



**GRI APPLICATION LEVEL**

# GRI application level

	In accordance with the 2006 guidelines	C	C+	B	B+	A	A+
Mandatory	Company self-check		Report verified		Report verified	✓	Report verified
Optional	Checked by an independent third party					✓	
	Checked by GRI						

## GRI/G3 indicators

Total ●

Partial ◐

n.a.: not applicable

n.d.: not available

	Cover	References	Comments
<b>1 STRATEGY AND ANALYSIS</b>			
1.1 Declaration of the highest authority involved in the decision-making process on the importance of sustainability for the organisation and its strategy.	●	4-5	
1.2 Description of main impacts, risks and opportunities.	●	4-5; 17, 19	
<b>2 ORGANISATIONAL PROFILE</b>			
2.1 Name of the organisation.	●	6	
2.2 Primary brands, products, and/or services	●	6-7	
2.3 Organisational structure, including the main divisions, operating companies, subsidiaries and joint ventures.	●	6-7; 9	
2.4 Location of organisation's headquarters.	●		A full list of ERG sites is available for consultation in the "Contacts" section of the company web site <a href="http://www.erg.it">www.erg.it</a>
2.5 Number of countries where the organisation operates, name of the countries in which the organisation carries out most of its operations.	●	6-7; 16	
2.6 Ownership structure and legal form.	●	12; 20-21	See also the "Shareholders" section of the company web site <a href="http://www.erg.it">www.erg.it</a>
2.7 Markets served (including geographical analysis, sectors served, type of consumers/beneficiaries).	●	6-7; 9; 72	
2.8 Scale of the reporting organisation, including: number of employees; net sales (for private organisations) or net revenue (for public organisations); total capitalization broken down into debentures/debts and shares (for private organisations); quantity of products or services provided.	●	8	
2.9 Significant changes during the reporting period regarding size, structure, or ownership, including: location or changes in activities, including the opening, closure or expansion of plants; changes in share capital structure and other capital issue, maintenance and modification operations (for companies).	●	6-7; 10-13	
2.10 Awards received in the reporting period.	●	22; 89-91	
EU1 Installed capacity, broken down by primary energy source and by regulatory regime.	●	16; 27	
EU2 Net energy output broken down by primary energy source and by regulatory regime.	●	16; 27	
EU3 Number of residential, industrial, institutional and commercial customer accounts.	●	72-73	Further information is available on the web site <a href="http://www.ergpg.it">www.ergpg.it</a>

	Cover	References	Comments
EU4 Length of above and underground transmission and distribution lines by regulatory regime.	n.a.	n.a.	ERG does not manage electricity transmission activities.
EU5 Allocation of CO <sub>2</sub> emissions allowances or equivalent, broken down by carbon trading framework.	●	16	
<b>3 REPORT OBJECTIVES AND PARAMETERS</b>			
<b>Profile</b>			
3.1 Reporting period for the information provided (for example, tax year, calendar year).	●	14-15	
3.2 Date of publication of the latest Sustainability Report.	●	14-15	Since 2007, the ERG Sustainability Report has been published every year in the month of June.
3.3 Reporting frequency (yearly, two-yearly, etc.).	●	14-15	Since 2007, the ERG Sustainability Report has been published every year in the month of June.
3.4 Contact point for questions regarding the report or its contents.	●		See the "Contacts" section of the company web site <a href="http://www.erg.it">www.erg.it</a>
<b>Report scope and boundary</b>			
3.5 Reporting process, including: determination of materiality; reporting priority, identification of the stakeholders for whom the report was drawn up.	●	14-15; 17-19	
3.6 Reporting boundary (for example countries, divisions, subsidiaries, leased facilities, joint ventures and vendors).	●	14-15	
3.7 Declaration of any specific limitation of the aim or boundary of the report.	●	14-15	
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that may significantly influence the comparability between periods and/or organisations.	●	6-7; 10; 12; 14-15	
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying the estimates applied to the calculation of the indicators and compilation of the other information in the report.	●	14-15	
3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	●	14-15	
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	14-15	
<b>GRI contents</b>			
3.12 Table identifying the location of the Standard Disclosures in the report.	●	108-115	
<b>Assurance</b>			
3.13 Policy and current practice with regard to seeking external assurance for the report.	n.a.	n.a.	
<b>4 GOVERNANCE, COMMITMENT AND ENGAGEMENT</b>			
<b>Governance</b>			
4.1 Governance structure of the organisation, including the committees that respond directly to the highest governance authority, responsible for specific tasks such as elaborating strategies or controlling the organisation.	●	78-81	
4.2 Indicate whether the Chairman is an executive officer.	●	78-81	
4.3 For organisations that have a unitary governance body, indicate the number of independent and/or non-executive members. Indicate how the organisation defines the concept of independent and/or non-executive.	●	78-81	

	Cover	References	Comments
4.4 Mechanisms by which shareholders and employees may make recommendations to governance bodies.	●	78-81	See also the "Meeting Regulation" on the company web site <a href="http://www.erg.it">www.erg.it</a>
4.5 Linkage between compensation of the members of the highest governance body, senior managers and executives (including severance pay) and the company's results (including social and environmental performance).	●	78-81	
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	78-82	
4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, social and environmental aspects.	●	78-81	See also the "Bibliographical notes" in the "The Company" section of the company web site <a href="http://www.erg.it">www.erg.it</a>
4.8 Missions, values and code of conduct, principles relevant for economic, environmental and social performance, developed in house and state of progress of their implementation.	●	4-5; 10-11; 87	See also the Code of Ethics available for consultation on the company web site <a href="http://www.erg.it">www.erg.it</a>
4.9 Procedures adopted by the highest governance body for the management of economic, environmental and social performance of the organisation, including the significant risks and opportunities found and conformance with the international standards, the ethics codes and declared principles. Include the frequency with which the highest governance body assesses sustainability performance.	●	82-85; 87	
4.10 Process for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	78-81	
<b>Commitment in external initiatives</b>			
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	●	4-5; 70-71; 78-81	
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	●	10-11; 78-84; 87	
4.13 Membership of national and/or international trade associations in which the organisation occupies a position at the governance bodies; takes part in projects and committees; provides considerable loans in addition to the membership fee; considers participation as strategic.	●	86	
<b>Stakeholder Engagement</b>			
4.14 List of stakeholder groups engaged by the organisation.	●	4-5; 10-11; 18	
4.15 Basis for identification and selection of stakeholders with whom to engage.	●	10-11; 18	
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	◐	10-11; 18; 21; 49-52; 54-65; 68-69; 72-75	
4.17 Key topics and critical problems emerging from stakeholder engagement and how the organisation reacted to the critical problems, also in reference to the indications given in the report.	◐	18	
<b>ECONOMIC PERFORMANCE</b>			
Management and verification policies and systems.	●	21	
EU6 Management approach to ensure short and long-term electricity availability and reliability.	●	26-29	
EU7 Demand-side management programs including residential, commercial, institutional and industrial programs.	●	72-73	
EU8 Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development.	●	76-77	
EU9 Provisions for decommissioning of nuclear power sites.	n.a.	n.a.	
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	20	

		Cover	References	Comments
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	●	26-27	
EC3	Coverage of the organisation's defined benefit plan obligations.	n.a.	n.a.	ERG does not support any independent company pension scheme.
EC4	Significant financial assistance received from government.	●	94	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	●		Subject regulated by the National Collective Labour Agreement and supplementary agreements.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	●	94	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	●	96	ERG Group ensures Equal Opportunities during the selection activities.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	52-62	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	52-53; 64	
EU10	Planned capacity against projected electricity demand over the long-term, broken down by energy source and regulatory regime.	●	16	
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime.	◐	28-29; 95	
EU12	Transmission and distribution losses as a percentage of total energy.	n.a.	n.a.	ERG does not handle electricity transmission activities.
<b>ENVIRONMENTAL PERFORMANCE</b>				
	Management and verification policies and systems	●	26	
EN1	Materials used by weight or volume.	●	95	
EN2	Percentage of materials used that are recycled input materials.	n.a.	n.a.	After an in-house analysis, the indicator is not considered significant in terms of quantity.
EN3	Direct energy consumption by primary energy source.	●	95	
EN4	Indirect energy consumption by primary source.	●		Only the mix from purchase contracts within the group is known for electricity. For the remaining part, purchased on the free market, reference should be made to the latest calculations made by GSE-Terna
EN5	Energy saved due to conservation and efficiency improvements.	●	28-29	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	26-29; 72-73	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	●	26-29; 72-73	
EN8	Total water withdrawal by source.	●	95	
EN9	Water sources significantly affected by withdrawal of water.	●	95	
EN10	Percentage and total volume of water recycled and reused.	●	95	The water drawn is mainly sea water used to cool the plants and equipment. After use, the water is returned to the collection tank, having checked its quality.
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	n.a.	n.a.	ERG neither possesses nor manages land in natural environments with a high degree of biodiversity.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	●	30-35	

	Cover	References	Comments
EU13 Biodiversity of offset habitats compared to biodiversity of the affected areas.	●	30-33	
EN13 Habitats protected or restored.	●	30-33	
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.	●	30-35	
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	n.a.	n.a.	
EN16 Total direct and indirect greenhouse gas emissions by weight.	●	95	
EN17 Other relevant indirect greenhouse gas emissions by weight.	n.a.	n.a.	Other indirect emissions that come from the company's operational activities are not significant.
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	26-29; 72-73	
EN19 Emissions of ozone-depleting substances by weight.	n.a.	n.a.	No ozone depleting substances are emitted in its ERG's industrial activities.
EN20 NO <sub>x</sub> , SO <sub>x</sub> and other significant air emissions by type and weight.	●	28; 95	
EN21 Total water discharged by quality and destination.	●	95	
EN22 Total weight of waste by type and disposal method.	●	95	
EN23 Total number and volume of significant spills.	●	95	
EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention and percentage of transported waste shipped Internationally.	●	95	
EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	●	30-35	
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	28-29; 34-35; 41	
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	n.a.	n.a.	ERG's fuels are sold mainly as bulk products. The products sold in a package are lubricants, which, at the end of their lives (used oil), are delivered by the Managers of Consorzio Obbligatorio degli Oli Usati (Mandatory Consortium for Used Oils) ( <a href="http://www.coou.it">www.coou.it</a> ).
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●		No penalties have been applied due to failure to respect the environmental laws and regulations.
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	n.a.	n.a.	This indicator is not considered to be significant for the activities carried out by the Group.
EN30 Total environmental protection expenditures and investments by type.	●	52-53; 96	
<b>WORKING PRACTICE PERFORMANCE</b>			
Management and verification policies and systems.	●	45	
EU14 Programs and processes to ensure the availability of a skilled workforce.	●	44-48; 96	
EU15 Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region.	●	44-45; 96	See also the National Collective Labour Agreement.
EU16 Policies and requirements regarding health and safety of employees and employees of the Group, contractors and subcontractors.	●	36-37; 40-41; 43	
LA1 Total workforce by employment type, employment contract, and region.	●	44-45; 96	
LA2 Total number and rate of employee turnover by age group, gender, and region.	●	44-45; 96	The breakdown of the indicator by category is in progress.
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major production sites.	n.a.	n.a.	
EU17 Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities.	n.d.	n.d.	ERG is preparing to calculate this indicator.

		Cover	References	Comments
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training.	●	40-41	
LA4	Percentage of employees covered by collective bargaining agreements.	●		The regulatory and remuneration aspects conform to the National Collective Labour Agreement.
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	●		The regulatory and remuneration aspects conform to the National Collective Labour Agreement.
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	●	96	
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work related fatalities by region.	●	41; 96	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	40-43	
LA9	Health and safety topics covered in formal agreements with trade unions.	●		In respect of the conditions laid down in the National Collective Labour Agreement for Energy and Oil.
LA10	Average hours of training per year per employee by employee category.	◐	46-48; 96	The breakdown of the indicator by category is in progress.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	46-48	
LA12	Percentage of employees receiving regular performance and career development reviews.	●	80-81	All employees, middle managers and top managers are subjected to a yearly assessment.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	●	44-45; 78-79; 96	
LA14	Ratio of basic salary of men to women by employee category.	●		The remuneration aspects are regulated by the National Collective Labour Agreement for Energy and Oil and the Code of Ethics , which prohibits all discrimination.
<b>HUMAN RIGHTS</b>				
	Management and verification policies and systems.	●	46	
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	n.a.	n.a.	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	n.a.	n.a.	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	n.a.	n.a.	
HR4	Total number of incidents of discrimination and actions taken.	●		No incidents occurred in 2010.
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, actions taken to support these rights.	n.a.	n.a.	ERG conducts its business in Italy and European countries where these aspects are protected by the law.
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	n.a.	n.a.	ERG conducts its business in Italy and European countries where these aspects are protected by the law.
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.	n.a.	n.a.	ERG conducts its business in Italy and European countries where these aspects are protected by the law.

		Cover	References	Comments
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	n.a.	n.a.	ERG conducts its business in Italy and European countries where these aspects are protected by the law.
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	●	n.a.	No violations were recorded in 2010.
<b>SOCIAL PERFORMANCE</b>				
	Management and verification policies and systems.	●	30-35; 52-67; 82-85	
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development.	●	52-57	
EU20	Approach to managing the impacts of displacement.	n.a.	n.a.	No staff was displaced in 2010.
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans.	●	40-43	
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	●	52-57	ERG makes investments on the basis of permitting procedures (environmental impact assessments and other environmental authorizations) laid down by the laws in force.
EU22	Number of people physically or economically displaced and compensation, broken down by type of project and type of impact.	●	n.a.	No staff was displaced in 2010.
S02	Percentage and total number of business units analyzed for risks related to corruption.	●	82-85	
S03	Percentage of employees trained in organisation's anti-corruption policies and procedures.	●	82-85	
S04	Actions taken in response to incidents of corruption.	●	82-85; 87	
S05	Public policy positions and participation in public policy development and lobbying.	●	86	
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	●		The ERG Group's activities do not include financing political parties.
S07	Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes.	●		No cases were recorded in 2010.
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●		No penalties were recorded in 2010.
<b>PRODUCT RESPONSIBILITY</b>				
	Management and verification policies and systems.	●	72-75	
EU23	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services.	n.a.	n.a.	ERG does not distribute energy.
EU24	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services.	n.a.	n.a.	ERG's customers are mainly business customers.
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	●	72-73	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	●		No incidents of non-compliance were reported in 2010.
EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases.	n.d.	n.d.	ERG is preparing to calculate this indicator.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	n.a.	n.a.	ERG sells mainly bulk products in compliance with the laws in force.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	●		No incidents of non-compliance were reported in 2010.

		Cover	References	Comments
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	74-75	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	72-75	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	74-75	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●		No complaints were recorded in 2010.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●		No penalties were recorded in 2010.
EU26	Percentage of population unserved in licensed distribution or service areas.	n.a.	n.a.	ERG does not distribute energy.
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime.	n.a.	n.a.	ERG does not serve residential customers.
EU28	Power outage frequency.	n.a.	n.a.	ERG does not distribute energy.
EU29	Average power outage duration.	n.a.	n.a.	ERG does not distribute energy.
EU30	Average plant availability factor by energy source and by regulatory regime.	n.d.	n.d.	ERG is preparing to calculate this indicator.