



**2015**  
**Sustainability**  
**Report /** CSR Report  
*summary*



gruppo  
**SGR**



# Letter to our Stakeholders

03

2015  
Sustainability  
Report / summary

Gruppo SGR



It is our pleasure to present the SGR Group's fifth Sustainability Report, the first drawn up in accordance with the new international Global Reporting Initiative requirements (GRI G4 guidelines).

These are increasingly focused on a careful interpretation of stakeholders' expectations and use the practical issues as a basis for preparing the report.

Today SGR Group finds itself part of a broad-based, complex virtuous circle, in which all the players interact with one another according to the same ethical and economic parameters, while maintaining an unbroken link with the surrounding area and the environment. In other words, by tackling the issues of corporate social responsibility from a shared base.

This approach also guided and inspired our work in 2015. During the year we tackled the need to manage our organisational and corporate structure in a more efficient manner, and fine-tuned

the interaction dynamics between the various business areas in which we work.

As always, people are the key to the SGR Group's success, and continue to be a crucial part of its continuous improvement, renewed commitment and sustainable value creation for the local area.

I would like to extend my heartfelt gratitude to all those who work tirelessly, enthusiastically and with dedication to offer the company their ideas and talents in order to achieve important objectives such as those described in this report.

We would like to thank all our employees and business partners for everything that we have achieved together so far.

## WHAT DOES THE SUSTAINABILITY REPORT REPRESENT FOR THE SGR GROUP?

- It contains the figures for the three types of responsibility: economic, social and environmental
- It focuses on the commitments undertaken, the results achieved and future prospects.

A handwritten signature in dark ink that reads "Micaela Dionigi". The signature is written in a cursive, flowing style.

Micaela Dionigi  
Chairman  
SGR Group

2015  
Sustainability  
Report / summary

Gruppo SGR

A map of Italy with several regions highlighted in blue. The highlighted regions include parts of the north (Piedmont, Valle d'Aosta, Liguria, Lombardia, Trentino-Alto Adige, Veneto, Friuli-Venezia Giulia, Emilia-Romagna), the center (Toscana, Umbria, Marche), and the south (Calabria, Basilicata, Puglia, Campania, Sicilia, Calabria).

**172,909**

GAS CUSTOMERS

**25,019**

ELECTRICITY CUSTOMERS

**17,474**

SYSTEMS MAINTENANCE  
AND INSTALLATION CUSTOMERS

**4,225**

HEAT MANAGEMENT AND  
DISTRICT HEATING CUSTOMERS

Italy

**42 municipalities**

GAS DISTRIBUTION

**2,724**

km OF NETWORK

**281.6 million**

m<sup>3</sup> OF GAS CONVEYED

→ **242.4 milion**

m<sup>3</sup> OF GAS SOLD

→ **206.8 milion**

kWh OF ELECTRICITY SOLD

**2,099**

BULGARIA GAS CUSTOMERS

**73.2 milion**

m<sup>3</sup> OF GAS SOLD

Bulgaria

**41 municipalities**

GAS DISTRIBUTION AND SALE

**728**

km OF NETWORK

## MISSION

To supply energy and safe, efficient technical solutions to our local area. To develop and improve a robust, far-reaching and sustainable link with the local community. To guarantee quality and efficiency at the right price, by providing ever-better services for over fifty years.

## VISION

To commit on a daily basis to sustainable development, encouraging the use of alternative sources and the intelligent use of natural gas and electricity. To encourage a cultural process based on shared ideas and values, in order to enrich our range of services and support projects that put people first.

## CORPORATE VALUES

> Integrity > Transparency > Consistency > Personal responsibility

## COMPANY ACTIVITIES

The SGR Group was set up as a natural gas distribution and sales company. Over the years it has also established itself on the retail electricity market and on other markets with wide-ranging areas of expertise and integrated activities in addition to its energy services, in order to provide global energy supply and advisory services. In the last few years, the SGR Group has diversified its business, opting to expand into areas complementary to the energy industry.

- » Wholesale sale of natural gas and electricity
- » Installation and maintenance of heating and air-conditioning systems
- » District heating

- » Energy Management Service for businesses and households
- » Installation of photovoltaic systems and systems using energy from renewable sources
- » Design, construction, management and maintenance of condominium heating systems and heat management services
- » 24/7 domestic assistance and emergency service for all types of systems
- » Applied IT for utility companies and energy.

It also operates in the hospitality and event organisation industry through the SGR Conference Centre, Quartopiano Suite Restaurant and QP Lunch.

### Gruppo Società Gas Rimini S.p.A.

The mixed holding company that provides services such as administration, organisation and information technology to the other companies in the SGR group and to third parties. It also manages the trading business, for the wholesale sale of natural gas and electricity.

### SGR Servizi S.p.A.

The company operates in the gas and electricity industry, where it is responsible for sales to the end customer, and in the sale of heating under energy service and district heating agreements.

### Adrigas S.p.A.

The company manages the distribution of natural gas in 42 municipalities in the provinces of Rimini, Forlì-Cesena, Pesaro-Urbino and Macerata.

### Intervento Pronto 24h S.r.l.

The company provides global services for the installation, maintenance and servicing of domestic and corporate heating and air-conditioning systems, and services for renewable energies (solar-thermal and photovoltaic).

### Utilia S.p.A.

The company is specialised in developing IT solutions for the Energy & Utilities sector and services supporting operators in the sector. The technology solutions are

based on optimised infrastructures and carefully designed IT solution policies.

### Utilia Service S.r.l.

The company provides back office management services and information technology systems for the Energy & Utilities segment.

### Citygas Bulgaria EAD

The company distributes and sells natural gas in the Trakia region, Bulgaria, under a renewable 35-year licence issued by the Bulgarian Energy and Water Commission.

### Technoterm Engineering EAD

The company is responsible for the planning and maintenance of the natural gas distribution network in Bulgaria and for the planning and construction of internal systems in offices and post-metering assistance in the area.

### Sherden Energia S.p.A.

The company operates on the market for the sale of gas and electricity in the Sardinia region. The business project incorporating industrial and commercial aspects is the result of a partnership with the Coseam Group and an 80% investment in the share capital.

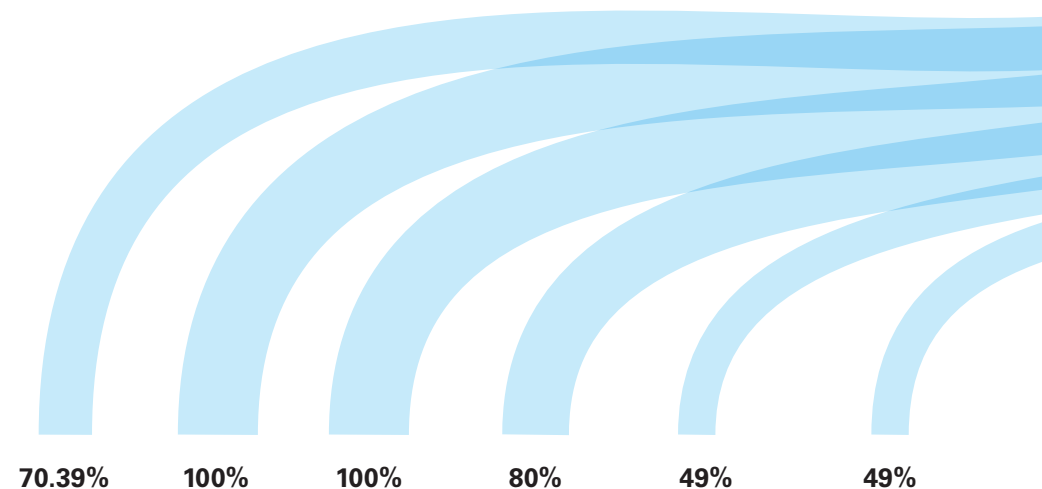
### San Giorgio Energie S.r.l.

Operates in the gas and electricity sector, managing sales to end customers in the Italian Marche region.

Gruppo SGR

Weedoo S.p.A.

The company operates in the gas and electricity industry on a national level. Weedoo offers a new type of energy and advisory services to entrepreneurs, SMEs and households. Clear, intelligent and tailor-made solutions for the delivery of natural gas, electricity and energy efficiency.



70.39%

100%

100%

80%

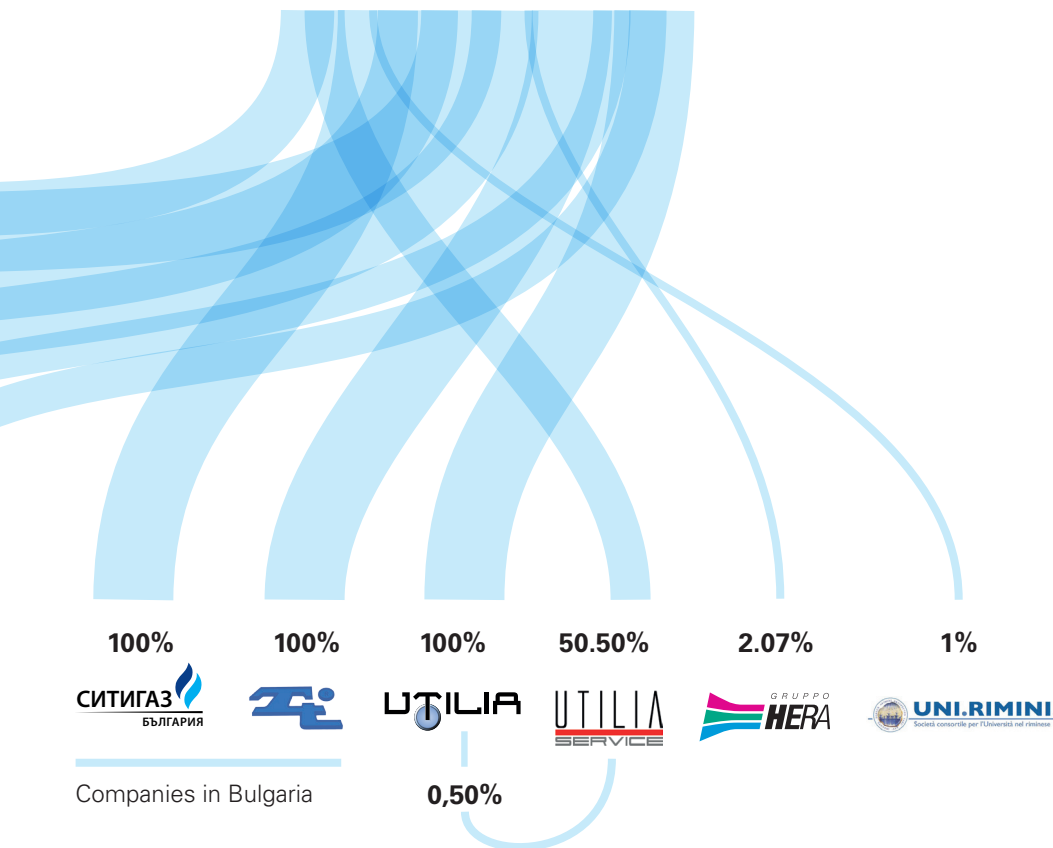
49%

49%





# Organisation Chart



2015

Sustainability

Report / summary

Gruppo SGR

## DISTRIBUTION OF ADDED VALUE

Added value is a parameter that represents the SGR Group's ability to create value and to distribute it to various stakeholder categories: human resources, public administration, shareholders, finance providers, the company and the community.

The GRI G4 guidelines indicators include the economic value created and distributed to the stakeholders. The concept of added value used here goes beyond the more strictly economic sense of the term, adopting the methodology proposed in 2001 by the Social Responsibility Research Team.

### €48.3 mln

ADDED VALUE DISTRIBUTED TO STAKEHOLDERS IN THE AREA

### A 33.1%

Human Resources

€19,567,935

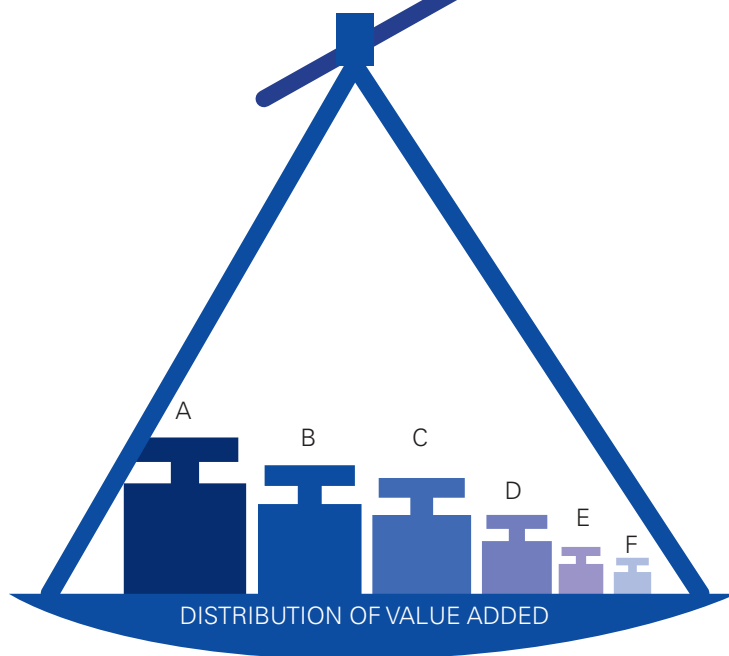
Salaries and wages, costs and other personnel expenses

### B 27.2%

Company €16,104,314

This wealth has been retained by the SGR Group through self-financing based on a carefully designed dividend policy

\*An additional €34.4 million collected and paid to the tax authorities as deductions at source by the SGR Group should be added to the resources distributed to the public administration.



**C** 24.1%

Public Administration\*  
€14,214,750  
Payment, distributed in the  
form of direct and indirect  
taxes, net of any contributions  
received

**D** 12.6%

Shareholders €7,459,478  
The amount set aside for the  
shareholders in the form of  
dividends.

**E** 1.6%

Finance Providers and Banks  
€959,263  
Payment for short-term and  
long-term loan capital

**F** 1.4%

Community €826,084  
Amount gifted as donations.  
In 2015 social, cultural and  
sporting events were also  
sponsored, for a total of €826  
thousand

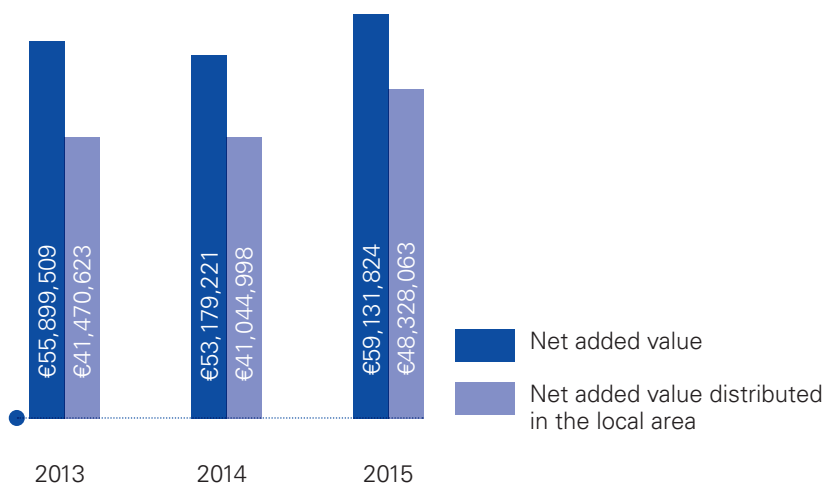
## VALUE CREATED AND DISTRIBUTED IN THE LOCAL AREA

In 2015 the net added value distributed to stakeholders in the local area was €46.1 million, 77.9% of the total added value created and distributed by the SGR Group.

It comprises:

- » Employees' salaries (40.5% of the total)
- » Dividends to SGR Group shareholders in the area (15.4%)
- » Duty, taxes and fees to local authorities (9%)
- » Donations and sponsorships (1.7%)
- » Resources re-invested in the company (33.4%).

If the added value distributed is added to the value of the supplies from companies in the province of Rimini, the impact on the local economy totals €58.4 million (51.6 million in 2014).



# Human resources

**383**

EMPLOYEES

**8**

CONTRACTORS

**96.4%**

PERMANENT EMPLOYEES

**45**

HIRED IN THE LAST QUARTER

**43** AVERAGE AGE

**64** TOTAL WORK PLACEMENTS

**77%**

MEN

**23%**

WOMEN

**31**

MEN

**33**

WOMEN



**4**

PROFESSIONAL  
PLACEMENTS WITH  
THE COMPANY



## OCCUPATIONAL HEALTH AND SAFETY

53.8% of employees operate according to OHSAS 18001, the occupational health and safety management standard, met by four companies in the SGR Group: Gruppo Società Gas Rimini S.p.A., Adrigas and the Bulgarian subsidiaries Citygas and Technoterm. In 2015 the accident frequency rate was 7.99 (5.91 in 2014). Accidents on the way to or from work represent 20% of the total. The SGR Group accident data from the companies has been aggregated in order to make it clearer and more comprehensible.

The level of severity is the number of days of absence due to accidents divided by the thousands of hours worked. The frequency rate is the number of accidents divided by the number of employees multiplied by 100. The data refers to all the SGR Group companies. The accident rates have been calculated taking into account accidents that took place while carrying out work-related tasks, and therefore do not include accidents that took place on the way to work (while commuting), but do include accidents lasting less than three days.

### INITIATIVES BENEFITING EMPLOYEES

For the SGR Group creating a beneficial working environment is a key necessity. This is based on the

| ACCIDENTS         | 2013 | 2014 | 2015 |
|-------------------|------|------|------|
| Total Accidents   | 9    | 8    | 10   |
| While commuting:  | 4    | 1    | 2    |
| Frequency rate    | 8.95 | 5.91 | 7.99 |
| Level of severity | 0.29 | 0.19 | 0.32 |
| Frequency rate    | 2.17 | 1.38 | 1.85 |

The level of severity is the number of days of absence due to accidents divided by the thousands of hours worked. The frequency rate is the number of accidents divided by the number of employees multiplied by 100. The data refers to all the SGR Group companies. The accident rates have been calculated taking into account accidents that took place while carrying out work-related tasks, and therefore do not include accidents that took place on the way to work (while commuting), but do include accidents lasting less than three days.

ability to bring together resources with consolidated experience and talented young people in order to guarantee the necessary competitiveness on the market and ensure sustainable growth. The company firmly believes that a competitive edge is also the result of the successful reconciliation between family and personal needs and work commitments, and therefore special initiatives have been developed to achieve this balance.

- » Summer business hours
- » Summer camps
- » Inter-company crèche
- » Wellness & Corporate project
- » Local Farmers' market
- » Yoga at lunchtime
- » Fish purchasing group
- » Children in the office with mum and dad
- » Solidarity projects
- » Percorso Rosa IOR- SGR: the cancer prevention project dedicated to women under 45 employed by the SGR Group, in conjunction with the Romagna Cancer Institute IOR.

44

**CHILDREN OF SGR GROUP  
EMPLOYEES HAVE TAKEN PART  
IN THE SUMMER CAMPS  
ORGANISED BY THE COMPANY**

7

**CHILDREN HAVE USED THE  
COMPANY CRECHE**



**56.8 seconds****AVERAGE CALL CENTRE  
WAITING TIME****98.4%****OF CUSTOMERS SATISFIED  
WITH THE SGR SERVIZI CALL  
CENTRE SERVICE****221,726****TOTAL CUSTOMERS 2015**

| Composition of the customer portfolio          | 2013           | 2014           | 2015           |
|--|----------------|----------------|----------------|
| Gas customers                                  | 174,902        | 174,443        | 172,909        |
| Electricity customers*                         | 16,412         | 22,150         | 25,019         |
| Systems maintenance and installation customers | 18,754         | 17,649         | 17,474         |
| Heat management customers                      | 1,975          | 2,307          | 2,413          |
| District heating customers                     | 1,791          | 1,804          | 1,812          |
| Bulgaria gas sales customers                   | 1,351          | 1,757          | 2,099          |
| <b>TOTAL</b>                                   | <b>215,185</b> | <b>220,110</b> | <b>221,726</b> |

\*SGR Group solely sells energy. It does not own electricity transmission and distribution networks.





## 52.6%

### CUSTOMERS RETURNING TO SGR SERVIZI

In order to guarantee across-the-board assistance both pre- and post-sales, the Company invests on a constant basis in a number of channels that allow easy, effective contact with customers.

## 19,739

### CUSTOMERS REGISTERED WITH ONLINE SERVICES

## 8

### SGR SERVIZI DESKS



- » Rimini
- » Bellaria
- » Novafeltria and Sarsina
- » Riccione
- » San Giovanni in Marignano
- » Santarcangelo di Romagna
- » Porto Potenza Picena



## 25,876

Customers have used the Rimini customer service desk

## 11.1 minutes

Average waiting time

## 4

### INTERVENTO PRONTO BRANCHES



- » Rimini
- » Forlì
- » Ravenna
- » Cesenatico



## 30,834

Technical assistance jobs carried out on boilers and conditioning systems (30,909 in 2014)

## 2

### SHERDEN OFFICES



- » Villacidro
- » Guspini

### LOCAL EVENTS AND FAIRS



The most important events include the Christmas Village and Green Park- Riccione, Fiera San Martino-Santarcangelo di Romagna, Borgo San Giuliano- Rimini.

2015

Sustainability

Report / summary

Gruppo SGR

### ONLINE DESK ON THE SGRSERVIZI.IT WEBSITE



Dedicated free-of-charge area where customers can see their previous bills, make payments, send meter readings, check their consumption history and access the Bollett@click service



**19,739**

registered with the online desk

**7,219**

customers used Bollett@click

### SGR SERVIZI CALL CENTRE



Service managed internally by the company and accessible using the freephone number



**126,086**

calls to the call centre (109,682 in 2014). Increase due to an update in tax information and to the ever more frequent use of this channel.

**56.8 SECONDS**

Average waiting time, well below the quality threshold of 180 seconds required by the regulator.

### AUTHORISED SGR SALES NETWORK



The sales network operates in the area using the door-to-door method based on a training programme incorporating the content of the Ethical Code, the Code of Conduct drawn up by the regulator and the Sales Manual.

### SGR CORPORATE FACEBOOK PAGE - LA MIA ENERGIA È



The main aims of this project are, on the one hand, to inform the community about the values and activities scheduled, and on the other, to stimulate engagement and create customer loyalty.



The project was launched by the SGR Group in 2013.



56.8

**SECONDS  
AVERAGE CALL  
CENTRE WAITING  
TIME**

Standard set by the  
regulator: 40 days

Standard set by the  
regulator: 30 days

### Customer complaint management

In 2015 the number of complaints was 479, less than in 2014. Around 2/3 of complaints were about consumption and/or readings, contractual and tariff-related issues, and aspects relating to the management of overdue payments, payments and direct debits.

Average response waiting time at the SGR Call Centre Services

|      |              |
|------|--------------|
| 2013 | 41.1 seconds |
| 2014 | 40.5 seconds |
| 2015 | 56.8 seconds |

| Written complaints                               | 2013      | 2014    | 2015      |
|--|-----------|---------|-----------|
| Average response time                            | 22.5 days | 18 days | 13.8 days |
| Number of complaints                             | 439       | 548     | 479       |
| % of complaints responded to within the standard | 92%       | 95.7%   | 100%      |

The complaint response time is shown in calendar days, with a benchmark standard of 40 days.

| Request for written information                                | 2013     | 2014    | 2015   |
|--|----------|---------|--------|
| Average response time  | 7.6 days | 12 days | 6 days |
| Number of requests for information                             | 2,184    | 1,986   | 2,777  |
| % of requests for information responded to within the standard | 95.9%    | 95%     | 99.3%  |

The response time is shown in calendar days, with a benchmark standard of 30 days.

## SAFETY AND CONTINUITY IN THE GAS DISTRIBUTION SERVICE

SGR Group manages the gas distribution service by means of its subsidiary Adrigas.

Current industry regulation (AEGGSI Decision 574/2013/R/gas) defines the obligations and indicators applicable to safety and service continuity. The decision aims to safeguard customer interests and to provide gas distribution operators

with the necessary stimuli to guarantee the safety of the service for people and goods and to contain or reduce service interruptions and their causes and the emissions of gas causing a greenhouse effect into the atmosphere.

| EXTENSION OF THE GAS DISTRIBUTION SERVICE | 2013   | 2014   | 2015  |
|---|--|--|---|
| Km of gas networks                        | 2,704  | 2,713  | 2,724   |
| End customers connected                   | 172,445  | 172,723  | 173,067   |
| Gas conveyed (m <sup>3</sup> )            | 301,654,645  | 253,825,703  | 281,562,048   |
| Municipalities served                     | 43 municipalities in the provinces of Rimini, Forlì-Cesena, Pesaro-Urbino and Macerata | 42 municipalities in the provinces of Rimini, Forlì-Cesena, Pesaro-Urbino and Macerata | 42* municipalities in the provinces of Rimini, Forlì-Cesena, Pesaro-Urbino and Macerata |

\*The number of municipalities managed has fallen since 2013 due to the merging of the Municipalities of Torriana and Poggio-Berni

### GAS AND SAFETY IN SCHOOLS

Segugio and Defender, the friends of safe gas. An educational project created by Adrigas to raise awareness and inform people about the use of gas in the home. More information in the chapter Local Community.



# Pronto intervento gas



**6,704**

**CALLS TO THE  
EMERGENCY SERVICE  
PRONTO INTERVENTO  
GAS**



**99.7%**

**RESPONSES WITHIN  
120 SECONDS**



**29.2**

**AVERAGE TIME OF  
ARRIVAL ON THE  
SCENE**

**99.6%**

**CALLS WITH  
ASSISTANCE  
WITHIN 60  
MINUTES**

|      |                                      |                                    |  |
|------|--------------------------------------|------------------------------------|--|
| 2013 | 8,013 calls to Pronto Intervento Gas | 98.8% responses within 120 seconds | 99.4% calls with assistance within 60 minutes        |
|      |                                      |                                    | 28.8 minutes<br>Average time of arrival on the scene |
| 2014 | 6,968 calls to Pronto Intervento Gas | 99.8% responses within 120 seconds | 99.8% calls with assistance within 60 minutes        |
|      |                                      |                                    | 27.9 minutes<br>Average time of arrival on the scene |
| 2015 | 6,704 calls to Pronto Intervento Gas | 99.7% responses within 120 seconds | 99.6% calls with assistance within 60 minutes        |
|      |                                      |                                    | 29.2 minutes<br>Average time of arrival on the scene |

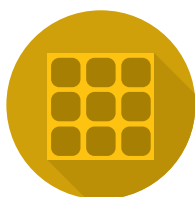
## 6.2 GWh

ELECTRICITY PRODUCED  
BY COGENERATION

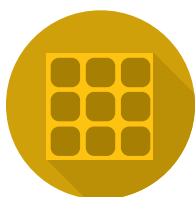
## 867.1 MWh

ELECTRICITY PRODUCED  
BY PHOTOVOLTAIC SYSTEMS

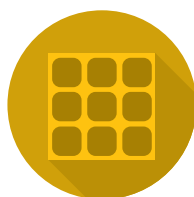
### PHOTOVOLTAIC ENERGY PRODUCTION



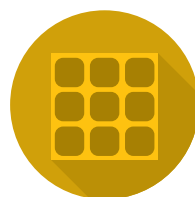
WAREHOUSE  
SGR GROUP















VERUCCHIO  
SOLAR CITY



MULTI-SPORTS  
CENTRE STELLA  
MUNICIPALITY



MERCATO  
SARACENO

|      |  |   |  |   |
|------|--|---|--|---|
| 2013 |  76,778 kWh |  360,621 kWh |  69,269 kWh |  300,538 kWh |
| 2014 |  82,100 kWh |  364,504 kWh |  88,154 kWh |  335,994 kWh |
| 2015 |  83,909 kWh |  354,346 kWh |  91,347 kWh |  337,477 kWh |

| Photovoltaic plant               | Installed power kW | Electricity produced (kWh) |                |                |
|----------------------------------|--------------------|----------------------------|----------------|----------------|
|                                  |                    | 2013                       | 2014           | 2015           |
| SGR Group warehouse              | 64.17              | 76,778                     | 82,100         | 83,909         |
| Verucchio Solar City             | 307                | 360,621                    | 364,504        | 354,346        |
| Stella Multi-sports centre       | 69                 | 69,269                     | 88,154         | 91,347         |
| Municipality of Mercato Saraceno | 314.5              | 300,538                    | 335,994        | 337,477        |
| <b>Total</b>                     |                    | <b>807,206</b>             | <b>870,752</b> | <b>867,075</b> |

## ENERGY PRODUCTION FROM COGENERATION PLANT FOR DISTRICT HEATING

The term cogeneration means the combined production of electricity and thermal energy from a single source in a single integrated system.

The cogeneration plants managed by the SGR Group service the three district heating plants: Marechiese, Gaiofana and Viserba.

| Cogeneration power plants servicing district heating and the Corporate HQ Focus 2015 |            |         |          |         |         |
|--|------------|---------|----------|---------|---------|
|  | Marechiese | Viserba | Gaiofana | SGR HQ* | Totale  |
| Thermal energy produced- GJ  | 19,325     | 20,131  | 11,471   | ND      | 50,927  |
| Electricity produced- GJ   | 9,343      | 6,071   | 6,975    | ND      | 22,389  |
| Nominal electric power installed kW  | 790        | 705     | 395      | 19.2    | 1,909.2 |
| **PES 2015 Primary Energy Saving   | 0.20       | 0.19    | 0.20     | 0.26    | -       |

\*New high-yield cogeneration plant powered by natural gas. Active since 17 December 2015, its production will be included in reporting from 2016.

\*\*The Primary Energy Saving (PES) index shows the percentage saving in primary fuel achieved by a cogeneration plant compared with separate plants for the production of thermal energy and electricity (Ministerial Decree of 4 August 2011 and Ministerial Decree of 5 September 2011).

# Institutions and the Local Community

**5,953**

**STUDENTS INVOLVED IN  
EDUCATIONAL PROJECTS**

**1.1 mln**

**EURO FOR SPONSORSHIPS  
AND DONATIONS**

## **SUPPORT FOR LOCAL INITIATIVES AND PROJECTS**

The establishment of community relations also involves sharing and supporting events and projects that mirror and express the values rooted in the Company's culture.

The many initiatives and projects the group supported in 2015 involved a variety of different areas: culture, sport, social and local development. A solid commitment involving sponsorship and donations worth over €1.1 million.

and Tales of Love, Plautus Festival at Sarsina and Volponi Prize at Porto Sant'Elpidio.

### **Culture and health**

In these areas the SGR Group focused on research and cultural projects that are typical of the area. The projects supported of particular interest to the community are: The Romagna Cancer Institute, San Patrignano rehabilitation community, La Prima Coccia charity and the Rimini Autism Association. The various cultural projects in 2015 included: Meeting per l'amicizia tra i popoli, Amarcort Film Festival, Charity concert: Garcia Lorca- Songs



| Social projects- € | 2013    | 2014    | 2015    |
|--------------------|---------|---------|---------|
| Sponsorship        | 262,872 | 227,004 | 285,129 |
| Donations          | 37,271  | 37,445  | 826,084 |

## Sport

The most immediate link with the values of loyalty and transparency comes from the world of sport, in which the Company has always taken great interest. Some of its most important partnerships include Basket Angels Santarcangelo, T.D.S.G. Rimini (Triathlon and Duathlon), AC Rimini 1912 football club, Crabs Rimini Basket, A. Consolini ASD multi-sports centre and other smaller organisations. SGR Group also supports Challenge Rimini, a weekend packed with competitive events, including the European Half-Distance Triathlon.

## Schools

The SGR Group offers young people educational projects that fit in with their school curriculum and stimulate them to pay more attention to the world around them and its resources. This is why SGR Group is so committed to schools and to developing specific educational programmes.

### **Kindergartens: *Energia ia-o.***

A project in its third consecutive year that has two aims: to teach children that energy is a force that can move,

illuminate and heat; and to support education in the company's local area. The Fire Fairy acts out a story and invites the children to take part to find out about energy through story-telling. Drawing and playing. In the 2015-2016 academic year the project involved 36 kindergartens, 2,703 children and more than 180 teachers. Since the *Energia-ia-o* project started, 112 libraries with 5,600 books have been donated to participating schools, worth over €67 thousand.

### **Primary schools: *"My food is..."***

This is an educational project that aims to promote local products, under the guidance of the local producers who know about their flavours and healthy properties. The meetings with schools take place on SGR premises at the same time as the market "*My market is...*"; which becomes an open-air classroom for the occasion. Workshops, anecdotes, scientific information and games help the children enjoy recognising the quality and unique features of local produce. The experience continues at home where the children take home some shopping and a colourful book about

their genuine food. In the 2015-2016 school year 58 primary school classes and 1,191 children took part.

***Middle schools: “Segugio and Defender, friends of safe gas”***

This project was developed to raise awareness and focus young people's attention on learning more about the role played by gas in our everyday lives. The initiative also teaches young people the basics about how gas distribution networks operate, the checks carried out on them and the equipment used. Thanks to the participation of the Rimini provincial headquarters of the fire brigade, the young people get to know about the main rules of behaviour in an emergency. In the 2015-2016 school year 60 first year middle school classes took part, involving a total of 1,433 young people. The project included the donation of laptop computers to every middle school in the province of Rimini taking part, for a total of €34,000 since the launch.

***Secondary schools: Energy education.***

A stimulating format is used to involve students in an educational journey about the different forms of energy and energy sources, their environmental sustainability and the realistic likelihood of applying alternative sources on a large scale, and the latest and most innovative energy-saving methods. Schools

that took part in the project were assigned a participation grant to use to buy educational materials. The classroom events were run in conjunction with Master's Degree students in Resource Economics and Sustainable Development, a highly innovative international degree that tackles the issues of the green economy and environmental sustainability. The project ended at the end of February and involved 8 secondary schools in the area: 25 classes, 625 students.

**73.2 mln**

**M<sup>3</sup> GAS CONVEYED**

## WHO WE ARE

In 2004 the subsidiary Citygas Bulgaria won the public tender for an exclusive concession for the sale and distribution of natural gas in the region of Trakia, in the centre/south of the country. The municipalities served under the concession number 41, of which 24 are already connected. Citygas Bulgaria is 100% owned by Gruppo Società Gas Rimini S.p.A. and is a member of the Bulgarian Natural Gas Association, the vice-president of which is the current Chairman of the Board of Directors of Citygas Bulgaria. The company has offices in the cities of Sofia, Plovdiv, Kazanlak, Haskovo, Kardzhali, Dimitrovgrad, Silistra, Gabrovo, Velingrad and Cirpan. Since 2010, with the acquisition of Technoterm Engineering EAD, its business has expanded to include the planning and maintenance of the gas distribution network and servicing for boilers and heating systems. For the third year running, the Company won the silver medal in the Medium Sized Enterprise section of the Infrastructure Construction Category awarded by the Bulgarian Construction Chamber. The Technoterm offices are located in the cities of Sofia, Plovdiv and Pleven.

**64**

**EMPLOYEES**

**Certifications - 2015  
Citygas Bulgaria and Technoterm  
Engineering**

ISO 9001- Quality

ISO 14001- Environment

OHSAS 18001 – Occupational Health  
and Safety

SA8000 - Social

Ethical Code

**1.2 mln**

**INHABITANTS**

**41**

**MUNICIPALITIES  
DISTRIBUTION  
AND SALE OF GAS**





gruppo  
**SGR**

Via Chiabrera 34/D  
Rimini, Italia

T. +39 0541 303030  
F. +39 0541 380344

[www.gasrimini.it](http://www.gasrimini.it)  
[www.sgrservizi.it](http://www.sgrservizi.it)

Editorial project,  
Art design, graphics  
and layout:

**SGR Communication  
and Marketing Office**

Editors:

**SGR Sustainability  
and SGR Communication  
and Marketing Office**

Photographs:

**Alessandro Giovanelli**

Translation:

**Aprimondo di Claudia Ricci**







gruppo  
**SGR**