

STAKEHOLDER ENGAGEMENT

STAKEHOLDERS	ENGAGEMENT ACTIVITIES (PROJECTS, INITIATIVES, RELATIONSHIPS)
STAKEHOLDERS	<ul style="list-style-type: none"> Shareholders' Meeting Board of Directors
BANKS AND INVESTORS	<ul style="list-style-type: none"> Specific survey with assessment of relevant impacts Shareholders' meeting Investor relations activities Regular meetings and events Press releases
EMPLOYEES	<ul style="list-style-type: none"> Constant dialog with Management Focus group with executives with interactive questionnaire Informal and institutional meetings Specific survey with assessment of relevant impacts that affected all Group employees Training meetings and events Company welfare initiatives Company Intranet Smartphone application Performance assessment process
TRADE UNIONS WORKERS' REPRESENTATIVES	<ul style="list-style-type: none"> Periodic meetings and discussions with labor representatives Periodic consultations with workers' safety representatives
SUPPLIERS, PARTNERS AND COMMERCIAL AGENTS	<ul style="list-style-type: none"> Survey administered to the main suppliers following a specific communication and engagement activities Definition and sharing of standards Business meetings and visits to the Company/suppliers Qualification or compliance audits Communication portals valuation tools and questionnaires Adherence to the Code of Ethics
CUSTOMERS	<ul style="list-style-type: none"> Commercial meetings and visits to the Company Social media Other dedicated communication channels (customer portals with ratings and score cards) Performance evaluation tools and questionnaires Audits and inspections
PUBLIC ADMINISTRATION	<ul style="list-style-type: none"> National and local public bodies National and local authorities Control and regulatory bodies: meetings and exchange of communications for specific requirements or requests
COMMUNITY AND TERRITORY	<ul style="list-style-type: none"> Meetings with local community representatives Company visits
MEDIUM	<ul style="list-style-type: none"> Dissemination of press releases Social media

