and know-how of the subjects involved will operate in an integrated manner: the research expertise of the Polytechnic University of Turin (POLITO) and the Italian Institute of Technology (IIT) will be supplemented by the innovation support function provided by Envipark.

IP will be able to plan the transition by grasping its opportunities, immediately identify the technologies capable of intervening on the sustainability of existing mobility stocks (as it is already doing with OPTIMO) and working prospectively towards the development of emerging trends.



### ANCONA

#### TOPICS:

Sustainability, customers

#### PARTNERS:

UNIVPM



In **Ancona**, with the Polytechnic University of the Marche (UNIVPM), IP started a collaboration relationship by identifying four areas of partnership and multiple proposals aimed at developing collaborative relationships.

### NAPLES

#### TOPICS:

Engines and emissions

#### PARTNERS:

CNR (STEMS Engine Research Centre)



In **Napoli**, IP cooperates with the Italian National Research Council (CNR) in research and technological innovation activities on three topics: sustainable mobility, air quality and fuel quality. As mentioned in the chapter “Being mobility enablers”, the collaboration started in 2020 and the first result concerns the tests conducted by STEMS – CNR on the performance of OPTIMO.

In the context of a concrete path of change linked to sustainability issues and the energy transition, in December 2021 IP entrusted STEMS to define the guidelines for calculating indirect emissions of greenhouse gases (GHG) deriving from the Group’s activities (Scope 3, GRI 305 Standards) and the relative estimate, while assessing the qualitative influence of OPTIMO on the GHG emissions of its customers.

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

In IP's organisation, the purchasing of goods and services is centralised and entrusted to the head of the Purchasing function. The exception is the provision of crude oil and petroleum products, which is managed by the head of the Planning, Logistics and Specialties function, and the definition of commercial agreements (for example, agents and network affiliates), which are managed by the head of the Sales function.

The goods and services purchasing process is conducted as explained below:

- identification of the best technical and commercial solutions: the aim is to ensure the utmost satisfaction of the internal customer's needs while also adopting solutions having the lowest impact on economic, environmental and safety-related aspects;
- Supplier selection: the choice of suppliers and their relative addition to the official list occurs through an objective qualification process aimed at verifying and assessing their ethical, economic and financial reliability, their technical and management expertise with regard to safety and environmental protection, as well as their ethical-social profile. Special attention is reserved for the fight against corruption and policies for combating undeclared work. The supplier list is updated continuously, using IT tools capable of guaranteeing the transparency and traceability of the entire purchasing process. The supplier qualification has a maximum duration of three years;
- priority to Italian suppliers: the intention is to incentivise the national economy;
- loyalty and respect for the company's code of ethics: with the aim of creating a durable relationship based on loyalty and high satisfaction, the purchasing decisions reflect clearly defined procedures that ensure transparency and parity of treatment among competitors;
- verification of the compliance of the goods and services purchased in relation to expected performance: purchases are made according to their compliance with the required technical characteristics, in an ongoing quest to improve efficiency and reduce waste.

### The purchasing figures:

**1,900**

Currently qualified suppliers

**96**

Number of qualifications in 2021

**95%**

Italian suppliers

**6,900**

No. of purchase orders issued in 2021

**€ 224M**

Value of orders in 2021

**93.5%**

Value of orders to Italian suppliers

**81%**

Purchases relative to services

## Integrated safety, environment and quality management

{GRI 103-1; 103-2}

The health of people, the safety of operations and environmental protection are the core values of the company's culture. For IP safeguarding the health of people and preventing any type of injury or accident, both for its own staff and for external staff working at the industrial sites, constitute primary and permanent goals.

The creation of value also relies on the effective application of organisational models capable of governing and preventing risks. IP adopts a health, safety and environment management system certifiable according to nationally and internationally recognised standards.

The creation and maintenance of the Group's certification programme is part of the strategy aimed at adopting the best management practices for preventing and minimising the risks related to its activities. In June 2021, italiana petroli S.p.A. received the ISO 45001 certification after demonstrating that its management system complies with the requirements of the new standard.

All the Group's industrial sites, based in Rome, Savona, Treccate, Barletta, Falconara and Volpiano, maintained the ISO 45001 and ISO 14001 certifications (Environmental Management System). Raffineria di Ancona was Italy's first refinery to obtain the Integrated Environmental Authorisation (AIA), which was renewed in 2018 and then reviewed partially a few times.

Overall, IP sustained expenses for HSE investments amounting to roughly 14.5 million Euro in 2021, of which:

- 12.3 million Euro relative to industrial sites;
- 2.2 million Euro relative to points of sale of the network and branches (offices).

Besides continuous investment activities for improving the commercial and industrial sites, IP is also involved in the clean-up and environmental recovery of its network points of sale. These activities are mainly due to the removal of equipment that has reached the end of its life cycle, route changes and urban evolution.

The reduction in the number of network sites involved in environmental procedures continues to decrease:

Active IP procedures	TOTAL
Active procedures as at 31/12/2020	344
Procedures opened	13
Procedures closed	42
<b>Active procedures as at 31/12/2021</b>	<b>315</b>

The company is constantly engaged in preventive and maintenance works in order to minimise possible contaminations. IP has in-house and external resources dedicated to managing site clean-up processes, who are involved in constantly optimising the costs and duration of the clean-up procedures.

With the aim of optimising processes in an ongoing manner, IP has positively maintained its quality management systems.

The ISO 9001 (quality management system) certifications currently active concern IP (as the site and depot to produce lubricants), IP Industrial, Bitumtec and the laboratory of the Raffineria di Ancona refinery.

In the context of the RED (Renewable Energy Directive) of 2009, IP has completed the certification according to the national scheme during 2021.

The Raffineria di Ancona refinery and the Bitumtec plant both possess the UNI EN 12591 certification relative to the production of bitumens.

## The sustainability certification and co-processing

In July 2021, IP obtained the certification to become a biofuel producer through the co-processing of renewable raw materials.

The certification, issued by SGS Italia S.p.A. and referred to the National Certification System, de facto acknowledges that the IP supply chain is able to produce double-counted and advanced biofuels in a sustainable way from raw materials that IP will co-process in the api refinery in Ancona, where 3 tanks have been installed, each with 30-ton capacity and equipped with external steam tracing to guarantee the fluidity of the product. Double-counted biofuels are obtained from waste and residues for which a double energy content is considered when defining the requirements for the release for consumption for petrol and diesel suppliers.

The certification and co-processing reflect a substantial change for IP: from a mere mixer of biofuels to producer. Co-processing refers to the joint processing of well-defined quantities of renewable raw materials, in this case an oil obtained as a by-product of the production of vegetable oils, together with mineral diesel.

The big change lies in the fact that, besides purchasing and mixing biofuels, IP will start to produce advanced biofuels, in other words, obtained from by-products and waste. In the initial phase, the co-processing unit will process up to 4% by weight of vegetable oil.

This is a substantial change for which we must make an important comment. The European RED II directive of 2018 introduced ambitious requirements for the promotion of the use of energy from renewable sources, namely the goal of reaching at least 32% by 2030. In the transport sector the target has been set at 14%, with 3.5% being made up of “advanced biofuels” which will partly be fulfilled using biofuels produced in the IP proprietary plants. IP goes from being a passive subject, namely an obliged subject, to an active player in the production chain of advanced biofuels as a producer. This is an initial contribution to circular economy: the main material processed in co-processing is indeed waste, which would otherwise be disposed of.

## Environmental management {GRI 103-1; 103-2; 305-1; 305-2; 305-3; 305-7}

Environmental awareness is at the core of the Group’s activities, with special reference to its industrial sites.

The following table shows the overall data for 2021 of direct emissions into the atmosphere – expressed in tons per year – relative to the Group’s industrial sites and offices.

2021	TONS
Emissions of NO <sub>x</sub>	293.7
Emissions of SO <sub>2</sub>	218.3
Emissions of TSP (total suspended particulate)	0.3
Emissions of VOC (volatile organic compounds)	150.6

*The emission limits specified by AIA, renewed in 2018 and relative solely to the Raffineria di 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 gases at the Raffineria di Ancona refinery, which is subject to Directive 2018/410/EU (Emissions Trading Directive).

The European guidelines require the adoption of an adequate monitoring and reporting system for emissions, certified by accredited third-party bodies.



The Raffineria di Ancona refinery adopts a specific management system certified according to the 14001 standard which defines:

- the responsibilities for fulfilling the requirements;
- the ways of enhancing the use of CO<sub>2</sub> in planning activities;
- the optimisation of emissions;
- the minimisation of attendant risks.

The Group's direct emissions of CO<sub>2</sub> amount to 544,148 tons (ref. GRI 305-1), of which 16,899 tons CO<sub>2</sub> were recovered through sales in 2021 at the api Raffineria di Ancona site.

The indirect CO<sub>2</sub> emissions figure, equal to 87,863 tons (78% of which relative to GRI 305-2 and 21% relative to GRI 305-3), was calculated by taking into account the following factors, consistently with the previous years:

- the electricity purchased;
- the distance covered by tanker trucks that carried fuel to the POS;
- the distance covered by staff.

<b>Indirect emissions in tons of CO<sub>2</sub> eq</b>	<b>87,863</b>
from electricity purchased in the network (Scope 2)	68,274
from the distribution of products (diesel as fuel)	18,383
from company transfers	1,207

With regard to indirect emissions, the company internally calculated rough estimates for the Group's Scope 3 indirect emissions by assessing the following categories:

- primary transport on road and via sea;
- secondary transport via road;
- procurement of crude oils and products;
- home-work journey of employees;
- transfers and use of company vehicles;
- use of products by customers.

The rough estimates on the emission sources lead to an overall value amounting to roughly 20 Mt of CO<sub>2</sub> eq.

Taking into account the results of the tests conducted on Euro 4 vehicles, which are highly representative of the Italian vehicle fleet, the Group was also able to estimate the reduction in emissions deriving from the use of the OPTIMO product: it is possible to confirm that the Group's target of 300,000 tons of CO<sub>2</sub> eliminated was amply achieved.

In order to improve reporting of indirect emissions pertaining to Scope 3 as defined by the GRI 305-standard, IP started a collaboration project with the Institute of Sciences and Technologies for Energy and Sustainable Mobility (STEMS - CNR) to have scientific support in defining the calculation methods and identifying the most relevant factors.

The guidelines and estimate for calculating indirect emissions of greenhouse gases (GHG) deriving from the Group's activities are currently being defined by STEMS - CNR. To identify the indirect source activities for GHG emissions, the Institute's researchers refer to the Greenhouse Gas Protocol - Corporate Value Chain (Scope 3) Accounting and Reporting Standard, applied to the specific IP case. In order to estimate these emissions in the best possible way, the assessments are made on last year's consolidated data (2020).

## Odor.net - ARPA Marche

The convergence of individual interests and the sustainability of business is rooted in transparency, correct information and an ongoing constructive dialogue.

With specific reference to the Raffineria di Ancona refinery, the Group's main industrial site, IP strives constantly to favour a constructive coexistence between the site and the community of Falconara Marittima, through initiatives that enhance the value of the knowledge and skills of youths and of the satellite companies.

The Falconara territory, albeit not particularly extensive, has always been sensitive to the environment due to the long-standing presence of various industrial sites near the town itself, including the refinery, as well as other significant infrastructures such as the railway, highway and the "Raffaello Sanzio" airport. In this context, the collaboration with local bodies engaged in managing and controlling the territory pursued also in 2021.

ARPAM and the municipal authority of Falconara Marittima, with the full collaboration and the active support of the api Raffineria di Ancona refinery, have implemented specific actions for monitoring atmospheric pollution in the territory through a control plan of "odorous" emissions in the air, which potentially impact the territory of Falconara.

The project, which was presented in May 2019, will last several years and allows any citizen to report information in real time, through a simple app (for smartphones and tablets) named "Odor.Net ARPAMarche". The refinery's direct contribution for the purchase and implementation of sampling devices on the territory is inspired by the principle of transparency and collaboration among citizens, institutions and industrial sites.

These same principles inspire the operations of the Raffineria di Ancona refinery in communicating to ARPAM also the emissions of its flues. Through the continuous monitoring system of emissions, commonly identified with the acronym SME, the company intends to promote the diffusion of and transparency of the data produced by the plants. Currently, only the data referring to api Raffineria di

Ancona S.p.A. can be consulted on the entire territory of the Marche through a control plan of "odorous" emissions in the air.



After almost two years from the launching of the project, the monitoring system, presented to ISPRA and to the Italian Ministry of the Environment in 2020, is acknowledged as a good practice to follow for the other ARPA organisations and companies subject to similar problems.

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

In the context of safeguarding health and safety and with the aim of spreading the broadest possible knowledge of the refinery's External Emergency Plan (PEE) to Falconara Marittima's inhabitants, api supported – jointly with the Municipality of Falconara – the production and printing of the informative brochure to be distributed to the town's inhabitants.

In order to test communications between api Raffineria di Ancona and various bodies in the event of an emergency, an important drill was carried out in December, coordinated by the prefecture of the province of Ancona and involving teams of the Marches Region, the Municipality of Falconara Marittima, the police headquarters, the provincial command of the Carabinieri military police, the Italian Revenue Police and the Fire Brigade, the port authority, the Traffic Police, ENAV (air traffic company), ASUR Area Vasta 2 (local health authority) and the 118 emergency service, ARPAM and Rete Ferroviaria Italiana (railway company) and api Raffineria di Ancona S.p.A.

The initiative, aimed at gauging the efficacy of the communication flow between all parties involved, intends to ensure a timely and adequate response to the simulated emergency in order to protect the health and safety of citizens and of the environment.

The Group's commitment goes further than compliance with the requirements arising from the regulations. With respect to that stated in the law, such as the Unified Text on Safety and (Italian) Legislative Decree no. 105/2015, the refinery adds continuous training for its staff with parallel training activities and preparatory drills for the mandatory simulations.







## Waste management {GRI 103-1; 103-2; 306-1; 306-2; 306-3}

The absolute and binding observance of the applicable regulations also applies to waste management.

The Group strives to operate in a way that maximises the share of waste that is recovered, thus reducing the share subject to disposal.

Waste from production activities	TONS
<b>Hazardous</b>	<b>3,253</b>
of which sent to recovery (even energy)	681
of which sent to disposal	2,572
<b>Non-hazardous</b>	<b>2,305</b>
of which sent to recovery (even energy)	1,813
of which sent to disposal	492
Waste from clean-up activities	TONS
<b>Hazardous</b>	<b>0</b>
of which sent to recovery (even energy)	
of which sent to disposal	
<b>Non-hazardous</b>	<b>70</b>
of which sent to recovery (even energy)	
of which sent to disposal	70

On the whole, waste produced from production activities totalled 5,558 tons, 45% of which was sent to recovery facilities, while waste from clean-up activities at industrial sites amounted to 70 tons.

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

The Group's energy consumption amounted to 224,331 toe (toe=tons of oil equivalent), corresponding to 9,393 Tjoule.

The table below shows the details per source:

Source	Consumption (toe)
Electricity	41,184
Natural gas	49,630
LPG	348
Diesel	175
Fuel gas (self-produced)	132,469
Fuel oil	311

## Renewable energy sources

IP has a wind farm for producing electricity located in the countryside of Castelfranco in Misano, in the province of Benevento. The wind farm consists of 50 aerogenerators with a unit power of 600 kW, for a total installed power of 30 MW.

The plant produces an average of 35,000 MWh a year, covering the average energy needs of roughly 12 thousand families.

The company is verifying whether to revamp the site using the best multi-MW

technologies currently available for trebling the current production of clean electricity. Thanks to the windy conditions of the area where the wind farm is installed, the setting up of a new plant would allow – considering the same amount of installed power and an extremely low number of aero-generators – for producing energy for over 30,000 families.



IP possesses a group of photovoltaic plants, both proprietary and in co-partnership, scattered throughout the Italian territory totalling an installed power of over 4 MW.



In particular, a plant with 96.7 kW installed power covers the depot adjacent to the Group's headquarters in Rome. In the countryside of Corridonia (MC), IP possesses a land-based plant with a power of 676 kW. Among the co-partnership plants, there are 11 petrol stations that have photovoltaic systems on the canopies for a total of 134 kW.

### Water withdrawals and discharges (GRI 103-1; 103-2; 303-1; 303-2; 303-3; 303-4)

Regarding water withdrawals, the Group requires around 6.8 Mm<sup>3</sup> and the average reuse exceeds 48%, while for the Raffineria di Ancona refinery alone, which makes up for over 90% of the water consumption, the reuse exceeds 51%.

The total water discharges amount to 3,304,875 m<sup>3</sup> of freshwater.

The improved reuse value of water derives from projects completed for this purpose in the Group's two main industrial sites (Falconara and Rome).

The following table shows the break-down of water withdrawals by source:

Source	Withdrawals (m <sup>3</sup> )
<b>Freshwater</b>	<b>6,812,081</b>
<i>surface water</i>	<i>150,000</i>
<i>underground</i>	<i>3,215,985</i>
<i>mains water supply</i>	<i>93,909</i>
<i>treatment and recovery (e.g. groundwater treatment plant)</i>	<i>3,282,107</i>
<i>other</i>	<i>70,080</i>
<b>Sea water</b>	<b>18,525</b>

## 2.3 Putting the customer always at the centre

The real key player at IP is the customer: one of the priority stakeholder categories. The Group's aim is to satisfy customer needs and improve their purchasing experience in every situation, also thanks to the ongoing evolution of the offer, which is increasingly oriented to digital technology and innovation, so as to make the relationship between the company and customer increasingly fluid.

In this context, the development of the offer of OPTIMO superior-quality fuels and their commercialisation without any surcharge compared to traditional fuels, is the most evident step taken to differentiate a product that has always been regarded as a commodity.

### The customer

Customers change, they modify the way they approach the brand and demand increasingly high standards, transferring their expectations indistinctly with respect to the product or service offered by the various operators on the market.

With its contribution to technological and value-based innovation, OPTIMO marks a considerable change for the customer and sets itself apart on the market. For this reason, OPTIMO became the subject of the communication campaign with which IP resumed its communication activities, initially in 2020 during the launching of the new product with a georeferenced plan, and then again in 2021 on Italy's leading media.




## Customer service

IP makes available to its customer a reactive and proactive support service, enabling the Group to obtain more competitive results in terms of replies.

In 2021 the customer service recorded an improved performance with:

- 99.5% of calls replied;
- 95% of calls received within 30 seconds.

Regarding the points of contact from the Group's website, IP has improved the customer assistance Web forms by simplifying communication and making it leaner, improving the areas for accessing the forms and constantly updating the FAQ (Frequently Asked Questions).



<b>800987887</b>	communications relative to fuel POS, electronic invoicing and the loyalty programme
<b>800907060</b>	communications relative to the IP Plus card
<b>800903858</b>	communications relative to the Maxima card
<b>800994750</b>	communications relative to fuel coupons

In 2021 IP started a process for unifying its telephone numbers, also for service station managers, so as to simplify the contact methods by channelling requests to a single number, with the aim of facilitating the resolution of requests themselves.

## The Manager

The customer stakeholder category also includes the Manager – the pulsating heart of IP service stations.

The engagement process started over the past few years and which culminated in the signing of an innovative agreement in 2020, continued in 2021 through a structured path featuring increasingly ambitious goals, among them: enhancing the manager role and the value of service; pursuing economic sustainability of the management; encouraging high-quality service for end consumers through loyalty programmes, fuel cards and additional services; simplifying accounting reporting activities through clearer invoices.



***The Italiana Petroli agreement: a positive meeting between the company and Faib Fegica and Figisc***

Source: [www.gestoricarburanti.it](http://www.gestoricarburanti.it)



The good practice of listening and engagement perfected over time by the company in the relations with one of its main stakeholders laid the platform for the signing of the innovative agreement, which has de facto established new standards for the sector and is a benchmark for the industry in other current negotiations. The collection of feedback after more than one year from the signing of the agreement indicates that we are moving in the right direction and helps to define the areas of improvement and optimisation of future activities.



### **THE ROLE OF THE MANAGER**

The agreement acknowledges the pivotal role of the manager with regard to the Group's commercial strategies. It also identifies the fundamental traits of an IP managerial style which the management teams must adopt through a training, information and incentive system.

### **A SINGLE MARGIN**

The acknowledgement of a single management margin on all fuels, regardless of the method of sale and the type of product, increases transparency and determination.

### **DIGITALISATION**

The agreement encourages and incentivises recourse to digital payments and digital management tools in the point of sale by the manager.

### **LEGALITY**

The unprecedented introduction of a cooperation mechanism between managers and the company makes this a pioneering agreement in the fight against illegality, contraband and tax fraud that afflict the sector.

To respond to IP customer needs with increasing efficiency, an organisational structure – the so-called “Control Room” – was set up to internalise the management of technical intervention requests submitted daily by service station managers. The function's structure consists of a team that manages around 300 calls a day.



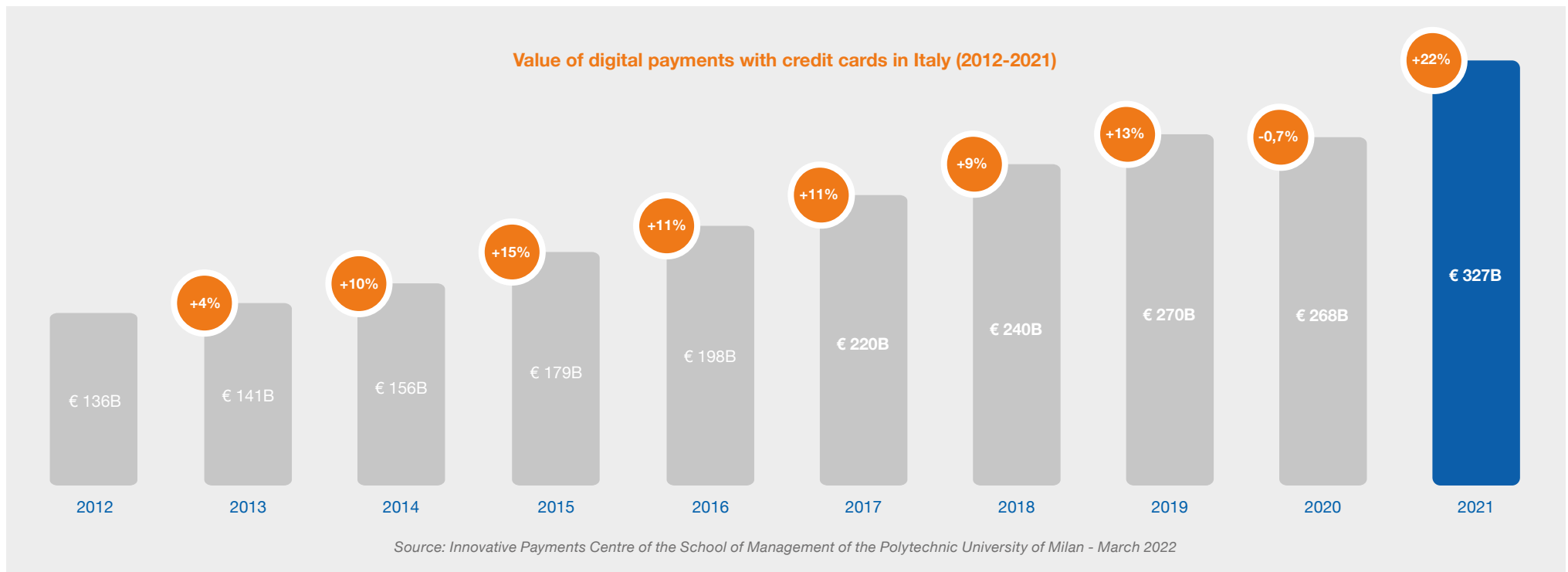
## Digital payments

IP's strategy is simple: attention to customers and their freedom of choice. For this reason, diversified packages are proposed both for customers who hold loyalty cards and consumers who decide, even randomly, to stop at one of the IP points of sale to refuel.

An incentive to change also came from the introduction of the electronic invoicing requirement, which made it necessary to replace the fuel cards. IP grasped the opportunity to devise a product and service package capable of satisfying all the customers' needs, by simplifying their purchase experience.

The gradual reduction of cash, through electronic payments, is a necessity linked to the security and traceability of transactions, but also constitutes an important opportunity for innovation.

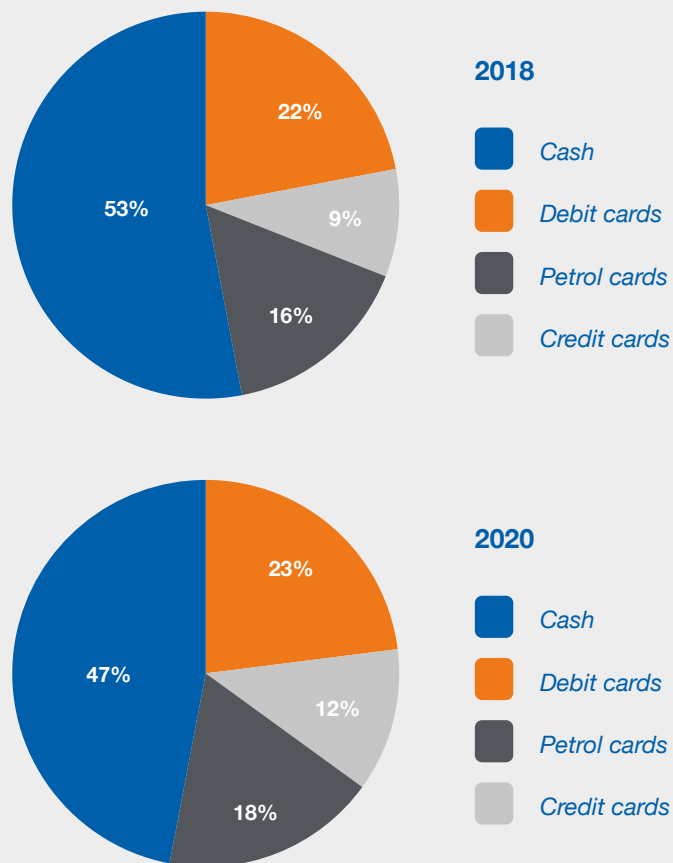
The requirement for self-employed professionals to use traceable means of payment to benefit from tax deductions is not only a way to combat tax evasion, but also helps to foster innovation in payments and improve the customers' experience.





It is becoming increasingly evident that today's customers expect to access the service in a fluid and personalised manner and to interact with the brand directly.

#### Percentage weight on sales of digital payments in the fuel network



Source: Unem: Annual Report 2021

Over the course of 2021 IP pursued three important projects:

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

IP intends to spearhead the payment system revolution, by investing in cashless methods and helping users who wish to use payment solutions via smartphone.

The management of payments terminals at points of sale towards a more efficient and multi-service approach will allow for standardising the payment experience for B2B and B2C consumers and will qualify IP as a Payment Outsourcer, thus improving the operations and lowering the costs of commissions for point of sale managers.

The single POS will also allow for enabling “value-added services” at the point of sale, upgrading the current bank standards and encouraging the diffusion of digital payments in place of cash.

Moreover, IP adopts the multi-acquiring model through agreements with the main acquirers in Italy: NEXI, Intesa San Paolo, Unicredit, ICCREA and Poste italiane.

## The IP Petrol Stations APP: IP PAY

Over the course of 2021 the new version of the IP Petrol Stations APP was released, enriched with innovative functions. Besides the inclusion of customer loyalty, an improved user experience, the possibility of personalising the home page with favourite contents and satellite navigation in the store locator, a new function was added that allows for making digital payments when refuelling at points of sale.

The new version of the IP Petrol Stations APP includes the IP PAY mobile payment function, with which customers can refuel and pay directly with the IP app. The innovative function, tested at the end of 2020, was extended to over 2,000 service stations.

The smartphone completely replaces the OPT (payment terminal for notes and cards) and becomes the latter's mirror for operating autonomously and without the operator's involvement.

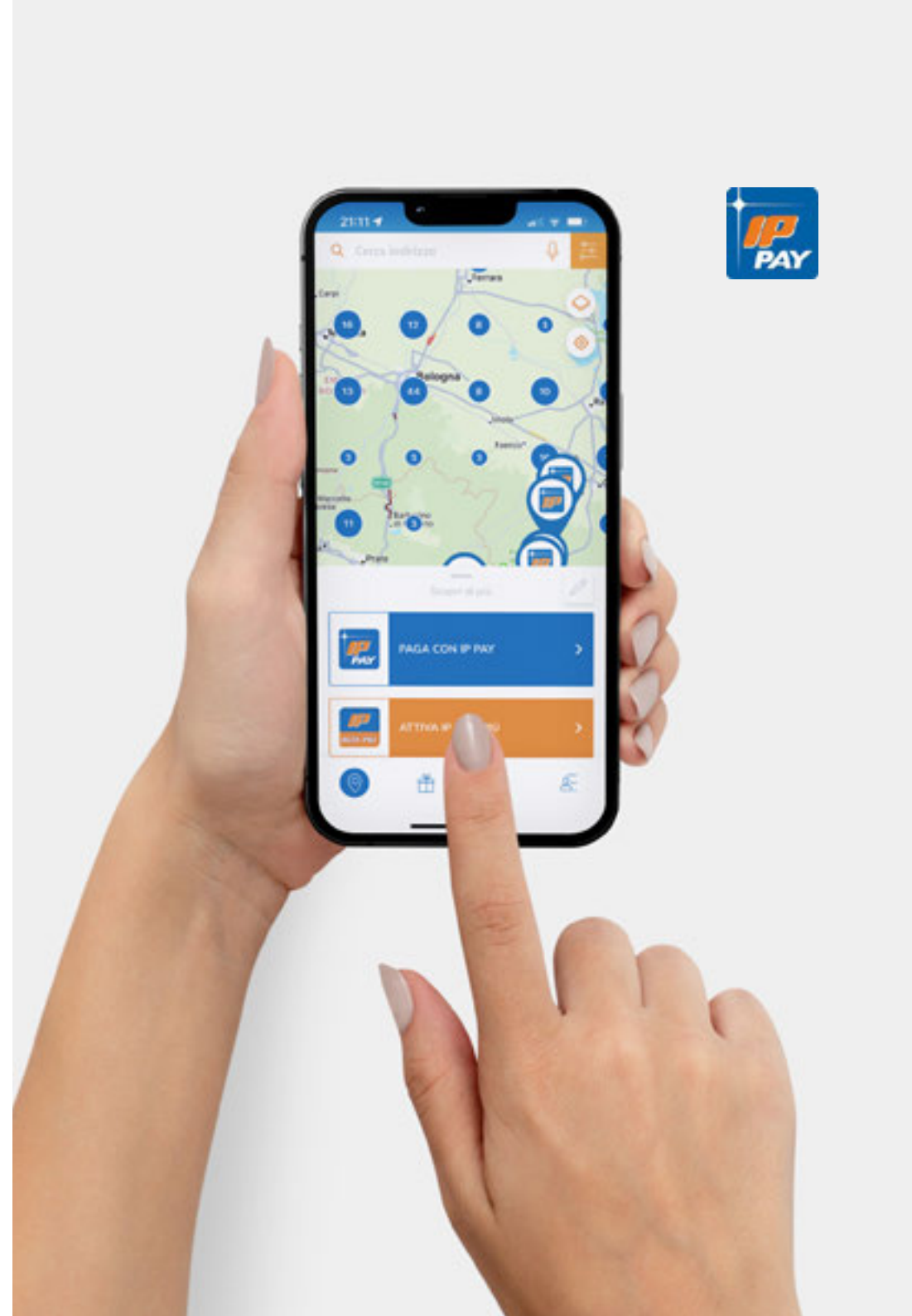
IP PAY allows, for refuels in pre-pay mode, for:

- choosing and unlocking the fuel pump directly through the app
- paying for the fuel
- automatically loading points and discounts, as it is completely integrated into the Loyalty function.

Thanks to the IP PAY payment method, customers can fulfil their electronic invoicing requirements directly through the APP.

The customer has a channel dedicated to mobile payments through the assistance number and the forms active on the company website: a top-grade customer service will process the request and find a solution.

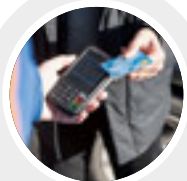
In 2022 IP PAY will be extended also to assisted and post-pay refuelling.



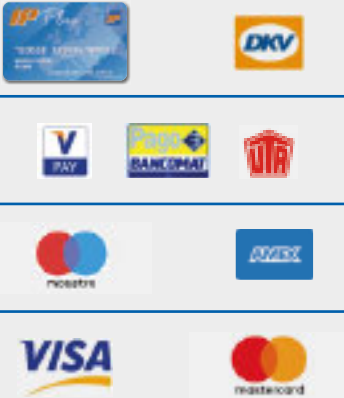
## New agreements and integrations with mobile payment operators


With the aim of improving the purchase experience and making it more fluid, not only for its own customers but also those of its partners, and promoting “no cash” payments, IP has stipulated agreements for the use of mobile payments with 6 leading partners: Telepass Pay, Tinaba, Poste Pay, Unipol, Sisal (Bill app) and Unicredit. Payment through the mobile payment apps of partners has been active since 2020 on the network managed by the subsidiary IP Services for pre-payment refuelling operations.

The development of payment systems, the multiple partnerships stipulated and the reviewing of point of sale management systems, thanks to the single POS project, will facilitate the growth of “no cash” transactions.

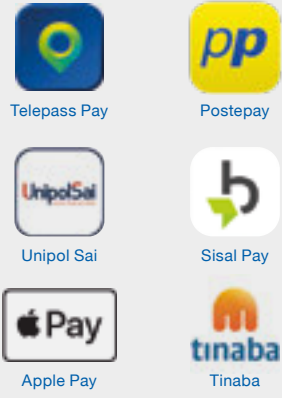


### Pagamenti con carte



### Mobile payments



There are several advantages involving both end customers and POS managers, in particular:



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



New-generation **wireless POS terminals** on the yard  
for managing all the applications.



Highly competitive **bank commissions** negotiated by  
IP with the leading Italian acquirers.



Simpler and quicker **cash collection process**.



Fast and **free assistance** on an ongoing basis.

## Loyalty

IP Box Più is the loyalty programme that rewards IP customers at each refuel, with discounts on the purchase of fuel and points to collect for requesting coupons. Participation in the programme occurs through the IP Petrol Stations APP which incorporates the Digital Loyalty Card, or through the Italian Health Insurance Card to be shown directly at the point of sale.

The programme is periodically enriched with collaborations with important partners operating in other markets, through joint promotional activities, with the aim of expanding the offer to customers even more, in terms of both its value and flexibility.

In 2021 the loyalty experience became even more fluid thanks to the integration in the IP Petrol Stations APP of the IP PAY function: with a single operation via the app, the customer can unlock the pre-pay pump, pay and load the points automatically.

## Petrol cards and fuel coupons

The new IP Plus card is gradually replacing the former Maxima card, which will nonetheless remain active until its natural expiry.

Customers can choose among several price methods for their fleet: regional price, fixed and published on the portal, from which the agreed discount is deducted, regardless of the price applied at the individual petrol station, or they can choose to fix their purchase price by using as a reference the price applied by an individual petrol station.

Several important services are associated with the IP petrol card which simplifies the customer's purchase experience. With IP Plus it is also possible to pay for lubricants, car washes, accessories and highway tolls.

IP Plus simplifies reporting of fuel expenses, as the customer automatically receives the electronic invoice after refuelling, resets the cash advance and ensures savings on fuel costs.

## FUEL CARDS



### IP PLUS



### IP PLUS FAST



## FUEL COUPONS

## IP PLUS

### IDEAL FOR MANAGING THE FLEET

It also allows for purchasing lubricants, AdBlue, washes and for accessing the services available in roughly 4,600 IP petrol stations throughout Italy.



#### Contractual flexibility

Tailor-made solutions for any market need



#### Personalised ceilings

For optimally monitoring transactions



#### Security during purchases

PIN, "driver" PIN, "dynamic" PIN (one-shot or temporary)



#### Alert services based on selectable parameters

Amount, tank litres, ceiling %, average consumption, time band, transactions on holidays



#### Fraud detection systems

For monitoring abnormal transactions



#### OPTIMO

The superior-quality fuel at a price convenient for everybody



#### The most extensive sales network

Accepted in around 4,600 service stations throughout Italy

With the online platform, customers can always have available all the necessary information for managing the fleet, their consumption, invoicing and a dedicated assistance service.

### IP Plus portal

BASE

PREMIUM

EXTRA

#### Card management

Setting of the limits, ceiling, block, card duplicate and much more;



#### Daily transactions

Verification of transaction details; Invoice consultation and printing;



#### Petrol station search

Choice of the most convenient petrol stations;



#### Price list consultation

Viewing of daily price lists;



#### Fleet Management portal

Advanced security functions (alert, block, transaction control parameters);



#### App

Viewing of transactions; Secure management of the driver PIN;



#### Dedicated Gold customer box



Free unlimited operations to be requested from the Customer Service



Fuel coupons also contribute to eliminating cash from the payments circuit. IP fuel coupons are non-nominal pre-paid cards with deductible spending, to be used for fuel purchases at points of sale.

### ELECTRONIC

Non-nominal pre-paid cards, with magnetic band and deductible spending. Available in six sizes.



Activation within 24 hours from the request



18-month validity from activation, usable H24 in roughly 4,600 IP petrol stations



Delivery with shipment at home

### DIGITAL

Fuel coupons without physical support, represented by a code and a PIN.



Personalised nominal value



Deductible spending



Personalised expiry

Moreover, IP contributes to the country's mobility also by participating in CONSIP supply tenders: the company has won important contracts for supplying the Public Administration.



## IP PLUS FAST

In 2021 IP introduced IP Plus Fast, creating an important novelty in the fuel card sector. IP Plus Fast is the new card created specifically for SMEs and their employees, associations (professional and other); it has all the advantages of a fuel card but without overdraft commitments. Currently, IP Plus Fast is the card that can be used by the following associations: Confartigianato, Federalberghi, the Italian Confederation of Craft Trades and Small- and Medium-Sized Enterprises (CNA), Confindustria and Confcommercio.

In December 2021, IP signed a partnership with the Italian Army: the collaboration involves the offer of the IP Plus Fast fuel card with exclusive services reserved for army personnel and their families. The initiative is aimed at improving the well-being of army personnel and their families who work daily to serve Italy's citizens.

The aim of the partnership is also to promote sustainability: army staff will be able to refuel with OPTIMO, the fuel that helps to reduce consumption and CO<sub>2</sub> emissions, at the same price of traditional fuels.



From left: the MD of IP, Daniele Bandiera, and Lt Gen Gaetano Zauner, Deputy Chief of Staff of the Army.

Designed for SMEs and their employees, and associations (professional and other). All the advantages of a fuel card without overdraft commitments or top-up costs.



### Fast request

Even online, without emission costs and overdraft commitments



### Broad and convenient offer

Personalised discounts of fuels, lubricants and AdBlue



### Payment method

Deferred with debiting on current account



### Administrative simplification

- Electronic invoicing
- Access to online portal



### Security during purchases

- PIN
- Transaction monitoring



### OPTIMO

The superior-quality fuel at a price convenient for everybody



### The most extensive sales network

Accepted in around 4,600 service stations throughout Italy

## The transformation of petrol stations into multi-service hubs

IP envisions tomorrow's service station as a multi-service hub, an inclusive model for the administration, automotive, online platform and consumer goods sectors.

Through partnerships with leading national and international companies, IP offers its customers the possibility of enriching their stop at service stations with many different alternatives besides traditional fuels and the typical ancillary services.

The customer-centric approach, initiated in 2019 with an in-depth analysis focusing on the customer, led IP to invent new products such as OPTIMO but also alternative services capable of optimally satisfying the needs of consumers.

## The development of a non-oil offer for consumers

IP's building assets amount to over 2,500 proprietary points of sale, in which it offers increasingly comprehensive services to thousands of customers each day who refuel at its service stations.

In order to expand the services offered to travellers, IP has signed agreements with leading operators in various sectors, valuing its building assets and comprehensively responding to the new needs of consumers.

Several agreements were finalised in 2021, some of which will be developed over the course of 2022.





## Pollo Arena

IP signed a partnership agreement with Pollo Arena in order to develop a new model of catering, which accelerated its diffusion during the most severe period of the pandemic.

Pollo Arena, a brand that has been operating in Italy since the 1960s with an integrated chicken processing chain, launched the “Casa Arena” project in 2020 with the aim of creating a chain of delicatessens throughout Italy based on the “dark kitchen” model.

Depending on the size of the point of sale, customers can choose between the click & collect, direct take-away or delivery modes or, in larger facilities, consume comfortably on the spot.

The exclusive agreement with IP involves the development of new Pollo Arena models with 40 new openings by the end of 2023: currently 18 new openings are scheduled: 5 in the early months of 2022 in the Rome and Milan metropolitan areas, and a further 13 over the course of the year.

## InPost

InPost is Europe’s main enabling platform for out-of-home e-commerce. Founded in 1999 in Poland, InPost provides delivery services through a network of over 14,500 automated parcel machines (APMs), around 16,000 pick-up and drop-off points (PUDOs), as well as courier and home delivery services.

In Italy InPost has a network of 350 lockers, 170 of which located at IP service stations which will increase to 250 by the end of 2022.

## ODStore Ovunque Dolce e Salato

ODS Store is a chain of 70 points of sale that proposes an extensive range of products from the finest confectionery brands.

The partnership with IP led to the opening of 4 formats already in 2020, while a new opening is scheduled for 2022.

## Domino's

IP and Domino’s Pizza signed a collaboration agreement giving rise to a new model of integrated experience combining mobility and catering, with an internationally renowned partner present worldwide.

The agreement materialised with the opening of 4 points of sale in 2021 and will continue in the forthcoming years, with the goal of expanding the pizza network throughout the Italian territory.



## Trust in young entrepreneurs

### Le cinema Café

Stemming from the idea of a young entrepreneur from Latina, Le Cinema Café is a chain of cafés characterised by a modern and relaxing atmosphere. The new café format will be developed in 9 IP service stations: 5 (Bologna - Casalecchio, Rome - via Tintoretto, Ferrara - Chiesuol del Fosso, Parma, Suello) opened in 2021 and a further 4 (Ravenna, Jesi, Minerbio and Scandicci) scheduled to open within the first four months of 2022.

The defining elements of the new café model include the extended opening hours to accommodate the needs of travellers, the professional staff and the quality of the products, offered within a warm and cosy setting to complete the Le Cinema Café concept.



### Autogreen

In its ongoing efforts to value the contribution of young entrepreneurs, IP has stipulated a partnership agreement with Autogreen S.r.l., a project created by a young entrepreneur with years of experience in restaurant management, for creating and managing a new café chain in service stations.

The partner has an ambitious growth project throughout the Italian territory, which involves creating a network with the Autogreen brand in collaboration with IP.

In 2021 agreements were signed for opening 6 cafés in IP service stations in Central Italy, which are due to open within the first quarter of 2022. Others are scheduled to open during the year.

## F@st Car

One of the aims of IP, with a view to diversifying the services offered at service stations beyond the offer of energy, is that of entering the garage market.

F@st Car is a start-up founded by a Roman entrepreneur who launched a garage format characterised by a transparent, innovative service without any unpleasant surprises in terms of costs and waiting: the vehicle is serviced within one hour and the cost varies in relation to the engine size. The service can be booked through a user-friendly website. There are currently 5 Fast C@r garages in Rome that perform servicing, mechanical repairs, tyre assembly and repair, and internal and external washing, with the possibility of activating a vehicle collection and delivery service.

In 2021 4 new garages were opened at IP service stations, while a further 3 are due to open in early 2022 and plans are being made to open others on a large scale in Central and Northern Italy.

## The commercial platform

IP allows bar & shop managers of its network to access a commercial platform that includes products of the main local and national suppliers at extremely advantageous conditions behind payment of a royalty directly to IP.

The commercial platform recorded a turnover in 2021 of 5,700,000 Euro and royalties for over 570,000 Euro. The partners all embody Italian excellence and the offer of high-quality products guarantees a rich daily commercial assortment for managers, coupled with seasonal promotions for diversifying and expanding the offer to end customers.

In 2021 IP introduced figures who work to increase the platform's level of integration with suppliers and stipulate agreements with the network's bar & shop managers. The satisfaction that derives from this way of cooperating by sharing a commercial platform encourages IP to further develop this approach also with the official partner network.



## 2.4 Bearers of legality

{GRI 103-1; 103-2; 205-3; 206-1; 307-1; 406-1; 419-1}

In recent years, fraud relating to evasion of VAT and excise duties has grown to the point of posing a serious threat to the rules of legitimate competition, to the detriment of law-abiding operators.

The high tax burden on energy products and the liberalisation of the market have in part favoured the entry of independent operators, while also paving the way for operators who alter competition by applying below-cost prices that are not realistically applicable.

The techniques implemented to supply the “parallel market” evolve continuously, moving from the simplest and basic ones to highly layered and complex schemes. For example, purposes we can mention:

- increasingly widespread contraband activities on the territory, not related to old geographic stereotypes;
- non-reported imports of products from neighbouring countries;
- large-scale complex frauds with an international dimension.

To combat a situation that threatens the continuity and efficacy of the entrepreneurial activities of virtuous companies, IP believes it must contribute to re-establishing fair competition among downstream operators through strategic decisions aimed at promoting the use and diffusion of digital payment systems, improving and constantly monitoring the product supply chain and implementing – jointly with the police forces – tangible actions to monitor and counter criminal behaviours.

In keeping with its activities of recent years, IP guarantees – through the Audit & Security (Security Unit) function – also the acquisition, analysis and comparison of information or data coming from the territory for cooperating with the competent authorities and sharing information.

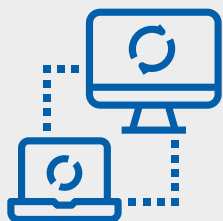
The initiatives of the individual sector operators, however, cannot by themselves counter the increasingly diversified and complex fraudulent activities. The fight requires the indispensable support of the lawmaker, which, after being adequately prompted, intervened with innovative instruments capable of limiting, if not eliminating entirely, the perpetuation of these fraudulent practices.

It is appropriate to analyse these innovative instruments at the outset to fully understand which future scenario the lawmaker intends defining for the petroleum products distribution and sale sector and how IP acts as a bearer of legality in this context.



### E-DAS

From 1 October 2020 it is mandatory to use the E-DAS (simplified electronic transport document) for transporting in Italy petrol and diesel used as fuels subject to excise duties. After a several years' wait following Law 286/06, which envisaged their use, and following the onset of electronic invoicing, Law 157/2019 has finally relaunched this fundamental tool, which constitutes a true milestone in the fight against fuel-related fraud.



### DIGITALISATION OF LOADING AND UNLOADING REGISTERS FOR “GHOST” PETROL STATIONS (automated)

With Resolution No. 724 of 21 March 2019 and subsequent implementing circular letters, the lawmaker (through a specific measure of the Customs Agency) deemed to further reduce tax evasion on products for the circulation of vehicles by monitoring fuels distributed on the territory in an ongoing manner. The digitalisation of the loading and unloading register allows for identifying frauds more rapidly and combating unfair competition by re-establishing sound competition and greater compliance by the sector in the fight against frauds.



### INFOIL

In accordance with the law, with its own Resolution No. 266728/RU of 31 July 2020, the Customs Agency established that operators of fiscal depots for storing energy products with a capacity not below 3,000 cubic metres must equip all tanks designed to store and carry petrol or diesel used as fuel, and remotely measure the level and temperature, managed by a computerised control system installed in the depot itself. Th system allows for autonomously and directly consulting the relevant fiscal data by staff of the territorially competent Customs Agency through appropriate access stations at the depot. The tank length measured remotely allows for determining the total amount of fuel handled by the tank itself and ascertained, for tax purposes, through measurement instruments installed on the pipe or through weighing. Lastly, the INFOIL depot system allows for retrospectively consulting the quantitative measurement data used by the depository for the issue of E-DAS documents to fulfil company accounting requirements, for sending data digitally and for paying taxes.

# Soldi riciclati per comprare i gioielli toscani» Petrolio e fondi neri: i misteri dello zar kazako

L'imprenditore Igor Bidilo è proprietario di alcuni dei bar più famosi d'Italia: dal Nannini a Siena alle Giubbe Rosse di Firenze. Secondo gli inquirenti, avrebbe evaso oltre duecento milioni di euro attraverso diversi paradisi fiscali. Ma il gip nega l'arresto dei Conti. Sono stati sequestrati anche beni per circa 14 milioni di euro, tra cui un attico a Roma che Bidilo aveva comprato assieme a sua moglie, sborsando 16 milioni con l'aggiunta di un superattico. Più altri immobili a Siena e Firenze. I bar e i ristoranti invece non sono sotto sequestro, la società sarà guidata dall'amministratore per diversi mesi. E nemmeno la villa a Monteriggioni, la prima operazione milionaria sequestro: è intestata alla moglie. **L'operazione**, battezzata "Hidden Partner", socio nascosto, oltre alle perquisizioni negli uffici dei cinque sottoposti a misure annovera in tutto 12 indagati per i reati di autoriciclaggio, reati tributari, societari e corruzioni. E ci sono nomi illustri anche. **La Toscana Massimo Guasconi** ha in portafoglio una trentina di locali a Siena, Firenze e Milano. del dirigente della società Catalin Catalini, oltre che del presidente della Camera di Commercio Arezzo-Siena e di Unione Toscana Massimo Guasconi. **La Corte**

di Pino Di Blasio

SIENA

Un terremoto anche se annunciato da una serie di "scosse sismiche" che si ripetono da mesi. Un'inchiesta nata nel 2014, dai bonifici milionari partiti dalle Isole Britanniche, frutto di evasioni petrolifere, soldi transiti per Cipro e poi usati per molte operazioni in Europa, soprattutto immobiliari. Per l'agenzia anticiclaggio statunitense, il Fincon, uno degli uomini chiave di questa centrale di riciclaggio internazionale sospetta di generazioni sospette di riciclaggio internazionale.

# Il cassazionista Nino Grippaldi ha ottenuto gli arresti domiciliari Penalista di Enna coinvolto nel business petrolio e mafie Da imprenditore è stato presidente di Confindustria

**Cristina Puglisi**  
**ENNA**  
C'è un ennese eccellente, il noto e stimato penalista Antonino «Nino» Grippaldi, fra gli arrestati dell'operazione Petrolmafie Spa in cui è confluita la lunga attività di quattro diverse indagini coordinate dalle procure antimafia di Catanzaro, Reggio Calabria, Napoli e Roma e della Direzione nazionale antimafia. I reati contestati, a vario titolo, ai 71 interessati a misure cautelari vanno dall'associazione di tipo mafioso, al riciclaggio alla frode fiscale di prodotti petroliferi. Nino Grippaldi, di notissimo imprenditore dell'ennesse, oltre noto penalista, fra le altre per essere stato il fondatore di Pandittaino, ma anche presidente di Confindustria e Fidimed, è ai domiciliari ed è indagato nell'ambito del filone d'indagine sulla 'Ndrangheta seguiva dalla Dda di Reggio Calabria. Per gli inquirenti le società investigate («cartiere»), avrebbero affermato in maniera fraudolenta «Di possedere tutti i requisiti richiesti per beneficiare delle agevolazioni previste dalla normativa di settore, presentando alla Italpetrol Spa di Locri, che sarebbe il volano della frode, la relazione di lavoro per l'acquisto, a seguito di diversi (e cartolari) passaggi societari, sarebbe quindi stato ceduto, a prezzi concorrenziali ad individuati clienti». Le indagini hanno ricostruito anche un giro di false fatturazioni per un imponente complessivo di oltre 600 milioni di euro e Iva dovuta per oltre 150 milioni di euro, omesso versamento di accise per circa 51 milioni di euro. (COPU)

# Blitz di quattro Procure, colpo al clan Moccia

## Camorra, il business del petrolio. Melillo: "Imprese mafiose strutturali nel mercato"

di Irene de Arcangelis • a pagina 11

# Camorra e petrolio il grande affare del boss Moccia

Il figlio della "vedova nera" organizzava il riciclaggio dei carburanti. Sequestrati beni per quattro milioni e mezzo della Finanza, generale Gabriele Falla: «Antonio Moccia lottisce il business che, se sfruttato in maniera organizzata, può rendere molto, e attraverso l'imprenditore napoletano del settore petrolifero Alberto Coppola entra in contatto con la società romana Max Moccia nel settore del clan Moccia. I proventi vengono riciclati»

# L'OPERAZIONE Settanta arresti all'alba, sequestri di beni per quasi un miliardo Le mani dei clan sul petrolio, disarticolata la super holding Frode fiscale e riciclaggio, patto tra boss e colletti bianchi

**di Luca Sannio**  
**NAPOLI** «Ci sta fruttando più della droga». Ecco l'intercettazione verita sul business petrolifero gestito dalla criminalità organizzata tra Napoli, Roma, Catanzaro e Reggio Calabria: un intreccio imprenditoriale-mafioso su cui hanno fatto luce quattro procure antimafia, culminato all'alba di ieri nell'esecuzione di 70 centine di custodia cautelare. **La car-**

la cuccagna era rappresentato dal carburante: venduto come agricolo a ignari imprenditori per tagliare le accise, era in realtà da autotrazione. Il liquido nero proveniva dall'Est Europa, di qualità, ma gli acquirenti non sapevano. **Ci-**

po di frodi fiscali. L'operazione "Petrol-Mafie Spa" è l'epilogo di una...

In this context, IP intends to continue playing a key role as a “bearer” of legality: it issued its first electronic transport document almost one year before the inception date prescribed by the law, adhering voluntarily to a preliminary testing phase coordinated by the Customs and Monopoly Agency; similarly, the company is at the forefront for the introduction of the computerised loading and unloading registers which will be implemented at its “ghost” (unattended) points of sale. In January 2022 the loading and unloading register was used by the first 100 service stations while in February it will be extended to over 245 points of sale.

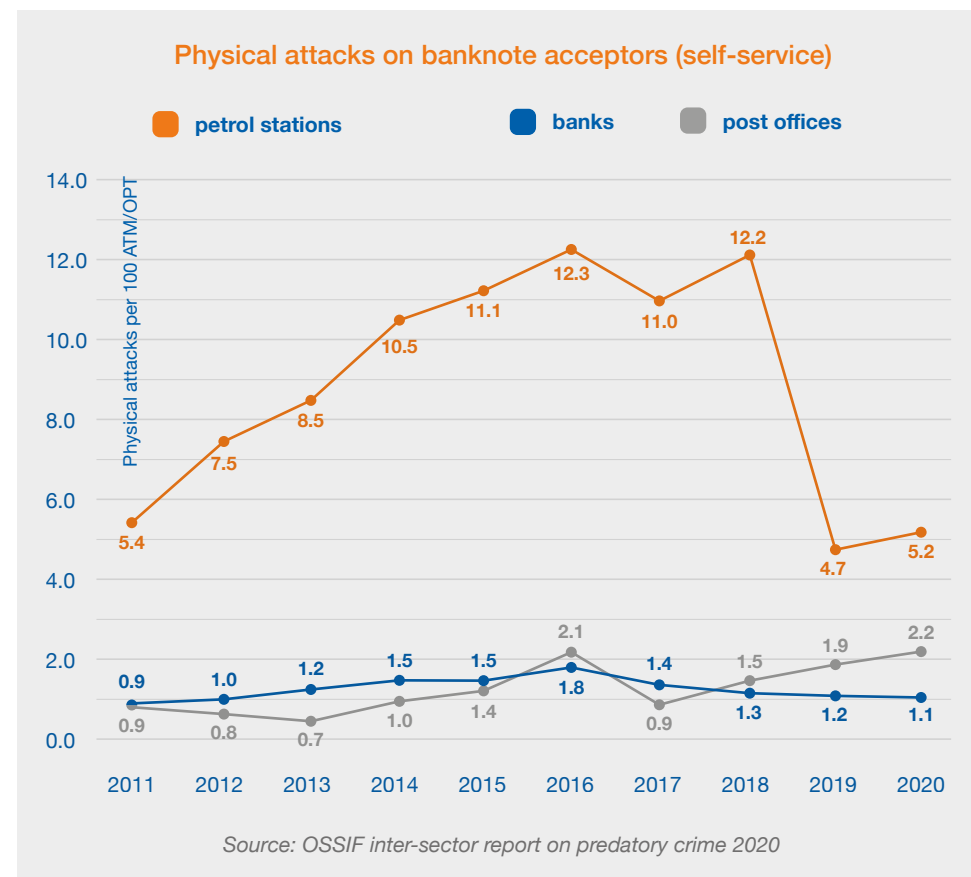
Besides the above-mentioned instruments, it is necessary to recall further initiatives to combat illegality, such as:

- The investigation activity known as “Petrol Mafias” which will certainly be remembered in 2021 as the pinnacle in the fight against petroleum-related illegality reached by the judicial authorities. This success was obtained thanks to investigation activities and to the lawmaker, which in the mean time sensibly reduced the room for manoeuvre of criminal subjects (organised crime above all).
- The restoration of a fiscal surveillance regime for cases that determine a modification of the legal subject responsible for running the depot (Art. 1, par. 1077, of Italian Law No. 178/2020). In this way, the lawmaker has de facto subjected the effects of changes in ownership to the issue of clearance by the Customs and Monopoly Agency.

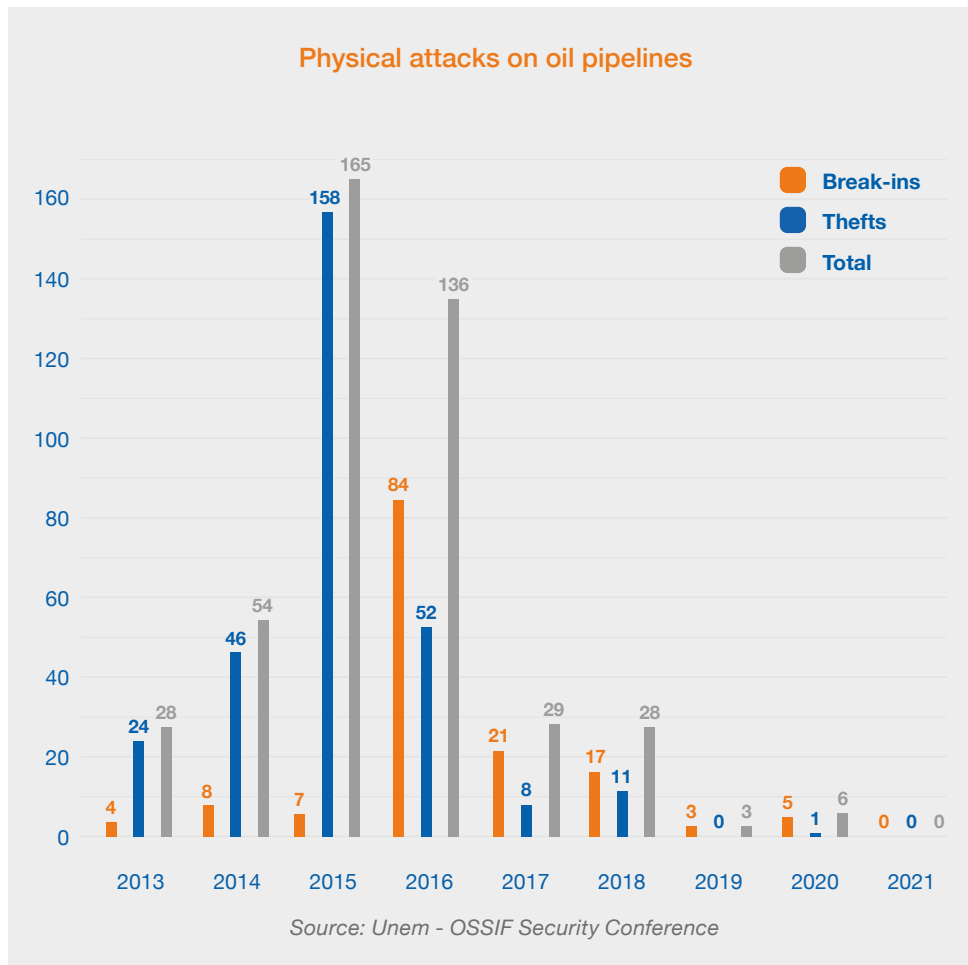
With reference to predatory criminal events perpetrated on the fuel network, IP is pursuing a complex protection plan aimed at minimising the number of events, which relies on preventive inspections and checks on the entire distribution chain for petroleum products (from refining to the end customer), as well as on training and sensitisation sessions aimed at the sales team, specifically focusing on security and fraud-prevention aspects.

With regard to IP points of sale present in the Italian territory, in 2021 there was a further significant drop in the number of predatory attacks on OPTs (38 events during the year against 77 events in 2020) with a reduction in the risk index (percentage ratio % between the number of events and the number of points of sale) from 8.6% in 2020 to 4.3% in 2021.

The protection rate (thefts every 100 POS) also improved substantially, going from 2.67% in 2020 to 1.46% in 2021. The positive performance was also reflected in the OSSIF (ABI Research Centre on Security Against Crime) data, which for 2020 had a risk index of 5.2%. With regard to the protection of company assets, IP is pursuing a complex action plan aimed at minimising the number of criminal events, which relies on inspections and checks on the entire product chain (from refining to the sale and the end customer), as well as on training and sensitisation sessions for the sales team focusing specifically on security and fraud-prevention aspects.



With regard to the protection of oil pipelines, the trend highlights how, in the wake of the strong drop of the previous year (a single attempt finalised), in 2021 this phenomenon ceased completely. This was a particularly important success if we consider that attacks on oil pipelines can threaten public safety, cause the interruption of public services and lead to a series of adverse environmental effects (on water and underground).



The results obtained are due to the ongoing improvement that IP strives to attain and guarantees through technological interventions and procedures and also through participated safety, which sees the company involved in close cooperation with the police forces.

Moreover, it is important to recall that IP has always contributed to the analyses and strategies of OSSIF (ABI Research Centre on Security Against Crime) and is a member of the Permanent Technical Committee on Predatory Crime (instituted by the Italian Ministry of the Interior on 2 December 2019), with the aim of monitoring crime and planning the relative strategies for combating it, as it has done up to now.





Among the actions conducted by IP it is important to highlight the internal inspections carried out through the Audit & Security function (Internal Audit and Operating Inspections Unit) for preventing commercial fraud and verifying compliance with the regulations.

**In 2021 the following were carried out:**

**350**

inspections at points of sale

**1,013**

inspections during product unloading at the POS  
of which 403 remotely (through a video surveillance system)  
and 610 physical on-site.

The Audit & Security function is constantly engaged also in verifying compliance with the quality standards of the OPTIMO product, through targeted audits at points of sale and on tanker trucks. In 2021 a total of 535 field inspections were conducted through on-site sampling of the product for verifying the presence of the “marker”.

The evidence collected during the aforementioned activities is the result of “ongoing improvement” of the qualitative and quantitative protection of petroleum product transport on road, confirming that the measures taken with regard to inspections through own “auditors” and in contractual terms through technological “upgrades” on equipment (tracking system, optical fibre, CCTV) are effective.

A total of 12 process audits were conducted with the relative recommendations and improvement plans, which also concerned the risk areas pursuant to Decree

Law No. 231 (mapped in the Organisation, Management and Control Model), referred to the company’s main operating processes.

Added to these are the monitoring activities for preventing COVID-19 falling under (Italian) Legislative Decree 231/01 and compliance tests pursuant to Law 262/05.

There was no case of non-compliance with the regulations and laws concerning environmental and socio-economic issues, nor concerning impacts on the health and safety of customers who purchase the Group’s products.

Moreover, there were no reports of corruption and anti-competitive or discriminatory behaviour.

In this context, IP deemed it important to also define an appropriate procedure, the so-called “Procedure 70 - Relations with the Public Administration”, for informing and sensitising employees and third parties involved in the company’s activities on the “punishable responsibilities and consequences of companies in relation to certain crimes committed (or even merely attempted) by directors and by employees, in the interest of or to the benefit of the company itself”.

More specifically, it appeared indispensable to create further specific tools besides the IP Organisation, Management and Control Model and the api Group’s Code of Ethics already defined and operational throughout the company.

Through “Procedure 70 - Relations with the Public Administration”, drawn up in 2019 and then revised in September 2021, IP intends to regulate the principles and procedures which the company’s employees and/or consultants must observe when entertaining relations with members of the Public Administration.

## **Cyber security and privacy** {GRI 103-1; 103-2; 418-1}

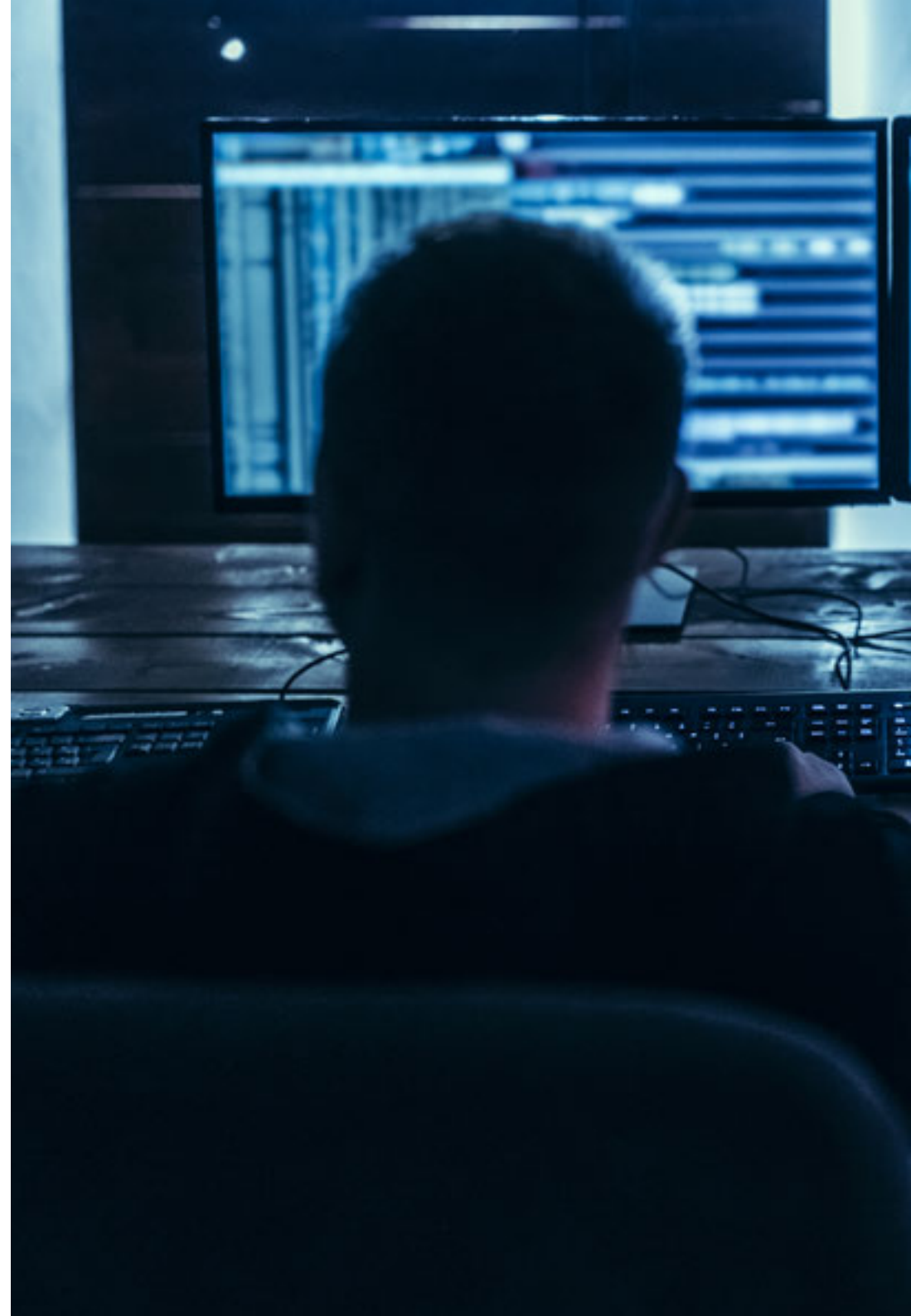
In 2021 cyber security played a crucial role in the company's protection policies.

The COVID-19 pandemic led to an intensive use of remote communication systems, both in private life and in the remote or smart working fields.

This scenario represents the ideal environment for subjects who exploit technological vulnerabilities in order to obtain illegal economic advantages.

Despite the increasingly sophisticated and timely IT protection tools that companies can use, it is important to never drop the guard. This implies ongoing updating of the security configurations and where possible, a raising of the protection systems for the more "sensitive" components of the infrastructure. To this aim, IP is finalising a project for the logical segregation of its central systems. In practical terms, an access barrier will be created authorising only certain subjects, and only under certain conditions, to manage the servers that provide the services used.

Regarding access by users, in 2021 the "third authentication factor" was introduced, namely an additional element with respect to the normal user-password combination (MFA - Multi-Factor Authentication). This system entails the sending or generation of a unique code that only the holder can receive. The method aims to combat credential theft operations caused by phishing (a technique used to steal credentials by sending e-mails containing malicious links hardly recognisable as such by the recipient). By enabling the third authentication factor, the stolen information will be insufficient for guaranteeing access.





Regardless of the level of “physical” protection, users must be always highly alert. To this aim, IP continues to provide specific information in order to instruct all employees on how to use the IT tools correctly, by emphasising compliance with the internal regulations.

Regarding privacy, in compliance with the European regulation on personal data protection [GDPR, Regulation (EU) 2016/679]: a group DPO has been appointed; an IT tool has been introduced for drawing up the “Data Processing Register” to be updated periodically. This is not a static but a dynamic register: it is updated constantly on the basis of changes in the company’s operations and activities. The Data Controller has instructed all employees who process personal data on the means of processing them.

In larger-size companies, an internal organisation has been set up in which specific figures assist the Data Controller in implementing the data processing regulations, in particular: the internal data processors and the system administrators (ADS).

## 2.5 Creating high-quality work

{GRI 102-8; 103-1; 103-2; 403-1; 403-2; 403-4; 403-6; 403-7; 403-9}

Over the course of 2021, the health emergency at times seemed to slow down; despite this, IP did not scale down its measures for combating the diffusion of COVID-19 contagion. In fact, the level of attention was raised by anticipating the legal requirements and providing all employees with personal protective equipment (type FFP2 face masks) free of charge. The head office's HSE function performed – in collaboration with the COVID Committee, which includes the workers – tracking of contacts throughout the entire year: it emerged that there was no contagion within the company's premises.

In 2021, with reference to the internal customer, the efforts mainly focused on two areas. The first, compatibly with the anti-COVID protocols, consisted in a return to face-to-face or experiential training activities, while the second involved the consolidation of the Group's sense of identity (in 2019 the merger between api anonima petroli italiana S.p.A and TotalErg S.p.A was finalised). At the same time, the management of the Human Resources department worked to value IP's people, by creating and activating vertical growth paths, following the exit of managers, or horizontal job rotation.

About training, the online channel was strengthened to help promote inclusivity among the main commercial partners and managers of the network points of sale who, even though they do not strictly belong to the Group's staff, are involved in their events and share their values.

### Safety performance

The table below shows the safety data relative to employees and personnel of external companies who worked at the industrial sites:

#### Safety performance (in-house personnel) - 2021

Hours worked	1,632,896
No. of injuries	2
Days of leave (excluding the day of the incident)	72
Number of injuries per million hours worked	1.22
Number of days of leave per million hours worked	0.04

#### Safety performance (third-party companies at industrial areas) - 2021

Hours worked	660,281
No. of injuries	3
Days of leave (excluding the day of the incident)	111
Number of injuries per million hours worked	4.54
Number of days of leave per million hours worked	0.17

In the Group 2 injuries occurred to in-house employees, both at the api Raffineria di Ancona site. An analysis was conducted to identify the causes and appropriate corrective measures were subsequently defined and implemented, even if ascribable to behaviour-related aspects, which led to the updating of training and information on the correct behaviour to be adopted.



## IP human resources and organisation

For IP's people, two situations certainly defined 2021:

- the stipulation, in December, of the solidarity agreement in force at italiana petroli as from August 2019 for keeping all staff at work in the face of the redundancy scheme in the wake of the TotalErg acquisition;
- the confirmation of support measures for the company staff, which were already set up during the previous year, and improved monitoring and prevention, essential for combating the COVID-19 emergency.

In view of the expiry of the Solidarity Agreement, the company started initiatives which basically marked the end of a situation of exceptionality with regard to job management and the development path of IP staff. These initiatives include:

- the start of a systematic mapping campaign to identify the potential skills within the company, among the top bracket consisting of specialists and middle managers, but also among the younger and more qualified staff, from which to develop the future management team.
- the valuing of in-house human resources following the exit of staff reporting to first- and second-line managers, and the resumption of individual job rotation measures aimed at valuing the potential and traits of everyone.
- other horizontal job rotation actions that consider the needs and professional characteristics of people with seniority status and greater experience, or who are nonetheless engaged in front-line or territorial roles; this was also an attempt to strengthen the reactivity of peripheral structures in the face of growing competition at a time of uncertainty and change.

In essence, the solidarity tool, created to tackle redundancy emerging with the M&A (merger and acquisition) operations completed, allowed for attaining a few fundamental goals:

- a rearrangement of staff to a level compatible with the business, while safeguarding the jobs of all IP staff members;
- appropriate measures to people wanting to end their professional career through the search for solutions tailored to individual needs, where possible, in the context of a broader sustainability framework and in accordance with the trade union agreements stipulated;
- the rearrangement of organisational structures and the relative adaptation of work processes and systems;
- a significant reduction in labour costs.

With the persistence of the health emergency and its significant impact on business trends and on people management systems, it was decided to confirm the fundamental choice of promoting face-to-face working in full safety. The purpose was to acknowledge the fundamental need to socialise which makes up a considerable part of every person's working life, and to avoid losing the advantages of working methods that do not rely on "remote" mechanisms. The latter methods were definitely adopted in several ways: meetings, virtual classroom training, online training platforms, to name a few.

The joint committees between the Group's companies and the worker representatives continued to be held regularly, while guaranteeing the utmost safety for IP staff. The aim of the meetings was to help define specific prevention measures for updating the "Everyone Protects Everyone Else" internal procedure. Where necessary, internal services were reorganised to continue guaranteeing social distancing measures (for example, the inclusion of an additional canteen time slot).

Despite the ongoing difficulties afflicting the health, social and economic contexts, the company continued to run services that facilitate the working life of IP staff, such as: flexible working hours, part-time work, mobility solutions consisting in free company parking in all the Group's main sites and a shuttle service connecting the Rome site to the nearby railway station, ATMs and an agreement for tax assistance.



The purchase of the insurance product (Aon) dedicated to the COVID-19 emergency was confirmed, guaranteeing coverage for all employees of all the Group's companies and to managers, in the event of infection from the disease. The product entitled the holder to a series of allowances (daily and for convalescence) in addition to a post-recovery package. This product adds to the welfare plan available to all IP staff members, who are entitled to non-wage benefits concerning education and social, health and economic assistance.

Other significant actions concerned more management-related aspects, such as:

- the start of a revision process of the remunerations relative to TotalErg and api employees following the initial integration phase, taking into account the Group's policies, any specific aspects of the individual companies, and the applicable national collective bargaining agreements, for homogeneous job role categories, concerning issues such as: management of missions and additional insurance coverage for non-work injuries with respect to first-level bargaining;
- discounts to employees thanks to the IP Plus fuel card;
- the factual confirmation, despite the exceptional situation, of the main second-level bargaining measures negotiated with entirely different conditions and business forecasts, such as welfare benefits and productivity bonuses, the latter paid out – albeit reduced – despite the significant difficulties characterising 2020.

The main organisational changes concerned the structure responsible for non-network business aimed at improving the synergy between B2B and B2C activities, in the context of an improvement in the impact on end customers, and the rationalisation of non-oil activities with a different make/buy balance, while nonetheless striving to maintain jobs, in the event of the closing down of direct points of sale.

On the whole, the Group's employees at 31 December 2021 amounted to 1,103, for a total of 1,632,896 hours worked during the year; the percentage of female employees was 22.4%, a total of 30 people were part-timers, 2 of which fixed-term employees. The collective agreements within the perimeter refer to energy and

petroleum, which covers almost the entire workforce (95%), and the commercial agreement relative to the IP Food & Services and IP Services companies. The overall figure of trade union membership is just above 40.6%. The turnover for the year was equal to -5.8%. The post-merger reorganisation activity, which pertains to the current trade union agreement, continues.

Workforce breakdown 2021 Tot.	M	F	M/Tot	F/Tot
Managers	51	46	90.2 %	9.8 %
Middle managers	260	207	79.6 %	20.4 %
White collar staff	509	321	63.1 %	36.9 %
Blue collar staff	283	282	99.6 %	0.4 %
<b>Total</b>	<b>1,103</b>	<b>856</b>	<b>77.6 %</b>	<b>22.4 %</b>

Age groups 2021	Tot.	M	F	M/Tot	F/Tot
< 30	21	18	3	85.7 %	14.3 %
30-50	545	400	145	73.4 %	26.6 %
over 50	537	438	99	81.6 %	18.4 %
<b>Total</b>	<b>1,103</b>	<b>856</b>	<b>247</b>	<b>77.6 %</b>	<b>22.4 %</b>

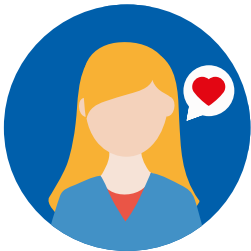
The percentage of women in managerial roles (managers and middle managers) is around 19%. The averages deriving from the consolidation of data at a Group level reflect the scarcity of women employed in certain work sectors, for example in the territorial sales and production sectors.

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

The creation of the training plan for 2021 was of course still influenced by the persistence of the pandemic, but face-to-face activities resumed alongside the use of online training channels and synchronous platforms (virtual classrooms).

The activities of the Corporate Academy are based on the following four pillars.

### The customer:



putting the customer at the centre of the company strategy

### Sustainability:



spreading and strengthening the principles of corporate environmental and economic sustainability

### The management school:



building a curriculum that distinguishes the Group's managers

### The school of crafts:



developing the right skills and behaviour for sustaining change

Starting from these prerequisites, the plan for 2021 concerned various areas of intervention: from compliance to managerial training and organisational behaviour; it included technical issues relative to professional families and the business context, the customer-oriented approach of commercial structures and of the staff supporting them, the use of tools and methodological approaches capable of generating a positive impact on the service offered to customers or on the efficient management of company processes.

For all the Group's employees, the design of online training activities continued with new e-learning initiatives focusing on cyber security and on the newly introduced GDPR. In particular, compliance issues concerned not only the fulfilment of training and information on HSE topics, depending on the prevailing topics in the Group's companies and specific work areas, or the roles covered pursuant to (Italian) Legislative Decree no. 81, but also privacy, issues pertaining to Leg. Decree 231 (organisation, management and control model) and cyber security, also in view of defending the company against potential external IT attacks and safeguarding legality as a value. With regard to these issues extensive training was promoted on the entire population, supplemented by face-to-face activities for the most operational plant personnel, customising the contents on the basis of the activities and roles covered.

The training activities then focused on real contact and interaction with end customers, thanks to the launching – at the end of 2020 – of a project in which IP top managers alternated in supporting managers at service stations, starting from January 2021. The top managers were thus able to make direct contact with customers on the field: practical training is deemed useful for helping executives to tangibly put the customer at the centre of each decision. First-hand experience of the service offered on the network can also help in the near future to rethink and, if necessary, review its contents and structure, consistently with the Group's core values, while simultaneously affording the opportunity of experimenting how customers react to the innovation represented by OPTIMO on the market.

The issue of financing for training activities continued to receive widespread attention in 2021, not only for the economic benefit in itself, but also for the possibility of using the topic to build a platform for a constructive debate also with



trade unions, keeping it alive in the interests of both the company and its staff.

The possibility of financing through the New Skills Fund was inhibited by the current Solidarity Agreement, but can be resumed and valued in the new year.

In 2021 the Group's training activities involved 849 people, for a total of 21,942 hours and an average of around 20 hours each. The total hours does not consider training imparted to managers and supervisors, but includes 3,765 hours of online training which involved – with the exception of workers – all categories of IP staff.

The table below shows the percentages referred to face-to-face training in the Group's companies:

<b>Training in the Group's companies</b>	<b>2021 (%)</b>
api raffineria di Ancona	44.5%
italiana petroli (excluding depots)	29.9%
IP Industrial	10.4%
Other (IP Services and IP Food & Service)	7.7%
italiana petroli (depots)	5.3%
Bitumtec	2.1%
<b>Total</b>	<b>100%</b>



The table below shows the breakdown of hours dedicated to face-to-face training in the main thematic areas:

Training based on thematic areas	2021 (%)
HSE	53.1%
Job	26.5%
Managerial	12.1%
Customer	5.8%
Privacy and 231	2.2%
Security	0.3%
<b>Total</b>	<b>100%</b>

The table below shows the total hours of face-to-face training for males and females divided by job role; the resulting trend is consistent with the population of the relative groups to which they belong.

	Males	Females	Total
Managers	1,022	230	1,252
Middle managers	3,092	822	3,914
White Collar staff	6,255	1,788	8,043
Blue collar staff	4,983	0	4,983
<b>Total</b>	<b>15,352</b>	<b>2,840</b>	<b>18,192</b>

The training activities did not only involve people strictly part of the company but also commercial partners which are practically the Group's closest point of direct contact with the end customer.

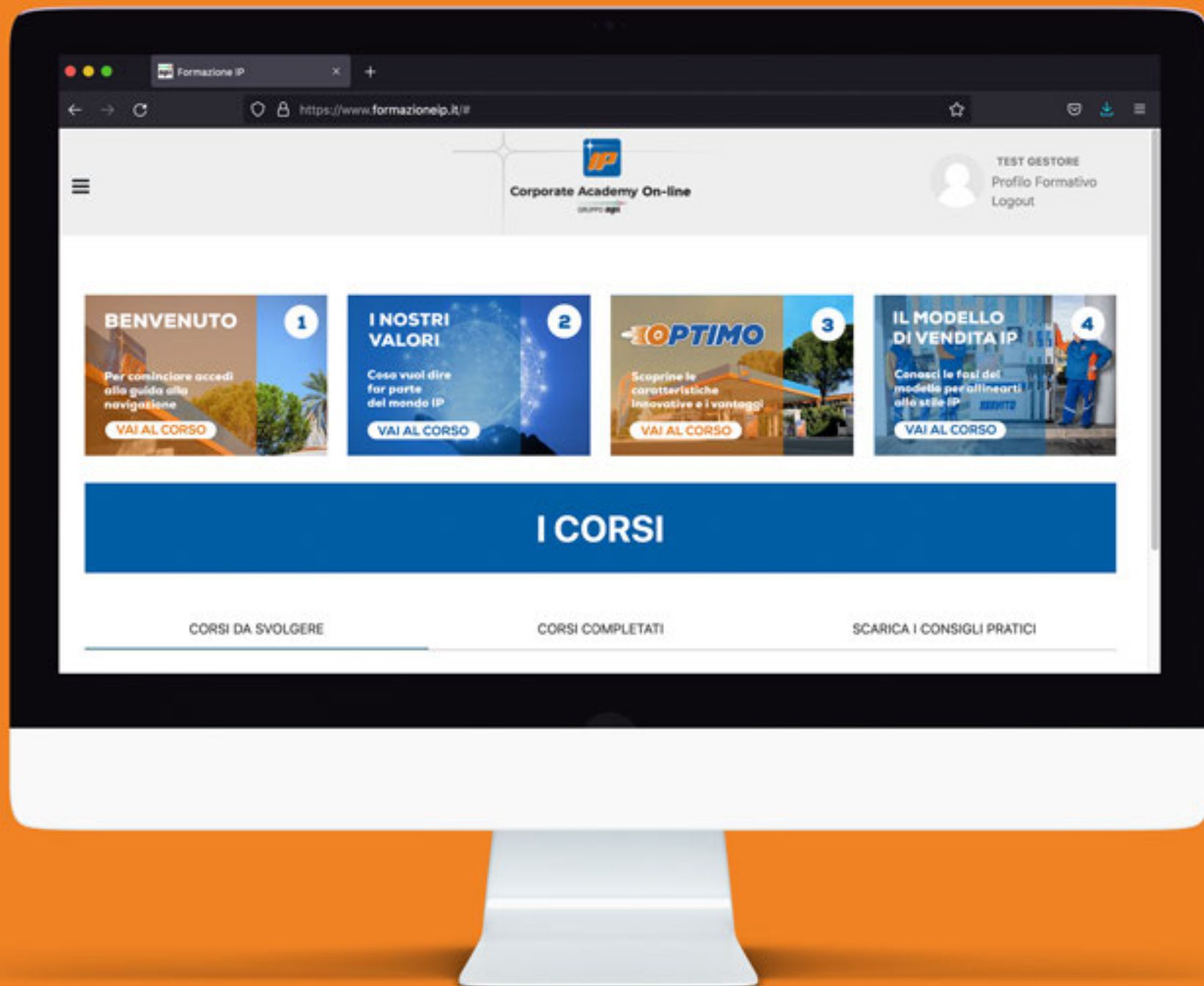
In particular, the Academy's training programme on the platform was extended to supervisors of the automated proprietary network and enriched with new contents concerning also the computerisation of certain processes: Single POS, Computerised Loading and Unloading Register.

The portal [www.formazioneip.it](http://www.formazioneip.it), which added continuity to training, especially that relative to customer management, was thus strengthened. The design of online training for managers focused on the customer, with courses geared towards sales, improvement and simplification of the purchase experience also thanks to the introduction of the new SINGLE POS installed at IP service stations and on the operating management of the new computerised loading and unloading register.

Starting from the launching of the platform (second half of 2020) to the whole of 2021, some 3,200 were involved, for a total of 5713 hours on topics relating to identity (including the founding values of sustainability on the network) and the brand, as well as on commercial topics (sales model and OPTIMO) and, starting from Autumn 2021, on technical aspects relating to management (single POS and loading and unloading register).

This training package will be confirmed also for the forthcoming year, without prejudice to any necessary updates, and enriched with new technical topics.

IP confirmed also for 2021 its intention to assign a central and essential role to training in order to satisfy the company's needs and the personal development aspirations of its staff.

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alla guida alla  
navigazione

VAI AL CORSO

**I NOSTRI  
VALORI**

2

Cosa vuol dire  
far parte  
del mondo IP

VAI AL CORSO

**OPTIMO**

3

Scopri le  
caratteristiche  
innovative e i vantaggi

VAI AL CORSO

**IL MODELLO  
DI VENDITA IP**

4

Conosci le fasi del  
modello per allinearti  
allo stile IP

VAI AL CORSO

**I CORSI**

CORSI DA SVOLGERE

CORSI COMPLETATI

SCARICA I CONSIGLI PRATICI

03

GRI

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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 by IP, which has decided to embrace evolution and change based on sustainability issues.

To draw up its voluntary Sustainability Report, the Group adopts the GRI Sustainability Reporting Standards (GRI Standards), published in 2016 by GRI – Global Reporting Initiative. In particular, according to that specified in GRI Standard 101: Foundation, paragraph 3, within this document reference is made to the Reporting Standards listed in the index of GRI contents (GRI referenced claims). Moreover, given the reference context, the Group took into account some of the indications of the Italian regulation (Legislative Decree 254/2016).

The reporting scope is that of italiana petroli S.p.A. and of the companies consolidated in it with the full consolidation method for the 2021 financial year.

The number of points of sale must be taken to include plants suspended from sales.

The processing capacity also includes the quota relevant to the Sarpom Raffineria refinery.

The storage capacity refers to proprietary depots, as well as depots in which italiana petroli has a shareholding and those in which it has a consignment account open.

In the section dedicated to the staff and organisation, the staff data does not include 4 resources employed on a fixed-term contract and for a brief period by a subsidiary of IP Food & Services, despite the fact that their contribution to the total hours worked was considered.

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

The formulas used to calculate the injury indices are: Frequency index = number of injuries x 1,000,000 / hours worked. Severity index = number of days of leave (excluding the day of the incident) x 1,000 / hours worked.

The NFP (net financial position) at 31 December 2021, consistently with the consolidated financial statements, does not include the IFRS 16 effect amounting to -174.4 million Euro. The VAT balance figure shown in the economic indicator section is relative to api holding (where tax consolidation is effected), therefore with a slightly broader scope compared to that used throughout the report.

The estimate of allied activities takes into account that declared to the X Commission for Production Activities of the Italian Chamber of Deputies on 1 October 2019. In the note filed and in the relative press release, reference is made to the entire industry, which, through 22,000 points of sale in Italy, employs around 80,000 people. The estimate of allied activities generated by IP, amounting to roughly 16,700 people, is thus calculated proportionally to the 4,600 points of sale.

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

Refuels per day: the sell-out figure for 2021 was put in relation with the number of transactions in order to determine the average refuel in litres. The average refuel figure was applied to the entire sell-in volume for 2021 to determine the number of refuels per year; this value was then divided by 365 days to obtain the number of daily refuels.

The average annual fuel dispensed was calculated by putting the sell-in and sell-out values of 2021 in relation to the number of points of sale open and suspended as at 31.12.2021.

The conversion factors used, relatively to the energy part, are those published by FIRE (Italian Federation for the Rational Use of Energy).

Calculation of indirect emissions: the figure for indirect CO<sub>2</sub> emissions was calculated by taking into account the purchase of electricity, the distance (km) covered during the year by tanker trucks that carried fuel to POS and the distance (km) covered for staff missions via land. With regard to transport on tanker trucks, an average distance of 3 km/l was considered, while for staff vehicles the figure was 13 km/l.

# 05

# Appendix

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

This paragraph includes a comparison of the main GRI indicators between 2019, 2020 and 2021.

#indicator	Description	UoM	2019	2020	2021
102-8	<b>Information on employees and other workers</b>				
	<i>total employees</i>	No.	1,223	1,167	1,103
	<i>of which women</i>	No.	303	284	247
201-1	<b>Direct economic value generated and distributed</b>				
	<i>Gross revenues</i>	MI€	6,064	2,785	4,560
	<i>Economic value distributed</i>	MI€	5,874	2,890	4,301
	<i>Economic value withheld</i>	MI€	191	-105	259
302-1	<b>Energy consumed within the organisation</b>				
	<i>total energy consumed</i>	Tjoule	10,239	8,814	9,384
303-3	<b>Water withdrawal</b>				
	<i>total withdrawn</i>	mm <sup>3</sup>	6.8	6.9	6.8
305-1	<b>Direct emissions of GHG (Scope 1)</b>				
	<i>CO<sub>2</sub></i>	tons	515,083	440,532	544,148
305-7	<b>Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant emissions</b>				
	<i>SO<sub>x</sub></i>	tons	234	199	218
	<i>NO<sub>x</sub></i>	tons	277	241	294
	<i>VOC</i>	tons	180	181	151
306-2	<b>Waste by type and disposal method</b>				
	<i>total waste</i>	kton	5,318	6,144	5,567
	<i>waste sent to recovery</i>	kton	3,087	3,451	2,501
403-9	<b>Work-related injuries</b>				
	<i>employee hours worked</i>	h.	1,928,843	1,570,158	1,632,896
	<i>number of employee injuries</i>	No.	5	5	2
	<i>number of injuries per million hours worked</i>	No.	2.59	3.18	1.22
	<i>hours worked by third-party companies at</i>	h.	847,389	788,124	660,281
	<i>number of injuries of third-party companies at</i>	No.	6	2	3
	<i>number of injuries per million hours worked of third-party companies at</i>	No.	7.1	2.5	4.54
404-1	<b>Average number of hours of annual training per employee</b>				
	<i>total hours of training</i>	h.	24,846	10,155	21,942
	<i>average hours of training</i>	h.	20.3	8.7	19.9

# 06

# Assurance

{GRI 102-56}

Report of the independent auditing firm on the  
“Sustainability Report for 2021”



Building a better  
working world

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## Independent auditors' report on the “2021 Sustainability Report”

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

We were engaged to perform a limited assurance engagement on the accompanying 2021 Sustainability Report of italiana petroli S.p.A. and its subsidiaries (hereinafter “the Group”) for the year ended on December 31, 2021.

### 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 the internal controls as they determine are necessary to enable 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 *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code)* 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 accordingly maintains a comprehensive system of quality control including 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 on 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 standard requires the planning and execution of procedures to obtain a limited assurance whether the Sustainability Report is free from material misstatements.

Therefore, our examination was less in scope than a reasonable assurance engagement in accordance with *ISAE 3000 Revised* and, consequently, does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgment and included inquiries, primarily of 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 stakeholder 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, recognition and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we have conducted interviews and held 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 a site visit 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 italiana petroli Group for the year ended on December 31, 2021 has not been prepared, in all material respects, 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.

Rome, March 28, 2022

EY S.p.A.

Luigi Facci  
(Statutory Auditor)

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

07

# Glossary

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

**ARPA:** Regional Agency for Environmental Protection

**B2B and B2C:** Business to Business and Business to Consumer, in other words, transactions between 2 companies and those between companies and the end consumer.

**Bunker fuel:** any fuel oil used to propel ships.

**VOC:** the class of volatile organic compounds includes various chemical compounds. They include, in particular, compounds based on carbon chemistry (organic chemistry) that have a marked tendency to change phase and shift from the liquid state to the aeriform state (volatility).

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

**EBITDA:** The acronym for “Earnings before interest, taxes, depreciation and amortisation”. It is an indicator of the company’s gross operating margin.

**Firewall:** a security component of the IT network that is used to filter traffic to and from the outside.

**FSC:** the acronym for “Forest Stewardship Council”, a body that defines the rules for the sensible management of forests.

**GNL:** liquefied natural gas, mainly methane, in liquid form to facilitate transport and storage.

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

**GRI:** the acronym for “Global Reporting Initiative”, a non-profit body established with the aim of creating a useful aid for reporting the sustainable performance of organisations of any size, belonging to any sector and country of the world.

**HSE:** The acronym for Health, Safety and Environment.

**IAS/IFRS:** International Accounting Standards, International Financial Reporting Standards: standards used for economic and financial reporting.

**IGCC:** integrated gasification combined cycle power plants.

**ISO 9001:** identifies a series of regulations and guidelines developed by the International Organisation for Standardisation (ISO) that define the requirements for creating a quality management system within companies, in order to run company processes.

**ISO 14001:** identifies a series of regulations and guidelines developed by the International Organisation for Standardisation (ISO) that define the requirements for creating an environmental management system within companies.

**ISO 45001:** defines the requirements of a worker health and safety management system according to the applicable regulations and on the basis of the risks potentially present in the workplace.

**MASEC:** Course in Sustainability and Circular Economy Management of the Polytechnic University of the Marches.

**OPT:** *outdoor payment terminal, more commonly known as the self-service terminal.*

**Platts:** a provider of information on energy and raw materials and a source for assessing the reference prices in the energy physical markets.

**POS:** point of sale, basically a payment terminal.

**Proxy:** used to create a “defensive barrier” towards the Web, by acting as a filter for inbound and outbound connections and by monitoring, checking and modifying internal traffic.

**SDGs:** the 17 Sustainable Development Goals pertaining to a far-reaching action plan for a total of 169 targets or goals that make up the 2030 Agenda.

**TAF:** groundwater remediation.

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

# Contact info

{GRI 102-53}

The report was edited by the Sustainability Working Group, in the context of the External Relations, Communication, Corporate Academy and Corporate Sustainability function.

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We wish to thank all colleagues of the Group who collaborated in the preparation of this document.

End of editing: March 2022.

Printed on Shiro Tree Free paper, made with fibres coming from annual plants that do not require the FSC certifications since they are free of tree cellulose.

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