

Environment

DIRECT ENVIRONMENTAL IMPACTS

Parameters	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Operators = Staff + Consultants	No.	70,834	24,379	95,213	72,680	23,244	95,924	67,606	23,876	91,482
Staff	No.	65,612	23,070	88,682	68,392	23,134	91,526	63,859	23,763	87,622
Consultants	No.	5,222	1,309	6,531	4,288	110	4,398	3,747	113	3,860
Total transfers	No.	609,980	21,210	631,190	654,263	21,225	675,488	626,149	20,961	647,110
Total transport	thousands of km	140,679	32,678	173,357	145,128	33,895	179,023	137,339	32,442	169,781
Floor area	thousands of m ²	2,971	648	3,619	3,169	626	3,795	2,828	658	3,485

Greenhouse gas emissions [CO ₂ e]	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Direct emissions (Scope1)	tCO₂e	37,521	7,877	45,398	51,581	5,584	57,165	34,239	6,510	40,749
Natural gas emissions for independent heating	tCO ₂ e	22,567	3,026	25,592	30,422	1,847	32,268	24,257	2,964	27,221
Natural gas emissions for cogeneration	tCO ₂ e	5,110	524	5,634	6,826	418	7,244	2,150	0	2,150
Diesel emissions for independent heating	tCO ₂ e	925	122	1,046	1,407	55	1,462	1,861	354	2,216
HFC emissions	tCO ₂ e	1,824	266	2,090	5,720	159	5,879	n.a.	n.a.	n.a.
Gasoline emissions for company fleet	tCO ₂ e	10	901	911	20	562	582	33	696	730
Diesel emissions for company fleet	tCO ₂ e	7,086	3,039	10,124	7,186	2,544	9,729	5,938	2,495	8,433
Indirect emissions (Scope2 Market-based)	tCO₂e	5,735	27,974	33,709	8,135	35,326	43,461	5,055	33,181	38,235
Electricity emissions (excluding cogeneration)	tCO ₂ e	2,310	27,167	29,478	3,926	33,286	37,212	1,470	30,734	32,204
Natural gas emissions for building heating (including district heating)	tCO ₂ e	3,424	765	4,189	3,752	1,949	5,701	2,948	2,354	5,302
Diesel emissions for building heating	tCO ₂ e	0	42	42	456	91	548	637	93	730
Total direct + indirect emissions (Scope1 + 2 Market-based)	tCO₂e	43,256	35,851	79,107	59,716	40,911	100,626	39,294	39,691	78,985
Total direct + indirect emissions per staff member	tCO ₂ e/staff member	0.6	1.5	0.8	0.8	1.8	1.0	0.6	1.7	0.9
Total direct + indirect emissions per square meter	kgCO ₂ e/m ²	14.6	55.3	21.9	18.8	65.3	26.5	13.9	60.3	22.7
Total direct + indirect emissions (Scope1 + 2 Location-based)	tCO₂e	151,279	39,090	190,369	177,395	38,515	215,910	156,817	44,996	201,813
Other indirect emissions (Scope3)	tCO₂e	38,209	19,270	57,479	60,507	29,027	89,534	51,116	29,310	80,425
Business trips	tCO ₂ e	8,015	1,514	9,528	8,614	2,258	10,871	8,510	1,725	10,235
Purchased paper	tCO ₂ e	2,911	1,673	4,584	3,981	1,881	5,861	3,876	1,783	5,659
Waste	tCO ₂ e	252	26	279	260	12	272	147	22	170
Office machinery	tCO ₂ e	4,293	1,509	5,802	6,537	2,211	8,748	14,089	5,243	19,332
Internet banking*	tCO ₂ e	116	100	217	123	53	176	114	122	236
Energy carriers**	tCO ₂ e	14,684	11,444	26,128	32,822	19,400	52,222	24,379	20,414	44,794
Cash-in-transit (CIT)	tCO ₂ e	7,938	3,003	10,942	8,172	3,212	11,383	n.a.	n.a.	n.a.

* In 2017 the methodology was made consistent at Group level, limiting the perimeter to the main transactions.

** Scope3 emissions generated: (a) in the natural gas supply chain, (b) in the production of the energy sources used in the electricity mix and (c) in the distribution and transformation of the electricity.

Emissions of other gas which are harmful to the ozone layer (NO _x , SO ₂)	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
NO _x emissions	t	39	38	78	50	46	96	38	39	77
SO ₂ emissions	t	1	29	30	2	40	42	2	62	64

Energy consumption broken down by source	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Direct primary energy consumption (Scope1)	GJ	580,864	113,205	694,069	754,041	81,572	835,613	568,502	102,964	671,466
Natural gas consumption for independent heating	GJ	389,239	54,003	443,242	524,052	32,969	557,020	421,325	52,948	474,273
Natural gas consumption for cogeneration	GJ	88,138	9,381	97,519	117,587	7,502	125,089	37,348	0	37,348
Diesel consumption for independent heating	GJ	12,444	1,717	14,161	18,935	774	19,709	25,053	5,067	30,120
Gasoline consumption for the fleet	GJ	105	9,106	9,211	267	7,338	7,605	452	9,511	9,964
Diesel consumption for the fleet	GJ	90,938	38,998	129,935	93,199	32,990	126,189	84,324	35,437	119,761
Indirect primary energy consumption (Scope2)	GJ	1,311,966	396,154	1,708,120	1,431,655	395,749	1,827,404	1,343,790	431,044	1,774,833
Renewable electricity consumption	GJ	1,235,569	81,177	1,316,746	1,328,804	49,329	1,378,132	1,266,716	64,298	1,331,014
Non renewable electricity consumption (except cogeneration)	GJ	17,328	220,543	237,870	30,007	255,015	285,022	15,847	257,528	273,375
Natural gas consumption for building heating (including remote district heating)	GJ	59,069	93,840	152,910	66,703	90,120	156,822	52,658	107,912	160,569
Diesel consumption for building heating	GJ	0	594	594	6,142	1,285	7,427	8,569	1,306	9,875
Total direct + indirect energy (Scope1 + 2)	GJ	1,892,830	509,359	2,402,189	2,185,696	477,321	2,663,017	1,912,292	534,008	2,446,299
Total direct + indirect energy per staff member	GJ/ staff member	26.7	20.9	25.2	30.1	20.5	27.8	28.3	22.4	26.7
Other indirect primary energy consumption (Scope3)	GJ	787,916	734,636	1,522,552	2,766,400	952,013	3,718,413	979,260	950,595	1,929,855
Business trips	GJ	121,896	20,782	142,677	128,283	30,131	158,415	127,457	23,728	151,185
Purchased paper	GJ	91,034	76,353	167,388	107,232	72,411	179,643	104,476	68,837	173,313
Waste	GJ	3,377	361	3,737	3,514	176	3,690	1,987	312	2,299
Office machinery	GJ	66,502	23,383	89,884	98,815	33,425	132,240	205,960	76,641	282,601
Internet Banking*	GJ	2,034	2,388	4,422	2,068	1,323	3,391	1,930	2,443	4,374
Energy carriers**	GJ	379,562	564,642	944,203	2,299,445	764,618	3,064,063	537,450	778,634	1,316,084
Cash-in-transit (CIT)	GJ	123,512	46,728	170,239	127,043	49,929	176,972	n.a.	n.a.	n.a.

* In 2017 the methodology was made consistent at Group level, limiting the perimeter to the main transactions.

** Scope3 primary energy consumption generated: (a) in the natural gas supply chain, (b) in the production of the energy sources used in the electricity mix and (c) in the distribution and transformation of the electricity.

Total electricity focus (including cogeneration)	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Electricity per staff member	kWh/ staff member	5,045	3,496	4,648	5,359	3,701	4,957	5,326	3,744	4,913
Electricity per square meter	kWh/m ²	120	132	122	123	137	125	127	136	129
Purchased from renewable sources	%	95.7	26.4	82.4	94.5	15.8	80.3	97.4	19.9	82.0
Self-produced from renewable sources (photovoltaic)	%	0.3	0.1	0.2	0.3	0.1	0.2	0.3	0.1	0.3
Purchased from non- renewable sources	%	1.4	71.9	14.9	2.1	82.4	16.7	1.2	80.0	16.9
Self-produced from non-renewable sources (cogeneration)	%	2.6	1.6	2.5	3.1	1.7	2.8	1.1	0.0	0.8

Transport	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Air travel	thousands of km	37,201	6,126	43,327	40,044	5,064	45,108	40,191	5,212	45,403
Train travel	thousands of km	51,234	458	51,692	48,552	642	49,195	44,392	265	44,657
Company fleet	thousands of km	40,765	21,215	61,981	44,440	18,013	62,453	40,278	20,177	60,455
Personal Cars	thousands of km	11,478	4,879	16,357	12,091	10,175	22,266	12,477	6,789	19,266
Remote connections	thousands	44,298	32	44,330	63,070	31	63,101	56,664	4	56,668
Distance covered for business trip per employee	km/ employee	231	1,541	275	222	1,597	265	219	1,548	262

Paper consumption	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Purchased paper	t	4,258	1,916	6,175	4,996	1,809	6,805	4,863	1,711	6,574
Purchased paper / staff member	kg/staff member	60.1	78.6	64.8	68.7	77.8	70.9	71.9	71.7	71.9
Certified recycled paper	%	70.7	17.6	54.2	69.2	22.9	56.9	69.1	22.5	57.0
Eco-sustainable certified paper (not recycled)	%	26.5	41.5	31.2	25.3	52.9	32.7	25.1	50.8	31.8

Toner consumption	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Toner: total	kg		90,505			23,600			114,105	
Toner: remanufactured cartridges	%		71.5			19.1			60.7	
Toner: traditional cartridges	%		28.5			80.9			39.3	

Water consumption	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Total water consumed	thousands of m ³	1,131	570	1,700	1,428	546	1,974	1,242	515	1,757
Total water consumed / staff member	m ³ /staff member	16.0	23.4	17.9	19.6	23.5	20.6	18.4	21.6	19.2

Special waste by type	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italia	Abroad	Group	Italia	Abroad	Group
Total waste	t	3,288	1,002	4,290	3,315	682	3,997	1,973	1,159	3,132
Total non-hazardous waste	t	3,240	894	4,134	3,292	621	3,914	1,937	1,148	3,085
Total hazardous waste	t	47	109	156	23	61	84	36	11	47
Total waste / staff member	kg/staff member	46.4	41.1	45.1	45.6	29.3	41.7	29.2	48.6	34.2

Special non-hazardous waste by disposal method	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Recycling	t	1,276	748	2,024	1,168	554	1,722	767	1,016	1,783
Reuse/recovery	t	1,779	138	1,917	1,919	65	1,984	1,043	120	1,162
Landfill	t	163	6	170	171	1	172	85	4	89
Incinerator for energy recovery	t	22	1	23	34	2	36	42	8	51

Figures are partially estimated from data provided by waste disposal service suppliers.

Special hazardous waste by method of disposal	Unit	2019			2018			2017		
		Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Recycling	t	0	0	0	0	0	0	0	0	0
Reuse/recovery	t	16	17	33	8	8	16	20	4	25
Landfill	t	31	91	123	15	53	68	16	7	22
Incinerator for energy recovery	t	0	0	0	0	0	0	0	0	0

Figures are partially estimated from data provided by waste disposal service suppliers.

Expenditure for environmental management [K euro]	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Management of special waste	1,302	291	1,592	1,481	306	1,788	1,308	295	1,603
Training	0	252	252	0	200	200	4	167	171
System maintenance	45,211	8,095	53,306	45,276	17,408	62,684	42,185	20,502	62,687
Monitoring and certification of EEMS (Environmental and Energy Management System)	1,472	17	1,490	150	12	162	160	9	169
Total	47,985	8,655	56,640	46,908	17,926	64,834	43,656	20,974	64,630

GREEN ECONOMY

Loans disbursed for the Green Economy [m euro]	2019			2018			2017		
	Italy	Abroad	Group	Italy	Abroad	Group	Italy	Abroad	Group
Retail	46	7	53	55	11	66	84	22	106
Businesses and Third Sector	156	32	188	374	17	391	211	43	254
Corporate & Project finance	1,143	35	1,178	1,168	297	1,465	625	271	896
of which Project finance	684	34	718	679	297	976	536	271	807
Total	1,345	74	1,419	1,596	326	1,922	920	336	1,256

Data not comparable for changes that occurred over the years in the aggregation criteria.

Methodology used for the estimates: in the limited cases of unavailability of the data, estimates were made by adopting factors derived from the average of the values most responsive to the specificity of the indicator.