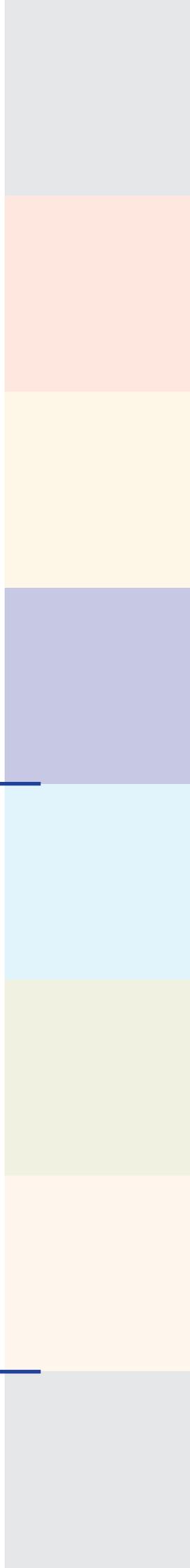


Sustainability Report

2021 - 2022

THE PILLARS
OF OUR
SUSTAINABILITY
STRATEGY



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Letter to stakeholders



Fadel Al Faraj
Managing Director

“I am so proud of how, thanks to the invaluable contribution of all of its people, our company, Q8, has continued to operate and prosper, even during a very challenging and increasingly complex year. Together, we have been consistently directing a range of new initiatives and ongoing activities towards sustainability and the development of alternative fuels, together with electric and smart mobility.”

This has been another extremely hard year for the global community. Alongside the second year of the pandemic, we now have the outbreak of a war on Europe's doorstep. A humanitarian emergency conjoined with the healthcare emergency, having significant consequences for the international community and the lives of ordinary people. This can only be considered traumatic not simply in terms of physical and mental health, but also in economic terms. The sharp slowdown in the whole economy, which Europe is trying to counter with the Next Generation of EU initiatives, was accompanied by the soaring international prices for raw materials caused by the ongoing conflict between Russia and Ukraine.

Energy prices rose markedly, creating serious concerns for consumers and businesses alike, even if the sector sought to absorb some of these rises, to the extent that final prices for petroleum products generally increased less in Italy than elsewhere, internationally.

So, it was a particularly complex scenario which our company faced with confidence and determination, steadfast in the knowledge that it is part of a key strategic sector, essential for the country's economic system.

We continued to manage our business by including ESG (Environmental, Social, Governance) themes in our strategies and promoting a corporate culture underpinned by two main drivers: sustainability and digital innovation.

So, in a far from simple context, we have managed to realise numerous important projects: the opening of the flagship Paderno Dugnano service station, a jewel of design and innovation, the new concept store Svolta, the innovative functions of our virtual fuel cards, the commercial agreements with successful international partners who joined the fuel network for the first time thanks to our service stations, and confirmation of our Top Employer certification, to name just a few. For these reasons, I am truly proud of the work and dedication of all of our Q8 people.

Additionally, after gaining considerable experience abroad, which I am now pleased to be able to share in order to consolidate and boost our company's success, I arrived here in Italy. This was with a great deal of personal happiness and enthusiasm - the same enthusiasm which I have already had the pleasure to experience in our wonderful company too.

Nevertheless, we still have numerous challenges ahead of us. We will resolutely face these together, including in particular the energy transition, which has undergone an unprecedented acceleration towards renewable fuels and electric and smart mobility.

This is a challenge that we certainly feel ready for, being able to also rely on the strength and solidarity of the wider Q8 Group, having among its affiliates Kuwait Petroleum Research & Technology, a global point of excellence in the research and development of alternative fuels, hydrogen, low-carbon fuels and e-fuels.

For these reasons, amongst others, I remain fully motivated and extremely confident that, with your continued input and commitment, together with the support of all of our stakeholders, our company will continue to pioneer, develop and successfully deliver increasingly sustainable, smart and accessible mobility solutions, for all.

Our foregoing achievements fully acknowledge the historical input and solid initiatives of our previous senior leadership teams in Q8 Italy.

Moving forward, we are pleased to confirm that we aim to further consolidate and strengthen our business performance in Italy, whilst in parallel, remaining ever faithful to our committed sustainability objectives and values.

This is our very bright future. We will achieve this. Together as one.

Fadel Al Faraj
Managing Director

Who we are



38 YEARS
SINCE ENTERING
THE MARKET



36 YEARS
OF THE BRAND



2,800
SERVICE
STATIONS



18
AIRPORTS
SERVED



BUNKER SALES
IN THE MAIN
ITALIAN PORTS



9
SUBSIDIARIES



10
ASSOCIATED
COMPANIES

Sectors where we operate



RETAIL



DIRECT



REFINING



FUEL CARDS



LUBRICANTS



MARINE

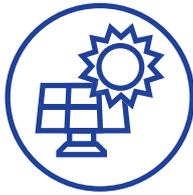


AVIATION

Environmental commitment



OVER
**260 MILLION LITRES
OF BIOFUELS**
MIXED IN DIESEL (AROUND 6.7 %)



**97% ELECTRICITY PROCURED
FROM RENEWABLE SOURCES**

**PHOTOVOLTAIC SYSTEMS ON SERVICE
STATION CARPORTS**

5,960 GJ SELF-PRODUCED ENERGY



**20,000 RECHARGES OF
ELECTRIC VEHICLES**
IN THE LAST YEAR FOR A TOTAL OF 238,000 KWH

**Reduction in electric consumption of service stations
of up to 70%**

**Recognition by the European Union for the CRE8 project
to develop alternative fuels**

**Elimination of around 600,000 plastic jerrycans for sales
of directly dispensed AdBlue**

New digital and sustainable concept store, SVOLTA

**EKOGRID and MPCD-Disgreco patents held exclusively
for sustainable soil remediation technologies**

**Home-Work Travel Plan for sustainable mobility
for employees**

The road network



2,800
SERVICE
STATIONS

OF
WHICH



250
WITH LPG



40
WITH
METHANE



2
WITH LIQUIFIED
METHANE



**35 SERVICE STATIONS WITH
RECHARGING POINTS
9 OF WHICH WITH 300 kW RECHARGING POINTS
(HPC – HIGH PERFORMANCE CHARGING)**



**200 WITH PHOTOVOLTAIC
SYSTEM ON CARPORTS
63 WITH ADBLUE DISTRIBUTORS**

Our consumptions and emissions

TOTAL EMISSIONS
SCOPE 1 AND 2 MARKET BASED 6,520 TCO₂EQ:

- 58%

COMPARED TO THE PREVIOUS YEAR

Suppliers



80%
EUROPEAN
PETROL AND
DIESEL, OF
WHICH 63%
ITALIAN



OVER
5.000
SUPPLIERS OF
GOODS AND
SERVICES, OF WHICH
97% ITALIAN

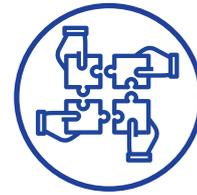
Ethical and transparent governance:



NO EPISODES OF CORRUPTION



NO CASES OF ANTITRUST VIOLATION



COOPERATIVE COMPLIANCE AGREEMENT WITH THE ITALIAN TAX AGENCY

Health, safety, quality and environment



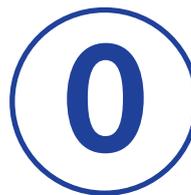
2,000 PRODUCT SAMPLES ANALYSED PER ANNUM



OVER 8,500 LAB ANALYSES PER ANNUM



MORE THAN 1,000 SAFETY WALKS PER ANNUM



ZERO INJURIES AT WORK

Voluntary adherence to the Joint Inspection Group (JIG), certifying body for the aviation fuel sector



3 INTERNATIONAL STANDARDS:



For Quality

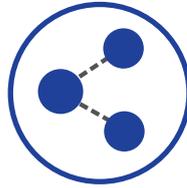


For the Environment



For Occupational Health and Safety

Innovation



First to launch the completely automated Q8easy service stations on the Italian market

Original in its approach to customer loyalty and retention

Pioneers in investing in digital payments technology

Virtual fuel cards with app and integrated portals

Roadmap for digital transformation

ClubQ8 App to enable fuelling via a smartphone

First service station in the world with graphene based asphalt

First fast recharging station on a motorway in Italy

First service station network to be certified by IMQ



**TURNOVER
OVER
€ 12 BILLION**

**EXCISE DUTIES
PAID OVER
€ 5 BILLION**

Customers

- Customer centricity is our compass
- Loyalty campaigns ● Prestigious partnerships



SURVEY ON SATISFACTION BY THE Q8 CALL CENTER



89%
OF CUSTOMERS SATISFIED

96%
OF OPERATORS SATISFIED

People at the center



698
EMPLOYEES



+12% WOMEN
COMPARED TO THE AVERAGE FOR THE SECTOR



95% OF EMPLOYEES ON PERMANENT CONTRACTS



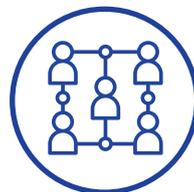
80% NEW RECRUITS AGED UNDER 30

- Top employer 2022
- Work-life balance policies
- Total Wellbeing Program for employees
- “MyDevelopment” e-learning platform

Healthy week



12 TRAINING
SESSIONS BY WEBINAR



AROUND 400
PARTICIPANTS



600
TRAINING HOURS SUPPLIED

Who we are



38 YEARS SINCE MARKET ENTRY



36 YEARS OF Q8 BRAND



2,800 SERVICE STATIONS NATIONWIDE



18 AIRPORTS SERVED



BUNKER SALES IN THE MAIN ITALIAN PORTS



9 SUBSIDIARIES COMPANIES



10 ASSOCIATED COMPANIES

Our history

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

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

A history of successful acquisitions and operations to compete on the market in the long term

1984
enters the Italian market by acquiring the **Gulf** network

1986
launches its innovative "**Q8**" brand

1988
enters the lubricants segment by buying **Roloil**

1990
expands on the market with the acquisition of **Mobil Oil Italiana**

1992
launches the new large Q8 Network with the offer of Q8Oils lubricants

1993
converts the Naples' refinery to a coastal depot

1996
acquires 50 % of the **Raffineria di Milazzo (RAM)** from Agip Petroli (now Eni)

1999
concentrates all the lubricants' activities in **Conqord Oil** (now Q8Oils)

2001
sets up **Q8 Quaser** for the direct sales channel

2014
acquires the retail network and main logistical assets of **Shell Italia**

Our Brand

The “Q8” brand, which was launched in 1986 and last renewed in 2014, is highly innovative and original, capable of standing out in terms of being recognisable and memorable.

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

*A brand
Innovative,
dynamic and
reliable*



1986



1996



2014

Vision, Mission and values

Being an international energy player admired for its performance, its people's talent, the trust of partners and customers and appreciated for its social and environmental responsibility: this is the Vision shared with the Parent company.

From the Vision derives the Mission: to be a Company that provides energy and services to support the growth of the countries in which it operates.

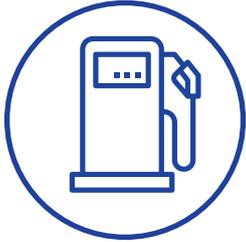
For this reason Q8 guarantees:

- commercial sustainability while maintaining excellent operating standards
- strong focus on investing in people
- a role as a key player in the energy and mobility sector;
- environmental protection and a serious commitment to health and safety.

Coherent and ensuing values which characterise the undertaking of the business shared with the Parent company: Integrity, One team, Commitment to HSSE, Innovation, Partnership, Caring for people, Pride and excellence.

An energy player for a sustainable and smart mobility

Sectors in which we operate



RETAIL

It has a network of around 2,800 service stations distributed throughout Italy



DIRECT

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



REFINING

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



FUEL CARD

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



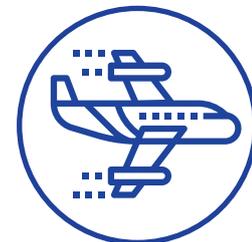
LUBRICANTS

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



MARINE

It supplies its own products in numerous Italian ports



AVIATION

It refuels the most important airlines in 18 Italian airports

Through its activities, the Q8 Group in Italy covers the whole integrated downstream cycle, from refining to the end user.

In a continuously evolving world, with increasing attention on sustainable mobility, Q8 wants to be a protagonist in the energy transition by orienting all its activities to respecting sustainability in order to synergically combine safeguarding the environment, social development and economic growth.

To guarantee its own commercial activities, Q8 can call on an effective and well-balanced logistical and procurement system that can guarantee the availability of the products consumed throughout Italy.

We guarantee mobility thanks to our presence across the whole sector

Our network: technological innovation and multi-energy offer

Q8 has a network of around 2,800 service stations which extend throughout Italy with a “multi-energy” offer: from traditional and high performance fuels (Q8 Hi Perform Diesel and Q8 Hi Perform 100 Ottani), - to alternative fuels such as LPG, - liquified and compressed natural gas (LNG and CNG) up to recharging electric vehicles.

THE Q8 NETWORK PROVIDES TWO DIFFERENT TYPES OF SERVICE:

manned service stations:

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

Q8easy:

completely automated outlets, with self-service pumps, 24 hours a day, at prices which are always convenient, with cutting-edge technology to guarantee ease and safety in refuelling.

A sustainable network, thanks to huge investments to implement numerous solutions designed to reduce emissions and consumption and to the presence of modern infrastructure for the supply of alternative fuels and for electric recharging.

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

*Sustainable mobility,
integrated services
and a high level of
digitalisation*



Where we are

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



NORTH



RETAIL

- 1,220 Service stations
- Retail network areas: Milan, Padua, Turin, Bologna



LOGISTICS

- Storage depots: Pregnana Milanese (MI)



DIRECT

- Q8 Quaser divisions: Pregnana Milanese (MI), Padua, Lucca, Cesena



LUBRICANTS

- QOils: Castellar Guidobono (AL)



AVIO

- Depot: Venice

CENTER



HEAD OFFICE

- Rome



RETAIL

- 580 Service Stations
- Retail network areas: Florence and Rome



DIRECT

- Q8 Quaser Division: Rome and Frosinone

SOUTH AND ISLANDS



RETAIL

- 1,000 Service Stations
- Retail network area: Naples, Bari, Catania, Cagliari



LOGISTICS

- Storage depot and coastal terminal: Naples



REFINING

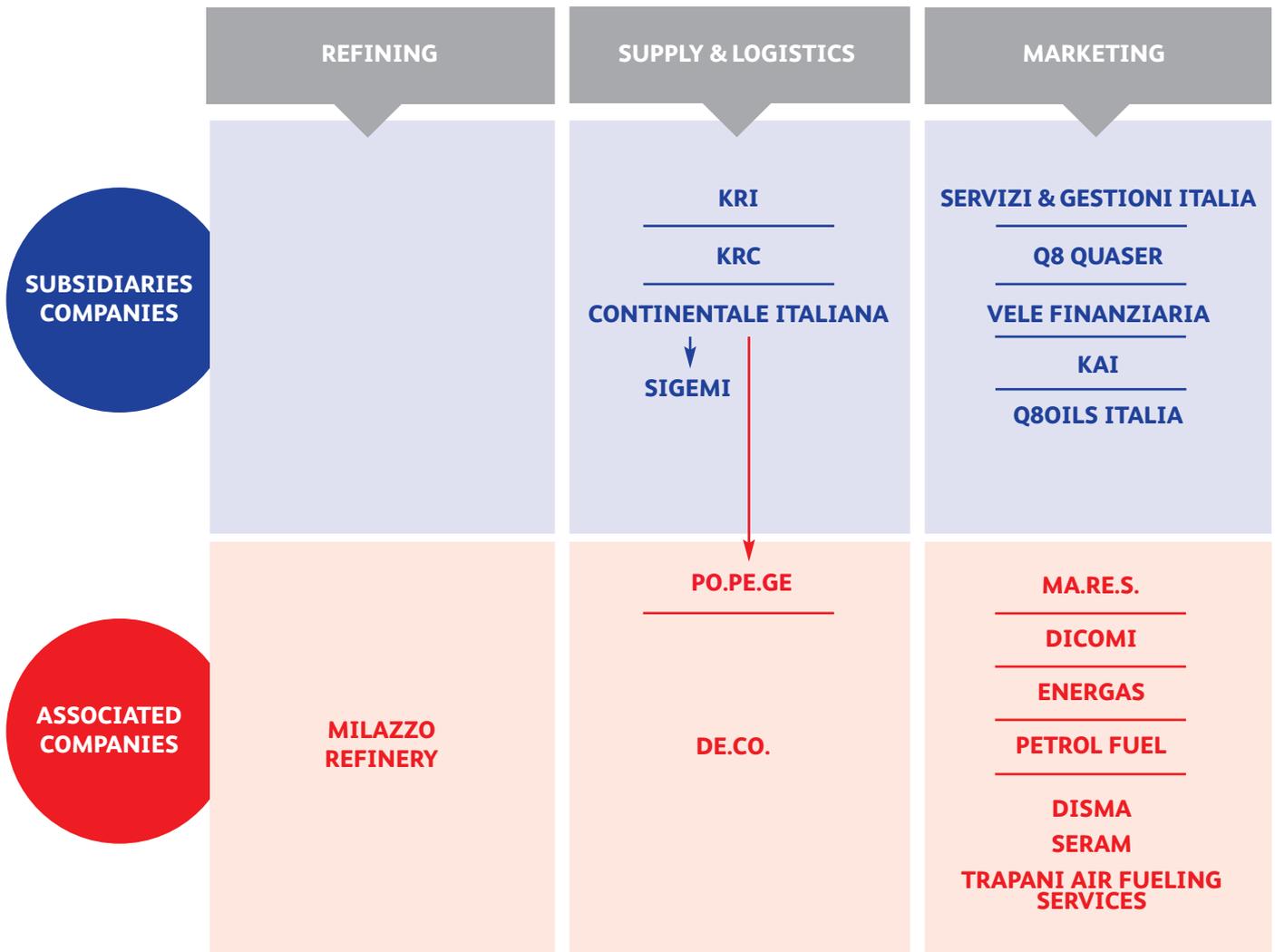
- Milazzo Refinery



DIRECT

- Q8 Quaser Division: Naples, Bari, Catania

Subsidiaries and associated companies



Q8's subsidiaries

Kuwait Raffinazione e Chimica S.p.A.

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

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

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

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

The Company is certified:

- ISO 14001:2015 for the Environment



Q8 Quaser

Q8 Quaser S.r.l. (an abbreviation of Quality & Service), a Q8 single-shareholder company, with its 100+ employees, buys, sells, transports and markets petroleum products, fuel, lubricants, gas, hydrocarbons and their derivatives on the retail network, aimed at:

- resellers;
- end users;
- public and private bodies;
- companies.

In North Italy it also operates on the market for the installation, maintenance and management of heating systems in residential buildings, under the Termotek brand. It does significant business on the bunker market (products for marine use), as part of which it operates directly with shipowners or through international brokers, supplying the main Italian ports in the centre and south, with products that meet international quality standard IMO 2020, thus guaranteeing their environmental sustainability.

The company is certified:

- ISO 9001:2015 for Quality
- ISO 14001:2015 for the Environment
- National Italian System to certify the sustainability of biofuels and the 2BSvs voluntary scheme
- FGAS certification for the installation/maintenance/repair of installed refrigeration equipment, air conditioning and heat pumps containing some fluorinated greenhouse gases

Q8's subsidiaries



Q8Oils Italia S.r.l.

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

- Q8Oils
- Roloil

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

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

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

Customer satisfaction remains among the main objectives of Q8Oils Italia achieved thanks to the excellent work of the Salesforce, customer service and Technical assistance.

The company is certified:

- ISO 9001:2015 for Quality
- ISO 14001:2015 for the Environment
- ISO 45001:2018 for Occupational Health and Safety

Servizi & Gestioni Italia S.r.l.

Servizi & Gestioni Italia S.r.l. (SEGIT) is the Q8 single-shareholder company which handles the direct management of most of the outlets owned by Q8 throughout Italy.

Its organisation and high professional standards enable SEGIT, also with the support of select companies, to offer specific services, to manage over 1300 facilities, which offer the whole vast range of Q8 fuels in both full-service and self-service mode.

To offer customers modern and high-quality products and services, at SEGIT facilities there are also accessory activities such as the innovative concept store SVOLTA, which is characterised by the high level of digitalisation and by the materials used and sold with a reduced environmental impact, as well as serviced or totally automatic car wash facilities.

Also the sales network owned by Q8 and managed by SEGIT is covered by the corporate certification:

- ISO 9001:2015 for Quality
- ISO 14001:2015 for the Environment
- ISO 45001:2018 for Occupational Health and Safety

Q8's associated



Milazzo Refinery

Milazzo Refinery S.C.p.A., managed in a 50/50 joint venture with Eni, is one of the most advanced refineries in Europe, the third in Italy for production capacity. The significant use of advanced technologies enables constant monitoring of all the sensitive indicators and the reduction in emissions.

A plant of strategic importance for the country in transforming oil for the production of fuel, high-quality petrol and in managing raw materials thanks to:

- over 1 billion Euro invested in the last 15 years in innovating plants and processes;
- high level of safety and environmental impact well below the regulatory limits;
- total energy independence;
- production of bio-diesel through a co-feeding process with around 2 kilotons of palm oil processed in the last year
- strong local roots: 98 % of its 600+ employees are local.

Further initiatives are being studied to strengthen environmental sustainability and developing the circular economy, also thanks to the use of non-conventional raw materials, which would otherwise be disposed of as waste, to make biofuels.

Finally, the refinery's commitment is directed at the local area where it is based and the community, since the plant helps create job opportunities, thus guaranteeing social and cultural growth. For further analysis, see the "Sustainability" section of the website www.raffineriadimilazzo.it

The company, besides having a nationally accredited laboratory, is equipped with an Integrated Management System (IMS) certified:

- ISO 14001:2015 for the Environment
- ISO 9001:2015 for the Quality of Propylene
- ISO 45001:2018 for the Management System for Occupational Health and Safety
- ISO 50001:2011 for energy efficiency
- Certificate of conformity to the UNI 10617 standard (Safety Management System – Major-Accident Hazards)

The sustainability path



**SUSTAINABILITY
STRATEGY INTEGRATED
WITH THE 17 UN GOALS**

The Sustainability Strategy

To actively contribute to a sustainable future, Q8 has integrated sustainability across all its activities. In line with **ESG** (Environmental, Social and Governance) themes, there are three pillars which make up Q8's Sustainability Strategy. A Strategy which fits well with 10 of the 17 Sustainable Development Goals (SDGs) approved by the UN in 2015.



ECONOMIC/ GOVERNANCE

- New ways of doing business
- Business ethics
- Long-term value creation
- Digitization and technologies

SUSTAINABLE DEVELOPMENT GOALS 8, 9, 16, 17

ENVIRONMENTAL

- Enabler for the energy transition
- Emissions reduction
- Alternative energy sources
- Energy Efficiency
- Innovative & responsible infrastructure

SUSTAINABLE DEVELOPMENT GOALS 7, 8, 9, 11, 13

SOCIAL

- People enhancement
- Welfare & well-being
- Employee compensation & benefits
- Occupational Health & Safety
- Social value creation

SUSTAINABLE DEVELOPMENT GOALS 3, 4, 5, 6, 17



“New ways of doing business” reflects the idea which Q8 has of its own business: ethical, capable of creating long-term value and giving ample space to digitalization and technological innovation.

Associated SDGs:

- 
SDG 8 - DECENT WORK AND ECONOMIC GROWTH
- 
SDG 9 - INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 
SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS
- 
SDG 17 - PARTNERSHIPS FOR THE GOALS



“People enhancement” expresses Q8’s commitment in regard to both its employees, to whom it guarantees advanced forms of welfare and well-being, and to the community where it operates and where Q8 is committed to creating social value to be redistributed over the local territory.

Associated SDGs:

- 
SDG 3 - GOOD HEALTH AND WELLBEING
- 
SDG 4 - QUALITY EDUCATION
- 
SDG 5 - GENDER EQUALITY
- 
SDG 8 - DECENT WORK AND ECONOMIC GROWTH
- 
SDG 17 - PARTNERSHIPS FOR THE GOALS



“Enabler for the energy transition” is Q8’s commitment to seek out new sustainable and green solutions that can reduce CO₂ emissions, to try out alternative forms of energy, in order to improve energy efficiency in innovative and responsible infrastructure.

Associated SDGs:

- 
SDG 7 - AFFORDABLE AND CLEAN ENERGY
- 
SDG 9 - INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 
SDG 11 - SUSTAINABLE CITIES AND COMMUNITIES
- 
SDG 13 - CLIMATE ACTION

Sustainability Committee

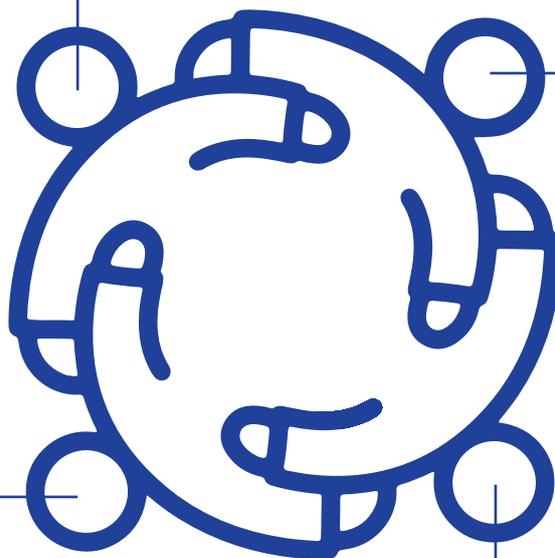
In order to make the organisational arrangements constantly effective as regards sustainability, Q8 has set up a consultative committee, consisting of 4 members from outside the Company of recognised professional standing in the ESG areas, who can enhance the corporate vision with a broader and more independent understanding of the issues connected to the sustainable development goals.

● Giovanna Melandri

former Minister, politician and economist, President of the Maxxi Foundation and the Human Foundation, think thank for social innovation.

● Mauro Magatti

University Catholic of the Sacred Heart of Milan's professor, sociologist and economist, founder of Archive of the Social Generativity.



● Antonio Pantaleo

European Program Manager Innovation Council appointed for the area dedicated to clean energy technologies, systems integration energy and engineering of biosystems.



The committee:

- supports the periodic updating of the sustainability policy;
- examines the progress of the corporate sustainability strategy
- promotes the integration of ESG factors into corporate strategies;
- urges the adoption of national and international best practice;
- expresses views and formulates proposals on ESG areas;
- promotes transparency and completeness in sustainability information;
- supports the communication of sustainability initiatives.

● Massimo Lucidi

journalist and editorial director of The Map Report, Magazine and platform cross-media on innovation and social responsibility.

Dialogue with Stakeholders

Q8 deals every day with its internal and external stakeholders who can influence the Company's activities. For this reason, it dedicates a lot of energy to actively listening to them, also involving them directly through dedicated surveys.

A relational map emerges from this which is characterised by broad, long-term links relating to the whole production chain, a fundamental alliance for the creation and sharing of value, with a particular focus on innovation.

*A relational
map to create
shared value*



- Suppliers and business partners
- Institutions
- Professional associations
- Scientific, research and co-project partners
- Local communities, associations and foundations
- Q8's people, trade unions, subsidiaries
- Credit and financial institutions
- Schools, universities, training institutions
- Customers and clients
- Media

Materiality

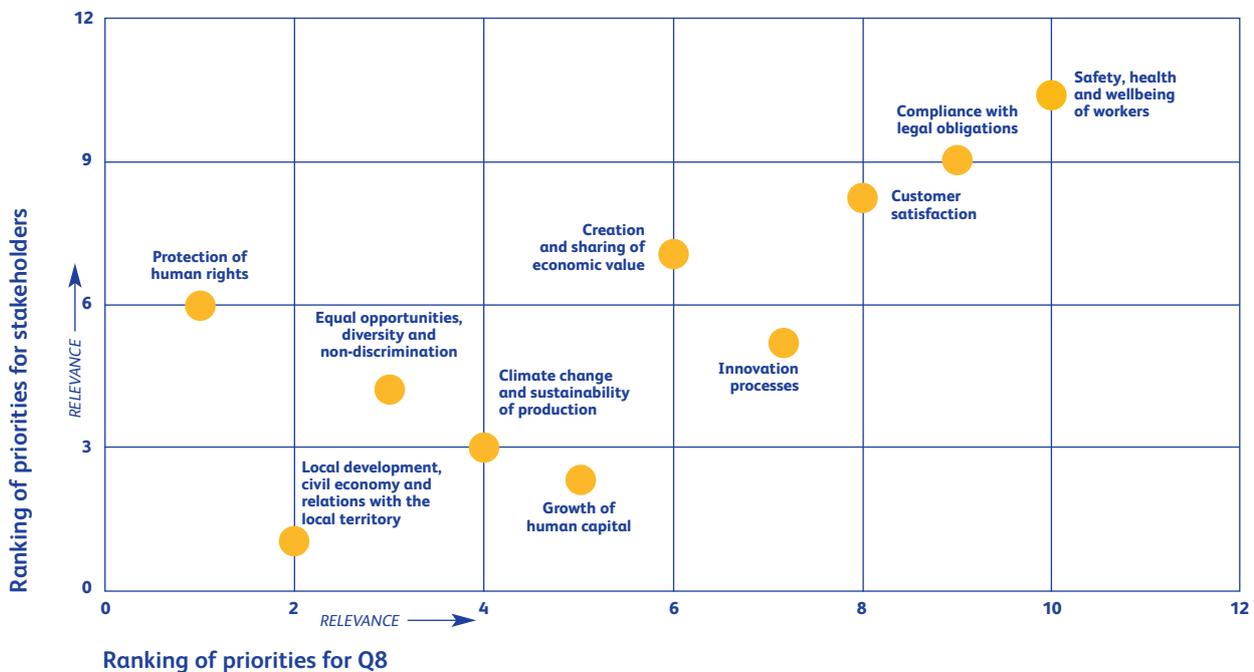
Q8 MATERIALITY

The **Materiality Matrix** summarises the issues recognised as most relevant by the Company and by its stakeholders.

The matrix is the result:

- of the vision of the Company's top management
- of the stakeholder survey

Materiality Matrix



There emerges a strong convergence and integration of values and orientation between Q8 and its stakeholders on the issues considered as priorities:

- **WORKERS' HEALTH AND SAFETY;**
- **COMPLIANCE WITH LEGAL OBLIGATIONS;**
- **CUSTOMER SATISFACTION;**

The materiality matrix shows the topic «Protection of human rights» positioned in the low part of the quadrant for Q8. This result, however, must be correlated

with the priority given by the Company to the particularly significant topic «Legal obligations» which in Italy certainly also includes the sphere of human rights.

As for «Climate change», the materiality matrix reveals a median positioning for Q8. This result too must be interpreted in relation to the investments made by the Company in innovation. It is in this heading that the Company's efforts are concentrated also in relation to the environmental element and climate change.

New ways of doing business



Ethical and transparent governance



NO EPISODES OF CORRUPTION



NO CASES OF ANTITRUST VIOLATION



COOPERATIVE COMPLIANCE AGREEMENT WITH THE ITALIAN TAX AGENCY

Health, safety, quality and environment are our priorities



MORE THAN 1,100 SAFETY WALKS PER ANNUM



3 INTERNATIONAL STANDARDS:



For Quality



For the Environment



For Occupational Health and Safety



TURNOVER OVER 12 BILLION

EXCISE DUTIES PAID OVER 5 BILLION

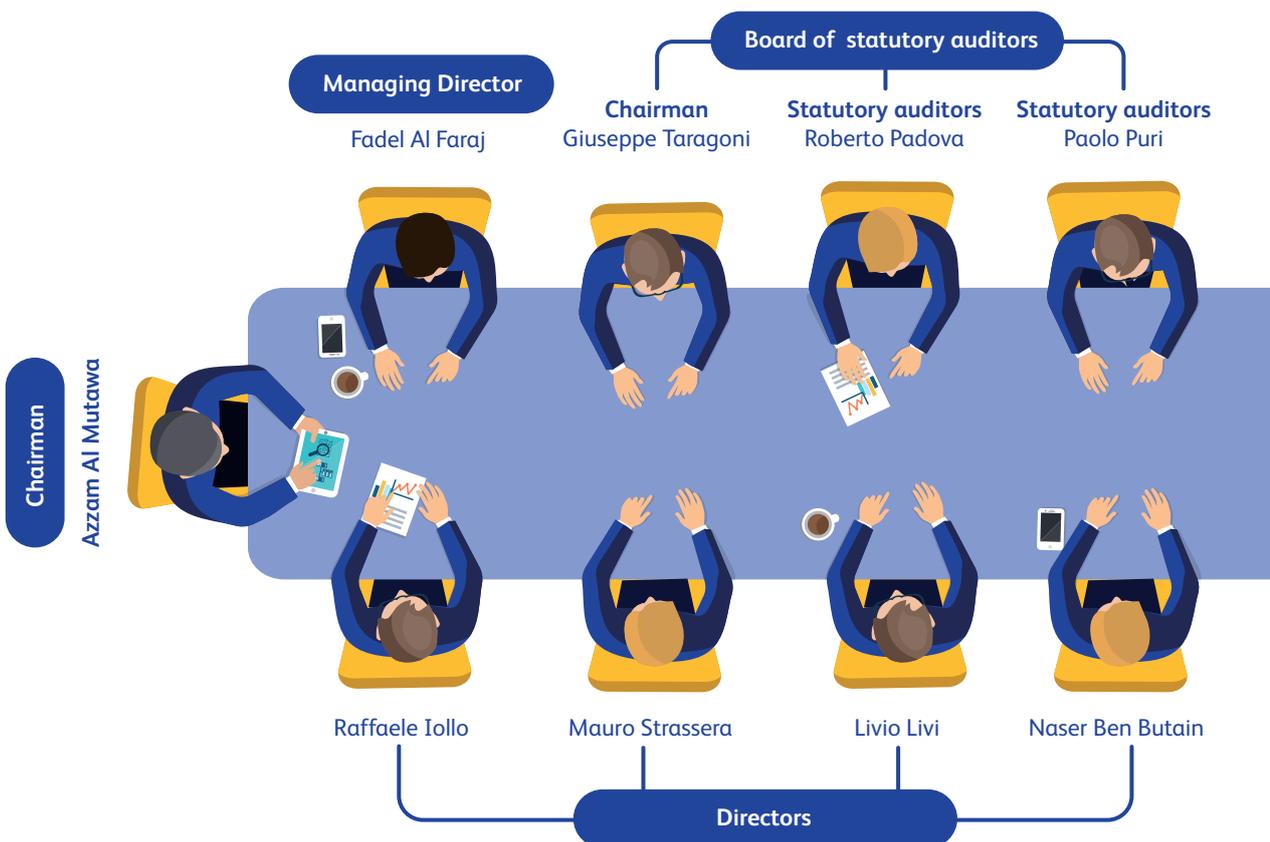
Responsible Governance

The Company has adopted a Corporate Governance model which envisages a clear definition of functions, thus enabling immediate identification by stakeholders of roles and responsibilities, making this model an essential instrument to achieve corporate goals.

Effective and transparent Governance



Composition of the Board of Directors¹



¹ updated in April 2022

Ethics and Responsible Conduct

The Company has adopted an Organisation, Management and Control Model ¹ which establishes the framework of rules of conduct and organisation as essential strategic elements to:

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

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

Oversees compliance with the Model

Handles its periodic updating

Is equipped with independent powers of initiative and control

Is equipped with financial resources and a stable, dedicated structure

A high ethical standard is routine for us

¹ Leg.Decree 231/2001

CODE OF ETHICS

The compass which guides all of Q8's activities is the Code of Ethics which establishes precise ethical standards and forms of conduct to be adopted by all Company staff.

The Code regulates in particular the areas:



Work in Q8

(personal conduct and protection of Q8 assets)



Q8's business conduct

(obligations in relation to business dealings with external people and organisations)



Loyalty to the Company and free time

(conflicts of interest and other situations which might involve Q8's interests)

Our Policies

Antitrust Policy

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

Anti-mafia Compliance Policy

It establishes the principles of the Q8 Group for the undertaking of anti-mafia checks on companies which are awarded contracts. It has set up the register of so-called "White list" suppliers, which includes all the suppliers who mirror Q8's standards in the assessment of reputational merit and anti-mafia checks.

Anti-Corruption Policy

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

GDPR Procedure (General Data Protection Regulation)

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

Whistleblowing: Procedure for reporting violations

This specific procedure enables the reporting by staff of any illegalities they become aware of during their work. In order to guarantee the utmost confidentiality for reports by whistleblowers, an IT platform is available which can be accessed by all employees and is managed by an outsourced organisation, as well as a set of rules to protect those who make reports.

Highly responsible conduct represents our standard

Assessment Antitrust Compliance Program

During the year an Antitrust assessment was undertaken in 3 main stages:

1

Analysis of any gaps in the compliance system, also in light of the provisions contained in the new Guidelines of the Italian and European Authorities

2

Description of initiatives implemented to increase the effectiveness of the procedures (e.g.: explicit recognition of the central role of Antitrust compliance by the Board of Directors, preparation of specific Guidelines in the case of dawn raids by the Authority)

3

Implementation of a dedicated database which can guarantee systematic and organised management of documentation, also during a dawn raid



Organizational risks

In relation to risk management, Q8 has its own periodically updated Enterprise Risk Management (ERM), which enables careful monitoring of various risk factors, a key part of good governance.

Enterprise Risk Management (ERM):

- Analyses the external context
- Maps and classifies the risks in all areas of the business
- Defines actions, procedures and processes to mitigate the threats identified
- Assesses the effectiveness of the mitigation measures prepared

A corporate culture which recognises the centrality of these analyses makes it possible to minimise the negative effects of the mapped risks, but also to take up any opportunities which might arise both from the assessment of the risks themselves and from the mitigation actions prepared.

An ad hoc committee to oversee and mitigate risks



Cooperative Compliance Agreement with the Tax Agency

Since 2019 Q8 has been admitted to the Cooperative Compliance system, i.e. the Company is included in the list of virtuous companies published on the Tax Agency website, as a taxpayer which operates completely transparently and collaboratively with the financial administration.

IT IS RECOGNITION WHICH:

Rewards the Company's commitment in the correct application of tax laws

Enables closer collaboration with the financial administration

Increases the level of certainty on the correct treatment of significant tax questions in complete transparency



Health, Security, Environment and Quality: an integrated management system



OVER
1,000
SAFETY WALK
ANNUALLY

Health, Safety and Environment are our priorities

The Company manages its activities responsibly and adopts all the appropriate measures to eliminate, where possible, or minimise the risks in terms of health, safety, security and the environment, maximising their positive impacts.

To this end, Q8 has adopted an Integrated Management System called the **Business Management System (BMS)** for the issues of Occupational Health and Safety, the Environment, Security and Process Quality. A BMS Policy, setting out the principles to be followed, is disseminated to all employees and suppliers, thus sharing the rules established with the whole supply chain.

The BMS is periodically monitored and controlled:

- With external and internal audits
- With over 1,000 safety walks annually
- Monitoring performance indicators
- Undertaking inspections and visits

Everyone, internally and externally, is called on to develop and continuously improve the BMS, for which they have available ad hoc instruments:

- The BMS portal
- Notification and/or targeting of near misses
- Notifications of process quality
- Management Workshop with BMS Focal Points

Investigations of accidents, near misses and cases of non-compliance linked to the quality of processes are an essential step in the process of continuous improvement of the BMS. In particular, incident investigation are carried out both on the single event and in clusters of similar events, also in order to bring out any hidden risks and prepare adequate preventative/corrective actions.

Q8's commitment is shown by the quarterly forecast - Q8's top management commitment is also shown in the quarterly Management Review Meetings where opportunities to improve the system and health and safety standards are discussed.

Certifications

Health, Safety and Environment are essential factors for Q8 in the sustainable development of its business and the care of its people.

For this reason the Company is certified:

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

The retail sites directly managed by Q8

The management of logistics and the supply chain

The logistical depot in Naples and airport depot

The subsidiary Q8 Quaser for direct sales of oil products



**ISO 9001:2015
for Quality**



**ISO 45001:2018
for Occupational
Health and Safety**



**ISO 14001:2015
for the Environment**

Economic value directly generated and distributed

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

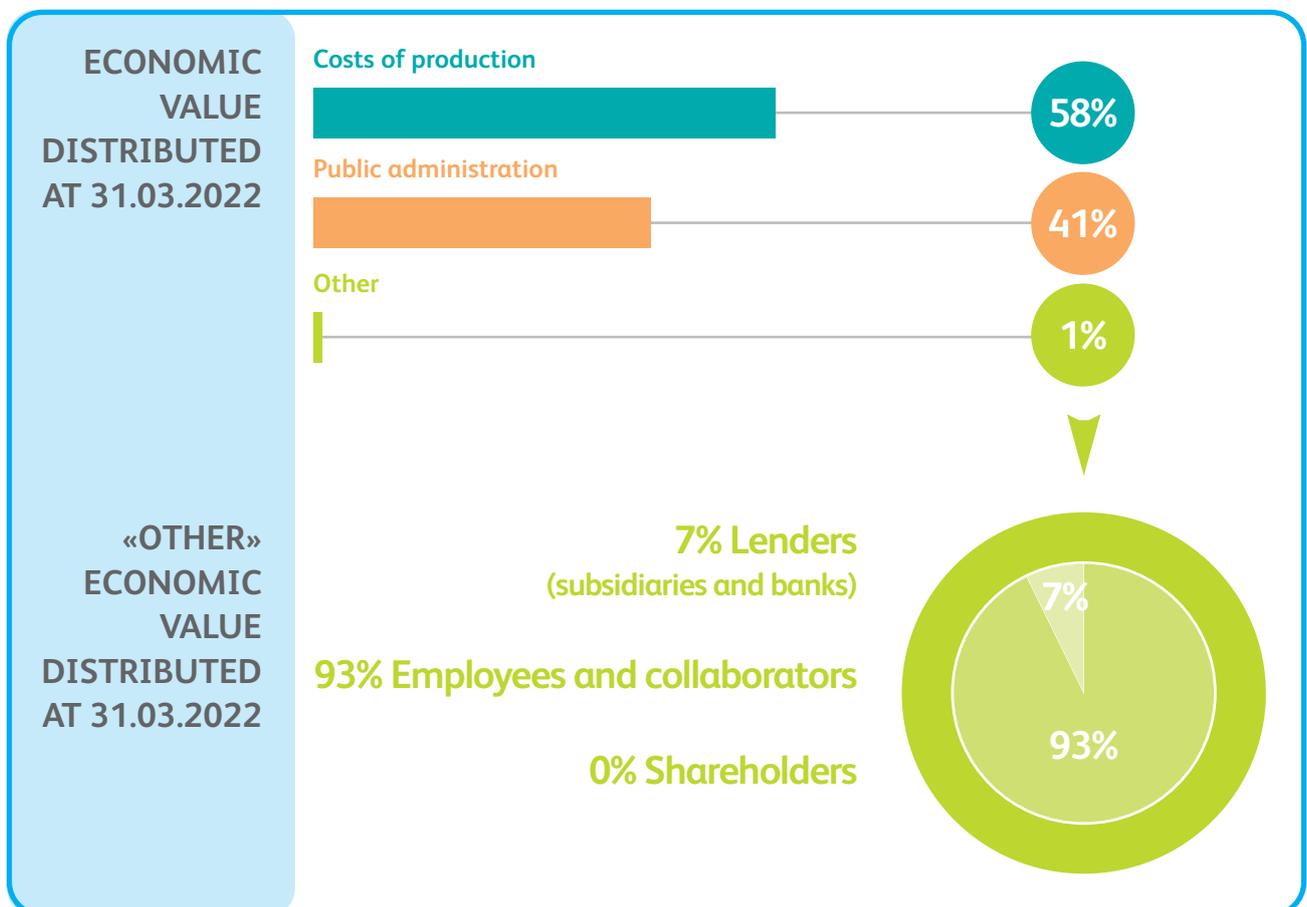
The 2021/22 tax year has been characterised by a gradual return to normality compared to the pandemic, although in February 2022 the international crisis between Russia and Ukraine caused a deterioration of the economic context, above all in Europe.

In this scenario the results achieved by Q8 are noteworthy and it generated **economic value** of **€12,892,902,189** recording a 59% increase on the

previous year, thanks to the recovery in sales in all the commercial channels used by the Company.

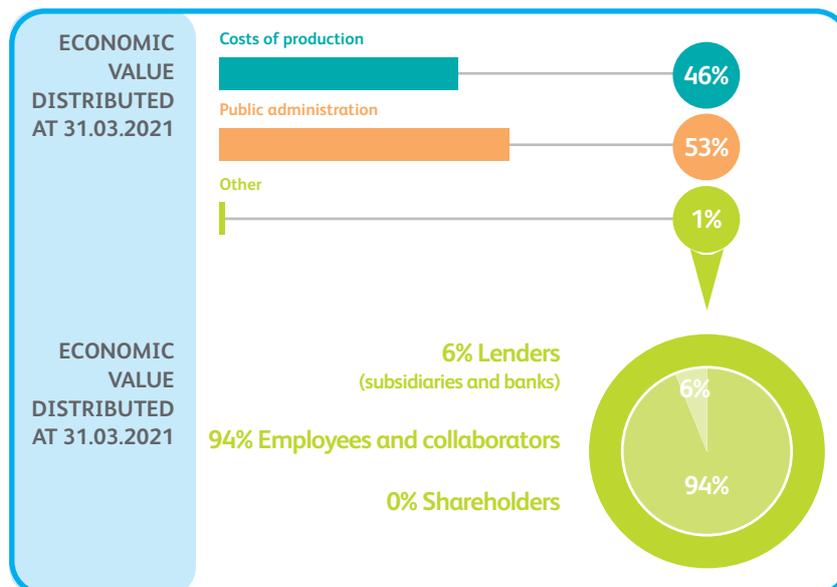
As for the **economic value distributed** in the current year, by virtue of Q8's constant and total commitment to the territory where it operates, it is **€12,692,727,981**, up by 56% compared to last year when the value kept by the Company was negative.

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



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

- The **costs of production** represent 58 % of the value distributed by the Company. The costs of production include all the items regarding ordinary operations.
- The **Public Administration** has received 41 % of the economic value generated by the Company, represented mainly by duties but also by current and deferred taxes which this year have had a significant and extraordinary impact due also to the extraordinary contribution against high energy bills¹ which have more than doubled the total taxes due.
- The item **“Other”** (1 %) includes the following elements:
 - Value distributed to employees and collaborators, of 93 %, slightly down on the previous year;
 - Value distributed to subsidiaries and banks of 7 %, slightly up on the previous year;
 - During the year no part of the economic value generated was distributed to the Sole Shareholder.



¹ Envisaged by art. 55, para. 1, lett. b) of Leg. Decree no. 50 of 17.5.2022

Innovation and Digital Transformation



**Digital
Transformation
Roadmap**



**Innovation distinguishes Q8
on the Italian market.**

- First to launch completely automated service stations on the Italian market, i.e. Q8easy
- Original in its approach to customer loyalty and retention
- Pioneers in investing in digital payment technology

One of the main strengths of the market strategy is a move towards digital transformation, with a clear roadmap that will:

✓ Exploit all the potential offered by digital technologies

✓ Radically change the approach to activities and processes

✓ Expand and integrate staff skills



Innovation is an essential part of our culture

CORPORATE PROCESSES & DIGITAL TRANSFORMATION

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

- Better quality of work
- Reduction in consumption of raw materials (for example paper)
- Reduction in number of journeys/movements

Just some examples:

- The use of Robotic Process Automation technology increases the degree of automation and efficiency of processes, eliminating repetitive activities with limited added value
- The new Workday portal manages all human resource processes transparently and digitally
- Complete digitalization of contractual processes, including the digital signature of agreements
- New tool Sap Ariba to assess and rank suppliers, management of tenders and subsequent making of contracts

DATA CENTER

The prerequisite for the digital transformation is the ability to collect and analyse in real time all the information generated by the numerous devices which surround us. An important upgrade to the corporate Data Centre has made it possible to increase its calculation capacity and reduce by over 20% its energy consumption in the year.



THE DIGITAL EXPERIENCE IN STORES

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

Particular attention is reserved to customers in order to make the customer experience increasingly interactive and personalised, so as to satisfy and, if possible, anticipate their needs, thanks to the use of advanced analytics and artificial intelligence.

ClubQ8 offers a unique experience for its users: at Q8easy or participating Q8 stations, Users can Pay, choose & unlock the pump to refuel, all directly via the App. With a vast array of accepted payment methods available, the customer receives their loyalty points automatically as well an electronic receipt within the app after refuelling.

A limit on the time spent out of the car and on contact with service station structures which, above all in this period of the pandemic, has been particularly appreciated by our customers. Moreover, in the new SVOLTA concept stores customers have available a tablet with unique and innovative services to directly access the Q8 world and the offers from its partners.

CUTTING-EDGE SERVICES FOR DIGITAL PAYMENTS

CartissimaQ8 is the completely digital Q8 fuel card designed to manage the fuelling of corporate fleets. A virtual card also in producing its PIN, with the complete dematerialisation of all the stages in the process.

The “digital integrated” nature of the service is completed with the CartissimaQ8 app which, in combination with the renewed portal CartissimaWeb, makes it possible to access all the digital services offered by this integrated system, independently, safely and, above all, easily.

Through the website and app customers can:

- Survey their vehicles and drivers
- Monitor their fleet in real time
- Execute digital payments
- Visualise transactions
- Consult invoicing



Also fully digital is Recard, the prepaid fuel card which enables full online management: from the assignment of credit to the possibility of spending it thanks to the issue of simple payment codes.

CartissimaQ8:
DA OGGI IL TUO BUSINESS
VIAGGIA ANCORA PIÙ VELOCE.



Cartissima Q8



DISSEMINATION OF DIGITAL CULTURE

Thanks to a survey taken by the whole company population, digital skills were mapped in the areas of:

DIGITAL COMPETENCE AREAS

Blockchain

E-commerce

Social network

App and new services

Modern workplace trends

Office 365

Advanced productivity tools

Customer experience

Analysis of the results made it possible, among other things, to identify Ambassadors, i.e. colleagues who provide particularly effective support to the dissemination of digital culture in the Company.

Specific training is provided not only in the mapped areas, but also for the aspects linked to cybersecurity, which are increasingly crucial for everyday work.

Enabler for the energy transition



**Total emissions scope 1 and 2 market based 6,520 tCO₂eq:
- 58% compared to the previous year**



2,000

product samples analysed per annum



over 8,500

lab analyses per annum



80%

European petrol and diesel, of which 63% Italian



6,65%

of biofuels in the diesel



over 5,000

suppliers of goods and services of which 97% Italians



200

service stations photovoltaic panels installed on canopies



250

service stations with LPG



40

service stations with methane



2

service stations with liquefied methane

63
service stations with AdBlue distributors

Our electric network:

35 service stations with recharging points
9 of which with 300 kW recharging points (HPC - High Performance Charging)

Sustainable supply chain

Q8 procurement involves three macro-areas:

CRUDE OIL



FINISHED PRODUCTS



GOODS AND SERVICES

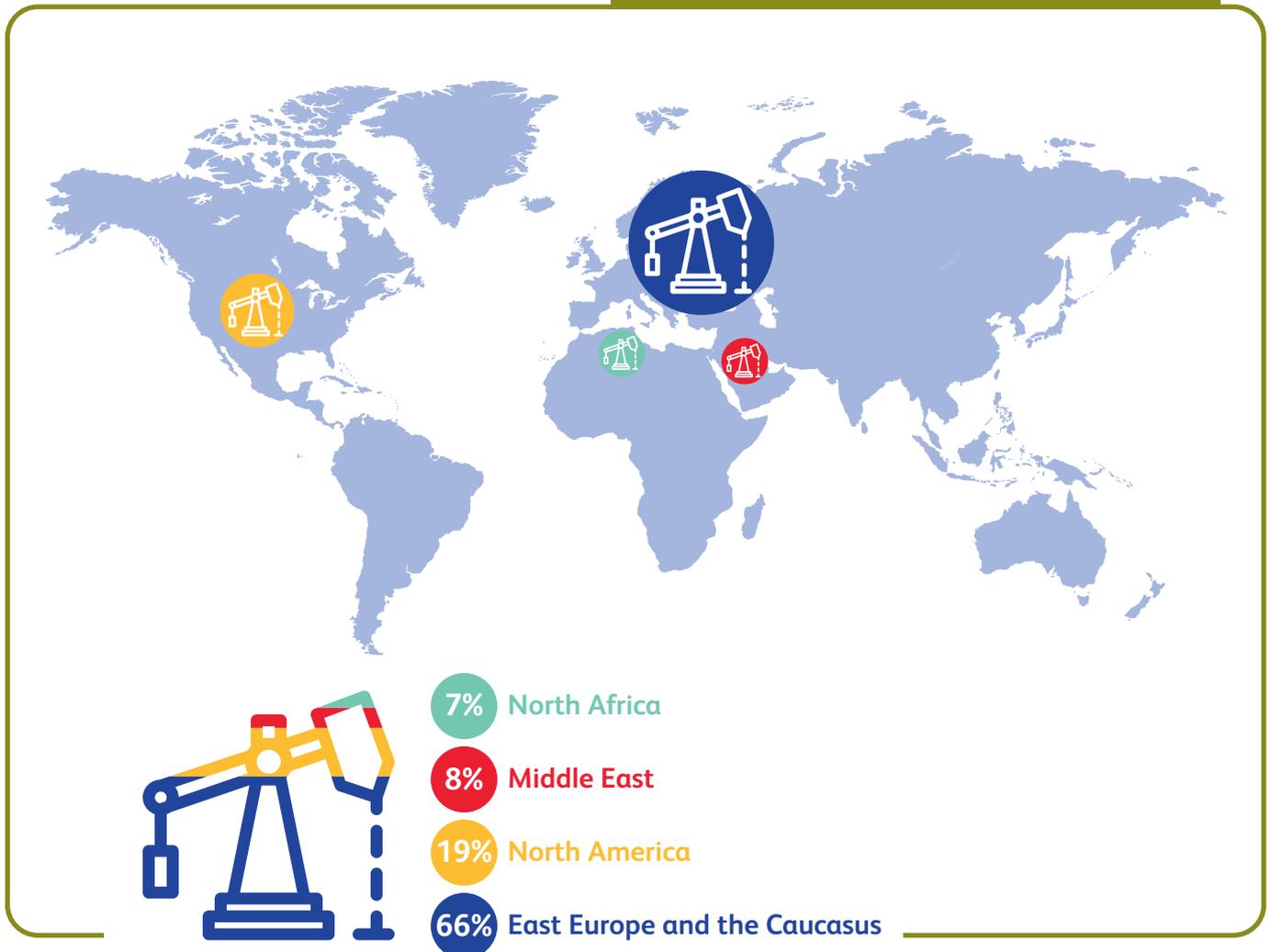
Crude oil



Crude oil is purchased for processing at the Milazzo Refinery through the Kuwait Petroleum Corporation which operates in the name of and on behalf of Q8. The crude oil requirement (quantity and type) is established by the operating structures in Italy and is sought, through trading, on the international market in full compliance with the highest standards for supplier selection. Q8 purchases crude oil from various geographical areas. Here below is an illustration of the origin of the crude oil processed for 2021/2022.

Following the outbreak of the conflict between Russia and Ukraine in February 2022, Q8, despite there being no specific European sanctions in this regard, decided not to sign purchase contracts for Russian crude oil and semifinished.

Area of the provenance of the crude oil



Refined products



To meet its needs, Q8 also buys refined petrol and diesel from the main international majors. In particular, in 2021¹ it purchased finished products for 20 % from non-European suppliers² and 80 % from European suppliers, of which 63 % from Italy.



80%
European Suppliers
of which 63% are italians



20%
Extra-European Suppliers



2,000
PRODUCT
SAMPLES
ANALYSED



OVER
8,500
LABORATORY
ANALYSES
EACH YEAR

QUALITY OF PRODUCTS

Q8 rigorously checks the conformity of its products to national and international technical specifications in order to ensure compliance with the law and enable the correct operation of motor engines which use its products.

The Company constantly engages its staff and enormous resources in:

- Participating in national and international technical meetings in order to be constantly updated on changes in the sector and promptly manage regulatory changes;
- Prevention, through ad hoc campaigns, to monitor the quality of the products which pass through depots and service stations, whether their own or from third parties;
- Effective resolution of any cases of non-compliance, identifying causes and corrections for the problems found.

In some cases the characteristics of the products are markedly above the minimum value required by law in order to make available “**high-performance**” versions of those products, as takes place for **Q8 Hi Perform Diesel** which enables up to 5 % lower fuel consumption and the petrol brand **Q8 Hi Perform 100 Octans**.

In order to ensure the quality of its products, each year Q8:

- **Analyses around 2,000 product samples**
- **Carries out over 8,500 lab-based analyses**

For all the products sold by Q8 the related safety sheets are available and constantly updated³.

¹ Data calculated for 2021 calendar year.

² Great Britain and Switzerland are considered European even if not part of the EU.

³ In compliance with EU Regulations no. 1907/2006 (REACH) and no.1272/2008 (CLP) as amended.

Goods and services



97%

Italian Suppliers

Q8 also adopts a management model for the procurement of goods and services based on the involvement and responsibility of its suppliers. The latter, in particular, are invited to enrol on a professional Register and read not only the documents envisaged by law but also by the Company's Code of Ethics.

In 2021/22 the suppliers for the procurement of goods and services were almost all local.

Having suppliers who are reliable partners is also crucial in order to achieve the corporate goals, such as operational continuity, maintaining certification, as well any impact, including to its reputation, arising from dealings with third parties.

In the approval process undertaken by the Purchasing and Tendering Office, also the sustainability aspects of suppliers are assessed. In particular, for the sustainability rating an analysis is made of how, within their own company, the supplier respects the founding principles of social, environmental and economic sustainability.

The suppliers are asked to notify, by using a new digital platform, any certifications they may possess relating to the following international standards:

- **ISO 9001:2015** for the Quality Management System
- **ISO 14001:2015** for the Environmental Management System
- **ISO 50001:2018** for the Energy Efficiency Management System
- **ISO 45001:2018** relating to Management Systems for Occupational Health and Safety
- **ISO 27001:2022** for Information Security
- **SA 8000:2014** relating to Social Accountability

Besides the request for the certifications, the supplier also highlights that they fulfil the following parameters:

- adoption of organisational guidelines on sustainability issues
- monitoring of environmental impacts
- presence of specific policies aimed at minimising environmental impact
- sustainable purchasing policies for energy services;
- supply of training on green procurement for the purchasing department
- offer of products or services defined as sustainable with their related characteristics
- adoption of a Code of Ethics
- human rights protection policies
- voluntary campaigns or philanthropic activities which the company has been engaged in means of involving its stakeholders
- training aimed at the development and valorisation of its employees

Together with our suppliers for sustainability

EXAMPLES OF SUPPLIERS AND THEIR SUSTAINABILITY

- The aviation tyre supplier depots adhere to the EcoTyre consortium for the collection of end-of-life tyres (ELTs) and their recycling in two ways: recovery of the raw material (up to 70 % of the weight in rubber, 20 % in steel and 10 % in textile fibres) and energy recovery through the use of such tyres as fuel in cement plants, waste to energy plants or other similar plants;
- The logistical service provider for the promotional campaign uses low-environmental impact vehicles for its deliveries;
- The call centre provider has implemented measures to limit energy consumption in work environments;
- The advertising materials used by Q8 for in-store communication and brand promotion are made using renewable energy;
- The provider chosen for car washing uses over 50 % renewable energy in its services;
- At the Naples depot the supplier recovers the spent coal used in the water treatment plant by thermally reactivating it;
- Elimination of the use of paper by choosing only online subscriptions to magazines and newspapers;
- In the Company canteen at the Rome offices the supplier uses vehicles with reduced emissions for its deliveries. Compatibly with the needs imposed by Covid-19, it has eliminated the use of plastic, uses green cleaning products, procures meat only from certified producers, and plans orders in order to reduce food waste;
- The washing of work clothes for the aviation depots is done by a supplier with an ISO 14001 certified process which includes measures for the responsible use of water;
- Hauliers under contract to Q8 are committed to constant renewal of their vehicle fleet in order that most of their fleet offers reduced environmental impact, as well the adoption of all the technologies that can reduce fuel consumption;
- The control room which monitors the service for the unloading of fuel trucks at service stations and provides support to self-service customers for methane is powered by a photovoltaic system;
- The supplier of e-money services was selected taking into account also its commitment to social sustainability, shown, among other things, by its inclusion in the classification for the Financial Times "Diversity Leaders Award 2020";
- The Christmas gifts for Q8 employees for 2021 were packaged by a social cooperative using organic products and 100 % recyclable materials.

The Naples depot

The Naples depot is the fulcrum of Q8's logistical activities in Italy.

A depot:

- ✓ Strategic on the basis of the law⁴ in guaranteeing the security of supply for Italy's industrial system
- ✓ Subject to the golden power provision, the mechanism which gives the Government special powers to safeguard strategic sectors⁵
- ✓ Which holds 6 % of the obligatory national reserves on behalf of the Italian Storage Central Body;
- ✓ With notable storage capacity which guarantees wide operational flexibility
- ✓ Which is an essential logistics hub, being the main supply source for South Italy
- ✓ Unique in South Italy for refuelling ships docking at the ports of Naples and Salerno
- ✓ Strategic for the Port of Naples thanks to refuelling and the liquid waste collection service for ships (bilge and ballast water), which is then subsequently treated at the depot's waste water treatment plant

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

Infrastructure with numerous records:

- Around 3 billion litres of products handled per annum
- Handles 60 % of oil products for South Italy
- 24/7 security presence at the petroleum dock
- Around 50 km of oil pipeline consisting of 27 individual lines
- 100 % of diesel fuel mixed with vegetal biofuels
- 26 automated and multiproduct bays to load tankers
- Delivers its products to an area of over 250 km
- Provides work to around 650 people directly and indirectly
- There are over 40 companies in the support sector with annual turnover of around 25 million Euro

⁴ Art. 57, paragraph 1, Law 35/2012. In order to guarantee the security of supply and improve the efficiency and competitiveness of the sector, the law identifies a series of infrastructure elements and oil facilities, defining them as strategic and attributing responsibility for them at central government level.

⁵ Decree Laws n. 21/2012 and 105/2019.

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



Technological innovation at the service of security:

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

THE IMPORTANCE OF TRAINING AT THE DEPOT

As for training, notwithstanding the restrictions due to the Covid-19 pandemic, the Company has managed to maintain high performance ratings, ensuring for all Company employees a training program through an e-learning platform. Between April 2021 and March 2022 around 1,800 hours of training were provided as well as 1,850 hours of field experience, with 60 training hours per annum per person. Among the training issues:

- The training of fire-prevention officers and personnel⁶
- The “Seveso” notice on Internal Emergency Plans⁷
- Environmental training⁸
- Corporate SSHE instruments such as near-misses and safety walks

⁶ Leg. Decree 81/2008.

⁷ Leg. Decree 105/2015.

⁸ Leg. Decree 152/2006.

Our energy consumption

In order to minimise the environmental impact of its operations, Q8 constantly undertakes to reduce energy consumption for its **operating sites**, for **the depot** and for directly managed **service stations**. Confirming its commitment to the continuous improvement of its environmental performance, Q8 has adopted an Environmental Management System which conforms to UNI EN ISO 14001 and requires the identification of goals and targets for energy efficiency and emissions reduction.

THE COMPANY'S ENERGY CONSUMPTION (GJ) FOR THE MAIN SITES ⁹ , DEPOTS ¹⁰ AND SERVICE STATIONS ¹¹			
	01.04.2021 31.03.2022	01.04.2020 31.03.2021	DELTA
Electricity	215,133	197,319	9%
of which produced from renewables	209,561	120,180	74%
of which self-produced and put into grid	5,960	6,587	-10%
Diesel (company cars)	18,395	10,573	74%
Diesel (aviation refuellers)	571	571	0%
Diesel (Naples depot)	464	587	-21%
Petrol (company cars Aviation)	12	12	0%
Fuel oil	54,484	55,277	-1%
Natural gas	0	324	-100%
Total	289,059	264,663	9%

In 2021/2022 the Group consumed in total 289,059 GJ¹². Most of the energy consumption, over 74.4%, derives from electricity. The remainder, around 18.8%, from the consumption of fuel oil used to produce steam to be used in production processes at the Naples depot, then around 6.6% diesel for the company fleet and aviation refuellers and, finally, around 0.2% diesel used in the Naples depot.



HEADQUARTERS (HQ)



DEPOTS

124,507 GJ ENERGY CONSUMED BY SITES AND DEPOTS



RETAIL NETWORK

164,552 GJ ENERGY CONSUMED

⁹ The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Cagliari, Catania.

¹⁰ The depots are located in Naples and Venice.

¹¹ The service stations considered are those managed by Segit.

¹² To calculate consumption, the conversion factors used are those set out by the ABI LAB 2021 guidelines and are:

- For electricity 0.0036 GJ/Kwh
- For petrol 43.128 GJ/ton
- For diesel 42.873 GJ/ton
- For fuel oil 41.041 GJ/ton

In addition, there are photovoltaic plants at some service stations, which have generated and put into the grid electricity for a total of 5,960 GJ, down slightly on the previous year (around -10%).

Also during 2021/2022 Q8 continued its commitment by choosing supply contracts for its electricity procurement involving energy produced from renewables for the sites, the Naples depot and the service stations.

97,4%
**OF THE ELECTRICITY
PURCHASED FROM
RENEWABLES**

Green energy is certified through specific GO-Guarantees of Origin¹³.

On the basis of the aforementioned consumption and the losses of climate-altering fluids from refrigerating equipment in its buildings, **the Company generates emissions for a total¹⁴ of 6,520 tCO₂eq, down by 58% on the previous year.**

The emissions generated break down into:

SCOPE 1¹⁵

Emissions from sources controlled directly by Q8 such as, for example, the fuels used to power the company fleet.

SCOPE 2¹⁶

Emissions from sources not controlled directly by Q8 and associated with energy generation. In addition, the GRI Sustainability Reporting Standards envisage two methods to calculate these emissions:

- “Location-based” - based on average emission factors relating to energy generation for well-defined geographic boundaries, including local, subnational or national boundaries;
- “Market-based” - based on CO₂ emissions released by the energy suppliers from which the Company buys, under contract, electricity and can be calculated considering: Guarantee of Origin certificates for the energy and direct contracts with suppliers, specific emission factors of the supplier, emission factors relating to the residual mix, i.e. to energy and emissions which are not monitored or not claimed.

¹³ GO certification was envisaged by European directives on renewables which, as from 2001, have been transposed into domestic law. These are certificates issued in Italy by GSE-Gestore Servizi Energetici, which bear witness to the origin of the electricity produced from a renewable source.

¹⁴ For the purposes of the total calculation of emissions, Scope 1 and Scope 2 emissions were taken into consideration using the market-based approach.

¹⁵ To calculate the Scope 1 emissions, the useable factors are those published by the Department for Business, Energy & Industrial Strategy 2020.

¹⁶ To calculate the Scope 2 emissions the useable factors are those published by ISPRA in reference to 2021 for “Location-based” Scope 2, while for the “Market-based” Scope 2 they are those published by the AIB (Association of Issuing Bodies) in 2020.

EMISSIONS [tCO₂ eq] CALCULATED BY MAIN SITES¹⁷, DEPOTS¹⁸ AND SERVICE STATIONS¹⁹

	01.04.2021 31.03.2022	01.04.2020 31.03.2021	DELTA
Scope 1			
Diesel (company cars)	1,736	978	77%
Diesel (aviation refuellers)	43	43	0%
Diesel (Naples depot)	37	44	-17%
Petrol (company cars Aviation)	1	1	0%
Fuel oil	3,885	4,342	-11%
Natural gas	0	19	-100%
Losses of climate-altering fluids	108	57	89%
Scope 2²⁰			
Location-based electricity	15,517	14,338	8%
Market-based electricity	710	9,985	-93%
Total Scope 1 + Scope 2 Market-based	6,520	15,469	-58%

The commitment to increasing the efficiency of energy consumption and reducing emissions involves the whole supply chain, generating a positive impact also on the activities connected to the core business.

	Scope 1 [tCO ₂ eq]	Scope 2 Market-based [tCO ₂ eq]	TOTAL
 HEADQUARTERS (HQ) DEPOTS	5,803	710	6,513
 RETAIL NETWORK	7	0	7
			6,520 tCO₂ eq

Sites Depots Service stations Total 97 % of electricity purchased for the sites and depots is from renewables 100 % of the electricity purchased for service stations is from renewables. Thanks to the signing of purchase contracts for energy from renewable sources, 100 % of the electricity which powers service stations comes from renewables. For this reason, service stations, according to the market-based approach, produce 7 tCO₂ eq of emissions linked solely to emissions from refrigerant gasses.

¹⁷ The sites are Rome (headquarters), Turin, Palermo, Rende, Florence, Genoa, Padua, Bari, Bologna, Cagliari, Catania.

¹⁸ The depots are located in Naples and Venice.

¹⁹ The service stations considered are those managed by Segit.

²⁰ The Scope 2 emissions are expressed in tons of CO₂; however, it is noted that the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂ equivalent) as can be seen from the relevant technical literature.

Emissions from primary and secondary transport

Creating a supply chain which considers the environment helps generate a positive impact also on the activities linked to the core business. To this end, the emissions are monitored as generated by the transport of products by sea²¹ and by road tankers, which work on behalf of Q8, for the secondary transport of the product from depots to service stations.

The emissions generated are connected to the category of:



**FUEL
TRANSPORT
BY SHIP**



**FUEL
TRANSPORT
BY ROAD**

SCOPE 3

Indirect emissions from other sources which are not directly controlled by Q8. These are the result of the activities of an organisation, but come from sources which are not owned or controlled by the company, such as the transport and distribution of products downstream in the value chain.

The emissions²² generated total 73,659 tCO₂eq in 2021/2022.

EMISSIONS [tCO ₂ eq]			
	01.04.2021 31.03.2022	01.04.2020 31.03.2021 ²³	DELTA
Scope 3			
Emissions from fuel transport by road	20,383	14,572	39%
Emissions from fuel transport by ship	53,276	27,328	95%
Total	73,659	42,015	75%

The significant increase in Scope 3 emissions compared to the previous year is due:

- as regards journeys by ship, to an improvement in the data collection which made it possible to also consider emissions from ship journeys relating to diesel purchases²⁴ which last year were not tracked
- as regards road tankers, to the lower sales in the previous year due to the pandemic

²¹ Journeys by sea considered are those from Milazzo to Naples and spot purchases of diesel.

²² To calculate Scope 3 emissions, the coefficients of the UK Government GHG Conversion Factors for Company Reporting for 20/21 and 21/22 have been used.

²³ By virtue of the refinement of the collection and calculation process, the data relating to 2020/2021 has been restated compared to that published in the Report 2020/2021. For the data published previously reference should be made to the Sustainability Report 2020/2021.

²⁴ With long-term contracts with pre-set obligations for the withdrawal of products at regular intervals.

Initiatives to reduce the environmental impact of primary and secondary logistics



INCREASE IN CARGO SIZE FOR PRODUCT DELIVERIES TO THE NAPLES DEPOT

Since 2019, the project has made it possible to increase the cargo size of diesel deliveries to the Naples depot. Q8 thus has the possibility of purchasing loads that are 2 or 3 times bigger than the 30KT deliveries used previously. The initiative entails positive environmental impacts given the **reduction in emissions caused by the lower number of ship crossings and by the characteristics of the ships themselves**. In the period April 2021 - March 2022, on the basis of the nautical miles travelled and the tonnage of the ships used, a saving can be estimated of around 450 tons of CO₂ equivalent compared to the 30KT cargo size, a saving which can be added to that of previous years for a total of 3,150 tons of CO₂ equivalent. A further saving in emissions may occur with the realisation of the project to dredge the dock, at Q8's cost and responsibility, which will make it possible to dock ships of up to 100K tons.

● TOTAL
● SAVING OF
● 3,150 OF
● CO₂ EQUIVALENT

SAVING OF ALMOST 18 tons OF CO₂ EQUIVALENT

PROJECT FOR THE REALISATION OF A SOLAR FARM AT THE NAPLES DEPOT

The Company has presented requests and is about to conclude the process for the installation of a photovoltaic system to produce electricity to be installed at the depot in Naples. This system, over the course of its useful life, is estimated to enable the saving of around 18 tons of CO₂ oil equivalent and will avoid the emission into the atmosphere of 111.3 tons.



CROSS PURCHASES & SALES

With the aim of minimising the distance between the supply site, the refinery or oil depot, and the product's final destination, Q8 has developed so-called Cross Purchases & Sales with oil companies operating on the Italian market.

This makes it possible to:

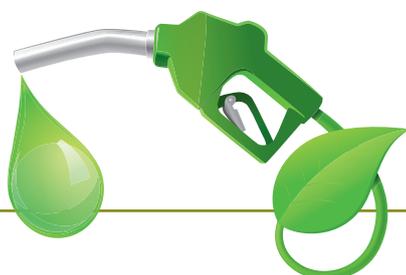
- Reduce consumption linked to the transport of fuel to its final destination
- Reduce CO₂ emissions and road congestion
- Improve supply models
- Optimise the territorial cover of supply sites

Initiatives to reduce the environmental impact of primary and secondary logistics



BIOFUELS

During 2021/22 the mix of biofuels in the diesel at storage depots stood at 6.65 % (the limit dictated by the law does not allow it to exceed 7 % equivalent to over 260 million litres of biofuels). The Company is working to identify investment opportunities in the sustainable biofuel production sector (biogas, bio-LNG and other bioliquids). Research and development is under way also to identify special fuels to make it possible to achieve better performance and reduce consumption. The Company is already well-established in the sale of high-performance petrol **Q8 Hi Perform 100 Ottani**, a product which is marked by a **high level of the bio competent and for a saving in terms of CO₂ emissions**, compared to 100 % fossil fuel, which can be quantified at around 10 % over the life cycle of the new form of petrol. In addition, Q8, as a producer and retailer of biofuels in Italy and Europe, is certified on the basis of the criteria envisaged by the Italian National System for sustainability certification and by the 2BSvs Voluntary Model.



INDEX OF EFFICIENCY IN SECONDARY TRANSPORT

Q8 developed the so-called k/k index, an indicator of efficiency to monitor the relationship between the km travelled by tankers and the quantity of product transported. A fall in the k/k index brings **positive effects on the environment** since **the consumption of diesel to transport fuel is reduced** and consequently CO₂ emissions. In addition, it must be considered that, thanks to the **reduction in heavy traffic** on the roads used by the tankers, the impact of logistics is reduced in the area concerned, thus improving the quality of life of the local population.

OVER 260 LITRES OF BIOFUELS

AVIATION

Q8 is also active in fuel supply for planes. To guarantee a level of service at the very highest standards, it has voluntarily joined the Joint Inspection Group (JIG), a certifying body which guarantees operational excellence through precise audits and periodic technical inspections.

The Company, which also has ENAC certification to operate in airports, has undertaken significant work at the depot held under a concession in Venice in order to further increase its levels of security and environmental protection.

DIGITIZING DOCUMENTS

During the year an important innovation project was completed regarding secondary distribution and which was started in 2020/21: thanks to an app developed specifically for Q8 and to the provision to each driver of a tablet, it is possible to digitally manage the documents relating to the journeys by tankers to deliver fuel. Thanks to this innovation a saving has been estimated of around 800,000 A4 sheets per annum. In addition, an electronic control system enables management of the data relating to unloading and to the consequent invoicing to operators completely automatically and digitally.



Initiatives to reduce the environmental impact of the retail network



ALTERNATIVE FUELS and CRE8 PROJECT - CREATING THE STATION OF THE FUTURE

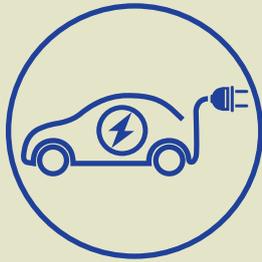


Co-funded by the European Union

A structured and long-term project to meet the needs for sustainable mobility in order to offer the fuel network low-impact products, such as methane (both liquid and gas) and electricity. A network which just last year included 32 service stations offering methane and which in twelve months rose to **40 compressed methane gas plants** located around the whole peninsula, as well as **2 with infrastructure for liquified methane gas** and fully **250 for LPG**. For coming years further and major developments of the alternative fuels network have already been envisaged and planned.

As part of this broad program, already in 2018 the project **CRE8 - CREATING THE STATION OF THE FUTURE** was launched and won recognition from the **European Union** through the allocation of CEF (Connecting Europe Facility) funds for the realisation of sustainable and interconnected trans-European networks. There are 32 service stations which fall under the CRE8, 17 of which are already operational, and they are a model of excellence for sustainable mobility.

RECOGNITION FROM THE EUROPEAN UNION



20,000 RECHARGES OF ELECTRIC VEHICLES

AGREEMENT WITH ENEL X WAY FOR ELECTRIC RECHARGING POINTS

A strategic agreement signed with Enel X Way, a leading player in electric mobility, which has led to the installation of 44 electric recharging points at 35 service stations, 9 of which have been endowed with 300 kW rechargers (HPC-High Performance Charging), which can recharge electric car batteries in just a few minutes. For this type of recharging point, at each service station there is one position reserved for clients of Porsche, a company with which another agreement has been signed to further enhance the partnership: 24 service stations have been equipped with 50 kW (Fast Recharge) points and, finally, at 2 of them 22 kW recharging points have been installed.

The result is seen in the **20,000 vehicles that were recharged over the last year, for a total of 238,000 kWh**, while a further significant development plan for this business is already planned for coming years.



Z.E.R.O. PROJECT

Project "Z.E.R.O." (Zero Emission Retail Outlet) was created in 2011 with the goal of **removing the quantity of CO₂ emitted into the atmosphere** from 75 Q8easy service stations, thus eliminating their carbon footprint. This result is obtained thanks to:

- Adoption of solutions aimed at reducing energy consumption
- Use of best construction technologies
- Installation of photovoltaic panels on canopies
- Purchase of CO₂ credits to offset residual emissions

To offset residual emissions **Q8 has chosen to purchase CO₂ credits through reforestation projects** undertaken in collaboration with the company Azzero CO₂, helping to plant around **35,000 trees** throughout Italy. The zero-emission certification is still valid for 46 service stations.



Initiatives to reduce the environmental impact of the retail network



PHOTOVOLTAIC SYSTEMS ON CANOPIES

On the canopies at over 200 service stations photovoltaic panels are installed to produce energy. Built and opened in April 2022 the largest photovoltaic system in the Q8 network is at the service station of Paderno Dugnano (Milan), with installed power of 70 kW. Of the 200+ photovoltaic plants installed, 100 (over 1MW of installed power) are covered by the feed-in tariff of GSE (Gestore Servizi Energetici)²⁵, which envisages such a tariff for photovoltaic production for 20 years. A further 70 plants (for total installed power of 670 kW) receive so-called white certificates for the energy saving achieved.



ENERGY EFFICIENCY PROJECT

A relighting project applied to all retail sites directly managed by Q8 with the goal of **reducing service station electricity consumption by between 30 and 70%**. The project envisages, among other things, the installation of LED spotlights with built-in sensors that can modify the luminous flux and, consequently, the electric power on the basis of the presence of customers on the forecourt. The project has already been implemented on the first **295 service stations** with a saving of around **5 GWh/per annum** and **2,000 tons of CO₂**. **It is expected to extend the project next year to a further 300 service stations** with a saving envisaged **at the end of the project of over 8.3 GWh/per annum** and **over 3,300 tons of CO₂**. The project has been recognised by GSE (Gestore Servizi Energetici) for the issuance of energy efficiency certificates; the first consolidated result regards obtaining **18 certificates for the year of a 5-year duration**: each certificate equates to saving one Ton of Oil Equivalent (toe) and the related CO₂ which is not produced.

SAVING ENVISAGED AT THE END OF THE PROJECT OF OVER

8.3 GWH/PER ANNUM

AND OVER

3,300 TONS OF CO₂

²⁵ Italian public limited company set up in 1999 and wholly owned by the Ministry of Economy and Finance, with the responsibility for promoting and developing renewables and energy efficiency

IMQ QUALITY MARK AND INSPECTIONS CHECKS

Q8 retail network are the first to be certified by IMQ, the Italian leader in the assessment of the conformity and certification of products and corporate quality and management systems. In addition to the checks envisaged by the law, IMQ also carries out inspections on the correct maintenance of service stations, verifying the operation of the equipment, vapour recovery and the metering of distributors. This work is certified and communicated to clients.



1 TON OF RECYCLED PLASTIC RECOVERED

WORLD'S FIRST RETAIL SITE WITH GRAPHENE ASPHALT

To surface the service station in Rome on Via Ardeatina Gipave was used, an innovative material which contains G+ Graphene Plus, a specific type of recovered plastic designed by Iterchimica. Thanks to its use at the Rome site alone it was possible to recover one ton of recycled plastic which would otherwise have been sent to be burned for waste to energy. Avoiding such burning, it is estimated, has saved around 82 kg of CO₂eq. The use of graphene entails further environmental advantages compared to traditional surfacing, also making it possible to reduce CO₂ equivalent emissions by up to 70%. Finally, the material can be fully recycled in subsequent manufacturing cycles, making it possible to save raw materials and to further reduce CO₂ emissions.



Initiatives to reduce the environmental impact of the retail network



“SVOLTA”, THE NEW Q8 CONCEPT STORE

Digitalisation and sustainability are protagonists in this new concept store: in addition to a tablet made available to customers with **services** giving access to the Q8 world and to the commercial offer of its partners, SVOLTA concept stores use **sustainable materials for their furnishings** such as:

- Conclad, i.e. environmentally-friendly cladding
- green poplar chipboard made in Italy
- 100 % recyclable PVC

In addition, they use latest generation air-conditioning equipment with **low energy consumption** and lighting systems with LED lamps, to reduce consumption. Also the products on shop sale are sustainable (e.g. certified cellulose, recyclable packaging, coffee capsules).

EASY WASH PROJECT

A network of 78 “easy wash” facilities for cars, which are digital and sustainable thanks to the use of green products.

The innovative connection to a digital acceptance system makes it possible:

- To arrange self-service washing at times which the station is closed
- To accept payment in cash, by credit card and using the CartissimaQ8 card
- To upload points to the Loyalty Program for each euro spent



GREEN BUILDING KIOSKS

A green-built construction made completely of wood, with a low environmental impact both in energy terms and in terms of producing CO₂. The building's energy performance certification places it in class A3 with annual energy consumption of 98 kWh/m² and a 12% saving compared to a similar construction made of metal. In addition, the wood used can be completely recycled with a further reduction in the building's environmental footprint. Realised at the Q8 service station in Filago (province of Bergamo), it is planned to extend its application to a wide number of sites.



Initiatives to reduce the environmental impact of the retail network



SAVING OF ALMOST 600,000 PLASTIC DISPENSERS

ADBLUE DISTRIBUTORS

Over recent years 63 AdBlue dispensers have been set up on the retail network. It is an additive which helps reduce emissions of nitric oxides, with a consequent positive impact on the environment. The choice to install AdBlue dispensers incentivises top-ups of the additive directly on tap, with a significant reduction in plastic packaging; in the last year alone 5,865,090 litres of unpackaged AdBlue were sold, thus avoiding the use of fully 586,509 10-litre plastic jerrycans.

AdBlue[®]

R3 - WASTE RECOVERY NETWORK

For the disposal of land from worksites set up to restructure and/or dismantle its own retail network, Q8 has identified 41 waste reception facilities throughout Italy that can process the soil removed with innovative remediation processes (for example soil-washing, landfarming and biopiles).

Thanks to these processes the **total reuse of the treated soil** is possible, with a consequent saving in raw materials, in full respect of circular economy principles.

In addition, the dense network of disposal facilities has made it possible to reduce by 40% every year the average mileage of the heavy vehicles used to transport soil from the production sites to the end plants, with a consequent reduction in the related CO₂ emissions.

INNOVATIVE SOIL REMEDIATION SYSTEMS WITH A LOW ENVIRONMENTAL IMPACT

The responsible approach to business is also shown by the choice of being a shareholder in Mares, a company which works in environmental remediation so that, once service stations are no longer used or whenever it is necessary it is possible to intervene quickly to restore the locations. Thanks to **exclusive patents and sustainable remediation technologies**, it is possible to directly remediate the soil on site, thus avoiding the transport of polluted soil to landfill. In addition, the EKOGRID and MPCD-Disgreco patents **minimise energy and natural resource consumption, as well as the production of emissions, discharge and waste**. There are important partnerships in place also with universities and research bodies, such as for example the recent agreement with the Institute of Environmental Geology and Geo-Engineering of the Italian National Research Council (CNR), in order to formalise a method for dating environmental contamination caused by hydrocarbons.

ELIMINATION
OF AROUND
43,000
PAPER
DOCUMENTS
PER YEAR

PAPERLESS PROJECT

With the aim of reducing paper consumption and optimising administrative flows, Q8 has implemented paperless initiatives, not only in its own offices, but also in the management of its retail network. By way of example, one of the recent developments in digitalising communication entailed the elimination of around 43,000 printed documents in the year. Also being realised is an electronic signature system which will be extended to operators and contractors.



Initiatives to reduce the environmental impact of headquarter



HEADQUARTERS

The headquarters in the EUR area of Rome have undergone significant restructuring which delivered to the company staff, in May 2022²⁶, a totally renewed, innovative and avant-garde building, since it was designed following the guidelines of BREEAM (Building Research Establishment Environmental Assessment Method) and Wiredoscore (relating to the building's connectivity and smart technology) certification.

During 2021/22, therefore, to enable the works, the offices were moved to another location which, albeit temporary, was set up with all the due measures to limit their impact, including by way of example the generation of hot water from solar panels.



MOVING ENERGIES

²⁶ Since it is outside the period covered by this document, the project will be set out in detail in the Sustainability Report 2022/2023.

PLASTIC-FREE AND PAPERLESS

Q8 has replaced **single-use plastic with items made from 100% vegetal or biodegradable materials**. Compatibly with the current situation and the necessary hygiene precautions connected to the Covid - 19 pandemic, water coolers have been installed for the free supply of hot, cold, room-temperature and fizzy water and flasks and cups branded with the corporate logo have been given for free to all employees. With the aim of reducing paper consumption, over recent years Q8 has implemented numerous “paperless” initiatives in its offices, markedly reducing the consumption of the raw material. Where necessary and possible, certified 100 % recycled paper is used.

HOME-WORK TRAVEL PLAN

In 2021 Q8 presented to the Municipality of Rome its Home-Work Travel Plan, with the goal of contributing to improving the environment also by reducing the emissions caused by its employees’ travel between home and work. The plan, which is constantly monitored by the Mobility Manager, makes it possible to plan and establish the measures to be adopted to promote sustainable mobility, limiting the individual use of private cars.

Three macro-areas for action:

1. Reduction/control of polluting emissions from private vehicles in urban areas
2. Reduction in number of journeys with an increase in smart working
3. Expansion of the network of electric recharging stations and e-bike stalls

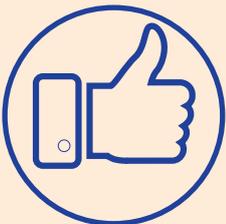
An integral part of the plan is also “**Q8 Electro**”, introduced as from 2019, an innovative **electric car-sharing service available to all employees** at the premises in Rome. An electric vehicle that can be used every day of the week, weekends included, and can be booked through a dedicated booking service available on the company intranet.

Completing the picture is the shuttle service, which is an addition to the corporate mobility service, supporting employees in their move-

ments on the route which connects the Rome offices with the nearest underground station, thus incentivising the use of public transport. The shuttle service is provided by coaches with a rating no lower than Euro 5 to guarantee better environmental performance.



People enhancement

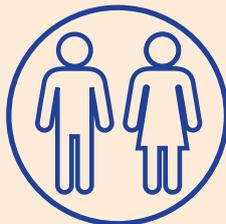


Customer at the center

Survey on satisfaction by the Q8 Call Center:
89 % of customers satisfied
96 % of dealers satisfied

Dealers and professionalism

Training APP Q8FA for the dealers



People Q8

698 employees
34 % women (+12 % women compared to the average for the sector)
95 % of employees on permanent contracts
80 % new recruits aged under 30
Zero employees injuries
Work-life balance policies
Total Wellbeing Program for employees
Top employer 2022



Q8 and the territory

Partnership with prestigious Italian Universities
Support for the territory and the community

The customer at the centre

Q8 believes the figure of its customer is central and is committed to providing an adequate and effective response to their various needs. For this reason, it has launched mass customisation strategies which make it possible to tailor its offer for each type of customer, with a consequent improvement in the **customer value proposition**, by refining the offer, the means of communication and the customer support.

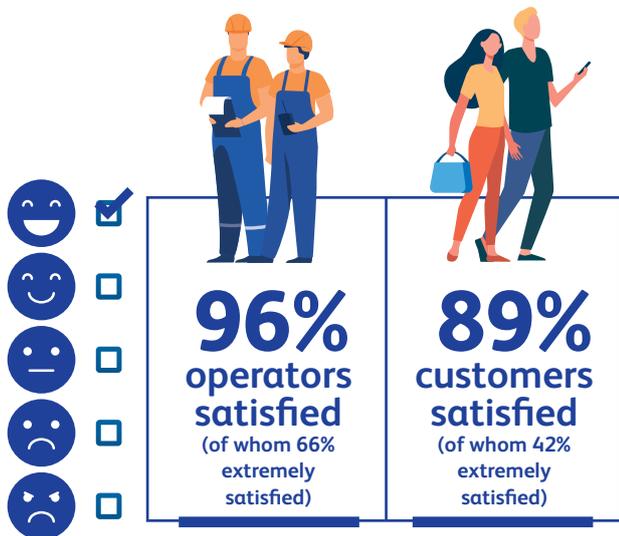
To offer its customers the best experience in accordance with the values indicated for the brand, Q8 uses:



Customer centricity is our compass

We listen to our customers

The constant attention paid to our customers is shown by the numerous market research studies we constantly conduct to monitor, among other things, customer satisfaction. An example of this is the customer satisfaction survey for the Q8 Call Centre in the period October-December 2021. Satisfaction with the service offered was very high:



The satisfaction of customers and operators is confirmed by their loyalty and by their propensity to recommend the services offered by the Q8 call centre: 46 % of Q8 customers consist of “promoters” (i.e. people who speak extremely well of the Q8 call centre and would definitely recommend its use). Operators who are “promoters” instead stand at 73 %.

In addition, listening to customers takes place through continuous monitoring of the rating on the ClubQ8 App, on both Play Store and Apple Store and verification of customer feedback on the Google My Business platform, through which the reviews which users leave after visiting Q8 service stations and SVOLTA shops are analysed.

The relationship with customers becomes increasingly digital

A dedicated App, that of **ClubQ8**, which lets customers choose their petrol pump and pay for their fuel directly with a click, with a wide array of payment methods available.

The ClubQ8 App also guarantees dedicated and personalised offers and the possibility of joining the exclusive and innovative **StarQ8** loyalty program which offers the quick delivery of prizes, Amazon included.

It is a loyalty program which also involves new products and services of the Q8 eco-system, from the Q8Easy self-service sites to the Q8Easy Wash car-wash, up to the SVOLTA shops where customers have a tablet they can use to access the Q8 world.

In the prize catalogue there are numerous proposals which are characterised by their environmental and social focus. A monthly competition offering fuel vouchers worth 1,500 Euro has made it possible to reward customers who connect to the Wi-Fi network in participating service stations, as well as daily instant wins that can be earned simply by downloading the ClubQ8 App.

There is also a close focus on the levels of cybersecurity thanks to the introduction of the “One Time Password” solution, to access sensitive functions and transactions on the ClubQ8 App, as also on the website www.Q8.it.



Together with our customers for social and environmental initiatives

Self-service for everyone



Elimination of barriers to the services offered on the fuel network for better inclusion of people with handicaps, by adhering to the Memorandum of Understanding between Unem (Union of energies for mobility), FAIP Onlus (Federation of Italian Associations of People with a spinal cord injury) and the associations of dealers (Faib, Fegica and Figisc/Anisa). All drivers with mobility problems, during the opening hours of participating stations, can make use of the operator's help at the self-service pumps, applying the related purchase conditions.

FAI, italian fund for the environment



Long-term loyalty program, which ended in December 2021, aimed at StarQ8 customers who could use Star Points to become members of the Italian Fund for the Environment (FAI). Thanks to this collaboration, Q8 gained recognition as a **Corporate Golden Donor**. Collaborating with FAI contributes to developing, supporting and valorising Italian territories, with positive effects on the local and national economy.

Francesca Rava foundation nph Italy



StarQ8 customers can support the Francesca Rava Foundation by using Star Points. The NPH foundation helps children in need in Italy and worldwide, and in Italy represents the international organisation which has been operating in 9 countries in Latin America since 1954. Among the main projects undertaken: the rebuilding of eight schools in the areas struck by the 2016 earthquake in central Italy and support for *group homes* throughout Italy.

Plant a tree with treedom



Treedom is the first platform in the world which makes it possible to plant a tree remotely and follow its life story online. The loyalty initiative, which ended in January 2022, targets StarQ8 customers who could plant trees using the points from the StarQ8 campaign. The new **plantations contribute to developing the local economy, improving air quality and protecting biodiversity**. To bear witness to the Company's attention towards the local territories and communities where it operates, Q8 has directly supported Treedom with some specific projects for environmental regeneration in areas of South Italy. The work has been done in collaboration with local associations engaged in environmental protection and, at the same time, in work placement and the involvement of young people.

The commission contract

The relationship of trust with customers is further enhanced thanks to the adoption of a new type of contract, a commission contract, which joins traditional contracts for free use and supply for the management of service stations. By its nature a commission contract makes it possible for Q8 to have an even more direct and immediate relationship with the market and with its customers, a relationship which includes, among other things, direct management of prices at the pump.

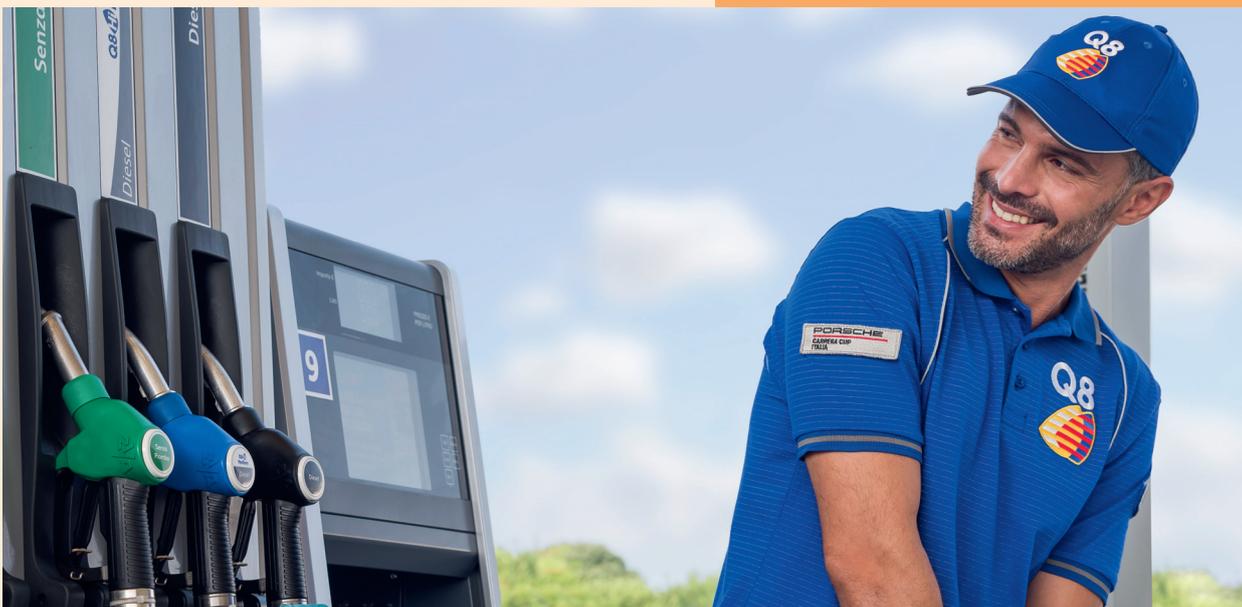
The dealers

Dealers and contractors are in direct touch with customers. They are **independent and highly qualified businesspeople** who handle the oil service, accessory activities and/or the maintenance of space and greenery to which is dedicated **Milleltri**, the Q8 quarterly house organ.

To promptly respond to customer needs, the Company makes training available to them, both in the classroom and directly at the service stations, strengthening their marketing skills and supporting them with an innovative incentive program.

Specific training is undertaken in particular as regards health and safety. Of course, Q8 does not take the place of the employer in the obligation to provide training on work-related risks but focuses its training as further preparation for the specific equipment included among its assets. Particular attention is placed on training the staff who pump LPG and/or methane who, on the basis of the law in force, must follow specific courses at the end of which certification is issued.

*High-level
professionalism
at the service
of the customer*



Digital dealers and contractors

Dealers and contractors use an innovative digital portal (Portale Gestori) which guarantees and monitors all the operations of the service stations, facilitating quick and continuous two-way communication with the Company and a timely update on all the initiatives in place.

Continuous training is also available through the **Q8FA Training App**, which makes it possible to use training contents in “doses” on the following themes:

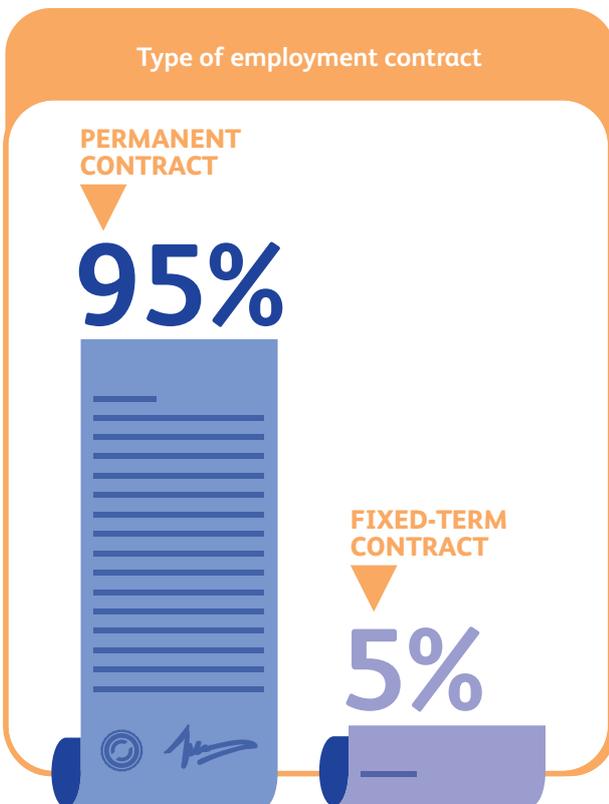
- ▶ Service management
- ▶ Characteristics and offer of High-performance Products
- ▶ Management of Safety in operations on the forecourt

Innovation also in the recruitment stage: the website www.q8.it is home to the page «**Become a dealer**» where people can apply to take on management of our service stations throughout Italy under self-employed arrangements.

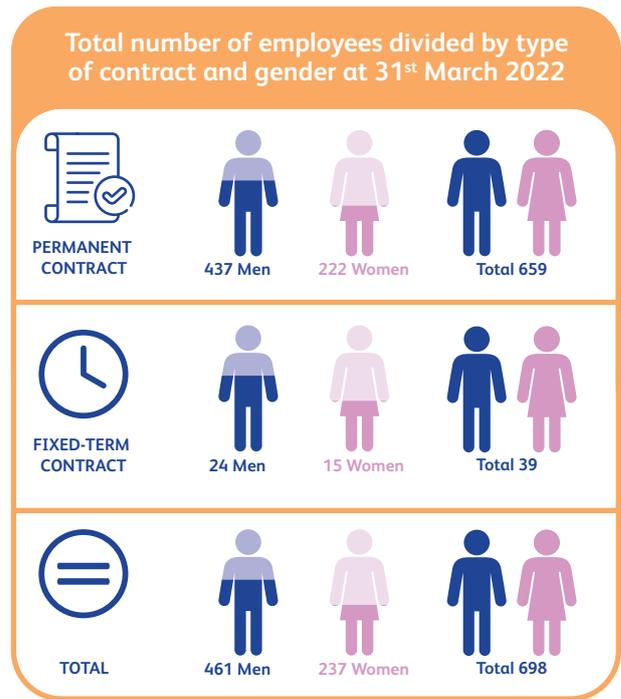
People in Q8

Human capital is the engine and the real competitive advantage of Q8.

Our Code of Ethics guarantees a healthy, safe and efficient workplace which can stimulate people’s skills and potential. They are guaranteed equal work opportunities on the basis of specific professional qualifications and performance, without any discrimination. A stable employment relationship is an essential prerequisite to facilitate corporate growth and an important motivational element, as shown by the high percentage of employees with permanent contracts, around 95¹ %



Out of the whole workforce **women** represent 34 % of employees. A figure **more than 12% higher than the national statistical average²** for the Energy and Petrol sector.

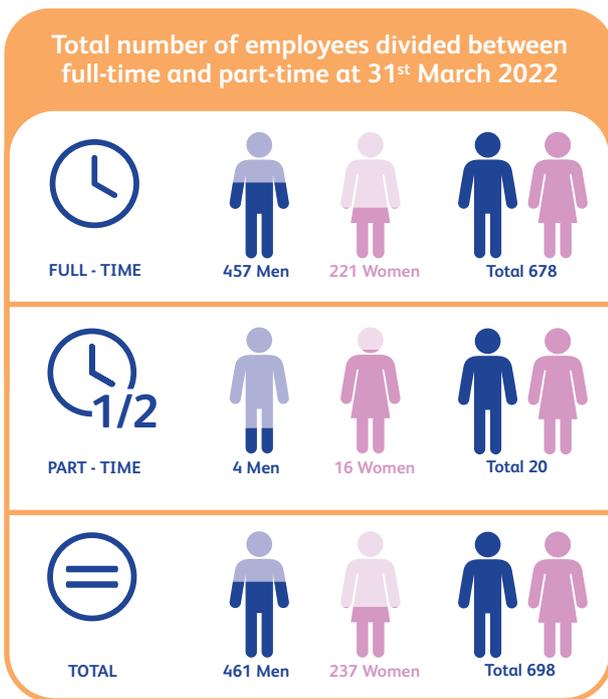


Centrality of People

¹ The data on personnel in this chapter refer to 31 March 2022

² Source: Confindustria Energy – Statistical survey 2017 Energy and Petrol Sector. The analysis was undertaken on a sample of 20 companies in the reference sector out of a total of around 32,000 workers.

Flexible hours, smart working and the inclusive work environment ensure that out of all the employees with permanent contracts only a few have made use of a part-time contract.

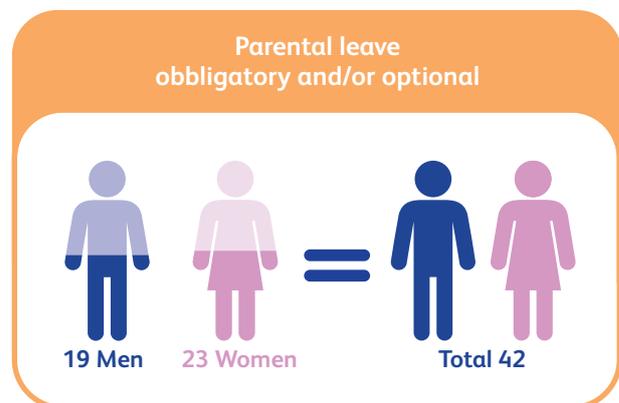


Among the essential pillars of the HR management policy, an essential role is played by **respect of equal opportunities and non-discrimination** in working conditions, which translates into substantial pay equality between the sexes.

In addition, Q8 promotes concrete initiatives to guarantee professional growth by facilitating the **reconciliation of work and private life**, confirming its particular attention to protecting the right to parenthood as shown by the introduction in the corporate supplementary agreement of additional parental leave besides that envisaged by the relevant legislation.

In particular, this year 42 employees, of whom 23 women and 19 men, used obligatory and/or optional parental leave. The marked increase compared to the previous year in the use of leave by male workers is considered as linked to the impact of greater awareness of the value of parenthood also in the workplace, which has been the subject of specific programs in collaboration with Lifeed and Challenge Network.

In addition, the Company has excellent percentages in terms of people returning to work: in 2022 no one resigned on returning from parental leave, confirming an **inclusive work environment**, which is positively perceived by the Company's staff and characterised by respect and valorisation also of workers belonging to protected categories³.



Inclusive work environment

³ Law 68/99 "Rules for the right to work of the disabled"

Recruitment

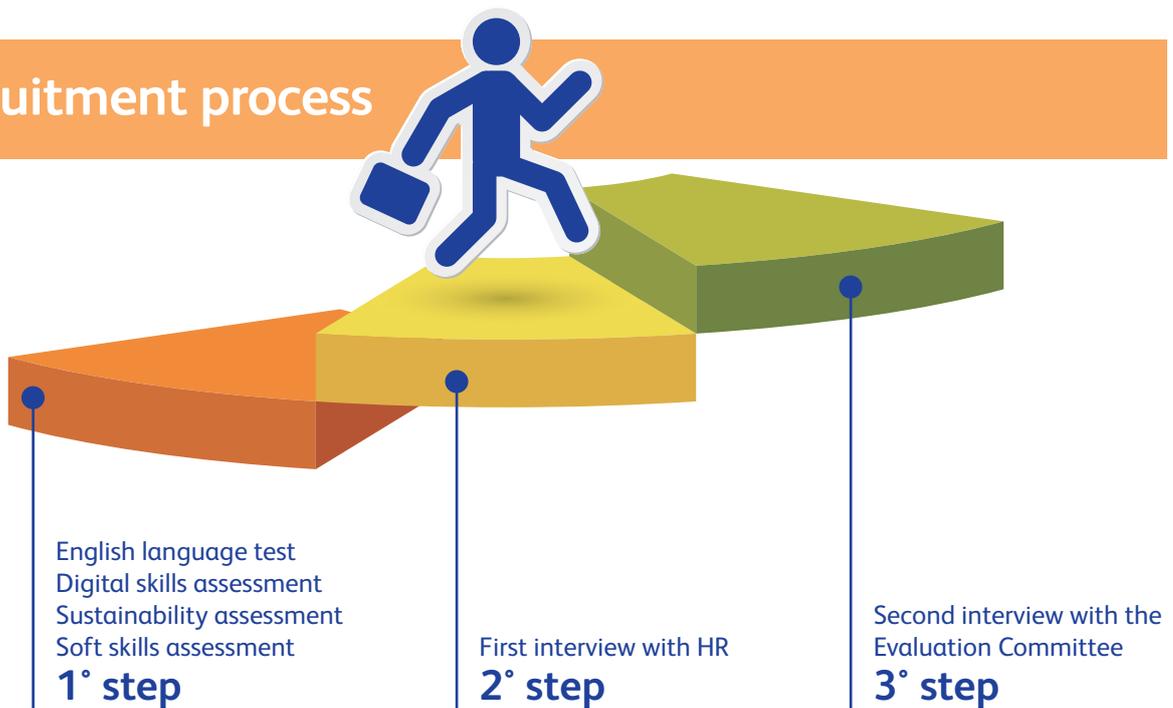
Q8 is committed to attracting young talent and for this reason has developed a strategy to diversify recruitment channels using:

- The “Work with Us” section of the corporate website
- Job placement with the main Italian universities
- Selected recruitment companies

Among the human resources to be included in its workforce a very high percentage are junior workers (aged under 30): **Q8 strongly believes in young people and in the valid contribution they can make to the Company.** Not only technical and linguistic skills but also soft skills are the characteristics of the talented and brilliant young people who have the chance in Q8 to best express their potential. For this reason, also during last year, the Company recruited 35 people, of whom 80 % were aged under 30.



Recruitment process



Attention to development and valorisation

UniQ PROJECT

In a moment of profound change and transition such as that we are living through, there is space for the corporate UniQ project, involving the redesign and digitalisation of all the processes for human resources, focusing on the importance and uniqueness of the person and on their active involvement in all HR issues.

An active role is undertaken by people, for example, in assessing their own performance, in defining their own goals and in sharing with the Company the information needed to build their career path.

Digital and increasingly transparent processes support a higher level of awareness and, consequently, motivation for staff.



Permanent training in an evolving market



TRAINING

In training too, the person plays an active role in developing their skills.

Available to all Company staff, the e-learning platform “MyDevelopment”, following a first individual assessment, can generate, through an algorithm, a tailored development plan: in this way each employee can access a catalogue of training courses proposed with the support of the main Italian and international business schools.

On the “MyDevelopment” platform, the following courses are available:

- **MANDATORY:** introduction to safety, health and environmental management themes, security in using video terminals, criminal law, privacy, antitrust, Legislative Decree 231/2001, information exchange
- **OPEN RESOURCES:** seminars, Tedtalks, digital pills
- **ON DEMAND:** catalogue of closed-number courses in line with the personal development plan
- **TECHNICAL COURSES:** specialist courses (such as, for example, language courses) or which are strictly connected to the work undertaken by the applicant.

The training on offer is developed to respond to numerous needs:

- Professional growth and development of managerial skills
- Focus on digital themes
- Improvement in the awareness of sustainability
- Development of specific technical skills
- English and Italian courses (to facilitate the integration of Kuwaiti employees seconded to Italy)

Courses also for managers, such as the forthcoming Leadership Skill Up program with a focus on Social Intelligence, Delegating, the Culture of Mistakes and Transformational Attitudes.

Survey on Sustainability

In July 2021 the Company put a survey to the whole workforce in order to record knowledge, awareness, attitudes and expectations on sustainability issues.

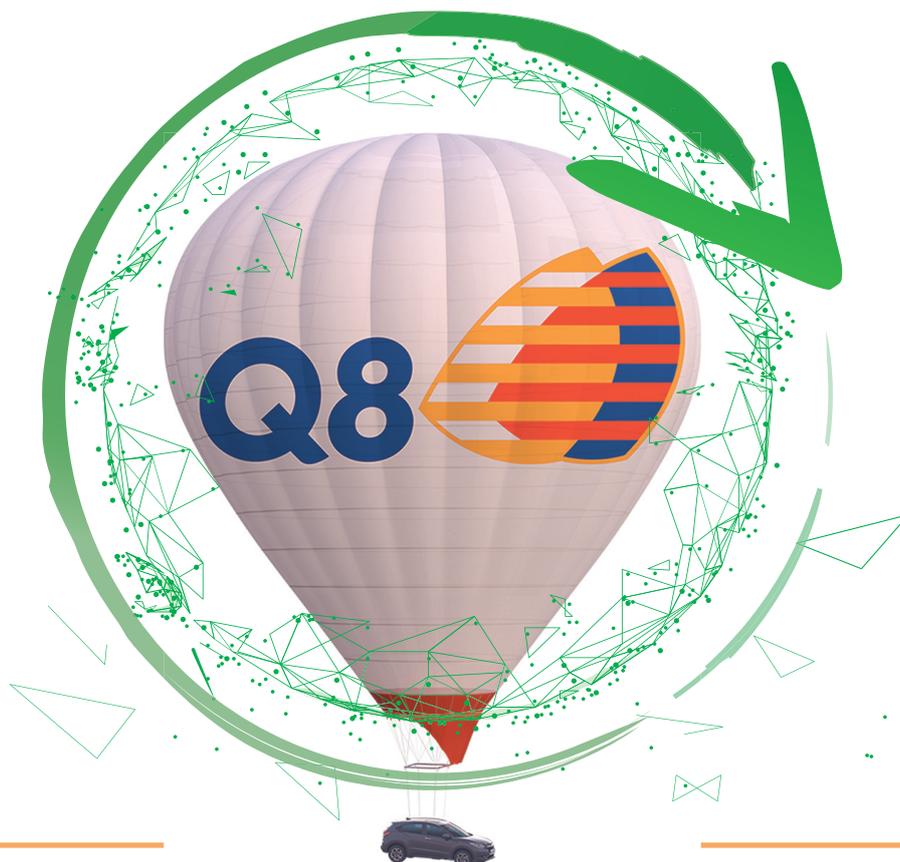
It was a precious opportunity for each participant to acquire greater awareness of increasingly relevant issues not only for the Organisation but for the life of each of us.

Following the Survey each employee received the "Sustainability Report", a document in which they received feedback on their level of preparation compared to the

average results achieved by the whole Company. An initial step in training was the "Guide to the Survey", a useful document through which to go back over the questions in the Survey linked to the issue of Awareness, indicating the correct answer and some insights and links on the issues of the different questions.

The findings from the Survey formed the basis to more effectively draw up awareness-raising and training initiatives on sustainability issues for the period May 2022- February 2023.

Sustainability



Corporate welfare and wellbeing

The focus on people is shown also by the recent introduction of a renewed **Wellbeing Strategy Proposition** which consists of rethinking corporate welfare and wellbeing policies which are focussed on finding out the real needs of the Corporate population. Starting from the concrete check on the state of wellbeing of its staff through an **Energy Check**, a “**Total Wellbeing Program**” was launched, i.e. a tailored program with the dual goal of promoting, on the one hand, the wellbeing of the individual in a holistic sense, i.e. valorising all their aspects in a physical, relational, emotional and social sense, and, on the other, satisfying goals for organisational wellbeing with a view to the Company’s corporate sustainability.

Following this program, the following were made available for everyone:

- **Digitalks:** teaching of techniques to manage stress and mental training with the practical goal of providing an energy recharge, supported by important consultants and speakers;
- **Fitness Activities:** various proposed fitness activities to combat a sedentary lifestyle and help people rediscover their physical and mental form;
- **Consulting with a Coach:** a profitable discussion with an expert to jointly assess their life and professional path;
- **Consulting with a Nutritionist:** an expert on nutrition available to promote a healthy and balanced lifestyle.

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

The theme of “welfare and wellbeing” for Q8 takes the form of the implementation of concrete initiatives which mainly concern the issues of health and work-life balance.



The wellbeing of the individual and the organisation is a competitive advantage

Health



Focusing attention on the health of its employees means valorising them as people. For this reason, Q8 envisages a series of benefits which go beyond merely preventing work-related illnesses but aim to safeguard the health and wellbeing of its human resources.

- **Free check-up** for the whole company workforce on a periodic basis, which is diversified on the basis of the different age ranges;
- **Healthcare Fund** which guarantees to employees and their dependent family members wide coverage for medical expenses and repayments;
- **Company nursing service** with personnel qualified for nursing duties and with the certification that may be specifically requested to guarantee, besides support to the company doctor, also first aid and assistance in the case of health problems during work hours;
- Extension of the existing **insurance cover** for employees and their relatives at specific risk of **Covid-19 until December 2021**.

Health & Safety Week

Health&Safety Week **Q8**
II EDIZIONE



Bearing witness to the central nature of the themes of health and wellbeing, in November 2021 the second Health & Safety Week took place, with the aim of disseminating and building an active culture in these areas. During the week a series of meetings and practical training took place with a focus on:

- Enhancement of the immune system
- Neuroscience and circadian rhythms for mental and physical equilibrium
- Muscular relaxation
- Ergonomics in smart working
- Diet covering tradition, evolution and sustainability

The main numbers for the week:



For those who were unable to participate the courses are in any case always available on the BMS portal.

Work-life balance

Work-life balance is essential for general wellbeing, an intersection of an individual's physical and mental wellbeing with social, financial and work-related wellbeing, making them capable of developing and best using their cognitive and emotional skills in every area of life. There are numerous controls which Q8, in some cases also following a profitable discussion and exchange with union representatives, has put in place over time to valorise the needs of the individual within the organisation. Among the most important and appreciated are:



Some of the most significant and appreciated services:

 Flexible time	 Company shuttle service	 Insurance policies to cover injury and invalidity	 Complementary/ additional welfare with a contribution from the Company	 Study grants for employees' children
 Tax assistance service	 Cartissima privilege card with dedicated discounts	 Worker' social club (CRAL)	 In-house solidarity fund	 Company canteen
 Personal loans	 Christmas gifts	 Amazon locker	 Free-entrance to art sites	 Welcome baby kit

Work-life balance

Thanks to the partnership with Lifeed, specific digital training courses are made available **to new parents and caregivers**, genuine **master courses** thanks to which it is possible to transform personal life and care of relatives into a unique “workout” of soft skills for personal relations, organisation and innovation to be introduced in the work context, thus creating added value for the growth of the person and the Organisation overall.



LIFEED

Instead, in specific reference to the Covid-19 emergency, in the last two years **specific training and information-sharing courses were activated via webinar** or through the intervention of expert professionals, aimed at providing support and advice to face the contingent difficulties and hardship connected to the healthcare emergency.



WEBINAR

Thanks to the partnership with Jointly, with a view to supporting the needs of employees who are caregivers, the company workforce has had available the **Portale della Fragibilità (the Fragility Portal)**, where it is possible to find information, instruments and operational indications to best organise the assistance of a family member in all situations in everyday life, outside and inside the home. Accessing a network of exclusive services, selected through a process of structured accreditation and designed to provide concrete responses to employees' needs, which go beyond flexible benefits. A social assistant, the Family Manager, is ready to answer questions raised and to direct the person towards the most suitable service.



DA OGGI PER TE C'È IL PORTALE FRAGIBILITÀ

A set of policies and best practice which have enabled the Company to confirm for the second year its prestigious certification as **TOP EMPLOYER 2022**, following a careful audit undertaken by an independent body which analysed over 400 processes in the area of human resources.



top
EMPLOYER
ITALIA
ITALY
2022
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

Smart working

Bearing witness to Q8's attention to the work-life balance is the introduction back in 2018, well before the healthcare emergency, of **Smart Working**, which enables **greater flexibility and independence in the choice of space and working hours** in return for greater responsibility for the results. A new way of conceiving of work then, which at the end of 2019 was extended to all the duties and organisational roles that can be undertaken remotely (around 400 organisational positions) and which during the healthcare emergency, thanks also to the possibilities introduced by the anti-Covid emergency legislation, was substantially extended to all the company population with the sole exclusion of roles and duties which cannot be done remotely.

A better balance between private life and work, with benefits also for the environment, arising from the **reduction in CO₂ emissions** due to employees travelling less to and from the workplace.

In order to guarantee correct undertaking of work, thus guaranteeing the same quality and security as offered at the workplace, Q8 has made available to its staff all the instruments needed (laptops, headphones and enhanced technical assistance available remotely) in full compliance with the applicable laws.



MOVING ENERGIES



Moving Energies

A process which started in 2020 from the desire to shape a profound and innovative restructuring of the Q8 head office in Rome, with the focus on seeking out solutions that can reinvent the standard model not only of the work space but also, and above all, of the ways of working and interacting.

"Moving Energies" has triggered a significant network of energies which not only inspired the name of the project, but facilitated profound change management which has impacted all the levels of the organisation and numerous corporate processes.

Over the year all the activities leading up to this cultural change, which started with the temporary transfer of the offices, continued with the goal of supporting the engagement of the corporate population in a "New Way of Working" - smart, flexible and driven by wellbeing, making use of the temporary offices as an opportunity to launch and gradually consolidate hot desking and a paper free and efficiency management approach.

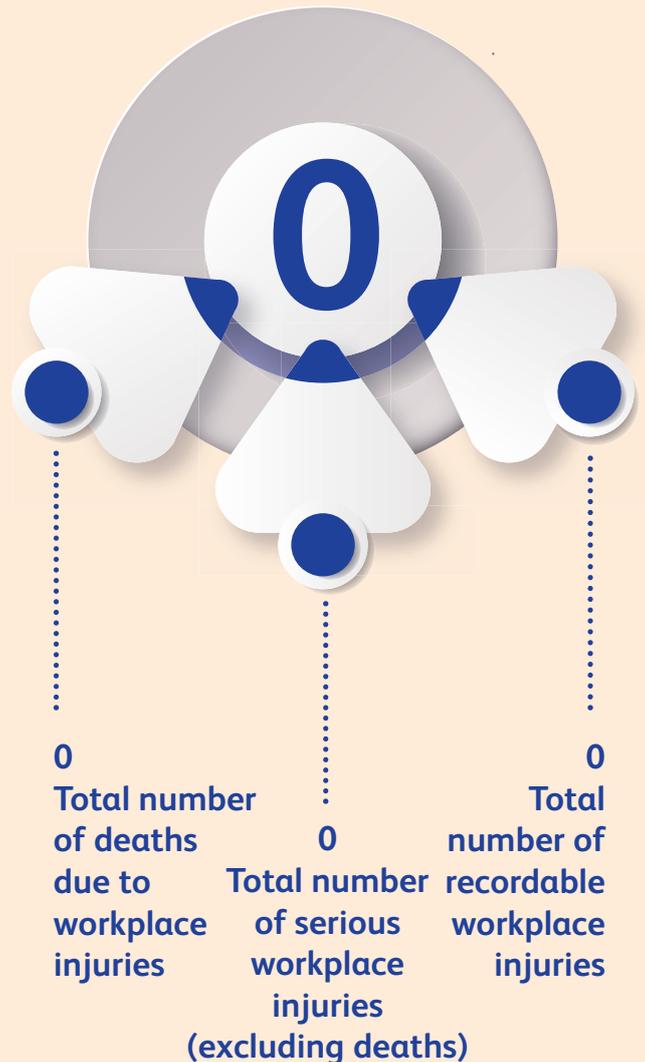
Supporting the project is effective and wide-reaching communication which, also thanks to the help of the "Ambassadors", has gradually driven the engagement and perception of each employee that they are an active part of an important change which looks to the future.

Company supplementary union agreement

The focus on the themes of the family and the person have been fully incorporated also in Q8's **constructive and periodic dialogue with union representatives**. In the supplementary corporate agreement in force, there are tangible initiatives envisaged to support the reconciliation of personal and family life, such as, by way of example, the introduction of increases to the Company's contribution to complementary welfare for employees. Confirming the attention also towards families with young children, paid leave has been introduced for the illness of a child under the age of 3 and extra paternal leave compared to the relevant legal provisions. In addition, it was agreed to increase the ceilings for the additional pay to be met by the Company for employee illness which leads to permanent invalidity.

High standards for protecting health and safety

NUMBER OF INCIDENTS FROM 1 APRIL AT 31 MARCH 2022



Occupational health and safety

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

The Protection and Prevention Service undertakes, on behalf of the Employer, analysis of the risks arising from employees' work activities. The assessment also extends to injuries, accidents, near misses, all elements which are considered essential with a view to continuous improvement achieved through the Business Management System (BMS).

In the current fiscal year too as in the previous year, **there were no injuries involving employees.**

Injury monitoring extends also to workers of companies which provide some services to Q8, for example drivers, employees of maintenance firms, dealers and contractors at service stations. In the same reference period, there were 7 workplace injuries recorded among external workers at Q8 locations and fortunately all were considered as minor.

Such low indices are also the result of **continuous training**, which is undertaken on the basis of an updated matrix of training requirements which associates specific courses on health and safety with the positions in which such themes are crucial.

In addition, in line with a holistic vision of the individual's health and safety, training is not limited to the sphere of work-related risks but extends also to the daily activities undertaken in everyday life outside of the office.

The workplace in the times of Covid-19

The Company acted promptly to the Covid-19 pandemic modulating throughout this period smart working on the basis of the epidemiological data, with the sole exception of tasks and roles which cannot be managed remotely and for which, in compliance with the anti-Covid emergency laws, specific safety and safeguarding measures were adopted. Then all the necessary measures and legal rules were adopted, breaking down the prevention essentially into three key points:

- **clean and constantly sanitised workplace** (intensification of regular cleaning of the whole premises throughout the day, with particular attention to handles, switches, etc.);
- Implementation of **social distancing measures** (preference for online meetings, limits on numbers in lifts, the canteen and in meeting rooms);
- **supply of protection systems** such as masks and sanitising gel.

Each week the Company monitors the trend in the pandemic, internally and externally, to be ready to react to any changes in the situation.

In addition, right from the start of the pandemic a Monitoring Committee was set up, in application of the Protocol between the Government, Employers and Workers on measures to combat and contain the spread of the Covid-19 virus in workplaces, at which union representatives, safety representatives for workers and the employer periodically discuss the system to manage anti-Covid-19 initiatives.

Q8 and the local territory

THE ROLE IN ASSOCIATIONS

Participation in associations is the most suitable and effective instrument to represent legitimate corporate interests. For this reason, Q8 belongs to numerous associations, which it actively participates in by both holding key roles and through the qualified input of its staff.

Q8 belongs to the following associations:

<p>Unione Energie per la Mobilità (part of Confindustria)</p> 	<p>Unione Industriali Napoli</p> 
<p>Assonime assonime</p>	<p>AIEE (Italian Association of Energy Economists)</p> 
<p>Assogasliquidi (part of Federchimica)</p> 	<p>Confimprese</p> 

Young people: the energy of the future

RELATIONS WITH UNIVERSITIES AND OTHER BODIES

Q8 supports training and has various **partnerships with prestigious Italian Universities**.

Of particular importance is the current collaboration with **LUISS University in Rome** with which there are numerous active projects and thanks to which high-level training courses are planned for Q8 employees and forms of collaboration and synergies are developed in areas of common interest.

The agreement also extends to the prestigious collaboration with QTEM (Quantitative Techniques for Economics and Management Network), a global network which brings together international companies, academic institutions and extremely bright students who have stood out in their university career.

Thanks to this fruitful partnership, young talent, through very high-level programs, receive all the instruments needed to develop the analytical and quantitative skills which will make them the decision makers of tomorrow.

Q8 also takes part in LUISS Virtual Internships, with the assignment of a study project on the issue of biofuels to a team of LUISS economics undergraduates, with the support and involvement of Q8 experts, as well as extra-curricular work experience to undertake a feasibility study for the project to reorganise the aviation team in Italy.

There is a longstanding partnership between Q8 and the Master on “Contaminated sites” organised by the Chemistry Department of the **La Sapienza University of Rome**, right from its first edition around 12 years ago. As further recognition of its contribution in terms of know-how, experience and above all business skills, this year Q8 is also an external member of the Master’s Teaching Committee.

Q8 and the Italian Universities



The collaboration has now gone on for several years with PoliHub Servizi Srl of **Milan Polytechnic** which, together with the Digital Innovation Observatories, has been taking forward an ambitious and innovative research project called "Startup Intelligence". A programme Q8 takes part in and which facilitates contamination between the world of digital startups and that of Italian companies which focus on innovation as a critical success factor, making use of the enormous innovative potential of digital solutions.

In collaboration with **Bicocca University**, the Municipality of Milan and other bodies, an urban regeneration study is under way aimed at the inclusion of the Q8 service station located in Via Venosta in Milan, with the goal of allocating a significant part of the area to green space, thus establishing a continuum with the nursery of Milan Bicocca University and a connection with the Parco Nord of Milan.

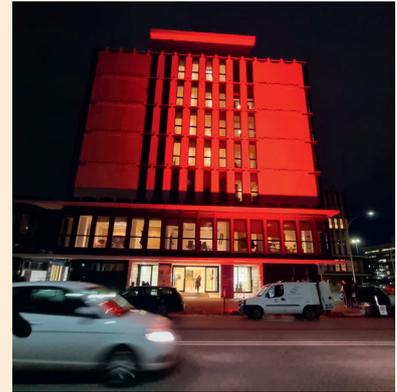
Q8 also takes part in the Natural Gas Observatory promoted by **SDA Bocconi** again in Milan, in order to support the development of the biomethane and bio-LNG production sector. The Observatory sees the presence of opera-

tors and stakeholders with the purpose of studying the natural gas market in Italy, with particular reference to renewables. It also analyses regulatory instruments and incentives which can promote the development of production to support the energy transition.

With the goal of assessment by the Company of its social generativity, collaboration continues with the research group of the ARC centre of **Sacro Cuore Catholic University of Milan**, in collaboration with IFEL and On! Impresa sociale. This is a program which analyses the Company's ability to generate shared value for its stakeholders and the community as a whole.

In addition to numerous and knowledgeable interventions as teachers by Q8 staff in various Masters at leading Italian universities, seminars and workshops, the now long-term participation in the **B20** is highlighted as a coordinating member of the Italian edition on the **Integrity and Compliance Task Force**. This edition was characterised by the explicit recognition of "legality" as a value included in the more general and complex concept of "sustainability", the driver for a new substantial economic and business model.

Q8 for Culture and the Community



CULTURAL AND SOCIALLY VALUABLE PARTNERSHIPS

Q8 is convinced that the Company must undertake its social role and stimulate culture coherently and enthusiastically, and for this reason it belongs to Associazione Civita, a non-profit organisation of companies and research bodies that work in the field of cultural promotion.

In this context, there is continued collaboration with the prestigious **ParCO archeologico del Colosseo**. During the exhibition dedicated to “Giacomo Boni. L'alba della modernità”, Q8 contributed to the realisation of a hot-air balloon, harking back to the avant-garde technique used by Boni who used a balloon to take aerial photographs of the Roman Forum.

A new and profitable collaboration between Q8 and the National Etruscan Museum “ETRU” of Villa Giulia in Rome enabled a complex and delicate restoration of an Etruscan woman's urn which is now once again on public display in all its beauty.

The theme of women is central in the Company's social policy, as shown by its convinced adherence to the day for the elimination of violence against women, illuminating our building in red for the occasion, and the direct and heartfelt participation of a Q8 team with numerous female and male colleagues in the Race for the Cure, to support research into breast cancer.

Particular support has been reserved also for the very young, with an initiative for the elementary school located next to our Rome offices, **Il Mandorlo Incantato**, which has been given toys and garden equipment. The project saw the enthusiastic participation also of some employees who gave up their own time to paint the equipment provided.

Another focus on young people and inclusion comes from our contribution to the Fucina project, which has the patronage of the Rome City Council, run by **Associazione ProSpes**: a shared home where people can meet, be listened to and be welcomed, with the goal of accompanying and supporting young people in their cognitive, emotional and social development.



Focus on the territory of Naples



Attention to the needs of the communities where the Company operates in an essential aspect for Q8's corporate culture. For this reason, particular attention is paid to Naples, a city where Q8 is historically linked owing to the presence in the local territory of important logistical assets.

With the goal of identifying and realising activities that can help the social, cultural and economic growth of Naples and its surrounding area, in 2019 Q8 launched and developed the project "Energy for Naples".

This also includes **partnerships with the main Neapolitan universities**, with the goal of involving young Neapolitans in projects and initiatives to develop the territory.

Of strategic and long-lasting importance is the collaboration between Q8 and **Digita Academy**, the Digital Transformation and Industry Innovation Academy of Federico II University of Naples. The Company proposes to the students involved project work to be carried out during a period of work experience, using technologies such as block chain, artificial intelligence, analytical tests, natural language processing and machine learning, and big data applied to the Q8 universe.

Bearing witness to Q8's focus on young people is the participation, now for a number of editions, in the project "Studying business, the business of studying", realised with the Unione Industriali of Naples, the Municipal Education Department, the Province of Naples and the Regional Education Office for Campania. The project is targeted at pupils from upper middle schools and aims, thanks to the partnership between school and business, to create an orientation model to make the link between training and the demand for labour more effective. As

part of the project, Q8 introduced young people to the energy sector and its depot in Naples where they were able to appreciate its high degree of technology and digitalisation.

Again as part of the project "Energy for Naples" collaboration was established as the main partner of **Napoli N'-Bike** which provides a rental service for e-bikes which the city did not previously have. Sustainable mobility with avant-garde technology, guaranteed by Emoby®, to at the same time promote the beauty of Naples and its surrounding area and to support tourism.

We are also present in the territory with the active support and participation, also as speakers, at sector-specific events, such as **Naples Shipping Week** dedicated to maritime transport and the **Green Symposium** on green economy issues.

Finally, Q8 supports **Treedom** an initiative to plant 250 fruit and other trees in Scafati in Campania. In particular, the environmental reclamation project allows the recovery of an area of 115,000 sq.m. which is in a border area between the provinces of Naples and Salerno and consists of particularly fertile land and which is known worldwide for high-quality produce. Part of the land is cultivated completely organically, while another part is being used to create a social centre and meeting place which will provide didactic services as well as food production.

Development and wellbeing for communities

Methodological Note
GRI Content Index

Methodological Note

In compliance with the Global Reporting Initiative Reporting Standards according to the “in accordance - Core” option defined by the Global Reporting Initiative (GRI).

This document represents the third analysis of the Sustainability Report (below also “Report”) of Kuwait Petroleum Italia S.p.A. (below also “Q8”). The Report was prepared in order to describe the results achieved by Q8 in the environmental, social and environmental fields, describing the Company’s commitment to creating value not only for itself, but also for its stakeholders. The Report was prepared in accordance with the GRI Sustainability Reporting Standards’, published by the Global Reporting Initiative (GRI) in 2016 (and subsequent updates) «in accordance - Core», as indicated in the ‘GRI Content Index’ section.

The report is drawn up on a voluntary basis, since Q8 does not fall within the scope of the D. Lgs 254/2016. The perimeter of reporting data and information Economic, environmental and social aspects refer to Q8. Any specifications and exceptions to the reporting perimeter are indicated promptly in the relative sections. This document also contains additional data and information on Kuwait Raffinazione e Chimica S.p.A. (also “KRC” below), Q8 Quaser S.r.l. (also “Quaser” below), Servizi & Gestioni Italia S.r.l. (also “SEGIT” below), Milazzo S.C.P.A refinery (also “RAM” below) and Conqord Oil S.r.l. allowing a better understanding of KUPIT’s activities.

The reporting period is on an annual basis and the contents of this document refer to the 2022 financial year, between April 1, 2021 and March 31 2022 and reflect the principle of materiality or relevance. The selection of topics underlying this Report is the result of the updated materiality analysis carried out in February 2022

according to the GRI Sustainability Reporting Standards, the main international methodological reference adopted. The results of the materiality analysis and the relevant topics for Q8 are described in the section “The Sustainability Strategy”.

In order to provide a correct representation of the reported activities and to ensure the reliability of the data, the use of estimates that, where present, are based on the best methodologies available and appropriately reported has been limited as much as possible. This document has been subjected to a compliance review (“limited assurance engagement” according to the criteria of standard ISAE 3000 revised) by Deloitte & Touche S.p.A., which is expressed in a separate report. The review was carried out in accordance with the procedures indicated in the “Report of the Independent Auditor”, included in the document. This document was approved by the Board of Directors on 20th July 2022.

CONTACTS

For more information about the Sustainability Report you can contact Q8’s HR and External Relations Departments email address: relazioniesterne@q8.it The Sustainability Report is also available on the www.q8.it site within the section “Company”.

Scope of material topics

MATERIAL TOPICS	IMPACT BOUNDARY	TYPE OF IMPACT	RECONCILIATION WITH TOPIC-SPECIFIC STANDARD
Compliance with legal obligations	Q8	Caused by Q8	GRI 205 Anti-corruption GRI 206 Anti-competitive behavior GRI 419 Socio-economic compliance GRI 418 Customer privacy
Innovation Processes	Q8	Caused by Q8	N/A
Creating and sharing economic value	Q8 and its stakeholder	Caused by Q8 and directly linked through its activities	GRI 201 Economic performance
Equal opportunities, diversity and non-discrimination	Q8	Caused by Q8	GRI 405 Diversity and equal opportunities
Climate change and sustainable productive processes	Q8 and its suppliers	Caused by Q8 and directly linked through its activities	GRI 302 Energy GRI 305 Emissions GRI 307 Environmental compliance GRI 204 Procurement practices
Occupational safety, health and well-being	Q8, employees and external workers	Caused by Q8 and directly linked through its activities	GRI 403 Occupational health and safety (2018)
Customer satisfaction	Q8	Caused by Q8	GRI 417 Marketing and labeling
Protection of human rights	Q8	Caused by Q8	GRI 406 Non-discrimination
Local development, civil economy and community relations	Q8	Caused by Q8	N/A
Growth of human capital	Q8	Caused by Q8	GRI 401 Employment GRI 404 Education and training GRI 405 Diversity and equal opportunities

GRI Content Index

This material refers to the following GRI disclosures:

GRI Standards	Disclosure	Notes and sections	Omissions
GRI 101: FOUNDATION (2016)			
GRI 102: GENERAL DISCLOSURES (2016)			
ORGANIZATIONAL PROFILE			
102-1	Name of the organization	Methodological note	
102-2	Activities, brands, products and services	Who we are	
102-3	Location of headquarters	Sectors in which we operate	
102-4	Location of operations	Sectors in which we operate	
102-5	Ownership and legal form	Our story	
102-6	Markets served	Sectors in which we operate	
102-7	Scale of the organization	Who we are People in Q8	
102-8	Information on employees and other workers	People in Q8	
102-9	Supply chain	Sustainable supply chain	
102-10	Significant changes to the organization and its supply chain	Sustainable supply chain	
102-11	Precautionary Principles	Risk Management	
102-12	External Initiatives	Initiatives to reduce environmental impact in the primary and secondary logistics Initiatives to reduce environmental impact along the retail network Initiatives to reduce environmental impact at the headquarters Social and environmental initiatives involving customers	
102-13	Membership of associations	Q8 and the territories in which it operates	
STRATEGY			
102-14	Statement from senior decision-maker	Letter to stakeholders	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards and norms of behavior	Vision, Mission and values	
GOVERNANCE			
102-18	Governance structure	Responsible governance	
STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Dialogue with Stakeholders	
102-41	Collective bargaining agreements	In 2021, 100% of employees are covered by collective bargaining agreements	
102-42	Identifying and selecting stakeholders	Dialogue with Stakeholders	
102-43	Identifying and selecting stakeholders	Dialogue with Stakeholders	
102-44	Approach to stakeholder engagement	Materiality	
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Methodological note	

GRI Standards	Disclosure	Notes and sections	Omissions
102-46	Defining report content and topic boundaries	Scope of material themes	
102-47	List of material topics	Materiality	
102-48	Restatements of information	Methodological note	
102-49	Changes in reporting	Methodological note	
102-50	Reporting period	Methodological note	
102-51	Date of the most recent report	Methodological note	
102-52	Reporting cycle	Methodological note	
102-53	Contact point for questions regarding the report	Methodological note	
102-54	Claims of reporting in accordance with the GRI Standards	Methodological note	
102-55	GRI content index	Attachments	
102-56	External assurance	Attachments	
TOPIC SPECIFIC STANDARDS			
GRI 200: ECONOMIC SERIES			
ECONOMIC PERFORMANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality Scope of material topics	
103-2	The management approach and its components	Directly generated and redistributed economic value	
103-3	Evaluation of the management approach	Directly generated and redistributed economic value	
GRI 201: Economic performance (2016)			
201-1	Direct economic value generated and distributed	Directly generated and redistributed economic value	
PPROUREMENT PRACTICES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Sustainable supply chain	
103-3	Evaluation of the management approach	Sustainable supply chain	
GRI 204: Procurement practice (2016)			
204-1	Proportion of spending on local suppliers	Sustainable supply chain	
ANTI-CORRUPTION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management approach	Ethics and responsible behavior	
GRI 205: Anti-corruption (2016)			
205-3	Confirmed incidents of corruption and actions taken	Ethics and responsible behavior <i>During 2021, there weren't any reported corrupting case</i>	
ANTI-COMPETITIVE BEHAVIOR			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management	Ethics and responsible behavior	

GRI Standards	Disclosure	Notes and sections	Omissions
	approach		
GRI 206: Anti-competitive behavior (2016)			
206-1	Legal action for anti-competitive, antitrust and monopolistic practices	Ethics and responsible behavior <i>During 2021, there were no legal action for anti-competitive, antitrust and monopolistic practices</i>	
GRI 300: ENVIRONMENTAL SERIES			
ENERGY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Our energy consumptions	
103-3	Evaluation of the management approach	Our energy consumptions	
GRI 302: Energy			
302-1	Energy consumption within the organization	Our energy consumptions	
EMISSIONS			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Our energy consumptions	
103-3	Evaluation of the management approach	Our energy consumptions	
GRI 305: Emissions			
305-1	Direct (Scope 1) GHG emissions	Our energy consumptions	
305-2	Energy indirect (Scope2) GHG emissions	Our energy consumptions	
305-3	Other indirect (Scope 3) GHG emissions	Our energy consumptions	
ENVIRONMENTAL COMPLIANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior Enabler for the energy transition	
103-3	Evaluation of the management approach	Ethics and responsible behavior Enabler for the energy transition	
GRI 307: Compliance ambientale (2016)			
307-1	Non-compliance with environmental laws and regulations	<i>During 2021, there weren't confirmed environmental procedures</i>	
GRI 400: SOCIAL SERIES			
EMPLOYMENT			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	People in Q8	
103-3	Evaluation of the management approach	People in Q8	
GRI 401: Employment (2016)			
401-1	New employees hires and employees turnover	2021/2022 ➤ With regard of the breakdown of new hires and terminations of employees by age group:	

GRI Standards	Disclosure	Notes and sections	Omissions
		<ul style="list-style-type: none"> - New hires <30: 18 men and 10 women; 30-50: 2 men and 5 women. (35 employees in total). - Terminations <30: 7 men and 4 women; 30-50: 18 men and 6 women; >50: 6 men and 3 women. (44 employees in total). <p>2020/2021</p> <ul style="list-style-type: none"> ➤ With regard of the breakdown of new hires and terminations of employees by age group: <ul style="list-style-type: none"> - New hires <30: 13 men and 7 women; 30-50: 6 men and 4 women. (30 employees in total). - Terminations <30: 3 men and 7 women; 30-50: 8 men and 5 women; >50: 9 men and 5 women. (38 employees in total). 	
401-3	Parental leave	<p>2021/2022</p> <ul style="list-style-type: none"> ➤ Employees who have taken parental leave: 1 men 24 women, <ul style="list-style-type: none"> ○ Of which still on leave: 6 women; ○ Of which returned and still employed: 1 men 18 women; ○ Of which resigned: 0 woman 0 man; ○ Returned to work rate: 100% men 100% women. ➤ 2020/2021 Employees who have taken parental leave: 5 men 27 women, <ul style="list-style-type: none"> ○ Of which still on leave: 8 women; ○ Of which returned and still employed: 5 men 19 women; ○ Of which resigned: 1 woman 1 man; ○ Returned to work rate: 100% men 100% women. 	
OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Workplace health and safety	
103-3	Evaluation of the management approach	Workplace health and safety	
GRI 403: Occupational health and safety – Management approach (2018)			
403-1	Occupational health and safety management system	Workplace health and safety	
403-2	Hazard identification, risk assessment, and incident investigation	Workplace health and safety	
403-3	Occupational health services	Workplace health and safety	

GRI Standards	Disclosure	Notes and sections	Omissions
403-4	Worker participation, consultation, and communication on occupational health and safety	Workplace health and safety	
403-5	Worker training on occupational health and safety	Workplace health and safety	
403-6	Promotion of worker health	Workplace health and safety	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Workplace health and safety	
403: Occupational health and safety – Topic-specific disclosures (2018)			
403-8	Workers covered by an occupational health and safety management System	Workplace health and safety <i>100% of employees are covered by the Health and Safety Management System.</i>	
403-9	Work-related injuries	Workplace health and safety	
403-10	Work-related ill health	Workplace health and safety <i>During 2021, there were no cases of occupational diseases</i>	
EDUCATION AND TRAINING			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Focus on development and valorization	
103-3	Evaluation of the management approach	Focus on development and valorization	
GRI 404 Education and Training			
404-1	Average hours of training per year per employee	Average training hours per employee category: Executives: - Men: 39 hours Managers: - Men: 1.136 hours - Women: 108 hours Middle managers: - Men: 2.688 hours - Women: 939 hours White collars: - Men: 4.703 hours - Women: 2.392 hours	
404-3	Percentage of employees receiving regular performance and career development reviews	During 2021, 90% of employees received a regular performance review	
NON-DISCRIMINATION			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior People enhancement	
103-3	Evaluation of the management approach	Ethics and responsible behavior People enhancement	
GRI 406: Non-discrimination (2016)			
406-1	Incidents of discrimination and corrective actions taken	<i>During 2021, there were no incidents of discrimination</i>	
DIVERSITY AND EQUAL OPPORTUNITIES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior People enhancement	
103-3	Evaluation of the management approach	Ethics and responsible behavior People enhancement	
GRI 405: Diversity and equal opportunities (2016)			
405-1	Diversity of governance bodies and employees	People in Q8 Employees by professional category and age group	

GRI Standards	Disclosure	Notes and sections	Omissions
		<p>2021/22</p> <ul style="list-style-type: none"> ➤ Executives: 2 in the age of 30- 50; 12 in the >50 age group; ➤ Managers: 13 in the age of 30 – 50; 24 in the >50 age group; ➤ Middle managers: 84 in the age of 30 – 50; 83 in the >50 age group; ➤ White collars: 40 in the <30 age group; 288 in the age of 30 – 50; and 129 in the >50 age group; <p>Blue collars: 6 in the age group <30; 13 in the age of 30 – 50; 4 in the > 50 age group;</p> <p>Employees by professional category and age group</p> <p>2020/21</p> <ul style="list-style-type: none"> ➤ Executives: 1 in the age of 30- 50; 11 in the >50 age group; ➤ Managers: 18 in the age of 30 – 50; 21 in the >50 age group; ➤ Middle managers: 89 in the age of 30 – 50; 72 in the >50 age group; ➤ White collars: 30 in the <30 age group; 317 in the age of 30 – 50; and 126 in the >50 age group; <p>Blue collars: 7 in the age group <30; 15 in the age of 30 – 50; 3 in the > 50 age group;</p>	
MARKETING AND LABELING			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	The customer at the center	
103-3	Evaluation of the management approach	The customer at the center	
GRI 417: Marketing and labeling (2016)			
417-2	Incidents of non-compliance concerning product and service information and labeling	<i>During 2021, there were one case of non-compliance with information and labelling of products and services, but the investigation to define the penalty is still ongoing.</i>	
417-3	Incidents of non-compliance concerning marketing communications	<i>During 2021, there were no cases of non-compliance with marketing communications.</i>	
CUSTOMER PRIVACY			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior The customer at the center	
103-3	Evaluation of the management approach	Ethics and responsible behavior The customer at the center	
GRI 418: Customer privacy (2016)			

GRI Standards	Disclosure	Notes and sections	Omissions
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>During 2021, there were two cases of violation of customers' privacy. Data breaches were about loss of confidentiality with low gravity, in a case and insignificant gravity for the other case.</i>	
SOCIOECONOMIC COMPLIANCE			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Ethics and responsible behavior	
103-3	Evaluation of the management approach	Ethics and responsible behavior	
GRI 419: Socioeconomic compliance (2016)			
419-1	Non-compliance with laws and regulations in the social and economic area	<i>During 2021, there were no cases of non-compliance with social and economic laws and regulations</i>	
INNOVATION PROCESSES			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Who we are Innovation and digital transformation	
103-3	Evaluation of the management approach	Who we are Innovation and digital transformation	
LOCAL DEVELOPMENT, CIVIL ECONOMY AND COMMUNITY RELATIONS			
GRI 103: Management approach (2016)			
103-1	Explanation of the material topic and its boundary	Materiality; Scope of material topics	
103-2	The management approach and its components	Q8 and the territories in which it operates	
103-3	Evaluation of the management approach	Q8 and the territories in which it operates	

INDEPENDENT AUDITOR'S REPORT ON SUSTAINABILITY REPORT

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

We have carried out a limited assurance engagement on the Sustainability Report of Kuwait Petroleum Italia S.p.A. (the "Company") as of March 31, 2022.

Responsibility of the Directors for the Sustainability Report

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

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

The Directors are responsible for the definition of the Kuwait Petroleum Italia S.p.A.'s objectives in relation to the sustainability performance, for the identification of the stakeholders and significant aspects to report.

Auditor's Independence and quality control

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

Our firm applies *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 legal and regulatory requirements.

Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards. We conducted our work in accordance with the criteria established in the "*International Standard on Assurance Engagements ISAE 3000 (Revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information*" (hereinafter also "*ISAE 3000 Revised*"), issued by the *International Auditing and Assurance Standards Board (IAASB)* for limited assurance engagements. The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with *ISAE 3000 Revised*, and, therefore, do 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 Sustainability Report are based on our professional judgement and included inquiries, primarily with company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically we carried out the following procedures:

- analysis of the process relating to the definition of material aspects disclosed in the Sustainability Report, with reference to the methods used for the identification and prioritization of material aspects for stakeholders and the internal validation of the results of the process;
- comparison between the economic-financial data and information reported in the section "Directly generated and redistributed economic value" of the Sustainability Report and the data and information included in the Company's financial statements;
- understanding of the processes underlying the origination, recording and management of qualitative and quantitative information included in the Sustainability Report.

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

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

- at the Company's level:
 - with regards to qualitative information included in the Sustainability Report, we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
 - with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data.
- for the following departments: Training, Logistics, Risk Management and Health and Safety, Business Development and Refining, which we selected based on their activities, their contribution to the performance indicators and their location, we carried out remote meetings, during which we have met their management and have gathered supporting documentation with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of Kuwait Petroleum Italia S.p.A. as of March 31, 2022 is not prepared, in all material aspects, in accordance with GRI Standards, as stated in the paragraph "Methodological note" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Franco Amelio
Partner

Milan, Italy
July 25, 2022

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



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