

Key sustainability indicators

Eni's main activities, from the exploration, production and refining of hydrocarbons, to the transportation and marketing of gas and oil products, are described in detail in the Annual Report and on the

website eni.com. The table below reports the main Sustainability indicators divided into thematic areas in conformity with the Global Reporting Initiative (GRI) "Sustainability Reporting Guidelines".

Aspect	GRI code	GRI description	Eni performance indicator	Consolidated			
				Measurement unit	2008	2009	2010
Economic Performance	EC1	Direct economic value generated and distributed	Total distributed Added Value	mIn €	24,534	17,341	22,339
			- of which to Human Resources	mIn €	4,291	4,515	5,043
			- of which to Shareholders	mIn €	5,011	3,972	4,136
			- of which to States and Public Administrations	mIn €	9,692	6,756	9,157
			- of which to Financial backers	mIn €	993	753	754
			- of which to Company system	mIn €	4,547	1,345	3,247
			Total expenditure for the territory	mIn €	86.5	98.6	108.0
			- of which investments in favour of the communities	mIn €	69.4	70.5	75.4
			- of which short-term investments and donations	mIn €	0.5	1.2	4.5
			- of which contributions to associations	mIn €	1.5	1.5	1.7
			- of which contributions to Eni Foundation	mIn €	–	5.0	5.0
			- of which sponsorships for the territory	mIn €	11.8	16.6	17.6
			- of which contributions to Fondazione Eni Enrico Mattei	mIn €	3.3	3.9	3.9
			First patent applications filings	n.	96	106	88
			Existing patents	n.	8,049	7,760	8,008
			Incoming/outgoing patents		–	0.81	1.14
			R&D expenditure	mIn €	217	207	221
			R&D Employees	n.	1,123	1,019	1,019
			Procurement	mIn €	30,026	35,205	32,626
			- of which goods	mIn €	–	–	6,326
- of which services	mIn €	–	–	15,029			
- of which works	mIn €	–	–	6,718			
Suppliers used	n.	29,416	35,113	33,961			
Supplier concentration (top 20)	%	24	25	18			
Number of qualification cycles	n.	15,936	22,108	33,700			
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Risk management system (Annual Report)					
EC4	Significant financial assistance received from Public Administration	At Corporate level, no significant financings from central governments have been granted. At a local level, incidental tax relieves are part of the agreements signed with each Country, which are confidential due to their strategic and competitive relevance					
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Local procurement share are available on Eni website into Sustainability section (Relationships with territory/suppliers)					
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation	Local foreign employees	n.	41,971	42,633	45,967	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or pro-bono engagement	Eni has developed a Community Investment management system to plan and manage initiatives for local communities, based on a uniform cooperation and development model. In particular, Eni concentrates on the following five areas: healthcare, infrastructure and socio-economic development, professional training and education, environment, culture. Apart from these investments, Eni also helps local communities by sponsorships selected through various criteria, such as affinity with its corporate image and identity, ties with the territory, adherence to the its business objective and, as a common denominator, compliance with its Sustainability principles. For more info, see the chapter "Relations with territory and communities" of the Annual Report					

Sector (2010)*					Qualitative information (Policies/ Procedures/ Management Systems)
E&P	G&P	R&M	Petrochemicals	E&C	
					Annual Report 2010
					Memorandums of Understanding signed with each Country
72.08	1.09	1.18	–	1.04	
					Code of Ethics Memorandums of Understanding signed with each Country
23	2	16	10	17	
2,220	36	876	3,439	1,116	
12.37	1.44	0.32	1.40	n.a.	
175	10	327	272	60	
					Suppliers qualification procedures
					Risk management system (Annual Report)
					Memorandums of Understanding signed with each Country
6,370	2,593	1,860	1,069	33,911	Memorandums of Understanding signed with each Country
					Code of Ethics Memorandums of Understanding signed with each Country

* The sum of the values of each sector does not correspond to Eni Consolidated that includes the values of Eni Corporate, Syndial and their subsidiaries.

Aspect	GRI code	GRI description	Eni performance indicator	Consolidated			
				Measurement unit	2008	2009	2010
Materials	EN1	Materials used by weight or volume	Hydrocarbons production	mIn boe/day	1.797	1.769	1.815
			Natural gas production	mIn m ³ /day	126	124	134
			Oil and condensates production	mIn barrels/day	1.026	1.007	0.997
	EN2	Percentage of materials used that are recycled input material	The indicator is not relevant to Eni, since the materials it uses are mainly the hydrocarbons it produces. In other activities the raw materials use is limited				
Energy	EN3	Direct energy consumption by primary energy source	Net consumption of natural gas	ktoe	9,139	9,209	10,069
			Net consumption of oil products	ktoe	5,327	5,230	5,050
			Net consumption of other fuels	ktoe	277	219	196
	EN4	Indirect energy consumption by primary source	Electricity sales	TWh	16.91	21.14	22.40
Electricity consumption			TWh	2.38	2.98	3.20	
Water	EN8	Total water withdrawal by source	Water consumption - seawater	mIn m ³	2,814	2,643	2,581
			Water consumption - fresh water/ surface water	mIn m ³	123.99	119.20	129.43
			Water consumption - fresh water/ aqueduct	mIn m ³			5.05
			Water consumption - fresh water/ underground water	mIn m ³	35.34	32.42	29.40
			Water consumption - fresh water/ other	mIn m ³	28.46	24.75	21.83
	Water consumption - salt or brackish water	mIn m ³	26.02	25.41	22.47		
	EN9	Water sources significantly affected by withdrawal of water	In 2010 Eni developed a new approach to water resources that led to the identification of plants where there is a water stress and to the development of policies and quantitative target improvement well rooted in the local situation by means of the Global Water Tool that also provides forecasts on the impact of climate change on water available by 2025 and 2050				
Environment Biodiversity	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Eni has joined Proteus 2012, an initiative promoted by UNEP-WCMC that aims at developing a comprehensive database of information on protected areas rich in biodiversity, by using different datasets and available information. In 2010, the information provided by the World Database on Protected Areas (WDPA) was significantly improved, and it was launched the Marine WDPA platform, which groups the marine protected areas with dedicated details and attributes				
		Number and percentage of operational sites where biodiversity risks have been evaluated and monitored					
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Information about commitments and tools to monitor operating sites with respect to high importance biodiversity areas are included in the "Commitment to sustainable development" section of the Annual Report 2010				
	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	With respect to its operational activities, Eni has developed a methodology to manage the aspects related to biodiversity and ecosystem services, which is based on the identification and evaluation of their potential impacts on species, habitats and ecosystems, distinguishing them from the effects caused by other human activities or factors such as climate change				
Emissions, Effluents, and Waste	EN16	Total direct and indirect greenhouse gas emissions by weight	Direct GHG emissions (CO ₂ eq)	mIn ton CO ₂ eq	61.99	57.66	60.68
			- of which from flaring	mIn ton CO ₂ eq	16.54	13.73	13.83
			- of which from venting	mIn ton CO ₂ eq	2.39	2.18	2.34
			Other relevant GHG emissions (scope 2)	mIn ton CO ₂ eq	n.a.	n.a.	1.89
	EN17	Other relevant indirect greenhouse gas emissions by weight	Indirect GHG emissions (scope 3)	mIn ton CO ₂ eq	293.31	277.79	268.44
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Eni adopted several measures that constitute an action plan aimed at the mitigation of climate change. In 2010 the main initiatives for GHG reduction were carried out in the following areas: - energy efficiency - flaring down - CO ₂ capture and sequestration - renewable energy sources - dissemination of the culture of energy saving				
EN20	NO, SO, and other significant air emissions by type and weight	NO _x	kton	117.0	115.4	109.9	
		SO _x	kton	52.9	50.3	52.8	
		PST	kton	4.4	4.2	4.0	
		NMVOc	kton	81.1	75.6	68.6	

Sector (2010)*					Qualitative information (Policies/ Procedures/ Management Systems)
E&P	G&P	R&M	Petrochemicals	E&C	
4,525	5,166	101	272	1	
473	471	2.146	1.550	392	
3.67	0.58	149.30	42.63	0	
140.78	526.63	751.59	1,140.60	0.37	
0.61	18.91	11.84	95.75	0.08	
2.14	1.55	4.17	9.37	2.50	
10.03	0.58	2.41	7.40	3.61	
22.47	-	-	-	-	
					Code of Ethics Environmental certifications HSE data reporting manual HSE and public safety Guidelines Management system model for health, safety, environment and public safety protection HSE Area guide indicators system Protocol for accounting and reporting greenhouse gas emission Guideline for allowances management in the emission trading scheme
31.22	15.79	7.76	4.64	1.18	
13.83	-	-	-	-	
2.34	-	-	-	-	
0.17	0.31	0.56	0.77	0.03	
69.5	1.8	7.7	4.9	16.0	
15.4	2.2	27.1	3.3	4.6	
2.5	0.1	0.7	0.1	0.6	
52.3	0.0	10.2	4.6	0.5	

* The sum of the values of each sector does not correspond to Eni Consolidated that includes the values of Eni Corporate, Syndial and their subsidiaries.

Aspect	GRI code	GRI description	Eni performance indicator	Consolidated				
				Measurement unit	2008	2009	2010	
Environment	EN21	Total water discharge by quality and destination	COD	k ton	5.645	4.156	3.384	
			Total fresh and salt water discharged after treatment	mln m ³	184.78	186.70	145.21	
			Recycled water	mln m ³	460.93	490.22	514.63	
	Emissions, Effluents, and Waste	EN22	Total weight of waste by type and disposal method	Recovered hazardous waste from production activities	ton	248,768	206,064	101,777
				Recovered non-hazardous waste from production activities	ton	141,488	147,974	170,490
				Total waste recovered from production activities	ton	390,256	354,038	272,267
				Dumped hazardous waste from production activities	ton	89,119	144,884	144,458
				Dumped non-hazardous waste from production activities	ton	283,824	357,429	485,905
				Total waste dumped from production activities	ton	372,943	502,313	630,363
				Incinerated hazardous waste from production activities	ton	92,041	80,587	36,844
				Incinerated non-hazardous waste from production activities	ton	7,096	12,242	22,106
				Total waste incinerated from production activities	ton	99,137	92,829	58,950
				Hazardous waste from production activities disposed in other ways	ton	380,370	400,689	539,594
				Non-hazardous waste from production activities disposed in other ways	ton	365,495	237,546	285,710
				Total waste from production activities disposed in other ways	ton	745,865	638,235	825,304
				Total waste from production activities	ton	1,608,201	1,587,415	1,786,895
				- of which hazardous	ton	810,298	832,224	822,685
				- of which non-hazardous	ton	797,903	755,191	964,211
				Waste from reclamation	mln ton	9.21	10.18	10.43**
				EN23	Total number and volume of significant spills	Volume of oil spills [E&P]	barrels	7,024
	- of which from sabotage and terrorism	barrels	2,286			15,289	18,721	
	- of which from accidents	barrels	4,738			6,285	3,850	
	Products and Services	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	In 2010 Eni continued its efforts aimed at: - informing and training on the main economic and environmental benefits ensuing methane usage - increasing its distribution net of high quality, low impact products (BluDiesel Tech, BluDiesel, BluSuper) - developing lubricants that can guarantee fuel savings up to 2,5%				
Compliance	EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Not relevant to Eni, which sells energy and fuels					
	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Information about sanctions received and funds on environmental risks are included in the Annual Report 2010					
Overall	EN30	Total environmental protection expenditures and investments by type	Environmental costs and investments	mln €	1,080.7	1,324.1	1,151.3	

Sector (2010)*					Qualitative information (Policies/ Procedures/ Management Systems)
E&P	G&P	R&M	Petrochemicals	E&C	
0.231	0.131	1.375	1.578	0.000	
3.33	13.64	100.70	23.65	1.91	
0.23	2.05	4.61	507.74	0.00	
61,068	1,820	11,332	24,199	2,797	
89,922	21,937	24,594	16,996	16,153	
150,990	23,757	35,926	41,195	18,950	
75,196	1,679	52,047	1,514	13,334	
249,429	11,557	23,143	28,822	166,978	
324,625	13,236	75,190	30,336	180,312	
18,951	127	0	12,071	3,913	
15,554	152	0	194	6,044	
34,505	279	0	12,265	9,957	
510,848	6,759	0	20,264	0	Code of Ethics
234,559	27,234	0	22,518	0	Environmental certifications
745,395	33,993	0	42,782	0	HSE data reporting manual
1,255,515	71,265	111,116	126,578	209,219	HSE and public safety Guidelines
666,051	10,385	63,379	58,048	20,044	Management system model for health, safety, environment and public safety protection
589,464	60,880	47,737	68,530	189,175	Indicators system HSE Area guide
0.29	0.07	1.80	2.15	0.00	Protocol for accounting and reporting greenhouse gas emission
22,571	-	-	-	-	Guideline for allowances management in the emission trading scheme
18,721	-	-	-	-	
3,850					
490.195	130.31	210.99	124.90	9.34	

* The sum of the values of each sector does not correspond to Eni Consolidated that includes the values of Eni Corporate, Syndial and their subsidiaries.

** The value includes 6.12 mln ton waste from reclamation of Syndial.

Aspect	GRI code	GRI description	Eni performance indicator	Consolidated				
				Measurement unit	2008	2009	2010	
Employment	LA1	Total workforce by employment type, employment contract, and region	Employees	n.	78,094	77,718	79,941	
			Employees in non-OECD Countries	n.	29,628	30,328	34,929	
			Employees on international mobility	n.	8,927	9,150	10,130	
			Employees with permanent contract	n.	50,560	49,641	48,869	
			Senior managers	n.	1,594	1,562	1,574	
			Managers	n.	12,527	12,893	13,350	
			Employees	n.	36,895	37,295	37,885	
			Workers	n.	27,078	25,968	27,132	
LA2	Total number and rate of employee turnover by age group, gender, and region	Resolutions	n.	4,247	4,044	4,409		
		Hirings	n.	5,566	3,384	4,262		
Labor/Management Relations	LA4	Employees covered by collective bargaining agreements	Employees covered by collective bargaining agreements (Italy)	n.	39,480	38,299	37,403	
	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements	Minimum notice period regarding operational changes is compliant with the local regulation and the collective agreements signed in the Countries where Eni operates					
People	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region	Employees pending cases	n.	–	693	1,051	
			Employees injury frequency rate		1.45	1.00	0.91	
			Contractors injury frequency rate		1.40	1.18	0.88	
			Employees injury severity rate		0.052	0.041	0.030	
			Contractors injury severity rate		0.037	0.035	0.029	
			Employees fatality index		2.43	0.85	6.40	
	Occupational Health and Safety	LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Contractors fatality index		2.81	1.65	3.48
				Safety total training hours	hours	876,837	1,263,580	1,510,558
				HIA conducted	n.	39	43	95
				Environmental surveys	n.	4,984	6,496	7,808
Training and Education	LA10	Average hours of training per year per employee by employee category	Health audits	n.	53	97	182	
			Diagnostic tests	n.	283,132	303,654	320,311	
			Safety expenditures and investments	mln €	425.59	514.77	283,50	
			Safety audits	n.	283	322	308	
			Per capita health expenditure	€	869	1,032	719	
			Health expenditure	mln €	68.56	80.89	57.75	
			Training expenditure	mln €	59.80	49.23	46.72	
			Training hours	hours	2,960,416	3,097,487	3,114,142	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Knowledge owner	n.	–	183	179		
LA12	Percentage of employees receiving regular performance and career development reviews	Employees under management review ^(a)	%	–	–	100		
		Employees under potential assessment ^(b)	%	–	–	36		
		Employees under induction review ^(c)	%	–	–	63		
		Employees under performance evaluation ^(d)	%	–	–	51		
Diversity and Equal Opportunity	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Female employees	n.	12,221	12,564	12,754	
			Female Managers	n.	2,258	2,459	2,634	
			Replacement index by gender (men)	%	1.25	0.81	0.99	
			Replacement index by gender (women)	%	1.64	1.02	0.87	
			Senior managers 25-39	n.	–	132	144	
			Senior managers 40-55	n.	–	1,030	1,105	
Senior managers over 55	n.	–	400	325				

Sector (2010)*					Qualitative information (Policies/ Procedures/ Management Systems)
E&P	G&P	R&M	Petrochemicals	E&C	
10,276	11,245	8,022	5,972	38,826	Code of Ethics
5,506	642	677	7	28,084	
1,185	54	58	10	8,794	
9,804	11,098	8,008	5,864	8,525	
211	266	229	103	425	
2,942	1,277	1,730	877	4,490	
5,251	6,650	3,732	2,467	16,826	
1,872	3,052	2,331	2,525	17,085	
641	527	512	246	1,995	
516	249	179	118	3,029	
4,902	8,714	6,218	4,902	7,068	
106	402	122	19	100	Code of Ethics HSE data reporting manual HSE and public safety Guidelines Management system model for health, safety, environment and public safety protection Indicators system HSE Area guide
0.72	3.74	1.77	1.54	0.45	
0.48	8.30	3.40	5.94	0.33	
0.011	0.128	0.069	0.054	0.019	
0.016	0.292	0.143	0.165	0.010	
23.45	0.00	0.00	0.00	1.33	
3.75	0.00	9.71	0.00	3.07	
184,930	74,053	33,917	123,725	1,069,528	Eni Corporate University Code of Ethics
3	72	20	0	0	
2,496	1,165	814	2,003	43	
101	16	n.a.	0	62	
106,694	12,485	15,289	19,012	160,644	
64.20	29.71	0	81.06	26.40	
168	23	n.a.	11	80	
17.63	4.52	3.24	9.61	19.51	
15.82	5.42	1.75	3.04	15.57	
399,284	353,492	167,738	308,109	1,726,918	
53	18	19	17	40	
100	100	100	100	100	
60	44	44	45	14	
56	65	53	55	67	
50	57	24	82	58	
1,930	2,112	1,508	574	4,394	
499	250	393	152	550	
0.824	0.435	0.340	0.438	1.492	
0.743	0.568	0.380	0.950	1.699	
18	25	15	10	33	
138	181	175	75	289	
55	60	39	18	103	

* The sum of the values of each sector does not correspond to Eni Consolidated that includes the values of Eni Corporate, Syndial and their subsidiaries.

(a) The percentage refers only to executives and senior managers in Italy and abroad.

(b) The percentage refers only to managers and young graduates in Italy and abroad.

(c) The percentage refers only to young graduates in Italy and abroad.

(d) The percentage refers to executives, senior managers, managers and young graduates in Italy and abroad.

Aspect	GRI code	GRI description	Eni performance indicator	
Human Rights	Investment and Procurement Practices	HR1	Percentage and total number of significant investment agreements that include Human Rights clauses or that have undergone Human Rights screening	Percentage of procurement toward suppliers subjected to qualification procedures including Human Rights screening
		HR2	Percentage of significant suppliers and contractors that have undergone screening on Human Rights and actions taken	Suppliers subject to qualification procedures including Human Rights screening
		HR3	Total hours of employee training on policies and procedures concerning aspects of Human Rights that are relevant to operations, including the percentage of employees trained	Training hours on Human Rights
	Non-discrimination	HR4	Total number of incidents of discrimination and actions taken	Actions and episodes eventually occurred in the year which are subject to whistleblowing, are managed in the way described in paragraph "Whistleblowing management" of the Annual Report
	Freedom of Association and Collective Bargaining	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Eni's Code of Ethics guarantees freedom of association and collective bargaining. Eni also follows local regulations and the collective agreements signed in the Countries where it operates and respects ILO principles
	Child Labor	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	Eni's Code of Ethics rejects child labour. Eni also follows local regulations and the collective agreements signed in the Countries where it operates aimed at preventing child labour and monitoring incidental at risk situations
	Forced and Compulsory Labor	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	Eni's Code of Ethics rejects forced labour. Eni also follows local regulations and the collective agreements signed in the Countries where it operates aimed at preventing forced labour and monitoring incidental at risk situations
	Security Practices	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of Human Rights that are relevant to operations	Percentage of security contracts with provisions on Human Rights Security personnel trained on Human Rights
	Indigenous Rights	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Actions and episodes eventually occurred in the year which are subject to whistleblowing, are managed in the way described in paragraph "Whistleblowing management" of the Annual Report
Percentage and total number of operations close to indigenous communities in which specific engagement strategies have been carried out			Eni is adopting a new ESHIA standard that includes for each project the integrated evaluation of the environmental, social and health impacts. Up today Indigenous People Policies have been adopted in Australia and Norway	
Assessment		Percentage and total number of operations in weak governance zones that have been subject to Human Rights reviews and/or impact assessments	Eni launched the Human Rights Compliance Assessment (HRCA) project in order to find definitive responses to a series of questions concerning the merits of its effective capacity to minimise the risk of violating Human Rights and in the complicity in violations carried out by third parties that occur within its sphere of influence. The project consists of self assessments of the potential risks of violating Human Rights or of complicity in violation by individual subsidiaries. Up today, two pilot project (to test the methodology) were carried out in Nigeria and Kazakhstan, and four self assessments were carried out in Republic of Congo, Algeria, Egypt and Pakistan	
Whistleblowing		Number of grievances related to Human Rights filed, addressed and resolved through formal grievance mechanisms	Actions and episodes eventually occurred in the year which are subject to whistleblowing, are managed in the way described in paragraph "Whistleblowing management" of the Annual Report	

Measurement unit	Consolidated			Qualitative information (Policies/ Procedures/ Management Systems)
	2008	2009	2010	
%	89	87	89	
n.	6,174	8,388	10,643	
n.	–	–	1,380	
				Eni Guidelines on the Protection and Promotion of Human Rights Code of Ethics Eni's Procedure on Anonymous Reporting Agreement on international industrial relations and corporate social responsibility (ICEM) People management system
				Specific for the Supply Chain: - Suppliers qualification and evaluation process integrated with clauses related to the respect of the Guidelines on Human Rights - Emission of the new Management System Guidelines containing requisites concerning the respect of the Guidelines on Human Rights - Diffusion of contractual clauses related to the respect of the Guidelines on Human Rights
%	–	90*	20**	
n.	–	39	106***	

*Refers to contracts stipulated in Italy by Eni Corporate.

** Refers to contracts stipulated in Italy and abroad by sectors/subsidiaries belonging to Eni's Group. According to the survey on HR clauses, the sites with security contracts are 196, 39 of which have included HR clauses in their security contracts.

*** 79 in Nigeria (Police and Military) and 27 in Egypt.

Aspect	GRI code	GRI description	Eni performance indicator
Community	S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	In compliance with its internal policy and standards, Eni systematically carries out evaluations/studies of the social and environmental impact (EIA/ESIA) of all its projects, both in exploration and development, also in conformity with local legislation. When the outlines of projects have been defined, and implementation confirmed, the relevant documents are presented to the competent local authorities for approval and consultation as per local procedures
	S02	Percentage and total number of business units analyzed for risks related to corruption	The initiatives against corruption are described in the Annual Report
Corruption	S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Employees trained in anti-corruption policies and procedures
			Percentage of key officers trained in anti-corruption policies and procedures through e-learning
Society	S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Percentage of key officers trained in anti-corruption policies and procedures through workshops
			Hours of training on anti-corruption policies and procedures carried out through e-learning
	S04	Actions taken in response to incidents of corruption	Hours of training on anti-corruption policies and procedures carried out through workshops
			Actions and episodes eventually occurred in the year which are subject to whistleblowing, are managed in the way described in paragraph "Whistleblowing management" of the Annual Report
Public Policy	S05	Public policy positions and participation in public policy development and lobbying	Eni thinks that a correct, transparent and participative dialogue with institutions, NGOs and the civil society is a key factor to gain trust and keep its licence to operate. Eni has always been proactive in the dialogue with national and international institutions, through direct interventions of its top management and indirectly through several associative organizations
	S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by Country	Eni does not grant direct or indirect contributions to parties, movements, committees and political organizations, to their delegates and candidates, but when provided by specific regulations
Anti-Competitive Behaviour	S07	Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes	Details about legal actions and interventions of the European Commission and of regulatory authorities are reported in the Annual Report
Compliance	S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Information about the most relevant fines and sanctions are included in the Annual Report
Customer Health and Safety	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	As provided in the Code of Ethics, Eni undertakes to respect the right of consumers not to receive products harmful to their health and physical integrity and to get complete information on the products offered to them. Eni is committed to producing fuels that enhance motor performance and power, cut consumption, and reduce polluting emissions. Eni is also committed to increasing the efficiency of its chemical plants and the safety of the production processes, in order to minimize the various emissions and to protect its employees and the local communities
Product responsibility	Product and Service Labeling	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements
			All the information concerning product stewardship can be found on the Eni's website and at its points of sale
	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Customer satisfaction index (R&M)
Customer satisfaction index (G&P)			
Marketing Communications	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Eni is committed to respecting the law in every Country. Eni supports the communities also by means of sponsorships, selected through different criteria, such as affinity to the corporate identity and image, the connection with the territory, the adherence to its business objectives and, as a common denominator, the coherence with its Sustainability and ethical principles
			Percentage of telephone calls by customer that spoke with an operator (service level). AEEG standard 80%
Compliance	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Details about fines and sanctions are reported in the Annual Report

Measurement unit	Consolidated			Qualitative information (Policies/ Procedures/ Management Systems)
	2008	2009	2010	
n.	–	–	3,486	- Section Initiatives on eni.com - Section Anti corruption on eni.com - Anti-Corruption Ancillary Procedures: (i) Procedure for appointing external legal representatives (ii) Procedure on donations (ii) Procedure on contractual terms regarding Administrative Liability (iv) Procedure on Gifts, Travel, Hospitality and Entertainment Expenses in favour of third parties (v) Procedure on Intermediary agreements (vi) Procedure on Joint Venture agreements-prevention of unlawful activities (vii) Procedure on the acquisition of Consulting and Professional Services (vii) Procedure on Expense Reimbursements (xi) Procedure on Sponsoring Agreements (x) Eni's Procedure on Anonymous Reporting (xi) Anti-corruption provisions included in the Accounting Procedures (xii) Anti-corruption provisions included in the procedures regulating personnel recruiting (xiii) Anti-corruption provisions included in the procedures regulating acquisitions and sales - Section Trasparenza on eni.com - Code of Ethics
%	–	–	86.5	
%	–	–	33	
n.	–	–	14,910	
n.	–	–	2,502.5	
likert scale	8.14	7.93	7.90	Code of Ethics National Protocol for equal conciliation in the gas sector
n.	22,609	10,711	30,618	
likert scale	7.3	7.8	7.7	
%	–	87.6	94.6	