



**GLOBAL FRAMEWORK AGREEMENT ON
INTERNATIONAL RELATIONS AND
CORPORATE SOCIAL RESPONSIBILITY**

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**GLOBAL FRAMEWORK AGREEMENT ON INTERNATIONAL
INDUSTRIAL RELATIONS AND CORPORATE SOCIAL
RESPONSIBILITY**

On June 21 2019, between

Eni SpA



and

IndustriALL Global Union.

Filctem CGIL

Femca CISL

Uiltec UIL



the following was agreed:

1. INTRODUCTION

The international economic and social context in which Eni operates is overshadowed by a continuous debate on corporate social responsibility. Globalisation has caused major structural changes in business activities worldwide and put sustainable development issues at centre stage.

Sustainable development in its three dimensions – social, economic and environmental – is fully integrated in Eni’s governance system.

In conducting its activities as a global energy company and those with its business partners, Eni stands up for the protection and promotion of human rights, in accordance with international regulations and conventions.

Eni, which has over 31.000 employees in about 67 countries around the world, is an integrated energy company: it is a key player in the exploration, refining and sale of petroleum products, development and extraction of oil and natural gas, in the procurement, supply, trading and transport of natural gas, LNG, electric power, fuels and chemical products.

IndustriALL Global Union represents 50 million workers in 140 countries in the mining, energy and manufacturing sectors and is a force in global solidarity taking up the fight for better working conditions and trade union rights around

the world. IndustriALL fights for another model of globalization and a new economic and social model that puts people first, based on democracy and social justice.

The political, economic and social scenario, the key demands of stakeholders, and the evolution of the institutional and regulatory framework, compel Eni and trade unions to identify the core priorities used to define sustainability objectives and common strategies, based on integrity and transparency principles, the fight against corruption, respect for human rights and for the work, and people's health and safety.

All these principles and actions must be done in full consistency with the national and company-level collective agreements, signed by Eni with the trade union organizations recognized by IndustriALL, also in order to prevent social and contractual dumping, in respect to the fundamental international labour standards.

The search for a corporate growth model that combines development and competitiveness and, at the same time, promotes the focus on human rights, sustainable business growth, safety standards and care for the environment and health of their communities, has always been a key element of the corporate dialogue between Eni and Workers' Representatives and played a decisive role in the Model of Industrial Relations that the Parties have been able to develop over time.

Since 2002, when the first Eni Global Framework Agreement was signed, Eni and IndustriALL have been working together in a constant dialogue based on the mutual interest in promoting and implementing socially responsible behaviour. They have done so by sharing and applying a set of fundamental values and principles of human and labour rights, each within their own spheres of influence, including protection for workers, equal opportunities, and respect for socio-cultural diversity of the countries where Eni operates.

With this renewed global framework agreement, the Parties reconfirm their commitment to fundamental human and worker rights, responsible development and the protection of the environment, and to provide a new momentum to strengthen their shared principles and objectives.

2. SCOPE OF APPLICATION

This global framework agreement covers all Eni's subsidiaries throughout the world. In case of a merger or an acquisition of a new company where Eni holds majority control, this new entity will be covered by the provisions set out in this agreement.



3. PRINCIPLES AND FUNDAMENTAL RIGHTS

With this agreement and in compliance with industrial relations agreements signed at national and international levels and under the auspices of the European Works Council, the signatory Parties recognise the inalienable human rights of all individuals, without distinction, by virtue of their belonging to humankind.

They pledge to respect the principles of the Universal Declaration of Human Rights (1948), the Declaration on the elimination of all forms of discrimination against women (1967), the Declaration on the rights of the child (1959) and International Covenant on Civil and Political Rights (1966).

Eni adheres to the principles of the fundamental ILO Conventions, the OECD Guidelines for Multinational Enterprises, the United Nations Guiding Principles on business and human rights (2011), the ILO Declaration on Multinational Enterprises revised in 2017 and the principles of the UN Global Compact, that constitute the appropriate tools for responsible, ethical and moral behaviour in business operations.

Furthermore, the commitment of Eni towards the aforementioned principles is confirmed in the following Company's documents:

- Eni Code of Ethics;
- Eni's Statement on Respect for Human Rights, approved by Eni's Board of Directors in December 13, 2018, which lays out Eni's vision, aims and approach to human rights as well as its standards and commitments aimed at meeting its internationally recognized responsibilities;
- Eni Suppliers Code of Conduct, which describes the expectations of Eni with regards to minimum requirements and expectations that all its Suppliers are required to meet, in order to continuously improve their activities and services;
- Eni Slavery and Human Trafficking Statement 2018, which describes the steps taken by Eni during 2018 to prevent slavery and human trafficking in its supply chain or in any part of its own business.

Furthermore, Eni is one of the founding partner of the Oil and Climate Change Initiative (OGCI), an initiative founded in 2015, headed by the chief executives of the oil and gas companies that want to lead the industry's response to climate change.

3.1 Respect and Promotion of Human and Labour Rights

Eni is committed everywhere within its own sphere of responsibility to supporting and complying with the principles enshrined in the international instruments mentioned below. Eni is committed to respect local laws in the operation of its own activities. In case of potential divergence between local and international standards, Eni seeks solutions that provide the best protection for its employees.

In particular, Eni is committed to recognizing:

- ***Protection of dignity, equal opportunity and non-discrimination - ILO Conventions 100 and 111***

Respect is guaranteed for the dignity of all individuals and equal opportunity and treatment without any distinction on the basis of race, colour, gender, language, religion, nationality, political opinion, sexual orientation, social status, disability, age or other condition of the individual unrelated to the prerequisites for performing the work.

In accordance to the provisions of ILO Convention No. 100, Eni is committed to ensuring equal pay for men and women for work of equal value.

Eni is committed to preventing any kind of discrimination, providing the same opportunities for all and ensuring a non-discriminatory work environment free from any kind of harassment and oppression. Respect for equal rights is also guaranteed by the application of internal hiring systems and procedures based on the development of skills and merit.

- ***Protection of the rights of minors - ILO Conventions 138 and 182***

Child labour is prohibited, and their right to be protected from economic exploitation and full completion of their education is guaranteed. Eni prevents any form of work by children under the age of 15 and ensures that teenagers under the age of 18 are not employed in hazardous jobs.

- ***Prohibition of forced or compulsory labour – ILO Conventions 29 and 105***

Work or service exacted from a person under menace of penalty or which this person has not offered to perform voluntarily is prohibited. Slave labour or work performed by prisoners is also banned.

- ***Freedom of association and right to collective bargaining – ILO Conventions 87 and 98***

In compliance with the core labour standards enshrined in the ILO fundamental conventions, all workers are guaranteed fundamental trade union rights, particularly the right to organise, the right to collective bargaining and the right to join labour organisations of their own choosing without distinction, interference or prior authorisation for protection of their own employment interests.

Eni is committed to treat unions positively, and refrain from all anti-union activities and to remain strictly neutral concerning employee preference to join, remain with, transfer, or abandon their relationship with a union organization.

- ***Non-discrimination against workers' representatives – ILO Convention 135***

Workers' representatives must not suffer any discrimination in connection with their representation activity. In accordance to the provisions of ILO No. 135, Eni is committed to afford the envisaged facilities to workers' representatives in order to enable them to carry out their functions promptly and efficiently.

Employee/union representatives shall have a reasonable access to the workplace.

- ***Maternity protection – ILO Convention 183***

In all countries where it operates, Eni applies the minimum standards envisaged by the ILO. In particular, when maternity leave is already guaranteed by local law and/or any company agreements, regulations and practices are less than what is guaranteed by law, Eni applies the provisions of ILO Convention 183 which allows maternity leave for at least 14 weeks and the payment of maternity benefits during leave of at least two-thirds of the remuneration received during the previous period.

Eni considers that the promotion of measures which support parenthood is of fundamental importance.

Maternity protection is a fundamental value for Eni in order to safeguard the health and safety of the mother and child and for the equality of all women in the workforce.

To support parenting, Eni also guarantees working father and mother with a period of leave of 10 working days with a payment for the same period equal to 100% of their annual salary.

- ***Vocational guidance and vocational training in the development of human resources - ILO Convention 142***

Eni recognises and promotes development of the abilities and skills of each employee, on an equal basis and without any discrimination whatsoever, and encourages the development of personal professional skills in order to realise one's own potential in a positive and participatory climate.

Eni also recognises that training is key to the development of awareness and a strategic element for achieving business objectives and, therefore, provides its employees with the means to acquire, maintain and develop their skills.

Eni is committed to comply with the laws, regulations and human rights pursuant to international regulations and conventions also in relation to suppliers, contractors and subcontractors, employees working under contract, agents or consultants.

Any violation, including employees' safety and health violations, of environmental or human rights protection laws that are not remedied will result in termination of the relationship in compliance with contractual obligations.

- **Combatting Violence and Harassment in the workplace**

The parties will not tolerate harassment, violence or mobbing of any kind, whether inside the workplace, which is any place where employees perform work activities, or outside the workplace with respect to the professional relationships established during the course of work activities.

Any form of violence or harassment, either sexual or based on personal and cultural diversity is forbidden, without exceptions.

- **Human Rights Due Diligence**

Eni will carry out human rights due diligence in its activities.

It is committed to designing, implementing and reporting on its Human Rights Due Diligence process to ensure its alignment with the UN guiding Principles on Business and Human Rights. It pledges to regularly assess and monitor actual human rights impacts and identify customised strategies and mitigate these impacts.

Eni is committed to providing remediation in case of adverse human right impacts it might have caused or contributed to in any of its activities.

The Parties recognize that the effective implementation of a Due Diligence System represents a key factor for the respect of human rights.

3.2 Respect of Stakeholders

Eni intends to respect all stakeholders with whom it interacts in operating its own business activities, convinced that they represent an important asset for the company. It confirms respect for trade unions and workers' representatives, and relevant parties for the correct development of its business.

In particular:

- **Eni's employees**

Eni promotes working conditions based on achieving maximum organisational well-being and behaviour conducive to respect for the dignity of all people at the workplace.

Eni prohibits any form of violence or molestation relating to personal and cultural diversity, and it has implemented specific regulatory tools that employees and others may use to send whistleblowing reports, including anonymous reports, of problems involving the internal control system or other matters in violation of its Code of Ethics.

Furthermore, Eni offers a fair remuneration and provides a safe and healthy working environment as well as working conditions in line with international standards.

Eni's business model is based on skills, an asset that is built up over time and with dedication and which increases its value in the long term. In line with the evolution of the business, which is looking to a low-carbon future, the program for updating internal skills is essential to ensure their constant alignment to business needs. The parties recognize the importance of secure employment for the benefit of both individual and society.

- **Local communities**

Eni interacts with the local communities in the territories where it operates, basing its relations on fairness, transparency and continuous dialogue to create value and opportunities for sustainable local development. According to Eni's Statement on Respect for Human Rights, Eni informs and engages local communities by promoting free, prior and informed consultations, with the purpose of considering their legitimate expectations in conceiving and conducting business activities, including community investments. In this

regard, it has implemented grievance mechanisms to receive and manage local complaints and facilitate prompt identification of them. Consistently with the provisions of the Eni Code of Ethics and in view of active and responsible involvement, these mechanisms consider local cultural mores and propose tools for settlement of the needs represented by local communities.

- **Ethical behaviour in business relationships**

All Eni activities, worldwide, have to be operated with honesty, integrity and compliance with the law. Eni employees have to abide by the principles set out in the Eni Code of Ethics. That Code is considered the fundamental tool for guiding conduct, governing relations with the various stakeholders in a responsible manner, and contributing to transformations in the communities where Eni operates, with growing attention to human rights and sustainability issues.

- **Cooperation**

Eni is committed to promoting the quality of life and socio-economic development of the communities where it operates, inter alia through the transfer of skills and knowledge, thereby reinforcing and strengthening local know-how and expertise.

4. RELATIONS WITH SUPPLIERS, SUBCONTRACTORS AND BUSINESS PARTNERS

Eni is committed to finding suppliers and independent contractors that have suitable professional qualifications and a commitment to sharing its corporate values, particularly respecting fundamental human and labour rights.

As outlined in the Supplier Code of Conduct adopted by Eni, actual and potential suppliers are required, at different stages of the relationship with Eni, to commit to abiding by the principles and international standards on human and labour rights, particularly including the ILO Declaration on Fundamental Principles and Rights at Work and the Eni Code of Ethic.

Supplier evaluation concludes with the definition of the qualification status indicating the result of the assessment and the identification of principal weakness and areas for improvement. Eni requests its suppliers to ensure that, when activities are performed through subcontractors, these last meet the same requirements.

In regard to the activities commissioned to suppliers, Eni confirms that existing contractual relationships contain appropriate clauses against any violations. In this regard, Eni confirms that any supplier that has relations with Eni must commit itself to and strictly comply with the principles contained in the documents as defined above.

Any repeated breach of the provisions of the Supplier Code of Conduct, particularly in the context of this agreement, may result in the termination of the contractual relationship with the supplier concerned.

5. OCCUPATIONAL HEALTH AND SAFETY

Eni is committed to guaranteeing the best possible health and safety standards for its employees and communities, everywhere in the world where it operates.

In line with its Supplier Code of Conduct, Eni requires its suppliers and subcontractors to take all the necessary measures to ensure a healthy and safe environment for the benefit of their workers.

Eni considers occupational health and safety to be a top priority and distinctive character for Eni's Sustainability model.

Eni's activities shall be carried out in compliance with applicable health and safety regulations, and international standards and laws. In this respect, Eni will make sure that all employees are informed about occupational risks with the opportunity to receiving training on safety. Likewise, Eni will guarantee to protect all the employees in case of serious or imminent danger, including halting the work. All Eni's employees will be given the possibility to participate in health and safety programmes.

Eni is committed to constant search for improvement and implementation of new technologies in workplace safety and health conditions, with the goal of consolidating practices aligned with best international standards and guided by criteria of excellence in the application of a labour risk prevention management system. As part of Eni's prevention policy, employees shall have access at all time to safety protection equipment appropriate to their activity and be informed and trained about the rules and safety instructions.

The Parties agreed that, during all these years, Health, Safety and respect for the Environment have represented a primary value for Eni, its workers and the development of its business.

The definition, implementation and dissemination of a culture based on risk prevention in the workplace, has been made possible by an effective Industrial Relation system; in this regard, a remarkable milestone is the signing of the

European Observatory for Health, Safety and the Environment Agreement, aimed at spreading the safety, health and environmental protection culture as pillar of a sustainable business model. Eni is committed to applying the same standards in all its operations across the world. Furthermore, the Parties agree to open a dialogue with the aim of evaluating the extension of scope of application of the European Observatory for Health, Safety and the Environment to a global level.

Despite the results achieved so far, Eni, on the basis of a constant dialogue with workers' representatives and trade unions in all its operations worldwide, has kept paying its utmost attention to the improvement of HSE performance, both for people and operating assets. In order to pursue maximum targets in this field, Eni undertakes to identify and analyse the potential risks on an ongoing basis, providing best measures needed to eliminate or reduce them.

Eni, in its standards, has adopted the definition of Health of the World Health Organization, according to which Health is not only the absence of disease, but is the fully physical, mental and social well-being of people. The commitment towards continuous improvement on these issues has led to the implementation of the new Eni's Health activities management model. In addition to mandatory activities, such as occupational health care, for which high standards are maintained in relation to health surveillance programs, Eni is committed to pay great attention towards the provision, mainly through direct or indirect management of medical facilities, of an effective healthcare services for its people and their families.

Furthermore, Eni is also committed to carry out and improve programs for the management of medical emergencies, epidemics and pandemics, through constant information, training and the adoption of high quality standards in the realization or maintenance of medical facilities, with a continuous improvement perspective. Eni has also adopted a travel health policy, applicable to all workers, which is implemented thanks to targeted health protocols, informative interviews before departure and the appropriate vaccination coverage in relation to the country of destination.

Health and safety results are measured using appropriate indicators, as part of a continuous improvement process.

6. SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PROTECTION

Eni intends to dedicate the greatest possible attention to the environment and ecosystems affected by its own business operations, and follows the guidelines set out in the international development conventions that Italy has signed. Eni supports the goals of the 2015 Paris Agreement that charts a new course in the global climate effort.

Eni is contributing to this effort implementing a low carbon strategy based on reducing the carbon intensity of the operations and investing in the development of low carbon energy products.

As part of its sustainable model, Eni has defined a strategy of decarbonisation that focuses:

- on increasing the efficiency of its own operations and on reducing GHG direct emissions,
- on the diversification of the energy portfolio increasing the share of natural gas and renewables,
- on developing a green business with a circular approach.

Eni will continue to invest in R&D activities to find innovative solutions for the energy transition. In addition, Eni is implementing an ambitious forestry project, the new pillar of the Eni decarbonisation strategy. The aim of the project is to preserve the forest areas and local biodiversity as well as contribute to local development, by promoting economic activities in line with sustainable forest management.

Moreover, Eni has teamed up with the United Nations Development Programme to improve access to sustainable energy and help achieve the UN Sustainable Development Goals in Africa, in particular sustainable consumption and production, and affordable and clean energy.

The parties to this Agreement support the principle of a "Just Transition" for a meaningful transition towards economies and companies that are environmentally sustainable for all, in accordance with the ILO's guidelines¹.

As such, Eni undertakes to provide adequate training for its employees, endeavouring to protect their rights, interests and to develop their skills.

7. INDUSTRIAL RELATIONS

7.1 Improving Social Dialogue

The Parties recognise the importance of developing constructive industrial relations at various levels that reflect the different socio-economic contexts in which Eni operates with the necessary respect of different cultures and social and economic aspirations.

The participatory model that has always characterized the system of Eni industrial relations has allowed it to consolidate relations with the trade unions and their representatives over time, through a constant process of engagement on corporate objectives to encourage the development of

¹ Guidelines for a just transition towards environmentally sustainable economies and societies for all.

resources and organisational systems. Therefore, Eni and its companies pledge, to the extent of their responsibilities, to continue or build a constructive relationship with the workers' representatives and trade unions, established on a democratic basis and recognised by international labour bodies.

Against this background, Eni is committed to, jointly with the signatory trade unions, reviewing and improving the involvement of and social dialogue with the workers' representatives at global, European and national level.

7.2 Coordinator

To ensure continuous dialogue with company management on issues related to this agreement, the position of Coordinator designated jointly by the signatory trade unions has been established.

Given the complexity of Eni businesses and their global distribution, the Coordinator represents a link between local level delegates and signatory trade unions.

Designation of the Coordinator has to consider his/her proximity to the company departments and units in charge of managing the agreement, so that the expected managing costs remain sustainable.

The names and addresses of the workers' representatives participating in the annual meeting mentioned hereunder have to be sent to the Coordinator. He/she will forward to the Eni Industrial Relations function the list of the five workers' representatives who may participate in this meeting. The parties will promote the participation of female employees as workers' representatives.

The Coordinator's term shall match the term of validity of this agreement. Upon expiry, the signatory trade unions shall confirm the outgoing Coordinator or designate the new Coordinator and notify his/her name to the Eni Industrial Relations function.

8. IMPLEMENTATION AND MONITORING OF THE AGREEMENT

8.1 Information and communication

The Parties mutually acknowledge that one of the fundamental objectives of this Agreement is to increase awareness on values and commitments related to social dialogue, human and trade union rights as well as Corporate Social Responsibility. In this regard, the Parties undertake to disseminate knowledge

of this agreement by providing information and communication in their respective fields.

Eni pursues adequate methods for providing information and periodic consultation on its presence and expansion across the world, and to develop a dialogue with trade unions on the economic and social effect of its activities.

To encourage wider dissemination of information and without prejudice to the particular confidentiality of certain topics, the company will share the materials presented during the annual meeting, by using internal company information systems and other means.

Moreover, during the annual meeting, appropriate methods of engaging local trade unions may be agreed between the Eni Industrial Relations unit and the trade unions signing this agreement.

8.2 Publication of the agreement

Eni and the signatory Labour Organizations commit to disseminate and promote the content of this agreement, in the appropriate local languages, particularly to workers, managers and suppliers.

After signing of the Agreement, Eni will ensure that it is translated into the languages of the main countries where Eni operates, in consultation with the Coordinator.

The agreement will be made available on Eni's intranet and internet websites. The company will produce materials explaining the content of the agreement for HR directors, managers and employees, using all available communication channels.

IndustriALL will publish the agreement on its website and circulate it among its affiliates.

8.3 Training

The Parties agree that training represents a fundamental leverage for increasing awareness among Eni employees on the content of the Agreement. In this regard, Eni is committed to constantly update the dedicated and open e-learning course, available on Company's intranet.

Furthermore, Eni will include the aforementioned course into institutional training path dedicated to managers.

8.4 Action plans and monitoring

In compliance with the commitments made in the agreement, the Parties will jointly develop action plans aimed at advancing fundamental human and social rights and good working practices. These practices may consist of information, training and research activities.

Eni is committed to disseminate this Agreement, as widely as possible using all available communication tools. In this regard, joint missions may be carried out in any of Eni's locations.

At global level, the participants meet once a year as Global Monitoring Committee. This Committee is composed of the representatives of Eni management, IndustriALL Global Union, Italian federations, the coordinator and nominated union delegates, representing Eni's workers across the world.

During this annual meeting, the Parties agree to dedicate a focus on the implementation of the Agreement and on the awareness of its content among Eni employees.

At local level, implementation of the agreement will be part of the regular social dialogue between union/employee representatives and local management.

This agreement is not intended as a substitute for, or to interfere with, any dialogue or bargaining processes followed at local, national or European level.

8.5 Indicators

Implementation of the agreement will be measured using appropriate indicators, as part of a continuous improvement. The signatories agree that, during annual meeting and within the scope of Corporate Social Responsibility, further indicators may be jointly assembled.

8.6 Dispute Settlement

In the event of a dispute regarding the interpretation of, or non-compliance with, the agreement, the signatories undertake to mutually notify each another as soon as possible so that they can work together to find an effective and constructive solution that is in the interest of all the parties, through dialogue and within a reasonable time.

The parties recognize the principle that emerging problems between workers and the company have to be settled at the level closest to the workplace. In cases of difficult situations Eni, in coordination with the competent HR

functions and the signatories to this agreement, will facilitate the solution of the issue at local level.

If any dispute related to this global framework agreement is not resolved locally, it will be taken to management and relevant unions at national level. If not settled at national level, the conflict will be taken to the global level with the involvement of Eni's headquarters, IndustriALL Global Union and the coordinator of the agreement with a view to wage any possible effort for a peaceful solution.

In case of need for interpretation of this agreement, the Parties may agree to seek the expert advice of the ILO or any other agreed third party.

9. ANNUAL MEETING OF THE GLOBAL MONITORING COMMITTEE

9.1 Participants

An annual meeting shall be held with the General and National Secretaries of FILCTEM CGIL, FEMCA CISL, UILTEC UIL, the General Secretary of IndustriALL Global Union, the Coordinator and representatives from Eni management to help promote the sharing of information, consultation and dialogue with the signatory trade unions.

Moreover, to facilitate wider dissemination of the principles and procedures for implementing the agreement, better access to information on corporate social responsibility issues and initiatives undertaken by management, and to allow greater involvement of local representatives, a delegation of workers' representatives will also participate in the annual meeting.

The number of participants shall reflect the distribution of employees by business unit in Italy and outside Italy, up to a total maximum of 10 members, composed as follows:

- 5 members of the Select Committee of the European Works Council;
- 5 workers' representatives from different countries and business units of Eni.

9.2 Matters to be discussed at the meeting

The Parties agree that the following topics will be analysed during the annual meeting:

- Eni economic and financial situation;

- Performance and prospects of its principal operating activities, with a focus on the most significant areas of operating presence and relevant employment figures;
- Eni actions and plans addressing safety, risk management and protection of worker safety, without prejudice to the commitments in each country that stem from legislative provisions or contractual agreements;
- Development of industrial relations in all the countries and areas where Eni operates, highlighting any critical situation;
- Realization by Eni of corporate social responsibility actions and projects;
- Monitoring the agreement implementation and action plans rolled out;
- Cases of non-compliance and areas for improvement, in particular regarding HSE issues;
- Good practices and measures to promote them;
- Whistleblowing, especially regarding human rights;
- Transnational training projects and/or activities;
- Joint missions;
- Follow up of the indicators.

10. FINAL PROVISIONS

This agreement is governed by Italian Legislation.

10.1 Organisation

Eni is committed to paying, within normal limits, the organising costs of the annual meeting.

10.2 Duration of the agreement

This agreement shall be valid for four years as of the date of its signing. Six months before its expiry, the Parties shall meet to review the conditions for renewal.