

LISTA INDICATORI COMPLETA

Please note: for numeric data the comma is used as decimal separator.

Territory

Economic Development

Figure 1: Financial Indicators (GRI 102-7)

	Unit	2019	2018	2017	2016	YtY variation (%)
Revenue (EUR)	EUR	1.562.756.371	1.272.182.146,00	1.123.490.760,00	1.198.192.638,00	23%
Net Financial Position	EUR	-395.815.750	-387.653.511,00	-421.765.304,00	-525.067.000,00	2%

Figure 2: Direct economic value generated and distributed (GRI 201-1)

Direct economic value generated and distributed	2019		2018		2017		2016		YtY variation (%)
	EUR	%	EUR	%	EUR	%	EUR	%	
Direct economic value generated:	1.562.756.371		1.272.182.146		1.123.490.760		1.198.192.638		23%
Revenue	1.562.756.371		1.272.182.146		1.123.490.760		1.198.192.638		23%
Economic value distributed:	1.506.123.515		1.228.491.345		1.121.559.780		1.171.198.449		23%
Operating costs ¹	1.343.472.741	86,0%	1.067.875.802	84%	962.787.064	85%	1.016.056.476	85%	26%
Employee wages and benefits	73.093.184	4,7%	68.525.722	5%	67.720.277	6%	66.766.390	6%	7%
Payments to providers of capital	9.250.687	0,6%	13.443.507	1%	19.524.556	2%	18.606.436	2%	-31%
Payments to government ²	78.524.074	5,0%	76.939.902	6%	69.869.747	6%	67.718.880	6%	2%
Community investments ³	1.782.828	0,1%	1.706.412	0,1%	1.658.137	0,1%	2.050.267	0,2%	4%
Economic value retained:	56.632.857	3,6%	43.690.801	3%	1.930.980	0,2%	26.994.189	2,3%	30%

¹The purchase of energy for trading purposes account for about 90% of the operating costs.

²This item includes taxes (IRES, IRAP, IMU, etc.) and other payments such as *canoni idrici, demianali, rivieraschi, energia gratuita, fondi ambientali*

³This item includes sponsoring costs and donations.

Figure 3: Value for South Tyrol (GRI 201-1)

Value created for South Tyrol:	Unit	2019	%	2018	%	2017	%	YtY variation
Employee wages and benefits	EUR	69.682.656	30%	66.384.082	30%	67.720.277	37%	5%
Payments to government	EUR	78.524.074	33%	76.939.902	35%	69.869.747	39%	2%
Dividends to local governments	EUR	26.000.000	11%	24.000.000	10%	15.200.000	8%	8%
Community investments	EUR	1.782.828	1%	1.706.412	1%	1.658.137	1%	4%
Local procurement	EUR	59.833.219	25%	53.343.496	24%	26.501.483	15%	12%
Total	EUR	235.822.778	100%	222.373.892	100%	180.949.643	100%	6%

Figure 4: Infrastructure investments and services supported (GRI 203-1)

Type of significant infrastructure investment projects	Unit	2019	%	2018	2017	2016	YtY variation
Energy distribution	EUR	41.571.000	40%	36.520.000	29.663.000	32.500.000	14%
Teleheating & services	EUR	13.059.000	13%	6.866.000	8.596.000	18.400.000	90%
Energy production – mandatory	EUR	19.078.000	18%	17.147.000	13.663.000	8.083.000	11%
Energy production – stay in business	EUR	10.777.000	10%	9.009.000	3.420.000	3.733.000	20%
Smart Region	EUR	9.235.000	9%	7.718.000			20%
IT infrastructure	EUR	7.836.000	7%	4.294.000	1.135.317	2.235.000	82%
Supply & trading	EUR	1.430.000	1%	412.000	825.000	1.059.000	247%
Facility investments	EUR	588.000	1%	1.587.000	1.646.225	1.823.000	-63%
Other investments	EUR	1.126.000	1%	828.000	2.751.106	2.756.000	36%
Total	EUR	104.700.000	100%	84.381.000	61.699.648	70.589.000	24%

Security of Supply

Figure 5: Energy capacity (GRI EU 1; EU10)

	Unit	
Projected energy demand in South Tyrol in 2050 (GWh) ¹	GWh	4.144
Produced electricity from renewable sources by Alperia in 2019 (GWh)	GWh	4.326
Hydroelectric capacity in 2019 (GW) ²	GW	ca.1,4

¹Data calculated based on data taken from the South Tyrol Climate Energy Plan 2050 and 'dati statistici TERNA 2018'

²Number only covers the total hydroelectric installed capacity of the plants managed by Alperia

Figure 6: Net energy output broken down by primary energy source¹ (GRI EU2)

		Unit	2019	% of total energy output	2018	2017	2016	YtY variation
Total net produced electric energy		Gwh	4.373		4256	3712	4043	3%
Thereof	Hydro	Gwh	4.044	88%	3.961	3.344	3.681	2%
	Photovoltaic	Gwh	22	0%	21	24	22	5%
	Cogeneration (gas/gasoline)	Gwh	47	1%	53	66	66	-11%
	Biofuel	Gwh	260	6%	221	278	274	18%
Total net produced energy for heating ²		Gwh	217	5%	199	195	182	9%
Total net energy output		Gwh	4590		4455	3907	4225	3%

¹Net energy output includes energy produced in our consolidated plants (34 hydroelectric plants, 5 heating plants, 3 photovoltaic parks and 7 photovoltaic plants, 1 biofuel plant) at 100%

²Includes thermal energy produced by biomass, gas, gasoline and energy acquired from waste plant. Heat acquired from waste plant accounts for approximately ¼ of produced thermal energy.

Net produced energy from renewable sources	Unit	2019	2018	2017
	Gwh	4326	4203	3977
	%	94%	94%	94%

Figure 7: Quantity of products provided (GRI 102-7)

	Unit	2019	2018	2017	2016	YtY-Variation
Electricity sold to end-customers	Gwh	5423	3994	3212	3460	36%
Trading	Gwh	4788	1907	2310	5226	151%
Thermal energy sold to end-customers	Gwh	217	199	195	182	9%
Natural gas sold to end-customers	MSmc	464	367	328	371	19%

Figure 8: Distribution Network¹ (GRI EU4)

	Unit	2019				2018				2017			
		Above ground	Under-ground	Total	Percentage of under-ground lines	Above ground	Under-ground	Total	Percentage of under-ground lines	Above ground	Under-ground	Total	Percentage of under-ground lines
Length of transmission and distribution lines													
High tensions	km	233	19	252	8%	211	13	224	6%	198	12	210	6%
Medium tension	km	1171	2144	3315	65%	1237	2067	3304	63%	1433	2018	3451	58%
Low tension	km	1126	4043	5169	78%	1155	3945	5100	77%	1301	3816	5117	75%
Total	km	2530	6206	8736	71%	2603	6025	8628	70%	2932	5846	8778	67%

¹Distribution network includes the Edyna Srl, Edyna Transmission Srl, Municipality of Parcines and Municipality of Laces networks

Gas distribution network	Unit	2019	2018	2017	YtY variation
	km	113	113	112	0%

	Unit	2019	2018	2017	YtY variation
Municipalities supplied with electricity and gas out of a total of 116 South Tyrolean municipalities	np. municipalities	96	98	98	-2%

End-customers connected to the electricity grid	Unit	2019	2018	2017	YtY variation
	no. POD Low tension	233335	232207	229000	0%

Electricity distributed in South Tyrol	Unit	2019	2018	2017	YtY variation
	TWh	2,6	2,6	2,5	0%

Substations ¹	Unit	2019	2018	2017	YtY variation
Primary HV/MV substations	no.	37	36	33	3%
Secondary MV/LV substations	no.	4121	4112	4025	0%
MV switching substation	no.	46	48	47	-4%

¹ Includes substations of Edyna Srl, Edyna Transmission Srl, Municipality of Parcines and Municipality of Laces

Figure 9: System Average Interruption / Duration Index Frequency Index (SAIFI/SAIDI)
(GRI EU28/29)

	Unit	2019	2018	2017	2016	YtY variation
SAIFI (Frequency of interruptions per customer)	no	1,51	1,73	1,69	1,59	-12%
SAIDI (Power outage duration per customer)	minutes	28,07	27,36	20,74	23,66	3%

Asset Integrity

Figure 10: Energy availability (GRI EU30)

Availability factor ¹		Unit	2019	2018	2017
Energy source	Hydro	%	86,43	87,67	89,76
	Photovoltaic	%	not available	not available	not available

¹This indicator refers exclusively to AGP (100%) and Vipower (100%) plants. It is not available for photovoltaic plants. The availability factor of a power plant is the amount of time that it is able to produce electricity over a certain period.

Figure 11: Environmental incidents

	2019	2018	2017	2016	YtY variation
Number of environmental incidents	0	0	3	0	0%
Number of significant environmental incidents	0	0	1	0	0%
Financial impact of environmental incidents ¹	0	0	not available	0	0%

¹This includes fines paid and costs for clean-up.

Supplier Management

Figure 12: Proportion of spending on local suppliers¹ (GRI 204-1)

	Unit	2019	2018	2017 ²
Percentage of products and services purchased locally (based on expenditure in EUR)	%	35%	27%	34%
Percentage of works purchased locally (based on total works expenditure)	%	42%	36%	41%
Percentage of services purchased locally (based on total service expenditure)	%	39%	22%	51%
Percentage of products purchased locally (based on total products expenditure)	%	18%	19%	15%
Percentage of contracts awarded locally (based on number of contracts)	%	62%	60%	59%

¹The organisation's geographical definition of 'local' is defined as the Province of South Tyrol. Data does not include procurement data for Alperia Bartucci and Alperia SUM as these are located outside of the province of South Tyrol.

²164 orders for Edyna were not yet included in the calculation due to different reporting systems and the ongoing process of centralisation.

Figure 13: New suppliers that were screened using environmental and social criteria

(GRI 308-1, GRI 414-1)

	Unit	2019	2018	2017
Percentage of new suppliers that were screened using environmental and or social criteria.	%	100	100	100

Figure 14: Significant investment agreements and contracts that include human rights clauses or that underwent human-rights screening¹ (GRI 412-3)

	Unit	2019	2018	2017
Number of significant investment agreements and contracts that include human-rights clauses	No	information unavailable	0	0
Percentage of significant investment agreements and contracts that include human-rights clauses	%	information unavailable	0	0

¹Clause was included in the general contract terms and conditions as of May 2019. The indicator will be reported as of 2020. 'Contracts' are defined as agreements that are significant, managed centrally at the group level by procurement and exceed a value of €100.000.

Green Mission

Water

Figure 15: Water (ALP6, ALP7)

	Unit	2019	2018	2017	2016	YtY variation
Water released for minimum flow	litres per second	38.926	38.883	38.178	37.739	0,1%
Incidents of non-compliance with MVF requirements	No	0	0	0	0	0%

Figure 16: Energy consumption within the organization² (GRI 302-1)

	Unit ¹	2019	Proportion (%)	2018	Proportion (%)	YtY Variation
Total energy consumption within the organization from non-renewable sources	TJ	1.204	34%	1.117	36%	8%
Gasoline	TJ	78	2%	36	1%	117%
Natural gas	TJ	751	21%	741	24%	1%
Electricity for self-consumption (produced and acquired)	TJ	375	11%	340	11%	10%
Total energy consumption within the organization from renewable sources	TJ	2.340	66%	1.981	64%	18%
Palm oil	TJ	1.997	56%	1.708	55%	17%
Wood chips	TJ	173	5%	167	5%	3%
Electricity for self-consumption (produced)	TJ	170	5%	106	4%	61%
Total energy consumption within the organization	TJ	3.544	100%	3.099	100%	14%

¹Conversion factors based on the 2006 IPCC Guidebook

²Data for 2018 restated due to an update in calculation method

Figure 17: GHG Emissions¹ (GRI 305)

	Unit	2019	2018	YtY Variation
Gross direct (Scope 1) GHG emissions	tCO ₂ e	52.709	45.019	17%
biogenic CO ₂ emissions	tCO ₂ e	3.551	3.368	5%
Gross location-based energy indirect (Scope 2) GHG emissions ²	tCO ₂ e	34.622	34.559	0%
Gross market-based energy indirect (Scope 2) GHG emissions ²		39.393	44.538	-12%
Gross other indirect (Scope 3) GHG emissions ³	tCO ₂ e	32.096	27.931	15%
Total GHG emission location based	tCO ₂ e	122.978	110.877	11%
Total GHG emission marked based	tCO ₂ e	127.749	120.857	6%
GHG emissions intensity(location) ratio for the organization ⁴	tCO ₂ e /Mwh of produced energy (gross)	0,03	0,02	
GHG emissions intensity(marked) ratio for the organization ⁴	tCO ₂ e /Mwh of produced energy (gross)	0,03	0,03	

¹The main gases included are CO₂ and SF₆; emission factors used according to DEFRA (car fleet, biogenic emission) and ISPRA (gas, gasoline); data consolidated according to financial control; data aggregated based on the GHG Protocol
Biogenic emissions out of wood-chip biomass are calculated with the IPPC Guidebook (2006); palm oil with DEFRA.
Data for 2018 restated due to an update in calculation method.

²Location-based emission factor used for purchased electricity: TERNA (2017) based on the Italian energy mix; emission factor used for purchased heat: EURAC. Market-based emissions have been calculated considering all renewable-certified electricity by an emission factor equal to 0. The remaining, non-renewable certified electrical energy has instead been multiplied by the residual mix as per the European Residual Mix provided by AIB.

³Includes rental car fleet and well-to-tank associated emissions (emissions associated for the extraction, refining and transport of raw fuel material sources)

⁴Scope 1,2 and 3 emissions are included in the intensity ratios. Biogenic emissions are included in ratio.

Proportion of emissions	
Scope 1	46%
Scope 2	28%
Scope 3	26%

Customers

Customer Satisfaction

Figure 18: Number of customer accounts¹ (GRI EU3)

Type	Unit	2019	2018	2017	YoY-Variation
Electricity customer accounts	no.	261.000	236.000	193.000	11%
Heating customer accounts	no.	1.722	1.716	1.674	3%
Gas customer accounts	no.	61.000	60.000	59.000	2%
Total customer accounts	no.	323.772	297.716	253.674	9%

¹customer accounts= connections to the grid (POD) as per 31.12.

Figure 19: Monthly average of calls answered at toll-free number (ALP1)

	Unit	2019	2018	2017	2016
Monthly average of calls answered at toll-free number	%	97%	97%	97%	85%

Figure 20: Customer complaints (ALP2)

	Unit	2019	2018	2017	2016	YoY-variation
Number of complaints within the reporting period	No	403	533	587	385	-24%
i. thereof number of complaints addressed within the reporting period	No	402	533	587	385	-25%
ii. thereof number of complaints solved within the reporting period	No	401	533	587	385	-25%
Number of unsolved complaints including prior periods ¹	No	2	0	0	0	
Resolution rate customer complaints within the reporting period	%	99,5%	100%	100%	100%	
Number of customer complaints within the reporting period, addressed within 40 days	%	100%	100%	100%	100%	
Complaint rate (no. of complaints per 100 clients)		0,13	0,18	0,23	-	-28%

¹These complaints were resolved in 2020.

Figure 21: Customer Satisfaction Index (ALP3)

	Unit	2019	2018 ²	2017	2016
Customer Satisfaction Index ¹	%	not available	87%	not available	not available
Customer Satisfaction Index – Business Clients	%	not available	85%	not available	not available
Customer Satisfaction Index – Private Clients	%	not available	89%	not available	not available

¹Percentage of clients (business and retail) who are overall satisfied with Alperia's services

²Survey was performed for the first time in 2018 and will be performed bi-annually

Transparent Marketing and Communication

Figure 22: Incidents of non-compliance concerning product and service information and labelling (GRI 417-2)

Number of incidents of non-compliance concerning product and service information and labelling	Unit	2019	2018	2017	2016	YtY variation
with regulations resulting in a fine or penalty	nr	0	0	0	0	0%
with regulations resulting in a warning	nr	0	0	0	0	0%
with voluntary codes	nr	0	0	0	0	0%

Figure 23: Incidents of non-compliance concerning marketing communications (GRI 417-3)

Number of incidents of non-compliance concerning marketing communications	2019	2018	2017	2016	YtY variation
with regulations resulting in a fine or penalty	0	0	0	0	0%
with regulations resulting in a warning	0	0	0	0	0%
with voluntary codes ¹	0	0	0	0	0%

¹Sponsorship and Donation Guideline of Alperia

Cyber Security

Figure 24: Customer Privacy (GRI 418-1)

	2019	2018	2017	2016	YtY variation
Total number of substantiated complaints received concerning breaches of customer privacy	0	0	0	0	0%
i. complaints received from outside parties and substantiated by the organization	0	0	0	0	0%
ii. complaints from regulatory bodies	0	0	0	0	0%
Total number of identified leaks, thefts, or losses of customer data.	0	0	0	0	0%

Figure 25: Other indicators related to cyber security

	2019	2018	2017	YtY variation
During the year Alperia's protection systems blocked (daily average):				
spam e-mails	4.000	3.000	5.000	33%
malicious connection attempts	6.000	22.000	20.000	-73%

Each month, Alperia identifies and blocks an average of:				
viruses	2.930	70	17	4.086%
pieces of spyware (software that collects information about a user's online activity)	31	40	22	-23%
malicious, suspicious or prohibited internet activities	2.000.000	1.000.000	600.000	100%
malicious or unauthorised applications	200	120	80	67%
malicious or prohibited items of content	250.000	250.000	300.000	0%

Employees

Employee Development

Figure 26: Information on employees and other workers ^{1 2 3 4} (GRI 102-8)

		Total number of employees				Employment contract								Employment type							
						Permanent				Temporary				Full-time				Part-time			
		2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016
Women	Head-count	230	195	193	188	211	182	189	188	19	13	4	0	147	121	119	117	83	74	74	71
Percentage of total employees	%	23%	21%	21%	20%	21%	19%	20%	20%	2%	2%	0%	0%	14%	13%	13%	12%	8%	8%	8%	8%
Men	Head-count	787	750	747	758	750	708	730	756	37	42	17	2	769	729	726	734	18	21	21	24
Percentage of total employees	%	77%	79%	79%	80%	73%	75%	78%	80%	4%	4%	2%	0%	76%	77%	77%	78%	2%	2%	2%	2%
Total ¹	Head-count	1017	945	940	946	961	890	919	944	56	55	21	2	916	850	845	851	101	95	95	95
Percentage of total employees	%	100%	100%	100%	100%	94%	94%	98%	100%	6%	6%	2%	0%	90%	90%	90%	90%	10%	10%	10%	10%

¹Alperia Bartucci was not included in 2018 data. Gruppo Green Power, Bluepower Connection Srl, Green Energy Group, and Unix Group Srl are not included in 2019 data. The total number of 2019 Alperia Group employees (with the exception of Bartucci) – equal to 970 – cannot be compared to the total number of employees indicated for 2018 – equal to 945 – net of employees leaving plus new hires in 2019, excluding Alperia Bartucci. The appropriate 2018 figure in order to make this comparison is 961, not 945. This misalignment is due to a different scope of reporting for 2019 compared to 2018 (entry of Alperia Sum and Alperia Trading) and a switch from the TPC to Zucchetti application (incorrect counting of terminated employees

²Employees who left the organisation on 31.12. are not included in total number of employees per 31.12.

³Directors are included in employee numbers

⁴ The percentages communicated in 2019 are calculated on total employees whereas in the 2018 Sustainability Report they were calculated on employment contract/type

Figure 27: New employee hires and employee turnover¹ (GRI 401-1)

New employee hires		Total				under 30	31-40	41-50	51+	YtY variation
		2019	2018	2017	2016	2019				
Women	Headcount	21	13	9	8	6	12	2	1	62%
Percentage of new employee hires	%	28%	22%	26%	24%					
Men	Headcount	54	46	25	26	22	21	8	3	17%
Percentage of new employee hires	%	72%	78%	74%	76%					
Total new employee hires	Headcount	75	59	34	34	28	33	10	4	27%
Total headcount per 31.12.	Headcount	1017	945	940	946					8%
New employee hire rate	%	7%	6%	4%	4%					

¹ Gruppo Green Power, Bluepower Connection Srl, Green Energy Group, and Unix Group Srl are not included in 2019 data. The total number of 2019 Alperia Group employees (with the exception of Bartucci) – equal to 970 – cannot be compared to the total number of employees indicated for 2018 – equal to 945 – net of employees leaving plus new hires in 2019, excluding Alperia Bartucci. The appropriate 2018 figure in order to make this comparison is 961, not 945. This misalignment is due to a different scope of reporting for 2019 compared to 2018 (entry of Alperia Sum and Alperia Trading) and a switch from the TPC to Zucchetti application (incorrect counting of terminated employees)

Employee turnover ²		Total				under 30	31-40	41-50	51+	YtY variation
		2019	2018	2017	2016	2019				
Women	Headcount	7	10	4	13	1	2	2	2	-30%
	%	12%	19%	10%	28%					
Men	Headcount	52	44	36	33	4	10	5	33	18%
	%	88%	81%	90%	72%					
Total employee turnover	Headcount	59	54	40	46	5	12	7	35	9%
Total headcount per 31.12	Headcount	1017	945	940	946					8%
Employee turnover rate	%	6%	6%	4%	5%					

²Employee turnover: employees who leave the organization voluntarily or due to dismissal, retirement, or death in service; turnover per 31/12; employees who leave the organization on 31.12 are included in employee turnover.

Figure 28: Average training hours (GRI 401-1)

Average training hours per employee – Gender		Total				YtY variation
		2019	2018	2017	2016	
Women	hours	15,9	14,9	not available	not available	7%
Men	hours	21,6	19,7	not available	not available	10%
Total	hours	20,3	18,7	not available	not available	9%

Average training hours per employee – Employee category		Total				YtY variation
		2019	2018	2017	2016	
Top management (directors and direct reports)	hours	28,2	31,5	not available	not available	-10%
Middle management (2° and 3° level)	hours	25,3	28,4	not available	not available	-11%
Employees	hours	19,2	16,5	not available	not available	16%

Figure 29: Percentage of employees receiving regular performance and career development reviews¹ (GRI 404-3)

Percentage of employees receiving regular performance and career development reviews – Gender		Total			
		2019	2018	2017	2016
Women	%	3%	4%	0%	0%
Men	%	3%	3%	0%	0%
Total	%	3%	4%	0%	0%

Percentage of employees receiving regular performance and career development reviews – Employee category	Total				
		2019	2018	2017	2016
Top management (directors and direct reports)	%	19%	36%	100%	100%
Middle management (2° and 3° level)	%	15%	9%	0%	0%
Employees	%	0%	1%	0%	0%

¹Currently only MbO Reviews and Career Development Reviews are included. As of 2018, regular employee feedback reviews are being rolled out. Due to the fact that automated data on the % of feedbacks concluded is not yet available, these are currently not included in the indicator.

Diversity and Equal Opportunity

Figure 30: Diversity of governance bodies and employees¹ (GRI 405-1)

Diversity Governance Bodies		Total				under 30	31-40	41-50	51+	YtY Variation
		2019	2018	2017	2016					
Women	Headcount	5	4	4	4	0	0	1	4	25%
Percentage of total members	%	42%	33%	33%	33%	0%	0%	8%	33%	
Men	Headcount	7	8	8	8	0	0	1	6	-3%
Percentage of total members	%	58%	67%	67%	67%	0%	0%	8%	50%	
Total	Headcount	12	12	12	12	0	0	2	10	0%
	%	100%	100%	100%	100%	0%	0%	17%	83%	

Diversity Employees		Total				under 30	31-40	41-50	51+	YtY Variation
		2019	2018	2017	2016					
Women	Headcount	230	195	193	188	26	81	64	59	18%
Percentage of total employees	%	23%	21%	21%	20%	3%	8%	6%	6%	
Men	Headcount	787	750	747	758	84	200	191	312	5%
Percentage of total employees	%	77%	79%	79%	80%	8%	20%	19%	31%	
Employees with disabilities	Headcount	23	24	29	30	1	5	6	11	-4%
Percentage of total employees	%	2%	3%	3%	3%	0%	0%	1%	1%	
Total	Headcount	1017	945	940	946	110	281	255	371	8%
	%	100%	100%	100%	100%	11%	28%	25%	36%	

¹Alperia Bartucci was not included in 2018 data.

Figure 31: Ratio of basic salary and remuneration of women to men (GRI 405-1; GRI 405-2)

Ratio of basic salary and remuneration of women to men	Unit	2019 ⁶	2018 ⁵	2017 ⁴
Top management ¹	Ratio	0,69	0,77	0,78
Middle management ²	Ratio	1,03	0,93	1,06
White-collar employees	Ratio	0,95	0,87	0,83
Blue-collar employees ³	Ratio	0,78	0,62	0,75

¹Includes directors and direct reports

²Includes 2nd and 3rd level reports

³Data not representative, as there is only one women in this category who is not a specialized worker.

⁴Data was restated due to a change in calculation methodology.

⁵Alperia Bartucci was not included in 2018 data.

⁶Calculation methodology was updated for better comparison (i.e. standby duty was removed from calculation)

Percentage of female employees per category	2019	2018
Top management ¹	19%	12%
Middle management ²	17%	15%
White-collar employees	33%	32%
Blue-collar employees ³	0,4%	0,4%

Percentage of employees per category based on total number of employees	2019	2018
Top management ¹	8%	6%
Middle management ²	10%	10%
White-collar employees	57%	57%
Blue-collar employees ³	25%	26%

Figure 32: Parental leave² (GRI 401-3)

		Men				Women			
		2019	2018	2017	2016	2019	2018	2017	2016
Total number of employees that were entitled to parental leave ¹	Headcount	25	16	42	9	12	7	13	26
Total number of employees that took parental leave ²	Headcount	21	14	17	9	12	7	13	26
Percentage of employees that took parental leave³	%	84%	88%	40%	100%	100%	100%	100%	100%
Total number of employees planned to return to work in the reporting period (2019) after parental leave ended		21	14	17	9	6	7	8	4
Total number of employees that returned to work in the reporting period (2019) after parental leave ended ⁶	Headcount	21	14	17	9	2	6	8	4
Return to work rate⁴	%	100%	100%	100%	100%	33%	86%	100%	100%
Total number of employees that returned to work in 2018 after parental leave ended that were still employed 12 months (ending in the reporting period 2019) after their return to work	Headcount	14	15	9	0	6	6	4	0
Retention rate⁵	%	100%	88%	100%	100%	100%	75%	100%	100%

¹Based on total entitlements known to the employer with starting date after 1.1.2019

²Based on the entitlements with starting date after 1.1.2019

³Includes compulsory leave (only for mother) and optional leave (usable also by the father). In 2019 out of six women who planned to return to work: two did return, three extended their parental leave using voluntary leave and one left the company.

⁴Total number of employees that did return to work after parental leave/

⁵Retention rate = Total number of employees retained 12 months after returning to work following a period of parental leave/ Total number of employees

⁶Number corrected and restated for 2017

	2019	2018
Average hours per female employees who took parental leave	1422	1184
Average hours per male employees who took parental leave	104	63
Average weeks per female employees who took parental leave	37,4	31,2
Average weeks per male employees who took parental leave	2,7	1,7
Average months per female employees who took parental leave	9,4	7,8
Average months per male employees who took parental leave	0,7	0,4

Health and safety at work

Figure 33: Types of occupational diseases, occupational disease rate, and absenteeism (GRI 403-2)

Employees	2019	2018	2017	2016
Incidents of occupational diseases	0,00	0,00	0	0
Lost workdays due to occupational diseases	0,00	0,00	0	0
Lost workdays due to absentees of all kind ¹	11.728,85	10.033,00	10.717	7.633
Hours worked	1.613.515,90	1.454.474,01	1.396.937	1.194.147
Hours scheduled to be worked	1.950.014,96	1.822.583,74	1.824.863	1.511.618
Occupational disease rate (per 1.000.000 h)	0,00	0,00	0,00	0,00
Absentee rate (per 1000 hours)	6,01	5,50	5,87	5,05

¹Absentee excludes permitted leave absences such as holidays, study, maternity or paternity leave and compassionate leave. 'lost days' count begins the day after the absence

Figure 34: Types of injuries and rates of injury, lost days, and number of work-related fatalities (GRI 403-2)

Employees	2019	2018	2017	YtY variation
Fatalities	0	0	0	0%
Lost workday incidents	14	13	13	8%
Lost days ¹	427	293	192	46%
Hours worked	1.613.516	1.454.474	1.396.937	11%
Incident rate (per 1.000.000 h)²	8,68	8,94	9,31	-3%
Lost day rate (per 1000h)	0,26	0,20	0,14	31%

¹When calculating lost days, 'days' means calendar days; the lost-days count begins the day after the accident

²Minor (first-aid level) injuries are not included in the injury rate (IR); fatalities are included in the injury rate (IR)

Contractors	2019	2018	2017	YtY variation
Fatalities	0	0	not available	0%
Lost workday incidents	2	1	not available	100%
Lost days ¹	86	13	not available	562%
Hours worked	656.616	584.353	not available	12%
Incident rate (per 1.000.000 h)²	3,05	1,71	not available	78%
Lost day rate (per 1000h)	0,13	0,02	not available	489%

¹When calculating lost days, 'days' means calendar days; the lost-days count begins the day after the accident

²Minor (first-aid level) injuries are not included in the injury rate (IR); fatalities are included in the injury rate (IR)

Development and Innovation

Innovation, Research and Development

Figure 35: Innovation, Research & Development activity and expenditure aimed at providing reliable electricity and promoting sustainable development (GRI EU8)

	Unit	2019	2018	2017	YtY variation (%)
Number of employees working on R&D Projects	number of employees	88	46	not available	91%
Total R&D expenditure	EUR	1.560.934,00	1.056.716,73	1.554.247,59	48%
thereof					
EU projects	EUR	167.293,00	393.168,80		
Other research projects	EUR	455.799,00	317.195,54		
Innovation Board Projects	EUR	937.842,00	346.352,39		

Sustainable Products and Services

Figure 36: Sustainable products and services¹ (GRI EU7/ALP4)

	2019	2018	2017
ALP4: Share of revenues with sustainable products and services (%)	40%	49%	46%

¹Revenues include production and sale of hydro & solar energy, biomass and district heating, green gas and services related to energy efficiency and green electricity
Revenues relate to pro quota energy quantities; Revenues of the sale of green labelled electricity sold to end customers are based on the estimation of average