



DISTRIBUÍMOS ENERGÍAS DE FUTURO

A large, semi-transparent circular graphic overlay with a blue-to-white gradient, centered on the page. It contains the main headline text.

**Hello, Future.
Hello, Floene.**

Annual Report 2022



GRI Table

GRI Standards

This document is an annex to Floene's 2022 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 reported in accordance with GRI Standards for the period from 01/01/2022 to 31/12/2022
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
Referring to 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, 6th Floor, 1600-209 Lisbon Country of operation: Portugal	
2-2 Entities included in the organisation's Sustainability reporting	
The Floene Group is the largest gas distribution operator in Portugal, through the direct management and participation in nine Regional Gas Distribution System Operators (DSO), 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, Lisboagás, Setgás, Dianagás, Paxgás, and Medigás.	Pages 12 - 13
2-3 Reporting period, frequency and contact point	
The sustainability report is integrated into Floene's 2022 Management and Accounts Report and refers to activities carried out during the period between 01/01/2022 and 31/12/2022. Whenever possible, indicators are presented with a history of up to 3 years. Floene's Management and Accounts Report is published annually. This report will be published on April 28, 2023.	Pages 94 - 95
For more information about the report or the themes addressed in it, please contact the Investor Relations, Risk, and ESG Management Department at joana.appleton@floene.pt or ir@floene.pt and/or by phone at 217 242 500.	
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	
Regarding sustainability information, this report will not be subject to external verification (which is exclusive to financial information). However, its completion is scheduled for 2024, referring to the year 2023.	

GRI 2: GENERAL DISCLOSURES

LOCATION

Activities and employees

2-6 Activities, value chain and other business relationships

Chapter 2.1. Our Activity

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Chapter 6.4. Sustainable Management of the Supply Chain

[Pages 62 - 63](#)

The Floene Energias, S.A. group (Floene) is the largest operator of the gas distribution network in Portugal, through direct management and participation in 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 License agreement.

Distribution activity - Distribution ensures the flow of natural gas, coming from the high-pressure transport network (HP), in the medium (MP: between 20 and 4 bar) and low-pressure (LP: 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, Medigás) also engage in gas commercialisation, exercised as a LRS aspect, with accounting unbundling obligation.

2-7 Employees

Number of employees by gender (and type of contract)	Gender	2020	2021	2022
Number of permanent employees (permanent contract)	Male	259	269	268
	Female	122	124	126
	Other	-	-	-
	Subtotal	381	393	394
Number of temporary employees (fixed-term or uncertain term)	Male	-	3	1
	Female	-	-	1
	Other	-	-	-
	Subtotal	-	3	2
Number of employees without fixed hours (non-guaranteed hours employee)	Male	-	-	-
	Female	-	-	-
	Other	-	-	-
	Subtotal	-	-	-
Number of full-time employees	Male	259	272	269
	Female	122	124	127
	Other	-	-	-
	Subtotal	381	396	396
Number of part-time employees	Male	-	-	-
	Female	-	-	-
	Other	-	-	-
	Subtotal	-	-	-
Total (number of employees by gender)	Male	259	272	269
	Female	122	124	127
	Other	-	-	-
	Subtotal	381	396	396

NOTE: The count was made at the end of the reporting period.
The FTE (Full-Time Equivalent) criterion was used for counting employees.
Trainees were not considered for the calculation of the number of employees.

GRI 2: GENERAL DISCLOSURES
LOCATION
2-8 Workers who are not employees

As of December 31st, 2022, Floene had 854 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, and administrative service providers.

2-9 Governance structure and composition

Chapter 4.2 Corporate Governance Model
 Chapter 3.3 Our Approach to Sustainability (Sustainability Governance)
 Consolidated and Individual Accounts Report for 2021 - Chapter 6.2. Integration of Sustainability in our organisation.

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

2-10 Nomination and selection of the highest governance body

The Board of Directors (BoD) 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 (CoB) - the highest-ranking governance body - who will be replaced by whom he or she indicates in his or her absences or impediments. The BoD is composed of 1 executive president, 4 executive directors, and 4 shareholder representatives. The appointment is made through the General Assembly at the beginning of each term based on a proposal from the shareholders.

2-11 Chair of the highest governance body

Chairman of the Board of Directors

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

Consolidated and Individual Reports and Accounts for 2021 - 6.5.3 Risk Management Model

[Pages 32 - 33](#)

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 evaluating their operation and internal procedures annually, and commenting on work plans and resources allocated to internal control 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 alignment of the Company's strategy 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 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 the 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, as well as the legislative and regulatory framework in which it operates.

2-13 Delegation of responsibility for managing impacts

Chapter 3.3 Our Approach to Sustainability (Sustainability Governance)

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Consolidated and Individual Report and Accounts for 2021 - Chapter 6.2. Integration of Sustainability into Our Organisation.

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GRI 2: GENERAL DISCLOSURES**LOCATION****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 decarbonization and energy transition plan.

2-15 Conflicts of interest

Chapter 4.3 Ethics and Transparency (Responsible Conduct, Code of Ethics and Conduct)

[Pages 32 - 33](#)

2-16 Communication of critical concerns

The current management of the Company is exercised by the Executive Committee under the delegation of powers conferred by the BoD, which oversees 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 3.3 Our Approach to Sustainability (Sustainability Governance)
Chapter 5.3 Líder ARC

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

The performance evaluation of the CEO is done by the shareholders.

2-19 Remuneration policies

There is a Remuneration Policy for the executive members of the Board of Directors. Regarding the remuneration policies for the members of the highest hierarchical governing body and senior executives: The remunerations are available in this 2022 Annual Report and Accounts, 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 2022".

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2-20 Process to determine remuneration

In addition to the compensation policy, there is a set of KPIs (Key Performance Indicators) defined annually for the variable component.

2-21 Annual total compensation ratio

The ratio between the CEO's total annual compensation and the total average annual compensation of all employees (excluding administration and trainees) is 5.7.

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

Chapter 1 Overview - Message to Stakeholders

[Pages 6 - 8](#)

GRI 2: GENERAL DISCLOSURES
LOCATION
2-23 Policy commitments

Chapter 4.3 Ethics and Transparency
 Chapter 6.4 Sustainable Management of the Supply Chain
 Consolidated and Individual Financial Statements 2021 - 6.4 Responsible Business Conduct

[Pages 32 - 33](#)
[Pages 62 - 63](#)
 Pages 17 - 18

Floene governs its activity according to several intergovernmental instruments, namely the United Nations' principles of Human Rights, which serve as a guide for the commitments set forth in a set of documents such as the Human Rights Policy, the Code of Ethics and Conduct, the Quality Policy, the Safety, Health and Environment Policy, and Prevention of Serious Accidents, Data Protection policies and standards, among others.

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

All policies were approved by the Board of Directors, communicated internally, and applied to all employees of the Floene Group, and are publicly available on the Floene [website](#).

2-24 Embedding policy commitments

Chapter 4.3 Ethics and Transparency
 Chapter 6.4 Sustainable Management of the Supply Chain
 Consolidated and Individual Financial Statements 2021 - 6.4 Responsible Business Conduct

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Companies are increasingly aware of the importance of their role in society as a whole, making it crucial that they understand the impacts generated by their business throughout the value chain. 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 impacts the lives of thousands of people. It is therefore increasingly evident that the way the Group manages its relationship with the community, natural resources, and the risks associated with its activities has an impact on economic performance. In order to be aligned with the trends of the energy transition, Floene has been moving towards the implementation of several initiatives, assuming its responsibility in the value chain. Such initiatives can be consulted in the above-mentioned chapters.

2-25 Processes to remediate negative impacts

Chapter 4.3 Ethics and Transparency
 Chapter 4.4 Internal Control and Risk Management Systems

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In order to repair negative impacts, Floene presents a procedure for Reporting Irregularities with the aim of allowing any stakeholder to report to the Audit Board, through the Ethics and Conduct Commission, any irregularities or situations of non-compliance with the Code of Ethics and Conduct. For this purpose, the Internal Control Manual was also approved, in relation to which the Board of Directors, the Executive Committee, the Audit Board and the Internal Audit play important roles in monitoring, supervising, overseeing, and evaluating it.

There is also a Risk and Internal Control Committee, a risk management area and the responsible parties for action plans, who implement the management of risks and opportunities identified in the company. The Risk and Internal Control Committee has the following responsibilities: To monitor matters related to Floene's management model, risk and internal control; Review risk treatment options and identify those responsible for mitigation actions; Monitor compliance with policies and the effectiveness of the mitigation plans outlined.

In order 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

2-26 Mechanisms for seeking advice and raising concerns

Chapter 4.3 Ethics and Transparency

At Floene, we have mechanisms for ethical advice and 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 line (open talk), 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.

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Floene's Ethics and Conduct Commission, appointed by the 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 € 5 000 resulting from non-compliance with laws and regulations was recorded during the reporting period. This fine was imposed for unauthorized gas cuts, and a legal process was carried out in 2021, with the actual payment of the fine made in 2022.

2-28 Membership associations

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

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Entity Name	Sees participation as strategic	Has functions in Social Bodies	Participates in projects or committees
Eurogas	Yes	Yes	Yes
GD4S (Gas Distributors for Sustainability)	Yes	Yes	Yes
Marcogaz	Yes	No	Yes
BCSD Portugal	Yes	No	Yes
Ready4H ₂	Yes	Yes	Yes
AP2H ₂ (Associação Portuguesa para a Promoção do Hidrogénio)	Yes	No	Yes
APE - Associação Portuguesa de Energia	Yes	No	Yes
IGU - Gas Union	Yes	No	Yes
APEG (Associação Portuguesa de Empresas de Gás)	Yes	Yes	Yes
European clean hydrogen alliance	Yes	No	Yes
European Biogas Association (EBA)	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](#).

GRI 2: GENERAL DISCLOSURES
LOCATION

Stakeholder Engagement

2-29 Approach to stakeholder engagement

Chapter 4.5 Involvement with the community/stakeholders

[Pages 36 - 39](#)
2-30 Collective bargaining agreements

	2020	2021	2022
Total number of employees covered by collective bargaining agreements	92	90	79
Number of employees	382	398	396
Percentage of employees covered by collective bargaining agreements (%)	24%	23%	20%

GRI 3: MATERIAL TOPICS

LOCATION

Referring to 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 Annual Report, in Chapter 3.3, “Our Sustainability Approach”.

[Pages 23 - 24](#)

3-2 List of material topics

The list of material topics defined through the materiality definition process is described in the Floene 2022 Annual Report, in Chapter 3.3, “Our Sustainability Approach”.

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3-3 Material topics management

Material Topics	Chapter ¹	Specific Standards and Indicators	Reference number of the GRI sector-specific standard
Quality service, safe and efficient supply	7. Our Prosperity	GRI 306: Waste 2020 306-3 GRI 416: Consumer Health and Safety 2016 416-2 GRI 417: Marketing and Labeling 2016 417-3	11.8 Asset Integrity and Process Safety Accident Management
Energy efficiency and climate change	6. 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	7. Our Prosperity	GRI 201: Economic Performance 2016 201-2	11.2 Adaptation, Resilience and Climate Transition
Economic performance and financial sustainability	7. 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: Procurement Practices 2016 204-1	11.14 Economic Impacts
Engagement with 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

GRI 3: MATERIAL TOPICS			LOCATION
Material Topics Content			
3-3 Material topics management			
Material Topics	Chapter ¹	Specific Standards and Indicators	Reference number of the GRI sector-specific standard
Sustainable management of the supply chain	6. Our Planet	GRI 308: Supplier Environmental Assessment 2016 308-1 GRI 308: Supplier Environmental Assessment 2016 308-2 GRI 414: Supplier Social Assessment 2016 414-1 GRI 414: Supplier Social Assessment 2016 414-2	11.12 Forced labor and modern slavery
Regulatory compliance	4. Our Governance	GRI 204: Procurement Practices 2016 204-4 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 Policy 2016 415-1	
Safety, well-being, and development of our people	5. 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: Labor Practices 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 Opportunity 2016 405-1 GRI 405: Diversity and Equal Opportunity 2016 405-2 GRI 406: Non-discrimination 2016 406-1 GRI 414: Supplier Social Assessment 2016 414-1 GRI 414: Supplier Social Assessment 2016 414-2	11.9 Occupational Health and Safety 11.10 Employment Practices
Ethics and transparency	4. Our Governance	GRI 205: Combating Corruption 2016 205-1 GRI 205: Combating Corruption 2016 205-2 GRI 205: Combating 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	7. Our Prosperity	There are no GRI Topic Standards associated to this Material Topic	

NOTE 1: Each material topic presents, in its 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 "Open Talk", which is transversally applicable to various material topics. For more information on this topic, please refer to the Floene 2022 Report and Accounts, 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.
11.12 Forced Labor and Modern Slavery	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 Resource 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

	2020	2021	2022
I) Direct Economic Value Generated	140 834 264.5	144 547 112.9	149 438 921.5
Revenue	140 834 264.5	144 547 113	149 438 922
II) Direct Economic Value Distributed (Operating costs)	74 882 368.6	74 878 497	74 541 573
Operating costs	30 767 028.3	30 347 534	31 216 315
Salaries and benefits of employees	23 209 818.2	23 963 791	23 995 413
Payments to providers of capital	10 350 190.6	10 305 430	11 269 036
Taxes	10 555 331.5	10 261 741	8 060 808
III) Cumulative Economic Value (I-II)	65 951 895.9	69 668 616.2	74 897 349.0

NOTE: Operating costs: Includes training and PPE and excludes fleet and pass-through
 Salaries and benefits of employees: Excludes training and includes fleet costs
 Payments to providers of capital: Financing interest, from the financials' side
 Taxes: Does not include deferred taxes
 Revenue: Total income, excluding recognition of investment subsidies, IFRIC and excluding pass-through items

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

This information is included in the Floene 2022 Annual Report and Accounts, throughout Chapter 3.1 "Global context and Floene's contribution to sustainability", Chapter 4.4 "Internal control and risk management systems" (Risk Management subchapter), and Chapter 6.2 "Energy Efficiency and Climate Change".

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[Pages 54 - 60](#)

201-4 Financial assistance received from government

Floene has not received any financial support from the government.

GRI 202: MARKET PRESENCE

LOCATION

Regarding the standard published in 2016.

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

		2020	2021	2022
National Minimum Wage	Men	635.0	665.0	705.0
	Women	635.0	665.0	705.0
Minimum Wage Practiced by the Organisation (lowest wage practiced)	Men	926.4	972.0	998.4
	Women	821.8	830.0	840.8
Ratio between the organisation's minimum wage and the local minimum wage	Men	1.5	1.5	1.4
	Women	1.3	1.2	1.2

GRI 200: ECONOMIC PERFORMANCE**GRI 202: MARKET PRESENCE****202-2 Proportion of senior Management contracted from the local Community**

		2020	2021	2022
Total number of top management members in important operational units	Men	19.0	51.0	40.0
	Women	1.0	15.0	12.0
Total number of top management members in important operational units hired from the local community	Men	19.0	50.0	39.0
	Women	1.0	15.0	12.0
Percentage of top management members in important operational units hired from the local community (%)	Men	100%	98%	98%
	Women	100%	100%	100%

NOTE 1: The organisation adopts the following definitions:

“Top management” - Executive Committee, Heads of Area, Strategic Developers, Managers, and Unit Managers;

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

“Important operational units” - All existing directions at Floene;

NOTE 2: Data referring to full-time employees.

GRI 203: INDIRECT ECONOMIC IMPACTS**LOCATION**

Regarding the standard published in 2016.

203-1 Development and impact of investments in infrastructures and services provided

The topic of investments in infrastructure and services provided is included in the Floene 2022 Annual Report and Accounts, in Chapter 7.1 “Operational Performance”.

[Pages 66 - 69](#)

203-2 Significant indirect economic impacts and extent of impacts

Chapter 7 Our Prosperity

[Pages 66 - 69](#)

During the reporting period, the organisation identified some significant economic impacts, namely regarding employment in supplier or distribution chains. There was also an economic impact resulting from the use of products and services. Information on this topic can be found in more detail in Chapter 7 “Our Prosperity”.

GRI 204: PROCUREMENT PRACTICES**LOCATION**

Regarding the standard published in 2016.

204-1 Proportion of spending on local suppliers

In 2022, Floene had a total cost of € 31 216 315.31 with suppliers, 95% of which pertains to purchases made from local (national) suppliers.

GRI 205: ANTI-CORRUPTION**LOCATION**

Regarding the standard published in 2016.

205-1 Operations subject to risk assessments related to corruption and significant identified risks

No corruption risk assessments were carried out during the reporting period.

GRI 200: ECONOMIC PERFORMANCE

GRI 205: ANTI-CORRUPTION

LOCATION

205-2 Communication and training in anti-corruption policies and procedures

Anti-corruption policies and procedures are internally communicated to all employees through mandatory training on the subject, as part of the Code of Ethics and Conduct training. For other stakeholders, these policies and procedures are communicated through the “Code of Ethics and Conduct,” which is available for consultation at [Floene](#).

205-3 Confirmed cases of corruption and measures taken

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

GRI 206: ANTI-COMPETITIVE BEHAVIOUR

LOCATION

Regarding the standard published in 2016.

206-1 Lawsuits as a consequence of unfair competition, antitrust or monopoly practices and their outcomes

During the reporting period of this report, Floene was not associated with any legal actions due to anti-competitive behavior, unfair competition, or monopoly practices. It should also be added that there are no pending actions, nor has it been subject to a judicial decision in which it has been targeted.

GRI 207: TAX

LOCATION

Regarding the standard published in 2016.

207-1 Approach to tax

Although it is not formalized in any public document, Floene has a tax strategy that is reviewed and approved annually by the Board of Directors and the Executive Committee. To ensure regulatory compliance with its tax strategy, Floene observes applicable tax and tax disclosure requirements according to applicable laws and regulations, adopting appropriate measures for this purpose. With regard to relationships between related parties, Floene Group companies prepare a transfer pricing tax documentation process adopted by international practices, which includes all documentation relating to the policy adopted in determining transfer prices, maintaining elements capable of proving their parity with the market, as well as the selection of the most appropriate method for determining the prices charged.

207-2 Tax governance, control and risk management

Chapter 4.4 Internal Control and Risk Management Systems

[Pages 33 - 39](#)

The Audit Board is responsible for ensuring compliance in tax matters, monitoring, in particular, accounting policies, valuation criteria, the effectiveness of the internal control and risk management system, and the process for preparing and disclosing 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 and internal auditors also play a crucial role in this regard.

207-3 Stakeholder engagement and management concerns related to tax

Regarding taxation issues, it can be stated that Floene follows a compliance and ethical stance for compliance with all current tax regulations, with full availability to collaborate with tax authorities in inspection or any other interaction process that may be applicable. Thus, tax compliance is a guarantor of its actions. The Group listens to and analyzes 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. For more information on these companies, Chapter 2.1 “Our Activity” can be consulted.

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GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 302: ENERGY

LOCATION

Regarding the standard published in 2016.

302-1 Energy consumption within the organisation

Source	Unit	2020	2021	2022
Non-renewable		14 107.9	15 178.9	16 825.6
Renewable		0	0	0
Acquired	GJ	2 913.9	2 650.5	2 954.2
Sold		0	0	0
Total		17 021.9	17 829.4	19 779.8

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 starting from 2022, the acquired electricity has 100% renewable energy certificates and that for the years 2020 and 2021, corrections were made regarding electricity and natural gas consumption, which were previously being overcounted, since cancelled consumption was being counted as actual consumption.

The conversion factors used were: DGEG, 2020 - Conversion of GWh to GJ; APA NIR, 2020 - Conversion of fuel liters to GJ.

302-3 Energy intensity

Energetic Intensity	2020	2021	2022
	0.00027	0.00027	0.00033

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

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

GRI 305: EMISSIONS

LOCATION

Regarding the standard published in 2016.

305-1 Direct GHG emissions (scope 1)

Chapter 6.3 Our Carbon Footprint

[Pages 60 - 62](#)

At the end of 2022, Scope 1 was recalculated for all years, including the base year, 2020. Two significant changes were made:

- Previously, natural gas consumption emissions were being accounted for in Scope 2, and are now in Scope 1.
- Regarding the fleet, a change was made in the calculation methodology, no longer using the GHG protocol's transport tool, and instead using the emission factors from APA's NIR.

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*).

As a reference for emission factors, the following sources were used: APA NIR emission factors (Fleet); Specific emission factor for natural gas published by APA (Natural Gas); GWP of the Greenhouse Gas Protocol - Fourth Assessment Report (AR4) (network losses/fugitive emissions of natural gas).

NOTE: CO₂ was the only gas considered in the calculations.

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 305: EMISSIONS

LOCATION

305-2 Indirect GHG emissions (scope 2)

Chapter 6.3 Our Carbon Footprint

[Pages 60 - 62](#)

At the end of 2022, Scope 2 was recalculated for all years, including the base year, 2020. Two significant changes were made.

- 1 - Previously, natural gas consumption emissions were being accounted for in Scope 2, and are now in Scope 1.
- 2 - The emission factors previously used were from ERSE, and the weighting for different types of energy was not being considered. The factors now used are from APA (location based) and the supplier (market based).

For the location-based calculation, the APA's emission factors were considered since our activity is in Portugal. For the market-based calculation, our supplier's factor was considered. It should be noted that in 2022, the market-based factor became 0 since the acquired electricity became 100% renewable.

305-3 Other indirect GHG emissions (scope 3)

Chapter 6.3 Our Carbon Footprint

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As of 2022, there were not enough data available regarding indirect emissions (Scope 3). However, calculations have already started in 2023.

305-4 Intensity of GHG emissions

Units	2020	2021	2022
t CO ₂ /GWh	1.0	0.8	0.9
t CO ₂ /km network	1.4	1.1	1.1

The greenhouse gas emission energy intensity was calculated using two relevant metrics: gas volume distributed (GWh) and distribution network length (km). The calculation includes Scope 1 and Scope 2 emissions, with only CO₂ considered.

305-5 Reduction of GHG emissions

Reduction of GHG emissions as a direct result of developed initiatives (tCO ₂ eq)	2020	2021	2022
	-	-	2156.0

NOTE: CO₂ was the only gas considered in the calculations.

The base year of 2020 was chosen because it was the year in which the calculation of Scope 1 and Scope 2 GHG emissions began. The data considered for the calculation is available in Chapter 6.2.

The reduction in emissions resulting from electricity consumption was calculated considering market-based emissions and comparing them to electricity consumption in the base year. The remaining reductions are calculated compared to the 2020 base year.

Reductions in emissions resulting from the following initiatives were verified:

- Purchase of 100% renewable energy.
- Renewal of the distribution network and reduction of leaks in the network.
- Reduction of network occurrences due to damage by third parties.

305-6 Emissions of ozone depleting substances

Not applicable

305-7 NO_x, SO_x and other significant atmospheric emissions

Not applicable

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 306: WASTE

LOCATION

Regarding the standard published in 2020.

306-3 Waste generated

	Hazourds waste (t)	2020	2021	2022
08 0119 (*) (Aqueous suspensions containing paints or varnishes, containing organic solvents or other hazardous substances)	Generated	–	–	0.163
	For valorisation	–	–	–
	For elimination	–	–	0.163
	Hazourds waste (t)	2020	2021	2022
13 01 05 (*) (Non-chlorinated emulsions)	Generated	–	–	0.030
	For valorisation	–	–	0.030
	For elimination	–	–	–
	Hazourds waste (t)	2020	2021	2022
15 01 11 (*) (Metal packaging, including empty pressurized containers, containing a hazardous solid porous matrix (e.g. asbestos))	Generated	0.061	0,022	0.043
	For valorisation	0.061	0,022	0.043
	For elimination	–	–	–
	Hazourds waste (t)	2020	2021	2022
15 02 02 (*) (Absorbents, filtering materials (including oil filters without other specifications), cleaning cloths and protective clothing, contaminated with substances)	Generated	0.028	–	0.068
	For valorisation	0.028	–	0.068
	For elimination	–	–	–

GRI 300: ENVIRONMENTAL PERFORMANCE
GRI 306: WASTE
LOCATION
306-3 Waste generated

	Hazourds waste (t)	2020	2021	2022
16 01 04 (*) (End-of-life vehicles)	Generated	—	4,372	—
	For valorisation	—	4,372	—
	For elimination	—	—	—
16 02 11 (*) (Out-of-use equipment containing chlorofluorocarbons, CFCs, HFCs)	Generated	—	0,580	—
	For valorisation	—	0,580	—
	For elimination	—	—	—
17 01 06 (*) (Mixtures or separated fractions of concrete, bricks, tiles, roofing and ceramic materials, containing hazardous substances)	Generated	—	—	0,351
	For valorisation	—	—	—
	For elimination	—	—	0,351
20 01 21 (*) (Fluorescent lamps and other waste containing mercury)	Generated	—	—	0,005
	For valorisation	—	—	—
	For elimination	—	—	0,005

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 306: WASTE

LOCATION

306-3 Waste generated

	Hazardous waste (t)	2020	2021	2022
20 01 33 (*) (Batteries and accumulators covered by 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing such accumulators or batteries)	Generated	–	0,067	0,029
	For valorisation	–	0,067	0,029
	For elimination	–	–	–
	Hazardous waste (t)	2020	2021	2022
Total hazardous waste (t)	Generated	0,09	5,04	0,69
	For valorisation	0,09	5,04	0,17
	For elimination	–	–	0,52
	Non-hazardous waste (t)	2020	2021	2022
08 03 18 (Printer toner waste not covered under 08 03 17)	Generated	–	0.005	0.050
	For valorisation	–	–	–
	For elimination	–	0.005	0.050
	Non-hazardous waste (t)	2020	2021	2022
15 01 01 (Paper and cardboard packaging)	Generated	–	0,255	0,099
	For valorisation	–	0,255	–
	For elimination	–	–	0,099
	Non-hazardous waste (t)	2020	2021	2022
15 01 02 (Plastic packaging)	Generated	–	0,098	–
	For valorisation	–	0,098	–
	For elimination	–	–	–

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 306: WASTE

LOCATION

306-3 Waste generated

	Non-hazardous waste (t)	2020	2021	2022
15 01 03 (Wooden packaging)	Generated	-	0.472	0.376
	For valorisation	-	0.472	0.260
	For elimination	-	-	0.116
	Non-hazardous waste (t)	2020	2021	2022
15 02 03 (Absorbents, filtering materials, cleaning cloths, and protective clothing not covered under 15 02 02)	Generated	0.073	0.067	0.361
	For valorisation	-	0.067	-
	For elimination	0.073	-	0.361
	Non-hazardous waste (t)	2020	2021	2022
16 02 14 (Out of use equipment not covered under 16 02 09 to 16 02 13)	Generated	0.291	2.183	14.894
	For valorisation	0.291	2.183	14.894
	For elimination	-	-	-
	Non-hazardous waste (t)	2020	2021	2022
17 04 07 (Metal mixtures)	Generated	118.685	163.966	97.484
	For valorisation	118.685	163.966	97.484
	For elimination	-	-	-

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 306: WASTE

306-3 Waste generated

	Non-hazardous waste (t)	2020	2021	2022
20 01 01 (Paper and cardboard)	Generated	0.082	-	0.051
	For valorisation	0.082	-	0.051
	For elimination	-	-	-
	Non-hazardous waste (t)	2020	2021	2022
20 01 38 (Wood not covered under 20 01 37)	Generated	-	-	0.059
	For valorisation	-	-	0.059
	For elimination	-	-	-
	Non-hazardous waste (t)	2020	2021	2022
20 03 06 (Sewage cleaning waste)	Generated	6.000	-	6.000
	For valorisation	-	-	-
	For elimination	6.000	-	6.000
	Non-hazardous waste (t)	2020	2021	2022
20 01 39 (Plastics)	Generated	0.159	-	-
	For valorisation	0.159	-	-
	For elimination	-	-	-

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 306: WASTE

LOCATION

306-3 Waste generated

	Non-hazardous waste (t)	2020	2021	2022
20 01 99 (Other fractions, without other specifications)	Generated	-	0.011	-
	For valorisation	-	-	-
	For elimination	-	0.011	-
	Non-hazardous waste (t)	2020	2021	2022
Total non-hazardous waste (t)	Generated	125.29	167.06	119.37
	For valorisation	119.22	167.04	112.75
	For elimination	6.07	0.02	6.63

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT

LOCATION

308-1 New suppliers that were screened using environmental criteria

Chapter 6.4. Sustainable management of the supply chain

[Pages 62 - 63](#)

Regarding the sustainable management of the supply chain, it can be 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; Codes of Conduct; Health, Safety and Environment Policy and Prevention of Major Accidents; Quality Policy, as well as compliance with current legislation. We also subscribe to the BCSD principles letter.

Therefore, there is a supply chain risk management, based on a methodology that involves the process of selection, qualification, and performance evaluation of service providers.

The risks of GDPR and cybersecurity are managed through the One Trust platform, interconnected and automated with the purchasing management platform, for bidding processes containing such risks, as well as action plans to mitigate them. Compliance and due diligence assessments are carried out before the hiring of suppliers, with the aim of identifying potential red flags, such as corruption and money laundering.

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

Type of supplier Floene	Percentage of suppliers evaluated in the last 3 years
Tier 1	65
Non-tier 1	0
Critical Tier 1	19

NOTE: Tier 1 - Tier 1 services have a higher inherent cyber risk.

Results of sustainability risk assessment:

Sustainability risk (No. of Floene tier 1 suppliers)	2020	2021	2022
with high economic sustainability risk	ne	ne	0
with high environmental sustainability risk	ne	ne	0
with high social sustainability risk	ne	ne	5

Results of CSR risk assessment:

Risk level - Corporate Social Responsibility (CSR) Assessment Questionnaires	Number of Floene suppliers with billing in 2020		Number of Floene suppliers with billing in 2021		Number of Floene suppliers with billing in 2022	
	Tier 1	Critical	Tier 1	Critical	Tier 1	Critical
A+ Above-average rating	ne	ne	ne	ne	34	15
A Average rating	ne	ne	ne	ne	10	3
B Below-average rating	ne	ne	ne	ne	5	1

GRI 300: ENVIRONMENTAL PERFORMANCE

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT

LOCATION

308-1 New suppliers that were screened using environmental criteria

Certifications:

Standard Internacional	2020	2021	2022
ISO 9001	ne	ne	92
ISO 14001	ne	ne	47
OHSAS 18001/ISO 45001	ne	ne	46
Other certifications	ne	ne	25

Supplier Audits:

	2020	2021	2022
Nº of supplier audits	ne	ne	12
Nº of tier 1 supplier audits	ne	ne	3
Critical suppliers audited (both tier 1 and non-tier 1)	ne	ne	0

In addition to the 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 & Safety;
- Environment;
- Business Continuity;
- SLA Contract.

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

No tier 1 suppliers (both critical and non-critical) with 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

Region	Gender	2020			2021			2022		
		<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
National	Men	4	120	135	7	117	148	12	118	143
	Women	27	77	43	3	76	45	10	76	47
Total Employees (by age group)		31	197	178	10	193	193	22	194	190
Total Employees (by gender)		Men			259			272		
		Women			147			124		
Total Employees (by Location)		National			406			396		
								406		

NOTE: Includes trainees and fixed-term contracts, but excludes executive board members. Employees from all companies within the Floene group are included.

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

Region	Gender	2020					
		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	0	2	0	0	1	11
	Women	0	0	0	0	0	3
Total Entries and Exits (by Age Group)		0	2	0	0	1	14
Total Entries and Exits (by Gender)		Men			2		
		Women			0		
Total Entries and Exits (by Location)		National			2		
					15		

GRI 400: SOCIAL PERFORMANCE
GRI 401: EMPLOYMENT
LOCATION
401-1 New employee hires and employee turnover

		2021					
		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	3	7	2	1	0	2
	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	12			3		
	Women	5			5		
Total Entries and Exits (by Location)	National	17			8		

		2022					
		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	8	13	0	2	1	20
	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	21			23		
	Women	16			8		
Total Entries and Exits (by Location)	National	37			31		

GRI 400: SOCIAL PERFORMANCE

GRI 401: EMPLOYMENT

LOCATION

401-1 New employee hires and employee turnover

Employee turnover rate for the reporting period

2020

		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	0%	0.5%	0%	0%	0.2%	3%
	Women	0%	0%	0%	0%	0%	1%
Total Entries and Exits (by Age Group)		0%	0.5%	0%	0%	0.2%	3%
Total Entries and Exits (by Gender)	Men	0.5%			3%		
	Women	0%			1%		
Total Entries and Exits (by Location)		0.5%			4%		

2021

		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	1%	2%	1%	0.3%	0%	1%
	Women	0.3%	1%	0.3%	0%	1%	1%
Total Entries and Exits (by Age Group)		1%	3%	1%	0.3%	1%	1%
Total Entries and Exits (by Gender)	Men	3%			1%		
	Women	1%			1%		
Total Entries and Exits (by Location)		4%			2%		

2022

		Entries			Exits		
		<30	30-50	>50	<30	30-50	>50
National	Men	2%	3%	0%	0.5%	0.2%	5%
	Women	2%	2%	0.2%	0.2%	0%	2%
Total Entries and Exits (by Age Group)		4%	5%	0.2%	1%	0.2%	7%
Total Entries and Exits (by Gender)	Men	5%			6%		
	Women	4%			2%		
Total Entries and Exits (by Location)		9%			8%		

NOTE: for simplicity, we calculated the turnover rate (exit) using the final values for each period.

GRI 400: SOCIAL PERFORMANCE
GRI 401: EMPLOYMENT
LOCATION
401-2 Benefits provided 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;
- Life Insurance;
- Personal Accident Insurance;
- Travel Insurance;
- Health Insurance;
- Automobile Insurance.

401-3 Parental leave

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

	Gender	2020	2021	2022
Number of employees who started parental leave during the reporting period	Men	1	2	2
	Women	2	0	2
	Total	3	2	4
Number of employees who returned to work after parental leave	Men	1	2	2
	Women	2	0	2
	Total	3	2	4
Number of employees who returned to work and remain in the company after 12 months	Men	4	1	2
	Women	3	1	0
	Total	7	2	2
Return-to-work rate	Men	100%	100%	100%
	Women	100%	---	100%
	Total	100.00%	100.00%	100.00%
Retention rate (12 months)	Men	100%	100%	100%
	Women	100%	50%	---
	Total	233.33%	67.00%	100.00%

NOTE: The return-to-work rates for 2020 are higher than 100% because the number of employees who returned to work in 2020 refers to those who started their leave in 2019.

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 provided by applicable legislation and internal regulations, ensuring the existence of an adequate adaptation period for relevant operational changes.

Only LISBOAGÁS company has a Collective Bargaining Agreement, in which the notification period and provisions for consultation and negotiation are specified.

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

Chapter 5.1. Safety and well-being (Safety and safety culture)

Chapter 6.6 Management and Accounts Report 2021

[Pages 33 - 35](#)

[Pages 42 - 44](#)

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In the gas sector, there are several regulations, including the Service Quality Regulation, compliance with which presupposes the existence of well-defined and implemented quality, environment, and safety management systems to ensure the safety and quality of natural gas distribution in Portugal. Thus, the implementation of the certification of an integrated EQHS (Environment, Quality, Health, and Safety) system at Floene aims not only to meet legal, normative, and regulatory requirements but also to ensure the existence of an effective management system that guarantees the distribution of natural gas to consumers based on the best available practices. Regular practice of internal and external audits, follow-up meetings, and periodic performance analysis allows the system to mature to identify new risks or requirements and respective improvement opportunities or corrective actions, to ensure continuous improvement of the management system.

The system covers all activities related to certification, including the management of construction, maintenance, operation, and use of natural gas distribution networks, as well as all administrative workplaces and facilities of the natural gas distribution system, managed and maintained by Floene (RMSs, AGUs, etc.). Audited workers may be internal and external (service providers who provide services in the context of construction and maintenance of natural gas distribution networks).

403-2 Identification of hazards, assessment of risks and investigation of accidents

Chapter 5.1. Safety and well-being (Safety and safety culture)

[Pages 42 - 44](#)

The planning process for identifying hazards, evaluating and controlling risks for OSH, and identifying significant environmental aspects, includes the following subprocesses: 1. Develop/review the identification of hazards for OSH and environmental aspects, evaluation and control of risks and environmental impacts; 2. Plan its implementation.

In terms of process activities, the HSE responsible, together with the process owners, identifies hazards for OSH and environmental aspects by activity, product, and service typology, considering those that the organisation can control and those it can influence, considering a life cycle perspective. Normal, abnormal, and reasonably predictable emergency situations are taken into account. This information is documented in hazard and risk assessment matrices for OSH and environmental aspects and impacts. This survey may be reviewed and updated whenever necessary, particularly in the face of new circumstances (acquisition of new products, provision of new services, change of legal requirements, etc.). All these situations and new risks and hazards identified can be reported by any employee, either through the hierarchy or through proactive safety and environmental prevention mechanisms, such as visits to facilities, safety talks, observation of unsafe situations or acts, near misses, participation and periodic consultation of employees, among others.

Subsequently, the Planned Action Proposal is submitted for approval to Top Management, which includes the definition and verification of objectives, management programs, projects, and corrective and/or preventive actions. Mechanisms for communication and participation of workers have been defined to report risk situations, and Life Saving Rules have been adopted, which must always be followed.

403-2 Identification of hazards, assessment of risks and investigation of accidents

Any situation that does not allow for the safety and health of workers during their activities must be stopped by the worker or by whoever identifies the situation. In no case should management subject workers to working conditions that are not suitable. If such a situation occurs, employees are protected against possible reprisals regarding the identification/reporting of the situations referred to in the previous paragraphs, by the Code of Ethics and Conduct, as well as by the Open Talk Channel.

After an incident occurs, immediate emergency response measures are taken. Following that, incidents are classified based on predefined criteria that take into consideration personal/material damages, severity, etc. The incident is communicated to the entire pre-defined hierarchical chain of command, and when applicable, to external entities. A multidisciplinary team is appointed to report and investigate the incident, with well-defined responsibilities and outputs including the initial and final incident reports, where immediate and root causes, as well as corrective and improvement measures are identified. Lastly, whenever an incident occurs and the causes are identified, a risk matrix evaluation associated with the respective activity/task is conducted.

403-3 Occupational health services

Chapter 5.1. Safety and well-being (Health and well-being)

[Pages 42 - 44](#)

Occupational health services that contribute to hazard identification and elimination and risk minimization have the following functions: planning prevention, integrating risk assessment and prevention measures at all levels and for all company activities; performing risk assessments and creating corresponding reports; developing occupational risk prevention plans, as well as detailed prevention and protection plans required by specific legislation; participating in the development of the internal emergency plan, including specific fire-fighting, evacuation, and first-aid plans; collaborating in the design of work locations, methods, and organisation, as well as in the selection and maintenance of work equipment; supervising the supply, validity, and preservation of personal protective equipment, as well as the installation and maintenance of safety signage; coordinating measures to be taken in case of serious and imminent danger; monitoring working conditions of workers in more vulnerable situations; designing and implementing an information program for promoting safety and health at work, promoting the integration of prevention measures into the company's information and communication systems; designing and implementing a training program to promote safety and health at work; supporting information and consultation activities with worker representatives for safety and health at work, or in their absence, with the workers themselves; ensuring or monitoring the implementation of prevention measures, promoting their efficiency and operability; organizing the necessary elements for mandatory notifications; creating mandatory reports in case of occupational accidents or illnesses; coordinating or monitoring internal audits and inspections; analyzing the causes of occupational accidents or occurrences of occupational illnesses and preparing corresponding reports; collecting and organizing statistical data relating to safety and health at work.

Floene ensures the quality of these services and facilitates their access to workers through OHS commissions with worker representatives (Lisboagás), conducting inspections, visits, and training at all companies, and involving safety technicians in the process (either formally through a questionnaire or informally through consultation). In addition, occupational medical services are provided by the internal service at a medical station located at Floene's headquarters or through mobile services at various workplace locations for various companies.

GRI 400: SOCIAL PERFORMANCE

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

LOCATION

403-4 Participation of workers. worker consultation with regard to occupational health and safety

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

Two formal written consultations are conducted annually with all employees regarding OHS and work equipment. In addition to these written consultation mechanisms, there are other means and processes of consultation and participation of employees. This process accepts various tools and mechanisms for its implementation, namely:

- a) Safety Meetings;
- b) Holding specific meetings with areas to address safety issues;
- c) Introduction of consultative and participatory approaches in OHS audits/inspections/verifications, allowing workers the opportunity to convey any concerns;
- d) Annual surveys to understand workers' attitudes towards OHS;
- e) Introduction of consultative and participatory approaches in conducting safety talks;
- f) Regular dissemination and discussion forums;
- g) Inclusion of workers' participation in reporting near-misses, unsafe acts, and unsafe conditions.

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

403-5 Worker training on occupational health and safety

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

There is an annual OHS training plan to respond to specific training needs on some topics and also to refresh others. OHS training covers safety inductions, which are given to all new employees, self-protection measures, manual handling of loads, machine directive, first aid, handling of fire extinguishers, policies, emergency plans, fire fighting, communication and reporting of accidents, management of modifications, task safety analysis, work permits, EQHS management systems and prevention of major accidents, explosive atmospheres, safety data sheets, hazard and risk assessment, personal protective equipment, etc. Some training sessions are also held on specific topics for service providers, namely contractors (construction and maintenance work). These trainings are provided free of charge and during working hours.

In order to assess training needs, the HSE area identifies a transversal HSE training plan to respond to various normative and legal requirements. At the time of evaluation, both management and employees can identify specific training actions.

403-6 Promotion of worker health

Chapter 5.1. Safety and Well-being (Health and well-being)

[Pages 44 - 45](#)

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

GRI 400: SOCIAL PERFORMANCE

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

LOCATION

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

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

In order to prevent or mitigate significant negative impacts on health and safety at work directly related to its operations, Floene defines the risk and environmental impact assessment methodology, assesses them, and defines mitigating actions. It sets objectives and monitors through audits or other monitoring instruments if they are being met. This process applies not only to its employees but also to workers of contractors hired to carry out some activities in its business chain.

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

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

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

403-9 Workplace accidents

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

Data regarding Employees

	Gender	2020	2021	2022
Total number of	work-related deaths	0	0	0
	serious work-related accidents ¹ (excluding deaths)	0	0	0
	mandatory reportable work-related accidents ²	3	1	5
	hours worked	585 303	624 819	650 437
Index of	work-related deaths	0.00	0.00	0.00
	serious work-related accidents (excluding deaths)	0.00	0.00	0.00
	mandatory reportable work-related accidents	5.12	1.60	7.69

Data regarding workers who are not employees but whose work is controlled by the organisation

	Gender	2020	2021	2022
Total number of	work-related deaths	0	0	0
	serious work-related accidents ¹ (excluding deaths)	0	0	0
	mandatory reportable work-related accidents ²	4	4	3
	hours worked	878 344	836 943	1 292 510
Index of	work-related deaths	0.00	0.00	0.00
	serious work-related accidents (excluding deaths)	0.00	0.00	0.00
	mandatory reportable work-related accidents	4.55	4.78	2.32

GRI 400: SOCIAL PERFORMANCE

GRI 403: OCCUPATIONAL HEALTH AND SAFETY

LOCATION

403-9 Work accidents

Through the analysis of the accident history, it is verified that falls on the same level (slips and trips) are the main occupational hazards that can cause serious injuries. These risks were properly identified through the Hazard Identification and Risk Assessment Methodology, and Floene includes in its Prevention and Safety Plan all actions taken, or in progress, to eliminate these hazards and minimize risks, using the hierarchy of risk control. During the reporting period of this report, no serious accidents occurred.

NOTE¹ According to GRI criteria, a work accident with a serious consequence results in death or an injury from which the worker is unable to fully recover within six months to their health condition prior to the accident.

NOTE² According to GRI criteria, it includes all accidents that result in any of the following possibilities: fatalities, accidents with medical leave, accidents resulting in loss or reduction of capacity for work or transfer to another function, accidents requiring medical treatment beyond first aid, loss of consciousness, serious injury diagnosed by a doctor or other qualified healthcare professional. It can also be referred to as TRI (Total Recordable Incidents).

NOTE: For calculation purposes, a normalization factor of 1 million hours worked was assumed.

403-10 Occupational diseases

Chapter 5.1. Safety and Well-being (Safety and safety culture)

[Pages 42 - 44](#)

	2020	2021	2022
Number of fatalities resulting from occupational diseases	0	0	0
Number of reported occupational diseases	0	0	0
Number of confirmed occupational diseases	0	0	0

During its activities, Floene recognizes several hazards related to occupational diseases (for more information, see chapter 4.4. Internal Control and Risk Management Systems), which are not significant and are properly controlled through Occupational Medicine Services and risk assessment and workplace visits. These risks were properly identified through the Hazard Identification and Risk Assessment Methodology, and Floene includes in its Health Prevention Plan all actions taken, or in progress, to eliminate these hazards and minimize risks, using the hierarchy of risk control.

During the reporting period of this report, no occupational diseases were identified.

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 and per category

Total number of training hours by functional category and gender

	Gender	<30	30-50	>50
Administration	Men	-	-	97
	Women	-	-	-
	Subtotal	0	0	97
Heads of Area	Men	-	339	441
	Women	-	189	-
	Subtotal	0	528	441
Managers	Men	-	215	426
	Women	-	287	108
	Subtotal	0	501	535
Specialists	Men	132	761	1764
	Women	122	646	374
	Subtotal	254	1408	2138
Technical Contributors	Men	334	1411	1088
	Women	12	124	56
	Subtotal	346	1536	1145
Operational & Support Contributors	Men	-	-	-
	Women	-	-	22
	Subtotal	0	0	22
Trainees	Men	80	-	-
	Women	123	-	-
	Subtotal	203	0	0
Total	Men	546	2727	3817
	Women	256	1246	560
		803	3972	4377

In 2020 and 2021 it was not possible to count average annual training hours by gender and position. However, Floene gauged the following:

	2020	2021	2022
Training hours	3 989	3 685	9 152
Employees	384	398	406
Training hours/employee	10.4	9.3	22.5

GRI 400: SOCIAL PERFORMANCE

GRI 404: TRAINING AND EDUCATION

LOCATION

404-2 Lifelong learning and skills management programs that support the employability of workers and help manage career goals

Chapter 5.3 Training

Pages 48 - 49

Regarding the development of skills, tailor-made training programs were designed to meet the needs in various areas, namely the new performance management model “Meet Me”, in which 80 employees participated; the “WeGrow” program on leadership in the areas of feedback and development, which had the participation of 22 employees; the “Leader ARC” program for management skills development, in which 11 employees participated, and the technical skills development program, entitled “Next Level”, with the participation of 40 employees. In addition to the internal development programs, Floene also provided a Post-Graduation in Sales Management, and also facilitated the payment of gas technician certification courses for new employees hired for the Gas Infrastructure Technician position.

Regarding the development of skills, it is also worth noting that Floene granted an unpaid leave for the purpose of pursuing a doctorate degree.

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.

404-3 Percentage of employees who receive regular performance evaluations and career development

Data for 2020 and 2021 were not filled out since at the time, Floene's Organisational Structure was not established.

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

	Gender	2022
Administration	Men	0
	Women	0
	Subtotal	0
Heads of Area	Men	7
	Women	0
	Subtotal	7
Managers	Men	27
	Women	17
	Subtotal	44
Specialists	Men	89
	Women	48
	Subtotal	137
Technical Contributors	Men	142
	Women	56
	Subtotal	198
Operational & Support Contributors	Men	0
	Women	2
	Subtotal	2
Total	Men	265
	Women	123
	Subtotal	388

GRI 400: SOCIAL PERFORMANCE

GRI 404: TRAINING AND EDUCATION

LOCATION

404-3 Percentage of employees who receive regular performance evaluations and career development

Total number of employees who received a performance and career development analysis

	Gender	2022
Administration	Men	0
	Women	0
	Subtotal	0
Heads of Area	Men	7
	Women	0
	Subtotal	7
Managers	Men	27
	Women	17
	Subtotal	44

	Gender	2022
Specialists	Men	89
	Women	48
	Subtotal	137
Technical Contributors	Men	142
	Women	56
	Subtotal	198
Operational & Support Contributors	Men	0
	Women	2
	Subtotal	2
Total	Men	265
	Women	123
	Subtotal	388

Percentage of employees who received a performance and career development analysis

	Gender	2022
Administration	Men	0
	Women	0
	Subtotal	0
Heads of Area	Men	100%
	Women	0
	Subtotal	100%
Managers	Men	100%
	Women	100%
	Subtotal	100%

	Gender	2022
Specialists	Men	100%
	Women	100%
	Subtotal	100%
Technical Contributors	Men	100%
	Women	100%
	Subtotal	100%
Operational & Support Contributors	Men	0
	Women	100%
	Subtotal	100%
Total	Men	100%
	Women	100%
	Subtotal	100%

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

Number of employees by Job Category and Gender	Gender	2021			2022		
		<30	30-50	>50	<30	30-50	>50
Administration	Men	0	0	4	0	0	4
	Women	0	0	0	0	0	0
	Subtotal	0	0	4	0	0	4
Heads of Area	Men	0	4	0	0	3	5
	Women	0	2	0	0	2	0
	Subtotal	0	6	0	0	5	5
Managers	Men	0	16	27	0	12	16
	Women	0	9	4	0	10	4
	Subtotal	0	25	31	0	22	20
Specialists	Men	3	28	44	5	39	54
	Women	2	27	8	2	36	19
	Subtotal	5	55	52	7	75	73
Technical Contributors	Men	4	69	76	4	66	83
	Women	1	38	34	2	28	27
	Subtotal	5	107	110	6	94	110
Operational & Support Contributors	Men	0	0	1	0	0	0
	Women	0	2	4	0	0	4
	Subtotal	0	2	5	0	0	4
Trainees	Men	0	0	0	4	0	0
	Women	1	0	0	6	0	0
	Subtotal	1	0	0	10	0	0
Total	Men	7	117	152	13	120	162
	Women	4	78	50	10	76	54
	Subtotal	11	195	202	23	196	216

NOTE: Data for 2020 was not filled out because at the time, Floene's Organisational Structure was not established, making it impossible to compare with the current structure.

GRI 400: SOCIAL PERFORMANCE

GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES

LOCATION

405-2 Ratio of basic salary remuneration of women to men

Category	Women Average salary received	Men Average salary received	Ratio
Heads of Area	7 000.00	6 618.57	1.06
Managers	3 830.63	4 311.31	0.89
Specialist	2 150.02	2 274.69	0.95
Technical Contributors	1 300.78	1 466.72	0.89
Operational & Support Contributors	1 910.21	0	---

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 programs

No operations involving local community engagement, impact assessments, and development programs were carried out in 2022. However, Floene is developing a Social Responsibility Policy in 2023, and several initiatives will be implemented in this regard during the current year, which will already be included in the report for 2023.

413-2 Operations with significant actual and potential negative impacts on local communities

Information not available

GRI 414: SUPPLIER SOCIAL ASSESSMENT

LOCATION

Regarding the standard published in 2016.

414-1 New suppliers that were screened using social criteria

Information on new suppliers selected based on social criteria can be found in Indicator 308-1.

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

GRI 400: SOCIAL PERFORMANCE

GRI 414: SUPPLIER SOCIAL ASSESSMENT

LOCATION

Information on negative social impacts in the supply chain and actions taken can be found in Indicator 308-2.

GRI 415: PUBLIC POLICY

LOCATION

Regarding the standard published in 2016.

415-1 Political contributions

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

GRI 416: CUSTOMER HEALTH AND SAFETY

LOCATION

Regarding the standard published in 2016.

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

All works and services awarded to contractors and service providers are subject to operational monitoring and control, in accordance with current legislation and Floene's own requirements, ensuring the promotion of safety and health at work. It should be added that a risk assessment is carried out for all activities (both those carried out by our employees and those carried out by our service providers), and the respective mitigation measures are defined.

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 LABELING

LOCATION

Regarding the standard published in 2016.

417 -3 Incidents of non-compliance concerning marketing communications

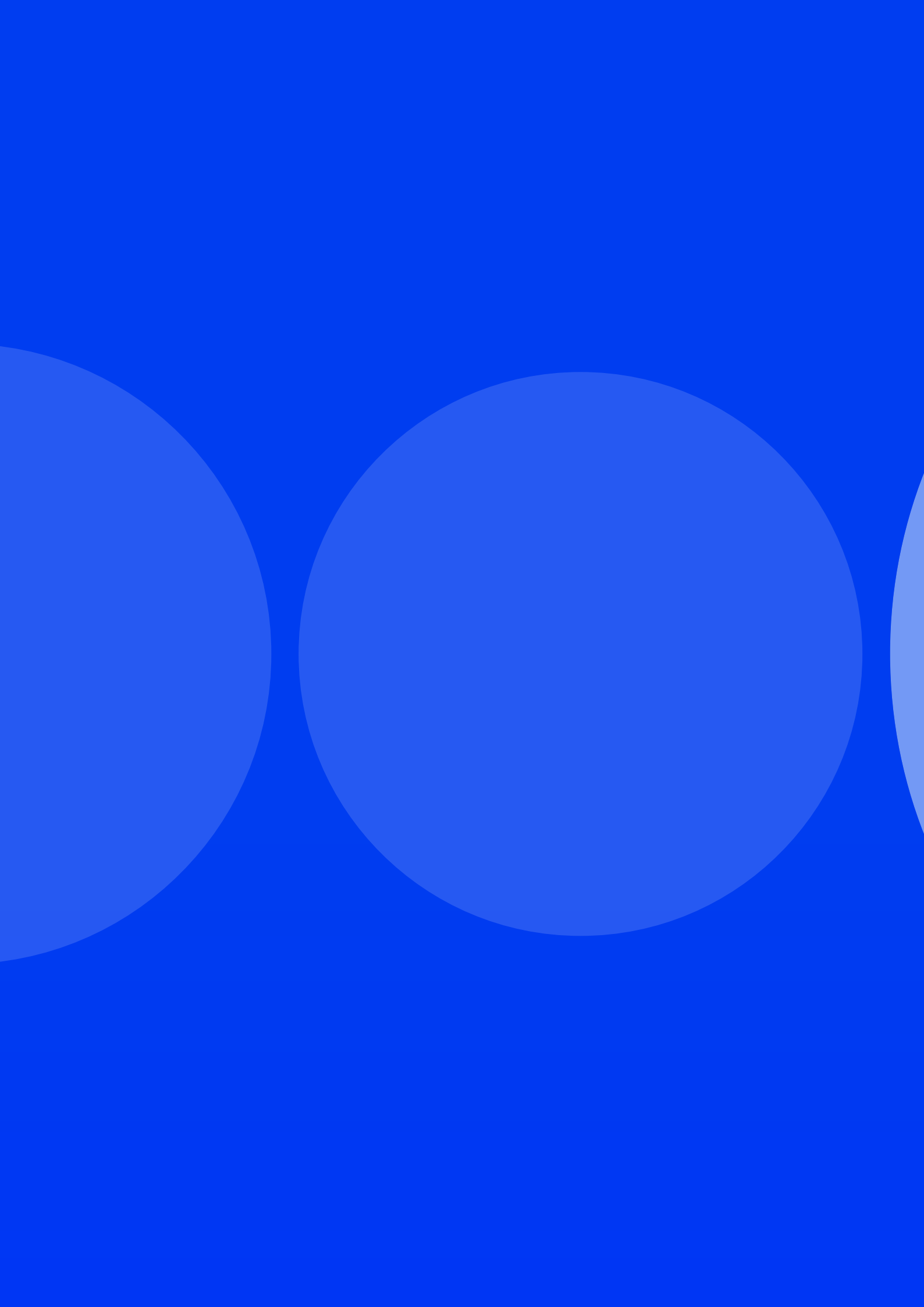
There were no cases of non-compliance related to marketing communication during the reporting period

GRI 418: CUSTOMER PRIVACY

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.



Glossary

GLOSSARY

FINANCIAL GLOSSARY

ACRONYMS

AL

Allowed Revenues

BBB-

Medium Credit Quality

CAPEX

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

CESE

Extraordinary Contribution to the Energy Sector

CIT

Current Income Tax

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)

EBT

Earnings Before Taxes

FCA

Financial Conduct Authority

FY

Fiscal Year

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)

PSL

Past Service Liabilities

PY

Previous Year

RAB

Regulated Asset Base

RMS

Regulation and Metering Station

RoR

Rate of Return

SHL

Shareholder Loans

SIC

Standing Interpretation Committee

SPPI

Solely Payments of Principal & Interest

SRTCG (RETGS)

Special Regime for Taxation of Corporate Groups

TOP (ISP)

Tax on Oil and Energy Products

TOS

Underground Taxes

TSA
Transaction and Sales Agreement

Var. YoY
Variation Year over Year

VAT
Value Added Tax

WACC
Weighted Average Cost of Capital

YTD
Year To Date

YoY
Year over Year

TECHNICAL GLOSSARY

ACRONYMS

AA1000
Stakeholders Engagement Standards

ACP
Allianz Capital Partners

AGU/UAG
Autonomous Gas Units

APA
Portuguese Environmental Agency

APCC
Portuguese Association of Contact Centres (Associação Portuguesa de Contact Centers)

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)

AR4
Fourth Assessment Report

BCSD
Business Council for Sustainable Development

BoD
Board of Directors

BIP
Biomethane Industrial Partnership

CEO
Chief Executive Officer

CES
Customer Effort Score

CFO
Chief Financial Officer

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

CoB
Chairman of the Board

COO
Chief Operating Officer

COP27
27th United Nations Climate Change Conference of the Parties

COSO
Internal Control Integrated Framework

CSAT
Customer Satisfaction Score

CSO Chief Strategy Officer	FEDER Regional Development European Fund (Fundo Europeu de Desenvolvimento Regional)
CSR Corporate Social Responsibility	GDA Gas Distribution Activity
DGEG General Directorate of Energy and Geology	GDP Gross Domestic Product
DSO Distribution System Operator	GDPR General Data Protection Regulation
EBA European Biogas Association	GD4S Gas Distributors for Sustainability
ECH2A European Clean Hydrogen Alliance (Aliança Europeia para o Hidrogénio Limpo)	GGND Galp Gás Natural Distribuição
EMTN Euro Medium Term Notes	GHG Greenhouse Gases
EQHS Environment, Quality, Health, and Safety	GQTS Gas Quality Tracking System
ERSE Energy Services Regulatory Authority (Entidade Reguladora dos Serviços Energéticos)	GUS/UGS Global Usage of the System
ESG Environmental, Social and Governance	GWP Global Warming Potential
EU European Union	H2 Hydrogen
FCG Gas Trading Function (Função de Comercialização de Gás)	HP High Pressure
FCVAR Network Access Sales and Purchase Function (Função de Compra e Venda do Acesso às Redes)	HSE Health, Safety and Environment
FCVG Gas Sales and Purchasing Function (Função de Compra e Venda de Gás)	IGU Internacional Gas Union
FTE Full Time Equivalent	ILO International Labour Organisation

INE	NA
National Institute for Statistics (Instituto Nacional de Estatística)	Network Accesses
IP	NIR
Infraestruturas de Portugal, S.A.	National Inventory Report
ISO 45001	NG
International standard which identifies the requirements for an Occupational Health and Safety Management System.	Natural Gas
ISQ	NP EN ISO 9001
ISQ - Interface and Technology Centre	International Standard that identifies the requirements for a Quality Management System
IT	NP EN ISO 14001
Information technology	International Standard that identifies the requirements for an Environmental Management System
KPI	NPS
Key Performance Indicators	Net Promotor Score
Líder ARC	OHHS
Líder ARC - Audácia, Respeito e Colaboração (Leader ARC - Audacity, Respect and Collaboration)	Occupational Health, Hygiene and Safety
LNG	OHS
Liquefied natural gas	Occupational Health and Safety
LP	OHSAS 18001
Low Pressure	Occupational Health and Safety Assessment Series
LPG	OHSMS
Liquefied Petroleum Gas	Occupational Health and Safety Management System
LRS	OJEU
Last Resort Commercialisation Retailer	Official Journal of the European Union
LSE	OLMC
London Stock Exchange	Logistics Operation for Switching Suppliers (Operação Logística de Mudança de Comercializador)
Ltd/Lda	ORD
Limited	Regional Gas Distribution Network Operators (Operadores Regionais das Redes de Distribuição de Gás)
LTIF	ORT
Lost Time Injury Frequency Rate	Transport Network Operator (Operador de Rede de Transportes)
MP	
Medium pressure	

PDIRD-G 2022
Five-Year Indicative Development and Investment Plan for Gas Distribution Networks for the period 2023-2027

PNEC 2030
National Energy and Climate Plan 2030 (Plano Nacional de Energia e Clima 2030)

PBY
Portuguese Bond Yields

PPEC
Promotion Plan for Efficiency in Consumption

PRF
PRF – Gás, Tecnologia e Construção, SA

PRR
Program of Recovery and Resilience

Ready4H2
Ready for Hydrogen Initiative

RMS
Reduction and Measuring Stations

RQS
Service Quality Regulation for the Electricity and Natural Gas Sectors

SDG
Sustainable Development Goals

SGPS
Holding Company (Sociedade Gestora de Participações Sociais)

SLA
Service-Level Agreement

SP
Service Providers

UDN/URD
Usage of Distribution Network

UNFCCC
United Nations Framework Convention on Climate Change

TpD
Third Party Damages

TRI
Total Recordable Incidents

UTN/URT
Usage of Transport Network

WBCSD
World Business Council for Sustainable Development

WRI
World Resources Institute

UNITS

GJ
Gigajoule

GWh
Gigawatt.hour

km
Kilometres

m³
Cubic metre

Mm/ano
Mega metre per year

tCO₂e_q
Equivalent tonne of CO₂

vol.
Volume

€ k
Thousands of Euros



FLOENE

floene.pt

Floene Energias, S.A.

Rua Tomás da Fonseca - Torre C - 1600-209 Lisboa
N.P.C./M.C.R.C. 509 148 247 | Capital social 89 529 141 Euros