

PRESS RELEASE

ARERA wins PA smart working award for innovation in working methods

*Acknowledgement of the Observatory
of the Polytechnic University of Milan School of Management*

Milan, 14 November 2023 - ARERA wins the “Smart Working Award 2023” for the Public Administration category, the award by the Smart Working Observatory of the Polytechnic University of Milan School of Management to organisations that have stood out for their ability to innovate working methods thanks to their smart working projects.

In the PA category, we read in the explanatory statement, ARERA's project was considered the best on the basis of the three criteria established for the selection: impact within the company, i.e. the efficiency benefits; scope, i.e. the number of workers involved; and innovation of the project.

The award is in recognition of the innovation process initiated during the 4th Board which, supported by significant investments in technology and skills, has led to the mapping of key business processes and their complete dematerialisation. The re-engineering of the IT facilities and investments in digital staff equipment have made it possible to create a working mode in which all ARERA processes are accessible to all employees and can be carried out remotely, from anywhere and with any tool.

The course also included specific training phases, differentiated by professional figures and built on the needs expressed through an internal survey, and the drafting of a “smart-working operations manual” tailored to the needs of an independent authority.

ARERA has chosen to strengthen smart-working outside an emergency context too, with the “normalisation” of remote working that has led, among other things, to a reduction in costs related to work locations and home-to-work travel.

From this latter point of view, initial comparisons between the previous and the current situation have made it possible to estimate an annual reduction of almost 200 tonnes of CO₂ emitted (sources used for emission factors: ISPRA 2020 and Ecoinvent 3.8) and a reduction in pollutant emissions in the order of 70%, with a significant reduction in environmental impacts related to the operation of facilities and staff mobility.