



Community engagement and other processes to ensure respect for host communities rights

Eni's subsidiaries/districts are responsible for stakeholder engagement at an operational level and it must be part of the strategic process when designing a new operation/project, before any on-field activity starts. Eni's internal regulations recognize that local stakeholders should be engaged through **information campaigns and interactive consultation processes that should** be carried out from the conceptual design of a project up to operations, including **public consultations**. Consultations are also an opportunity for sharing and informing communities on Eni's approach to human rights and sustainability, in general, recalled in the Code of Ethics, in our Sustainability Policy and in the Eni's Statement on respect for human rights. As for the latter, Eni's procedures recognize the importance of involving **vulnerable groups**, adopting special tools and precautions such as:

- Pre-consultation where possible,
- Identification of appropriate representatives,
- Identification of priority issues,
- Attention to cultural appropriateness,
- Sharing responsibilities with government for disclosure and consultation.

Whenever Eni operates in a host territory, the involvement of local residents is promoted through information sessions and community meetings. Moreover, the tools for the management of complaints, stakeholder mapping and participation in the management of social development projects are adopted.

It is worth mentioning that, following three years of work, Eni has developed in 2017 the "Stakeholder Management System" (SMS). This tool is designed to support the management of relations with stakeholders in the territories where Eni operates. SMS is a web-based platform where all interactions with stakeholder. The system allows us to take care of our stakeholders by collecting, prioritizing and managing all requests concerning sustainability issues arising from stakeholders. Relevant stakeholders must be met at least once per year. The system has a special

section dedicated to requests related to Human Rights protection, which can be sorted by topic, territories or categories of stakeholders.

SMS also allows us to monitor all the grievances related to Eni or its contractors which are sent by local communities, individuals or indigenous or vulnerable groups: each grievance as well as each request is registered and monitored from its receipt to its resolution.

SMS is already used in upstream operated production and development activities in Angola, Congo, Ghana, Egypt, Italy, Mexico, Myanmar, Nigeria, Mozambique, Pakistan, UK, USA, and in several other countries for exploration activities (i.e. Montenegro, South Africa, Oman). Starting from the second half of 2019, SMS will be mandatory for tracking and monitor stakeholder relations.

During 2018 SMS registered over 2500 stakeholder mapped, 336 requests mainly related to local development and local content. Only 8 Human rights requests were raised at local level (9 at company level). They were mainly related to issues of compensation for loss of land or impacts on fishing activities

As reported in [Eni's Annual Financial Reports](#), relevant consultation activities with local communities have been carried out. Over the last four years:

2017

Consultation activities with the authorities and the local communities for planning, management and realization of initiatives for the community in Congo, Iraq, Egypt, Nigeria. Public consultation in permitting and operative processes were also carried out in Myanmar, Mozambique, Montenegro, Mexico, Kazakhstan and Ghana.

2016

Consultation activity with local communities concerning resettlement and livelihood restorations in Mozambique, Kazakhstan and Ghana.

Public consultation in permitting processes in Myanmar, Mozambique, Ghana, and Egypt.

Publication of the local Sustainability Report in Gela.

2015

Consultation activity with local communities concerning livelihood restorations in Kazakhstan and Ghana.

Public consultations on business projects in Mozambique, Italy and Myanmar

Workshop for sharing the Local Report "Eni in Basilicata" with local stakeholders

2014

Public Consultation Forum for activities in Nigeria, Kenya, Mozambique, Norway, Italy and Russia.

Box

In March 2016, Eni Myanmar and the DIHR, collected information about the socio-economic and environmental context and carried out field activities including consultations at major villages located in the area envisaged by exploration activities, through which major areas for improvement and appropriate actions to prevent and mitigate the identified risks were defined. The consultations involved a set of more than hundred fifty people selected to be representative of the community's social structure, through both focus groups and individual interviews. During these field activities meetings were also held with a number of local organizations, active in the area of the impacts of oil and gas operations, advocacy initiatives for the rights of farmers, as well as wider development programmes in the region.

Eni commitment to Indigenous People

Eni's policy commitment to promoting forms of free, prior, informed consultation to host communities becomes especially crucial when dealing with relations with indigenous communities. The [Eni Norge Indigenous People Policy](#) was signed in 2013. This Policy includes a commitment to "establish an effective and inclusive framework for the free and informed participation of Sami People in the consultation process, based on their social and cultural values and on the disclosure of all relevant information in the local language".

In the [Eni Australia Indigenous People Policy](#) signed in 2007, Eni commits to "establish an effective and inclusive framework for the free and informed participation of the Indigenous People in the consultation process, cognizant of their social and cultural values, and the provision of information about our activities in local languages and through appropriate communication methods".

Open and transparent engagement with the local indigenous community has been one of Eni's focuses since the very start of the Blacktip Project, from its planning to construction and now during its operational phase.

In 2018, within the activities of the [HRBWG](#), a comprehensive mapping of the Indigenous People living in areas where Eni has operations in place was completed, to further improve on this area and allow the adoption of the necessary measures to not infringe human rights of this vulnerable group.

[The Blacktip Project](#)

This project's facilities comprise an unmanned production platform, an offshore pipeline of approximately 110 km **connected to the onshore Yelcherr Gas Plant** ("YGP") located **near the community of Wadeye in the Northern Territory**, within an Aboriginal Land Trust administered by the statutory body Northern Land Council (NLC). In order to access and utilize the land, a long-term lease was negotiated at the start of the Blacktip Project. Agreements setting out the terms of this lease included an Indigenous Land Use Agreement (ILUA) and were signed in 2006, with the construction of the Yelcherr Gas Plant commencing shortly thereafter; the first gas was produced in 2009.

The ILUA and other relevant agreements protect native title rights and indigenous cultural heritage, and allow Eni to access and utilize the site where the YGP is located. The agreements were negotiated by the NLC on behalf of the traditional owners.