



#casestudy

anchoring the sustainability plan

ESG training and operational tools to drive implementation

Year: 2026

Client: Nuovenergie Spa

Sector: *Energy*



Business area: Nuovenergie Spa is an Italian company that supplies natural gas and electricity at the national level.

challenge

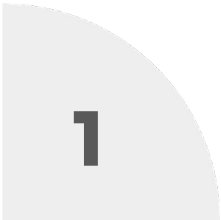
Turning the sustainability ambition into reality requires **bridging the gap between planning and execution**. On one hand, this calls for building **widespread employee engagement** to strengthen organizational alignment and embed sustainability into the daily way of working. On the other hand, it means enabling **tools that guide implementation** and business decisions on material topics, such as supply chain management and the accessibility of services to ensure inclusivity.

Nuovenergie's questions:

- Which people should be involved in an ESG training program? Which topics should be addressed and through which formats?
- How can dialogue and exchange be fostered to strengthen understanding and ownership of the *Sustainability Plan*?
- Are direct retail stores accessible to all customers?
- How can an accessibility assessment tool be developed and which indicators should be used?
- Which principles guide responsible sourcing and how can they be formalized?
- How can ESG supplier profiling be structured and which indicators should be adopted?
- Which suppliers should be engaged and with what priorities?
- How can the *Sustainability Report* be further strengthened as a management tool?



course



carbon footprint

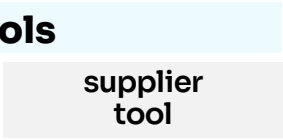
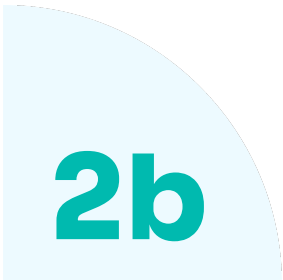
Update the corporate carbon footprint through the calculation of GHG emissions (Scope 1, 2 and 3) for annual monitoring

GHG Protocol Corporate Accounting and Reporting Standard



Develop a tailored assessment model to measure store accessibility, identify critical issues and improve the customer experience for all clients, including people with disabilities

EU Accessibility Act (2019/882)
ISO 21542
WCAG 2.1
ADA Standards for Accessible Design
UN CRPD
Design for All Audit (Mosca & Capolongo)



Develop a Responsible Procurement Policy and a tailored ESG supplier profiling model to integrate sustainability criteria into supply chain management

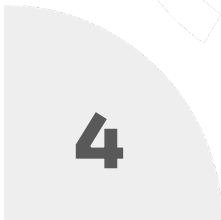
ISO 20400
ISO 26000
OECD MNE Guidelines
GRI Standards
European Sustainability Reporting Standards



sustainability training

Design and deliver interactive sustainability training for all employees to build understanding of ESG fundamentals and strengthen organizational alignment with the Sustainability Plan

Methodological references



sustainability report

Develop the 2026 improved Sustainability Report in accordance with GRI Standards



the role of So-What

Guides the team towards clear objectives and sets the course

Facilitates communication and aligns expectations

Simplifies processes

Shares expertise and tools

Plans, coordinates and monitors activities to ensure the project's success

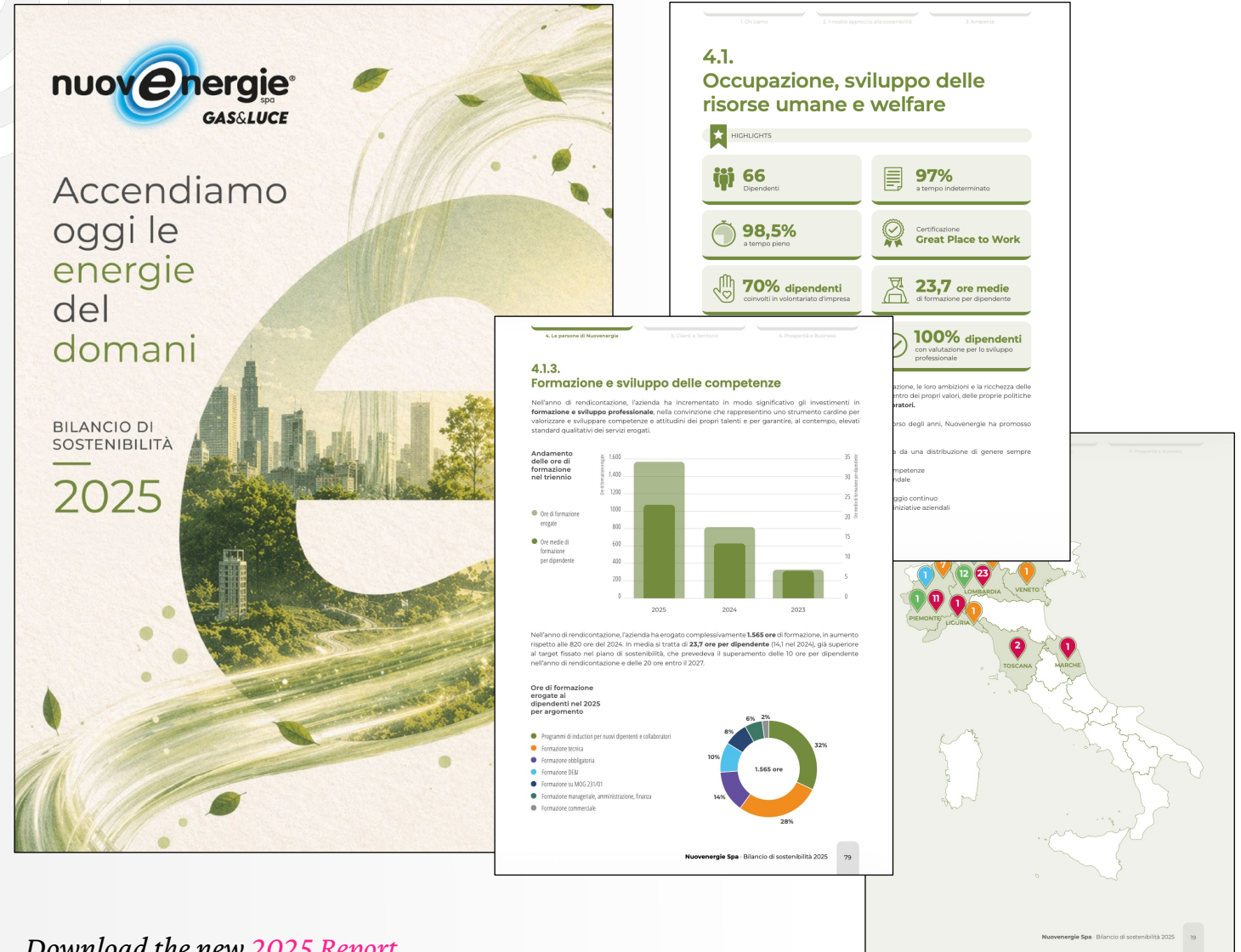


We delivered a **sustainability training program** for all employees, building internal ESG capabilities, reinforcing alignment with the *Sustainability Plan* and fostering exchange and collaboration among colleagues through hands-on activities and interactive sessions.

In line with the priorities defined in the *Sustainability Plan*, **new tools** were developed to support the ESG Committee and management. On the **supply chain** side, a *Responsible Procurement Policy* and a **ESG supplier profiling model** were introduced, enabling the assessment of over 80% of supplier spend and strengthening supply chain oversight.

On accessibility, an **Excel-based tool** was developed to assess the **physical accessibility of retail stores** and identify areas for improvement. Applied to all directly managed stores, the model enabled the collection of evidence to make spaces increasingly inclusive for customers, including people with disabilities.

Finally, support was provided to Nuovenergie in developing the third edition of the **Sustainability Report**, prepared *in accordance with GRI Standards*, consolidating a more mature and structured management tool.



Download the new [2025 Report](#)

results

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Store accessibility
assessment tool

53 indicators across 4 areas*:

- External accessibility → Store access, parking and external pathways
- Internal accessibility → Usability of indoor spaces and public areas
- Orientation and comfort → Signage, orientation and environmental comfort
- Experience quality → Pre-visit information and in-store experience

							Overall score		Area A (30%)	Area A categories				Area B (30%)	Area C (25%)	Area D (15%)
store_ID	assessment_ID	Date	Type	Status	Prov.	City	Score	Rating	A. External accessibility (14 points max)	Parking	Pathways	Entrance	Main door	B. Internal accessibility (18 points max)	C. Orientation and comfort (13 points max)	D. Experience quality (8 points max)
PdV_1	PdV_1_01	12/12/25	Type 1	Active	MI	Example 1	48,8%	D	6,0	0,7	0,3	0,2	0,7	9,0	6,5	4,5
PdV_1	PdV_1_02	15/03/26	Type 1	Active	MI	Example 1	77,8%	B	10,0	0,7	0,7	0,6	1,0	15,5	10,5	5,5
PdV_1	PdV_1_03	15/06/26	Type 1	Active	MI	Example 1	88,6%	A	13,0	0,8	1,0	1,0	0,8	13,0	12,5	8,0
PdV_2	PdV_2_01	10/04/26	Type 2	Opening	MI	Example 2	61,6%	C	7,5	0,7	0,3	0,6	0,5	8,5	9,5	7,0
PdV_3	PdV_3_01	31/05/26	Type 1	Closed	MI	Example 3	35,5%	E	5,0	0,3	0,2	0,6	0,2	8,0	4,5	1,5



FINAL SCORE

It is expressed as a *percentage* and calculated by weighting the scores obtained in each section. It is then mapped to an **A–E rating scale**, representing the **overall accessibility level of the store**.

Rating	Score (%)	Accessibility level
A	85 - 100%	High
B	70 - 84,9%	Good
C	55 - 69,9%	Medium
D	40 - 54,9%	Low
E	0 - 39,9%	Insufficient

(*) Main methodological references: Italian and European regulations, international standards (e.g. ISO 21542:2021), UN guidelines and other frameworks (e.g. Mosca & Capolongo, 2023 – Design for All Audit).

results

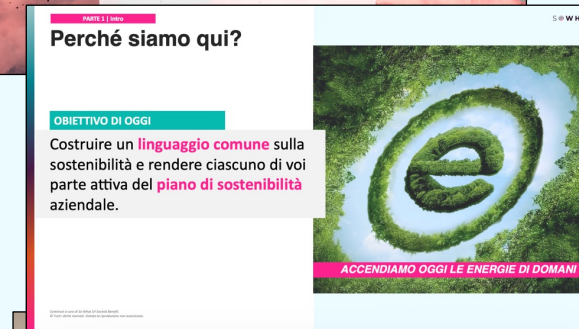
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ESG supplier profiling and dedicated policy

A first structured approach to integrating ESG principles into supplier management



- ➔ 1 tailored ESG supplier profiling model
- ➔ 23 indicators across 4 macro-areas
- ➔ >80% of supplier spend covered by ESG assessment
- ➔ Formalized responsible procurement Policy
- ➔ Strengthened ESG oversight of the supply chain



ESG training

A course on sustainability fundamentals

- ➔ 43 participants
- ➔ 12 hours of training across 3 sessions
- ➔ Theory + practice with quiz and workshops
- ➔ Training perceived as highly useful
- ➔ Increased awareness of the sustainability plan

“The ESG training programme, which involved the entire workforce, together with the tools developed throughout the project, made the sustainability plan more tangible and closely connected to day-to-day activities. It increased awareness of the company's sustainability goals across the organization while strengthening dialogue and collaboration among colleagues.”

ESG Team, Nuovenergie Spa

consulting can do good!

As a benefit corporation, So-What has decided to donate **5%** of its revenue from for-profit companies to third-sector organizations.

The collaboration with Nuovenergie Spa made it possible to support the projects of **Fondazione Dynamo Camp** for children and young people with serious or chronic illnesses, neurodevelopmental disorders or disabilities.

need help navigating?

Write to us to chart the best course: info@so-what.it

