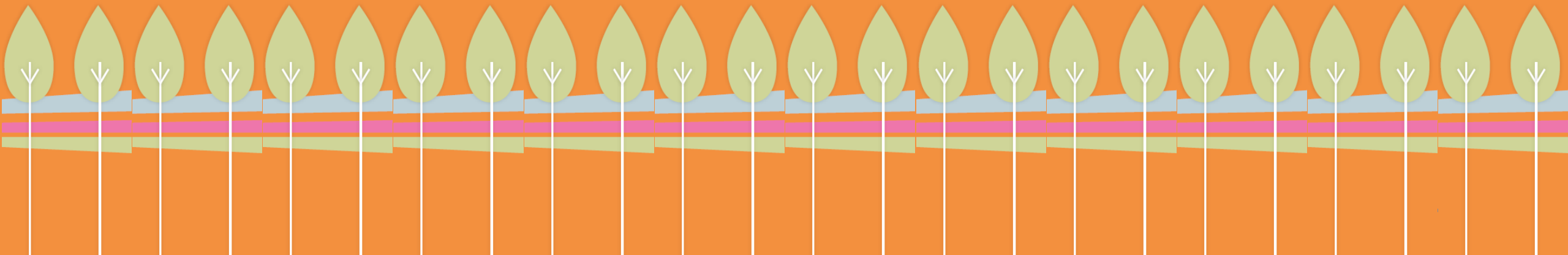


5ª EDIZIONE
DATI 2021

COSTRUIRE INSIEME

IL FUTURO

**PERCHÉ UN VALORE VERAMENTE
CONDIVISO VA CREATO INSIEME**



CAMBIA IL FINALE

89 municipalities activating the service
18 non-profit organizations in Emilia-Romagna and Marche territories
5,900 home collections*
603 tonnes of bulky waste sent for reuse*

* Data refer to Emilia-Romagna area

Make a gesture of solidarity and donate your bulky items in good condition. Go to the website dedicated to the initiative and contact one of the 18 non-profit partners that will collect the bulky waste from your home for free to give it a new life and use it for charity. Within the project “Cambia il finale”, five reuse areas are available in the municipalities of Cesena, Ferrara, Modena and Ravenna. www.gruppohera.it/cambiailfinale

Project implemented in the local areas of:



FARMACOAMICO

162 pharmacies and 31 non-profit organizations in 32 municipalities
55 thousands packages reused
717 thousands euro recovered from medicines

What to do with unexpired medicines that you no longer need? Don't throw them away! Find your nearest pharmacy and bring in unexpired and properly stored medicines that you no longer use. Thanks to the partnership with Last Minute Market, the medicines will be sent for reuse with environmental (reduction of waste) and social (reuse of medications) benefits. The initiative reached 66% of the population served in Emilia-Romagna region. www.gruppohera.it/farmacoamico

Project implemented in the local areas of:



ECO ALBERI

10,000 trees to be planted in 2022-2024
4,000 trees already planned in agreements signed with municipalities
100 kg of CO₂e absorbed by each tree per year

Project implemented in the local areas of:

All territories in which Hera operates

Adopt energy savings and sustainable mobility! Thanks to ECO Alberi, Hera Group offers customers a wide range of services and products that help reduce consumption and related environmental impact. For example, every four products purchased between led bulb kits or smart thermostats correspond to the planting and care of a tree. www.alberi.gruppohera.it

DIGI E LODE

76 highest-scoring schools in the local area awarded
190 thousands euro awarded in 2021/2022
2,500 euro to each award-winnin school

Project implemented in the local areas of:

All territories in which Hera operates

Activate one of our digital services and contribute to the innovation of local schools! Digi e Lode is an initiative founded in 2017 in order to digitize schools for the benefit of students by providing Hera's digital services. When a customer activates one of our digital services, we donate 1 point that can be assigned to a school chosen by the customer. Schools with the most points win financial prizes for digitisation projects. Since the 2019/2020 edition, the project has been extended to Marche and Abruzzo areas, and from 2021/2022 to the territories of Veneto, Friuli-Venezia Giulia, Lombardy and Apulia where six Group companies operate. Since 2017, 375,000 euro have been awarded to 150 schools. <https://digielaide.gruppohera.it>

HERALAB

2 local areas involved every year
12 participants and **5 sessions** for each LAB each year
2 initiatives implemented by the LAB in Rimini
8 projects approved in the LABs in Modena and Forlì-Cesena

Project implemented in the local areas of:

Città metropolitana di
Bologna 2019

Provincia di
Ferrara 2018

Provincia di
Forlì-Cesena 2020

Provincia di
Modena 2020

Provincia di
Ravenna 2018

Provincia di
Rimini 2019

Find out Hera's innovative stakeholder engagement model! HeraLAB is a structured channel for listening and dialogue that aims to improve the sustainability of our services with practical initiatives for the local area, by actively involving representatives of the local municipality. By 2022, 6 further initiatives co-planned in the LABs in Bologna and Rimini will be completed. Initiatives in Ravenna and Ferrara have been completed. www.heralab.gruppohera.it

HERASOLIDALE

7 organizations involved in the 4th on-going edition
7 projects supported
250 thousands euro collected since beginning of 4th edition

Project implemented in the local areas of:

All territories in which Hera operates

HeraSolidale also includes new customers, join in! With this initiative, in the three-year period 2020-22 we are supporting 7 selected Organisations and their objectives together with employees and customers: Admo Onlus, ANT Italia Onlus, Comunità della Missione di Don Bosco APS, Marevivo Onlus, Theodora Onlus, Treadom Foundation Onlus, and UNHCR. For every new electricity and gas customer, we donate 1 euro to participating associations, and our customers have the opportunity to contribute in the same way. www.gruppohera.it/herasolidale

WASTE VEGETABLE OIL

1,301 tonnes of vegetable oil collected through collection service
800 street collection bins distributed in 120 municipalities
600 thousands litres/year of biodiesel produced thanks to the proper delivery of waste

Project implemented in the local areas of:



Return your used vegetable oil to one of the many designated containers! Thanks to an agreement with Eni, this waste from your kitchen is processed and transported to the Eni Bio-refinery in Porto Marghera (VE) where it is then transformed into biodiesel. The street collection service for vegetable oils has started in 2018, using pleasant-looking containers specially designed to collect domestic residual edible oil. The project has also started in the areas of Padua and Trieste in March 2022 . <https://www.gruppohera.it/offerte-e-servizi/business/ambiente/hera-per-gli-oli-vegetali-esausti>

CIBOAMICO

Over 9,700 meals retrieved from Hera canteens
52 tonnes of waste avoided since 2010 (over 113 skips)
1.4 tonnes of unsold, collected and reused food recovered at the Albinelli market in 2021 thanks to the cooperation of 17 retailers

Project implemented in the local areas of:



Did you know that every year in Italy 10-billion-euro worth of food ends up in dustbins (Source: Waste Watcher 2020 Observatory)? Since 2010, meals prepared but not consumed in 6 Hera's canteens have been allocated to 5 non-profit organisations of the territory active in welcoming and assisting people in difficulty daily. Since 2017, the CiboAmico initiative has been extended to the Albinelli market in Modena, where unsold products are collected and reused by Fondazione Ceis, which aids disadvantaged people. On an experimental basis during 2020, the recovery of surplus food has also started at two Modena merchants. This made it possible to expand the network of collaboration to Caritas Diocesana di Modena, which carries out the recoveries through its city facilities and parish Caritas. In 2021, more than 3,700 kg of products were collected. www.gruppohera.it/ciboamico

HYDROGEN DEVELOPMENT IN RAVENNA

A memorandum has been signed between **Hera, Municipality of Ravenna, Ravenna Holding, Start Romagna, and Aess** (Agency for Energy and Sustainable Development) to assess economic and technological feasibility of a program to **develop a green hydrogen supply chain** - production, storage, transport, and use - in the local public transport sector in the municipality of Ravenna. The feasibility analysis involved the construction of a refueling station for buses fueled by hydrogen produced on-site through an renewable-powered electrolysis and compression plant.

HYDROGEN DEVELOPMENT IN MODENA

In **Castelfranco Emilia**, experimental activities have been launched to **supply gas distribution networks with a hydrogen/methane mixture** to explore the possibilities of **decarbonizing domestic and urban uses of gas** with hydrogen, which has no carbon content. The development is being carried out in close contact with **Municipal Administration, Fire Department, and affected utilities** (31), in coordination with **Snam** - which provided technical input to the field test design activities, - and with **major companies active in the gas distribution and use chain**, whose participation is coordinated by the respective trade association (Anima - Confindustria). Several national entities active in the gas distribution and quality sector also participate in the project. Goal is to carry out a small-scale experience to refine the know-how and methodologies for the management and control of permanent H₂/NG mixture inputs in urban distribution networks, and to facilitate a speedy development of ministerial rules and regulations on the transportation and distribution of such mixtures.

HERA AND SNAM FOR TECHNOLOGY COLLABORATION FOR HYDROGEN DEVELOPMENT

The goal is the experimentation and subsequent implementation of a series of **solutions to respond to the decarbonization needs of Emilia-Romagna region**, from production industries to mobility and individual citizens. The agreement will also help boosting the development of renewable energy in Italy, in line with the guidelines outlined by the European Union.

The agreement includes several areas of action, starting with collaboration on power-to-gas technology. Still in the industrial field, the two companies will study the application of hydrogen for thermal uses in most energy-intensive sectors and with processes that are difficult to electrify.

Other options under study include the creation of plants to extract green hydrogen from water using renewable energy generated by Hera Group's waste-to-energy plants, with the aim of contributing to the decarbonization of industrial sectors such as fertilizer production and fuels.

Finally, the letter of intent envisages a possible joint trial of injecting a mixture of natural gas and hydrogen into a portion of Hera's distribution network in Emilia-Romagna, similar to what Snam has already done on its own transmission network. The protagonist of this experimentation will be the Modena gas network.

BIOMETHANE DEVELOPMENT

Established a joint venture (Biorg) with **Inalca, a Cremonini Group company** to produce up to 3.7 million cubic meters of **biomethane** in a plant in Spilamberto (MO) by the end of 2022 to be fed into the SNAM transport network and used in automotive. It will also be possible to generate up to 18 thousand tons of compost thanks to the recovery of waste from the anaerobic digestion process in the composting plant in Nonantola (MO), which can be used as a biofertilizer in agriculture. The construction site for revamping the Spilamberto plant with the inclusion of Biomethane production has been opened at the end of 2021 and it is expected to start feeding biomethane into the grid by 2022.

RESILIENCE OF WATER NETWORKS AND SOURCES

In 2020, Hera has developed a study with **University of Bologna** to **quantify the impact of climate change on water distribution networks and identify solutions to improve network resilience**. The results consist in designing indications regarding e.g., the optimal balance between surface and underground supplies, network connections, and need for additional reserves or alternative supply sources. Thanks to data collected and analyses carried out in collaboration with the University of Bologna and **Arpae** as well, a first step in the development of the system capable of collecting, visualizing, and analyzing data from heterogeneous sources - surface water, groundwater, and precipitation - in a single environment was carried out in 2021. With particular reference to the monitoring of groundwater sources, the collaboration has made it possible to create an initial monitoring dashboard with the aim of developing predictive algorithms on the state of aquifers. The project will be integrated with other variables, importing signals and development logic of the predictive algorithm on Hera systems.

In 2021, an agreement has been signed between Marche Multiservizi and **Polytechnic University of Marche** for critical and experimental analysis of aging and wear phenomena of materials and infrastructure used in water networks, with the goal of supporting design, construction and management of new distribution and drinking water systems. In 2022, the second part of the study has been activated, which will involve experimental testing.

RESILIENCE OF GAS AND POWER NETWORKS

In recent years, an intense collaboration has been undertaken between Hera company **Inrete Distribuzione Energia, Emilia-Romagna Region and Civil Protection Department** aimed at **allocating some funding to restore emergency situations** and to **increase synergies between infrastructure managers and public bodies**.

Specifically, the Civil Protection Department oversees carrying out a preliminary reconnaissance phase to intercept any problems on the regional territory. Following the collection of reports - which may come from infrastructure managers, municipalities, public agencies and reclamation consortia, -proposed interventions are screened and, if successful, financed. Inrete Distribuzione Energia manages power lines and about two thousand kilometers of gas network in hill/mountainous territory, which is often subject to phenomena of instability. This makes close collaboration with the entities in charge of safeguarding the territory necessary and desirable. In the last three years a total of 22 interventions have been brought to the Region - 19 in gas and 3 in electricity - for potential total approval of 3.9 million euros in funding covered by the Region.

HERA AND ENI REWIND FOR INDUSTRIAL WASTE TREATMENT

Agreement signed in 2020 with company **Eni Rewind** for the **construction** of a **technologically advanced industrial waste treatment platform** in "Ponticelle" area - adjacent to the petrochemical hub of Ravenna - capable of receiving and pre-treating up to 60 thousand tonnes per year of solid, liquid, and sludge industrial waste, mainly hazardous.

The project has been developed in 2020 and went through the single permit process in October 2021. In 2022, the services conference for the facility's authorization has continued and the preparation and delivery of supplementary documentation is underway.

ALIPLAST AND NEXTCHEM TO BUILD A STATE-OF-THE-ART PLASTIC RECYCLING PLANT

In October 2020, **Hera Group** and **Maire Tecnimont** have signed a strategic agreement between **Aliplast** and **NextChem**, a Maire Tecnimont Group company dedicated to **development of projects and technologies for energy transition and circular economy**. The agreement calls for NextChem to provide the technology, engineering, and EPC services for the construction of a plant that will use its cutting-edge proprietary "MyReplast TM" technology for upcycling plastic waste into high value-added polymer products.

This collaboration will enable the development of a unique plant in Europe. Built on a site owned by the Hera Group, this plant will leverage the innovative MyReplast TM technology developed by NextChem, which enables the production of recycled polymers of high purity and quality capable of achieving high chemical/physical and mechanical performance. The goal is to process post-consumer plastic waste to obtain "tailor-made" recycled products that meet each customer's requirements and highest market quality standards, on the strength of characteristics and properties similar to those of virgin polymers of fossil origin. Once fully operational, the new plant will be capable of expressing polymer production around 30 thousand tons per year. The plant will ensure high safety standards and will have innovative features such as deep process automation and high digitalization in a data analytics perspective, while also allowing maximization of energy efficiency with consequent environmental benefits.

In 2021, the design of the plant has begun, which will lead to the planned commissioning by the end of 2024.

HERA AND ENI TO TRANSFORM WASTE OIL INTO BIOFUEL

In 2021, the agreement with **ENI** signed in 2018 has been renewed, under which **all waste vegetable oil collected by Hera** is processed in contracted plants and **transported to ENI's bio-refinery in Porto Marghera** (VE) to be **transformed into biodiesel**. Eni supplies Hera with this biofuel - about 600 thousand liters/year - which is used to fuel 35 waste compactors in the territories served.

In 2021, the results achieved with the collection service reached 1,173 tons, a further improvement over previous years. During the same year, the flow collected by Group company Marche Multiservizi in the province of Pesaro Urbino has also entered the circuit. Here, 128 tons of waste vegetable oils have been collected in 2021, reaching a total volume of 1,301 tons of oils collected by Hera Group.

In March 2022, the flow of vegetable oil collected in the territories of Padua and Trieste by Group company AcegasApsAmga is also expected to be sent to the ENI's biorefinery with an estimated annual quantity of about 150 tons.

In 2021, Hera has also activated a first collection flow of vegetable oils from commercial users in the area, such as canteens and restaurants. The first contract for the purchase of vegetable oils produced by catering activities is the one signed with the CAMST catering group, which adhered by involving 62 catering outlets in its chain in the project, making it possible to start the production of and recover more than 20 tons of used vegetable oils. It is expected that the amount collected thanks to the contribution of the commercial circuit in 2021 can be further increased during the year 2022, under various agreements being finalized.

HERA AND COPROB FOR A MORE SUSTAINABLE AGRICULTURE

The project launched in 2019 between **Herambiente** and **Coprob** - only sugar producer in Italy based in Minerbio (BO) - continues by providing **compost** from Herambiente's six quality-certified plants in Emilia-Romagna, which will be used in the fertilisation plans of member farms **to restore the organic content in soil that is essential for integral fertility**. The flows managed during 2021 increased to a total of 8,168 tons marking an improvement of almost double (+98%) compared to the year 2020. The year 2022 will further benefit from the availability - albeit limited - of compost share allowed in organic farming, a requirement obtained by Herambiente with registration at the portal of the Ministry of Agricultural Policy in January 2022, widening the range of interest to Coprob members operating under organic farming.

HERA AND MCDONALD'S FOR A BETTER SEPARATE WASTE COLLECTION

The partnership with **McDonald's** - activated in January 2020 with the aim of **enhancing the separate collection of waste produced at 30 of the sign's restaurants** located in 14 municipalities served in Emilia-Romagna - is still going on.

In the first two years of collaboration, McDonald's and Hera have designed a new waste container. To support McDonald's on the path to environmental sustainability, Hera organized engagement and information events on topics of circular economy and proper waste collection and management methods for the staff responsible of the 30 restaurants involved in the partnership. In turn, this has allowed McDonald's to train all restaurant staff, implementing a "cascade" training path.

The year 2022 will see further sensitization of McDonald's customers and staff on the correct ways to deliver waste, also thanks to strengthening in-store communication actions co-branded with Hera. In addition, the process of punctual measurement of waste produced in the 30 stores will be completed in order to quantify increases in waste collection resulting from the training, information, and awareness-raising actions of McDonald's staff and customers on the correct waste delivery methods envisaged by the partnership.

HERA AND CAMST FOR CIRCULAR ECONOMY AND ENVIRONMENTAL SUSTAINABILITY

The partnership with **Camst** is still going on in 2021. It has begun through a 2-year framework agreement in September 2020 **to collaborate on circular economy and environmental sustainability projects through innovative Business-to-Community-to-Consumers approaches.**

As for sustainable mobility, Hera has activated the collection of used vegetable oils produced at 62 Camst catering outlets located in the provinces of Modena and Bologna, which allowed for the recovery of about 20 tons of oil in 2021. Such oil has been sent to produce biodiesel at the ENI's biorefinery in Porto Marghera. In this way, Camst contributed to the production of more than 18 tons of biodiesel, saving 63 tons of CO₂. In addition, organic waste - collected by Hera and destined for the Group's own plant in Sant'Agata Bolognese - contributes to the production of biomethane. During 2021, Hera measured the production of organic waste in some of Camst's catering outlets identified for the pilot project. These resulted in an estimated annual production of more than 400 tons of organic waste, contributing nearly 33,000 cubic meters of biomethane produced, for an estimated savings of 25 tons of oil equivalent per year and nearly 60 tons of CO₂ per year.

In 2022, the collaboration between the parties will also be further strengthened by expanding the collection of used vegetable oil nationwide, increasing the number of premises and regions involved.

HERA AND DISMECO FOR THE RECONDITIONING OF HOUSEHOLD APPLIANCES

In the second half of 2020, an ambitious **project to regenerate end-of-life household appliances** has been launched together with **Dismeco**, active in the WEEE recovery sector with a plant located in Marzabotto (BO). The project aims to encourage disposal of used washing machines at separate waste collection centres, to then select the ones in the best condition for maintenance and repair process that can make them suitable for use again.

The project involves collaboration with electrical and electronic equipment manufacturer associations, installer and repairer associations, **large-scale retail associations** and **other interested parties**. It will also be able to develop studies and in-depth research to establish whether and under what conditions it is actually possible to think about a new commercialization of washing machines (and of household appliances in general) thus remanufactured. The project will thus be a great opportunity for training and professional preparation and an opportunity for the creation of potential new jobs to support and develop the Bolognese mountains and their communities.

The project has become operational during the last months of 2021 with the activation of the transfer flows from the first 15 ecological stations in the area, to which another 15 stations already identified at the end of 2021 will be added at the beginning of 2022.

HERA AND FRUTTAGEL FOR CIRCULAR ECONOMY SOLUTIONS THANKS TO «CIRCULAR ECONOMY REPORT» AND HERA BUSINESS SOLUTIONS

Circular economy and sustainability are at the heart of the first **Circular economy report** drawn up by Hera Group for Fruttage, leader in the agro-industrial food sector. Hera has put its expertise at the service of Fruttage **supporting it with a multi-service proposal to achieve increasingly high and challenging circularity results along the entire production chain**, expanding the range of services already provided and thus being able to count on the benefits of having a single interlocutor.

In 2022, the second Circular Economy Report for Fruttage has been compiled, which shows: 100% of non-hazardous waste produced being sent for recovery, 21% of water recovered from sewage treatment plant, 980 tons of carbon dioxide emissions avoided due to waste diverted from landfill, and a 40% reduction in energy consumed per cubic meter of wastewater treated as compared to 2019.

The collaboration with Fruttage is part of a broad protocol named **Hera Business Solution (HBS)**, the multi-service proposal designed for large companies with which Hera Group puts the expertise of its companies at the service of customers to support them in achieving increasingly high and challenging circularity results along the entire supply chain.

RECOVERY OF SEWAGE WATER FOR THE BENEFIT OF THE TERRITORY

In April 2018, a three-year program agreement has been signed between Hera Spa and **Emilia-Romagna Region, Arpae, Atersir and Consorzio Bonifica Renana** aimed at **recovering wastewater discharged from wastewater treatment plant in Bologna** with a total reuse potential of 7.5 million cubic meters. Under the agreement, the consortium will be able to take about 2,160 cubic meters per hour i.e., about 40% of the flow treated in the summer period. Specifically, part of the purified water from the plant is conveyed through a dedicated pipeline to "Savena Abbandonato," letting the corresponding flow coming from the Reno River flow to the "Navile Canal". This is done through a modulated management of surface water flows by the Consorzio della Bonifica Renana, in relation to the demands and degree of drought of the water bodies. The agreement has been renewed in April 2022 for additional three years. Similar agreements have been developed in the territory of Bologna, Modena, and some facilities in the provinces of Ravenna and Ferrara.

HERA AND AIRPORT OF BOLOGNA FOR AN INCREASINGLY SUSTAINABLE DEVELOPMENT

Bologna Airport "Marconi" has joined Hera Group's circular economy partners in June 2021, signing **an agreement to implement environmental sustainability initiatives**. Over a three-year period, the partnership aims **to optimize the choice of materials and resources** used within the airport and **identify increasingly sustainable management solutions**, reducing the amount of waste produced and enhancing the recycling of end-of-life materials. The first projects were launched in 2021, including the "Rivending" project to recycle cups from beverage vending machines at the airport. First airport in Italy to activate this initiative, the Marconi estimates that it will get to recycle 300,000 Styrofoam cups per year (corresponding to about one ton). The ultimate goal of the project is the transformation of the used cups into new cups, realizing an effective "closing of the circle". In parallel, the separate collection of plastic (PET) bottles has been encouraged, with the placement of new dedicated containers. The collection of vegetable oils at some refreshment places has also been activated, to be used to produce biodiesel at the ENI's biorefinery in Porto Marghera. In 2021 Bologna Airport and Hera also involved **TPER** in a circular economy project **to support the decarbonization of city mobility**. Organic waste produced within the airport is delivered to the Group's S. Agata Bolognese plant where it is transformed into biomethane, along with similar waste produced by citizens. In turn, this biomethane is used by TPER to fuel a substantial part of its bus fleet, with widespread benefits on the entire community. Still about mobility, a study is underway for the creation of new EVs charging points, available to the public and the airport community. Finally, Hera provides constant support on how to sort and treat waste produced at the airport.

HERA AND AIRPORTS OF ROME FOR A BETTER CIRCULARITY

In April 2022, a protocol between Gruppo Hera and Aeroporti di Roma has been signed to **evaluate joint initiatives in favor of sustainability and a circular approach to the management of Fiumicino and Ciampino airports**. The agreement is valid for two years and the areas of intervention concern **waste management, wastewater treatment** in the airport purification plant, and **optimization of water network management**.

Regarding the waste area, the main objective is to define guidelines to improve the recovery and reuse of waste produced at the airport, identifying the best solutions to manage the main types of waste, minimizing environmental impacts, and optimizing economic management. This will be done by studying possible new operational and management processes to further develop waste collection, also involving staff, suppliers, and passengers, recover waste produced, reduce the production of waste that cannot be recovered, and adopt systems for recovering food surpluses.

The water system is also subject of the agreement, to evaluate possible optimizations to be made to the water treatment plant from a circular economy perspective by favoring processes to reduce the sludge produced by the wastewater treatment process and evaluating the possibility of material recovery. Also under study are systems to optimize the management of water networks, to prevent and limit leaks, with the use of advanced sensor technology and artificial intelligence systems as well.

HERA AND DUCATI TOGETHER FOR INDUSTRIAL WASTE MANAGEMENT

For **Ducati**, environmental sustainability is an important aspect that cuts across all areas of the company. Among the various activities fielded by the Bolognese motorcycle manufacturer is the **action plan related to reducing the environmental impact generated by waste**, for which Ducati has been collaborating with **Herambiente Servizi Industriali (HASI)** since April 2021. HASI provides an all-round customized service with a strong focus on recycling and recovery.

The results of the collaboration with HASI are already evident: by 2021, the percentage of waste sent for recovery has risen to 98%.

A project aimed at sorting LDPE films for material recovery has also been initiated, and a second one will soon be launched to send wooden pallets for reuse, both interventions aimed at improving positioning within the sustainability pyramid by reducing the impact of waste produced.

A NEW CARBON FIBER RECOVERY PLANT

During 2021, an application has been submitted for the authorization for the construction and operation of a new carbon fiber recovery plant to be located in Imola (BO). The construction of the plant - designed as part of an Italian partnership between Curti, **University of Bologna** and **Herambiente** - will allow for a new life to be given to carbon fiber waste that to date is almost totally sent to landfills or to energy recovery. The main objective is to recover a high-performance material with a high-tech design solution that maintains the mechanical properties of unaltered fibers and whose demand is growing steadily (+9% annually). This is an initiative that presents considerable sustainability in terms of circular economy and environmental impact (-90% energy consumption with LCA, -70% compared to virgin fiber production). Construction work on the plant will begin by the end of 2022 with start-up expected after about a year.

HERA AND ELIOR SIGN PACT FOR SUSTAINABILITY

Hera Group and **Elior** - Italy's leading foodservice company - signed a protocol agreement in April 2022 to collaborate on **projects addressing circular economy, environmental sustainability, and sustainable mobility**. The agreement will have a duration of two years and will be developed through the gradual implementation of a series of environmental actions and initiatives, starting with catering outlets located mainly in the territories served by Hera, and then gradually extending to other regions.

Organic waste produced in the catering outlets will be used to produce **biomethane** and compost at the Hera Group's plant in S. Agata Bolognese (BO), while separately collected **exhausted vegetable oils** will be used to produce **biodiesel**, thanks to the partnership signed by the multiutility with ENI. In addition, **charging points for EVs** will be set up. The two entities will evaluate collaboration on projects for the recycling and reuse of plastic used in food outlets and for the prevention of waste production, making the most of any waste as much as possible. Hera will also be able to provide support on how to sort and treat the waste produced. Finally, capillary environmental communication activities will be jointly developed targeting both employees and customers, who will be the recipients of targeted environmental campaigns. The numbers involved are important: in Italy, more than 95 million meals are prepared each year by Elior, while 10 thousand people work there in more than 2 thousand restaurants and outlets.

HERA AND GRIDSPERTISE FOR THE SMART GRID OF THE FUTURE

Hera Group and **Gridspertise** - Enel Group company dedicated to the digital transformation of electricity grids – have signed a collaboration agreement on April 2022 aimed at **developing the smart grids of the future through a state-of-the-art integrated system for the collection and measurement of data** collected from electricity and gas distribution networks in a multi-service environment.

The agreement involves testing an integrated system of data collected from Hera Group's gas devices and Gridspertise's smart meters for electricity grids. The integration tests in the gas-electricity multiservice sphere will be carried out on the networks operated by Inrete Distribuzione Energia, the natural gas and electricity distribution company of Hera Group.

The result is a package of network management solutions whose key element is to facilitate the energy transition. Based on the results of the trial, the two companies will evaluate joint participation in future tenders - which will also be held outside the country - in which the sale of gas and electricity metering hardware and software solutions will be included. At a later stage, this collaboration may also extend, to solutions involving the integrated water cycle, both in terms of metering and smart grid water.

HERA AND FEDERDISTRIBUTION TOGETHER FOR CIRCULAR ECONOMY AND ENERGY EFFICIENCY

Hera Group and **Federdistribuzione** - national association representing modern distribution companies - have signed two three-year memorandums of understanding in February 2022 to collaborate on **projects directed at circular economy and energy efficiency**. The agreements provide opportunities for the development of specific initiatives mainly in the territories where Hera Group operates i.e., in Emilia-Romagna, Veneto, Friuli-Venezia Giulia, and Marche, including joint information and involvement activities that will reach out to customers. Member companies that join will be able to count on a single interlocutor and targeted projects based on their needs, which are the result of the many years of experience of the several Hera Group companies in the various areas covered by the agreement and which can generate significant benefits, also in terms of PNRR.

There are numerous projects proposed by the multi-utility to its member companies: from identifying circular economy solutions for packaging, to enhancing the recycling of plastic; from creating activities to combat food waste, to preventing production of waste and adopt its optimal management. Not forgetting activities aimed at creating circular supply chains and/or districts among companies that can achieve economies of scale and generate opportunities for industrial symbiosis, including for the purpose of possible financing. On the energy efficiency front, the Hera Group will offer Federdistribuzione member companies its expertise by supporting them in the study and implementation of targeted energy efficiency interventions based on their needs. It will also provide assistance in accessing incentive systems, which often involve rather complex procedures such as white certificates i.e, negotiable securities that certify the achievement of savings in energy end-use through energy efficiency enhancement interventions and projects.

HERA AND CONSUMER ASSOCIATIONS TO COMBAT HIGH BILLS

Hera Group and the **Consumer Associations of Emilia-Romagna** - Federconsumatori, Adiconsum, Lega Consumatori, Udicon, Cittadinanzattiva, and Confconsumatori - have shared how to **extend protection to families in dire straits due to rising energy prices**.

The Hera Group reaffirms its commitment to support customers with its policy of installment payments; after all, 200,000 were granted to its customers in difficulty with payments already in 2021. Moreover, the multiutility confirms the possibility for its customers to installment in 10 months for winter bills, without the application of interest, with the consequent suspension of disconnection actions and the possibility of having the first installment equal to only one third of the bill. For all customers with multi-service bills, the installment is also extended to other services, such as water service. In addition, for households with bill amounts over 1,000 euros, there is a willingness to consider requests for installment payments of more than 10 months. For special cases, rescheduling of already granted repayment plans will also be considered for customers who have the willingness to honor the debt, albeit deferred over time. All contact channels, through which to obtain installments, have also been strengthened.

Meetings with consumer associations were activated in February 2022 with identification of a "protocol" for the territories of Friuli Venezia Giulia and Veneto, the subject of two separate initiatives.

The agreement on bill installment is also applied in the territories of Marche to Abruzzo, Puglia, and Sicily. In these territories, the local representatives of the National Consumer Associations and the local Associations have been made aware of the agreement and are cooperating in promoting it to their members.

ECOGAMES

13 thousand players in the first two months
9 minutes average match time

Project implemented in the local areas of:

All territories in which Hera operates

Learn all about recycling collection by playing! “Environment Memory”, “Ecologic Labyrinth” and “Falling Waste”: three retro pixelart-style educational games in the ECOgames series that guarantee a fun and immediate experience by testing players' knowledge about recycling collection, providing general environmental trivia through questions and answers in quiz format. Created in the territories where the Hera Group carries out environmental services, the ECOgames series has launched a contest with prizes for the top 10 finishers in each city: players are thus able to test and scale their green profile between apprentice, informed, knowledgeable to becoming experts in separate waste collection. <https://games.gruppohera.it/games/>

«IL RIFIUTOLOGO» MOBILE APP

766 thousand downloads since beginning fo the project
140 thousand reports received and managed
2 millions researches

Project implemented in the local areas of:



Are you in doubt about how to sort your recycling? Download the free app “Il Rifiutologo”, it will help you to ensure the highest possible recycling quality also thanks to "barcode scanning" that allows you to recognize materials through the barcode, as well as giving you the ability to make reports quickly and easily regarding dumpster emptying, street cleaning and abandoned waste. The app has also been structured for visually impaired users and has become usable through Alexa thanks to a partnership with Amazon that responds to users' voice requests. From 2021, “Il Rifiutologo” is also active in the Pesaro-Urbino area. If you also want to learn more about where waste collection goes, you can consult the report “Tracking waste”, published annually. www.ilrifiutologo.it

ENVIRONMENTAL EDUCATION

818 schools adhering
82.178 students participating
6.350 teachers involved

Project implemented in the local areas of:

All territories in which Hera operates

Find out about educational initiatives and activities for schools on our dedicated website! “The Big Machine of the World” is the environmental education program dedicated to schools of all levels that steps out of the schoolbooks and moves to field to touch operating facilities, environmental issues, and daily good practices in support of circular economy, urban waste reduction, reuse of goods, and separate waste collection. Initiatives also include “A Well of Science”, dedicated to 2nd grade high schools.

<https://ragazzi.gruppohera.it/>

VISITING PLANTS

468 visitors in Herambiente plants in 40 days
6.570 virtual visitors

Project implemented in the local areas of:



Want to know how our main plants work? Log on to our website and book your guided tour of one of our recycling plants or waste-to-energy. If you are a teacher or student interested in the topic, it is also possible to virtually visit our plants from the comfort of your school desks. [Visite Guidate agli Impianti - HERAmbiente \(gruppohera.it\)](https://www.gruppohera.it/visite-guidate)

«MY HERA» MOBILE APP AND «CONSUMPTION DIARY»

700 thousand supply points activating «Consumption diary»

Project implemented in the local areas of:

All territories in which Hera operates

Want to become more aware of your energy consumption and waste management? Download the My Hera app to access the new Consumption diary and other tools to save energy, take a photo self-reading of your meter, and monitor bills and undifferentiated waste deliveries (municipalities with a point-based fee). In 2021, the research conducted with the Milan Polytechnic - unique in the national panorama - has continued, extending the report to a sample of water service households and a sample of Ferrara customers to whom the punctual waste tariff has been applied to identify the effects of the reports on consumption behaviors and possible synergies from information pressure on several areas at once. www.gruppohera.it/clienti/casa/my_hera

NEWS «IMPRONTA ZERO»

26.9% power and gas contracts with «green offers»

Project implemented in the local areas of:

All territories in which Hera operates

Want to be carbon neutral and fight climate change together? Choose "Hera Impronta Zero," the new 100% "green" power and gas offer aimed at families and small vat accounts. You will have electricity from certified renewable sources and offset CO2 emissions from gas consume by the purchase of carbon credits to support international greenhouse gas reduction projects.

<https://heracomm.gruppohera.it/casa/offerte-luce-gas/hera-impronta-zero>

ENERGY EFFICIENCY SOLUTIONS

23% contracts with energy efficiency solutions, including «Consumption diary»

Project implemented in the local areas of:

All territories in which Hera operates

Choose sustainable solutions for energy efficiency! Choose Hera Led, Hera Thermo, Hera ContaWatt, Hera Caldaia (boiler), Hera Scaldacqua (water heater) and Hera Clima (A/C) offers to monitor and reduce your energy consumption. <https://heracomm.gruppohera.it/casa/soluzioni-sostenibili>

HERA FOTOVOLTAICO

850 kW total installed power by the domestic PVs sold so far

Project implemented in the local areas of:

All territories in which Hera operates

Want to light your home with less impact on the environment? Choose the Hera Fotovoltaico (photovoltaic) offer. In 2021, the range of renewable energy offers has been enriched with the Hera Photovoltaic option, which allows you to purchase professionally installed photovoltaic systems that access tax deductions provided thanks to the invoice discount, through a turnkey service that starts from the technical inspection to the management of administrative and tax practices. By the end of 2021, photovoltaic panels with a total installed capacity of 850 kW had been sold.

<https://heracomm.gruppohera.it/casa/fotovoltaico>