



Quality Policy

Energy Evolution

The Energy Evolution Business Group, in line with Eni's strategies and general objectives for improving Eni's competitiveness, considers focusing on the customer, the consolidation of a culture of quality and the continuous improvement of products and company processes to be fundamental elements in pursuing the sustainable development of its activities in the reference markets.

The Energy Evolution Quality Policy is inspired by the principles of Eni's Mission based on the 17 Sustainable Development Goals (SDGs) of the United Nations and pursues the following objectives:

- To promote the central role of the customer
- To promote a culture of quality at all organisational levels
- To continuously improve product and service quality
- To continuously improve process effectiveness and efficiency
- Sustainable development
- To analyse the operational context
- To focus on stakeholders
- Risk-based thinking
- Internal and external communication

The Energy Evolution Business Group is committed to ensuring the following:

Product/service quality: all processes are structured so that each product/service is provided in compliance with the expressed and implicit needs and expectations of the customer, to ensure their satisfaction and loyalty.

Integrity: Eni's mission is based on the founding principles of responsibility, integrity and transparency. Those concerned constantly receive training so that all activities are carried out in a way that ensures impartiality, objectivity of judgment, correctness and confidentiality.

Profitability and sustainable development: the definition of company processes is inspired by long-term profitability objectives, combining the logic of profit with an awareness of the values of responsibility towards the community, environmental protection, the protection of public safety, and the health and safety of all employees. These principles represent one of the Eni's points of reference in conducting its activities in the countries in which it operates.

Compliance with technical, administrative, legal and corporate rules and standards: products, services, processes and technological solutions are

developed in compliance with national and international laws, regulations, internal rules and standards in order also to ensure user safety.

The Definition of commitments and objectives: specific improvement objectives with regard to the responsibilities held and the contribution of each person in relation to the general objectives of the company are identified annually, in the framework of the relevant activities.

Resource training and expertise: the necessary resources are made available within each function and each person is put in a position to understand and pursue the assigned targets through training activities and participation in awareness-raising events on the importance that each activity represents in terms of achieving the company's objectives.

Monitoring and benchmarking: improvement is sought by monitoring company performance. In this regard, performance indicators for each process are defined and methods of data collection and analysis established in relation to the products and services provided.

Customer service & care: all organisational units are systematically involved, on the basis of needs and skills, in resolving any complaints and assistance problems stemming from customer needs.

Context analysis: the list of internal and external representatives is periodically monitored and updated and an analysis of their expectations is an integral part of the priority assessment process, in order to contribute to the comprehensive definition of relevant courses of action.

Emphasis on stakeholders: context analysis also serves to build balanced relationships within Eni, favouring cross-functional dialogue and positive interaction between customers, suppliers, institutions, shareholders and other stakeholders with a view to supporting and guaranteeing the sustainability of corporate value over time.

Risk and opportunity analysis: risk-based thinking is a strategic tool where awareness and control are concerned, with a view to both mitigating all corporate risks and identifying and consolidating market opportunities, as well as improving results and processes.

Communication: finally, as part of the various processes, internal and external communication flows are defined in order to ensure the availability of information relating to the products and services provided to all interested parties.

Each person working within the Energy Evolution Business Group has the skills, knowledge and experience to allow them to resolutely pursue these objectives by leveraging consolidated and shared values.

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