



# GRI Standards

# GRI Standards

This document is an annex to Floene's 2023 Management and Accounts Report. It identifies the GRI Standards and indicators that are being addressed, with references to their respective contents in the Report (or other external resources), and provides a detailed response in the table itself, whenever applicable.

Usage Statement	Floene has reported in accordance with the GRI Standards for the period from January 1, 2023 to December 31, 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector standards	GRI 11 Oil and Gas Sector 2021

## Global standards

### **GRI 2: General disclosures** **Location**

Regarding the standard published in 2021

#### **The organisation and its reporting practices**

##### **2-1 Organisational details**

Legal name of the organisation: FLOENE ENERGIAS S.A.

Nature of the organisation: Public limited company

Headquarters: Rua Tomás da Fonseca, Torre C, 6<sup>th</sup> Floor, 1600-209 Lisboa

Country of operation: Portugal

##### **2-2 Entities included in the organisation's Sustainability report** [Page 14-15](#)

The Floene Group is the largest gas distribution operator in Portugal, through the direct management and participation in nine Regional Gas Distribution Operators (ORD), present in 106 municipalities from north to south of Portugal. Accordingly, this sustainability report includes the entity Floene Energias S.A. Group, which includes nine DSO (subsidiaries): Duriensegás, Beiragás, Lusitaniagás, Tagusgás, Lisboa-gás, Setgás, Dianagás, Paxgás and Medigás.

##### **2-3 Reporting period, frequency and contact point** [Page 90-91](#)

The sustainability report is integrated into Floene's 2023 Management Report and Accounts and refers to activities carried out during the period between 01/01/2023 and 31/12/2023. Whenever possible, the indicators are presented with a history of up to 3 years. Floene's Management and Accounts Report is published annually.

For more information about the report or the themes addressed in it, please contact the Investor Relations, Risk and ESG Management Department at [ir@floene.pt](mailto:ir@floene.pt) and [ESG@floene.pt](mailto:ESG@floene.pt) (for information on ESG) and/or by phone at +351 217 242 500.

**GRI 2: General disclosures****Location****The organisation and its reporting practices****2-4 Restatements of information**

Any reformulations to any information presented in previous reports are referred to throughout the report, whenever applicable.

**2-5 External assurance**

[Page 222-223](#)

This report has been subject to independent external verification of non-financial information, prepared on the basis of International Standard on Assurance Engagements (ISAE) 3000 (Revised) "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information". The verification was carried out by PwC Portugal (PricewaterhouseCoopers & Associados - Sociedade de Revisores Oficiais de Contas, Lda).

**Activities and employees****2-6 Activities, value chain and other business relationships**

Chapter 2.1. Our activity

[Page 14-15](#)

Chapter 5.3.3. Sustainable supply chain management

[Page 60-61](#)

The Floene Energias, S.A. (Floene) group is the largest operator of the gas distribution network in Portugal, through the direct management and participation of nine Regional Gas Distribution Operators (DSO), present in 106 municipalities from north to south of the country. The distribution activity is a regulated activity in the gas value chain in Portugal, exercised by the distribution network operators, with each DSO operating in an exclusive geographical area based on a Concession or Licence agreement.

**Distribution activity** – Distribution ensures the flow of natural gas from the high-pressure transport network (HP), in the medium-pressure (MP: between 20 and 4 bar) and low-pressure (BP: below 4 bar) networks, up to the consumption facilities (delivery points). These networks are also called interconnected networks, as opposed to other local distribution networks, which are supplied by liquefied natural gas (LNG) tanks delivered by tanker truck.

**Last Resort Commercialisation Retailer (LRS) activity** – The DSO with gas supply to less than 100,000 customers (Beiragás, Duriensegás, Dianagás, Tagusgás, Paxgás and Medigás) also engage in gas commercialisation, exercised as a LRS aspect, with accounting unbundling obligation.

<b>GRI 2: General disclosures</b>				<b>Location</b>
<b>Activities and employees</b>				
<b>2-7 Employees</b>				
<b>Number of employees by gender (and type of contract)</b>	<b>Gender</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Number of permanent employees (permanent contract)	Male	267	264	271
	Female	124	126	126
	Other	-	-	-
	Subtotal	391	392	397
Number of temporary employees (fixed-term or uncertain term)	Male	3	1	5
	Female	-	1	5
	Other	-	-	-
	Subtotal	3	2	10
Number of employees without fixed hours (non-guaranteed hours employee)	Male	-	-	-
	Female	-	-	-
	Other	-	-	-
	Subtotal	-	-	-
Number of full-time employees	Male	270	267	276
	Female	124	127	131
	Other	-	-	-
	Subtotal	394	394	407
Number of part-time employees	Male	-	-	-
	Female	-	-	-
	Other	-	-	-
	Subtotal	-	-	-
<b>Total (number of employees by gender)</b>	Male	<b>270</b>	<b>267</b>	<b>276</b>
	Female	<b>124</b>	<b>127</b>	<b>131</b>
	Other	-	-	-
	Subtotal	<b>394</b>	<b>394</b>	<b>407</b>

**NOTE 1:** The count was made at the end of the reporting period.

The FTE (Full-Time Equivalent) criterion was used for counting employees. Trainees and Governing bodies were not considered for the calculation of the number of employees.

**NOTE 2:** Corrections were made to the headcounts of the previous years due to a change in criteria.

**GRI 2: General disclosurers****Location****Activities and employees****2-8 Workers who are not employees**

As of December 31<sup>st</sup>, 2023, Floene had 801 non-employee workers whose work is controlled by the organisation. These include contractors (with a direct contractual relationship with the organisation) and subcontractors (with an indirect contractual relationship with the organisation, through contractors). The work carried out by these workers includes mainly constructions, inspections, safety and environmental coordination, occupational health services, and administrative service providers (a variety of services such as accounting, human resources management, legal services, management consultancy, among others) and maintenance.

**2-9 Governance structure and composition**

Chapter 4.2. Corporate governance model

[Page 26-27](#)

Chapter 5.1. Our commitment to sustainability

[Page 38-42](#)

The global management of ESG issues is under the responsibility of the Investor Relations, Risk and ESG Management Department. This department reports to the Chief Executive Officer and has the responsibility, among other things, to promote the Company's sustainability, best corporate management practices and information disclosure, through an integrated approach to environmental, social and governance performance management, focussed on protecting and creating sustainable value for all stakeholders.

**2-10 Nomination and selection of the highest governance body**

The Board of Directors is composed of a fixed number of 6 to 12 directors elected by the General Assembly. The General Assembly will elect the Chairman of the Board - the highest-ranking governance body - who will be replaced by whom he or she indicates in his or her absence or impediment.

The criteria used in their nomination consists notably of the stakeholders' perspective, independence, and relevant competencies for Floene's impacts.

**2-11 Chair of the highest governance body**

The Chairman of the Board of Directors is the highest governance body. For more information on this indicator see the chapters:

4.1. Shareholder structure

[Page 24-25](#)

4.2. Corporate governance model

[Page 26-27](#)

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## GRI 2: General disclosures

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### Activities and employees

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#### 2-12 Role of the highest governance body in overseeing management of impacts

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Chapter 4.2. Corporate governance model	<a href="#">Page 26-27</a>
Chapter 4.4. Internal control and risk management systems	<a href="#">Page 28-31</a>
Chapter 5.1. Our commitment to sustainability	<a href="#">Page 38-42</a>

The current management of the company is exercised by the Executive Committee under the delegation of powers conferred by the Board of Directors, which supervises and monitors management through its non-executive members. The Audit Board is responsible for overseeing the effectiveness of risk management systems, internal control and internal audit, and proposing necessary adjustments, as well as assessing their operation and internal procedures annually, and commenting on work plans and resources allocated to internal control and supervision services. The Board of Directors is responsible for approving the internal control policy and defining the strategy and supervision of risk management. This body is also responsible for ensuring that the company's strategy is aligned with the level of risk it is willing to assume, monitoring and controlling the performance of the functions delegated to the Executive Committee. The Executive Committee is responsible for monitoring risk management with a focus on the main risks to which Floene is exposed, including strategic, operational, financial, and regulatory risks. The Chief Executive Officer (CEO) plays a key role in supervising the management of impacts. The Board of Directors meets twice per quarter. The Chairman of the Board of Directors meets weekly with the members of the Executive Committee and is present in various internal committees, including ESG & Stakeholders, Risk Management, among others. Floene is intensifying its risk analysis and management procedures, as well as internal control, considering its specific area of activity and the legislative and regulatory framework in which it operates.

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#### 2-13 Delegation of responsibility for managing impacts

Chapter 4. Our Governance	<a href="#">Page 24-35</a>
Chapter 5.1. Our commitment to sustainability	<a href="#">Page 38-42</a>

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#### 2-14 Role of the highest governance body in sustainability reporting

The BoD, the highest governance body, is responsible for reviewing and approving the sustainability report (including the list of material topics) annually. The BoD also closely monitors environmental issues at quarterly meetings, and interacts 3 to 4 times a year on matters related to the decarbonisation and energy transition plan.

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#### 2-15 Conflicts of interest

Chapter 4.3. Ethics and transparency	<a href="#">Page 28</a>
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Our Code of Ethics and Conduct is a guide for the actions of our people and business partners and is intended to materialize in principles of conduct our purpose, mission, and values, as well as to guide and orient daily actions so that each behaviour or action of each code recipient can fit into Floene's corporate culture. In this sense, and as mentioned in this document, we commit to developing and implementing internal standards aimed at preventing conflicts of interest, as well as making efforts to ensure that contracts in which we participate include mechanisms to prevent conflicts of interest. For more information about this indicator, please refer to the above-mentioned chapter, as well as the Code of Ethics and Conduct, available on the Floene [website](#).

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**GRI 2: General disclosurers****Location****Activities and employees****2-16 Communication of critical concerns**

Chapter 4.3. Ethics and transparency

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Chapter 4.4. Internal control and risk management systems

[Page 28-31](#)

The daily management of the company is carried out by the Executive Committee under the terms of the delegation of powers conferred by the Board of Directors, which supervises and monitors management through its non-executive members. This body provides updates and monitors activities in accordance with what is mentioned in 2-12.

**2-17 Collective knowledge of the highest governance body**

Chapter 4.2. Corporate governance model

[Page 26-27](#)

Chapter 5.1. Our commitment to sustainability

[Page 38-42](#)

The Chairman of the Board of Directors attends to various internal committee, namely ESG & Stakeholders, Management and others, where the various initiatives Floene has in this area are discussed. For more information on this indicator, see the chapters above.

It's also worth mentioning that in 2022, the first executive training - ARC Leader - was launched, aimed at heads of area. The main objectives of this training were to strengthen various management skills, keep up with major leadership trends and best practices, and, above all, enhance the interactivity and proximity of this group of leaders.

**2-18 Evaluation of the performance of the highest governance body**

Chapter 10 Annexes - Annex I, Point E, "Annual amount of remuneration received, both in aggregate and individually, by the members of the management, supervisory and general meeting Board of Directors of the Company in 2023".

[Page 96-98](#)

The Chairman's performance is carried out by the shareholders, and the preparation of the Remuneration Policy for the members of the Board of Directors is scheduled for 2024, where, among other things, the performance evaluation criteria will be reflected. However, the General Meeting annually reviews the members of the management and supervisory bodies of the Company, in accordance with Article 455 of the Commercial Companies Code.

**2-19 Remuneration policies**

A remuneration policy for the members of the Board of Directors is planned for 2024. The remuneration of the Corporate Bodies is available in this Annual Report 2023, Annex I, Point E, "Annual amount of remuneration received, both in aggregate and individually, by the members of the management, supervisory and general meeting Board of Directors of the Company in 2023".

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**2-20 Process to determine remuneration**

Chapter 10 Annexes - Annex I, Point E, "Annual amount of remuneration received, both in aggregate and individually, by the members of the management, supervisory and general meeting Board of Directors of the Company in 2023".

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There is a set of KPI (Key Performance Indicators) defined annually for the variable component.



**GRI 2: General disclosures**
**Location**
**Activities and employees**
**2-21 Annual total compensation ratio**

The ratio between the CEO's annual total compensation and the total average annual compensation of all employees (excluding Governing Bodies and trainees) is 5.6.

The ratio between the percentage increase in the CEO's total compensation and the average percentage increase in the total annual compensation of all employees (excluding Governing Bodies and trainees) is 0.74.

*Note:* Only the fixed remuneration is being taken into account in the "annual compensation".

**Strategy, policy and practices**
**2-22 Statement on sustainable development strategy**

Chapter 1.1. Overview - Message to Stakeholders

[Page 6-8](#)

**2-23 Policy commitments**

Chapter 4.3. Ethics and transparency

[Page 28](#)

Chapter 5.3.3. Sustainable supply chain management

[Page 60-61](#)

Floene governs its activity according to several intergovernmental instruments, namely the United Nations Human Rights principles, which serve as guidance for commitments outlined in a set of documents such as the Human Rights Policy, Corporate Social Responsibility Policy, Code of Ethics and Conduct, Quality Policy, Health, Safety, Environment and Major Accident Prevention Policy, Data Protection Policy and Standards, among others. As a leading gas distribution company in Portugal, Floene identifies, beyond its business activities, the need to contribute to a more economically and socially developed society. Its purpose is to promote sustainable communities, meaning to grow and create value sustainably, contributing to the common good of communities with the energies of the future, and is committed to always adopt the best market practices, in collaboration with the most relevant stakeholders and throughout the entire value chain.

Floene explicitly and irrefutably defends the respect for Human Rights and the application of the Precautionary Principle, believing that the defence of Human Rights is an essential condition for maintaining a sustainable society. Therefore, it conducts its activities with careful consideration for the recognition and safeguarding of human dignity, freedom, and equality, as well as the protection of labor and trade union rights, health and safety in the workplace, and the environment. It commits to respecting, promoting, and enforcing Human Rights among stakeholders and adopting measures to prevent its actions from, directly or indirectly, causing abuses or violations of internationally recognized Human Rights.

All policies have been and are approved by the Board of Directors, internally communicated, and applied to all employees of Floene Group, being publicly available on the company's website (<https://floene.pt/en/about-floene/#politiclas>).

**GRI 2: General disclosures****Location****Strategy, policy and practices****2-24 Embedding policy commitments**

Chapter 4.3. Ethics and transparency

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Chapter 5.3.3. Sustainable supply chain management

[Page 60-61](#)

Aware of its impact, Floene seeks to create sustainable value and share it with its stakeholders. The Group plays an important role in the national economy and affects the lives of thousands of people. It is, therefore, increasingly evident that the way Floene manages its relationship with the community, natural resources, and the risks associated with its activities impacts economic performance. In order to align with the trends of the energy transition, Floene has been moving towards implementing various initiatives, assuming its responsibility in the value chain. Such initiatives can be found in the chapters above.

**2-25 Processes to remediate negative impacts**

Chapter 4.3. Ethics and transparency

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Chapter 4.4. Internal control and risk management systems

[Page 28-31](#)

Chapter 5.4.4. Customer satisfaction

[Page 69-70](#)

Floene has established a procedure for Reporting of Irregularities with the aim of enabling any stakeholder to report to the Audit Board, through the Ethics and Conduct Committee, any irregularities or breaches of the Code of Ethics and Conduct. For this purpose, there is also an Internal Control Manual, regarding which the Board of Directors, the Executive Committee, the Audit Board, and the Internal Audit play crucial roles in monitoring, supervising, overseeing, and evaluating it.

Floene also has a Risk and Internal Control Committee, a risk management area, and those responsible for action plans, that materialize the management of risks and opportunities identified in the Company. The Risk and Internal Control Committee has the following responsibilities:

- Monitor matters related to Floene's risk management and internal control model;
- Review risk resolution options and identify those responsible for mitigation actions;
- Monitor compliance with policies and the effectiveness of the mitigation plans outlined.

To monitor the effectiveness of complaint mechanisms and other remediation processes, working groups are implemented where these issues are addressed, and satisfaction surveys are periodically conducted.

**GRI 2: General disclosures****Location****Strategy, policy and practices****2-26 Mechanisms for seeking advice and raising questions**

Chapter 4.3. Ethics and transparency

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At Floene, there are mechanisms for ethical advice policy implementation. Employees become aware of these mechanisms through policy disclosure and training. Floene supports, encourages and defends the reporting of irregularities, as established in the Code of Ethics and Conduct, by training employees on this subject. It commits to reporting, using the ethics channel (ComunicaÉtica), which aims to prevent and/or repress irregularities within Floene, in areas and within the scope permitted by the laws in force at any given time.

Floene's Ethics and Conduct Committee, appointed by Floene's Audit Board, is the governing body responsible for ensuring the proper functioning and application of the Code of Ethics and Conduct, controlling the interpretation and execution of the Code, and monitoring and treating situations reported under the Irregularities Reporting Procedure, as defined in internal regulations.

**2-27 Compliance with laws and regulations**

A fine of € 17,500 was recorded as a result of non-compliance with the law and regulations in the reporting period. This fine follows an inspection carried out by the regulator to check the continuity of service aspects of Lisboagás DSO.

This inspection also included the sweep day held in 2021, which consists of validating all the aspects published on the operators' websites.

DSO Lisboagás was thus condemned for:

- Failure to publish and send ERSE on its website the RQS for 2020 (2 fines);
- Failure to send ERSE the RQS for the 2019 calendar year (1 fine);
- Failure to submit annual network renewal reports for 2019 and 2020 (2 fines).

**Note:** Floene considers a non-compliance to be significant when the amount of the fine exceeds € 5,000.

**GRI 2: General disclosurers****Location****Strategy, policy and practices****2-28 Membership associations**

Chapter 4.5. Involvement with the community/stakeholders

[Page 31-35](#)

Among the most relevant business associations and advocacy groups, we highlight:

<b>Entity Name</b>	<b>Sees participation as strategic</b>	<b>Has functions as Social Bodies</b>	<b>Participates in projects or committees</b>
Eurogas	Yes	Yes	Yes
GD4S (Gas Distributors for Sustainability)	Yes	Yes	Yes
Marcogaz	Yes	No	Yes
BCSD Portugal	Yes	No	Yes
Ready4H2	Yes	Yes	Yes
AP2H2 (Associação Portuguesa para a Promoção do Hidrogénio)	Yes	No	Yes
APE (Associação Portuguesa de Energia)	Yes	No	Yes
IGU (International Gas Union)	Yes	No	Yes
APEG (Associação Portuguesa de Empresas de Gás)	Yes	Yes	Yes
European Clean Hydrogen Alliance	Yes	No	Yes
EBA (European Biogas Association)	Yes	No	Yes
BIP (Biomethane Industrial Partnership)	Yes	No	Yes

Floene's lobbying activities in the European Union (EU) aim to promote or defend the company's interests by its representatives before European institutions, with the aim of directly or indirectly influencing proposals or decisions that may have an effect on the EU's climate and energy framework and, more specifically, on the company's activities. We are committed to acting transparently and responsibly.

Floene is registered in the European Transparency Register under the number 205215521290-52 and, as such, follows the rules of the EU Transparency Register Code of Conduct in its relations with EU institutions. Floene has exhaustively listed its participating associations in the Register. In addition to respecting the EU Transparency Register Code of Conduct, Floene also follows its own Code of Ethics and Conduct, available on the Floene website ([floene.pt/en/](https://floene.pt/en/)).

**GRI 2: General disclosures**
**Location**
**Stakeholder engagement**
**2-29 Approach to stakeholder engagement**

Chapter 4.5. Involvement with the community/stakeholders

[Page 31-35](#)
**2-30 Collective bargaining agreements**

	<b>2021</b>	<b>2022</b>	<b>2023</b>
Total number of employees covered by collective bargaining agreements	140	120	120
Number of employees	394	394	407
<b>Percentage of employees covered by collective bargaining agreements</b>	<b>36%</b>	<b>30%</b>	<b>29%</b>

**NOTE 1:** The count was carried out at the end of the reporting period. The FTE (Full-Time Equivalent) criterion was used for counting employees. Trainees/interns and governing bodies were not considered for the employee count.

**NOTE 2:** Corrections were made to the headcounts for previous years due to a change in criteria.

**NOTE 3:** As indicated in the employment contract between the employee and any company within the Floene group, the employment relationship is governed by the law and internal rules applicable at Floene. It is noteworthy that there are working conditions that, being mandatory rights and duties, cannot be changed by the will of the parties, regardless of the existence of collective labor regulation instruments (IRCT) which includes the collective labor agreement (ACT), governed by law, namely by the Labor Code. In conclusion:

1. Working conditions are regulated in the employment contract signed by the employee and the employer/company within the Floene group;
2. If the worker is not covered by the IRCT/ACT, what is omitted in the employment contract is governed by the Law (for example, the Labor Code regarding rules of mandatory nature or minimum guarantee) and internal rules, with the latter prevailing if more favorable;
3. If the worker is covered by the IRCT/ACT, what is omitted in the employment contract is governed by the Law (for example, the Labor Code regarding issues of mandatory nature), what the IRCT provides, and the applicable internal rules, with the latter prevailing if more favorable.

**GRI 3: Material topics****Location**

Regarding the standard published in 2021

**Material topics content****3-1 Process to determine material topics**

The materiality analysis process is detailed in the Floene 2022 Report and Accounts, in Chapter 3.3. Our Approach to Sustainability  
Chapter 5.1. Our Commitment to sustainability

Page 23-24

[Page 38-42](#)

To identify and assess the most relevant sustainability themes and trends for our stakeholders and business, we conducted a materiality exercise in 2022, which continues into 2023.

This exercise was based, first, on a benchmarking study, which considered our national and international peers, and subsequently, on consultation with our stakeholders through surveys, focus groups, and interviews, to identify the most relevant sustainability topics. These methodologies involved the participation of employees from all departments of the Company, to obtain a representative and diversified view.

The materiality analysis, based on the concept of dual materiality, aimed to: (1) assess the significance of our impacts on the economy, environment, and people, including human rights, as a result of our activities or business relations (impact materiality); (2) the financial, operational, and reputational relevance of material topics for the Company (financial materiality).

Starting from an analysis of 19 sustainability topics, it was possible to identify a total of ten material topics for Floene and its stakeholders. These are identified in the GRI 3-3 Material Topics Management indicator and are present in the contents of the chapters and subchapters of this report.

This process was essential for defining the sustainability positioning and defining Floene's Sustainability Roadmap, ensuring alignment between the strategic objectives of the gas/renewable gases distribution operation and the expectations and needs of stakeholders.

**3-2 List of material topics**

The list of material topics defined through the materiality definition process is described in the Floene 2023 Annual Report in chapter 5.1. Our commitment to sustainability.

[Page 38-42](#)

**GRI 3: Material topics**
**Location**
**Material topics content**
**3-3 Material topics management**

<b>Material Topics</b>	<b>Chapter<sup>1</sup></b>	<b>Specific Standards and Indicators</b>	<b>Reference number of the GRI sector-specific standard</b>
Quality service, safe and efficient supply	5.4. Our prosperity	GRI 306: Waste 2020   306-3 GRI 416: Consumer Health and Safety 2016   416-2 GRI 417: Marketing and Labelling 2016   417-3	11.8. Asset integrity and Process Safety Accident Management
Energy efficiency and climate change	5.3. Our Planet	GRI 302: Energy 2016   302-1 GRI 302: Energy 2016   302-2 GRI 302: Energy 2016   302-3 GRI 305: Emissions 2016   305-1 GRI 305: Emissions 2016   305-2 GRI 305: Emissions 2016   305-3 GRI 305: Emissions 2016   305-4 GRI 305: Emissions 2016   305-5 GRI 305: Emissions 2016   305-6 GRI 305: Emissions 2016   305-7 GRI 406: Non-Discrimination 2016   406-1	11.1. GHG Emissions
Innovation, adaptation and resilience	5.4. Our prosperity	GRI 201: Economic Performance 2016   201-2	11.2. Adaptation, Resilience and Climate Transition
Economic performance and financial sustainability	5.4. Our prosperity	GRI 201: Economic Performance 2016   201-1 GRI 201: Economic Performance 2016   201-4 GRI 203: Indirect Economic Impacts 2016   203-1 GRI 203: Indirect Economic Impacts 2016   203-2 GRI 204: Purchasing Practices 2016   204-1	11.14. Economic Impacts

## GRI 3: Material topics

### Material topics content

#### 3-3 Management of material topics

Material topics	Chapter <sup>1</sup>	Specific Standards and Indicators	GRI Sector Standard Ref No.
Involvement with the local community/ stakeholders	4. Our Governance	GRI 202: Market Presence 2016   202-2 GRI 413: Local Communities 2016   413-1 GRI 413: Local Communities 2016   413-2	11.15. Local Communities
Sustainable supply chain management	5.3. Our planet	GRI 308: Environmental Assessment of Suppliers 2016   308-1 GRI 308: Environmental Assessment of Suppliers 2016   308-2 GRI 414: Social Assessment of Suppliers 2016   414-1 GRI 414: Social Assessment of Suppliers 2016   414-2	11.12. Forced Labour and Modern Slavery
Regulatory compliance	4. Our Governance	GRI 204: Purchasing Practices 2016   204-1 GRI 207: Tax 2019   207-1 GRI 207: Tax 2019   207-2 GRI 207: Tax 2019   207-3 GRI 207: Tax 2019   207-4 GRI 415: Public Policies 2016   415-1	
Safety, well-being and developing our people	5.2. Our people	GRI 202: Market Presence 2016   202-1 GRI 401: Employment 2016   401-1 GRI 401: Employment 2016   401-2 GRI 401: Employment 2016   401-3 GRI 402: Labour Relations 2016   402-1 GRI 403: Occupational Health and Safety 2018   403-1 GRI 403: Occupational Health and Safety 2018   403-2 GRI 403: Occupational Health and Safety 2018   403-3 GRI 403: Occupational Health and Safety 2018   403-4 GRI 403: Occupational Health and Safety 2018   403-5 GRI 403: Occupational Health and Safety 2018   403-6 GRI 403: Occupational Health and Safety 2018   403-7 GRI 403: Occupational Health and Safety 2018   403-8 GRI 403: Occupational Health and Safety 2018   403-9 GRI 403: Occupational Health and Safety 2018   403-10 GRI 404: Training and Education 2016   404-1 GRI 404: Training and Education 2016   404-2 GRI 404: Training and Education 2016   404-3 GRI 405: Diversity and Equal Opportunities 2016   405-1 GRI 405: Diversity and Equal Opportunities 2016   405-2 GRI 406: Non-Discrimination 2016   406-1 GRI 414: Social Assessment of Suppliers 2016   414-1 GRI 414: Social Assessment of Suppliers 2016   414-2	11.9. Occupational Health and Safety  11.10. Employment Practices
Ethics and Transparency	4. Our Governance	GRI 205: Anti-corruption 2016   205-1 GRI 205: Anti-corruption 2016   205-2 GRI 205: Anti-corruption 2016   205-3 GRI 206: Unfair Competition 2016   206-1 GRI 407: Freedom of Association and Collective Bargaining 2016   407-1 GRI 418: Customer Privacy 2016   418-1	11.21. Payments to Governments  11.22. Public Policies
Customer satisfaction	5.4. Our prosperity	There are no GRI Thematic Standards associated with this Material Topic.	

**NOTE 1:** Each material topic presents, in the respective sub-chapters, information on its relevance to the Group and our stakeholders, as well as the approach followed – including defined policies and commitments – reflecting the Group's management approach.

**NOTE 2:** Floene has a channel for reporting irregularities, called "ComunicaÉtica", which is transversally applicable to various material topics. For more information on this topic, please refer to the Floene 2023 Annual Report, in chapter 4.3. Ethics and transparency.



### Topics in the oil and gas sector (GRI 11) that were not considered material

Topic	Justification
11.3. Atmospheric Emissions	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.4. Biodiversity	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.5. Waste	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.6. Water and Effluents	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.7. Closure and Rehabilitation	Not applicable. Floene's activity does not involve situations where the closure and rehabilitation of oil and gas fields may occur.
11.11. Non-discrimination and Equal Opportunities	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.13. Freedom of Association and Collective Bargaining	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.16. Land and Natural Resources Rights	Not applicable. In the geography where Floene is present and in its activity, there are no situations of land and natural resources dispute.
11.17. Indigenous Rights	Not applicable. In the geography where Floene is present, there are no situations of potential violation of indigenous communities' rights.
11.18. Conflict and Security	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.19. Unfair Competition	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.
11.20. Anti-corruption	Based on the relevance threshold defined and the evaluation carried out, the topic was not considered material.

## Specific standards

### GRI 200: Economic performance

#### GRI 201: Economic performance

#### Location

Regarding the standard published in 2016

#### 201-1 Direct economic value generated and distributed

EUR

	2021	2022	2023
<b>I) Direct Economic Value Generated</b>	<b>144,547,112.9</b>	<b>149,438,921.5</b>	<b>155,072,600.7</b>
Revenue	144,547,113	149,438,922	155,072,601
<b>II) Direct Economic Value Distributed (Operating costs)</b>	<b>74,878,497</b>	<b>74,541,573</b>	<b>94,191,047</b>
Operating costs	30,347,534	31,216,315	34,226,107
Salaries and benefits of employee	23,963,791	23,995,413	25,292,672
Payments to providers of capital	10,305,430	11,269,036	29,489,009
Taxes	10,261,741	8,060,808	5,168,918
Investments in the community	-	-	14,341
<b>III) Cumulative Economic Value (I-II)</b>	<b>69,668,616.2</b>	<b>74,897,349.0</b>	<b>60,881,553.9</b>

**NOTE:** Operating costs: Includes training and personal protective equipment and excludes fleet and pass-through;

Salaries and benefits of employee: Excludes training and includes fleet costs;

Payments to providers of capital: Financing interest, from financials' side;

Taxes: Does not include deferred taxes;

Revenue: Total income, excluding recognition of investment subsidies, IFRIC and excluding pass-through items.

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## GRI 200: Economic performance

### GRI 201: Economic performance

### Location

#### 201-2 Financial implications, risks and opportunities due to climate change

This information can be found in the Floene 2023 Annual Report, throughout the chapters:

4.4. Internal control and risk management systems	<a href="#">Page 28-31</a>
5.1. Our commitment to sustainability	<a href="#">Page 38-42</a>
5.3.1. Our position in the energy transition	<a href="#">Page 52-56</a>

Additionally, it should be noted that, according to Floene's risk matrix, the company is exposed to risks and opportunities arising from climate change that could potentially cause significant changes in operations, revenues, and/or expenses. Internally, there is a standard that describes the methodology for managing risk in Floene's business processes, in line with the Risk Management Policy. We analyze and monitor our risk matrix, which is evaluated considering the probability of occurrence and the impact of the risk/opportunity. This is assessed considering the following aspects: Financial, Business Continuity, Quality, HSE (Health, Safety, and Environment), Human Capital, Reputation, Environment, and Compliance. For this particular indicator, in 2023, only the impact of the risk was quantified, with the Financial aspect estimating a high impact level (4, on a scale of 1 to 5). It is worth noting that the probability of this risk is considered medium/low. In terms of costs related to ongoing mitigation actions, their assessment is not systematized.

Floene's risk matrix is periodically monitored and reviewed, and it is also subject to analysis by the Risk and Internal Control Management Committee. It is reviewed and submitted for approval by the Board of Directors annually.

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#### 201-4 Financial assistance received from government

Floene received a total of € 284,388.02 in financial assistance from the Environmental Fund and the PRR for the projects "The Natural Energy of Hydrogen" and "H<sub>2</sub> Green Valley," respectively.

- "The Natural Energy of Hydrogen" aims at injecting and distributing green hydrogen into the natural gas network in the Seixal area, thus contributing to the decarbonization process of the energy sector.
  - "H<sub>2</sub> Green Valley" is a consortium made up of 6 co-promoters. This project, located in Sines, focuses on the development of infrastructure for transmission, compression, and distribution of hydrogen. It envisages the development of an H<sub>2</sub> pipeline connecting large producers and consumers of hydrogen and a system for injecting and blending natural gas and H<sub>2</sub> for injection into the transport network. As part of the H<sub>2</sub>GVillage project, within the H<sub>2</sub> Green Valley, the Sines gas distribution network will be connected to the hydrogen pipeline and adapted to distribute 100% H<sub>2</sub> in the future. This project, which has been in planning since 2022, received PRR support in 2023, and its start is scheduled for 2024.
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**GRI 200: Economic performance****GRI 202: Market presence****Location**

Regarding the standard published in 2016

**202-1 Ratio of standard entry level wage by gender compared to local minimum wage**

EUR

		2021	2022	2023
National Minimum Wage	Men	665.0	705.0	760.0
	Women	665.0	705.0	760.0
Minimum Wage Practised by the Organisation (lowest wage practiced)	Men	972.0	998.4	1045.3
	Women	830.0	840.8	880.3
Ratio between the organisation's minimum wage and the local minimum wage	Men	1.5	1.4	1.4
	Women	1.2	1.2	1.2

**202-2 Proportion of senior Management hired from the local Community**

		2021	2022	2023
Total number of top management members in important operational units	Men	51	40	41
	Women	15	12	18
Total number of top management members in important operational units hired from the local community	Men	50	39	38
	Women	15	12	18
Percentage of top management members in important operational units hired from the local community	Men	98%	98%	93%
	Women	100%	100%	100%

**NOTE 1:** The organisation adopts the following definitions:

"Top management" - Executive Committee, Heads of Area and Managers;

"Local" - For this type of indicator (referring to top management) local is synonymous with "national" (Portugal);

"Important operational units" - All existing directions of Floene.

**NOTE 2:** Data referring to full-time employees.

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## **GRI 200: Economic performance**

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### **GRI 203: Indirect economic impacts**

**Location**

Regarding the standard published in 2016

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#### **203-1 Infrastructure investments and services supported**

The subject of investments in infrastructure and services provided is covered in the Floene 2023 Annual Report, Chapter 5.4.2. "Operational and financial performance".

[Page 62-65](#)

For the calculation of this indicator, the following investments were taken into account, amounting to € 30,017 million: i) Business Development; ii) Other Infrastructures; and, iii) Other Investments, namely, counter renewal due to legal requirement and Special Projects: Green Pipeline (H<sub>2</sub>).

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#### **203-2 Significant indirect economic impacts**

Chapter 5.4. Our prosperity

[Page 61-75](#)

During the reporting period, although no new impacts beyond those already reported in the 2022 report were identified, continuous positive economic impacts resulting from the availability of the gas distribution network in the communities where Floene operates are observed. This fact is due not only to the fact that natural gas, of all fossil fuels, has the least negative environmental impacts, but also because it is cheaper and plays an important role in the local economy. Additionally, being a relatively new distribution network prepared to receive renewable gases, it allows these to reach end consumers more easily. In this way, Floene contributes to the sustainability agenda within national policies.

Information regarding this topic can be found in greater detail in the chapter above.

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### **GRI 204: Procurement practices**

**Location**

Regarding the standard published in 2016

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#### **204-1 Proportion of spending on local suppliers**

In 2023, Floene had a total cost of € 34,226,107.00 with suppliers, 97% of which related to purchases from local (national) suppliers.

**NOTE:** External Supplies and Services (ESS) were considered, including training costs, and excluding pass-through costs for transmission tariffs (UGS+URT) and investment in the community.

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### **GRI 205: Anti-corruption**

**Location**

Regarding the standard published in 2016

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#### **205-1 Operations assessed for risks related to corruption**

No corruption risk assessments were carried out during the reporting period. However, Floene's Code of Ethics and Conduct was revised and disclosed given the changes that have taken place, particularly in the organisational structure.

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**GRI 200: Economic performance****GRI 205: Anti-corruption****Location****205-2 Communication and training about anti-corruption policies and procedures**

Category of employees	Total No. of employees	Anti-corruption training	
		No. of employees	%
Administration (Executive Committee)	4	0	0%
Heads of Area	12	0	0%
Managers	43	3	7%
Specialists	157	14	9%
Technical Contributors	192	21	11%
Operational & Administrative Contributors	3	0	0%
Trainees	5	5	100%

**NOTE:** The information shown in the table only concerns Floene employees. Whenever policy communication is conducted, it is done through publication on the [intranet](#) for all Floene employees (including Administration - Executive Committee and trainees/interns). Regarding stakeholders, they have access via the official Floene website ([floene.pt/en/](http://floene.pt/en/)), and in the case of Service Providers/Suppliers, both policies and the Floene Code of Ethics and Conduct are integral parts of the contract.

In 2023, training sessions were conducted for all new employees on this topic as part of their onboarding process, in addition to specific training on Floene's Code of Ethics and Conduct and the "Code of Conduct" of the DSO.

This was also a year of revision to Floene's Code of Ethics and Conduct, which was published and shared (internally and externally) in the last quarter. With its dissemination, a series of webinars addressing structural topics on Ethics was also planned for 2024. Each webinar, dedicated to a different theme, will be led by a Floene representative, and will feature the participation of an external guest, emphasizing knowledge sharing and clarification of any questions that may arise.

**205-3 Confirmed incidents of corruption and actions taken**

No confirmed incidents of corruption were recorded during the reporting period.

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## **GRI 200: Economic performance**

### **GRI 206: Anti-competitive behavior**

**Location**

Regarding the standard published in 2016

#### **206-1 Legal actions due to anti-competitive behaviour, anti-trust, and monopoly practice**

During the reporting period of this Report, Floene was not associated with any legal actions due to anticompetitive behavior, unfair competition, or monopolistic practices.

However, there is a pending action - Contravention ERSE 17/2021, the process is pending final decision by the regulator. This contravention arose from a complaint filed by a commercial company about third parties and the non-exclusivity of service providers.

### **GRI 207: Tax**

**Location**

Regarding the standard published in 2019

#### **207-1 Approach to tax**

Although not formalized in any public document, Floene has a tax strategy, reviewed, and approved annually by the Board of Directors and the Executive Committee. However, the publication of the Tax Policy is planned for 2024.

To ensure regulatory compliance with its tax strategy, Floene observes tax requirements and disclosure of tax information according to applicable laws and regulations, adopting appropriate measures for this purpose.

Regarding related party transactions, Floene Group Companies prepare a transfer pricing documentation process adopted by international practices, which includes all documentation regarding the policy adopted in determining transfer prices and maintains elements capable of proving their market

#### **207-2 Tax governance, control, and risk management**

Chapter 4.4. Internal control and risk management systems

[Page 28-31](#)

The Audit Board is responsible for ensuring compliance in tax matters, monitoring, in particular, accounting policies, valuation criteria, the effectiveness of the risk management and internal control system, and the process of preparation and disclosure of financial information. Annually, the Audit Board prepares a report on its supervisory activities and issues an opinion on the report, accounts, and proposals presented by the Administration. In addition to this Council, external auditors/Certified Public Accountants and internal auditors also play a crucial role in this regard.

## GRI 200: Economic performance

### GRI 207: Tax

### Location

#### 207-3 Stakeholder engagement and management of concerns related to tax

Regarding taxation issues, it can be mentioned that Floene follows a stance of compliance and ethics by adhering to all current tax regulations, with full willingness to collaborate with tax authorities in inspections or any other applicable interaction process. Thus, tax compliance is a guarantor of its actions. The Group listens to and analyses the contributions/concerns of stakeholders, safeguarding communications that aim to clarify any existing doubts, without, however, altering the principles, rigor, compliance, and transparency of operations from a tax point of view.

#### 207-4 Country-by-country reporting

Since all companies in the Floene Group are residents in Portugal, only Portuguese jurisdiction applies.

More information can be found in the 2023 Annual Report:

- Chapter 2.1. Our activity;
- Annex III a) - Financial Statements - Consolidated

[Page 14-15](#)

[Page 100-161](#)



## GRI 300: Environmental performance

### GRI 302: Energy

Location

Regarding the standard published in 2016

#### 302-1 Energy consumption within the organisation

Unit: GJ

	2021	2022	2023
Non-renewable fuels	16,495.0	18,058.9	19,442.1
Natural Gas	1,873.9	1,913.6	2,107.0
Diesel	13,564.4	14,425.1	13,745.7
Gasoline	616.7	1,289.0	3,311.2
LPG	440.2	431.2	278.2
Renewable fuels			
Purchased electricity	2,650.5	2,954.2	2,682.5
Electricity sold			
<b>Total</b>	<b>19,145.6</b>	<b>21,013.0</b>	<b>22,124.6</b>

For this purpose, the following energy consumption sources within the organisation were considered: electricity consumption, natural gas consumption and fleet fuel consumption (diesel, gasoline, and LPG). It should be noted that as of 2022 the electricity purchased is certified as 100% renewable energy.

The sources of conversion factors used were as follows: DGEG, 2020 - Conversion from GWh to GJ; APA NIR, 2020 - Conversion from litres of fuel to GJ.

#### 302-2 Energy consumption outside the organisation

To identify energy consumption outside the organisation, Floene used the upstream and downstream categories and activities of the "GHG Protocol – Scope 3". In this first analysis, Category 4 – Upstream transport and distribution was considered, and more categories are expected to be considered next year.

Energy consumption associated with upstream transport and distribution (GJ): 4,667.

The sources of conversion factors used were as follows: APA NIR, 2020 - conversion of litres of fuel to GJ; IPCC, AR5 - consumption of litres per km.

#### 302-3 Energy intensity

Unit: GJ

	2021	2022	2023
Energy intensity	0.00029	0.00035	0.00039

**NOTE:** For this purpose, the metric selected to calculate the ratio is the energy distributed in GJ. The following types of energy were included in the ratio:

- Consumption: electricity, natural gas, vehicle fuel;
- Distribution: natural gas.

## GRI 300: Environmental performance

### GRI 305: Emissions

### Location

Regarding the standard published in 2016

#### 305-1 Direct (Scope 1) GHG emissions

Chapter 5.3.2. Our carbon footprint

[Page 57-60](#)

Direct (scope 1) GHG emissions: 23,470 tCO<sub>2</sub>eq

At the end of 2023, a correction was made to the value of network fugitive emissions for the base year, 2020, due to a detected inconsistency, which consequently altered the value of total emissions for the base year 2020.

For the calculation of Natural Gas (network losses - fugitive emissions), the Sedigas methodology, used by several companies in the sector was used (*Metodología para la cuantificación de las emisiones de metano en los sistemas de distribución de gas Fecha: 29 de junio de 2020*).

The following sources were used as a reference for emission factors: Emission factors from the APA's National Inventory Report and the Global Warming Potentials from the IPCC - Fifth Assessment Report (AR5).

#### 305-2 Indirect (Scope 2) GHG emissions

Chapter 5.3.2. Our carbon footprint

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Indirect (scope 2) GHG emissions: 0 tCO<sub>2</sub>eq.

For the location-based calculation, the APA emission factors were considered, since our activity is in Portugal. For the market-base calculation, the factor of our supplier was taken into account.

It should be noted that in 2022, the market-based factor became 0, since the electricity purchased was 100% renewable.

## GRI 300: Environmental performance

### GRI 305: Emissions

### Location

#### 305-3 Other indirect (Scope 3) GHG emissions

Chapter 5.3.2. Our carbon footprint

[Page 57-60](#)

Indirect (scope 3) GHG emissions: 7,513 tCO<sub>2</sub>eq

Floene calculated and disclosed its scope 3 emissions for the first time in 2023, regarding to 2022, and 7 of the 15 available categories were included.

In this second interaction, for the year 2023, some improvements were made to the calculation formula, namely through interaction with the value chain, allowing specific emission factors to be obtained for elements where economic emission factors had been used, such as for milling (included in category 2), the addition of construction waste, where only office waste had been accounted for (category 5), among others. Therefore, the same improvements were made to the 2022 calculation, allowing for a better comparison between the two years.

The methodology followed was that of the Greenhouse Gas Protocol, using the Global Warming Potentials calculated in the Fourth Assessment Report (AR4) and emission factors from various sources, such as: IPCC; DEFRA 2022; Quantis.

#### 305-4 GHG emissions intensity

Units	2021	2022	2023
tCO <sub>2</sub> eq/GWh (scope 1+2)	0.8	0.9	1.5
tCO <sub>2</sub> eq/km of network (scope 1+2)	1.1	1.1	1.7
tCO <sub>2</sub> eq/GWh (scope 1+2+3)	-	1.4	2.0
tCO <sub>2</sub> eq/km of network (scope 1+2+3)	-	1.7	2.2

The greenhouse gas emission energy intensity was calculated using two metrics considered relevant: volume of gas distributed (GWh) and kilometres of distribution network (km).

**GRI 300: Environmental performance****GRI 305: Emissions****Location****305-5 Reduction of GHG emissions**

Chapter 5.3.2. Our carbon footprint

[Page 57-60](#)

A short-term decarbonisation plan (2022-2025) has been defined, with the aim of reducing emissions by 25% by 2025 (compared to the base year of 2020). This plan includes several operational initiatives, such as:

- purchase of electricity certified as 100% from renewable sources – 100% completed;
- replacing the fleet with hybrid vehicles - In progress;
- replacement of the existing steel network with polythene and reduction of network leaks – 56% completed of the established network renewal plan;
- reduction in the number of third party damages in our existing network - ongoing, with a 22% average reduction.

**305-6 Emissions of ozone-depleting substances (ODS)**

Not applicable

**305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions**

Information not available.

**GRI 306: Effluents and waste****Location**

Regarding the standard published in 2020

**306-3 Waste generated****Construction works waste**

	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Total waste generation (t)</b>	<b>n.a.</b>	<b>66,154</b>	<b>61,363</b>
Directed for recovery (t)	n.a.	22,484	31,753
Re-use and incorporation into construction work (t)	n.a.	43,670	29,609
<b>Percentage of waste recovered</b>	<b>n.a.</b>	<b>100%</b>	<b>100%</b>
<b>Percentage of re-use and incorporation on site</b>	<b>n.a.</b>	<b>66.01%</b>	<b>48.25%</b>
<b>By category:</b>			
<b>Hazardous waste (total) (t)</b>	<b>n.a.</b>	<b>0.32</b>	<b>0.27</b>
<b>Non-hazardous waste (total) (t)</b>	<b>n.a.</b>	<b>66,154</b>	<b>61,362</b>

**GRI 300: Environmental performance**
**GRI 306: Effluents and waste**
**Location**
**306-3 Waste generated**
**Administrative waste**

	2021	2022	2023
<b>Total waste generation (t)</b>	<b>172.10</b>	<b>120.06</b>	<b>150.34</b>
Directed for recovery (t)	172.08	112.92	144.24
Directed for disposal (t)	0.02	7.15	6.11
<b>Percentage of waste recovered</b>	<b>99.99%</b>	<b>94.05%</b>	<b>95.94%</b>
<b>By category:</b>			
<b>Hazardous waste (total) (t)</b>	<b>5.04</b>	<b>0.69</b>	<b>0.16</b>
Directed for recovery (t)	5.04	0.17	0.06
Directed for disposal (t)	0.00	0.52	0.10
<b>Non-hazardous waste (total) (t)</b>	<b>167.06</b>	<b>119.37</b>	<b>150.18</b>
Directed for recovery (t)	167.04	112.75	144.17
Directed for disposal (t)	0.02	6.63	6.01

**Total waste generated**

	2021	2022	2023
<b>Total waste generation (t)</b>	<b>n.a.</b>	<b>66,274</b>	<b>61,513</b>
Directed for recovery, reuse and incorporation on site (t)	n.a.	66,267	61,507
Directed for disposal (t)	n.a.	7.15	6.11
<b>Percentage of waste recovered</b>	<b>n.a.</b>	<b>99.99%</b>	<b>99.99%</b>
<b>By category:</b>			
<b>Hazardous waste (total) (t)</b>	<b>n.a.</b>	<b>1.01</b>	<b>0.43</b>
Directed for recovery, reuse and incorporation on site (t)	n.a.	0.49	0.33
Directed for disposal (t)	0.00	0.52	0.10
<b>Non-hazardous waste (total) (t)</b>	<b>n.a.</b>	<b>66,273</b>	<b>61,513</b>
Directed for recovery, reuse and incorporation on site (t)	n.a.	66,267	61,507
Directed for disposal (t)	n.a.	6.63	6.01

**NOTE 1:** Historical construction work waste only included in this indicator from 2022 onwards.

**NOTE 2:** Construction work waste is all recovered or reused and incorporated into the work, it is not sent to disposal.

## GRI 300: Environmental performance

### GRI 308: Supplier environmental assessment

### Location

Regarding the standard published in 2016

#### 308-1 New suppliers that were screened using environmental criteria

Chapter 5.3.3. Sustainable supply chain management

[Page 60-61](#)

Regarding the sustainable management of the supply chain, it is noted that the partnership between Floene and service providers is based on compliance with commercial and technical conditions, as well as commitments expressed in the following documents: Code of Ethics and Conduct; Codes of Conduct; Health, Safety, and Environment Policy and Prevention of Serious Accidents; Quality Policy; Human Rights Policy, as well as compliance with current legislation. We also subscribe to the principles of the BCSD charter.

Therefore, there is supply chain risk management, based on a methodology that involves the selection, qualification, and performance evaluation of service providers. GDPR and cybersecurity risks are managed through the One Trust platform, interconnected, and automated with the procurement management platform, for bidding processes containing such risks, as well as action plans to mitigate them. Compliance assessments and due diligence are conducted before engaging suppliers to identify potential red flags, such as corruption and money laundering.

This model, which combines financial and non-financial information available in the market to be provided by our partners, results in broader monitoring of various risk areas in our supply chain, including ESG, cybersecurity, and GDPR.

#### New suppliers

	2021	2022	2023
No. of new tier 1 suppliers	n.a.	n.a.	19
No. of new tier 1 suppliers subjected to due diligence processes for environmental impacts	n.a.	n.a.	17
Percentage of new tier 1 suppliers that were subjected to due diligence processes for environmental impacts	n.a.	n.a.	89%

#### Suppliers by type

Type of supplier	Number of suppliers by type		
	2021	2022	2023
Tier 1	n.a.	65	78
Non-tier 1	n.a.	0	0
Critical tier 1	n.a.	19	21

**NOTE 1:** Tier 1 - Tier 1 services present a greater inherent cyber risk.

**NOTE 2:** Although last year this table reported the percentage of suppliers assessed in the last 3 years, the figures reported corresponded to the number of suppliers by type, so the corrected table is presented here.

## GRI 300: Environmental performance

### GRI 308: Supplier environmental assessment

Location

#### 308-1 New suppliers that were screened using environmental criteria

#### Results of sustainability risk assessment

Sustainability Risk (no. of Floene tier 1 suppliers)	2021	2022	2023
With a high economic sustainability risk	n.a.	0	0
With a high environmental sustainability risk	n.a.	0	0
With a high social sustainability risk	n.a.	5	0

#### Results of CSR risk assessment

Risk level Corporate Social Responsibility (CSR) Assessment Questionnaires	No. of Floene suppliers with billing in 2021		No. of Floene suppliers with billing in 2022		No. of Floene suppliers with billing in 2023	
	Tier 1	Critical	Tier 1	Critical	Tier 1	Critical
A+   Above-average rating	n.a.	n.a.	34	15	36	16
A   Average rating	n.a.	n.a.	10	3	16	3
B   Below-average rating	n.a.	n.a.	5	1	9	2

#### Certifications

International Standard	2021	2022	2023
ISO 9001	n.a.	92	96
ISO 14001	n.a.	47	47
OHSAS 18001 /ISO 45001	n.a.	46	43
Other certifications	n.a.	25	29

#### Supplier audits

	2021	2022	2023
No. of supplier audits	n.a.	12	10
No. of tier 1 supplier audits	n.a.	3	8
Critical suppliers audited (tier 1 and non-tier 1)	n.a.	0	0

In addition to risk management practices and monitoring of certifications in the supply chain, we conduct audits of suppliers or potential suppliers in the following areas:

- Financial;
- Technical;
- Corporate Social Responsibility;
- Health and Safety;
- Environment;
- Business Continuity;
- SLA contract.

#### 308-2 Negative environmental impacts in the supply chain and actions taken

No tier 1 suppliers (critical or non-critical) with a high environmental sustainability risk were identified.

**GRI 400: Social performance****GRI 401: Employment****Location**

Regarding the standard published in 2016

**401-1 New employee hires and employee turnover****Total number of employees at the end of the reporting period, by location, gender and age group**

	Gender	2021			2022			2023		
		<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
		Region National	Men	7	117	146	12	118	141	13
	Women	3	76	45	10	76	47	8	73	52
Total employees (by age group)		10	193	191	22	194	188	21	190	201
Total employees (by gender)	Men	270			271			279		
	Women	124			133			133		
<b>Total employees (National)</b>		<b>394</b>			<b>404</b>			<b>412</b>		

**NOTE:** Includes trainees and fixed-term contracts, but excludes board members. Employees of all Floene Group companies are taken into account. Corrections have been made to the headcounts for previous years due to a change in criteria.



## GRI 400: Social performance

### GRI 401: Employment

### Location

Regarding the standard published in 2016

#### 401-1 New employee hires and employee turnover

#### Total number of employees who entered or left during the reporting period

2021

	Gender	Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
		National	Men	3	7	2	1
	Women	1	3	1	0	2	3
Total entries and exits (by age group)		4	10	3	1	2	5
Total entries and exits (by gender)		Men			3		
		Women			5		
<b>Total entries and exits (national)</b>		<b>17</b>			<b>8</b>		

2022

	Gender	Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
		National	Men	8	13	0	2
	Women	7	8	1	1	0	7
Total entries and exits (by age group)		15	21	1	3	1	27
Total entries and exits (by gender)		Men			23		
		Women			8		
<b>Total entries and exits (national)</b>		<b>37</b>			<b>31</b>		

2023

	Gender	Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
		National	Men	7	17	0	3
	Women	3	6	0	3	2	4
Total entries and exits (by age group)		10	23	0	6	9	10
Total entries and exits (by gender)		Men			16		
		Women			9		
<b>Total entries and exits (national)</b>		<b>33</b>			<b>25</b>		

**NOTE:** Includes trainees and fixed-term contracts, but excludes board members. Employees of all Floene Group companies are taken into account. Corrections have been made to the headcounts for previous years due to a change in criteria.

**GRI 400: Social performance****GRI 401: Employment****Location****401-1 New employee hires and employee turnover****Employee retention and turnover rate for the reporting period (%)**

		<b>2021</b>					
	<b>Gender</b>	<b>Entries (%)</b>			<b>Exits (%)</b>		
		<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>	<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>
National	Men	0.8	1.8	0.5	0.3	0.0	0.5
	Women	0.3	0.8	0.3	0.0	0.5	0.8
Rate of entries and exits (by age group)		1.0	2.5	0.8	0.3	0.5	1.3
Entry and exit rates (by gender)	Men	3.0			0.8		
	Women	1.3			1.3		
<b>Entry and exit rates (national)</b>		<b>4.3</b>			<b>2.0</b>		
Retention rate		98					
Turnover rate		2.1					
		<b>2022</b>					
	<b>Gender</b>	<b>Entries (%)</b>			<b>Exits (%)</b>		
		<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>	<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>
National	Men	2.0	3.2	0.0	0.5	0.2	5.0
	Women	1.7	2.0	0.2	0.2	0.0	1.7
Rate of entries and exits (by age group)		3.7	5.2	0.2	0.7	0.2	6.7
Entry and exit rates (by gender)	Men	5.2			5.7		
	Women	4.0			2.0		
<b>Entry and exit rates (national)</b>		<b>9.2</b>			<b>7.7</b>		
Retention rate		92					
Turnover rate		7.8					
		<b>2023</b>					
	<b>Gender</b>	<b>Entries (%)</b>			<b>Exits (%)</b>		
		<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>	<b>&lt;30</b>	<b>30-50</b>	<b>&gt;50</b>
National	Men	1.7	4.1	0.0	0.7	1.7	1.5
	Women	0.7	1.5	0.0	0.7	0.5	1.0
Rate of entries and exits (by age group)		2.4	5.6	0.0	1.5	2.2	2.4
Entry and exit rates (by gender)	Men	5.8			3.9		
	Women	2.2			2.2		
<b>Entry and exit rates (national)</b>		<b>8.0</b>			<b>6.1</b>		
Retention rate		94					
Turnover rate		<b>6.1</b>					

**NOTE 1:** Retention rate = ((employees who stayed in the company during the period) / (total employees at the end of the period))\*100

**NOTE 2:** Includes trainees and fixed-term contracts, but excludes board members. Employees of all Floene Group companies are considered. Corrections have been made to the headcounts for previous years due to a change in criteria.

## GRI 400: Social performance

### GRI 401: Employment

### Location

#### 401-2 Benefits granted to full-time employees that are not provided to temporary or part-time employees

The benefits listed apply to all Floene employees (permanent and temporary), except for the Pension Fund, which is not applicable to Tagusgás employees:

- Pension Fund (only for employees with open-ended contract);
- Life insurance;
- Personal Accident Insurance;
- Travel Insurance;
- Health insurance.

#### 401-3 Parental leave

According to the criteria in force, all Floene employees are entitled, by law, to parental leave. In this sense, the number of workers who used this right during the reporting period is detailed below:

	Gender	2021	2022	2023
Nr. of employees that started parental leave during the reporting period	Men	2	1	1
	Women	0	2	2
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>3</b>
Nr. of employees that returned to work after parental leave during the reporting period	Men	2	1	1
	Women	0	1	1
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>
Nr. of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	Men	1	2	1
	Women	1	0	2
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>3</b>
Rate of Return	Men	100%	100%	100%
	Women	-	50%	50%
	<b>Total</b>	<b>100%</b>	<b>67%</b>	<b>67%</b>
Retention rate (12 months)	Men	100%	100%	100%
	Women	50%	-	100%
		<b>67%</b>	<b>100%</b>	<b>100%</b>

## GRI 400: Social performance

### GRI 402: Labour/management relations

### Location

Regarding the standard published in 2016

#### 402-1 Minimum notice periods regarding operational changes

Floene respects all deadlines set forth in applicable legislation as well as internal regulations, ensuring the existence of an adequate adaptation period for different relevant operational changes. Only Lisboagás company has a Collective Bargaining Agreement, in which the notification period and provisions for consultation and negotiation are specified therein.

### GRI 403: Occupational health and safety

### Location

Regarding the standard published in 2018

#### 403-1 Occupational health and safety management system

Chapter 4.4. Internal control and risk management systems

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Chapter 5.2.1. Safety and well-being

[Page 43-47](#)

In 2023, Floene renewed the certification of its Occupational Health and Safety Management System, which it has implemented and maintained. Considering that people represent our most important asset, ensuring safe and healthy workplaces is fundamental for Floene to prevent accidents and occupational illnesses for its own workers and the workers of service providers representing Floene.

Although Portugal has comprehensive legislation on occupational health and safety, it constitutes a minimum set of mandatory compliance requirements. Floene has always strived to go beyond legal requirements in terms of Occupational Health and Safety (OHS), environment, and quality, both due to its business area and the activities it carries out. However, the effectiveness of any legislation depends not only on its scope but also on its application, compliance, and continuous efforts to adapt to emerging challenges.

ISO 45001 provides a framework for organizations to systematically manage health and safety at work, leading to improved performance, reduced risks, and a healthier and safer workplace. It is designed to be compatible with other ISO management system standards, such as ISO 9001 (Quality Management) and ISO 14001 (Environmental Management). This allows Floene to have an integrated system for greater efficiency and effectiveness.

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## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

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#### 403-1 Occupational health and safety management system

Floene's OHSMS covers both internal and external workers:

- All workers who have an employment relationship with the organisation, according to national legislation;
- All workers who are not employees, but whose work and/or workplace are controlled by the organisation;
- All workers who are not employees and whose work and/or workplace are not controlled by the organisation, but the organisation's operations, products or services are directly linked to significant impacts on the occupational health and safety of these workers through their business relationships.

The OHSMS covers all activities within the scope of certification, including the management of construction, maintenance, operation, and use of Gas Distribution Networks, which include renewable origin gases and low-carbon gases.

Included in the OHSMS certification are all administrative workplaces and facilities of the natural gas distribution system managed and maintained by Floene (RMS, AGU, etc.) and primary and secondary networks.

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#### 403-2 Hazard identification, risk assessment and incident investigation

Chapter 5.2.1. Safety and well-being

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Chapter 4.3. Ethics and Transparency

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Floene has a documented procedure in its OHSMS for identifying hazards, assessing, and controlling risks. It covers normal, abnormal, and reasonably foreseeable emergency situations. This information is documented as hazard and risk assessment matrices for OHS.

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## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

#### 403-2 Hazard identification, risk assessment and incident investigation

The process includes the following stages:

1. Develop/review the identification of OHS hazards, risk assessment, and control:
  - a) The HSE department, together with process owners and/or employees, conduct a survey of OHS hazards by type of activity, involving routine and occasional activities, and all individuals (service providers and visitors) who have access to Floene's workplaces.
  - b) This survey may be reviewed and updated whenever necessary, such as in the face of new circumstances, for example: introduction of new technologies, occurrence of incidents, non-conformities or hazardous situations, provision of new services, changes in legal requirements, or others.
2. Plan its implementation – After the previous step, a proposal for actions is developed, considering the risk control hierarchy, where responsibilities and deadlines for action implementation are established.

The assessment and control of OHS risks are carried out by professionals qualified as Senior Safety Technicians (level VI) in collaboration with experts in the execution of activities, ensuring the quality of the process and its output, identification of risk prevention and mitigation measures.

New tasks, hazards, and risks identified can be reported by any employee, either through the hierarchy or directly contacting HSE via email, phone, or holding meetings.

Floene also has proactive safety and environmental prevention mechanisms in place, such as facility visits, Safety Talks, observation of unsafe situations or acts, near misses, employee participation, and periodic consultation, among others.

Mechanisms for communication and worker participation have been defined to allow reporting of risk situations, and Life Saving Rules have been adopted, which must always be followed. Any situation that jeopardizes the safety and health of workers during their activities must be stopped by the worker themselves or by whoever identifies the situation. Under no circumstances should management subject workers to unsuitable working conditions.

Employees are protected against potential reprisals regarding the identification/reporting of situations mentioned in the previous paragraphs by the Floene Group's Code of Ethics and Conduct, with the ComunicaÉtica serving as the channel for reporting any well-founded suspicion of retaliation, in the form of threats, intimidation, exclusion, humiliation, or acts of bad faith, available at [floene.pt/en/whistleblowing](https://floene.pt/en/whistleblowing).

## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

#### 403-2 Hazard identification, risk assessment and incident investigation

Floene also has a documented procedure in the OHSMS that describes how to report and investigate both safety and environmental incidents. It consists of 7 steps, namely:

1. Emergency response;
2. Reporting/communication;
3. Classification according to actual severity, divided into 4 classes, from class 0 to class 4, where:
  - a. **Class 0:** near miss, damage by third parties or presence of carbon monoxide;
  - b. **Class 1:** injury requiring first aid;
  - c. **Class 2:** injury requiring medical treatment or work restriction;
  - d. **Class 3:** injury requiring medical leave;
  - e. **Class 4:** permanent disability or death;
4. Investigation;
5. Analysis;
6. Disclosure;
7. Definition and implementation of actions.

The investigation of incidents is initiated by the appointed investigation manager. The responsibility for investigating incidents lies with the area that has operational or management control over the facility or activity.

The level of investigation and the minimum competencies of the team responsible for conducting the investigation are determined based on the actual severity of the accident, according to the criteria defined in the documented procedure.

In accidents involving own employees, the need for the participation of an occupational health physician in the investigation team is assessed.

Investigation of class 3 or 4 accidents is coordinated by a member of the HSE structure, and whenever necessary, the investigation may involve experts and other external entities.

Floene defines the preferred methodology for accident investigation as the "5 Whys" approach, and for creating the list of immediate causes and root causes, the CLC (Comprehensive List of Causes) methodology is used, the guidelines of which Floene has documented in a supporting instruction to the incident reporting and investigation procedure.

## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

#### 403-2 Hazard identification, risk assessment and incident investigation

After determining the root causes, the investigation team defines corrective and improvement actions to prevent similar accidents from occurring.

Following an accident, and whenever applicable, the need to review the respective risk analysis is assessed according to the documented procedure existing in the OHSMS.

#### 403-3 Occupational health services

Chapter 5.2.1. Safety and well-being

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The functions of occupational health and safety services are the following:

- a) Define and promote the implementation of Safety, Health, Environment, and Major Accident Prevention policies at Floene and its service providers, aiming to minimize environmental impact and reduce risks to employees, customers, third parties, assets, and the surrounding community.
- b) Define and apply the methodology to identify, assess, and manage the risks and impacts inherent in activities, to prevent accidents and environmental damage.
- c) Ensure and disseminate the identification of legal requirements regarding Safety and Environment.
- d) Propose the establishment of standards, practices, and procedures to ensure the safety of people, facilities, and the environment, in alignment with risk and impact assessment and applicable legislation.
- e) Propose the definition of Goals and Objectives and implement programs and actions, acting proactively and anticipating the organization's needs, ensuring their monitoring and disclosure.
- f) Define and propose the necessary processes to systematically investigate Incidents and Non-conformities, determining their causes and correction, disseminating their findings, in order to prevent the occurrence of similar incidents.
- g) Ensure the adequacy of Emergency Plans for Facilities and Activities, as well as promote and/or collaborate in conducting drills, to contribute to the ongoing adequacy and operability of response and communication procedures in the event of an accident.
- h) Collaborate in identifying training needs in the field of Safety and Environment, aiming to ensure that employees have the necessary training and skills for their roles. Define and/or deliver specific training actions.



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## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

#### 403-3 Occupational health services

- i) Promote the dissemination of knowledge and information related to Safety and Environment issues, including risks, impacts, mitigation measures, as well as indicators, trends, and benchmarks, to contribute to strengthening the Safety and Environment culture.
- j) Ensure the conduct of internal audits and inspections of operational activities and facilities, as well as service providers and contractors, to assess whether pre-established provisions are implemented and suitable for achieving the company's objectives.
- k) Coordinate the execution of audits for the Major Accident Prevention Management System and ensure the planning, management, and certification of the Integrated Environment, Quality, and Safety System concerning Environmental and Safety aspects, as a fundamental requirement for the execution of regulated activity.
- l) Contribute to the review of AQS Management Systems in terms of Safety and Environment to ensure permanent conformity, suitability, and effectiveness in their various aspects, promoting continuous improvement.
- m) Ensure representation and communication with national bodies and authorities in the field of Safety and Environment, safeguarding the interests of the Organization.

Floene ensures the quality of these services through its own human resources, qualified as Senior Safety Technicians (level IV), complemented by external resources in occupational safety with similar qualifications.

At Lisboagás, regarding occupational health and safety matters, contact with workers is made through worker representatives.

Throughout the Floene Group, first and third-party audits are conducted.

In addition, occupational health services are provided by the internal service at a medical post located at Floene's headquarters, or considering the geographical dispersion of the companies, provided locally at each company within the Floene Group.

At Lisboagás, as far as OHS matters are concerned, contact with workers is made through the workers' representatives.

The confidentiality of workers' health data is a crucial issue to protect privacy and individual rights. Organizations dealing with workers' health information as part of occupational health management programs or health-related benefits adopt rigorous measures to ensure the confidentiality of this data.

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**GRI 400: Social performance****GRI 403: Occupational health and safety****Location****403-4 Employee involvement in participation, consultation and communication on health and safety at work**

Chapter 5.2.1. Safety and well-being

[Page 43-47](#)

As required by law, two formal written consultations are held annually with all employees on OHS and work equipment.

In addition to these written consultation mechanisms, there are other means of consulting, involving and informing interested parties:

- a)** Participation and consultation in the process of identifying, evaluating and treating hazards and risks;
- b)** Participation and consultation in the selection process for personal protective equipment;
- c)** Internal communication via the intranet of the results of occupational health and safety studies, e.g., indoor air quality, legionella, radon, illuminance;
- d)** External communications via [floene.pt/en/](http://floene.pt/en/);
- e)** Any employee can be contacted at any time by email or telephone;
- f)** Meetings with employee representatives on OHS issues;
- g)** Specific meetings with areas to deal with security issues;
- h)** Introduction of consultative and participatory approaches in OHS audits and verifications, allowing workers the opportunity to air any concerns;
- i)** Annual surveys to understand workers' concerns and attitudes towards OHS;
- j)** Introduction of consultative and participatory approaches to safety talks.

After the decision has been taken, and whenever it is considered relevant, feedback must be given to the employees on the decision taken and, if the opinions and/or proposals are not adopted in the decision, they must be the subject of a reasoned decision and information given to the employees or their representatives. The main results and status of the actions resulting from consultation and participation are also publicised/communicated at the annual OHS consultation for all employees. In this context, there are also OHS meetings with the workers' representatives, as well as a meeting of the Workers' Committee with Management (Lisboagás).

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**GRI 400: Social performance**


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**GRI 403: Occupational health and safety**
**Location**


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**403-5 Employees training on occupational health and safety**

Chapter 5.2.1. Safety and well-being

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Every year, HSE department defines the OSH training activities to be carried out, which are included in Floene's annual training plan. At the same time, training is given to all new employees, both when they are welcomed and during their integration (Induction HSE).

HSE training for employees includes other topics:

- a)** Assessment of hazards and risks by activity, as well as the measures to be implemented to mitigate or reduce the risk to an acceptable level;
- b)** Prevention of serious accidents. emergency plans, firefighting and the ATEX directive for employees whose jobs may expose them to risks arising from classified areas;
- c)** Self-protection measures;
- d)** Work permits;
- e)** Incident communication and reporting;
- f)** First aid for workers working in emergency teams;
- g)** Personal protective equipment;
- h)** Task safety analysis;
- i)** Change management;
- j)** Safety data sheets;
- k)** QHSE management systems;
- l)** Legal issues not previously identified.

Regarding OHS training for non-proprietary workers, Floene establishes in a contractual clause that training must be given quarterly by the executing organisation and verifies compliance with this. In addition, the OHS provides safety inductions before work begins in establishments covered by the ATEX directive.

OHS training needs are identified by the following means:

- a)** Performance management, in which management and employees can identify actions, including OHS actions;
- b)** Consultation with employees;
- c)** Training and competences matrix for the roles;
- d)** Audit results;
- e)** Risk Assessment;
- f)** Legislation;
- g)** Internal procedures.

These trainings are offered free of charge and during working hours.

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## GRI 400: Social performance

### GRI 403: Occupational health and safety

### Location

#### 403-6 Promotion of employees health

Chapter 5.2.1. Safety and well-being

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In order to facilitate employees' access to medical services and healthcare, there is an occupational health service for all Floene employees. In addition, all employees have access to a personal health insurance (including family members) with a wide range of curative medical services.

At Floene's headquarters, there is a medical center exclusively for employees, family members, and retirees, with a variety of general medical and various specialty consultations. In addition to health insurance, Floene provides free administration of the flu vaccine in the workplace.

#### 403-7 Preventing and mitigating occupational health and safety impacts directly linked to business relationships

Chapter 5.2.1. Safety and well-being

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Floene has a documented procedure in the OHSMS for identifying hazards, evaluating and controlling risks.

It involves normal and abnormal conditions and reasonably foreseeable emergency situations. This information is documented as OHS hazard and risk assessment matrices. The OHS hazard assessment is carried out by type of activity, involving routine and occasional activities and all people (service providers and visitors) who have access to Floene's workplaces.

At the same time, Floene has mechanisms for selecting and evaluating suppliers to guarantee compliance with legal requirements in the OHS field, as well as establishing contractual OHS clauses with business partners and verifying compliance.

#### 403-8 Employees covered by the occupational health and safety management system

Chapter 5.2.1. Safety and well-being

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The organisation has an Occupational Health and Safety Management System certified and audited by an external entity, which covers all employees and other workers whose work is controlled by the organisation.

**GRI 400: Social performance**
**GRI 403: Occupational health and safety**
**Location**
**403-9 Work-related accidents**

Chapter 5.2.1. Safety and well-being

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**Data regarding Employees**

		2021	2022	2023
Total number of	fatalities resulting from accidents work-related	0	0	0
	serious accidents at work <sup>1</sup> (excluding fatalities)	0	0	0
	compulsorily notifiable accidents at work <sup>2</sup>	1	5	4
	hours worked	624,819	650,437	704,425
Index of	fatalities resulting from accidents work-related	0.00	0.00	0.00
	serious accidents work-related (excluding fatalities)	0.00	0.00	0.00
	compulsorily notifiable accidents work-related	1.60	7.69	5.68

**GRI 400: Social performance****GRI 403: Occupational health and safety****Location****403-9 Work-related accidents****Data on workers who are not employees but whose work is controlled by the company**

		2021	2022	2023
Total number of	fatalities resulting from accidents work-related	0	0	0
	serious accidents at work <sup>1</sup> (excluding fatalities)	0	0	0
	compulsorily notifiable accidents at work <sup>2</sup>	4	3	3
	hours worked	836,943	1,292,510	1,216,035
Index of	fatalities resulting from accidents work-related	0.00	0.00	0.00
	serious accidents work-related (excluding fatalities)	0.00	0.00	0.00
	compulsorily notifiable accidents work-related	4.78	2.32	2.47

Analysing the history of accidents, it is verified that falls on the same level (slips and trips) are the main occupational hazards that can cause serious injuries. These risks have been properly identified using the Hazard Identification and Risk Assessment Methodology, and Floene has included in its Prevention and Safety Plan all the actions taken or underway to eliminate these hazards and minimise the risks, using the risk control hierarchy.

There were no serious accidents during the reporting period.

**NOTE 1:** According to the GRI criteria, serious accidents work-related are injuries from which the worker will not recover, or is expected to recover fully, within a maximum period of 6 months to the health condition prior to the accident.

**NOTE 2:** According to the GRI criteria, it includes all accidents that result in one of the following possibilities: fatalities, accidents with sick leave, accidents that result in loss or reduction of ability to work or transfer to another job, accidents that lead to medical treatment beyond first aid, loss of consciousness, serious injury diagnosed by a doctor or other qualified health professional (C2+C3+C4). It can also be referred to as TRI (Total Recordable Incidents).

**GRI 400: Social performance**
**GRI 403: Occupational health and safety**
**Location**
**403-10 Occupational diseases**

Chapter 5.2.1. Safety and well-being

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	<b>2021</b>	<b>2022</b>	<b>2023</b>
Number of fatalities resulting from occupational diseases	0	0	0
Number of reported occupational disease cases	0	0	0
Number of confirmed occupational disease cases	0	0	0

**NOTE:** It does not include information on occupational diseases of workers who are not employees, only fatalities.

During its activities, Floene recognises various hazards related to occupational diseases (for more information, see chapter [4.4. Internal control and risk management systems](#)), which are not significant and which are duly controlled through the Occupational Health Services and its risk assessment and workplace visits. These risks have been duly identified using the Hazard Identification and Risk Assessment Methodology, and Floene includes in its Health Prevention Plan all the actions taken or underway to eliminate these hazards and minimise the risks, using the risk control hierarchy.

No occupational diseases were identified during the reporting period.

**GRI 400: Social performance****GRI 404: Training and education****Location**

Regarding the standard published in 2016

**404-1 Average hours of training per year per employee****Total number of training hours by functional category and gender**

	Gender	2022			2023		
		<30	30-50	>50	<30	30-50	>50
Administration (Executive Committee)	Men	0	0	97	0	0	74
	Women	0	0	0	0	0	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>97</b>	<b>0</b>	<b>0</b>	<b>74</b>
Heads of Area	Men	0	339	441	0	178	171
	Women	0	189	0	0	42	46
	<b>Subtotal</b>	<b>0</b>	<b>528</b>	<b>441</b>	<b>0</b>	<b>220</b>	<b>217</b>
Managers	Men	0	215	426	0	600	1,271
	Women	0	287	108	0	662	401
	<b>Subtotal</b>	<b>0</b>	<b>501</b>	<b>535</b>	<b>0</b>	<b>1,262</b>	<b>1,671</b>
Specialists	Men	132	761	1,764	227	1,534	2,552
	Women	122	646	374	236	1,655	847
	<b>Subtotal</b>	<b>254</b>	<b>1,408</b>	<b>2,138</b>	<b>464</b>	<b>3,188</b>	<b>3,399</b>
Technical Contributors	Men	334	1,411	1,088	81	2,088	1,028
	Women	12	124	56	22	441	249
	<b>Subtotal</b>	<b>346</b>	<b>1,536</b>	<b>1,145</b>	<b>103</b>	<b>2,529</b>	<b>1,277</b>
Operational & Support Contributors	Men	0	0	0	0	0	0
	Women	0	0	22	0	0	5
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>5</b>
Trainees	Men	80	0	0	168	0	0
	Women	123	0	0	42	50	0
	<b>Subtotal</b>	<b>203</b>	<b>0</b>	<b>0</b>	<b>210</b>	<b>50</b>	<b>0</b>
<b>Total</b>	Men	546	2,727	3,817	476	4,400	5,096
	Women	256	1,246	560	300	2,851	1,548
	<b>Total</b>	<b>803</b>	<b>3,972</b>	<b>4,377</b>	<b>776</b>	<b>7,251</b>	<b>6,644</b>



## GRI 400: Social performance

### GRI 404: Training and education

### Location

#### 404-1 Average hours of training per year per employee

In 2021, it was not possible to count average annual training hours by gender and position. However, Floene has ascertained the following:

	2021	2022	2023
Training hours	3,685	9,152	14,670
Employees	398	408	416
Training hours/employee	9.3	22.4	35.3

**NOTE 1:** The count was carried out at the end of the reporting period.

Trainees, as well as the Board of Directors (Executive Committee), were considered when calculating the number of employees.

**NOTE 2:** Corrections have been made to the headcounts for previous years due to a change in criteria.

#### 404-2 Programmes for skills development and end-of-career management

Chapter 5.2.3. Training

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Regarding the development of skills, a number of tailor-made training programmes were developed in a variety of areas, such as the technical skills development programme on Production, Storage and Safety in Operations with H<sub>2</sub> (target population = 110 employees); the Hydrogen technical programme (target population = 30 employees); the Effective Communication skills development programme (target population = 20 employees); and the technical skills development programme – Confined spaces and working at heights (target population = 30 employees). In addition to the in-house development programmes, Floene also provided a Postgraduate Diploma in Tax Management and paid for gas technician certification courses for new employees hired as Gas Infrastructure Technicians.

Regarding end-of-career management, it is worth noting that Floene provided compensation higher than the amount established by law for all agreements that ceased by mutual agreement and ensured assistance in the transition to retirement through specialised psychological support.

**GRI 400: Social performance****GRI 404: Training and education****Location****404-3 Percentage of employees receiving regular performance and career development reviews**

The data for 2021 was not filled in as Floene's organisational structure had not been established at the time.

**Total number of employees eligible for performance evaluation, by professional category and gender**

	<b>Gender</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Heads of Area	Men	n.a.	7	9
	Women	n.a.	0	2
	<b>Subtotal</b>	<b>n.a.</b>	<b>7</b>	<b>11</b>
Managers	Men	n.a.	27	22
	Women	n.a.	17	15
	<b>Subtotal</b>	<b>n.a.</b>	<b>44</b>	<b>37</b>
Specialists	Men	n.a.	89	92
	Women	n.a.	48	56
	<b>Subtotal</b>	<b>n.a.</b>	<b>137</b>	<b>148</b>
Technical Contributors	Men	n.a.	142	130
	Women	n.a.	56	47
	<b>Subtotal</b>	<b>n.a.</b>	<b>198</b>	<b>177</b>
Operational & Support Contributors	Men	n.a.	0	0
	Women	n.a.	2	2
	<b>Subtotal</b>	<b>n.a.</b>	<b>2</b>	<b>2</b>
<b>Total</b>	Men	n.a.	265	253
	Women	n.a.	123	122
	<b>Total</b>	<b>n.a.</b>	<b>388</b>	<b>375</b>

**NOTE 1:** The evaluation of employees in year N relates to their performance in year N-1.

**NOTE 2:** Employees identified as eligible for evaluation in year N are those who were employed by the organisation at the end of year N-1 and who meet the eligibility criteria defined by the organisation (e.g., employees who joined the organisation in the last quarter of year N-1 should not be considered). Neither trainees nor Governing Bodies were considered.

**GRI 400: Social performance**
**GRI 404: Training and education**
**Location**
**404-3 Percentage of employees receiving regular performance and career development reviews**
**Total number of employees who received a performance and career development review**

	<b>Gender</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Heads of Area	Men	n.a.	7	9
	Women	n.a.	0	2
	<b>Subtotal</b>	<b>n.a.</b>	<b>7</b>	<b>11</b>
Managers	Men	n.a.	27	22
	Women	n.a.	17	14
	<b>Subtotal</b>	<b>n.a.</b>	<b>44</b>	<b>36</b>
Specialists	Men	n.a.	89	91
	Women	n.a.	48	53
	<b>Subtotal</b>	<b>n.a.</b>	<b>137</b>	<b>144</b>
Technical Contributors	Men	n.a.	142	128
	Women	n.a.	56	44
	<b>Subtotal</b>	<b>n.a.</b>	<b>198</b>	<b>172</b>
Operational & Support Contributors	Men	n.a.	0	0
	Women	n.a.	2	2
	<b>Subtotal</b>	<b>n.a.</b>	<b>2</b>	<b>2</b>
<b>Total</b>	Men	n.a.	265	250
	Women	n.a.	123	115
	<b>Total</b>	<b>n.a.</b>	<b>388</b>	<b>365</b>

**NOTE 1:** The evaluation of employees in year N relates to their performance in year N-1.

**NOTE 2:** Not all eligible employees will have been effectively appraised or their appraisal completed. Employees may have left in the meantime, taken parental leave, among other things, which may have implications for carrying out or completing the assessment processes.

**GRI 400: Social performance****GRI 404: Training and education****Location****404 -3 Percentage of employees who regularly receive performance and career development reviews****Percentage of employees who regularly receive performance and career development reviews**

	<b>Gender</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Heads of Area	Men	n.a.	100%	100%
	Women	n.a.	-	100%
	<b>Subtotal</b>	<b>n.a.</b>	<b>100%</b>	<b>100%</b>
Managers	Men	n.a.	100%	100%
	Women	n.a.	100%	93%
	<b>Subtotal</b>	<b>n.a.</b>	<b>100%</b>	<b>97%</b>
Specialists	Men	n.a.	100%	99%
	Women	n.a.	100%	95%
	<b>Subtotal</b>	<b>n.a.</b>	<b>100%</b>	<b>97%</b>
Technical Contributors	Men	n.a.	100%	99%
	Women	n.a.	100%	94%
	<b>Subtotal</b>	<b>n.a.</b>	<b>100%</b>	<b>97%</b>
Operational & Support Contributors	Men	n.a.	-	-
	Women	n.a.	100%	100%
	<b>Subtotal</b>	<b>n.a.</b>	<b>100%</b>	<b>100%</b>
<b>Total</b>	Men	n.a.	100%	99%
	Women	n.a.	100%	94%
	<b>Total</b>	<b>n.a.</b>	<b>100%</b>	<b>97%</b>

**GRI 400: Social performance**
**GRI 405: Diversity and equal opportunities**
**Location**

Regarding the standard published in 2016

**405-1 Diversity of governance bodies and employees**

	Gender	2021			2022			2023		
		<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Administration (Executive Committee)	Men	0	0	4	0	0	4	0	1	3
	Women	0	0	0	0	0	0	0	0	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>
Heads of Area	Men	0	6	2	0	4	4	0	5	4
	Women	0	2	0	0	2	0	0	2	1
	<b>Subtotal</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>5</b>
Managers	Men	0	12	14	0	11	15	0	9	19
	Women	0	7	3	0	10	4	0	10	5
	<b>Subtotal</b>	<b>0</b>	<b>19</b>	<b>17</b>	<b>0</b>	<b>21</b>	<b>19</b>	<b>0</b>	<b>19</b>	<b>24</b>
Specialists	Men	4	27	30	4	28	29	5	35	54
	Women	2	23	10	2	25	13	7	32	24
	<b>Subtotal</b>	<b>6</b>	<b>50</b>	<b>40</b>	<b>6</b>	<b>53</b>	<b>42</b>	<b>12</b>	<b>67</b>	<b>78</b>
Technical Contributors	Men	3	72	100	4	75	93	5	68	72
	Women	1	44	28	2	39	26	0	28	19
	<b>Subtotal</b>	<b>4</b>	<b>116</b>	<b>128</b>	<b>6</b>	<b>114</b>	<b>119</b>	<b>5</b>	<b>96</b>	<b>91</b>
Operational & Support Contributors	Men	0	0	0	0	0	0	0	0	0
	Women	0	0	4	0	0	4	0	0	3
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>
Trainees	Men	0	0	0	4	0	0	3	0	0
	Women	0	0	0	6	0	0	1	1	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>
<b>Total</b>	Men	7	117	150	12	118	145	13	118	152
	Women	3	76	45	10	76	47	8	73	52
	<b>Total</b>	<b>10</b>	<b>193</b>	<b>195</b>	<b>22</b>	<b>194</b>	<b>192</b>	<b>21</b>	<b>191</b>	<b>204</b>

**NOTE 1:** Includes trainees/interns, unpaid leave and Administration (Executive Committee).

**NOTE 2:** Corrections have been made to the headcounts for previous years due to a change in criteria.

**GRI 400: Social performance****GRI 405: Diversity and equal opportunities****Location****405- Ratio of basic salary remuneration of women to men**

<b>Category</b>	<b>Women Average salary received</b>	<b>Men Average salary received</b>	<b>Ratio</b>
Administration (Executive Committee)	-	10,696.00	-
Heads of Area	7,476.00	7,062.00	1.06
Managers	4,184.00	4,492.00	0.91
Specialist	2,211.00	2,414.00	0.91
Technical Contributors	1,465.00	1,532.00	0.96
Operational & Support Contributors	2,616.00	-	-
Trainees	1,300.00	1,300.00	1.00

**GRI 406: Non-discrimination****Location**

Regarding the standard published in 2016

**406-1 Incidents of discrimination and corrective actions taken**

No incidents of discrimination, whether based on race, color, gender, religion, political opinion, national or social origin, or other forms of discrimination, were recorded during the reporting period.

**GRI 407: Freedom of association and collective bargaining****Location**

Regarding the standard published in 2016

**407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk**

Information not available.

**GRI 413: Local communities****Location**

Regarding the standard published in 2016

**413-1 Operations with local community engagement, impact assessments and development programmes**

Chapter 4.5. Involvement with the community/stakeholders

[Page 31-35](#)**413-2 Operations with significant potential or actual negative impacts on local communities**

Information not available.

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## GRI 400: Social performance

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### GRI 414: Social assessment of suppliers

Location

Regarding the standard published in 2016

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#### 414-1 New suppliers that were screened using social criteria

More detailed information on the new suppliers screened using social criteria can be found in Indicator 308-1. [Page 253-254](#)

#### New suppliers

	2021	2022	2023
Nr. of new tier 1 suppliers	n.a.	n.a.	19
Nr. of new tier 1 suppliers that have undertaken due diligence processes for social impacts	n.a.	n.a.	13
Percentage of new tier 1 suppliers that have undertaken due diligence processes for social impacts	n.a.	n.a.	68%

#### 414-2 Negative social impacts in the supply chain and actions taken

No tier 1 suppliers (critical or non-critical) where a high level of social sustainability risk were identified.

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### GRI 415: Public policies

Location

Regarding the standard published in 2016

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#### 415-1 Political contributions

Floene did not make any contributions, monetary or in-kind, to political organisations during the reporting period.

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### GRI 416: Consumer health and safety

Location

Regarding the standard published in 2016

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#### 416-1 Assessment of the health and safety impacts of product and service categories

Chapter 5.4.3. Quality service, safe and efficient supply [Page 65-69](#)

When assessing the impact on health and safety and considering Floene's core business (operating gas distribution networks in Portugal), all the services inherent in its maintenance are considered to be significant. Carrying out preventive maintenance of the infrastructure is one of the main measures to mitigate impacts on consumer health and safety. Consultation of the chapter mentioned before provides more information that complements this indicator.

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**GRI 400: Social performance****GRI 416: Consumer health and safety****Location****416-2 Incidents of non-compliance concerning the health and safety impacts of products and services**

There were no non-compliances with regulations that resulted in fines or warnings from the competent regulatory authority. Similarly, there were no non-compliances with regulations and voluntary codes.

**GRI 417: Marketing and labelling****Location**

Regarding the standard published in 2016

**417-3 Incidents of non-compliance concerning marketing communications**

There were no cases of non-compliance related to marketing communication during the reporting period.

**GRI 418: Customer privacy****Location**

Regarding the standard published in 2016

**418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data**

There were no substantiated complaints regarding customer data violation or loss.



## Annex VI – Independent report about sustainability information



### **Independent Limited Assurance Report**

*(Free translation from the original in Portuguese. In the event of discrepancies, the Portuguese language version prevails)*

To the Board of Directors

#### **Introduction**

We were engaged by the Board of Directors of Floene Energias, S.A. (“Floene” or “Company”) to perform a limited assurance engagement on the indicators identified below in section “Responsibilities of the auditor” that are part of the sustainability information included in the Annual Report, for the period ended December 31, 2023, prepared by the Company for the purpose of communicating its annual sustainability performance.

#### **Responsibilities of the Board of Directors**

It is the responsibility of the Board of Directors to prepare the indicators identified below in section “Responsibilities of the auditor”, included in the Annual Report, in accordance with the sustainability reporting guidelines “Global Reporting Initiative” and with the instructions and criteria disclosed in the Annual Report, as well as to maintain an appropriate system of internal control that enables the adequate preparation of the mentioned information.

#### **Responsibilities of the auditor**

Our responsibility is to issue a limited assurance report, which is professional and independent, based on the procedures performed and specified in the paragraph below.

Our work was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) “Assurance engagements other than audits or reviews of historical financial information”, issued by the International Auditing and Assurance Standards Board of the International Federation of Accountants and we have fulfilled other technical standards and recommendations issued by the Institute of Statutory Auditors. These standards require that we plan and perform our work to obtain limited assurance about whether the sustainability indicators identified in the Annex “GRI Table” of the Annual Report, are free from material misstatements.

For this purpose the above mentioned work included:

- a) Inquiries to management and senior officials responsible for areas under analysis, with the purpose of understanding how the information system is structured and their awareness of issues included in the report;
- b) Identification of the existence of internal management procedures leading to the implementation of economic, environmental and social policies;
- c) Testing, on a sampling basis, the efficiency of processes and systems in place for collection, consolidation, validation and reporting of the performance information analysed, through calculations and validation of reported data;
- d) Confirmation that operational units follow the instructions on collection, consolidation, validation and reporting of performance information;

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PricewaterhouseCoopers & Associados – Sociedade de Revisores Oficiais de Contas, Lda, pertence à rede de entidades que são membros da PricewaterhouseCoopers International Limited, cada uma das quais é uma entidade legal autónoma e independente.

- e) Execution of substantive procedures, on a sampling basis, in order to collect evidence of the reported information;
- f) Comparison of financial and economic data included in the sustainability information with the data audited by PricewaterhouseCoopers & Associados, SROC, Lda, in the scope of the audit of Floene's consolidated financial statements for the year ended December 31, 2023; and
- g) Verification that the sustainability information included in the Annual Report complies with the requirements of GRI Standards.

The procedures performed were more limited than those used in an engagement to obtain reasonable assurance and, therefore, less assurance was obtained than in a reasonable assurance engagement.

We believe that the procedures performed provide an acceptable basis for our conclusion.

#### **Quality management and independence**

We apply the International Standard on Quality Management 1 (ISQM1), which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code) and of the ethics code of the Institute of Statutory Auditors.

#### **Conclusion**

Based on the work performed, nothing has come to our attention that causes us to believe that the Indicators identified above in section "Responsibilities of the auditor", included in the Sustainability Report, for the period ended December 31, 2023, were not prepared, in all material respects, in accordance with GRI Standards requirements and with the instructions and criteria disclosed in the Annual Report and that Floene has not applied, in the sustainability information included in the Annual Report, the GRI Standards guidelines.

#### **Restriction on use**

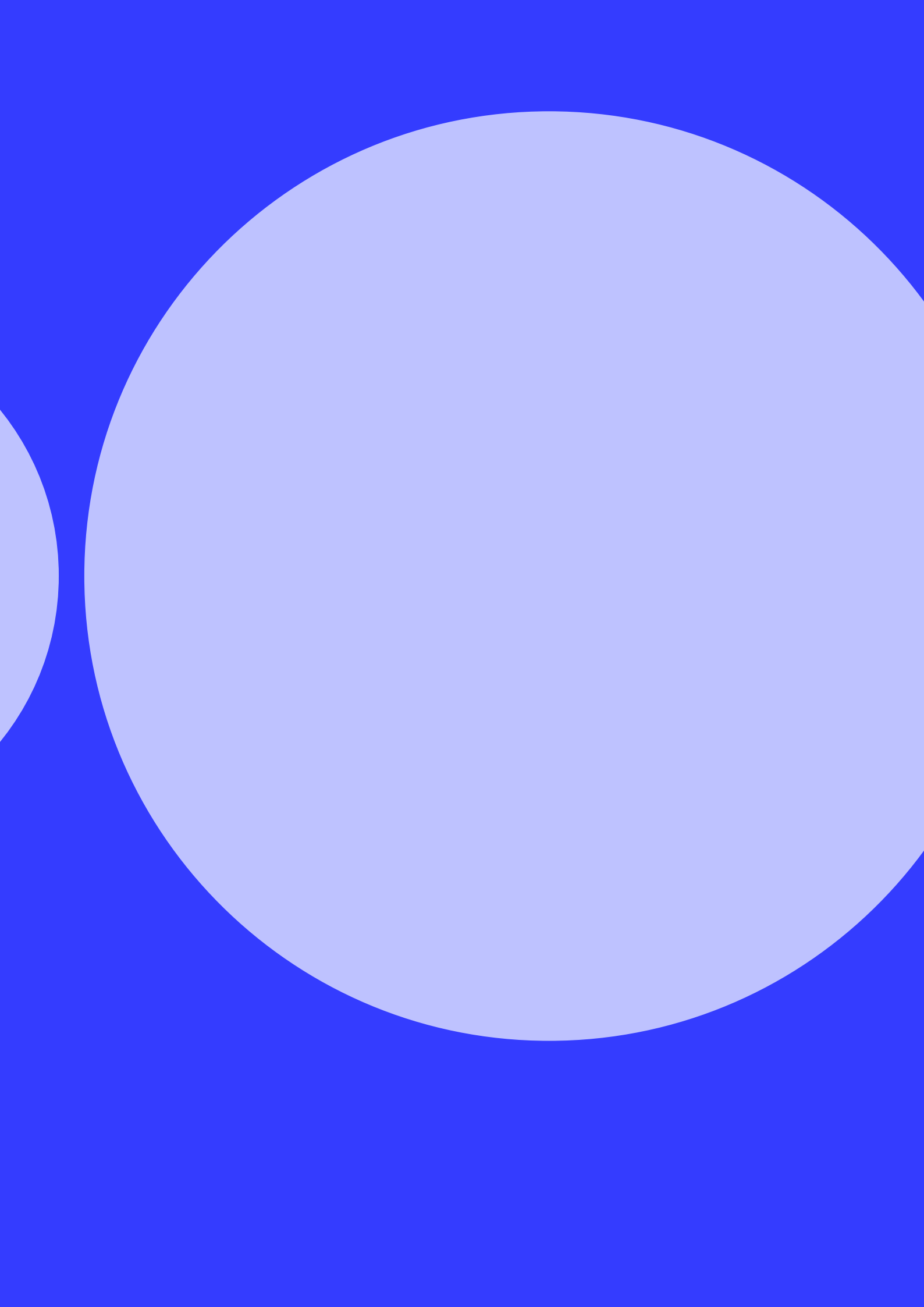
This report is issued solely for information and use of the Board of Directors of the Company for the purpose of communicating its annual sustainability performance in the Annual Report and should not be used for any other purpose. We will not assume any responsibility to third parties other than Floene by our work and the conclusions expressed in this report, which will be attached to the Company's Annual Report.

April 24, 2024

PricewaterhouseCoopers & Associados  
- Sociedade de Revisores Oficiais de Contas, Lda.  
represented by:

#### **Signed on the original**

António Joaquim Brochado Correia, ROC no. 1076  
Registered with the Portuguese Securities Market Commission under no. 20160688





# Glossary

# Glossary

## Financial Glossary

### ACRONYMS

#### ADG

Gas Distribution Activity  
(*Atividade de Distribuição de Gás*)

#### CAPEX

Capital Expenditure (investment in acquiring and/or improving tangible and intangible assets)

#### CESE

Extraordinary Contribution to the Energy Sector

#### CMVM

Portuguese Securities Market Commission  
(*Comissão do Mercado de Valores Mobiliários*)

#### CSC

Company Code  
(*Código das Sociedades Comerciais*)

#### DSCR

Debt Service Coverage Ratio

#### EBIT

Earnings Before Interest and Taxes  
(operating profit)

#### EBITDA

Earnings Before Interest, Taxes, Depreciation and Amortization (operating profit, excluding amortization/ depreciation costs)

#### EMTN

Euro Medium Term Notes

#### FCA

Financial Conduct Authority

#### FEDER

Regional Development European Fund  
(Fundo Europeu de Desenvolvimento Regional)

#### IAS

International Accounting Standard

#### IASB

International Accounting Standard Board

#### IASC

International Accounting Standards Committee

#### IFRIC

International Financial Reporting Interpretation Committee

#### IFRS

International Financial Accounting Standards

#### OPEX

Operational Expenditure  
(operation and maintenance costs)

#### PBY

Portuguese Bond Yields

#### RAB

Regulatory Asset Base

#### RoR

Rate of Return

#### SIC

Standing Interpretation Committee

#### S&P

Standard & Poor's – financial rating agency

#### SPPI

Solely Payments of Principal and Interest

#### SRTCG (RETGS)

Special Regime for Taxation of Corporate Groups

#### TOS

Underground Taxes

#### WACC

Weighted Average Cost of Capital

# Technical Glossary

## ACRONYMS

### **AA1000**

Stakeholders Engagement Standards

### **AGU**

Autonomous Gas Units

### **APA**

Portuguese Environmental Agency  
(Agência Portuguesa do Ambiente)

### **APCER**

Portuguese Association for Certification  
(Associação Portuguesa de Certificação)

### **APE**

Portuguese Energy Association  
(Associação Portuguesa de Energia)

### **APEG**

Portuguese Association of Gas Companies  
(Associação Portuguesa de Empresas de Gás)

### **AP2H2**

Portuguese Association for the Promotion  
of Hydrogen (Associação Portuguesa para  
a Promoção do Hidrogénio)

### **ATEX**

Explosive Atmospheres

### **BCSD**

Business Council for Sustainable Development  
Portugal

### **BIP**

Biomethane Industrial Partnership

### **CIP**

Portuguese Business Confederation  
(Confederação Empresarial de Portugal)

### **COSO**

Internal Control Integrated Framework

### **DEFRA**

Department for Environment,  
Food and Rural Affairs

### **DGEG**

General Directorate of Energy and Geology  
(Direção Geral de Energia e Geologia)

### **EBA**

European Biogas Association

### **ERSE**

Energy Services Regulatory Authority  
(Entidade Reguladora dos Serviços Energéticos)

### **FBR**

Fire Brigade Regiment

### **FTE**

Full-Time Equivalent

### **GD4S**

Gas Distributors for Sustainability

### **GHG Protocol**

Greenhouse Gas Protocol

### **GRI**

Global Reporting Initiative

### **IGU**

Internacional Gas Union

### **IPCC AR5**

Fifth Assessment Report (AR5) of the  
Intergovernmental Panel on Climate Change  
(IPCC)

**ISAE**

International Standard on Assurance Engagements

**ISQ**

Interface and Technology Centre

**ITIL**

Information Technology Infrastructure Library

**LDAR**

Leak Detection and Repair

**MRV**

Monitoring, Reporting and Verification

**LRS**

Last Resort Commercialisation Retailer

**NA**

Network Accesses

**NIR**

National Inventory Report

**ODS**

Ozone-Depleting Substances

**PDIRD-G 2022**

Five-Year Indicative Development and Investment Plan for Gas Distribution Networks for the period 2023-2027

**PPEC**

Promotion Plan for Efficiency in Consumption

**PRS**

Pressure Regulation Control Station

**QHSSE**

Quality, Health, Safety, Security and Environment

**RAIE**

Regulation on Misappropriation of Energy

**Ready4H2**

Ready for Hydrogen Initiative

**RMS**

Reduction and Measuring Stations

**RPA**

Automation of Robotic Processes

**RQS**

Service Quality Regulation for the Electricity and Natural Gas Sectors

**SMI/EMI**

Station of Measurement and Integration

**TRI**

Total Recordable Incidents



## **2023 ANNUAL REPORT**

### **Floene**

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