

Company:	ENI
Sector:	Energy (oil & gas)
Report Year:	2013
Headquarters:	Rome
Standard Application:	IIRC (IR) and GRI G3.1 (Consolidated Sustainability Statements), IPIECA Guidelines
Format:	Listing by SH category

■ Stakeholder engagement

Stakeholders	Engagement procedures	Topics of interest	Eni's Actions
Financial community	<ul style="list-style-type: none"> - Continuous dialogue through the Investor Relations section of eni.com - Quarterly conference calls - Annual live group presentations - One-to-one meetings with analysts and portfolio managers during the year - Participation during the year in thematic conferences (Upstream Project Seminar, Natural Global Resources Conference, Global Energy Conference, Pan European Strategic Decision Conference) 	<ul style="list-style-type: none"> - Quarterly and annual results - In-depth review of strategies and results - Corporate Governance - Risk management 	<ul style="list-style-type: none"> - Thematic presentations - Meetings with SRI focused on Eni's integrated risk management model with in-depth analysis of compliance, Country and operations risks - Roadshows in major financial centres (the first roadshow in 2013 was dedicated to Corporate Governance) - Cycle of meetings with institutional investors and the main proxy advisors in Europe and the United States on Eni's Corporate Governance system
Eni's people	<ul style="list-style-type: none"> - MyEni and MyEni International Portal - Cascade Programme - Knowledge Management Systems - Participatory Industrial Relations System 	<ul style="list-style-type: none"> - Health and safety in the workplace - Integrity - Transparency - Professional Development and sharing of know-how - Diversity management - Work-life balance 	<ul style="list-style-type: none"> - Health promotion initiatives - Launch of Moka, the corporate social network - Training programmes and on-the-job training - Initiatives for work-life balance: extension of work at home project - Renewal of industry-specific Collective Bargaining Agreement - Dialogue with the European Works Council (CAE) on Eni's policies within the European framework and with the representatives of the European Observatory for Safety and Health at Work
Local communities	<ul style="list-style-type: none"> - Road Shows - Meetings and public forums with communities - Participation in community social gatherings - Regular use of information channels for local communities - Formal tools for managing claims (grievance mechanism) - Formal tools for participatory management of social projects 	<ul style="list-style-type: none"> - Transparency and local information on business topics - Assessment, mitigation and management of environmental, social impacts and Human Rights impacts - Eni's Contribution to economic and social development - Community investment strategy - Management of social projects 	<ul style="list-style-type: none"> - Publication of Local Reports and site-specific websites - Projects to benefit the community - Organization of workshops (in 2013 in Maputo, Mozambique) - Public consultation forums held in Nigeria on impact assessment processes for business activities - Use of mechanisms for collecting and managing live reports in Countries of long-standing presence and in new Countries
Suppliers	<ul style="list-style-type: none"> - Meetings - Involvement in specific projects - Local content development plans 	<ul style="list-style-type: none"> - Supplier qualification and qualification audits - Feedback on contract performance - SA8000 Audit - Raising awareness on climate change/emissions - Participation of local firms in Eni's supply chain 	<ul style="list-style-type: none"> - Development of suppliers' organizational, technical, quality, HSE and Human Rights skills - Support improvement following negative ratings resulting from audits - Check on observance of Human Rights in the supply chain - Call on significant suppliers to take part in the Carbon Disclosure Supply Chain - Issue of procedure on the management of Local Content within the procurement process
Customers and consumers	<ul style="list-style-type: none"> - Telephone surveys and regular quality reviews and questionnaires - Telephone or face to face interviews at sales outlets - Focus groups on satisfaction with and ease of use of online services - Online forums 	<ul style="list-style-type: none"> - Checks on customer satisfaction and tests of new services - Analysis of satisfaction and dissatisfaction with the services offered (gas, electricity, fuels) - Advice and technical assistance - Energy consumption habits 	<ul style="list-style-type: none"> - Planning of corrective actions to address areas of improvement identified for R&M wholesale customers - Calibration of trade and pricing initiatives - Definition of new supply models - Launch of targeted initiatives - Application of a new model for relations with Consumer Associations in order to better combine culture, consumer rights and energy
National Parliament and Public Ministries	<ul style="list-style-type: none"> - Hearings/fact-finding investigations in Committee on request - Participation in technical roundtables, responses to consultations, position papers, six-monthly /monthly/on request one-on-one meetings 	<ul style="list-style-type: none"> - Exploration activities in Italy - Regulation of G&P business activities - Security of supply - Green economy - Environment (e.g. industrial site remediation, return of reclaimed areas) - International cooperation 	<ul style="list-style-type: none"> - Inspections and institutional visits at the production sites - Information, awareness-raising initiatives and technical studies - Active participation with regard to energy efficiency issues (submission of projects to obtain white certificates) and in discussions related to future sustainability of Italian and European energy - Participation in the intergovernmental roundtable on cooperation for development
Institutions, Local and National Authorities	<ul style="list-style-type: none"> - Institutional meetings, technical roundtables and monthly/weekly or on request hearings - Written communications - Working Roundtables - Responses to consultations - Meetings on specific topics on a monthly basis or upon request - Sending of data/information via email or the intranet on a monthly basis or on request 	<ul style="list-style-type: none"> - Development projects and enhancement projects linked to relevant activities - Local development - Renewable energy subsidies - Codes and rates of access to G&P infrastructure services - Regulation of business relationships with retail customers - Regulation of sales rates in the protected market 	<ul style="list-style-type: none"> - Information, awareness-raising technical, in-depth and procedural initiatives - Inspections and institutional site visits - Participation in the work of the ANCI National Assembly and monitoring of Cinsedo activities - Active participation in meetings