Highlights

Sustainability is a strategic driver for Terna, expressed through our willingness to play a guiding role in enabling the energy transition, with a mission in keeping with Sustainable Development Goals (SDGs) 7 ("Affordable and clean energy"), 9 ("Industry, Innovation and Infrastructure") and 13 ("Climate action").

Terna's role as Italy's Transmission System Operator means that we are responsible for a service of general interest, made more complex by the growth in production from non-programmable renewable sources, and is at the root of efforts to create value for society.

99.99%

Average System
Availability

284

newly recruited staff under the age of 30 5,617 hours

(64% of the annual total) when the share of

demand met by renewable sources exceeds the 30% threshold €1,091 millio

invested in the security, quality and resilience of the transmission service

Over **2,500** FTE

employed by contractors working on Terna's projects

Sustainability also means that the way we manage our business is based on the concepts of integrity and professional excellence, applied each and every day, including through a close attention to environmental impacts.

86%

of waste recycled

ISO 55001

We are the first Italian company to receive ISO 55001 certification of our asset management Terna
Plastic
Free
project

Helping to create a decarbonised economy also means achieving consistency in our approach to cutting greenhouse gas emissions from our activities.

0.38%

leakage rate for the greenhouse gas SF₆ (as a % of the total amount installed): our best ever performance











To deliver on the objectives in its Strategic Plan, Terna invests in innovation, digitalisation and the development of distinctive competencies, focusing on both technical and managerial skills and workplace safety.

of training per capita

"Zero Infortuni" training programme

Open innovation: **Next Energy 3**

The introduction of new infrastructure around the country often arouses local opposition. Terna has developed an approach that pays close attention to local communities, based on dialogue and the search for shared solutions designed to minimise the visual impact and the effects on the landscape and on biodiversity.

of obsolete lines removed

of new underground lines

meetings with local authorities

meetings with the public

Terna's environmental, social and governance performances, built up over time, boost the Group's reputational capital and the interest of socially responsible investors.

Terna launches our first Green Bond:

in July 2018

Terna ranks as the **Industry Leader -Electric Utilities sector** - in the Dow Jones Sustainability Index

and is the only Italian electricity company to be included in the Bloomberg Gender Equality Index

Sustainable investors:

of the free float (8.32% in 2017)