

Operational excellence

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In line with Eni, our model for operational excellence focuses on our commitment to the enhancement of people and the protection of the environment in which we operate. For us, operational excellence means conducting every activity with the utmost attention to sustainability, promoting the health and safety of workers, and more generally human rights, operating with integrity and transparency. These founding values allow Eni Rewind to welcome the opportunities related to new environmental challenges and the circular economy, through technological innovation and the skills and experience gained in the field over the years.

Each of us



Why is it important to Eni Rewind?

Eni Rewind's most valuable resources are people, their skills and their energy. The women and men who work here are unique assets in taking on new challenges and achieving new successes. The people share the company's values, like team spirit, respect for the environment and the local community. The Company is committed to ensuring the health and safety of people and creating a work environment that offers opportunities on the basis of shared criteria of merit and free from all forms of discrimination, based on dignified work conditions and dialogue.

POLICIES AND OTHER REGULATORY INSTRUMENTS

"Our People", "Integrity in our Operations", "Operational Excellence" Policies

MANAGEMENT AND ORGANISATION MODELS

Integrated health, safety and environment and quality management system: compliant with ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:07 standard for health and safety management

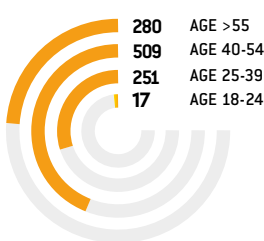
THE TEAM

In 2020, total employment numbered 1,057 people, a net increase of 11 resources compared to 2019.

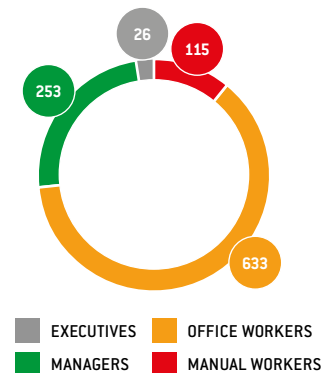
EMPLOYEES (NUMBER)



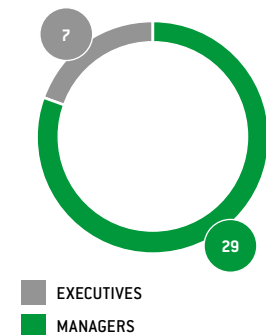
EMPLOYEES BY AGE GROUP IN 2020



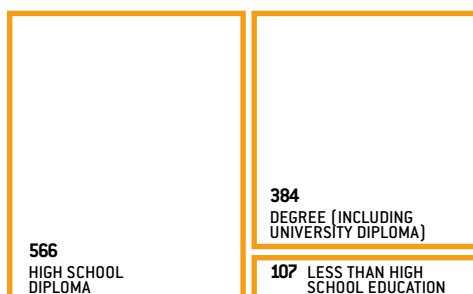
EMPLOYEES BY PROFESSIONAL CATEGORY



WOMEN IN POSITIONS OF RESPONSIBILITY



EMPLOYEES BY EDUCATION



Employee engagement during the health emergency

During the two-year period 2018-2019, Eni Rewind was identified as a pilot company in Eni for the implementation of Smart Working. The experience gained has facilitated the use of this work method during the health emergency over the last year, thus allowing our people to continue to ensure the normal supervision of activities, while at the same time, reconciling the new personal and family life needs.

In this context, internal engagement has assumed a decisive role in the management of crisis communications and involvement of people. Several updates were made regarding the health situation and consequent measures, government directives and company decisions, and the rules of conduct to adopt in the workplace.

A year of us

The year 2020 for Eni Rewind was told directly through its people, in a video summarising the activities carried out and the results achieved together

[To find out more visit Eni Rewind's LinkedIn page](#)



Diversity and inclusion – The culture of plurality

Eni's approach to diversity and inclusion (D&I) has developed in the wake of its international culture of plurality, based on the fundamental principles of non-discrimination, equal opportunities and the inclusion of all forms of diversity, as well as integration and balance between work and personal and family demands. Eni Rewind together with Eni, is committed to creating a working environment where different personal and cultural characteristics or orientations are considered a source of mutual enrichment and an indispensable aspect for business sustainability, both on the basis of constant personal involvement and responsibility and through top management's communications and raising awareness among all employees. Eni Rewind aims to establish work relationships that are free from all forms of discrimination, and requires that all companies that collaborate with us adopt similar values. Everyone at Eni Rewind and third parties have a duty to report any breaches of the Code of Ethics, using one of the Reporting Channels, in accordance with the reference regulatory instruments.

Main D&I initiatives promoted together with Eni in 2020

The D&I Matters path	In 2019, a training and internal communication course D&I Matters was started, to develop awareness around unconscious biases, and in 2020, the event "Eni Global Inclusion" was organised to develop this issue further in corporate culture and in daily life and work relationships.
The Unconscious Bias training campaign	A training campaign on Unconscious Bias was introduced for all employees, to address the issue both from a theoretical point of view and through a series of exercises and opportunities for self-observation, as well as insights, to strengthen personal awareness and the ability to manage prejudice correctly and effectively.
Female, international intergenerational mentoring	Processes to reinforce the value of intergenerational exchanges and make internal relations more open to discussion between different sensibilities and in respect of mutual inclusion, with particular focus on the careers of women.
Orange the world	Participation in the global initiative against gender-based violence "Orange the world" (25 November – 10 December) with support for the campaign by top management and executives, and the introduction of a new e-learning course on Harassment.

Women's empowerment

With regard to gender diversity, Eni Rewind in line with Eni, focuses particular attention on promoting initiatives aimed at attracting female talents, as well as developing managerial and professional growth careers for women in the company. This commitment is confirmed by the main employment and development indicators monitored to enhance the presence and development of women. Of the appointments made to permanent posts in 2020, 38% involved female staff, up by 1 percentage point vs. 2019. Furthermore, in 2020, the percentage of women in positions of responsibility increased, reaching 19.8% compared to 18.5% in 2019, out of a total of women corresponding to 17.7% of total employees.

36 %

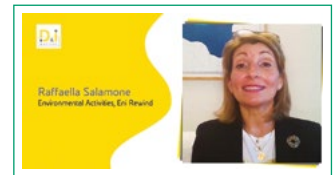
of women in engineering / R&D

Female role modelling in support of studies and STEM

During 2020, Eni Rewind, together with Eni, promoted a series of initiatives focusing on gender parity for students highlighting the STEM (Science, Technology, Engineering and Mathematics) subjects, and participated in national and international initiatives with the aim of constantly enriching its processes and operating practices from a gender equality perspective.

Some of the activities, which continued online in 2020, include:

- **InspirinGirls:** an initiative started 3 years ago, with the involvement of about 5,000 girls in 187 lower secondary school classes, to help them overcome prejudices by becoming aware of their talent;
- **Think About Tomorrow:** an event in high schools aimed at helping young people make a conscious educational and professional choice to overcome gender stereotypes, stimulating girls' interest in STEM studies and raising awareness among the male audience on issues related to gender equality.



Welfare

The 2020 health emergency has impacted on all services provided to people, making it necessary to revise both the methods of organising consolidated initiatives with a view to maximum safety and compliance with the regulations, and identify areas of innovation in designing new services that can respond to the emerging needs deriving from family and social complexities and new work methods.

Family and work life balance	The organisational and management methods at the nursery schools in San Donato and Rome and summer holiday courses were reformulated, with specific health protocols adopted, reducing the number of children and strengthening the educational and auxiliary staff. The career guidance courses for employees' children and services dedicated to caregivers were confirmed.
Parenting	Allowance of 10 working days' leave at full pay for both parents.
Health and well-being	The delivery of corporate catering services was completely revised to deal with the health emergency and still guarantee this service to employees.
Prevention campaigns	Strengthening prevention programmes with the inclusion of the medical protocol for oncology check-ups and with cardiovascular examinations; in addition, new prevention initiatives are under review for the family members of employees.

Training and development of professional paths

25,278
total hours of training

54 %
HSEQ content

Eni Rewind enhances human capital with initiatives that promote the development and strengthening of the skills necessary in the Company. It also supports and encourages professional development, offering job opportunities in Italy and abroad.

In continuity with the work carried out in the last three years, also in 2020 some initiatives were promoted to enhance human capital, or encourage the contributions that everyone can give, fostering the development of knowledge and skills. In this particular year, given the context and limitations of classical training, new digital training methods prevailed, particularly on environmental issues in addition to the usual commitment to safety issues.

The summary data as of 31 December 2020 relating to training is as follows:

- total number of participations: 7,670, of which 36% on HSEQ topics;
- total hours of training: 25,278, of which 54% with HSEQ content.

Some of the most important initiatives include:

- POLITO specialist course: in cooperation with Eni Corporate University (ECU), a specialist course was delivered in virtual learning mode by lecturers from Turin Polytechnic on innovative remediation technologies with low environmental impact. The course, divided into 4 modules with a total duration of 16 hours, involved about 80 people;
- Workshop on the new Italian Legislative Decree 101/2020: a training workshop was held with teachers from the Eni specialised unit on the new legislation on specific risks contemplated by art. 110 of Legislative Decree 101/20 - Radiological Risk Management dedicated to Employers, Managers and HSE staff;
- Training on Waste Management: to increase the environmental skills of people working in waste management, lasting 24 hours and directed at about 60 people;
- IT Security Training: promoted in line with Eni guidelines; the courses aimed at raising awareness among our people on aspects of Cyber Security;
- Open training promotion: given the times, an open space was made available at EniCampus, in agreement with Eni Corporate University, with the aim of offering opportunities for discussion and reflection and becoming more aware of our behaviour and our way of relating to others, exploring topics such as digital collaboration, uncertainty, change, also related to the particular year we have experienced;
- E-Learning courses on compliance: in 2020, over 1000 distance learning modules were delivered regarding the code of ethics, 231 Model (organisation, management and control model) and anti-corruption.

Performance appraisal

A performance appraisal is one of the essential tools for managing resources and a guide for the continuous improvement of management and professional skills. Performance appraisals are done for all executives, middle managers and managers in organisational documents and young university graduates, with a progressive expansion of the population involved. Goals are derived from the Eni annual performance plan and the planning and budgeting process, and also include sustainability goals.

Health

In 2020 the programme implementing an integrated health management system (HSEQ and HR) continued, with the aim of promoting and maintaining the health and well-being of people and ensuring adequate risk management in the workplace.

Health surveillance

The health surveillance check-ups were carried out on personnel present at sites, in compliance with the anti-COVID-19 procedures. With regard to activities abroad, travel was suspended due to the health emergency.

Healthcare

In terms of healthcare, 204 medical check-ups were carried out for employees and 3 for contractors at the medical facilities. The main reasons for using medical facilities are:

- Check-ups of pre-existing conditions (arterial hypertension) or administration of therapies prescribed by GPs or specialists;
- symptoms affecting the osteo-muscular system, mostly for previously diagnosed cases;
- symptoms affecting the respiratory system, mostly as a result of cold-related illnesses.

Health promotion initiatives continued where compatible with the COVID emergency, both at local level and through participation in Eni projects (campaigns for cancer prevention and prevention of cardiovascular diseases).

With regard to occupational diseases, in 2020, a total of 19 applications were received to recognise diseases suspected of being of professional origin, all by former employees (6 by their heirs), without particular clusters of origin. The downward trend in the number of complaints is therefore confirmed.

2020 health surveillance check-ups

655

periodic check-ups

19

preventive pre-recruitment medicals

6

medical check-ups on the resumption of work after being absent for health reasons; medical check-ups on returning from COVID-related illnesses were carried out regardless of the days absent

3

medicals on termination of employment

8

job change check-ups

6

extraordinary medicals (postponement of pregnancy leave)

Expenses incurred in 2020 (€/000)



1,365 €/000
Total health expenses

Safety



Why is it important to Eni Rewind?

Aware of the central role of its employees in achieving its Mission, Eni Rewind is constantly committed to ensuring the protection and safeguarding of their health and safety, putting in place measures to minimise the sources of risk associated with the different operating contexts. These tools include: organisational models for risk management and asset integrity, training and skills development, process security and the application of new digital technologies to support security. Eni Rewind pursues the objective of reducing the occurrence of accidents by improving the conduct to be adopted in the workplace at all levels of the Company, and promoting a culture of best practices in the field of health and safety. In this context, it introduces awareness-raising initiatives on HSE issues and the sharing of Eni and Eni Rewind Lessons Learned, aimed at employees and contractors.

POLICIES AND OTHER REGULATORY INSTRUMENTS

"Our People", "Integrity in our Operations" Policies, Eni Declaration on Respect for Human Rights; Code of Ethics.

MANAGEMENT AND ORGANISATION MODELS

Integrated health, safety and environment and quality management system: adopted by the organisation and certified compliant in 2020 with the ISO 45001:2018 for health and safety management. Regulatory updating process with a focus on Health and Safety.

PROGRESS IN 2020

- **HSEQ training:** 13,650 hours of in-house training provided and promoted
- **Raising awareness:** initiatives to raise the awareness of employees and contractors on HSE aspects and the importance of near-misses and unsafe conditions
- **Leadership safety:** implementation of the Leaderometro, a tool developed by Eni for the self-assessment of leadership and HSE commitment of management at the Brindisi and Porto Torres sites
- **Process safety management system:** to prevent significant accident risks with the application of high management and technical standards; the Safety Fundamentals Process introduced;
- **Process Safety:** gap analysis conducted for groundwater treatment plants in relation to process safety standards
- **HSEQ integrated management system:** carried out transition to ISO 45001:2018 requirements
- **Smart Safety:** initiative launched at the Brindisi site in the scope of the Eni Smart Operator project for the protection of workers while carrying out activities alone
- **E-Wp (electronic work permits):** digitalisation of Work Permits at the Assemini, Porto Torres, Gela and Priolo sites
- **HSEni App:** used at the Priolo site (pilot site), the Safety Golden Rules App is a digital work tool that can be downloaded to your smartphone for field checks, the start of work analysis, safety moments, tool-box talks, safety meetings, tracking and sending reports relating to unsafe condition, etc.

TARGETS

- **Raising awareness:** promoting initiatives to raise the awareness of employees and contractors on HSE aspects and the importance of analysing and managing near-misses and unsafe conditions/acts (so-called weak signals)
- **THEME (behavioural analysis project):** methodology to analyse and manage the human factor in the field of safety to be launched at the Ravenna site to improve leadership in safety
- **HSE Eni Safety Pre Sense:** start up the project at some operational sites to analyse the weak signals entered in the INDIGO database
- **Safety Competence Assessment HSE:** start up the project (methodology to analyse and improve preparation in the field of Safety) at the Priolo and Porto Torres sites
- **RCA (Root Cause Analysis):** specific Eni training for the investigation of accident events
- **Asset Management:** census completed and criticality of ER assets audited
- **Smart Safety:** extension of the project at the TAF plant in Brindisi and the related hydraulic barrier and implementation of a "Mobile" mode that allows for its use outdoors and in unmanned areas where remediation sites are located
- **E-Wp:** implementation of the Electronic Work Permit (e-WP) at the sites in Ferrara, Avenza, Cengio, Ravenna and Brindisi
- **HSEni App:** adoption of the App at the Pieve Vergonte, Ferrara, Assenimi, Gela, Avenza, Viggiano sites
- **HSE commitment:** implementation of the initiative to evaluate leadership in the HSE field, of ER and Contractor resources, at the Gela and Viggiano sites
- **HSE++:** implementation of the initiative aimed at measuring the level of HSE preparedness and HSE culture of employees and contractors, at the Porto Marghera, Porto Torres and Gela sites

Accident rates and intervention actions

As part of the prevention and mitigation of risks to the health and safety of its own workers and service providers, Eni Rewind pursues the objective of minimising the occurrence of accidents.

In 2020, two occupational accidents were recorded, one involving a contractor at the Mantua site with a total prognosis of 161 days for the fracture to the hand, and one involving an Eni Rewind employee in Gela, with a prognosis of 8 days for a sprain to the foot. The FI figures (frequency index, ratio of the number of events per million hours worked) and SI (severity index, ratio of total days absent for an accident per thousands of hours worked) for Eni Rewind record a slight worsening in the indices compared to the previous year due to the number of absent days related to the incidents above.

The results of 2020 drive our commitment to further improve our safety performance and those of our contractors. For each accident that occurred, as well as for the more serious accidents and near misses, in-depth investigations are carried out in order to identify the causes of the events and develop Lessons Learned to be shared with all the staff of the various Eni Rewind operational units. Actions aimed at avoiding similar events and preventing their repetition are undertaken by identifying specific operating procedures, providing training and raising the awareness of contractor and employee personnel.

Furthermore, in line with Eni, in order to focus the company's commitment on the pursuit of employee safety, specific safety parameters and related commitments are identified, such as the Severity Incident Rate (SIR – internal index that considers the level of severity of accidents) and the Safety Culture Program (SCP - preventive safety management indicator that involves aspects such as the analysis and management of weak signals, the implementation of safety awareness campaigns and emergency preparedness), which are included in the short-term remuneration of the CEO and managers with strategic responsibilities.

		2018	2019	2020
Hours worked (ML/h)	Workforce	4,320	5,186	5,020
	Employees	1,442	1,501	1,644
	Contractors	2,878	3,685	3,376
Number of accidents (contributes to FI calculation)	Total	2	5	2
	Employees	-	-	1
	Contractors	2	5	1
Days absent from work (contributes to SI calculation)	Total	12	56	169
	Employees	-	-	8
	Contractors	12	56	161
Frequency rate				
(accidents with days absent from work/ hours worked) x 1,000,000	Workforce	0.46	0.96	0.40
	Employees	-	-	0.61
	Contractors	0.69	1.36	0.30
Severity index (days absent/hours worked) x 1,000	Workforce	0.005	0.011	0.034
	Employees	-	-	0.005
	Contractors	0.007	0.016	0.048
TRIR Total recordable accident frequency rate				
[(accidents + work restrictions + medical treatments)/hours worked] x 1,000,000	Workforce	0.46	0.96	0.60
	Employees	-	-	0.61
	Contractors	0.69	1.36	0.59

Safety expenses and investments (excluding ILCV) – €/'000	2019	2020
TOTAL CURRENT SAFETY EXPENSES	700	500
TOTAL SAFETY INVESTMENTS	1,500	1,500
TOTAL CURRENT HSE EXPENSES	170,000	180,000
TOTAL HSE INVESTMENTS	33,300	46,100



The Safety Culture

Eni Rewind is committed to ensuring that everyone can become a leader and example when performing their activities in complete safety, by promoting a growing involvement by management. To guarantee safety in all work environments, the Company promotes various initiatives, carried out with the involvement of both management and operational units, aimed at raising awareness, developing skills and adopting responsible and proactive behaviour, in full compliance with HSEQ principles.

The initiatives were conducted on an ongoing basis, despite the contingent situation related to the health emergency, taking advantage of the "online mode".

Key initiatives to strengthen the safety culture

HSE Day	Awareness-raising programme targeting employees and contractors in order to share corporate HSEQ principles, objectives and results, as well as Lessons Learned to be acquired for the future. Due to the COVID-19 pandemic, physical attendance at initiatives was suspended, therefore, only one HSE Day meeting was held remotely for Gela Site employees. Since 2020, the method adopted for HSE Day includes a meeting to discuss HSE principles, where employees and contractors participate, as well as a workshop focusing on a specific topic (for example, "communication").
Lessons Learned	In 2020, 7 Lessons Learned were developed on Eni Rewind cases and then shared with Eni Inside Lessons Learned during the 90 regular HSE Takeaway meetings. The lessons learned represent a time of fundamental growth for workers. These involve documenting the lessons learned during or after the completion of an activity, to analyse the successes and failures of the entire work team, in order to provide a useful and convenient way to facilitate the progress of work or the organisation of subsequent work in an increasingly efficient and effective way. Lessons learned provide a better understanding of the errors to avoid and best practices to follow for a continuous improvement in HSE performance.
HSE Takeaway	Eni Rewind initiative to raise staff awareness on safety and environmental aspects, where HSE issues are shared informally in regular meetings, in a climate of debate and exchange of experiences. 90 meetings were held in 2020 involving about 250 people. On this occasion, the Environmental Lesson Learned inspired by Eni Rewind activities were shared.
Safety Pact	Subscribing by Eni Rewind and its contractors of a commitment that binds the parties to adopt and use a series of common tools identified with the aim of carrying out works under contract without significant occupational accidents or accidents, detecting the near misses sub-standard conditions for preventive purposes and permanently improving the safety culture and environmental management of contractors. Due to COVID-19, no new safety pacts were launched during 2020, but those already started have continued. In 2021, the Pact is expected to integrate environmental issues – becoming the Pact for Safety and the Environment – which will be signed at the sites in Pieve Vergonte, Porto Torres, Porto Marghera, Mining Sites, Ponte Galeria, Avenza, Cengio, Service Stations.
Leaderometro	Initiative adopted at the Brindisi and Porto Torres sites, focusing on increasing virtuous actions by staff aimed at becoming leaders in safety.
Safety Tours and Safety Walks	Safety awareness raising initiatives with site visits with employers, Delegated Managers and HSE representatives of Eni Rewind in addition to contractors.
Meetings with the Workers' Representative (RLSA)	Initiative launched at the end of 2020, aimed at strengthening the involvement and participation of all workers, through the RLSA, regarding the sharing of new issues stipulated by health and safety regulations.

Safety Pre-Sense

As part of the digital transition, a new analysis tool known as "Safety Pre-Sense" was adopted starting from 2021. The software being developed can analyse the accumulation of data and information related to accident events (occupational accidents, near misses, unsafe conditions/unsafe acts) recorded annually in the Eni database, in order to identify keywords and recurring patterns and then intercept the weak signals on which to intervene to avoid an accident occurring. The use of this new technology will allow for the capabilities of large-scale statistical data analysis to be strengthened, extending the possibilities of analysis beyond human capabilities, and an automatic alarm system will be able to highlight potential situations of accident risk in real time to allow for the implementation of preventive measures. The initiative has been introduced at the Brindisi and Gela sites.

Process safety

Process Safety is a management system to prevent and control accident risks, in order to safeguard the safety of people, the environment and assets during their life cycle. Specifically, Process Safety management provides proactive identification, assessment, prevention and mitigation for the release of materials and energy that could result from process or equipment malfunctioning, or the inadequacy of regulatory instruments, in accordance with the best applicable technical and safety standards.

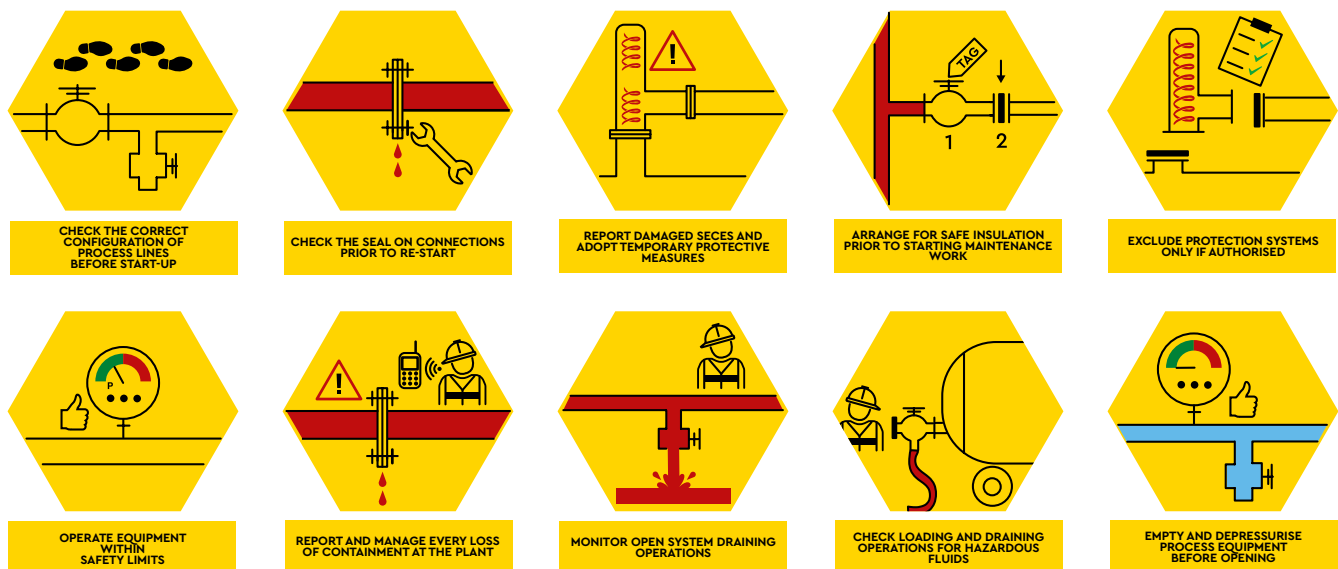
In line with the different nature of the hazards and risks associated with specific operational activities, Process Safety, which is based on accurate knowledge of the processes, is promoted and supported by a culture that is widespread at all levels of the organisation. As part of this process, training was also initiated for all personnel dedicated to the management of GTP plants on the fundamental aspects of Process Safety and some resources were specifically trained for the role of Auditor in Process Safety. Furthermore, the Company due diligence continued on groundwater treatment plants (GTPs) in line with Eni standards and main best practices, and, with a view to continuous improvement. In 2020, two Process Safety assessments were carried out at the subsidiary Ing. Luigi Conti Vecchi and the TAF plant in Brindisi, aimed at assessing the gaps in Eni Rewind plants in view of the transposition of the new Process Safety provisions.

Eni Process Safety Fundamentals

In 2020, Eni Rewind undertook to ensure the disclosure of Eni's PSF (Process Safety Fundamentals) mainly through promoters that were appropriately identified within Eni Rewind and the company Ing. Luigi Conti Vecchi. An online workshop was also organised, with the support of Eni, which involved numerous employees from operating units.

➔ [To find out more: Eni For 2020 - A just transition \(page 51\)](#)

The Process Safety Fundamentals



Emergency preparedness and response

Emergency preparedness is constantly tested through drills used to test response capacity in terms of plans, resources, means and materials and to identify appropriate corrective measures. Despite the pandemic having reduced the total number of drills carried out, Eni Rewind conducted over 100 drills, maintaining a high level of emergency preparedness and adapting the relevant methods for carrying them out, in agreement with management or the Authorities.

In 2020, two pre-alarm causes were recorded due to natural causes; one at the Pieve Vergonte site (flooding of the Marmazza River) and one at the Crotone site (flooding of the rivers adjacent to the site); in addition, a first-level emergency was recorded that was perceptible from outside the Assemini site (fire in perimeter areas).

Contractor management

With regard to the management of contractors at its sites, Eni Rewind has worked by integrating its HSE-SPP (Prevention and Protection Service) structure with Eni's Safety Competence Centre (SCC), which has provided approximately 35 resources that are used to coordinate and supervise site safety (including decommissioning and remediation of active and disused service stations). This structure has continued to oversee and support the process of improving the safety of companies, by encouraging them to focus on more functional and preventive management models. About 160 companies were monitored and the non-conformities detected (about 230¹) were subject to immediate corrective measures, while at the same time implementing the recognition and dissemination of good practices. About 160 companies were monitored and evaluated by the Safety Competence Centre, with almost 150 findings issued.



Industrial hygiene

In 2020, Eni developed and promoted activities aimed at strengthening the monitoring and control of risk factors in the workplace, in particular:

- I) participation in Eni working groups aimed at sharing the risk assessment approach;
- II) increasing knowledge on risk factors by ensuring alignment with the latest best practices in this field, through the implementation of a targeted training/information programme;
- III) Specific training for the resources involved in the field of Radiation Protection, regarding the new Law on Radiation Protection (Italian Legislative Decree 101/2020). The topics covered have helped to strengthen awareness on organisational roles' responsibilities in terms of their obligations.

Asset integrity

The asset integrity system, of fundamental importance for Eni Rewind, ensures that assets are managed effectively and efficiently for the protection of people, the environment and business continuity. In 2020, the company completed the census of its primary assets at sites, grouping them by HSE risk level, in order to continue implementing the measures necessary to ensure the highest safety standards.

¹ The number of findings is cumulative of the SCC activities and checks implemented by the HSEQ function.

Eni Rewind and the COVID-19 emergency

2020 was the year when the whole world was hit by COVID-19 related health emergency. Despite the rapidity and scope of the pandemic, Eni Rewind intervened promptly thanks to the synergies with Eni and the implementation of a consolidated Health, Safety, Environment, Security and Public Safety risk management model, in accordance with the regulatory, organisational and operational instruments (including the Protocol of 14 March 2020 between the government and social partners). The Company ensured the maximum protection of its people and suppliers and at the same time, ensured continuity in its activities that could not be suspended so as to protect environmental matrices (soils and water), as well as the management of waste generated by Eni's production activities. The health emergency related to COVID-19 has been addressed centrally by Eni through the establishment of the Crisis Unit, in which Eni Rewind actively participates. From the outset, strategic guidelines were defined for the coordinated and transversal management of the health emergency.



The actions undertaken to ensure safe operations during the crisis period mainly referred to:

- communication, information and constant training on HSEQ issues with the Employers in order to address the health emergency in a coordinated manner and promptly communicate any existing regulatory updates;
- the adoption of extraordinary smart working for workers who did not need to be physically present in the workplace and part-time for workers who follow non-interruptible activities (water treatment plants and other remediation/safety measures);
- the suspension of those activities (between 25-30%) that could be interrupted without impacting on the environment or public safety;
- the preparation of a contingency plan to identify substitute figures in the event of an entire team of a single plant being infected or in quarantine, as well as a plan to increase stocks of chemicals and consumables necessary to ensure continuity of operation;
- the delivery of Personal Protective Equipment for the COVID-19 risk and the measurement of body temperature at the entrance to work areas;
- the reorganisation of procedures for accessing workplaces and areas of aggregation;
- the integration and updating of Medical Emergency Response Plans (MERPs), Emergency Plans and Risk Assessment Documents (DVRs), informing workers;
- the continuity of the contractors activities and the supply chain in safety, so as to guarantee restarting, after the emergency situation;
- assurance of the activity verification process (remote audits).

Furthermore, a constant information campaign was delivered to all staff and contractors on the new provisions and good hygiene and sanitary standards to be followed.

Eni Rewind and the cooperation with the Sicily Region for leachate disposal in Gela

In the context of the local emergency actions taken by the Presidents of the Region to deal with the COVID-19 emergency, the Region of Sicily, considering the difficulties of transportation outside the Region, asked Eni Rewind whether it could use the water treatment plants at the Gela Site (TAS and the Industrial Organic facility) to dispose of leachate from "OFMSW" recovery plants and landfills that guarantee non-interruptible services for the island. Eni Rewind is working in conjunction with the Region following the Order issued in March 2020, (renewed twice), which authorises the TAS and Industrial Biological plants in Gela to dispose of the leachate, following a technical analysis that guarantees compliance with disposal parameters after treatment.

Environment



Why is it important to Eni Rewind?

Respect for the environment is central to Eni Rewind's vision of sustainable development, providing the leverage of an operating model that stands out for the efficient use and regeneration of natural resources and waste produced. For this reason, the Company is committed to ensuring that all activities are always carried out in accordance with international agreements and standards, in compliance with national laws, regulations and policies. As Eni's environmental company, during 2020, Eni Rewind implemented a specialist training programme and information and awareness-raising initiatives on environmental issues in order to strengthen its sector skills and disseminate good environmental practices, on a technical and operational level.

POLICIES AND OTHER REGULATORY INSTRUMENTS

"Sustainability", "Integrity in our Operations", "Eni Biodiversity and Ecosystem Services" Policies, Code of Ethics

MANAGEMENT AND ORGANISATION MODELS

Integrated health, safety and environment and quality management system: adopted by the organisation and certified to the OHSAS 14001:2015 standard for environmental management. Regulatory updating process with a focus on the Environment. Technical round tables for analysing and sharing experiences on specific environmental and energy issues

PROGRESS IN 2020

- Water: around a 20% increase in the volume of treated and reused groundwater vs. 2019
- Waste: increase to about 78% of recovered waste from total recoverable vs. about 59% in 2019
- Waste process digitisation project: Design and implementation of a timely tracking system for technical-economic data for each individual type of waste and automation of approval management processes

TARGETS

- Raising awareness: Promoting initiatives to raise the awareness of employees and contractors on HSE aspects and the importance of analysing and managing near-misses and unsafe conditions/acts (so-called weak signals)
- Water: water recovery through treatment in GTP plants and their reuse in production cycles or by re-injection into the groundwater, to reduce the use of water from nature
- Waste: Participation in the RENTRI trial; continue with the implementation of the project for the digitisation of environmental logistics

➔ [To find out more: enirewind.com](https://www.enirewind.com)

Environmental intervention - ISAF in Gela



Key initiatives to strengthen the environmental culture in 2020

Due to the nature of its mission, Eni Rewind is committed to promoting and strengthening an environmental awareness among all its people and in the companies with which it works, organising training opportunities and the exchange of experiences. Several initiatives were carried out on a remote basis in 2020 involving Eni Rewind colleagues.

Relay project

The Relay Project continues, which was introduced as an in-depth assessment on waste and storage management, focusing on the related environmental and safety aspects, and also included some training for a group of junior colleagues, who, with the support of more experienced colleagues in the sector, move from site to site (also on a remote basis) to pass on the baton of knowledge.

In 2019, the environmental relay was launched at the Gela site, moving from one site to another (Brindisi, Porto Torres, Assemini and Ferrara). In 2020, due to the health emergency, the baton was past virtually, at other Eni Rewind sites such as Mantua, Porto Marghera, Ravenna, Priolo, Manfredonia, Crotone, Cirò Marina, Avenza, Gavorrano, Pieve Vergonte and Cengio.

Environmental training events

The environmental training programme aims to increase and strengthen Eni Rewind's specialist skills in waste management, the remediation of contaminated sites, regulatory updates (e.g. discharges and emissions).

In 2020, in addition to the training programmes involving every employee within the scope of the courses provided by Eni Corporate University, specialised courses were provided on the following topics:

- waste management, a course on the basic elements, construction and management of waste deposits, document obligations, regulatory updates (Italian Legislative Decree no. 121/2020 "Landfills" and Legislative Decree no. 161/2020 "Waste") and the workshop on "Cross Contamination";
- remediation, with the basic course on the remediation of contaminated sites;
- Other environmental aspects, such as the basic course on the aspects relating to the main regulatory aspects on discharges and emissions.

Environmental awareness campaign

To promote environmental awareness among all Eni Rewind employees, a specific campaign was developed that included the distribution of leaflets with environmental messages. Furthermore, training "pills" were also created on the main regulatory aspects and concerning different environmental issues (water supply, water discharges, atmospheric emissions, etc.).

Team up for HSE

Eni's environmental company took part in the "Team up for HSE – Bring Your Inspiration" event, which brings together Eni's HSE managers to share ideas and specific work experiences, strengthening the environmental culture. In particular, Eni Rewind participated with a dedicated contribution illustrating its commitment to the regeneration of water resources, also through new technologies and efficiency solutions, and talking about the best practices developed at operational sites.



Supplier and business partner management

Eni Rewind has a HSEQ risk control system for all its services and processes in place to ensure that the activities are carried out in full safety, respecting the environment and human rights and in compliance with the Eni Code of Ethics. This control system is based on the regular monitoring of some indicators, operational field checks and audits scheduled throughout the value chain, in order to ensure the correct application of the integrated HSEQ management system.

In 2020, audits were carried out remotely, due to the health emergency, with the proactive collaboration of all site representatives.

Eni Rewind conducted sampling at operational unit sites:

- Internal HSEQ system audits, including: technical audit to ascertain the adoption and correct application of the HSEQ SGI (TA); verification of compliance with current HSE (VDC) regulations; quality audit (Q);
- HSEQ field checks, including: operational field checks (VO) → about 8 sites; operational site checks (VC) → about 2000 field inspections

Assemini salt pans

Eni Rewind pursues the objective of conserving the natural environment and biodiversity in order to protect ecosystems, by promoting good management practices. A virtuous example is represented by the Conti Vecchi salt pans (run by the Eni Rewind subsidiary Ing. Luigi Conti Vecchi SpA, in which Eni Rewind holds the entire shareholding), a unique and special place where the work of man and nature has blended harmoniously since 1931.

Situated in one of the most important wetlands in Europe, on the south-western coast of Sardinia, the Conti Vecchi salt pans play a significant role in stabilising greenhouse gas emissions and mitigating the impacts of climate change. Under the protection of the Ramsar Convention since 1977, which includes some 2,200 wetlands of strategic international importance for maintaining global biodiversity, these are the second largest functioning salt pans, extending over 2,700 hectares in the Macchiareddu-Assemini area, on the outskirts of Cagliari. In the natural oasis, the industry is present alongside several protected species of Mediterranean birds, 35,000 specimens of waterbirds belonging to fifty different breeds, including the pink flamingo, heron, hawk, duck and water hen. Here the flamingos have found the ideal habitat, and the colony numbers more than ten thousand specimens. The lagoon is also a Site of Community Interest (SCI) and is also part of the Natura 2000 ecological network.

Enhancing the cultural and landscape heritage, Eni Rewind has signed a partnership with the FAI (Italian Environmental Fund) to recover the historical and naturalistic value of the site, where industrial archaeology coexists with current production activities in full respect of the ecosystem. Opened to the public in 2017, the salt pans have been visited by about 50,000 people to date, and have a production capacity of about 400,000 tons of salt, intended for industrial and food use and de-icing.



Interview with Marco Magnifico

It has been 4 years since the opening of the Conti Vecchi salt pans to the public, with over 50,000 visitors. The partnership between FAI and Eni Rewind / Ing. Luigi Conti Vecchi has been renewed for another 3 years to enhance the asset. What are your current considerations and expectations? How are the salt pans positioned compared to other FAI sites?

The restoration and enhancement experience at the salt pans still represents a unique asset of the Foundation today: it is in fact the first example of management, narration and promotion of an entrepreneurial, historic and innovative project, in an extraction location that is still producing and immersed in a specific natural context. A new type of Asset, with characteristics and potential that have anticipated development in cultural-tourist terms that differs from that of the North-East coast of the island, and allowed us to reach a broader and more varied audience focusing particularly on younger people, children and families. One of the most significant aspects of the project is certainly represented by Eni's intention to open up its history and contemporaneity to the community, with an approach of mutual trust and sharing that has been highly appreciated by the public, as shown by the entrance numbers, one of the highest percentages of FAI subscribers in Italy, and one of the first places to be visited by foreign visitors on one of the most important tourist hospitality platforms.



Marco Magnifico
FAI Executive Vice President

Over a year marked by the COVID emergency that has seen museums suffering greatly. In what way has the utilisation of the Asset changed and how do you envisage the post-COVID restart?

It was a difficult year, but it offered us an opportunity to rethink the basics regarding visits to our assets, offering a warm welcome and many new ideas and activities for our visitors. The result of this challenge has certainly been positive: we have rediscovered the value of an even more intimate visiting experience that has allowed us to establish an even stronger relationship of trust with our visitors. For the museum section, the salt pans have been equipped with all the security devices required by national legislation, we have analysed the maximum possible capacity in each environment and the entry flows to the Property have been restricted; we have designed an offering of daily visits that provided for multiple guided tours at the same time, thus being able to manage groups with very limited numbers, while at the same time being able to accommodate as many people as possible. Capacity on the train that tours the industrial and natural areas has been reduced by 50% so that you can enjoy a slow and immersive experience on the industrial site, while maintaining safety distances on the train.

Who are the FAI visitors, in terms of age group, gender and region of origin? Are there any differences between "natural" and "artistic" sites? Has the lower mobility rate due to COVID, increased visits within the region?

Our public is diverse and seasonal, with 70% of visitors comprising locals from Southern Sardinia; of this percentage, about 25% was represented by schools, from all over the region, of every type and grade. We have a dedicated educational offering in their regard managed by specialised museum operators. The remaining 30% is represented mostly by Italian tourists (from Lombardy, Piedmont, Veneto and Lazio), that visit us mainly in the summer. The lower mobility rate has certainly increased the influx of locals. In 2020, thanks to a much broader offering of visits, we managed to reach our targets. Our visitors comprised naturalists (we provided discussions for them on the flora and fauna, in cooperation with expert ornithologists and botanists), families (here we organised educational workshops and recreational activities such as the rediscovery of traditional games), fans of history, the identity-linked value of the place and industrial archaeology (with discussions, insights and comparisons offered on the history of the salt pans provided by former salt miners, inhabitants of the Macchiareddu village and representatives of the salt community in discussion with the salt miners and protagonists of today's salt works). Finally, we opened up the museum in the evening to younger audiences, offering them the opportunity to enjoy theatre readings in the evocative setting of the former mechanical workshop, observing the starry sky with professional astronomers and photography workshops that are highly appreciated for the breathtaking views characterising the salt pans at sunset.

Human Rights



Why is it important to Eni Rewind?

Respect for human rights is an integral part of Eni's culture and is based on the dignity of every human being and the responsibility of businesses to contribute to the well-being of individuals and local communities.

In accordance with Eni, Eni Rewind considers respect for human rights to be an integral part of its internal regulatory system.

A prerequisite for the fair energy transition, this approach is rooted in Eni Rewind's business model and steered by Top Management, which incorporates it in the company's culture. Commitment starts with relationships with employees and extends to local communities, governments, suppliers and business partners, as well as security activities and workers' rights. This commitment is also confirmed by our adherence to the 10 principles of the Global Compact and in the fact that Eni is recognised among the Lead companies of the initiative.

POLICIES AND OTHER REGULATORY INSTRUMENTS

"Sustainability"; "Our People", Our Partners of the Value Chain"; "Integrity in our Operations", "Global Compliance" policies, Code of Ethics, 231 Model

Human Rights Governance

Eni's approach to human rights is integrated into its Mission and is explained in detail in the Eni Declaration on the respect of human rights, approved by the Board of Directors in December 2018. This highlights the priority commitment areas and in which regard Eni exercises full due diligence, following an approach developed in line with the United Nations Guiding Principles on Business and Human Rights (UNGPs). This commitment is reiterated in the Code of Ethics, updated in 2020, and supported by the commitments required from suppliers regarding respect for human rights within the Supplier Code of Conduct, also adopted in 2020. A detailed description of Eni's commitment and performance regarding respect for human rights can be found in [Eni for Human Rights](#).

The new "Together" industrial relations protocol signed in 2020 by Eni and Italian trade unions, in support of the energy transition process

Human rights in the workplace: industrial relations

Respecting the rights of people working at Eni is fundamental for Eni and its subsidiaries – including Eni Rewind – in order to build mutually satisfactory and lasting relationships. Eni's Industrial Relations model, which it also carries out on behalf of all its subsidiaries, is based on agreements that identify how information is shared with workers' representative organisations, defined at national and international level: these include two at European level, the European Works Council and the European Workers' Health and Safety Observatory in Eni and a global one, the Global Framework Agreement on International Industrial Relations and Corporate Social Responsibility (GFA), renewed in 2019. Based on this agreement, Eni and the signatory trade unions confirmed their joint commitment to promoting sustainable development and raising awareness among employees and contractors on the respect for human and labour rights. With a view to the transition to a more sustainable model from a business and people perspective, the new "Together" industrial relations protocol, signed in 2020 by Eni and Italian trade union organisations, also supports the energy transition process.

Assessment model for human rights risk at the workplace

In 2020, a pilot was carried out on the assessment model for the human rights risk at the workplace referring to certain subsidiaries, including Eni Rewind. This involves a "risk-based" model, which segments Eni companies according to specific quantitative and qualitative parameters that represent the characteristics and risks specific to the country/operating context and are linked to the human resources management process, including combating all forms of discrimination, gender equality, working conditions, freedom of association and collective bargaining. This approach identifies possible risk areas or improvements, requiring specific actions to be defined and monitored over time.

Human Rights training activities

In 2020, mandatory training continued for managers and executives (Italy and abroad) on the 4 specific modules of the human rights course (i) in the workplace; (ii) in the communities that host Eni activities; (iii) in the security services; (iv) in commercial relations (with suppliers, contractors and other business partners). There has been an excellent rate of usage over the last year in relation to registrations. In addition to the specific course on human rights, other courses on sustainability and human rights topics are accessible to all employees, such as "Sustainability in terms of stakeholders, reporting and human rights", "Sustainability and integration with business" and courses on the SDGs. Finally, a training course on the new Code of Ethics adopted in 2020 was introduced. This involves a video in which the Eni CEO and the Director of the Integrated Compliance function introduce the structure of the new Code and the main changes.

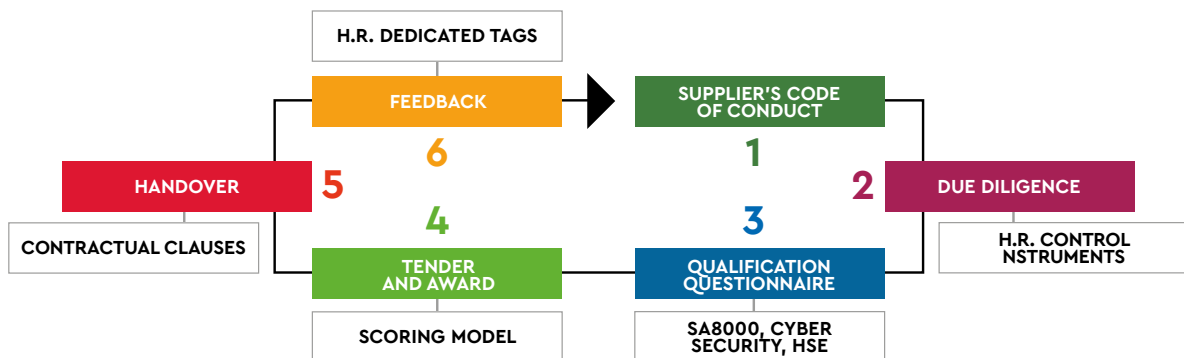
Human rights and security

Eni Rewind manages its Security operations in compliance with international principles, which are also stipulated in the Voluntary Principles on Security & Human Rights, which Eni subscribed to in 2020. In line with its commitment, Eni has designed a consistent set of rules and tools to ensure that: (i) contract terms and conditions include provisions on respect for human rights; (ii) security service providers are selected, inter alia, on the basis of human rights criteria; (iii) security operators and supervisors receive appropriate training on respecting human rights; (iv) events considered most at risk are managed in accordance with international standards.

Supplier and Business Partner management

The supply chain plays a key role in fulfilling the corporate social responsibility and human rights commitments of Eni and its subsidiaries. For this reason, Eni has adopted a model for assessing and monitoring respect for human rights, based on international standards such as the SA 8000 standard, aimed at raising awareness and involving suppliers in the process of preventing and mitigating risks throughout the procurement process. The adoption of this model also guarantees constant monitoring in the Eni Rewind Environmental Procurement function, and relations may be suspended if the established and agreed standards of acceptability are not met.

Monitoring procedures to ensure human rights are respected in the procurement process



The Model, which is the same one promoted and adopted by Eni SpA, envisages the strengthening of human rights safeguards based on:

1 Supplier Code of Conduct: published in 2020, outlines the principles contained in the Code of Ethics referring to suppliers, who are required to sign them during the self-application/qualification phase or the awarding of contracts, recognising and protecting the value of people and prohibiting any form of discrimination.

2 Introduction of Human Rights in Due Diligence: introduction of search strings for keywords, dedicated to possible human rights violations in the reputational analysis of counterparties.

3 Qualification questionnaire: verification of professionalism, technical-operational capacity, ethical, economic and financial reliability, health, safety, environmental protection, respect for human rights, when completing a specific section based on the SA8000 standard and cyber security to minimise the risks inherent to operating with third parties.

4 Definition of minimum requirements for suppliers to protect human

rights necessary for the evaluation of bids (scoring model) and consequent awarding of the tender. Highlighting the contract clauses to ensure human rights are respected, providing for the possibility of conducting specific audits on suppliers' activities.

5 Handover: transmission of all the necessary information to the contract manager, including an indication of the contract clauses included to protect human rights, in order to provide for the optimal management of the contract, also in relation to the protection of human rights.

6 Feedback: if critical issues should emerge, improvement measures need to be implemented or, if the minimum standards of acceptability are not met, limitations or prohibitions are placed on the invitation to tender. Inclusion in the system of dedicated Tags, in order to periodically detect which reports have resulted in measures regarding the supplier and in respect of which human rights violations.

Transparency and anti-corruption



Why is it important to Eni Rewind?

Improving governance and transparency of the sector in which Eni Rewind operates is essential for promoting the good use of resources and preventing corruption. The repudiation of corruption has been one of the fundamental ethical principles of Eni's Code of Ethics since 1998, and for this reason Eni Rewind has adhered to Eni's complex system of rules and controls aimed at the prevention of corruption offences (the Anti-Corruption Compliance Programme).

POLICIES AND OTHER REGULATORY INSTRUMENTS

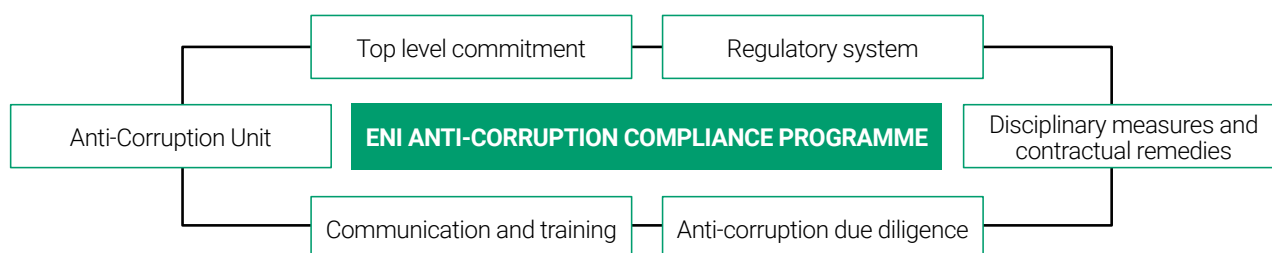
"Anti-Corruption" Management System Guidelines; "Our Partners of the Value Chain" Policy; Eni's position on contractual transparency; Code of Ethics

MANAGEMENT AND ORGANISATION MODELS

Eni SpA's Anti-Corruption Compliance Programme, certified to the ISO 37001:2016 standard; Integrated management system; 231 Model

The Eni Anti-Corruption Compliance Programme

In line with the principle of "zero tolerance" expressed in the Code of Ethics, Eni has adopted a complex system of rules and controls aimed at the prevention of corruption offences: the Anti-Corruption Compliance Programme.



The core of this programme lies in the commitment of Eni's top management and all internal regulations, in particular the Anti-Corruption Management System Guidelines, which Eni makes available to staff to prevent and combat the risk of corruption. All subsidiaries, in Italy and abroad, adopt all the anti-corruption regulatory instruments issued by Eni SpA based on resolutions passed by their respective Board of Directors. Since 2010, the programme has been implemented by a dedicated organisational department (Anti-Corruption Unit) which is responsible for providing specialist anti-corruption assistance to Eni and its subsidiaries.

In order to prevent possible criticalities, the Compliance Programme provides for the execution of an anti-corruption due diligence on counterparties at risk, to assess the integrity, professional reliability and reputation of potential counterparties.

Training activities

Another pillar of the programme are the anti-corruption training activities:

- e-learning courses, online courses for the entire company population;
- general workshops: training sessions for resources with a medium/high risk of corruption;
- job-specific training: training sessions generally carried out together with the general workshops and aimed at professional areas with a specific risk of corruption.

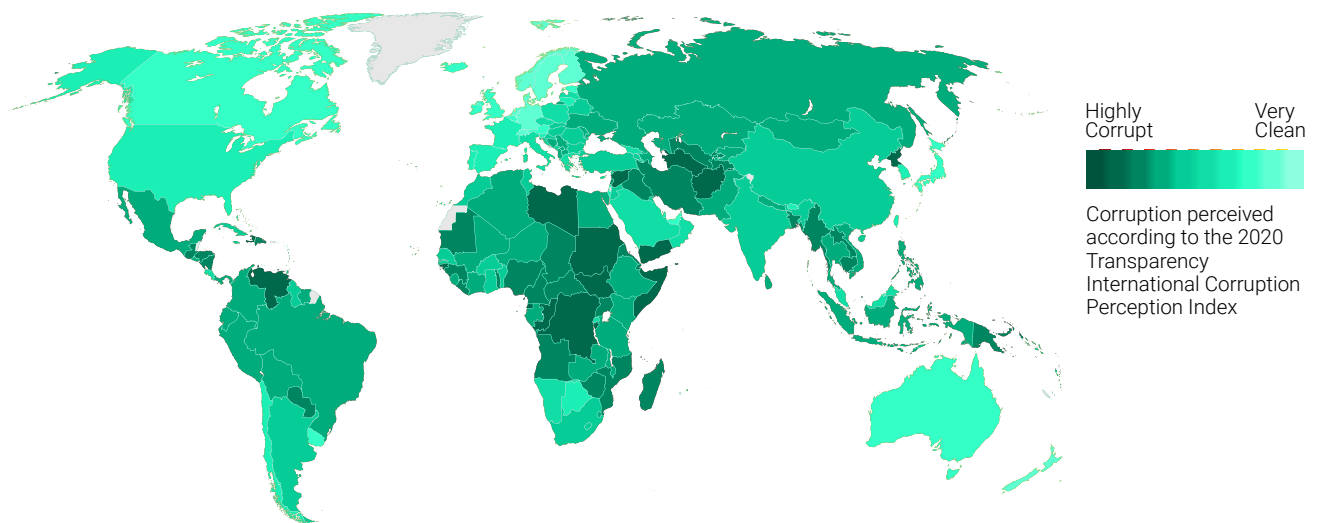
To optimise the identification of recipients of training initiatives, a methodology has been defined for the systematic segmentation of employees based on their risk of corruption level according to specific risk drivers such as country, position, professional family. Information and periodic

updating activities also continued based on short compliance information pills, which also included any anti-corruption issues. Due to the emergency, the 2020 training events were carried out remotely, with information and periodic updating activities on compliance and anti-corruption issues also continuing.

Reporting management

Furthermore, since 2006, Eni has adopted internal regulations aligned with national and international best practices as well as Italian legislation on the subject (Law 179/2017), which governs the process of receiving, analysing and processing reports (so-called whistleblowing) received, even in a confidential or anonymous format, from Eni and its subsidiaries, including Eni Rewind, in Italy and abroad. This regulation allows employees and third parties to report facts pertaining to the Internal Control and Risk Management System that relate to behaviour breaching the Code of Ethics, laws, regulations, provisions of authorities, internal regulations, 231 Model or compliance models for foreign subsidiaries that can cause damage or prejudice, even to Eni's reputation. In this regard, dedicated and easily accessible information channels have been established, which are available on enirewind.com [To find out more: enirewind.com](#)

Corruption perception index 2020



[To find out more: Eni For 2020 - A just transition \(pages 68-70\)](#)

Memoranda of legality

In order to counter attempts to infiltrate organised crime into the contracts and subcontracting of remediation sites, Eni Rewind and the Prefectures promote the Memoranda of Legality, subject to approval by the Ministry of the Internal Affairs. In particular, the legal instrument is applied in the more complex sites, including Pieve Vergonte, Brindisi, Crotone, Gela. All institutional stakeholders participate in the Memoranda of Legality, aiming to guarantee legality and transparency in environmental remediation activities, as well as continuous monitoring of sites by law enforcement agencies.

Among the commitments envisaged, occupational safety is of particular importance, and Eni Rewind ensures that the conditions of employment of workers, their health and the protection of the environment are effectively safeguarded.



rewind

remediation & waste into development