

GRI CONTENT INDEX {GRI 102-55}

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 101: Foundation 2016					
General Disclosures					
Organizational profile					
GRI 102: General Disclosures 2016	102-1 Name of the organization	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-2 Activities, brands, products, and services	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-3 Location of headquarters	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-4 Location of operations	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-5 Ownership and legal form	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-6 Markets served	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-7 Scale of the organization	See chapter 'Alperia Presents Itself', page '12-13'	none		
	102-8 Information on employees and other workers	See chapter 'Employees', page '100ff' and Annex 'Figure 26'	102-8-b	Not applicable	Split by region: Alperia is a regional company.
	102-8-d: No significant portion of the organization's activities are performed by workers who are not employees.				
	102-8-e: No significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).				
102-8-f: Data based on actual employee numbers registered in the HR software.					
102-9 Supply chain	See chapter Alperia Presents Itself', page 13 and chapter 'Supply Chain Management', p.63ff	none			
102-10 Significant changes to the organization and its supply chain	There has not been any significant change in the supply chain.	none			

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
	102-11 Precautionary Principle or approach	See chapter 'Opportunities and Risks', page 22ff	none		
	102-12 External initiatives	See chapter 'Sustainability Governance', page 17	none		
	102-13 Membership of associations	See chapter 'Sustainability Governance', page 17	none		
	EU1 Installed capacity	See Annex 'Figure 5'	none		
	EU2 Net energy output	See chapter 'Security of Supply', p.51ff and Annex 'Figure 6'	none		
	EU3 Number of residential and commercial customer accounts	See chapter 'Customers', p. 84ff and Annex 'Figure 18'	none		
	EU4 Length of above and underground transmission and distribution lines by regulatory regime	See chapter 'Security of Supply', p. 51ff and Annex 'Figure 8'	none		
	Strategy				
	102-14 Statement from senior decision-maker	See chapter 'Letter to our Stakeholders', page 4ff	none		
	102-15 Key impacts, risks, and opportunities	See chapter 'Opportunities and Risks', page 22ff	none		
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behaviour	See chapter 'Alperia Presents Itself', page 12-13, page 16ff	none		
	Governance				
	102-18 Governance structure	See chapter 'Alperia Presents Itself', page 12-13, page 14ff	none		
	Stakeholder engagement				
	102-40 List of stakeholder groups	See chapter 'Alperia in Dialog', p. 37ff	none		
	102-41 Collective bargaining agreements	100% of total employees are covered by collective bargaining agreements.	none		
	102-42 Identifying and selecting stakeholders	See chapter 'Alperia in Dialog', p. 37ff	none		
	102-43 Approach to stakeholder engagement	See chapter 'Alperia in Dialog', p. 37ff	none		
	102-44 Key topics and concerns raised	See chapter 'Alperia in Dialog', p. 37ff	none		
	Reporting practice				
	102-45 Entities included in the consolidated financial statements	See Annex 'Reporting Boundaries', p.179	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
	102-46 Defining report content and topic Boundaries	See Annex 'Reporting Boundaries', p.179	none		
	102-47 List of material topics	See Annex 'Reporting Boundaries', p.179	none		
	102-48 Restatements of information	See Annex 'Reporting Boundaries', p.179	none		
	102-49 Changes in reporting	See Annex 'Reporting Boundaries', p.179	none		
	102-50 Reporting period	See Annex 'Reporting Boundaries', p.179	none		
	102-51 Date of most recent report	See Annex 'Reporting Boundaries', p.179	none		
	102-52 Reporting cycle	See Annex 'Reporting Boundaries', p.179	none		
	102-53 Contact point for questions regarding the report	See Annex 'Reporting Boundaries', p.179	none		
	102-54 Claims of reporting in accordance with the GRI Standards	See Annex 'Reporting Boundaries', p.179	none		
	102-55 GRI content index	See Annex 'GRI Content Index', p.135	none		
	102-56 External assurance	See Annex 'Assurance Statement', p.175	none		
Material Topics					
GRI 200 Economic Standard Series					
Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Economic Value'; chapter 'Economic Value' p. 43	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	See chapter 'Economic Value' p. 43ff and Annex 'Figure 2,3'	none		
Indirect Economic Impacts					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Economic Value'; chapter 'Economic Value' p. 43ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	See chapter 'Economic Value' p.43ff and Annex 'Figure 4'	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Procurement Practices					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Supply Chain Management'; chapter 'Supply Chain Management' p. 59ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	See chapter 'Supply Chain Management' p. 63ff and Annex 'Figure 12'	none		The organization's geographical definition of 'significant location of operations' is defined as the Province of South Tyrol.
GRI 300 Environmental Standards Series					
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Energy Consumption'; chapter 'Energy Consumption' p. 74ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	See chapter 'Energy Consumption' p. 74ff and Annex 'Figure 16'	none		
Water					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Water'; Chapter 'Water' p. 68ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
Alperia Own 2017	ALP6 Water released for minimum flow	See chapter 'Water' p. 68ff and Annex 'Figure 15'	none		
	ALP7 Incidents of noncompliance with MVF requirements	See chapter 'Water' p. 68ff and Annex 'Figure 15'	none		
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Emissions'; chapter 'Emissions' p. 78ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	See chapter 'Emissions', p.78ff and Annex 'Figure 17'	none		
	305-2 Energy indirect (Scope 2) GHG emissions	See chapter 'Emissions', p.78ff and Annex 'Figure 17'	none		
	305-3 Other indirect (Scope 3) GHG emissions	See chapter 'Emissions', p.78ff and Annex 'Figure 17'	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
	305-4 GHG emissions intensity	See chapter 'Emissions', p.78ff and Annex 'Figure 17'	none		
	305-5 Reduction of GHG emissions	See chapter 'Emissions', p.78ff	none		
	305-7 Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	See chapter 'Emissions', p.78ff	none		
Supplier Environmental Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Supply Chain Management'; chapter 'Supply Chain Management' p. 63ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	See chapter 'Supply Chain Management' p. 59ff and Annex 'Figure 13'	none		
GRI 400 Social Standards Series					
Employment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: People Development'; chapter 'People Development' p. 102ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	See chapter 'People Development', p. 102ff and Annex 'Figure 27'	401-1-a /401-1-b	Not applicable	Split by region: Alperia is a regional company.
	401-3 Parental leave	See Chapter 'Diversity and Equal Opportunity', p. 108 and Annex 'Figure 32'	none		
Occupational Health and Safety					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Workplace Health & Safety'; chapter 'Workplace Health & Safety' p. 114ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	See chapter 'Workplace Health & Safety', p. 114ff and Annex 'Figure 33, 34'			
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: People Development'; chapter 'People Development' p. 102ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	See chapter 'People Development', p. 102ff and Annex Figure 28			
	404-3 Percentage of employees receiving regular performance and career development reviews	See chapter 'People Development', p.102ff and Annex Figure 29	none		
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Diversity and Equal Opportunity'; chapter 'Diversity and Equal Opportunity' p. 108ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	See chapter 'Diversity and Equal Opportunity' p. 108ff and Annex 'Figure 30'	none		
	405-2 Ratio of basic salary and remuneration of women to men	See chapter 'Diversity and Equal Opportunity' p. 108ff and Annex 'Figure 31'	none		Significant locations of operations: All our consolidated companies are included.
Human Rights Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Supply Chain Management'; chapter 'Supply Chain Management', 62ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	See chapter 'Supply Chain Management' p.62ff and Annex 'Figure 14'	none		Clause was included in the general terms and conditions as of May 2019. The indicator will be reported as of 2020. Significant contracts are defined as 'contracts', which are managed centrally at group level by procurement and which exceed a value of €100.000.
Supplier Social Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	See Annex 'Management Approach: Supply Chain Management'; chapter 'Supply Chain Management' p.62ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 414: Supplier Social Assessment 2016	14-1 New suppliers that were screened using social criteria	See chapter 'Supply Chain Management' p. 62ff and Annex 'Figure 13'	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Marketing and Labelling					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Marketing and Transparent Communication'; chapter 'Marketing and Transparent Communication' p. 88ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	See chapter 'Marketing and Transparent Communication' p. 88ff	none		Requirements are mainly related to information contained on our invoices.
	417-2 Incidents of non-compliance concerning product and service information and labelling	See chapter 'Marketing and Transparent Communication' p. 88ff and Annex 'Figure 22'	none		
	417-3 Incidents of non-compliance concerning marketing communications	See chapter 'Marketing and Transparent Communication' p. 88ff and Annex 'Figure 23'	none		There were no known incidents in 2019 of non-compliance with voluntary sponsoring and donation codes.
	ALP8 Complaints concerning communication and marketing that is not transparent	See chapter 'Clients' p. 83ff	ALP8	Information unavailable	Currently there is no centralised grievance mechanism in place. We have set a target to implement a centralised grievance mechanism by 2021.
Customer Privacy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Cyber Security'; chapter 'Cyber Security' p. 86ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	See chapter 'Cyber Security' p. 86ff and Annex 'Figure 24, 25'	none		
Availability and Reliability					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Security of Supply' and chapter 'Security of Supply', p. 94ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
G4 Electric Utilities Sector Disclosures 2013	EU10 Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	See chapter 'Security of Supply', p.96ff and Annex 'Figure 5'	Split by regulatory regime	Not applicable	Split by regulatory regime is not applicable.
	EU29 Average power outage duration	See chapter 'Security of Supply', p.96ff and Annex 'Figure 9'	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
	EU28 Power outage frequency	See chapter 'Security of Supply', p.96ff and Annex 'Figure 9'	none		
	EU30 Average plant availability factor by energy source and by regulatory regime	See chapter 'Security of Supply', p.96ff and Annex 'Figure 10'	Split by regulatory regime	Not applicable	Split by regulatory regime is not applicable.
Customer Satisfaction					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Customer Satisfaction' and chapter 'Customer Satisfaction', p. 84ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
Alperia Own 2017	ALP1 Monthly average of calls answered - Green Number	See chapter 'Customer Satisfaction', p. 84ff and Annex 'Figure 19'	none		
	ALP2 Customer complaints	See chapter 'Customer Satisfaction', p. 84ff and Annex 'Figure 20'	none		
	ALP3 Customer satisfaction index	See chapter 'Customer Satisfaction', p.84ff Annex 'Figure 21'	ALP3		
Research & Development					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Innovation, Research & Development' and chapter 'Innovation, Research & Development', p. 132ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
G4 Electric Utilities Sector Disclosures 2013	EU8 Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	See chapter 'Innovation, Research & Development', p. 121ff and Annex 'Figure 35'	none		
Sustainable Products and Services					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Sustainable Products and Services' and chapter 'Sustainable Products and Services', p. 127ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
G4 Electric Utilities Sector Disclosures 2013 /	EU7/ ALP4 Share of revenues from sustainable products and services	See chapter 'Sustainable Products and Services', p. 127ff and Annex 'Figure 36'	none		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Alperia Own 2017	ALP5 Description of new business initiatives with sustainable products and services	See chapter 'Sustainable Products and Services', p. 127ff	none		
Disaster/Emergency Planning and Response					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	See Annex 'Management Approach: Asset Integrity' and chapter 'Asset integrity', p. 56ff	none		
	103-2 The management approach and its components		none		
	103-3 Evaluation of the management approach		none		
G4 Electric Utilities Sector Disclosures 2013	EU21 Disaster/Emergency Planning and Response	See chapter 'Asset Integrity', p. 56ff	none		