**The Local Stakeholder Engagement Operating Instruction**

The Local Stakeholder Engagement Operating Instruction, aimed at describing activities and operating processes on how to identify, analyze, evaluate and engage with stakeholders at local level (e.g., local authorities, communities, NGOs – Non Governmental Organizations).

The document adopts the methodologies set by Eni Central Sustainability Function, in order to ensure a uniform approach on evaluation and recording, on the definition of engagement strategy, management plans, on consultation and local grievance mechanisms.

The grievance mechanism is the set of activities to be carried out when Eni receives, in writing or verbally, concerns or grievances in relation to its activities. The mechanism guarantees a proactive and structured approach enabling the company to receive, recognize, investigate, respond and resolve complaints and grievances from individuals/groups of individuals and organizations in a timely manner.

The mechanism is an integral part of Eni’s overall strategy of relating with its stakeholders and it supports Eni in:

* + Defining an effective Eni stakeholder engagement strategy capable of remedying concerns raised or impacts caused by Eni’s activities;
  + maintaning the social licence to operate, demonstrating Eni’s due consideration of a community’s concerns;
  + promptly identifying the possible impact that Eni’s activities may have on the local communities involved - in environmental, social and health terms - in order to prevent, where possible, any risks associated with them;
  + ensuring that Eni fulfils its responsibilities in relation to human rights and the promotion of mutual prosperity.

Any subsidiary of Eni is requested to implement a grievance mechanism from the very start of its operating activities.