

LISTA INDICATORI COMPLETA

Nota: per i dati numerici la virgola è usata come separatore decimale.

Territorio

Economic development

Tabella 1: Financial indicators {GRI 102-7}

	Unit	2020	2019 ^{*1}	2018	2017	YtY variation
Revenues	EUR	1.437.718.992	1.546.878.354	1.272.182.146	1.123.490.760	-7%
Net financial position	EUR	-394.993.918	-383.917.923	-387.653.511	-421.765.304	-3%

^{*1}Data have been restated to align them to the new accounting method introduced in 2020.

Tabella 2: Direct economic value generated and distributed {GRI 201-1}

	Unit	2020	2019 ^{*5}	2018	2017	YtY variation
Direct economic value generated:	EUR	1.437.718.992	1.546.878.354	1.272.182.146	1.123.490.760	-7%
<i>Revenues</i>	EUR	1.437.718.992	1.546.878.354	1.272.182.146	1.123.490.760	-7%
Economic value distributed:	EUR	1.375.769.723	1.490.245.497	1.228.491.345	1.121.559.780	-8%
<i>Operating costs^{*1}</i>	EUR	1.196.350.493	1.327.594.723	1.067.875.802	962.787.064	-10%
	% ^{*4}	83,2	85,8	84,0	85,8	
<i>Employee wages and benefits</i>	EUR	77.068.468	73.093.184	68.525.722	67.720.277	5%
	% ^{*4}	5,3	4,7	5,4	6,0	
<i>Payments to providers of capital</i>	EUR	9.514.673	9.250.687	13.443.507	19.524.556	3%
	% ^{*4}	0,7	0,6	1,1	1,7	
<i>Payments to government^{*2}</i>	EUR	90.180.251	78.524.074	76.939.902	69.869.747	15%
	% ^{*4}	6,3	5,1	6,0	6,2	
<i>Community investments^{*3}</i>	EUR	2.655.837	1.782.828	1.706.412	1.658.137	49%
	% ^{*4}	0,2	0,1	0,1	0,1	
Economic value retained	EUR	61.949.269	56.632.857	43.690.801	1.930.980	9%
	% ^{*4}	4,3	3,7	3,4	0,2	

^{*1}The purchase of energy for trading purposes accounts for about 90% of the operating costs.

^{*2}This item includes taxes (IRES, IRAP, IMU, etc.) and other payments (such as water, state, and riparian royalties; free energy; environmental funds, etc.).

³ This item includes sponsoring costs and donations.

⁴ Percentage of direct economic value generated.

⁵ Data have been restated to align them to the new accounting method introduced in 2020.

Tabella 3: Value for South Tyrol¹ {GRI 201-1}

	Unit	2020	2019	2018	2017	YtY variation
Employee wages and benefits	EUR	70.264.455	69.682.656	66.384.082	67.720.277	1%
	%	27	30	30	37	
Payments to government	EUR	90.951.387	78.524.074	76.939.902	69.869.747	16%
	%	35	33	35	39	
Dividends to local governments	EUR	33.300.000	26.000.000	24.000.000	15.200.000	28%
	%	13	11	11	8	
Community investments	EUR	2.655.837	1.782.828	1.706.412	1.658.137	49%
	%	1	1	1	1	
Local procurement	EUR	60.286.081	59.833.219	53.343.496	26.501.483	1%
	%	24	25	24	15	
Total value for South Tyrol	EUR	257.457.761	235.822.778	222.373.892	180.949.643	9%
	%	100	100	100	100	

¹ Alperia Bartucci, Gruppo Green Power, Alperia Sum and Hydrodata are excluded from the count because they are located outside South Tyrol.

Tabella 4: Infrastructure investments and services supported {GRI 203-1}

Type:	Unit	2020	%	2019	2018	2017	YtY variation
Energy distribution	EUR	46.390.000	37	41.571.000	36.520.000	29.663.000	12%
Teleheating and services	EUR	11.251.000	9	13.059.000	6.866.000	8.596.000	-14%
Energy production – mandatory	EUR	27.529.000	22	19.078.000	17.147.000	13.663.000	44%
Energy production – stay in business	EUR	4.804.000	4	10.777.000	9.009.000	3.420.000	-55%
Smart Region	EUR	14.003.000	11	9.235.000	7.718.000	0	52%
IT infrastructure and digital projects	EUR	20.783.000	16	7.836.000	4.294.000	1.135.317	165%
Supply and trading	EUR	1.095.000	0,5	1.430.000	412.000	825.000	-23%
Facility investments	EUR	773.000	0,5	588.000	1.587.000	1.646.225	31%
Other investments	EUR	72.000	0	1.126.000	828.000	2.751.106	-94%
Total	EUR	126.700.000	100	104.700.000	84.381.000	61.699.648	21%

Security of supply

Tabella 5: Energy capacity {GRI EU1; GRI EU10}

	Unit	2020	2019
Projected energy demand in South Tyrol in 2050 ^{*1}	GWh	4.303	4.144
Produced electricity from renewable sources by Alperia	GWh	5.061	4.326
Hydroelectric capacity ^{*2}	GW	ca.1,4	ca.1,4
Capacity under construction ^{*3}	GWh	3	0

^{*1} Data calculated based on data taken from the 'Piano Clima Energia-Alto Adige-2050' and 'dati statistici TERNA 2019'.

^{*2} Number only covers the total hydroelectric installed capacity of the plants managed by Alperia.

^{*3} New capacity under construction: new MVF plant Tel of 700 kW installed capacity with a future production capacity of ca. 3 GWh.

Tabella 6: Net energy output broken down by primary energy source^{*1} {GRI EU2}

	Unit	2020	% ^{*3}	2019	2018	2017	YtY variation
Total net produced electric energy	GWh	5.108		4.373	4.256	3.712	17%
	<i>Hydro</i>	GWh	90	4.044	3.961	3.344	18%
	<i>Photovoltaic</i>	GWh	0	22	21	24	-13%
thereof:	<i>Cogeneration (gas/gasoline)</i>	GWh	1	47	53	66	0%
	<i>Biofuel</i>	GWh	5	260	221	278	4%
Total net produced energy for heating ^{*2}	GWh	222	4	217	199	195	2%
Total net energy output	GWh	5.330		4.590	4.455	3.907	16%

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

^{*2} Includes thermal energy produced by biomass, gas, gasoline and energy acquired from waste plant.

^{*3} Percentage of total energy output.

	Unit	2020	2019	2018	2017
Net produced energy from renewable sources	GWh	5.061	4.326	4.203	3.977
	%	95	94	94	94

Tabella 7: Quantity of products provided {GRI 102-7; GRI 302-1}

	Unit	2020	2019	2018	2017	YtY variation
Electricity sold to end customers	GWh	5.372	5.423	3.994	3.212	-1%
<i>thereof green-labelled electricity sold to end customers</i>	GWh	2.015	1.813	1.891	657	11%
	%	38	33	47	20	
Trading	GWh	3.166	4.788	1.907	2.310	-34%
Thermal energy sold to end customers	GWh	222	217	199	195	2%
Natural gas sold to end customers	MSmc	421	464	367	328	-9%
<i>thereof green-labelled gas sold to end customers</i>	MSmc	3	1	0	0	330%
	%	1	0	0	0	

Tabella 8: Distribution network*1 {GRI EU4}

Electricity distribution network	Unit	2020				2019				2018			
		Above ground	Under-ground	Total	% of under-ground lines	Above ground	Under-ground	Total	% of under-ground lines	Above ground	Under-ground	Total	% of under-ground lines
Length of transmission and distribution lines	km	239	21	260	8%	233	19	252	8%	211	13	224	6%
High voltage	km	239	21	260	8%	233	19	252	8%	211	13	224	6%
Medium voltage	km	1.129	2.298	3.427	67%	1.171	2.144	3.315	65%	1.237	2.067	3.304	63%
Low voltage	km	1.097	4.167	5.264	79%	1.126	4.043	5.169	78%	1.155	3.945	5.100	77%
Total	km	2.465	6.486	8.951	72%	2.530	6.206	8.736	71%	2.603	6.025	8.628	70%

*1 Distribution network includes the network of Edyna S.r.l., Edyna Transmission S.r.l., Municipality of Parcines, and Municipality of Laces.

Gas distribution network	Unit	2020	2019	2018	2017
	km	113	113	113	112

Municipalities supplied with electricity and gas out of a total of 116 South Tyrolean municipalities	Unit	2020	2019	2018	2017
	No. Municipalities	96	96	98	98

Customers connected to the electricity grid	Unit	2020	2019	2018	2017	YtY variation
	No. PODs*2	235.585	233.335	232.207	229.000	1%

*2 Only end customers included in the years 2017-2019. As of 2020 all PODs (including interconnected distributors) are included.

Electricity distributed in South Tyrol*3	Unit	2020	2019	2018	2017	YtY variation
	TWh*3	2,7	2,6	2,6	2,5	-4%

*3 Only energy distributed to end customers included in the years 2017-2019. As of 2020 all energy distributed is included.

Substations*4	Unit	2020	2019	2018	2017	YtY variation
Primary HV/MV substations	No.	37	37	36	33	0%
Secondary MV/LV substations	No.	4.131	4.121	4.112	4.025	0%
MV switching substation	No.	45	46	48	47	-2%

*4 Includes substations of Edyna S.r.l., Edyna Transmission S.r.l., Municipality of Parcines, and Municipality of Laces.

Tabella 9: System Average Interruption Frequency/Duration Index (SAIFI/SAIDI) {GRI EU28; GRI EU29}

	Unit	2020	2019	2018	2017	YtY variation
SAIFI (Frequency of interruptions per customer)	No.	1,91	1,51	1,73	1,69	27%
SAIDI (Power outage duration per customer)	Minutes	29,82	28,07	27,36	20,74	6%

Asset integrity

Tabella 10: Energy availability {GRI EU 30}

Availability factor *1	Unit	2020	2019	2018	2017	
Energy source	Hydro	%	88,88	86,43	87,67	89,76
	Photovoltaic	%	not available	not available	not available	not available

Tabella 11: Environmental incidents

	Unit	2020	2019	2018
Number of environmental incidents	No.	2	0	0
Number of significant environmental incidents	No.	0	0	0
Financial impact of environmental incidents ^{*1}	EUR	0	0	0

^{*1}This includes fines paid and costs for cleanup.

Supplier management

Tabella 12: Proportion of spending on local suppliers^{*1} {GRI 204-1}

	Unit	2020	2019	2018	2017
Percentage of products and services purchased locally (based on expenditure in EUR)	%	36	35	27	34
Percentage of works purchased locally (based on total works expenditure)	%	72	42	36	41
Percentage of services purchased locally (based on total service expenditure)	%	20	39	22	51
Percentage of products purchased locally (based on total product expenditure)	%	21	18	19	15
Percentage of contracts awarded locally (based on number of contracts)	%	58	62	60	59

^{*1}The organisation's geographical definition of "local" refers to the province of South Tyrol. Data does not include procurement data for Alperia Bartucci, Alperia SUM and GGP, as they are located outside of the province of South Tyrol.

Tabella 13: New suppliers that were screened using environmental and social criteria {GRI 308-1; GRI 414-1}

	Unit	2020 ^{*1}	2019	2018	2017
Percentage of new suppliers that were screened using environmental and or social criteria	%	100	100	100	100

^{*1}All suppliers must pass the screening of pre-established requirements (e.g. minimum certification requirements such as EMAS, ISO 14001, OHSAS 18001 o ISO 9001).

Tabella 14: Significant investment agreements and contracts that include human-rights clauses or that underwent human-rights screening^{*1} {GRI 412-3}

	Unit	2020	2019	2018	2017
Number of significant investment agreements and contracts that include human-rights clauses	No.	information unavailable	information unavailable	0	0
Percentage of significant investment agreements and contracts that include human-rights clauses	%	information unavailable	information unavailable	0	0

^{*1}Clause was included in the General Terms and Conditions of contracts as of May 2019. All new significant contracts include this clause, however there may still be active contracts signed prior to 2019, which did not include this clause, thus the exact number and percentage cannot be reported. Significant contracts are defined as "contracts, which are managed centrally at group level by procurement and which exceed a value of €100,000".

Green Mission

Water

Tabella 15: Water {ALP6; ALP 7}

	Unit	2020	2019	2018	2017	YtY variation
Water released for minimum flow	litres per second	38.919	38.926	38.883	38.178	0%
Incidents of non-compliance with MVF (minimum vital flow) requirements	No.	1	0	0	0	100%

Tabella 16: Energy consumption within the organisation {GRI 302-1}

	Unit	2020	%	2019	%	2018	%	YtY variation
Total energy consumption within the organisation from non-renewable sources:	TJ	1.168	32%	1.204	34%	1.117	36%	-3%
Gasoline	TJ	25	1%	78	2%	36	1%	-67%
Natural gas	TJ	738	20%	751	21%	741	24%	-2%
Electricity for own consumption (produced and acquired)	TJ	404	11%	375	11%	340	11%	8%
Total energy consumption within the organisation from renewable sources:	TJ	2.478	68%	2.340	66%	1.981	64%	6%
Palm oil	TJ	2.125	58%	1.997	56%	1.708	55%	6%
Wood chips	TJ	168	5%	173	5%	167	5%	-3%
Electricity for own consumption (produced and acquired)	TJ	185	5%	170	5%	106	4%	9%
Heat for own consumption (acquired)	TJ	-	0%	-	0%	-	0%	0%
Total energy consumption within the organisation	TJ	3.646	100%	3.544	100%	3.099	100%	3%

Tabella 17: GHG emissions*1 {GRI 305}

	Unit	2020	2019	2018	YtY variation
Gross direct (Scope 1) GHG emissions ^{*2}	tCO ₂ e	45.483	52.709	45.019	-14%
Biogenic CO ₂ emissions ^{*2}	tCO ₂ e	11.364	3.551	3.368	220%
Gross location-based energy indirect (Scope 2) GHG emissions ^{*3}	tCO ₂ e	34.878	34.662	34.559	1%
Gross market-based energy indirect (Scope 2) GHG emissions ^{*4}	tCO ₂ e	25.596	39.393	44.538	-35%
Gross other indirect (Scope 3) GHG emissions ^{*5*7}	tCO ₂ e	2.833.961	32.096	27.931	8.730%
Total location-based operational (Scope 1 & 2) GHG emissions	tCO ₂ e	91.725	90.882	82.946	1%
Total market-based operational (Scope 1 & 2) GHG emissions	tCO ₂ e	82.443	95.653	92.925	-14%
Total GHG emissions location-based	tCO ₂ e	2.925.686	122.978	110.877	2.279%
Total GHG emissions market-based	tCO ₂ e	2.916.404	127.749	120.857	2.183%

Operational GHG emissions intensity (Scope 1 & 2 – location-based) ratio for the organisation ⁶	tCO ₂ e /MWh of produced energy (gross)	0,02	0,02	0,02
Operational GHG emissions intensity (Scope 1 & 2 – market-based) ratio for the organisation ⁶	tCO ₂ e /MWh of produced energy (gross)	0,01	0,02	0,02
Total GHG emissions intensity (Scope 1, 2 & 3 – location-based) ratio for the organisation ⁶	tCO ₂ e /MWh of produced energy (gross)	0,55	0,03	0,02
Total GHG emissions intensity (Scope 1, 2 & 3 – market-based) ratio for the organisation ⁶	tCO ₂ e /MWh of produced energy (gross)	0,55	0,03	0,03

¹The main gases included are CO₂, CH₄, N₂O and SF₆.

²Emission factors used according to DEFRA (car fleet, biogenic emission); data consolidated according to financial control; data aggregated based on the GHG Protocol. Biogenic emission out of wood chip biomass and palm oil are calculated with DEFRA 2020. The increase in emissions is due to an update in the emission factor.

³Location-based emission factor used for purchased electricity: ISPRA (2018) based on the Italian energy mix; emission factor used for purchased heat.

⁴Market-based emission factor used for non-renewable purchased electricity: Italian residual mix; market-based emission factor used for electricity losses (T&D process): Italian energy mix. The accounting method used for market-based emissions in 2020 is different from the previous year due to a more detailed analysis regarding the non-renewable electricity sources (split of electricity losses and purchased electricity).

⁵Includes rented car fleet and well-to-tank-associated emissions (emissions associated with the extraction, refining and transport of raw fuel material sources such as palm oil or natural gas). Downstream emissions related to the sale of products are included as well: gas methane (845.739 tCO₂e) and non-renewable energy electricity (1.931.484 tCO₂e). Emission factors used: DEFRA and cargo manifest.

⁶Biogenic emissions are included in ratio.

⁷The increase in 2020 of Scope 3 emissions is due to the accounting of downstream emissions relating to the sale of non-green products (gas and electricity).

Proportion of emissions	Unit	2020
Scope 1	%	2
Scope 2	%	1
Scope 3	%	97

Emissions avoided	Unit	2020
Scope 1 ¹	tCO ₂ e	1.935
Scope 2 ²	tCO ₂ e	674
Scope 3 ³	tCO ₂ e	2.159.539
Total emissions avoided ⁴	tCO ₂ e	2.162.148

¹Own consumption of energy from renewable sources; use of own electric vehicles instead of fuel-powered vehicles.

²Emissions reduction activities for office heating; procurement of electricity from renewable sources for offices; projects to reduce network losses in electricity distribution.

³Sale of electricity from renewable sources (self-generated and purchased); rental of electric cars for own use; sale of electricity and heat with lower emissions impact than separate generation; energy efficiency projects for third-party customers; electronic billing; use of e-bikes.

⁴Compensations are not included.

Customers

Customer satisfaction

Tabella 18: Number of customer accounts^{*1*2} {GRI EU 3}

Type	Unit	2020	2019	2018	2017	YtY variation
Electricity customer accounts	No.	275.000	261.000	236.000	193.000	5%
Heating customer accounts	No.	1.844	1.772	1.716	1.674	4%
Gas customer accounts	No.	64.000	61.000	60.000	59.000	5%
Total customer accounts	No.	340.844	323.772	297.716	253.674	5%

^{*1} Customer accounts = active connections to the grid (POD) as per 31 Dec.

^{*2} Smart Region customer accounts are not included.

Tabella 19: Monthly average of calls answered at toll-free number^{*1} {ALP 1}

	Unit	2020 ^{*2}	2019	2018	2017
Monthly average of calls answered – green number	%	96	97	97	97

^{*1} Includes only calls made to the green number of ASS.

^{*2} In 2020, we recorded a 65% increase in calls received at the call centre (base year 2019).

Tabella 20: Customer complaints^{*1} {ALP 2}

	Unit	2020	2019	2018	2017	YtY variation
Number of complaints within the reporting period	No.	448	403	533	587	11%
i. thereof number of complaints registered within the reporting period^{*2}	No.	448	402	533	587	11%
ii. thereof number of complaints addressed within the reporting period^{*3}	No.	446	401	533	587	11%
Number of unaddressed complaints including prior periods^{*4}	No.	0	2	0	0	-100%
Resolution rate customer complaints within the reporting period, addressed within 30 days^{*5}	%	99,3	100	100	100	
Complaint rate (no. of complaints per 100 clients)	Rate	0,13	0,13	0,18	0,23	

^{*1} Includes only customer complaints from ASS. Complaints from GGP are not included.

^{*2} One complaint was launched in 2019, but only registered in 2020.

³ Two complaints were registered in 2019 and addressed in 2020.

⁴ Four complaints which were registered in December 2020 and were addressed in January 2021.

⁵ As of 2019 response time is 30 days; for 2017 and 2018, response time was 40 days.

Tabella 21: Customer Satisfaction Index {ALP 3}

	Unit	2020 ³	2019	2018 ²	2017
Customer Satisfaction Index ¹	%	not available	not available	87	not available
Customer Satisfaction Index – Clients Business	%	not available	not available	85	not available
Customer Satisfaction Index – Clients Private	%	not available	not available	89	not available

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

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

³ Survey was postponed due to the COVID-19 pandemic.

Transparent Marketing and Communication

Tabella 22: Incidents of non-compliance concerning product and service information and labelling¹ {GRI 417-2}

Number of incidents of non-compliance concerning product and service information and labelling	Unit	2020	2019	2018	2017	YtY variation
with regulations resulting in a fine or penalty	No.	0	0	0	0	0%
with regulations resulting in a warning	No.	0	0	0	0	0%
with voluntary codes	No.	0	0	0	0	0%

¹ Hydrodata S.p.A., Gruppo Green Power S.r.l., Bluepower Connection S.r.l. and Green Energy Group S.r.l. are not included.

Tabella 23: Incidents of non-compliance concerning marketing communications¹ {GRI 417-3}

Number of incidents of non-compliance concerning marketing communications	Unit	2020	2019	2018	2017	YtY variation
with regulations resulting in a fine or penalty	No.	0	0	0	0	0%
with regulations resulting in a warning	No.	0	0	0	0	0%
with voluntary codes ²	No.	0	0	0	0	0%

¹ Hydrodata S.p.A., Gruppo Green Power S.r.l., Bluepower Connection S.r.l. and Green Energy Group S.r.l. are not included.

² Sponsorship and Donation Guideline of Alperia.

Cybersecurity

Tabella 24: Customer Privacy {GRI 418-1}

	Unit	2020	2019	2018	2017	YtY variation
Total number of substantiated complaints received concerning breaches of customer privacy	No.	0	0	0	0	0%
I. complaints received from outside parties and substantiated by the organisation	No.	0	0	0	0	0%
II. complaints from regulatory bodies	No.	0	0	0	0	0%
Total number of identified leaks, thefts, or losses of customer data	No.	0	0	0	0	0%

Tabella 25: Other indicators related to cybersecurity

	Unit	2020	2019	2018	2017	YtY variation
During the year, Alperia's protection systems blocked (daily average):						
spam emails	No.	2.000	4.000	3.000	5.000	-50%

malicious connection attempts	No.	1.000	6.000	22.000	20.000	-83%
Each month, Alperia identifies and blocks an average of:						
viruses	No.	530	2.930	70	17	-82%
pieces of spyware (software that collects information about a user's online activity)	No.	27	31	40	22	-13%
malicious, suspicious or prohibited internet activities	No.	2.800.000	2.000.000	1.000.000	600.000	40%
malicious or unauthorised applications	No.	360	200	120	80	80%
malicious or prohibited items of content	No.	54.000	250.000	250.000	300.000	-78%

Employees

Employee development

Tabella 26: Information on employees and other workers*1 *2 *3 *4 {GRI 102-8}

Diversity employees	Total number of employees				Employment contract								Employment type								
					Permanent				Temporary				Full-time				Part-time				
	Unit	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017				
Women	Persons	261	230	195	193	244	211	182	189	17	19	13	4	173	147	121	119	88	83	74	74
	%	24	23	21	21	22	21	19	20	2	2	2	0	16	14	13	13	8	8	8	8
Men	Persons	826	787	750	747	779	750	708	730	47	37	42	17	807	769	729	726	19	18	21	21
	%	76	77	79	79	72	73	75	78	4	4	4	2	74	76	77	77	2	2	2	2
Total ¹	Persons	1.087	1.017	945	940	1.023	961	890	919	64	56	55	21	980	916	850	845	107	101	95	95
	%	100	100	100	100	94	94	94	98	6	6	6	2	90	90	90	90	10	10	10	10

*1 Alperia Bartucci was not included in the 2018 data. Gruppo Green Power is not included in the 2019 data. Hydropower S.r.l. is not included in the 2020 data.

*2 Employees who left the organisation on 31 Dec are included in the total number of employees per 31 Dec.

*3 Directors are included in employee numbers.

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

Tabella 27: New employee hires and employee turnover*1 {GRI 401-1}

New employee hires	Unit	Total					YtY variation	under 30	31-40	41-50	51+
		2020	2019	2018	2017	2020		2020	2020	2020	
Women	Persons	26	21	13	9	24%	9	11	6	0	
	%	30	28	22	26						
Men	Persons	62	54	46	25	15%	25	25	11	1	
	%	70	72	78	74						
Total new employee hires	Persons	88	75	59	34	17%	34	36	17	1	
Total headcount per 31 Dec.	Persons	1.087	1.017	945	940	7%					
New employee hire rate	%	8	7	6	4						

*1 Hydrodata S.p.A. is not included in the 2020 data. Gruppo Green Power was not included in the 2019 data. Alperia Bartucci was not included in the 2018 data. The total number of employees of the Alperia Group in 2020 can thus not be compared to the total number of employees indicated for 2019 net of employees leaving plus new employees hired in 2020. This misalignment is due to a different scope of reporting for 2020 compared to 2019 (entry of new companies).

Employee turnover*2	Unit	Total					under 30	31-40	41-50	51+
		2020	2019	2018	2017	YtY variation	2020	2020	2020	2020
Women	Persons	19	7	10	4	171%	5	5	4	5
	%	24	12	19	10					
Men	Persons	60	52	44	36	15%	9	8	8	35
	%	76	88	81	90					
Total employee turnover	Persons	79	59	54	40	34%	14	13	12	40
Total headcount per 31 Dec.	Persons	1.087	1.017	945	940	7%				
Employee turnover rate	%	7	6	6	4					

*2 Employee turnover: employees who leave the organisation voluntarily or due to dismissal, retirement, or death in service; turnover per 31 Dec; employees who leave the organisation on 31 Dec are not included in employee turnover.

Tabella 28: Average training hours (GRI 404-1)

Average training hours per employee – gender

	Unit	2020	2019	2018	2017	YtY variation
Women	Hours	17,1	15,9	14,9	not available	7%
Men	Hours	20,4	21,6	19,7	not available	-6%
Total	Hours	19,6	20,3	18,7	not available	-4%

Average training hours per employee – employee category

	Unit	2020	2019	2018	2017	YtY variation
Top management (directors and direct reports)	Hours	34,1	28,2	31,5	not available	21%
Middle management (2 nd and 3 rd level)	Hours	33,2	25,3	28,4	not available	32%
Employees	Hours	16,4	19,2	16,5	not available	-14%

Tabella 29: Percentage of employees receiving regular performance and career development reviews*1 (GRI 404-3)

Percentage of employees receiving regular performance and career development reviews - gender

	Unit	2020	2019	2018	2017
Women	%	3	3	4	0
Men	%	2	3	3	0
Total	%	2	3	4	0

Percentage of employees receiving regular performance and career development reviews - employee category

	Unit	2020	2019	2018	2017
Top management*2	%	5	19	36	100

Middle management* ³	%	11	15	9	0
White-collar and blue-collar employees	%	1	0	1	0

*¹ Currently only newly approved Career Development Reviews are included. Since 2018, regular employee feedback reviews have been 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.

*² Includes directors and direct reports.

*³ Includes 2nd and 3rd level reports.

Diversity and equal opportunity

Tabella 30: Diversity of governance bodies and employees {GRI 405-1}

Diversity of governance bodies* ¹		Total					YtY variation	under 30	31-40	41-50	51+
		2020	2019	2018	2017	2020		2020	2020	2020	
Women	Persons	5	5	4	4	0%	0	0	1	4	
	%	42	42	33	33		0	0	8	33	
Men	Persons	7	7	8	8	0%	0	0	1	6	
	%	58	58	67	67		0	0	8	50	
Total	Persons	12	12	12	12	0%	0	0	2	10	
	%	100	100	100	100		0	0	17	83	

*¹ Only governance bodies of parent company Alperia S.p.A. included.

Diversity of employees		Total					YtY variation	under 30	31-40	41-50	51+
		2020	2019	2018	2017	2020		2020	2020	2020	
Women	Persons	261	230	195	193	13%	30	96	76	59	
	%	24	23	21	21		3	9	7	5	
Men	Persons	826	787	750	747	5%	88	234	195	309	
	%	76	77	79	79		8	22	18	28	
Employees with disabilities	Persons	24	23	24	29	4%	1	4	8	11	
	%	2	2	3	3		0	0	1	1	
Total	Persons	1.087	1.017	945	940	7%	118	330	271	368	
	%	100	100	100	100		11	30	25	34	

Tabella 31: Ratio of basic salary and remuneration of women to men {GRI 405-2}

Ratio of basic salary and remuneration of women to men	Unit	2020	2019	2018	2017* ⁴
Top management* ¹	Ratio	0,62	0,69	0,77	0,78
Middle management* ²	Ratio	1,07	1,03	0,93	1,06
White-collar employees	Ratio	0,92	0,95	0,87	0,83
Blue-collar employees* ³	Ratio	not applicable	0,78	0,62	0,75

Percentage of female employees per category	Unit	2020	2019	2018
Top management* ¹	%	20	19	12
Middle management* ²	%	18	17	15

White-collar employees	%	35	33	32
Blue-collar employees ^{*3}	%	0	0,4	0,4

Percentage of employees per category based on total number of employees		Unit	2020	2019	2018
Top management ^{*1}	%		8	8	6
Middle management ^{*2}	%		11	10	10
White-collar employees	%		58	57	57
Blue-collar employees ^{*3}	%		24	25	26

^{*1} Includes directors and direct reports.

^{*2} Includes 2nd and 3rd level reports.

^{*3} Data not representative, as there is only one woman in this category, who is not a specialised worker.

^{*4} Data was restated due to a change in calculation methodology.

Tabella 32: Parental leave^{*1} {GRI 401-3}

	Unit	Men				Women			
		2020	2019	2018	2017	2020	2019	2018	2017
Total number of employees that were entitled to parental leave ^{*2}	Persons	30	25	16	42	11	12	7	13
Total number of employees that took parental leave ^{*3}	Persons	19	21	14	17	11	12	7	13
	%	63	84	88	40	100	100	100	100
Total number of employees planned to return to work in the reporting period (2020) after parental leave ended	Persons	17	21	14	17	3	6	7	8
Total number of employees that returned to work in the reporting period (2020) after parental leave ended	Persons	17	21	14	17	2	2	6	8
Return-to-work rate ^{*4}	%	100	100	100	100	67	33	86	100
Total number of employees that returned to work in 2019 after parental leave ended that were still employed 12 months (ending in the reporting period 2020) after their return to work	Persons	19	14	15	9	3	6	6	4
Retention rate ^{*5}	%	90	100	88	100	150	100	75	100

^{*1} Based on the entitlements with starting date after 1/1/2020.

^{*2} Based on total entitlements known to the employer with starting date after 1/1/2020.

^{*3} Includes compulsory leave (only for mother) and optional leave (usable also by the father).

^{*4} Total number of employees that did return to work after parental leave / total number of employees due to return to work after taking parental leave*100.

^{*5} Retention rate = total number of employees retained 12 months after returning to work following a period of parental leave / total number of employees returning from parental leave in the prior reporting period(s) *100. The percentage is higher than 100% due to the fact that an employee from a newly acquired business was included in 2020 and not in 2019.

Tabella 33: Work-related ill health {GRI 403-10}

Employees	Unit	2020	2019	2018	2017	YtY variation
Fatalities as result of work-related ill health	No.	0	0	0	0	0%
Work-related ill health that results in days away from work	No.	0	0	0	0	0%
Lost work days due to absences of all kind ^{*1}	No.	16.698	11.729	10.033	10.717	42%
Work-related ill health that results in restricted work or transfer to another job	No.	0	0	0	0	0%
Work-related ill health that results in medical treatment ^{*2}	No.	0	0	0	0	0%

Other work-related ill health diagnosed by licensed healthcare professional	No.	0	0	0	0	0%
Cases of recordable work-related ill health	No.	0	0	0	0	0%
Hours worked	No.	1.721.452	1.613.516	1.454.474	1.396.937	7%
Hours scheduled to be worked	No.	2.086.963	1.950.015	1.822.584	1.824.863	7%
Absentee rate (absentee days per 1.000 hours worked) ³	Rate	8,0	6,0	5,5	5,9	33%

¹Lost-day count begins the day after the absence; increase of lost work days due to an increase in absences related to the COVID-19 pandemic..

²Beyond first aid, or loss of consciousness.

³Absences exclude permitted-leave absences such as holidays, study, maternity or paternity leave and compassionate leave.

Contractors	Unit	2020	2019	2018	2017	YtY variation
Fatalities as result of work-related ill health	No.	0	0	0	0	0%
Work-related ill health that results in days away from work	No.	0	0	0	0	0%
Work-related ill health that results in restricted work or transfer to another job	No.	0	0	0	0	0%
Work-related ill health that results in medical treatment ¹	No.	0	0	0	0	0%
Other work-related ill health diagnosed by licensed healthcare professional	No.	0	0	0	0	0%
Cases of recordable work-related ill health	No.	0	0	0	0	0%

¹Beyond first aid, or loss of consciousness.

Health and safety at work

Tabella 34: Work-related injuries {GRI 403-9}

Employees¹	Unit	2020	2019	2018	2017	YtY variation
Fatalities	No.	0	0	0	0	0%
High-consequence work-related injuries (excluding fatalities) ²	No.	0	0	0	0	0%
Injuries that result in days away from work	No.	14	14	13	13	0%
Injuries that result in restricted work or transfer to another job	No.	not applicable	not applicable	not applicable	not applicable	
Injuries that result in medical treatment ³	No.	0	0	0	0	0%
Other significant injuries diagnosed by licensed healthcare professional ⁴	No.	0	0	0	0	0%
Hours worked	No.	1.721.452	1.613.516	1.454.474	1.396.937	7%
Lost work days ⁵	No.	320	427	293	192	-25%
Rate of fatalities as a result of work-related injury (per 1.000.000 h)	Rate	0,0	0,0	0,0	0,0	0%
Rate of high-consequence work-related injuries (per 1.000.000 h)	Rate	0,0	0,0	0,0	0,0	0%
Rate of recordable work-related injuries (per 1.000.000 h)	Rate	8,13	8,68	8,94	9,31	-6%
Lost day rate (per 1.000 h)	Rate	0,19	0,26	0,20	0,14	-30%

Contractors¹	Unit	2020	2019	2018	2017	YtY variation
Fatalities	No.	0	0	0	not applicable	0%
High-consequence work-related injuries (excluding fatalities) ²	No.	0	0	0	not applicable	0%
Injuries that result in days away from work	No.	16	2	1	not applicable	700%
Injuries that result in restricted work or transfer to another job	No.	not applicable	not applicable	not applicable	not applicable	
Injuries that result in medical treatment ³	No.	0	0	0	not applicable	0%
Other significant injuries diagnosed by licensed healthcare professional ⁴	No.	0	0	0	not applicable	0%
Hours worked	No.	770.223	656.616	584.353	not applicable	17%
Lost work days ⁵	No.	73	86	13	not applicable	-15%
Rate of fatalities as a result of work-related injury (per 1.000.000 h)	Rate	0,0	0,0	0,0	not applicable	0%
Rate of high-consequence work-related injuries (per 1.000.000 h)	Rate	0,0	0,0	0,0	not applicable	0%
Rate of recordable work-related injuries (per 1.000.000 h)	Rate	20,77	3,05	1,71	not applicable	582%
Lost day rate (per 1000 h)	Rate	0,09	0,13	0,02	not applicable	-28%

¹ Injuries as a result of commuting incidents have only been included where the transport has been organised by the organisation.

² Work-related injury that is an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months.

³ Beyond first aid, or loss of consciousness.

⁴ Does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.

⁵ When calculating "lost days", "days" means calendar days; lost-day count begins the day after the accident.

Development and Innovation

Innovation, research and development

Tabella 35: Innovation, research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development {GRI EU 8}

	Unit	2020	2019	2018	2017	YtY variation
Number of employees working on R&D projects	Persons	110	88	46	not available	25%
Employee hours on R&D Projects	Hours	not available	not available	not available	not available	
Total R&D expenditure thereof	EUR	2.148.484	1.560.934	1.056.717	1.554.248	38%
EU projects	EUR	185.223	167.293	393.169		
Other Innovation projects	EUR	1.963.262	1.393.641	663.548		

Tabella 36: Sustainable products and services*1 {ALP 4}

	Unit	2020	2019	2018	2017
Share of revenues with sustainable products and services	%	46	40	49	46

*1 Revenues include production and sale of hydro- and solar energy, biomass and district heating, green gas and services related to energy efficiency and green mobility; data include revenues related to 50% of SFE energy production sold by Alperia Energy; 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 revenues based on cancelled Guarantees of Origin.