



2020 report



environmental social governance



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our commitment to sustainability



our commitment to sustainability



The utility industry is built on the requirement to deliver safe and reliable energy, water and city services. These are essential services every day—but are even more critical during times of crisis like the ongoing COVID-19 pandemic, social unrest and economic strife seen in 2020. As an industry, utilities and city leaders came together with a commitment that these essential services continue to be delivered reliably, efficiently and sustainably.

As our customers continue to face infrastructure, social and environmental challenges, the work we do has taken centerstage.

Critical infrastructure around the world is aging and in need of significant upgrades and investments. Our technology helps energy and water providers modernize their delivery systems, improve resiliency and reliability, and increase security from both physical and cyber threats. We help pinpoint water and gas leaks before they become major issues or safety risks, and help electricity providers proactively manage the grid, integrate renewables and grid battery storage, and enable a revolution in transportation with electric vehicles.

Social challenges arise from rapidly changing population levels and density. Add to this steadily increasing consumer expectations—where we've been trained by applications and services we use to get what we want, when we want it, with real-time feedback—and the challenges for utility and city service providers grow exponentially. Our technology provides the insights to better manage resources and engage consumers.

Sustainability transcends our industry and is truly a universal challenge. Climate change, and the impact it is having, is one of the driving forces behind better resource management. The utility industry has tremendous potential to reduce carbon emissions and help achieve renewable energy goals, delivering next-generation service while protecting the world around us.

Itron is building on the **strong foundation of environmental, social and governance (ESG) commitments** we established in 2019 to ensure our solutions help solve these dynamic challenges, both today and tomorrow. We have identified several U.N. Sustainable Development Goals that we can directly influence and continue to drive our operations toward a positive impact.

Internally, a key focus is to build a culture of inclusion, diversity and equity. An inclusive company culture requires representation throughout the organization, and we are working to ensure diversity at all levels of our operations. As we move forward, Itron will continue to create an environment of respect and understanding as we build a diverse, inclusive company.

Thank you for your interest in our ESG activities at Itron. We are committed to making the most of the energy and water resources that we have today and creating a better tomorrow for our customers, partners, employees and the communities we serve. **Together, we are creating a more resourceful world.**

Sincerely,



Tom Deitrich
President and CEO
Itron, Inc.



a continued focus on esg initiatives



2020 was an unprecedented and unpredictable year in so many ways. But as challenging as it was, one thing never changed: the importance of the work our industry does. The safe, reliable delivery of energy and water is absolutely essential to society. Itron's commitment to providing these services in a responsible way is unwavering—and fully supported by myself and the entire Itron Board of Directors.

Itron's mission to create a more resourceful world revolves around better management of energy, water and city services—all of which are too important to waste or use unwisely. And all of which were extremely critical to helping communities survive the chaos of 2020 and emerge stronger on the other side.

In 2019, Itron made several commitments toward environmental, social and governance goals. The Board fully supports Itron, its leadership team and its employees in these endeavors, and we are committed to seeing our strategy executed successfully in the coming years.

On behalf of the Board, I am proud to share this strategy with you on the pages of this report.

Sincerely,

Lynda L. Ziegler
Chair of the Board

ITRON BOARD OF DIRECTORS

Itron's commitment to sustainability and responsible corporate practice begins with our board of directors. Led by Chair of the Board Lynda L. Ziegler and Itron President and Chief Executive Officer Tom Deitrich, the Itron board includes eight independent directors as well as three committees that preside over specific business operations: *Audit/Finance*, *Compensation* and *Nominating and Corporate Governance*. Of our nine Board members, two are female and seven are male.

Lynda L. Ziegler, Chair, Itron Board of Directors

Former Executive Vice President of Power Delivery Services, Southern California Edison

Thomas S. Glanville

Managing Partner, Eschelon Advisors, LP

Frank M. Jaehnert

Former President and CEO, Brady Corporation

Jerome J. Lande

Head of Special Situations, Scopia Capital Management LP

Timothy M. Leyden

Former EVP, CFO and COO, Western Digital Corporation

Thomas L. Deitrich

President & CEO Itron, Inc.

Santiago Perez*

Senior Advisor, Arsenal Capital Partners LP

Gary E. Pruitt

Former Chairman and CEO, Univar N.V.

Diana D. Tremblay

Former Vice President, Global Business Services, General Motors Company



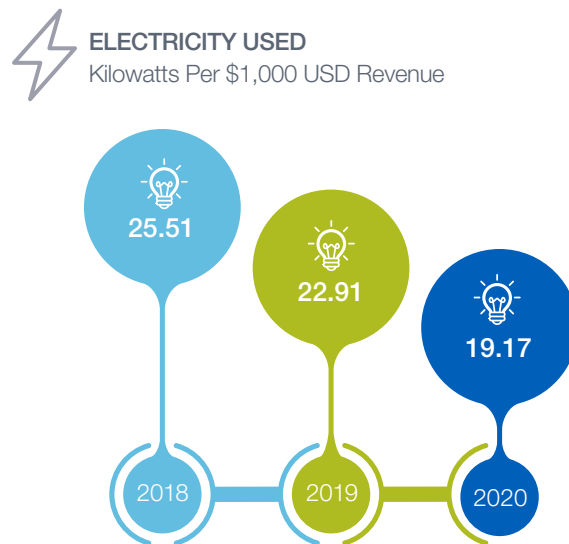
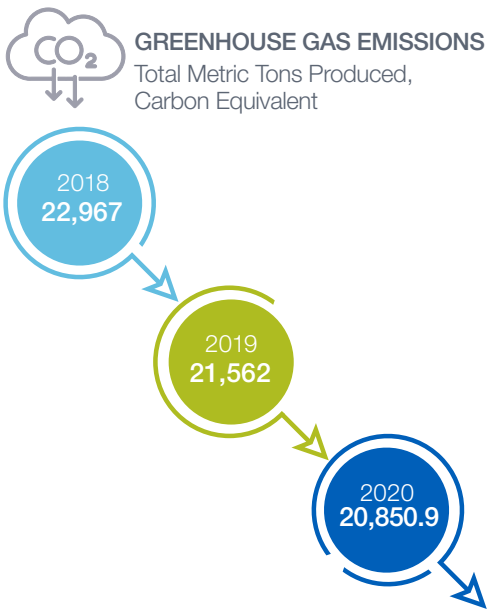
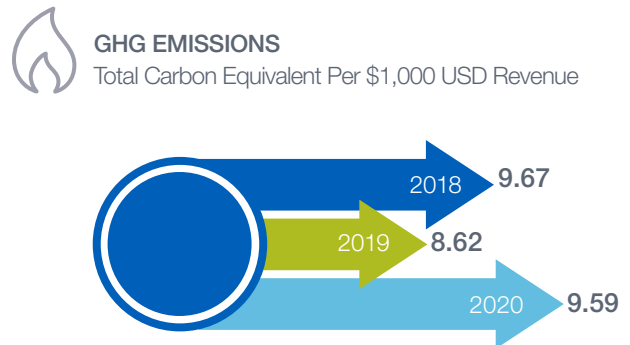
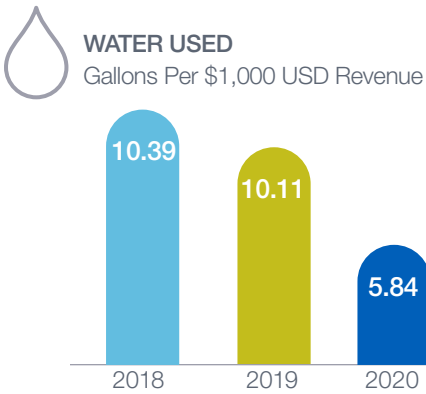
* Santiago Perez was appointed to the Board on June 1, 2021. Daniel S. Pelino served on the Board as a director until his retirement on May 13, 2021.

2020 highlights

ITRON AT-A-GLANCE



SUSTAINABILITY METRICS



overview: who we are

Energy is prosperity. Water is life. Both are foundational to society, to the communities where we live, work and play. At Itron, we believe that the way we manage energy and water will define this century. Previous centuries have been defined by exploration and expansion; by the search for gold, oil and other minerals—but none will have a greater impact on our planet today and into the future than energy and water resource management.

It is around this fundamental belief, about the importance of energy and water management, that we have built our company. **At Itron, we're working to ensure that those resources are managed the best and most efficient way possible today and for generations to come.**

We provide the critical infrastructure solutions that help our customers better manage energy and water. We succeed when we make sure they do. And when we succeed, we will create a more resourceful world. That's our purpose—it's why nearly 7,000 employees all around the world come to work every day, designing innovative solutions to better manage these resources.

**RESOURCEFULNESS IS OUR COMMITMENT, OUR DEDICATION
AND THE VALUE WE PROVIDE TO CUSTOMERS ACROSS THE GLOBE.**



overview: what we do

Ittron enables utilities and cities to safely, securely and reliably deliver critical infrastructure solutions to communities in more than 100 countries. Our proven portfolio of intelligent networks, software, services, meters and sensors helps our customers better manage energy and water for the people they serve.

Structured around our operating segments of *Outcomes*, *Networked Solutions* and *Device Solutions*, we develop innovative technology to help our customers build and maintain critical infrastructure that can:



Think for itself, repair itself and anticipate problems before they occur



Provide actionable insights for asset management



Accommodate next-generation services without rip-and-replace upgrades



Incorporate new services and solutions from third-party partners and developers through our open, multi-application industrial IoT (IIoT) platform



Ensure that energy and water resources are efficiently and effectively managed



Power energy and water systems that are safe, reliable and resilient



Bounce back after natural disasters



Deliver enhanced, more personalized services at lower cost



responding to COVID-19

The global COVID-19 pandemic that struck in 2020 was—and continues to be—a crisis unlike anything we have ever faced. Its impact on our industry has been wide-ranging and presented numerous challenges, but utilities and municipalities have risen to the occasion and continued to deliver their essential energy, water and city services day in and day out. But in addition to these challenges, the pandemic also spurred innovation across the industry as we had to react to unpredicted pressures and leverage people and technology in entirely new ways.

SEVERAL KEY TRENDS EMERGED THROUGHOUT 2020:



Utilities around the world reacted swiftly.

Contingency plans, new procedures and policies to ensure the safety of employees and communities were enacted or created quickly.



Community service and compassion took—and continues to take—center stage.

Our customers are always a major influence in their communities, and the pandemic only accentuated this fact.



Communication is absolutely critical.

Leadership teams needed to discuss and enact business continuity/crisis plans quickly; workforces that suddenly found themselves remote and working from home needed to remain engaged and in sync; and more.



Organizations are adapting to a new working model.

Remote work became the “new normal” and while our workforces may not be 100% distanced forever, some level of this new-found flexible, agile working environment will be with us for years to come.

Similarly, Itron leveraged the chaos of COVID-19 to look at challenges in new ways, adapt our operations and still provide the greatest level of service possible to our customers and communities. In January 2020, even before the extent of the crisis would be fully appreciated, we established a coronavirus crisis management team to determine policies and measures to keep our business moving forward.

Our COVID-19 response revolved around three key principles: *employee safety*, *customer success* and *community support*.



responding to COVID-19 (continued)

KEEPING EMPLOYEES SAFE. From the onset of the COVID-19 pandemic, our highest priority has been clear: the health, safety and support of our employees, customers and the people in the communities we serve. With the goal of continuing operations while balancing employee safety, we instituted safety trainings, established additional cleanings per shift, made sanitizer readily available within our facilities and provided appropriate personal protective equipment (PPE) to manufacturing employees. We utilize social distancing in all locations, including within production lines, wherever possible. We actively encourage any employee who is not feeling well to stay home by extending sick leave benefits as needed. We also instituted a global “Work from Home” policy for all employees that can productively do so, and we will continue this approach as long as local conditions require. In addition, business travel and gatherings were paused in late January 2020.

ENSURING CUSTOMER SUCCESS. In almost all regions across the globe, the work that Itron does is considered an essential service as we provide critical infrastructure solutions. The continued operation of Itron’s facilities, supply chain and contract manufacturers are important pieces to enabling our customers to reliably deliver energy and water during and after this pandemic. In adherence with local government mandates, Itron did place production holds at some of our manufacturing facilities, mainly in Western Europe. We have since restarted production, following strict protocols to ramp up our operations in a thoughtful manner, adhering to government mandates, ensuring employee health and safety, and providing visibility into demand and supply. Our dedicated COVID-19 material management team has been in place since January and continues to actively work to assess and mitigate any risks to our global supply chain and logistics networks. Itron’s operating systems are built to be operated remotely for prolonged periods or during disaster events, such as this. Our Outcomes team continues to remotely monitor, support and perform services for our customers with more than 64 million endpoints under management, and our service teams are fully staffed and equipped to work from home.

SUPPORTING OUR COMMUNITIES. At Itron, we recognize the power of community to come together and take action when our people and communities need it most. As we all do our part to help minimize the spread of COVID-19, social distancing does not mean social disengagement. We are working closely with our community partners to respond to immediate needs and create a positive impact in the many regions we serve. From blood drives, utility assistance program donations and hundreds of volunteer hours safely distributing food and supplies to using 3D printers to create PPE, Itron employees continue to give of their time and resources to ensure that our communities stay connected and cared for during the pandemic.

Now, more than ever, Itron is supporting our customers to solidify the foundational elements of society, which requires a robust and resilient grid for the secure delivery of energy and water. Itron is dedicated to creating a more resourceful world and partnering with our customers to improve the quality of life, enhance safety and promote the well-being of people around the globe.



our esg framework



strengthening our commitment to esg



Kenneth P. Gianella

Vice President – ESG Strategy and Investor Relations

We are committed to making the most of the energy and water resources that we have today and creating a better tomorrow for our customers, partners, employees and the communities we serve. An integral part of that commitment involves our strategy and goals for environmental, social and governance (ESG) initiatives at Itron. Our approach is a holistic one, encompassing all aspects of our operations, and represents the long-term view of sustainability, diversity and accountability of our key stakeholders, including: employees, customers, communities and investors.

In 2020, we strengthened both our commitment to and reporting within *our ESG operating pillars*, which are discussed in more detail in the pages of this report—including an overview from each of the pillar leaders. Throughout the COVID-19 pandemic, we placed the *health and safety of our employees, customers and partners* above all else. We created workstreams and refined processes through our *integrated management system* to strengthen our reporting and monitoring of key metrics, and worked internally and with our supply chain to gain more clarity on our overall carbon footprint. We recently *hired a new director of inclusion and diversity* to help instill these important values into our company culture.

Moving forward, we will continue to align to the U.N.'s Sustainable Development Goals (SDGs) and provide more clarity on how Itron is addressing these through our ESG efforts. We are committed to further reducing Itron's GHG emissions and will define targets to reach our goals. We will also continue to work with our customers to connect the benefit of our technology as we support them in their pursuit of not only reducing existing GHG emissions but help them articulate carbon avoidance in their Scope 4 metrics and reporting.

There has never been a more pivotal time to be in the utility and smart cities space. Itron's global workforce, partners and customers continue to put forth tremendous effort to keep our energy, water and cities' critical infrastructure intact and operational. As a community, we were forced to adapt and overcome in 2020. These efforts have collectively made us more agile and capable for the journey ahead—and ultimately strengthened our commitment to overcoming these challenges in the most sustainable, resourceful manner possible.

Resourcefulness is more than an external lens for us to look at the world through—it is the purpose that drives us. It is both a mindset and a culture internally that fuels how we run our company, efficiently and effectively. An honest, forthright and consistent approach to achieving that purpose is a core tenet of who we are.

We will continue to improve transparency across our efforts and make steady progress, strengthening our commitment to ESG initiatives and to **creating a more resourceful world**.



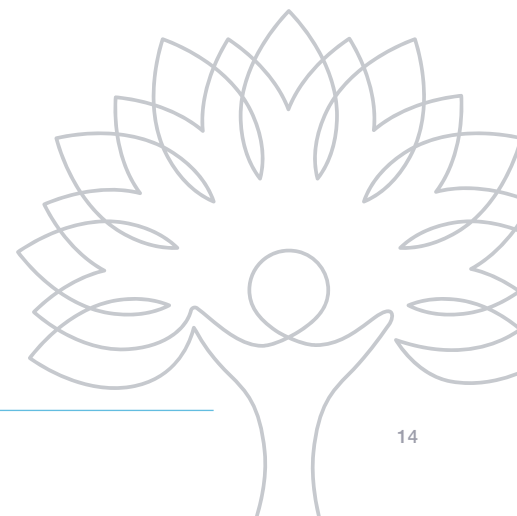
connecting to the U.N.'s sustainable development goals

Itron is committed to long-term sustainability across all that we do, including the impact our solutions make on the environment and the work we do in our communities. By partnering with global initiatives where we can have both a direct and indirect impact, our commitment to **creating a more resourceful world** resonates across our organization.

In 2019, Itron began the process of aligning our efforts with the United Nation's Global Compact, as well as connecting our work to the U.N. SDGs. In particular, Itron's efforts are grounded in responsible business practices related to human rights, the environment, labor and anti-corruption. While a strong first step, we believe it is important to align our collective efforts to solve the challenges put forth in the U.N. SDGs to achieving a better future for all by 2030.

As the leading global technology company serving critical infrastructure needs in the energy, water and smart city space, Itron is in a unique position to influence these global initiatives across our stakeholders, directly and indirectly, to achieve the right outcome and a more resourceful, sustainable world. To demonstrate our commitments, we have aligned our internal pillars to focus on delivering our commitments.

U.N. SUSTAINABLE DEVELOPMENT GOALS



our impact

WHILE WE SUPPORT ALL OF THE U.N.'S SDGs, ITRON'S EXTERNAL ACTIONS—DRIVEN BY OUR PURPOSE, MISSION AND SOLUTIONS—HELP DIRECTLY INFLUENCE THE FOLLOWING GOALS:



CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all

With fresh water supplies under increasing stress in many parts of the world, concerns about water quality and access continue to grow—clean water is foundational to society. Itron solutions help preserve and protect water resources, ensuring it can be reliably and safely delivered to people around the world.



INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Itron invents new ways for cities and utilities to work together so they can cost-effectively leverage the same infrastructure to deliver multiple services and applications on a reliable, intelligent network capable of serving all of their customers.



CLIMATE ACTION

Take urgent action to combat climate change and its impacts

Natural disasters related to climate change cost billions of dollars every year. In addition to helping reduce emissions, promote conservation and enhance sustainability efforts, Itron solutions also help make energy and water delivery systems more resilient and able to bounce back quickly after disasters.



AFFORDABLE AND CLEAN ENERGY

Ensure access to affordable, reliable, sustainable and modern energy for all

Access to energy is another foundational element of society. Our solutions promote energy efficiency and enable reliable, secure delivery of electricity and gas. Our solutions also help integrate clean energy sources into the mix.



SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable

We connect communities with citizens by deploying digital infrastructure consisting of sensors, devices, applications and smart networks in one unified platform, enabling communities to reimagine how they deliver services to improve efficiencies, reach sustainability goals, create economic opportunities and enhance quality of life for citizens.

The work we do at Itron every day contributes to these SDGs. And although we might not directly impact all 17 of the U.N. SDGs, we encourage our employees to seek out opportunities to influence them through actions at Itron and through involvement in their local communities.

a strong foundation: the four pillars

Our company was founded in 1977 by engineers driven to find a better way for electricity, gas and water providers to manage their resources; our focus has since evolved to include city services and quality of life improvements for communities around the world.

Sustainability, efficiency and preservation of energy and water are part of our structural DNA as a company—and have been from the very beginning.

In 2019, we began laying the foundation for a reinvigorated approach to our ESG strategy at Itron. And while we have reported on some level of sustainability metrics since 2010, we wanted to more tightly align our company’s mission, vision and purpose with what we report on and how we report it.

We have built our sustainability and ESG efforts upon four key pillars. These pillars allow us to focus on and execute Itron’s ESG strategy across a diverse and ever-changing landscape of opportunities, both internally and externally. Collectively, they help us achieve our goals and commitments to our stakeholders.

THESE PILLARS ARE:



ENVIRONMENTAL AND OPERATIONAL STEWARDSHIP

How we run our company with an eye toward sustainability



SOLUTION IMPACT AND COMMUNITY INVOLVEMENT

The difference we make in the world, both with our technology and our people



INCLUSION AND OUR HUMAN CAPITAL PLEDGE

Our commitment to our employees across the globe



EFFECTIVE SHAREHOLDER ADVOCACY

A dedication to run our business predictably, profitably and with integrity

In 2020, we strengthened and solidified these pillars with commitments from across the organization to gather and report on more robust data, improve our results and continue to find areas where we can impact our ESG goals and support the U.N. SDGs.

The following sections provide an update on our activities from Itron’s executive leaders in charge of each pillar. They also demonstrate how **pillars are helping drive Itron’s ESG strategy**, highlighting some of the key initiatives and activities within each pillar.



environmental and operational stewardship



Maitrayee Ganguly

Vice President – Global Quality

Our industry is built upon a commitment to delivering safe, reliable energy, clean water and essential city services. Facing the continued pressures of digital transformation, aging infrastructure, population growth and environmental preservation, this commitment is more important than ever.

Itron is dedicated to ensuring our customers meet this commitment for communities around the world—and this dedication begins within our own operations with a focus on innovation and sustainability. We foster a culture of continuous improvement that brings value to our customers while promoting the safety and well-being of the planet.

In 2019, we established our ESG framework and initial KPIs. In 2020, we monitored these KPIs and met or beat the targets we had established. We also sharpened our focus and leveraged our **integrated management system** to:

- » Create a series of workstreams and processes to identify gaps across different ESG reporting frameworks and drive execution of the various ISO management systems (9001, 14001, 45001) to develop a roadmap for 2021 and beyond.
- » Collaborate together to fill in the gaps with focus on *emissions, energy, targets, risk disclosures and improvement initiatives*.
- » Work with contract manufacturers (CMs), suppliers and our own factories to capture data for scope 1, 2 and 3 greenhouse gas (GHG) emissions to gain a more complete picture of our carbon footprint and learn how to reduce our environmental impact.
- » Collect and report information for all major environmental frameworks such as CDP, ISS and more, so that we can measure, analyze and improve.

This integrated management system connects our environmental, health and safety programs at the enterprise level for input and oversight by our executive leadership team. With this system in place, we have made incremental improvements in our environmental CDP and ISS scores, year-over-year. In 2021 and beyond, we'll extend the system to individual sites, and include our overall quality management systems. We will continue to meet or exceed Itron's environmental, regulatory, statutory, information security and industry standard obligations.

Itron's commitment to environmental and operational stewardship goes well beyond KPIs, metrics or a reporting framework; **it is a responsibility that is instilled in our people** as we strive for better management of energy and water resources, empower our employees to deliver operational excellence and **create a more resourceful world**.

our locations and certifications



- ★ Corporate Headquarters
- Key Locations

To see all of Itron's locations around the globe, please visit: <https://www.itron.com/na/about/worldwide-locations>

ISO 14001

ENVIRONMENTAL MANAGEMENT

- Adelaide, Australia
- Argenteuil, France
- Asti, Italy
- Chasseneuil, France
- Godollo, Hungary
- Karlsruhe, Germany
- Macon, France
- Massy, France
- Mecoindo, Indonesia
- Oldenburg, Germany
- Waseca, Minn., U.S.

OHSAS 18001

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT

- Argenteuil, France
- Chasseneuil, France
- Godollo, Hungary
- Karlsruhe, Germany
- Waseca, Minn., U.S.

ISO 27001

INFORMATION SECURITY MANAGEMENT

MANAGED SERVICES

- Bangalore, India
- Budapest, Hungary
- Clonmel, Ireland
- Felixstowe, U.K.
- Liberty Lake, Wash., U.S.
- San Jose, Calif., U.S.
- Westlake, South Africa

MANUFACTURING

- Chasseneuil, France
- Godollo, Hungary
- Waseca, Minn., U.S.

R&D

- Bangalore, India
- Karlsruhe, Germany
- Waseca, Minn., U.S.

RELATED U.N. SUSTAINABLE DEVELOPMENT GOALS



solution impact and community involvement



Marina Donovan
Vice President – Global Marketing and Public Affairs

The way we solve water and energy infrastructure problems will have a major impact on our civilization over the next 50 years. Itron continues to play a part in solving those problems based on our domain experience, our technology and our people. As populations continue to rise and migrate to cities, our obligation is to continue to provide safe, reliable access to energy and water—the foundational elements of society for all people around the world. **We offer solutions today to ensure sustainability of these resources tomorrow.** The needs of Itron’s customers and communities may vary—but we help them anticipate future challenges while addressing the very real, tangible issues they are facing every day.

Connectivity and edge intelligence are enabling the digital transformation of critical electricity, gas, water and city services. At Itron, we’ve developed a portfolio of smart, foundational networks, connected devices and insightful services that enable our customers to build new futures for their business, their infrastructure and the communities they serve. We’ve connected millions of industrial Internet of Things (IIoT) devices around the world, and with our solutions, our customers can deliver more efficient and resilient services.

Addressing these challenges is bigger than any one company, which is why we nurture a vibrant partner ecosystem to deliver new innovation across our portfolio. We also partner with like-minded organizations in our communities to improve livability and sustainability while raising awareness for energy and water issues. And we have developed STEM programs to educate the next generation of innovators and problem solvers.

We strive to be a valued and influential partner in the communities where we live, work and play. Itron employees are engaged and give back to their communities, and help instill our mission of resourcefulness outside our own walls.

Itron has an impressive history of success and innovation in this industry—but I am most excited about the legacy we have yet to leave as we work with our customers and partners to tackle the challenges of energy and water management, and ultimately **create a more resourceful world.**

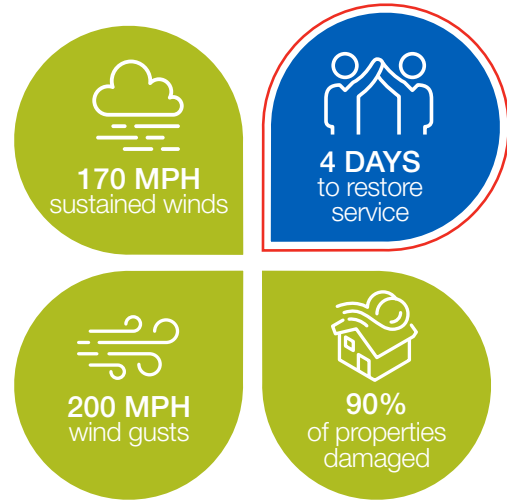
RELATED U.N. SUSTAINABLE DEVELOPMENT GOALS



delivering on our purpose

At Itron, we know we can make a positive impact on our world: **improving quality of life, ensuring economic viability, and promoting conversation and sustainability**. We do these a number of ways, both in our business as we empower our customers to succeed, as well as in our communities where we place a priority on energy/water literacy, education and community engagement.

RESTORING WATER SERVICE IN A CRISIS



In 2017, Hurricane Irma brought severe winds and destruction to the islands of the Turks and Caicos. Sustained winds of 170 miles per hour, with over 200 miles per hour wind gusts, damaged over 90% of properties on the island. More than 50% of the islands' stored water was lost from the storm due to damaged infrastructure.

Local water supplier, Provo Water, was **able to restore service in just four days** after the devastation with **the help of Itron technology**, ensuring the people of the islands had access to clean water.

SERVING OUR COMMUNITIES





inclusion and our human capital pledge



Michel Cadieux
Senior Vice President – Human Resources

Clean, safe and reliable energy and water form the foundation of the world we live in. And both are increasingly strained by a variety of challenges as populations increase and our industry transforms. At Itron, we are committed to innovating how utilities and cities can better manage energy and water, to creating a more resourceful world—and this purpose provides a unifying cause for the important work that all of our employees do.

In support of our purpose, we have defined and fostered a set of beliefs and behaviors within our organization to establish our cultural tenets of *agility*, *collaboration*, *ownership*, *predictability*, and *innovating and learning*. These tenets form the foundation of how we work at Itron.

Inclusion and diversity are also integral to our company culture and how we engage our employees toward that broader purpose. To help instill these values into our cultural DNA, **we hired a new director of inclusion and diversity**. We are also committed to listening, learning and creating an environment—often referred to as a “speak up” environment—where ideas and diverging opinions are heard, can be freely shared throughout the organization and where we are continuously learning from one another. This environment is important any year, but was especially critical in 2020 as we navigated the COVID-19 pandemic with a focus on employee and customer safety, customer success and supporting our communities.

Our customers provide essential energy, water and city services the world over. Our commitment to helping them succeed and doing so resourcefully starts with the ingenuity and dedication of our employees. Together, our efforts help Itron’s customers make the most of their resources: natural, financial and human. Over 6500 strong around the world, Itron employees embrace and advocate **our purpose to create a more resourceful world—from the inside, out**.

RELATED U.N. SUSTAINABLE DEVELOPMENT GOALS



our guiding principles

Itron's cultural tenets form the foundation of how we prioritize, align and complete our work as we achieve our annual plan and strategic objectives. This foundation also supports our values: our work profoundly matters; our customers are central in all we do; our core values guide us; and our people are inspired to make the world a better place.

OUR PURPOSE

We provide critical infrastructure solutions that help our customers better manage energy, water and city services to **create a more resourceful world**

OUR WORK PROFOUNDLY MATTERS
We are stewards of clean, safe, reliable energy and water

OUR VALUES ARE OUR COMPASS
We strive to do the right thing always



OUR PEOPLE ARE INSPIRED
We are creating a better and more resourceful world

OUR CUSTOMERS ARE CENTRAL TO EVERYTHING
We solve their problems and drive their success

OUR CULTURE: THE FOUNDATION FOR ALL WE DO



COLLABORATION



OWNERSHIP



PREDICTABILITY



AGILITY

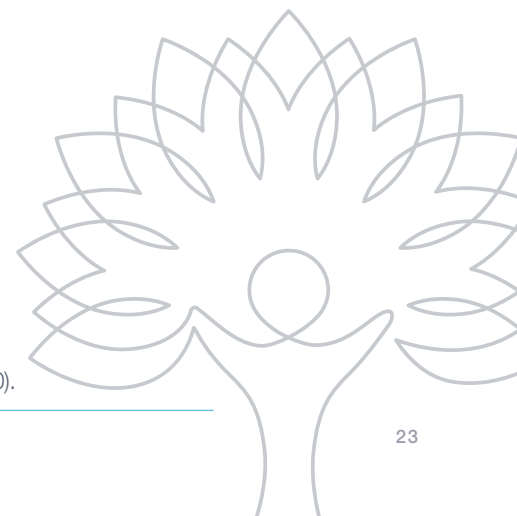
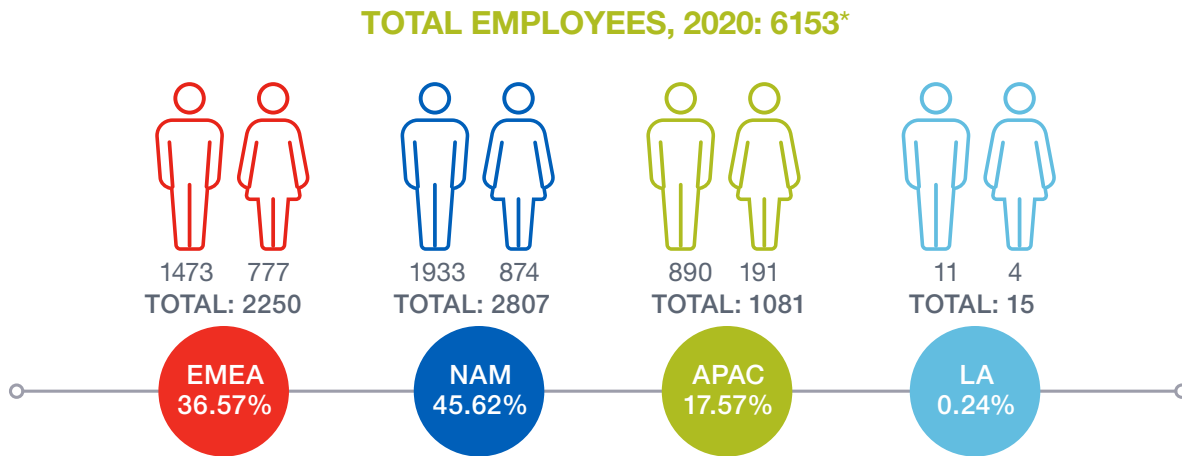


INNOVATION & LEARNING

our guiding principles (continued)

Together, these guiding principles have established Itron as an equal opportunity employer that promotes cultural diversity, inclusion and workforce equity—such as but not limited to: gender, age, race or ethnicity, gender identity and religion. We monitor our progress through various programs and policies.

We have always believed in the benefits of inclusion and diversity, and in 2020 we began strengthening our leadership in this area—a trend that will continue to grow. To better manage our human resources, our goal continues to focus on the collection, review and analysis of available data to determine core areas where we can develop internal and external opportunities.





effective shareholder advocacy



Sarah Hlavinka

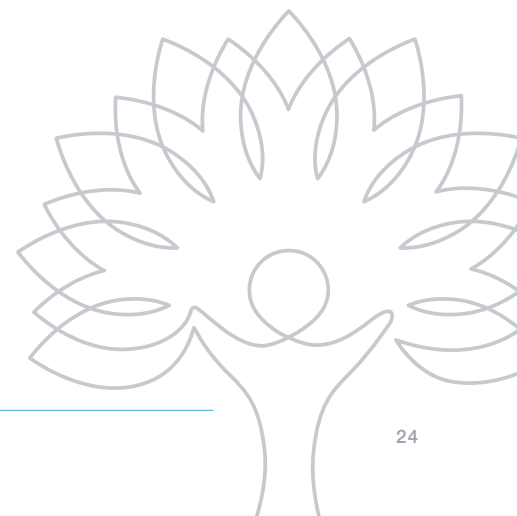
Senior Vice President – General Counsel and Corporate Secretary

Itron's Board of Directors and leadership team is committed to conducting business in accordance with the highest standards of corporate governance. Principles of accountability, transparency and integrity drive our decisions, influence our overall corporate strategy and help us operate effectively. Together, these principles create an environment of trust in our business activities and our relationships. We work diligently to ensure the importance of ethical behavior is instilled in all of our employees, partners and suppliers—which is in the best interests of our stakeholders and is critical to our long-term success.

Our Board provides oversight of our strategic plan, which includes our company's commitment to our environmental, sustainability and governance (ESG) initiatives. As a company, Itron is in a tremendous position to solve the challenges facing our customers around the world—ultimately improving energy and water management and helping cities become better connected, economically viable and environmentally sustainable.

By committing to stewardship of both our operations and our environmental impact, Itron is driving value for our shareholders, our customers, our employees, our communities and our planet—as we work toward our purpose of **creating a more resourceful world**.

RELATED U.N. SUSTAINABLE DEVELOPMENT GOALS



corporate governance profile

BOARD SUMMARY*

Chairman classification	Independent
Separate chair/CEO	Yes
Independent lead director	N/A
Voting standard	Majority
Plurality carveout for contested elections	Yes
Resignation policy	Yes
Total director ownership (000 shares)	261
Total director ownership (%)	< 1
Percentage of directors owning stock	100%
Number of directors attending < 75% of meetings	0
Average director age	61
Average director tenure	7 years
Percentage of women on board	22%

SHAREHOLDER RIGHTS SUMMARY

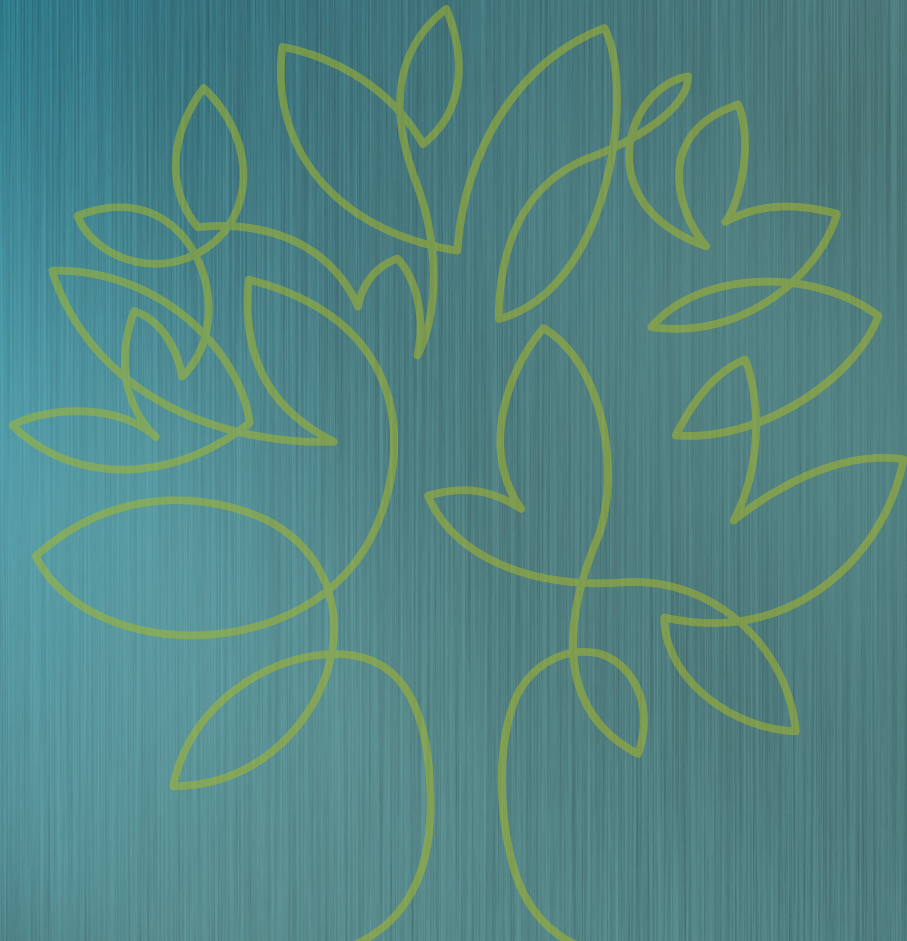
Controlled company	No
Classified board	Yes
Dual-class stock	No
Vote standard for mergers/acquisitions	66.67%
Vote standard for charter amendment	Majority
Vote standard for bylaw amendment	66.67%
Shareholder right to call special meetings	Yes, 24%
Material restrictions on right to call special meetings	No
Shareholder right to act by written consent	Unanimous
Cumulative voting	No
Board authorized to issue blank-check preferred stock	Yes
Poison pill	No
Proxy access	No



*See detailed board demographics on page 55-56.



our impact and results





environmental and operational stewardship

We are committed to protecting the environment and to mitigating climate impact in everything we do—from the solutions and services we provide to our customers to the way we develop and manufacture our products around the world. This commitment includes looking at the entire lifecycle for our products, from design and development to deployment and end-of-life.

WE DEVELOP ENVIRONMENTALLY SUSTAINABLE PRODUCTS WITH TWO KEY OBJECTIVES IN MIND:



Help our customers better manage energy and water resources, promote sustainability and conservation, and enable more efficient, effective operations



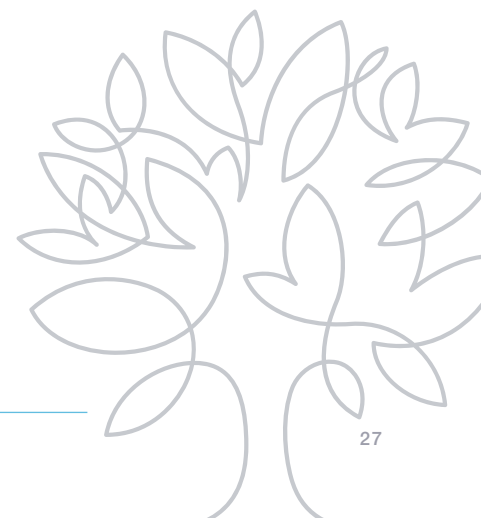
Reduce Itron's environmental impact by operating more efficiently—both within the office and facilities where we perform our jobs, and in the manufacturing facilities where our products are developed and distributed

Overall lifecycle thinking is a key principle of our approach to reducing environmental impact and improving material and energy/water efficiency across our own operations and through to our suppliers. We employ ISO 14001 and OHSAS 18001* standards as the basis for our operations and assessments, as well as ISO 27001 for information security management.

Our procedures and processes also strive for compliance with a number of European Union directives—including WEEE, RoHS and REACH—across our products.



* OHSAS 18001 ceases in March 2021, replaced by ISO 45001: Occupational Health and Safety Management Systems.



our sustainability practices

ITRON HAS UPDATED ITS GLOBAL SUSTAINABILITY STRATEGY TO GOVERN ALL OUR FACILITIES WORLDWIDE, INCLUDING RECENTLY ACQUIRED OPERATIONS. THIS STRATEGY WAS COMPLETED IN 2020 AND IS BEING IMPLEMENTED.

- » Due to the variances in regulations and laws where we operate, individual national facilities are governed by unique local environmental regulations.
- » We have enhanced our global reporting process with quarterly Executive Integrated Management Review meetings, where we report out across functions the progress on all local and regional operational KPIs, standards and regulations.
- » The measurements provided in this report cover Itron’s internal production operations and processes over which Itron has direct control and influence.
- » Itron partners with contract manufacturers and suppliers whose adherence to standards, best practices and processes mirror our own.
- » Itron’s suppliers and contract manufacturers are governed by a Code of Conduct, which is supplied to them as a part of the onboarding and contracting process.
- » Major Itron facilities are ISO 14001 certified and are audited by third parties for compliance (see page 19 for a full list). As a part of this ISO 14001 standard, energy, water and waste reductions and other environmental targets are managed at the individual facility level in accordance with ISO 14001 standards.
- » Our facilities manage water and waste metrics at an individual level. We comply with all local regulations for wastewater and hazardous material disposal.
- » In most countries, Itron has processes in place to receive old or defective product, break it down, and properly dispose of or recycle its component parts safely.
- » Itron uses local utilities—who leverage a mix of sources—to provide energy to our facilities. The table below is a breakout of these energy sources for selected sites around the world.



TOTAL WATER USE / WITHDRAWAL (GALLONS)*

Total Withdrawal (12 Manufacturing Sites + Corp HQ)	21,773,570
Total Average Number of Workers in These Sites	3,879
Total Gallons per Worker	5,613



* Does not include irrigation water. Total water use data from the same 13 sites as energy data on following page.

our sustainability practices (continued)

ENERGY SOURCES FOR EACH SITE - 2020

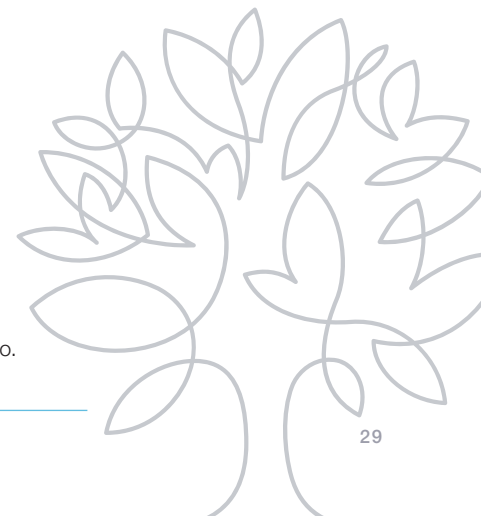
NO.	SITE	NUCLEAR - kWh	RENEWABLE ¹ - kWh	OTHER NON-RENEWABLE ² kWh	TOTAL kWh
1	OLDENBURG (GERMANY)	41,532	258,425	161,516	461,473
2	CIKARANG (INDONESIA)	0	910,622	686,962	1,597,584
3	OCONEE (USA)	13,966,000	0	0	13,966,000
4	LIBERTY LAKE HQ (USA) ³	0	1,714,881	1,741,843	3,456,724
5	ARGENTEUIL (FRANCE)	194,277	67,751	27,506	289,534
6	MACON (FRANCE)	3,138,840	1,094,618	444,396	4,677,854
7	MASSY (FRANCE)	3,267,877	1,139,617	462,666	4,870,160
8	CHASSENEUIL (FRANCE)	1,741,895	607,457	246,616	2,595,968
9	ASTI (ITALY)	31,231	45,793	507,818	584,842
10	KARLSRUHE (GERMANY)	153,506	1,217,816	675,428	2,046,750
11	GODOLLO (HUNGARY) ⁴	166,882	391,229	819,940	1,378,051
12	WASECA (USA)	1,698,922	1,472,399	2,491,752	5,663,073
13	ADELAIDE (AUSTRALIA)	0	5,077	67,452	72,529
	TOTALS	24,400,962	8,925,685	8,333,895	41,660,542
	PERCENT OF TOTAL	58.6%	21.4%	20.0%	100%

¹ Renewable energy is energy produced from sources that do not deplete when used or can be replenished within a human's life time. The most common examples include wind, solar, geothermal and hydropower.

² Non-renewable energy comes from sources that will run out or will not be replenished in our lifetimes. Most non-renewable energy sources are fossil fuels: coal, petroleum, and natural gas.

³ Liberty Lake (USA) is our corporate headquarters and not a manufacturing site.

⁴ Energy breakdown from 2019 was used since the 2020 breakdown was not available from the Hungarian utility for Godollo.



our suppliers

Itron works with a variety of suppliers as we run our business and design, develop and deliver solutions to our customers around the world. We celebrate diversity and are committed to creating an inclusive environment within our supply chain, and we expect all third-party suppliers, vendors and service providers comply with Itron's Supplier Code of Conduct to ensure ethical treatment and uphold the values of our organization.

Part of our evaluation process when selecting suppliers includes looking at the localization of key suppliers to limit transportation emissions.



TYPE OF SUPPLIERS:

Main categories include Contract Manufacturer, Electronic, Electromechanical, Plastic and Metal

TOTAL NUMBER OF DIRECT SUPPLIERS:

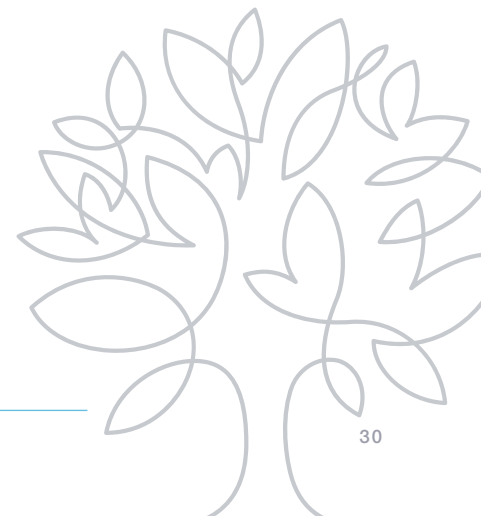
~1000 around the world

YEARLY SPEND

~900M

OUR SUPPLIERS ARE

mainly low-labor driven; our spend is mainly raw-material driven



our sustainability goals

	GOAL	UPDATE
2011	Compile/analyze global energy and water footprint at all major sites.	Completed the implementation of Itron's new HSE Management system in 2013 to better capture safety and environmental data for tracking, reporting, and preventive or corrective actions when necessary.
	Raise awareness of Itron's sustainability initiatives and expectations among our employees.	Through the HSE system/reporting, awareness of initiatives and safety reporting grows globally.
2012	Achieve LEED certification for corporate headquarters.	Received LEED Gold Level certification for our corporate HQ in August 2012.
	Ensure all U.S. manufacturing sites are ISO 14001-certified.	West Union, S.C. certified in Q4 2012 and Owenton, Ky. in 2013. All U.S. manufacturing sites are now ISO 14001-certified.
2013	Reduce U.S. occupational injury/illness rates by 15 percent against 2010 baseline.	Reduced U.S. occupational injury/illness rates by 12.5 percent against 2010 baseline. Began analyzing and reporting root-cause data to continue improving on this goal.
	Improve near-miss reporting/corrective actions to reduce risk in plants per 2012 baseline.	Completed HSE management system implementation in 2013, which captures better safety data and helps proactively reduce risk.
2014	Ensure all major worldwide manufacturing sites are ISO 14001-certified.	Oldenburg, Germany became certified in 2014. Americana, Brazil is working towards certification in the next few years.
2015	Ensure all manufacturing sites have verifiable Hazmat inventories by December 2016 by using corporate or equivalent Hazmat Inventory format.	Goal completed.
2016	Achieve ISO 14001 certification for Americana (Brazil).	Americana Brazil achieved ISO 14001 certified in 2016.
2017	Develop corporate-level sustainability strategy.	High-level strategy defined to begin implementing in 2020.
2018	Develop company-wide Environmental Occupational Health and Safety policy.	Global HSE policy released October 2018.
2019	Quantify environmental benefits from deployment of Itron's solutions.	Study to estimate impact of our solutions being planned with an academic institution.
2020	Begin review of Itron's sustainability policies and processes and document overall global sustainability strategy.	In 2019, we launched our four ESG operating pillars, refined the way we approached our ESG commitments and began to align to the U.N.'s Sustainable Development Goals.
2021	Refine and enhance reporting to third-party guidelines and standards	Work to improve our sustainability reporting—in alignment with both our company's strategy and external standards—is ongoing.
2022	Define Itron's external impact targets.	Set Scope 1-3 targets, report and validate down to the site and solution/product levels.
	Refine Itron's overall carbon reduction model.	Further refine carbon reduction strategy and actions to maximize impact and reach defined targets.

metrics and measurements

	FY 2018	FY 2019	FY 2020
ENERGY CONSUMPTION			
Direct			
Natural gas (therms)	548,054	537,197	427,715
Fuel oil (gallons)	25,863	22,600	12,051
Propane (gallons)	47,672	46,153	16,914
Indirect			
Electricity (kWh)	60,605,076	57,331,437	41,660,542
ELECTRICITY USE (kWh)			
Per \$1,000 USD revenue	25.51	22.91	19.17
GHG EMISSIONS			
Scope 1: Direct¹ (Natural Gas, Fuel Oil, Propane) (metric tons)			
Carbon dioxide	3,445.0	3,347.9	2,490.0
Methane-carbon equivalent	1.7	1.6	1.1
Nitrogen-oxide carbon equivalent	3.1	2.9	1.9
Scope 2: Indirect-Carbon Equivalent¹ (CO ₂ , CH ₄ e, N ₂ Oe)	19,518.0	18,209.9	16,190.4
Scope 3: Indirect¹ (Business Travel) (metric tons)			
Carbon dioxide	N/A	N/A	2,167.5
TOTAL (Carbon Equivalent)	22,967.8	21,562.3	20,850.9
GHG EMISSIONS TOTAL CARBON EQUIVALENT			
Per \$1,000 USD revenue	9.67	8.62	9.59
TOTAL WATER USE / WITHDRAWAL (GALLONS)			
Manufacturing and HQ	24,691,235	25,311,249	12,694,346
Irrigation	6,413,096	12,510,876	9,079,224
TOTAL	31,104,331	37,822,125	21,773,570
Per \$1,000 USD revenue	10.39	10.11	5.84



NOTE: See footnotes on following page.

metrics and measurements (continued)

	FY 2018	FY 2019	FY 2020
SOLID WASTE: NON-RECYCLED (LBS) LANDFILL & INDUSTRIAL LANDFILL			
TOTAL	2,052,545	2,253,151	1,495,625
Per \$1,000 USD revenue	0.86	0.90	0.69
SOLID WASTE: RECYCLED (LBS)²			
TOTAL	10,007,129	7,735,051	23,359,420
Per \$1,000 USD revenue	4.21	3.09	10.75
HAZARDOUS WASTE: NON-RECYCLED (LBS)			
TOTAL	951,834	907,231	2,503
Per \$1,000 USD revenue	0.40	0.36	0.00
HAZARDOUS WASTE: RECYCLED (LBS)³			
TOTAL	1,075,540	558,580	169,776
Per \$1,000 USD revenue	0.45	0.22	0.08
EMPLOYEE SAFETY (US DATA ONLY)			
Number of fatalities	0	0	1
Number of days away from work	33	0	22
Average # of U.S. employees	3330	3264	3367
Lost Time Incident Rate (LTIR)	0.12	0.00	0.07
Recordable Incident Rate (RIR)	0.31	0.28	0.41

¹ Scope 1: Natural gas, fuel oil, propane; Scope 2: Purchased electricity. Scope 3: Business travel.

² Solid Waste Recycled: A 17,880,054 lbs increase noted in FY 2020 over FY 2019 due to a large-scale tree and brush removal from the Karlsruhe site.

³ Hazardous Waste Recycle and Hazardous Waste Non-Recycled: FY 2020 decrease due to closure of the Reims site and the sale of the Americana site (which included a foundry).



report parameters and performance indicators

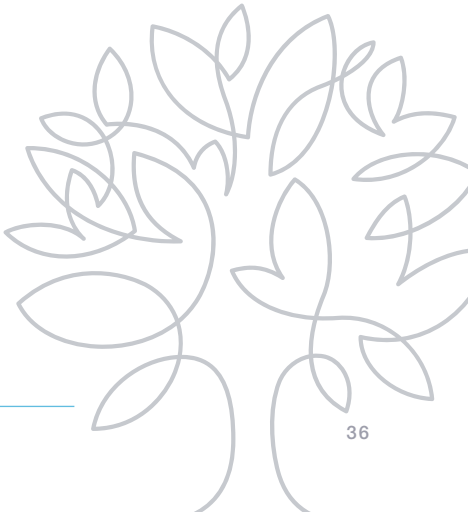
CATEGORY	#	DESCRIPTION	RESPONSE
1. Strategy and Analysis	1.1	Statement from the most senior decision-maker of the organization that includes: short-, medium- and long-term vision, broad trends affecting sustainability priorities, key events and achievements and failures, views on performance, and short- and long-term challenges.	Page 5 of this report
2. Organizational Profile	2.1	Name of the organization	Itron, Inc.
	2.2	Primary brands, products and services, and the degree to which the company utilizes outsourcing.	Page 3 of Form 10-K (2020 Annual Report)
	2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	Pages 3-5 of Form 10-K (2020 Annual Report)
	2.4	Location of organization's headquarters.	Liberty Lake, Wash., U.S.A.
	2.5	Number of countries where the organization operates, and names of countries either with major operations or that are specifically relevant to the sustainability issues covered in the report.	Page 22 of Form 10-K (2020 Annual Report)
	2.6	Nature of ownership and legal form.	Cover of Form 10-K (2020 Annual Report)
	2.7	Markets served, including geographic breakdown, sectors served, and types of customers/beneficiaries.	Pages 1-5, 92 of Form 10-K (2020 Annual Report)
	2.8	Scale of the reporting organization, including: number of operations, net sales, total capitalization broken out by debt and equity, quantity of products or services, total assets, ownership breakdown, sales and revenues by region, costs by region, and number of employees.	Pages 1-5, 51-52, 92 of Form 10-K (2020 Annual Report)
	2.9	Significant changes during the reporting period regarding size, structure or ownership.	Pages 25-28 of Form 10-K (2020 Annual Report)
	2.10	Awards received in the reporting period.	Page 42 of this report
3. Report Parameters	3.1	Reporting period for information provided.	Jan. 1-Dec. 31, 2020
	3.2	Date of most recent previous report.	2019
	3.3	Reporting cycle.	Annual
	3.4	Contact point for questions regarding the report or its contents.	sustainability@itron.com
Investor Relations	3.5	Process for defining report content, including: materiality analysis, report topic prioritization, stakeholders expected to use the report and how the company applied GRI's Guidance on Defining Report Content.	Pages 13, 16 of this report
	3.6	Boundary of the report and whether the company's global operations has either control or significant influence over the entity.	Pages 13, 16-25 of this report
	3.7	State any specific limitations on the scope or boundary of the report.	n/a
	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations.	n/a

report parameters and performance indicator (continued)

CATEGORY	#	DESCRIPTION	RESPONSE
	3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods), region and number of employees.	n/a
	3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Pages 13-16 of this report
	3.12	Table identifying the location of the Standard Disclosures in the report.	Pages 37, 54-56 of this report
4. Governance, Commitments and Engagements	4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. Include number of independent board members, committee memberships, ESG responsibilities of board members, gender, age group, minority membership.	Pages 6, 24-25, 55-56 of this report
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	These positions are split at Itron
	4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. How does the company define "independent" and "non-executive."	Pages 6, 25 of this report
	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Include processes for shareholder resolutions; how the company works with representation bodies and how they are represented on/to the board; and ESG topics raised through these mechanisms.	boardofdirectors@itron.com
	4.5	List of stakeholder groups engaged by the organization.	Customers, partners, analysts, investors, employees
	4.15	Basis for identification and selection of stakeholders with whom to engage. Should include how company defines stakeholder groups, and how it determines those with which to engage and not engage.	We survey our customers to gauge their satisfaction with Itron's products and services
PART 2: PERFORMANCE INDICATORS			
Environmental			
Energy	EN3	Direct energy consumption by primary energy source.	Page 32 of this report
Emissions, Effluents & Waste	EN16	Total direct and indirect greenhouse gas emissions by weight.	Page 32 of this report
	EN17	Other relevant indirect greenhouse gas emissions by weight.	Page 32 of this report
	EN19	Emissions of ozone-depleting substances by weight.	Page 32 of this report
	EN20	NOx, SOx, and other significant air emissions by type and weight.	Not reported
	EN22	Total weight of waste by type and disposal method.	Page 33 of this report
	EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported hazardous waste shipped internationally.	Zero
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	\$0	

report parameters and performance indicator (continued)

CATEGORY	#	DESCRIPTION	RESPONSE
Human Rights			
Indigenous Rights	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Zero
Labor Practices and Decent Work			
Occupational Health & Safety	LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and gender.	Page 33 of this report
Society			
Anti-Competitive	SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	None
Product Responsibility			
Marketing	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising promotion and sponsorship by type of outcomes.	Zero
Economic			
Economic Performance	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, payments to capital providers and payments to governments.	Page 50 of Form 10-K (2020 Annual Report)

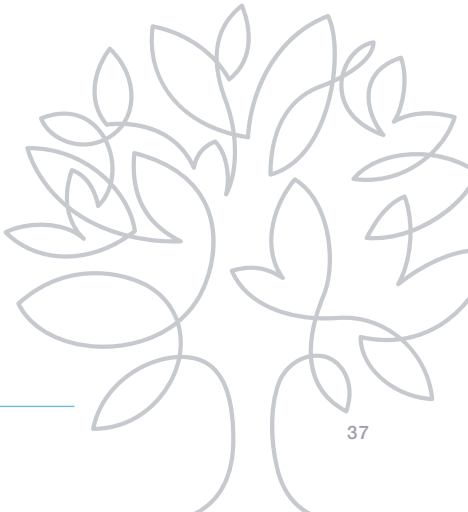


disclosures

STATEMENT

RESPONSE

Utilizes ISO 14001 environmental management system	Pages 17-18, 27 of this report
Identifies environmental risks	Page 28 of this report
Climate change policy including strategy, performance and risks	Page 13-20 of this report
Targets for reducing GHG emissions	TBD
Provides GHG emission data (direct, Scope 2 and Scope 3)	Page 32 of this report
Provides energy consumption data	Page 32 of this report
Provides water consumption data	Page 32 of this report
Provides hazardous and non-hazardous waste generation and disposal data	Page 33 of this report
Production waste recycling and management programs	Page 33 of this report
Chemical waste management program	https://www.itron.com/na/about/supplier-diversity
Promotes economic inclusion in supplier selection	https://www.itron.com/na/about/supplier-diversity
Environmental, health and safety policy	https://investors.itron.com/index.php/static-files/5e8753c6-fb17-4018-95c8-550e89c7746e
Provides health and safety data across all operations along with efforts to improve	Pages 17, 33 of this report
Reports sustainability metrics in accordance with the GRI	Pages 34-36 of this report
Annual conflict minerals disclosure	https://investors.itron.com/node/13511/html





solution impact and community involvement

We work with our customers to leverage our technology and find ways to better the world around us. Here are just a few examples of our customers' recent successes, enabled by Itron technology. For more examples of how Itron solutions help our customers better manage energy and water around the world, please check out our Proven Benefits deck, located at [itron.com/esg](https://www.itron.com/esg).



IMPROVING GRID AWARENESS AND RENEWABLE ENERGY INTEGRATION

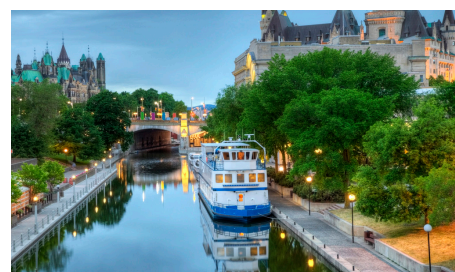
Los Angeles Department of Water and Power | U.S.A.¹



Harnessing the power of intelligent connectivity at the edge, the Los Angeles Department of Water and Power (LADWP) will use Itron technology to improve grid awareness and reduce operating costs by deploying Itron's industrial IoT (IIoT) network and distribution automation (DA) solution with the goal of modernizing its grid. The largest municipal water and power utility in the nation, LADWP provides electricity to 1.5 million residential and business customers. Increasing grid reliability, Itron's DA solution will equip the utility to quickly identify problems, make decisions in real time, automate outage resolution and reduce truck rolls (improving operations, reducing costs and decreasing greenhouse gas emissions). The technology will also help LADWP further improve customer satisfaction, add smart city applications to the network and introduce more distributed energy resources, meeting its sustainability goals.



Throughout 2020, the COVID-19 pandemic made an impact across the City of Ottawa as 1 million residents adapted to stay-at-home and social distancing requests, non-essential businesses were temporarily shut down and public health officials monitored the situation. The City's advanced metering infrastructure (AMI) technology helped closely monitor the parts of our delivery system that were most heavily used (residential premises as workers shifted to working from home). AMI also helped track consumption in commercial buildings—like arenas, business parks and hotels—that were underutilized; with hourly data, the City monitored flow in buildings that were effectively vacant, identifying potential leaks and sending crews to investigate. With the insights provided by AMI, the City was able to prioritize our field crews and do the most important work where and when it is needed most to ensure hospitals, urgent care facilities and other essential businesses received the water service they needed to stay open for the public.



DELIVERING CRITICAL WATER SERVICE THROUGH THE PANDEMIC

City of Ottawa | Canada²

¹ <https://www.itron.com/na/company/newsroom/2020/01/22/itron-to-improve-grid-awareness-and-renewable-energy-integration-in-los-angeles>

² <https://www.itron.com/na/blog/itron-news/delivering-critical-water-service-through-covid-19>



solution impact and community involvement (continued)



MONITORING WATER QUALITY IN THE GREAT BARRIER REEF

Great Barrier Reef Marine Park,
Cairns | Australia¹



Through a multi-faceted partnership, the Cairns Regional Council is monitoring flood and stormwater quality in and around the Great Barrier Reef. The project, called *Reducing Urban Impacts on the Great Barrier Reef*, installed a network of environmental sensors in urban waterways to collect water quality data. Equipped with the right technology and tools to deliver data in real-time, the sensor network collects and monitors ongoing information about urban run-off and measures the amount of nitrogen and suspended solids that enter the waters of the Great Barrier Reef. This information is shared with the Cairns community and is used to engage schools and students with environmental education. The project is a collaboration between Itron, James Cook University and Wet Tropics Healthy Waterways Partnership, and is helping to protect one of the world's most diverse oceanic ecosystems.



With the goal of becoming the world's smartest city in 2040, the City of Stockholm developed a strategy for a smart and connected city, and one of its first use cases is streetlight management—the foundation of many smart city strategies. To meet this use case and achieve its goals, Stockholm's traffic department will utilize Itron technology, Streetlight.Vision (SLV), to manage streetlights, improve energy efficiency and optimize system performance. SLV is a smart city central management software application, delivering advanced asset management, analytics and control capabilities. It has been chosen by more than 500 communities to control more than 3 million intelligent devices worldwide. Once a smart streetlight network canopy and management system is in place, cities can then layer on additional applications—such as traffic and parking management, air quality monitoring, renewable energy integration, digital signage, gas and water leak detection and more—as the city's needs grow.



LAYING THE FOUNDATION OF A SMART(EST) CITY

City of Stockholm | Sweden²

¹ <https://www.computerworld.com/article/3535369/meet-the-top-nine-australian-smart-city-projects.html>

² <https://www.itron.com/na/company/newsroom/2020/03/05/itron-to-deploy-intelligent-streetlight-solution-for-the-city-of-stockholm>



revenue breakdown by market and by business unit

All of our revenue* and profitability is derived from helping utilities and cities become more operationally efficient and better manage energy and water resources.

REVENUE (\$ IN MILLIONS USD)

BY MARKET			
	2018	2019	2020
ELECTRIC	1,327	1,496	1,166
GAS	568	517	572
WATER	481	489	462
BY BUSINESS UNIT			
DEVICES	933	858	693
NETWORKS	1,224	1,417	1,249
OUTCOMES	218	226	229

REVENUE AS A PERCENT OF TOTAL

BY MARKET			
	2018	2019	2020
ELECTRIC	56%	60%	53%
GAS	24%	20%	26%
WATER	20%	20%	21%
BY BUSINESS UNIT			
DEVICES	39%	39%	32%
NETWORKS	52%	52%	57%
OUTCOMES	9%	9%	11%



DATA CENTERS POWERED WITH 100% RENEWABLE ENERGY



Data drives our customers’ businesses — and ensuring they have reliable, consistent access to their cloud-based data is our commitment to them. We partnered with Switch to host our production and disaster recovery data centers for many of our software-as-a-service customers. In 2020, Switch awarded Itron with a Sustainability Certificate for retiring 975 solar, hydroelectric and waste heat recovery renewable energy credits on our behalf, which made our hosted systems’ energy consumption 100% renewable at Switch facilities.

* As of Q4 2018, Itron no longer reports revenue by Electric, Gas and Water segments. These numbers are approximate based on the company’s best estimates.

delivering outcomes

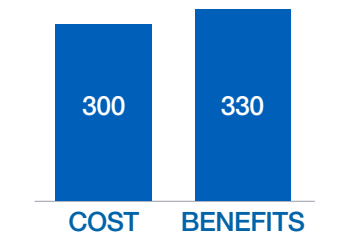
MAXIMIZING RETURN ON INVESTMENT

Advanced metering infrastructure (AMI) has proven operational benefits to utilities. But by layering additional applications onto an AMI system, our utility and city customers can see not only greater operational savings, but also opportunities to promote conservation and efficiency, engage with customers and communities, and pursue new business models. Itron's portfolio connects devices, networks and outcomes to deliver increasing value to our customers. For example, imagine a customer with an AMI business case that requires a \$300M investment. That investment in smart devices and the network alone will yield around \$330M in benefits, or an overall benefit/cost ratio greater than one. But imagine that same customer wants to layer on additional technology

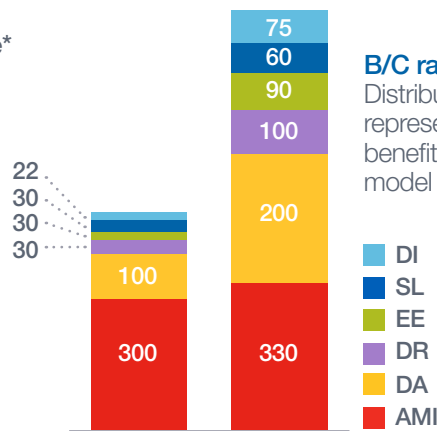
and services—value-based outcomes like hosting, meter data management, analytics, command and control systems, and distributed intelligence. These additions will require an extra investment in technology and services—say about \$175M. The additional value gained from adding those outcomes nearly doubles to ~\$870M from the customer's overall investment of \$475M.

This presents a tremendous opportunity for our customers to not only make the business case but also to prove it and realize significant benefits across their operations. For more examples of how our customers succeed with Itron technology, please download our Proven Benefits deck, located at itron.com/esg.

Average North American Smart Grid Business Case*
Dollars/customer, electric only, PV over 20 years



Operational benefits from AMI are now nearing breakdown



B/C ratio: ~1.9

Distributed applications represent and create additional benefits and new business model opportunities

- DI
- SL
- EE
- DR
- DA
- AMI

* Based on publicly-available U.S. smart grid business/rate cases and includes Itron internal estimates.
AMI: Advanced Metering Infrastructure; DA: Distribution Automation; CVR: Conservation Voltage Reduction; DR: Demand Response; EE: Energy Efficiency (Portal); SL: Streetlights; DI: Distributed Intelligence Apps



awards and recognition: industry-leading innovation

Innovation that drives the industry forward is part of our DNA at Itron—from our beginnings as a company dedicated to more efficient meter reading and utility operations to our mission today as we deliver critical infrastructure solutions that help our customers better manage energy, water and city services all around the world. Our technology and services make a positive impact on our world, improving quality of life, ensuring economic viability, and promoting both conservation and sustainability.

ITRON HAS BEEN RECOGNIZED FROM A VARIETY OF ORGANIZATIONS FOR OUR EFFORTS OVER THE LAST SEVERAL YEARS, INCLUDING THOSE LISTED BELOW.

BARRON'S

Listed Among the 100 Most Sustainable Companies by Barron's



*2020 Utility Industry Spotlight Award
Winner: Global Collaboration Leadership*

IoT Evolution.

Product of the Year for Wastewater Monitoring Solution



THE AMERICAN BUSINESS AWARDS®

Gold Stevie Award for Our Intelligent Natural Gas Detectors



Standards Certification for Distributed Energy Resource (DER) Integration



Public Safety Innovation of the Year Award (Third Consecutive Year)

Newsweek

Listed Among America's Most Responsible Companies

Corporate Knights

Listed Among Corporate Knights Clean200

Gartner

Named a Visionary in the Gartner Magic Quadrant for Managed IoT Connectivity Services, Worldwide

NAVIGANT

Recognized as a Leader on the Smart Streetlights Research Leaderboard



Winner of the Global Award for Sustainability

Gartner

Recognized as a Leader in the Gartner Magic Quadrant for MDM

FROST & SULLIVAN

AMI Solutions Company of the Year in Asia-Pacific Region

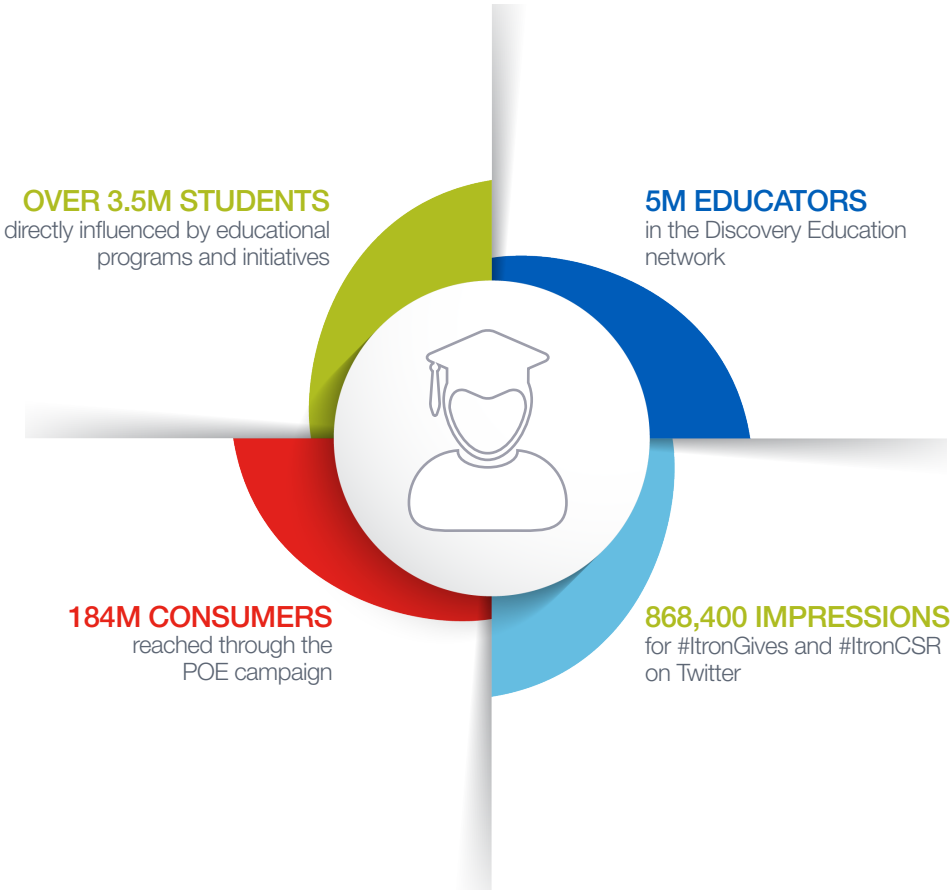


To see our latest awards and recognition, visit <https://www.itron.com/na/why-itron> or <https://www.itron.com/na/company/newsroom>.

instilling resourcefulness everywhere

OUR COMMITMENT TO COMMUNITY

Through a variety of employee and community engagement activities, giving opportunities and educational outreach initiatives, we are helping to instill the philosophy of resourcefulness into our communities and into the next generation of energy, water and smart city leaders.



EMPLOYEE GIVING

Our employee giving program, Itron Gives, empowers our people to be active participants in their communities through volunteerism, mentoring and personal giving. All full-time employees based in North America and India receive **32 paid hours per year to serve their communities** with organizations of their choice. In

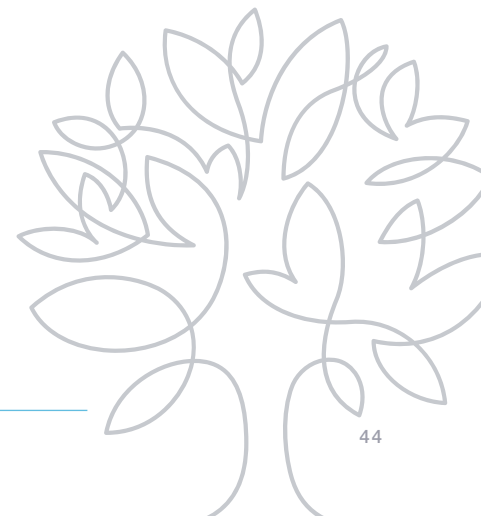
addition, Itron will **match up to \$1,000 per employee per year** for any charitable donations employees make to qualifying nonprofit organizations. Outside of North America and India, Itron employees are serving their communities through group volunteer events, disaster relief and signature projects that create positive community impact.

instilling resourcefulness everywhere (continued)



HERE ARE JUST A FEW OF THE CONTRIBUTIONS ITRON EMPLOYEES MADE THROUGHOUT 2020:

- » Itron employees helped with 3D printing of personal protective equipment (PPE) in response to wide-spread shortages of the equipment for frontline and healthcare workers.
- » With Itron corporate matching, employees in North America and India gave over \$500k USD to more than 400 charitable organizations around the globe.
- » Employees in Karlsruhe, Germany gave blood to help save lives in their community.
- » In San Antonio, Texas, employees partnered with CPS Energy and EPIcenter serving as mentors for students competing in the Mayor's [SA Smart Challenge](#).
- » Oconee, South Carolina employees volunteered over 370 hours to help with disaster response and recovery after an EF3 tornado hit their region in April.
- » Employees in Bangalore, India logged 473 volunteer hours and held donation drives with Itron Gives serving students and families in their community.
- » Itron employees served as mentors and guides to students learning from a distance.
- » Itron Austin participated in the Gazelle Foundation's Global Run for the Water event.
- » San Jose, California employees hosted multiple virtual fundraising activities to support Second Harvest Food Bank (providing over 25,000 meals), California wildfires and COVID-19 response.
- » A Felixstowe, United Kingdom team organized leftover office furniture to be donated to local schools and charities in need, including as far away as Freetown, Sierra Leone.
- » Our headquarters in Liberty Lake hosted virtual giving and volunteer opportunities to support the Itron Employee Emergency Foundation (our own non-profit organization that supports coworkers in need), COVID-19 response, and partnered with key community organizations to distribute over 11,000 Thanksgiving meals, hundreds of holiday gifts and countless hours of service to our community.



empowering energy and water literacy

To help promote our mission of resourcefulness and inspire the next generation of innovators to join us on our journey, we've developed a number of educational partnerships and programs to raise awareness and to help tomorrow's problem solvers better understand the interconnection between energy and water, and promote conservation as an important solution for environmental sustainability.



ITRON AND DISCOVERY EDUCATION PARTNERED TO CREATE CONSERVATION STATION, a standards-aligned

educational program that includes two virtual field trips that teach students about smart cities innovations, and the Internet of Things. This program encourages educators and middle school students to explore the relationship between water and energy, and discover how technologies are empowering consumers, making cities smarter and moving us toward a more energy-efficient future.

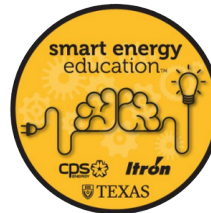
Check it out at learntoconserve.com.



POWER OVER ENERGY® is an educational initiative focused on educating and motivating citizens to be more resourceful

with their use of energy and water. Since the launch of the campaign in 2013, this initiative has reached over 27M consumers and has built a fan base of over 1.2M followers on Facebook. Backed by a coalition of business, nonprofit and government organizations—such as the U.S. Department of Energy, Smart Energy Consumer Collaborative, Environmental Defense Fund and more, the goal of this campaign is to increase awareness about the impact of our current energy consumption, the benefits of energy efficiency, the interconnectedness between energy and water, and the importance of modernizing the electricity grid and deploying smart city technologies.

Learn more at poweroverenergy.org.



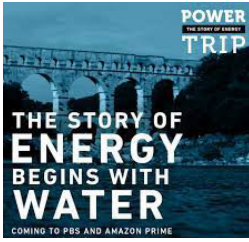
REACHING OVER 2 MILLION PEOPLE IN 2020, CPS Energy in

San Antonio and Itron have continued their collaboration to improve

energy-water literacy and provide interactive educational resources and materials to educate communities and inspire the next generation talent pipeline with **SMART ENERGY EDUCATION**. This initiative leverages pre-existing programs, such as the Resourcefulness: An Introduction to the Energy-Water Nexus STEM curriculum, and include new programs and resources, such as the Power Trip docuseries, and the Watt Watchers at Home program, that provide interactive “At-Home” learning materials for students, educators, industry professionals and communities around the globe. Additionally, the Resourcefulness and Watt Watchers of Texas programs are now available in Spanish as a result of Itron and CPS Energy’s ongoing commitment to connect with and provide online resources to as many communities as possible in the San Antonio region and beyond.

Check it out at smartenergyeducation.com.

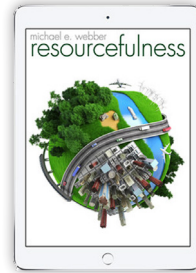
empowering energy and water literacy (continued)



WATER AND ENERGY ARE TWO FOUNDATIONAL COMPONENTS OF SOCIETY— and they are far more interconnected than most realize.

Thirst for Power explores the history of civilization’s quest to procure abundant water and energy, from ancient Roman aqueducts to modern America’s vast hydroelectric infrastructure. With Itron’s support, this film was produced, and is being screened at industry events, virtual student engagements, and is now available on Itron University in English and French.

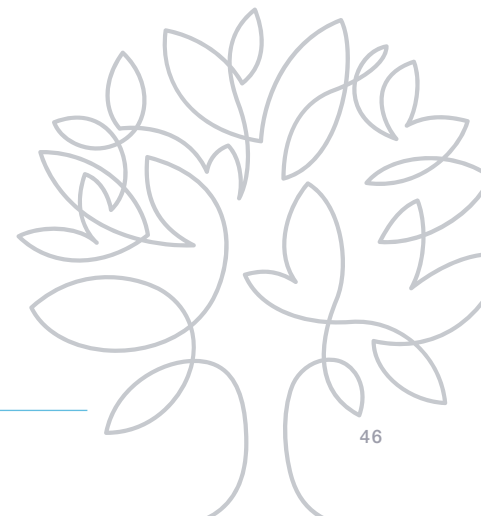
Watch the trailer at [The Film - Thirst For Power](#).



Itron partnered with University of Texas at Austin professor Michael E. Webber— an internationally recognized energy-water nexus thought leader, widely cited author and dynamic speaker—to create

and distribute the Resourcefulness App: an interactive, digital online curriculum that teaches key STEM concepts about energy and water for K-12 students, colleges, industry and the general public. Portions of this curriculum are also featured with other respected educational partners including Discovery Education, PBS Learning Media, Minecraft Education, and more. [The Minecraft Education Edition: Renewable Energy Game](#) continues to be the #3 science game recommended by Minecraft.

View the curriculum at [stem.guide/](#).



in the community

Direct community involvement looked a little different in 2020 due to the ongoing COVID-19 pandemic. But Itron employees continued to be engaged and support their communities both from afar and by mentoring students remotely, hosting fundraising efforts online with Itron Gives, volunteering at local food banks to provide families in need, donating blood, and participating in virtual Itron Fit activities, all while keeping socially distanced and wearing the required PPE to keep themselves and those around them safe.

HERE ARE A FEW OF OUR HIGHLIGHTS FROM 2020:



Cristy McKinney, mechanical engineer at Itron, hosts a virtual field trip for Discovery Education students to share her story and STEM career journey, as well as her passion for Itron's mission to create a more resourceful world.



Tobias Kirsten, R/D technician in Karlsruhe, Germany gives blood in lieu of a cancelled Iron Man race in 2020.



Itron employees volunteering to distribute over 11k Thanksgiving meals to families in need in Spokane, Washington.



Mask and hair tie-backs, 3D-printed and provided by Itron employees to make all-day mask wearing more comfortable for frontline healthcare workers.

in the community (continued)



Itron employees in Oconee, South Carolina volunteered over 370 hours to help with disaster response and recovery after an EF3 tornado hit their region in April.



In partnership with Avista Utilities, the Mobius Science Center and Girl Scouts of Eastern Washington and Northern Idaho (GSEWNI), Itron inspired young girls toward STEM careers, teaching troops about energy and water, and helping Girl Scouts earn their Resourcefulness patch with a promise to use resources wisely (pre-pandemic picture).



inclusion and our human capital pledge

IT STARTS AT THE TOP

Inclusion and diversity start at the top of our organization and are included in the history of diversity displayed within the composition of our board members, including our Chairperson of the Board.

We have instilled within our top leadership a lessons-learned approach to reflect on our successes and learn from challenging situations as we strive to continue to do better. Each of Itron's senior leaders have action-oriented diversity targets and conduct succession planning and critical risk assessments as part of our human capital planning process. Components of the human capital plan are subject to quarterly business reviews and are utilized during talent planning. Content includes, but is not limited to: gender and ethnic information across multiple levels of management, workforce turnover and internal promotional rates across the global workforce. This data provides our leadership with insight into gaps, allowing the development of focused action plans and programs while providing increased visibility into our diverse talent pipeline. We recognize that it takes time to build this approach and determine actions in a thoughtful and effective manner.

To further drive engagement, we are launching an inclusion council, led by our Director of Inclusion and Diversity, to bring together key functions across the company to establish goals, programs and overall governance. We launched unconscious bias training with our top 200 leaders and will deliver that same training to all employees throughout Itron in 2021.

We are concentrating on expanding the diversity of our workforce and creating an environment where employees experience inclusive behaviors, opportunities and benefits as evidence that they are fully valued and empowered to enable Itron's purpose. We are building an environment where employees feel a sense of belonging, safety and empowerment to make a positive difference. This is fully supported by the Itron Board of Directors, Itron's President and CEO Tom Deitrich and throughout the organization.

A UNIFIED CULTURE

To help us solidify our position as a world-leading technology and services company, we have instilled a set of shared cultural tenets into our organization through a series of corporate-led and site-based activities.

These tenets form the foundation of how we work at Itron and help drive the behaviors, and mindset we need to succeed—and help ignite our passion, purpose and performance as an organization.



COLLABORATION

We work together, win together—and learn together



OWNERSHIP

We do what we say we're going to do as we pursue our vision



PREDICTABILITY

We build and maintain processes that ensure efficiency, quality and service



AGILITY

We move with speed and dexterity in an ever-changing landscape



INNOVATING & LEARNING

We innovate and improve—ourselves, our technology and the services we provide



inclusion and our human capital pledge (continued)

EMPLOYEE ENGAGEMENT, ACQUISITION AND RETENTION

We proudly celebrate our diverse workforce. From International Women’s Day and Earth Day to recognizing women leaders in our industry and our company, Itron appreciates the many accomplishments and contributions of our global team. Our annual Women in Utilities panel at Itron Utility Week along with our first ever Evening of Resourcefulness in partnership with Girl Scouts of Eastern Washington and Northern Idaho engaged women and girls alike.

We expect our employees to treat each other with dignity and respect. It is an annual requirement to participate in training on human trafficking, anti-harassment, sexual harassment, our code of conduct and other ethics-related topics. We also utilize a confidential ethics hotline where all voices are heard and complaints are investigated, reported and resolved.

Itron has developed and maintains strategies to attract and retain diverse, top talent. One such strategy involved leveraging meaningful career ladders for employee growth and rewards; advancing clarity around roles and responsibilities across the organization; and progression in promoting inclusion, equity, diversity and a sense of belonging around the world.

Our career and performance management programs encourage managers and employees to have ongoing discussions throughout the year on topics such as feedback, development and growth opportunities.

Our talent acquisition and retention programs help us find and keep top talent inside our walls, fueling both our growth and our impact on sustainability efforts.

In 2020, we facilitated an employee engagement survey to understand how our employees are aligned to our purpose, strategic journey and transformation. We learned that our employees are inspired by who we are and what we do.

We also measure engagement utilizing various tools and methods such as turnover data and exit interview surveys on a regular basis to identify trends within the organization as a whole and with our top talent population. This includes the engagement of employees and helps us identify employees’ reasons for leaving the company. The data is trended over time and compared against historical and industry averages.

Equipped with these insights, Itron is better able to predict the impact and cost of regretful turnover to the company as well as identify gaps in employee engagement, skillsets and learning opportunities.



Itron has developed and maintains strategies to **attract and retain diverse, top talent.**



We expect our employees to treat each other with **dignity and respect.**

employee wellbeing

During the pandemic, when some companies were laying off employees, Itron chose to focus on retention and our employees' wellbeing. As we navigate these unprecedented times with our employees, one thing is for certain: Itron's benefit plans remain comprehensive and competitive, allowing our employees and their families greater opportunities to focus on their health, career and future. Showcasing our U.S.-based wellbeing offerings provides a glimpse into our global programs, designed to meet the needs of our worldwide workforce. From medical, dental, orthodontia, vision, prescription medicines and basic life insurance for employees and family members to long-term disability, accident, critical illness, legal assistance insurance, tobacco cessation and behavioral health coverage—just to name a few—Itron seeks to provide holistic options for our employees.

Overall wellbeing centers on our emotional, psychological, social and physical health—all of which impacts how we think, feel and act. Mental wellbeing helps determine how we handle stress, how we relate to others and how we make choices. Wellbeing impacts our health, both physical and emotional. Resiliency, which is directly related to wellbeing, is about having the ability to cope with and adapt to new situations. At Itron, we provide resources intended to assist our employees in their journey to overall wellbeing, resiliency awareness and action. Showcasing Mental Health Awareness Month is another way Itron enables our employees the opportunity to assess their personal wellbeing and take appropriate steps to resolve challenges.

Personal wellbeing, which includes mental wellbeing, has become more prevalent in recent times and ensuring our employees know they are supported, cared for and covered is important to Itron. Vacations and other time away from work provide our employees with a healthy work/life balance.



Our **Employee Assistance Program** helps with more than major life events, it also provides confidential assistance with personal, family and work-related concerns with just a phone call. Whether it is recovery from alcohol/drug addiction, depression or other mental health disorders, budget, credit and overall money management advice, Itron is there for its employees.



Our **"I Can, We Can!"** employee wellbeing campaign proved beneficial to our employees during the pandemic.

Focusing on five statements, we asked employees to demonstrate ways that we can make an impact during 2020 as we adapted to the ongoing global pandemic. These statements are: I can uphold social distancing guidelines; I can practice healthy hygiene; I can monitor my mental and physical health; I can prevent the spread of germs; and I can help protect my colleagues. With flyers, training, desktop backgrounds, videos, well-being blog series and other resources, we remained strong through the pandemic.

employee wellbeing (continued)



ITRON EMPLOYEE EMERGENCY FOUNDATION

The Itron Employee Emergency Foundation's mission is **We Care. We Give. We Help.** The Itron Employee Emergency Foundation (IEEF), a nonprofit organization directed and funded by Itron employees, is making a positive difference in the lives of Itron employees by providing assistance for unexpected emergencies that lead to financial hardship. IEEF was established in the United States and Canada to build on our already existing spirit of generosity and goodwill, and to provide the means to support members of the Itron family. We know there are times, such as a health crisis, natural disaster or other unforeseeable emergency, when we need to unite to help our friends and colleagues. Itron has always given to the community and looked after the needs of its employees. Sometimes that isn't enough. As the company has grown, it's not quite as easy to ask the person in the office next door for help—yet the same compassion exists in our employees globally. The inspiration for the foundation was sparked when an Itron colleague was diagnosed with Leukemia. There was an overwhelming response of generosity from people who had never met or known this person. It was a heartwarming experience. A year later, another employee was diagnosed with an inoperable brain tumor. Once again, Itron employees rallied to donate funds without knowing anything more than help was needed. This year was no different. In 2020 we processed 6 direct grant requests and 34 matching grant requests. More than 315 employees contributed over \$37,000 to the IEEF through payroll deduction, events and one-time gifts and spare change. Itron matched more than \$33,343 of those donations.



COMMUNITY INVOLVEMENT

Along the same lines, community involvement was a source of inspiration during a difficult year. In 2020, our annual global Earth Day campaign, **#itronearthday**, yielded hundreds of resourceful deeds, photo posts on social media, Itron matching donations and paid time off for employees to participate in Earth Day activities. Each year, Itron provides 32 hours of paid time off for each employee to volunteer in their communities, matches up to \$1,000 (USD) annually per employee for qualified charitable organizations (emphasizing resourcefulness, energy conservation and STEM education). Teams met at local food banks to provide meals for locals in need, donated blood, cleaned up after local storms and more (all socially distanced, of course). This is at the heart of our employee base and Itron's culture.

Itron



Encouragement and friendly competition help power our success. That's why we created Itron Fit, a worldwide program that promotes a healthy lifestyle through physical activity, mindfulness and team building. Itron Fit has evolved over the last few years and has brought many Itron coworkers together to stay active and fit, creating a high-performing culture of employees in motion. U.S.-based employees are eligible to earn rewards for working toward a healthier lifestyle, including gift cards, fitness devices, gym rebates and more.

With many Itron employees working remotely, we got creative how we stay connected and motivated to be fit. In 2020, we held a virtual global fitness challenge, Itron's Great Virtual Race, with running/walking and multi-sport teams around the world. Each team was inspired to complete 5000 kilometers in four months.

key policies

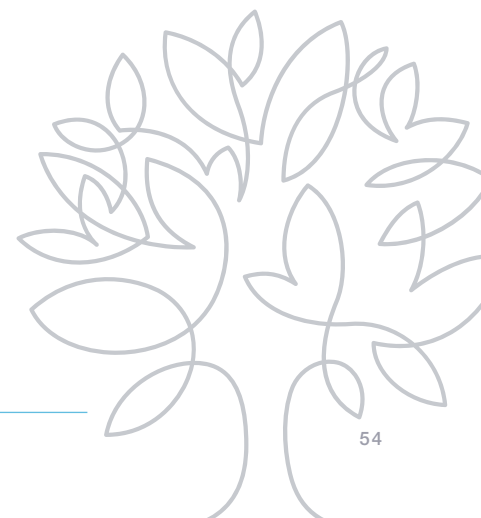
IN ADDITION TO SUPPORTING THE U.N.'S GUIDANCE ON SAFE AND ETHICAL WORK ENVIRONMENTS, ITRON'S LABOR AND EMPLOYMENT PRACTICES ARE OUTLINED IN A NUMBER OF STRATEGIC POLICIES, INCLUDING:

- » **Equal Employment Opportunity Policy:** It is the policy of Itron Inc. to afford equal opportunity for employment to all individuals regardless of race, color, religion, sex, gender identity, age, national origin, citizenship, sexual orientation, marital status, pregnancy, medical condition, veteran status, disability, genetic information and to prohibit gender identity, ancestry, discrimination and harassment based on any of these factors. Itron Inc. also observes the fair employment laws in each respective jurisdiction in which we operate. We are strongly bound to this policy.
- » **Global Human Rights Policy:** We are committed to maintaining and improving systems and processes to avoid complicity in human rights violations related to our own operations, our supply chain and our products. This policy covers several main principles, including: diversity and non-discrimination; harassment prohibition; workplace safety; prevention of human trafficking, forced labor and child labor; working hours and minimum wage standards; freedom of association/collective bargaining; product responsibility; privacy; environmental stewardship; and supplier responsibility.
- » **Code of Conduct:** The Code of Conduct serves as an important resource to ensure our business interactions, inside and outside the company, are conducted with integrity. The Code applies to everyone at Itron, including directors, officers and all employees of the company and its subsidiaries and affiliates. All representatives of Itron are required to read, understand and fully comply with this Code.
- » **Reporting and Non-Retaliation Policy:** Itron has an open door policy and recommends that employees share their questions, concerns, suggestions or complaints with someone who can address them properly, including an employee's supervisor, the Legal Department, Human Resources Department, or anyone in a management position whom employees are comfortable approaching. Supervisors and managers are required to report suspected violations of Company policy or the Code of Conduct to the Company's Compliance Officer who will investigate all reported violations. Neither the Company nor any of its employees may retaliate or discriminate against any employee who: (a) submits a report of a suspected violation; (b) lawfully provides information regarding any conduct which the employee reasonably believes violates Company policy or the Code or (c) participates in or otherwise assists with an investigation.
- » **Supplier Code of Conduct:** Itron's Supplier Code of Conduct defines corporate responsibility requirements that apply to all Itron third-party suppliers, vendors and service providers. We celebrate diversity and are committed to creating an inclusive environment within our supply chain. Moreover, Itron is committed to the values and ethics rules as defined by the United Nation's Global Compact of March 4, 2004. Itron expects all suppliers to direct their efforts in the same direction.



disclosures: inclusion and our human capital pledge

STATEMENT	RESPONSE
Workforce and labor rights policy	https://investors.itron.com/static-files/cb6041a0-4423-485e-a889-335959ee0e92
Global human rights policy and training in conformance with the UN Universal Declaration of Human Rights and OECD Guidelines for Multinational Enterprises	https://investors.itron.com/index.php/static-files/44151431-cb31-47d1-bd7a-82a4c5d043ec
Supports water as a fundamental human right	https://www.itron.com/pl/solutions/who-we-serve/water
Prohibits use of child and forced labor, including suppliers	https://investors.itron.com/index.php/static-files/44151431-cb31-47d1-bd7a-82a4c5d043ec
Applies human rights policy to suppliers and partners across the globe	https://investors.itron.com/index.php/static-files/44151431-cb31-47d1-bd7a-82a4c5d043ec
Promotes gender diversity across the workforce and senior management	https://www.itron.com/-/media/itron/documents/hr/eeo.pdf
Promotes diversity beyond gender across the work force and senior management	https://investors.itron.com/index.php/static-files/564c0b80-224d-46c5-8ee0-eff6b2fa6c1b
Promotes workforce equality and fair employment and prohibits discrimination of any kind across the workforce and senior management	https://www.itron.com/-/media/itron/documents/hr/eeo.pdf
Permits freedom of association and the right to collective bargaining	https://www.itron.com/-/media/itron/documents/hr/eeo.pdf
Code of conduct applicable to employees, partners and suppliers (audited)	https://investors.itron.com/index.php/static-files/cb6041a0-4423-485e-a889-335959ee0e92
Promotes economic inclusion in supplier selection	https://www.itron.com/na/about/supplier-diversity
Anti-bribery and corruption policy and training for all employees and management	http://investors.itron.com/static-files/cb6041a0-4423-485e-a889-335959ee0e92
Confidential whistleblower hotline	http://investors.itron.com/static-files/cb6041a0-4423-485e-a889-335959ee0e92
Reports sustainability metrics in accordance with the GRI	Pages 34-36 of this report
Provides financial and employee information on a regional basis	https://investors.itron.com/static-files/3e15c341-850e-4c8f-b86f-7cdd8e3f617f



effective shareholder advocacy



BOARD EXPERTISE

The following table summarizes the expertise and experience of the members of Itron's Board of Directors.

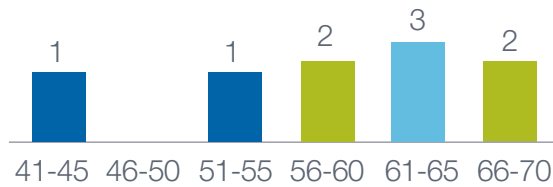
	Frank Jaehnert	Tom Glanville	Jerome Lande	Tim Leyden	Tom Deitrich	Santiago Perez ¹	Gary Pruitt	Diana Tremblay	Lynda Ziegler	Total
Executive leadership experience	•	•	•	•	•	•	•	•	•	9
Business development experience	•	•	•	•	•	•	•	•	•	9
Financial literacy/CFO	•	•	•	•	•	•	•			7
Public board and governance experience	•	•	•	•	•		•	•	•	8
Industry expertise		•			•	•			•	4
Global experience	•	•		•	•	•	•	•		7
Manufacturing and/or supply chain expertise ²	•			•	•	•	•	•		6
Technology and Innovation expertise		•		•	•	•	•			5
Marketing/sales expertise		•	•		•	•	•	•		6
Hardware/software services expertise				•	•	•			•	4
Government expertise									•	1
Compensation, benefits and talent management ³	•		•	•	•	•		•	•	7
Mergers and acquisitions	•	•	•	•	•	•	•			7

¹ Santiago Perez was appointed to the Board on June 1, 2021. Daniel S. Pelino served on the Board as a director until his retirement on May 13, 2021.

² Has run or oversees manufacturing or supply chain operations.

³ Serves as a member of the Compensation Committee of our Board or has overseen compensation and benefits in a management capacity.

board tenure and demographics



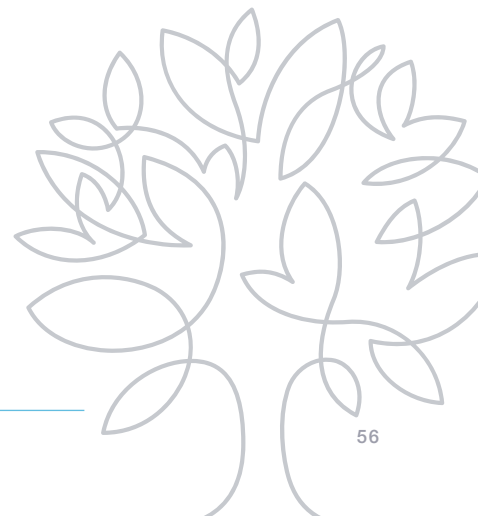
DISCLOSURES: EFFECTIVE SHAREHOLDER GOVERNANCE

Promotes gender diversity at the board level

<https://investors.itron.com/index.php/static-files/564c0b80-224d-46c5-8ee0-eff6b2fa6c1b>

Promotes gender diversity across the workforce and senior management

<https://www.itron.com/-/media/itron/documents/hr/eeo.pdf>



stakeholder engagement

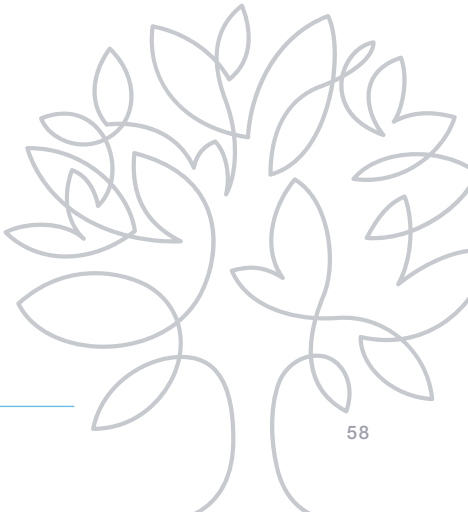
As we strive to build accountability in activities across our business, a key component in developing trust and transparency is engaging regularly with key stakeholders. These stakeholder groups are those that have an impact on our business or have the potential to be affected by our business. We engage with these groups in various ways, as shown below. Topics and frequency of engagement is based on the individual needs of a given stakeholder group.

STAKEHOLDER	TOPICS	HOW WE ENGAGE
Investors / Shareholders	<ul style="list-style-type: none"> • Governance • Economic performance • Emissions and waste • Employee and shareholder rights • Energy • Governance (Board structure, compensation, audit and risk oversight) • Industry topics and trends • Labor relations • Product safety and quality • Stakeholders • Societal impact • Water • Waste 	<ul style="list-style-type: none"> • Analyst calls • ESG report • Investor Day meeting • Investor surveys • Securities filings (quarterly and annually)
Communities	<ul style="list-style-type: none"> • Career opportunities • Community and economic impact • Energy, water and environmental literacy • General industry education • STEM-related topics • Volunteerism and opportunities for involvement 	<ul style="list-style-type: none"> • Advertising • Career fairs and recruiting • Community events, partnerships and sponsorships • Education programs for K-12 students, colleges and the general public • Employee volunteerism • Energy and water assistance programs • Online grant applications • Presentations to local businesses, city leaders and schools
Customers	<ul style="list-style-type: none"> • Business processes, roadmaps and areas for improvement • Customer health and safety • Customer satisfaction • Customer and consumer privacy • Energy emissions • Environmental impacts of our industry and operations • Health and safety • Industry awareness and education • Innovation • Solution and product overviews • Supply chain and delivery 	<ul style="list-style-type: none"> • Advertising and marketing campaigns • Audits and surveys • Community partnerships • Conferences, industry events • Collaboration projects • Customer success scorecards and programs • Customer support staff and programs • Customer surveys and focus groups • Meetings, site visits and teleconferences • Social media • Speaking engagements • Website



stakeholder engagement (continued)

STAKEHOLDER	TOPICS	HOW WE ENGAGE
Employees	<ul style="list-style-type: none"> • Community involvement • Corporate strategy • Innovation • Market focus • Energy • Recognition • Training • Water • Waste • Wellness 	<ul style="list-style-type: none"> • Employee surveys • Internal communications <ul style="list-style-type: none"> • Emails • Internal social media page • Intranet site • Videos • Leadership meetings • Open-door philosophy • Town hall meetings
Government / Regulators	<ul style="list-style-type: none"> • Employee base and demographics • Energy and water policy • Manufacturing approach and footprint • Regulatory affairs 	<ul style="list-style-type: none"> • Advocacy • Events and tradeshows • Local, state and federal government regulations • Industry group participation
Suppliers	<ul style="list-style-type: none"> • Health and safety • Human rights • Environmental compliance • Business conduct • Conflict minerals • Anti-corruption 	<ul style="list-style-type: none"> • Emails • Facility tours • Meetings and teleconferences • Policy awareness • Questionnaires and surveys





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