

Trade union and industrial relations

[GRI 2-23, 2-27, 3-3, 402-1]

Trade union and industrial relations contribute to create the best conditions for guaranteeing Iren Group the development of a business model that aims to involve and enhance human resources, in order to increase efficiency, quality of services and capacity to address market challenges with innovative solutions.

Iren Group has always focused heavily on proper industrial relations, based on legislation and company and national collective labour bargaining, in compliance with the National Collective Labour Agreements of reference and the principles of the Code of Ethics, with particular reference to the ILO conventions [» SEE NOTE ON PAGE 80.](#)

Iren and the Trade Unions have signed a Group **Industrial Relations Protocol**, which dictates the rules that govern relations between the Parties. This has led to a model being put in place based on the sharing of business decisions, which aims to optimise individual workers who, in order to enable healthy development, must be involved and grow in step with the entire organisation. The shared decisions lead to a sense of belonging and, at the same time, place the employee centre stage. The Protocol sets out the methods for approaching industrial relations based on three pillars: bargaining, participation and rules.

Industrial relations are divided into three levels:

- *Group level*, on topics of general interest and/or transversal to businesses and areas and the trend and development of business sectors, or industrial policies, guidelines on organisational structures, the economic results of the Group and the business segments, the harmonisation processes for company agreements and the coordination of reference National Collective Labour Agreements and company integration;
- *company level*, on topics regarding individual companies or a cluster of companies, for which a Unitary Union Representative Body (RSU) is established;
- *regional level*, on topics regarding the single production unit, downstream of the company level, or on topics that concern several companies located in the same area.

Furthermore, procedures are defined for developing relations based on information sent to the Trade Unions, discussion and consultation (exchange of information and evaluations, acquisition of opinions, requests or indications from Trade Unions, verification of phenomena on matters specifically identified to seek possible points of convergence), and negotiation (discussion between the Parties aimed at reaching agreements that are binding on them).

The Industrial Relations Protocol also establishes two participatory bodies: the RSU National Coordination and the RSU Executive Committees, while bilateral Committees (environment and safety, training and development, equal opportunities and welfare) are envisaged for analysing specific issues.

At Group level, the agreement relating to the 2023 Performance Bonus was signed with the trade unions on 17 July 2023, a fundamental tool for the redistribution of company profitability and one of the main levers for stimulating involvement of workers on the progress and improvement of the Group's performance.

Again with a view to fostering dialogue between the Company and the trade unions and contributing to an improvement in staff working conditions, an agreement was signed - on 30 and 31 October 2023 for the gas/water and electricity sectors and on 4 December 2023 for the environment sector - which provides for the increase in the nominal value of meal vouchers with a gradual step starting from 1 January 2024 (increase to 9 Euro) to reach 11 Euro from 1 July 2026.

In 2023, the Group continued to focus on how the processes of flexibilisation and digitalisation define and determine new forms of work organisation, placing people training as a central element, and also involving the trade unions in this process. In this framework, a trade union agreement on training was signed on 14 December 2023, which envisages the activation of individual and collective managerial initiatives aimed at managers, coordinators and various professional figures in the Group, and technical-professional courses aimed at obtaining professional training credits for the various company figures, as well as training on safety and health at work.

Consolidated practices provide that, in the event of significant organisational changes (establishment of new business units or changes to the organisation of work), Company management informs the Trade Unions in order to seek shared solutions, where possible. Therefore, employees are notified of these

changes through service orders or notifications issued and distributed via the Group Intranet and/or e-mail and posted to Company notice boards. For changes to working hours, the National Collective Labour Agreements require that Management inform the Trade Unions and convene a consultation meeting for the purposes of a joint review. The time frames for the conclusion of discussions on the topic may vary from 10 to 30 days, after which the Parties can take the action they deem most appropriate. The contracts also cover transfers, providing for at least 30 days' notice in the event of an employee being transferred to another municipality, with the Trade Unions being informed with

adequate notice in the event of collective transfers, which are usually followed by a meeting between the Group and the Trade Unions.

The membership rate of Group employees in trade unions in 2023 is 44.3%.

With regard to the year 2023, the Group has definitively lost 4 cases relating to employees and former employees (1 relating to the year 2023 and 3 relating to previous years), of which 3 for an amount exceeding 10,000 Euro (significance threshold set by the Group).

In addition, 7 penalties were paid for health and safety violations, none of which exceeded 10,000 Euro individually.

