

# 1

## Directors' Report

**984,6**

million  
Ebitda

**266,8**

million  
Net profit

**396,2**

million  
Investments

**ROE 9,9 %**

Return  
on Equity

**ROI 9,2 %**

Return  
on Investment

**2,56 x**

Net debt/Ebitda  
ratio

# Information systems

The Information Systems department is responsible for ensuring the development and efficiency of the Group's information systems to support its business; it also ensures that the systems are continuously adapted to comply with the sector's regulatory requirements and business needs, reducing risks in terms of technology and security in full accordance with the Group's strategic guidelines and sustainability objectives.

The activities of the multi-year plan for AcegasApsAmga continue, with particular focus on completing the roll-out of electricity network service systems; the project of rolling-out gas network service systems is in progress. For Amga Energia&Servizi Srl and Amga Calore&Impianti Srl, the project for harmonizing infrastructure services was launched.

**Standardisation  
of systems in  
other companies**

Planned activities have been completed to adapt the Group systems to regulations for readings, invoices and indemnities; the project to recover VAT on receivables relating to discontinued contracts, split payment (Legislative Decree 96/17) and the delinquency of the electricity and gas sector (resolution 258/15) was also completed.

**Regulatory  
adjustment**

This area includes the introduction of biometric signatures aimed at making the documentation associated with the contracting process digital; the launch of new commercial offers; the insertion of a service that provides the customer with a system to monitor the progress of their requests and alerts under specific conditions; the evolution of the commercial app, supplementing it with some backend system features to offer new services (customer meter readings, the status of bills and payments, presentation of offers, etc.)

**Support to  
business**

Production has begun on the new CRM dedicated to companies and the development of various services on the online services portal; the planning and portfolio management system for the Information Systems Department has been introduced and a Vendor invoice management (Vim) option for the management of passive invoices has been released.

**Efficiency**

As part of the process of continuous technological innovation and improving the performance of the Group's information systems, various platforms were upgraded and the disaster recovery test was successfully carried out.

**Reduction of  
technology risk**

The IT and enterprise data safety systems, in compliance with data protection regulations, are among the main objectives of the Information Systems Division. Our commitment to preventing and monitoring potential cyber attacks is ongoing, conducted through the planning and implementation of a periodic risk analysis on the production systems (vulnerability assessment), updates of existing systems and measures to raise awareness among users.

**Information  
system safety**

The QSA audit on the delivery area was carried out and internal auditing activities were initiated for management.

**Auditing**