People safety

		2011	2012	2013
Injury frequency rate	(number of injuries/million of worked hours)	0.60	0.49	0.35
- employees		0.65	0.57	0.40
- contractors		0.57	0.45	0.32
Injury severity rate	(days of absence/thousand of worked hours)	0.021	0.021	0.014
- employees		0.025	0.026	0.018
- contractors		0.018	0.017	0.012
Total recordable injury rate (TRIR)	(total recordable incidents/million of worked hours)	1.51	1.17	1.04
- employees		1.75	1.45	1.35
- contractors		1.37	1.01	0.86
Fatality index	(fatal injuries/one hundred million of worked hours)	1.94	1.10	0.98
- employees		1.19	0.87	1.74
- contractors		2.38	1.23	0.53
Near misses	(number)	2,723	2,862	3,961
Training hours on safety	(hours)	1,354,705	1,259,228	2,112,319
- to senior managers		8,244	5,046	7,290
- to managers/supervisors		131,541	69,890	73,067
- to employees		474,568	312,817	996,364
- to workers		740,352	871,475	1,035,598
Safety expenditures and investments	(€ thousand)	320,118	370,950	408,794
- current spending		193,227	260,420	253,312
- investments		126,891	110,530	155,482

In 2013 continued the trend of improvement in the safety field, with the lowest accident rates in the last nine years and the number of injuries down 32% from 2012 and more than 70% compared to 2006, going from more than 750 events to just over 200 in 2013. The injury frequency rate decreased by 28.9% for employees and by 29% for contractors, compared to 2012. The injury frequency rate for the total Eni workforce (equal to 0.35) decreased by 28.7% compared to 2012.
In 2013 there were 4 fatal accidents involving employees (in 2012 there were 2 and in 2011 there were 3) and 2 involving contractors (in 2012 there were 5 and in 2011 there were 10). All the fatal accidents in 2013 took place in the Engineering & Construction sector. During 2013 the project "zero fatalities" continued, aimed at even more aggressively addressing the main causes of fatal accidents. In this context, a video was made that illustrates the "golden rules" for preventing falls from height, intended for all staff (employees and contractors) on the operating sites. 2013 saw the continuation of "eni in safety" communication and training program (with 200 workshops held) and its extension to the contractors deemed most critical; the "Safety road show" campaign also continued, with visits to Eni operations sites in Italy and abroad and the overall participation of more than 2,500 people including employees and contractors.
Total safety costs increased by 10.2% compared to 2012 as a result of the increase in investments (up 40.7%), particularly in the E&P field where more than €43 million was invested in specific studies of safety procedures and standards and, secondly, in investments in the chemical sector for systems and fire-fighting equipment (equal to more than €10 million). Current costs, while remaining essentially stable (down 2.7%), indicate a growing financial commitment with regard to plant and equipment (in 2013 spending almost more than doubled in value compared to 2012) for the E&P, R&M and Chemical sectors, which recorded costs of over €20 million each.

People health

		2011	2012	2013
Health Impact Assessments carried out	(number)	20	28	23
Environmental surveys		6,655	7,030	6,707
OHSAS 18001 certifications		74	100	108
Employees included in health surveillance programmes		65,396	71,186	73,741
Professional illnesses reported		135	69	68
Diagnostic examinations		342,058	341,995	355,762
Services provided by Company health structures		509,473	536,958	548,386
- to employees		412,941	442,177	449,690
- to others subjects		96,532	94,781	98,696
Vaccinations provided by Company structures		31,397	23,700	22,795
- to employees		20,917	18,635	17,700
- to others subjects		10,480	5,065	5,095
Per capita health expenditures	(euro)	1,088	619	624
Health and hygiene expenditure and investments	(€ thousand)	78,950	48,192	51,317
- current spending		78,006	47,298	50,984
- investments		945	894	333

In 2013 the implementation program for the health and safety management system went ahead in all Eni companies with the aim of obtaining the OHSAS 18001 certification by 2015 for all Eni subsidiaries with a significant HSE risk profile. In particular:

- in the E&P sector, all the certifications obtained in previous periods were reconfirmed and certification was acquired for the jointly controlled company INAgip doo;
- in the G&P sector, where all the EniPower electric power plants reconfirmed their certifications, the coverage of foreign gas transport activities was further extended with the certification of its subsidiaries Sergaz SA, Adriaplin doo and Eni Gas & Power France SA;
- in the R&M sector, activities continued for the maintenance and the extension of certifications in the areas of industry, logistics and trade, with coverage for reclamation activities in unused sites, for the Gela Refinery (in addition to the four other refineries already certified) and the subsidiaries Costiero Gas Livorno SpA, Petrolig Srl, Eni Austia GmbH, Eni Marketing Austria GmbH, Eni Mineralolhandel GmbH and Oleoduc du Rhone SA;
- in the Chemicals sector, coverage has been confirmed for all the Italian and overseas plants;
- in the Engineering & Construction sector all the certifications already obtained in recent years have been confirmed the operational companies Saipem Contracting Netherlands BV - Sharjah Branch and PT Saipem Indonesia Karimun Branch in the Engineering & Construction sector were also certified and certification was completed at Saipem SpA with coverage also for drilling activities.

Implementation of the periodic environmental/exposure monitoring campaigns and the provision of health services is ongoing. In 2013 the E&P, R&M and G&P sectors also carried out evaluation studies of the health profile of the Countries where Eni operates and risk analyses for the health of both employees and the communities, through the Health Risk Assessment and Health Survey. In 2013 there was an overall reduction in the number of environmental surveys (due to the subsidiary G&P Distribuidora de Gas Cuyana leaving the consolidation domain and the trend observed for Other Activities, as well as the final closure of the dichloroethane plant at the site of Assemini), while the number of diagnostic examinations increased (due to the contribution of the E&C sector with over 30,000 more examinations than in 2012) as did the services provided by health care facilities (stable or growing in most areas of the sectors).

The total number of vaccinations fell due to the drop in E&C which was only partially offset by the increase in the Congo and Nigeria for the E&P sector.

Eni's consolidated figure for recognized occupational diseases has remained stable at 2012 values, halved compared to previous years.

Total spending on health (up 6.5% over 2012) shows a growing financial commitment with respect to occupational medicine (E&P and Chemicals sectors), industrial hygiene (E&P, R&M and Chemicals sectors) and training and information (E&P, Chemicals and Engineering & Construction sectors and corporate and finance company sectors).

Employment

(number)	2011	2012	2013
Employees as of December 31	72,574	77,838	82,289
- men	60,032	64,978	68,688
- women	12,542	12,860	13,601
- Italy	27,058	26,804	26,782
- Abroad	45,516	51,034	55,507
Employees abroad by type	45,516	51,034	55,507
- locals	34,801	39,668	43,121
- Italian expatriates	3,208	3,867	3,955
- International expatriates (including TCN)	7,507	7,499	8,431
Employees by type of contract	72,574	77,838	82,289
- temporary	30,664	35,896	38,813
- permanent	41,910	41,942	43,476
- part time	1,044	1,132	1,060
- full time	71,530	76,706	81,229
Senior Managers employed	1,468	1,474	1,475
- of which women	152	159	160
Managers/Supervisors employed	12,754	13,199	13,637
- of which women	2,477	2,615	2,767
Employees	36,019	38,497	39,943
- of which women	9,394	9,777	10,310
Workers employed	22,333	24,668	27,234
- of which women	519	309	364
Employees age band 18-24	3,587	4,203	4,636
- of which women	668	669	751
Employees age band 25-39	31,859	35,161	36,906
- of which women	5,738	6,079	6,421
Employees age band 40-54	29,190	29,998	31,200
- of which women	5,209	5,089	5,250
Employees age band over 55	7,938	8,476	9,547
- of which women	927	1,023	1,179
Employees by educational qualification	72,574	77,838	82,289
- less than secondary school diploma	17,677	15,535	10,406
- secondary school diploma	32,631	35,154	40,030
- degree	19,446	23,565	26,911
- post-graduate education	2,820	3,584	4,942
Number of hiring	5,592	6,372	6,666
- of which women	1,157	950	961
Number of resolutions	5,163	5,242	5,853
- of which women	833	693	610

In 2013, a rise of 4,451 in the number of workers as compared to 2012 was recorded, an increase of 5.7%. This is the result of a reduction of 22 in the number of workers employed in Italy (currently 26,782 people, 32.5% of total employment) and an increase of 4,473 in the number of workers employed abroad (currently 55,507, 67.5% of total employment).
In Italy, 1,565 persons were recruited, 579 of whom were given a fixed term contract.
The majority of recruitment to permanent (open-ended) contracts and apprenticeships (986 in total) involved graduates (623), recruited mainly into operating positions. In Italy, 1,514 work contracts were terminated, 844 of which were permanent (open-ended) contracts and 670 of which were fixed term. These reductions are mainly related to the restructuring measures being implemented.
The average age of people working for Eni is 43.7 in Italy and 38.9 abroad, in line with the average age in 2012 abroad and slightly higher for Italy.

International development

(number)	2011	2012	2013
Employees in Africa	13,501	11,882	12,413
- of which women	1,021	1,069	1,137
Employees in Americas	8,194	9,403	13,547
- of which women	1,270	1,244	1,556
Employees in Asia	13,545	17,495	17,596
- of which women	1,334	1,448	1,522
Employees in Australia and Oceania	402	1,119	1,139
- of which women	97	172	162
Employees in Italy	27,058	26,804	26,782
- of which women	6,022	6,114	6,245
Employees in the Rest of Europe	9,874	11,135	10,812
- of which women	2,798	2,813	2,979
Local employees abroad by professional category	34,801	39,668	43,121
- of which senior managers	228	223	216
- of which managers/supervisors	3,476	3,798	4,001
- of which employees	17,529	19,683	20,522
- of which workers	13,568	15,964	18,382
Employees in non-OECD Countries	34,313	37,659	38,336

The majority of new recruits abroad in 2013 were for the Engineering & Construction sector (up 3,872) due to the increase in local and expatriate resources needed to support ongoing construction projects (in Mexico, Canada, Australia, the Arabian Peninsula and Northwest Africa), prefabrication activities in Brazil and to a lesser extent engineering centers in India and Nigeria.
The increase in the E&P sector (up 848 persons) can be attributed to the increase in manpower in the developing Countries (Angola, Mozambique, Indonesia, Norway, Kazakhstan) and Countries with operations activities (Iraq, Libya, USA), the opening of new exploration branches (Cyprus, Vietnam and Kenya), the acquisition of Eni engineering from Saipem (approximately 120 persons) and the sale of assets in Russia.
In 2013 the company Versalis International was founded, which incorporated the companies PE Benelux and PE Iberica and the non-consolidated companies PE Polska, Norden and PE Hellas; this resulted in a slight increase in the sector (31 persons).
The G&P sector showed a decrease (-290 persons), due almost entirely to the deconsolidation of the Argentine company Distribuidora de Gas Cuyana.
In total, there are 3,955 Italian expatriates working abroad in the consolidated companies. The number of local overseas employees has increased compared to 2012 (+8.7%). The main category involved is workers (+15%); there has also been an increase in the number of white collar employees (+4.3%) and managers/supervisors (+5.3%); the number of directors and senior managers has slightly decreased.

Equal opportunities

		2011	2012	2013
Women employees in service	(%)	17.28	16.52	16.53
Women hired		20.71	14.91	14.42
Women in managerial position (senior and middle managers)		18.49	18.91	19.37
Women senior managers		10.35	10.79	10.85
Replacement rate by gender		1.08	1.22	1.14
- men		1.02	1.19	1.09
- women		1.39	1.37	1.58
Employees who took parental leave	(number)	567	522	641
- of which women		458	409	500
Employees returning from parental leave		539	477	586
- of which women		427	352	452
Pay gap senior managers (women vs men)	(%)	96	97	96
Pay gap middle managers and senior staff (women vs men)		97	96	98
Pay gap employees (women vs men)		96	97	94
Pay gap workers (women vs men)		101	104	102
Total pay gap (women vs men)		98	100	98

At the end of 2013 13,601 women worked in Eni (16.53% of the total workforce), of which 6,245 in Italy (23.3% of the Italian workforce) and 7,356 abroad (13.3% of the overseas workforce). In Italy, 25.5% of the 623 people recruited during 2012 were women. It is to be noted that in 2013 the rate of replacement for women (permanent recruitment divided by termination of permanent contracts) increased compared to 2012 both in Italy and at an international level (altogether 1.37 in 2012 and 1.58 in 2013).
The percentage of women occupying managerial positions (women managers and executives) rose from 18.49% in 2011 to 18.91% in 2012 and 19.37% in 2013.
In 2013 the survey of the gender pay gap was updated, using the same method as in 2011 and 2012, which neutralized, in the pay comparison, any effects deriving from differences in role and seniority. This survey was conducted at a worldwide level on a sample of more than 90% of the Eni workforce (about 76,000 people in more than 60 Countries), with an increase of 13% over the 2012 sample. The results of the analysis at a global level show on average a substantial alignment between the pay of the female population and that of the male population for the same role and seniority.

Enhancing people

(%)	2011	2012	2013
Employees covered by management review [a]	100	100	100
Employees covered by performance assessment tools (senior managers, managers/supervisors and young graduates)	53	55	60
Employees covered by potential assessment (young graduates and experts)	41	33	23 [b]

(a) Percentage referred only to the senior managers to whom the review process is applicable
(b) Percentage decrease due to the extension of the analysis perimeter for young graduates up to 7 years of service. Development of knowledge and appreciation of the skills of Eni's people has continued during 2013 with an approach focussed more than ever on the use of development tools in our foreign operations.

During 2013, as every year, a complete map of managerial resources was drawn up through the tool of management review. For specific segments of managerial resources, the assessment of skills and competencies was further developed. The results of this contributed to the updating of the "succession plan" and to the presentation of relevant positions to Eni's Nomination Committee. The process of mapping resources has also involved the population of young people and graduates who are annually evaluated by their counselor using a Segmentation tool. In particular, during 2013, more than half of Eni's people were mapped and, in particular, 86% of the managers and 41% of the young graduates.
Eni's commitment to performance assessment is ongoing, with total coverage, in Italy and abroad, of 97% for directors and senior managers and 57% for managerial staff and young graduates, with an overall total of 60%. During 2013 the Performance and Feedback process was completed and communication meetings required for the implementation of the system were initiated. The new process involves the participation of the entire company population, in Italy and abroad, with mandatory application of performance management for all executives, managers and young graduates. The feedback process has been extended to the entire population. 2014 will see the launch of a simplification project for the two processes and the support tools in order to increase their effectiveness in terms of policy, guidance and monitoring of individual results and behaviours to be improved (also with reference to the induction process for new recruits), and to progressively expand the feedback targets.
During 2013 a total of three 360° Feedback campaigns were launched (two of which were completed within the year) for a total of 370 participants; of these, 157 were delivered in English or French. The process, which between 2011 and 2012 involved staff in Italy, aims to raise participants' awareness of their own behaviour, from the viewpoint of managers, peers/colleagues and partners.
As regards to the assessment of potential, in order to better reflect the internationality of the business, it was decided to extend the boundary of the analysis, expanding the population of young graduates to include people with up to 7 years of service (until last year it was a maximum of 5 years). The trend in the percentage of employees covered by potential assessment (young graduates and experts) is the indicator most affected by the increase in the reference pool. Reading the data in absolute terms, the total number of assessments is rising: in 2013 a total of 883 reviews were performed, up 10% compared to 2012, which saw a total of 797 initiatives. In addition to this index, it is worth noting the evaluation activities carried out during the year on the population of managers and executives with an amount of 120 Individual Assessments and Management Appraisals.

Training

		2011	2012	2013
Training hours by type	(hours)	3,126,935	3,132,350	4,349,352 [a]
- HSE and quality		1,594,357	1,547,274	2,213,450
- Languages and ICT		297,012	311,142	339,058
- Conduct/Communication/Institutional		198,073	213,779	233,949
- Professional - transversal		320,211	251,668	334,018
- Professional - technical/commercial		717,282	808,487	1,228,877
Training expenditures [a]	(€ million)	49.98	55. 67	75.91

(a) The total cost includes the activities carried out during 2013 as part of the project in Iraq for the subsidiary Zubair Field Operation Division.

During 2013, the number of hours of training increased by approximately 39% compared to the previous year, while the total cost of training increased by about 36%, with an increase in activities performed abroad.
Eni continued its partnerships with the academic world, developing a university network focused on oil and gas themes and, in general, broadening relations with academic institutions and the top business schools. In particular, through Eni Corporate University, several initiatives have been established with prestigious Universities: the specialized master in "Petroleum Engineering and Operations" and the master of science in "Petroleum Engineering" in partnership with the Politecnico di Torino; the specialized master in "Design of Oil & Gas Plants" and "Safety and Environmental Management in the Oil & Gas Industry" with the Università di Bologna; master of science "Energy Orientation - Hydrocarbons" with the Politecnico di Milano and "Geology of Hydrocarbons" with the Università di Perugia; also in progress is the fifth edition of the first level master's course in "Management of Health, Safety, Environment & Quality System" organized in partnership with the Università di Pisa and with the cooperation of the QUINN consortium; and the "Integrated petroleum geoscience course" was run with the Università di Perugia.
The 4th Edition of the "eni program for management development" was carried out in partnership with the SDA Bocconi School of Management, where 28 young managers were involved from all Eni's locations in Italy and abroad. The program is designed to provide methodologies and tools for acquiring an integrated vision of the company, an understanding of the economic and financial dynamics, the management of new business development models in international contexts and the acquisition of team leadership and team working skills.
In partnership with the Imperial College Business School and the Oxford Said Business School, a development path for excellence was created, the "ETS Summer School", for 35 young people on general management, finance and trade topics.
Altogether, in 2013, 160 participants were involved and monitored including students at masters level, masters graduate students and research fellows; all participants in the major initiatives were recruited by companies/divisions of the Group.

Anti-Corruption training and awareness
Anti-corruption training is compulsory and is extended to all people at risk, in Italy and abroad. The aim of the training is to illustrate the applicable Anti-Corruption laws, Eni's Anti-Corruption compliance programme and to provide the knowledge and tools to recognize potentially criminal conduct, the actions to be taken, and the risks, responsibilities and sanctions that may result, in order to prevent and combat instances of corruption.
Training is delivered through on-line courses (e-learning) and workshop training events carried out directly by the Anti-Corruption legal office (ACSLU) in Italy and abroad. In 2012 a new version of e-learning was developed, taking into account the changes in the international legislation on Anti-Corruption and, consequently, domestic regulations. This new version of the e-learning was delivered from 2013 onwards.
In 2013, approximately 9,200 employees were trained using the new e-learning cycle.
With specific reference to classroom training events, 57 sessions were held in 2013 (13 Anti-Corruption workshops at subsidiaries abroad; 5 seminars dedicated to specific functions such as Legal Affairs, Internal Audit and Communications within Eni; 8 seminars for top management; 4 "Responsible Leadership" seminars; 1 Welcome Board for board members of Eni and its subsidiaries; 11 "Safety Roadshows"; and 15 "institutional manager training" sessions) attended by about 1,570 persons.

Involving people

		2011	2012	2013
Users with access to the MyEni portal	(number)	25,746	23,578	25,088
Cascade Program meetings		565	569	1,000 [(a)]
- Countries involved		40	44	44
- Satisfaction of participants (positive feedback on the initiative)	(%)	87	88	87

(a) The first business meetings were made available on the corporate intranet, and staff meetings in the units were given priority for all subsequent meetings.

During 2013 the MyEni intranet was reconfirmed as the main tool for entry into the world of Eni, communication, and support for daily activities. The Italian version is visible to 25,088 persons, whereas the international version (MyEni International) is today reachable by every associate connected to the Eni telecommunications network and is the home page in 43 associate companies, open to a total of approximately 8,100 persons.
The Cascade programme, targeted at all Eni people with the aim of communicating the company's strategies by business area, was run for the seventh time in 2013. This year the formula was revamped with the aim of making the programme more interactive and timely. The intranet was used to make the first business meetings available and staff meetings in the units were prioritized for all subsequent meetings. The level of general satisfaction with the initiative was high and in line with the 2012 level. In addition to Italy, the Cascade has involved 43 Countries.
Also in 2013, Eni's commitment continued in the form of its proposal to introduce a qualitatively and quantitatively attractive corporate welfare model, as an incentive for the engagement of Eni's people. The priority areas for the initiative were confirmed, linked to the themes of "Health Promotion", "Work-Life Balance" and "Time & money saving".
In 2013, investment in "Health Promotion" was especially significant with the launch of the new project "Prevent with Eni" and the development of the "Early Detection Plan", which is aimed at expanding the cancer screening plan with the inclusion of more medical services. The goal is to offer a package, with check-ups and more in-depth and comprehensive tests every two years to support secondary prevention. The project was

started in November at three pilot sites (Ravenna, Brindisi and Genoa) with a potential pool of 1,000 people. Since the start date, about 90 people have joined the initiative. In 2014 the project will be expanded into several other venues, involving potentially about 3,300 of Eni's people in Italy.
As part of Work-Life Balance, organized activities continued with the aim of supporting Eni's people with childcare; the initiatives, which in 2013 involved more than 2,600 children and teenagers in total, included the organization of summer holidays, themed trips, summer campuses in the city and the Eni crèche and Infants' school. In line with Eni's commitment to promoting initiatives to support young people and their personal and professional training, a new initiative was launched in 2013 aimed at the children of Eni's people aged between 16 and 18 years. This initiative, formed in collaboration with the Fondazione Intercultura (a non-profit partner of the most important worldwide intercultural exchange organizations) allowed 10 study trips abroad to be provided, enabling children to live and study in another Country for a whole academic year and enjoy a unique experience, learning a foreign language, sharing different cultures and customs, but above all developing a multicultural perspective.
In the field of "Time & Money Saving", to support people's spending power in this particularly difficult economic period, the existing agreements have been revamped (for travel, leisure, cars, clothing, healthcare, etc.) and new ones have been started, including e-commerce agreements for some of the categories of goods most commonly purchased by households.
Moreover in 2013, in Italy and abroad, all the activities that aim to promote a strong connection between Eni's people and the company went ahead (seniority awards, support to associations for employees and former employees, contributions for after-work facilities) as well as local-level initiatives involving Eni people (anniversaries, holidays and sporting events). As part of this, 1,726 persons in Eni were involved in the "Snow Trophy", organized in Folgaria, with a total of 27 participating companies, including 9 foreign companies. The initiative, the proceeds of which went to support the Smile Train Italia non-profit organization, provided an opportunity for colleagues working in different geographical and organizational areas to meet and share their experience.

Industrial relations

(number)	2011	2012	2013
Employees covered by collective contracting (Italy)	30,506	30,480	30,590
Consultations, negotiations with trade unions on organisational changes (Italy) [a]	437	359	278

(a) The minimum notification period for operational changes is in line with the provisions of the applicable laws and union agreements signed in the individual Countries in which Eni operates.

In 2013, in line with the agreement for development and competitiveness and for a new industrial relations model dated May 26, 2011, meetings with the trade unions produced agreements to support and promote efficiency processes in organizational and productive facilities, in particular the redevelopment project at the Assemini and Priolo petrochemical plants and the industrial conversion of the Gela Refinery.
In July, with the signing of specific trade union agreements, a redundancy and relocation programme was launched, for a maximum of 1,000 employees and in compliance with corporate technical and organizational needs; this agreement identifies all the measures required to minimize the impact on resources. The redundancy/relocation programme will end in 2014. Over the 2013-2015 period, Eni will also move on, with a view to professional and occupational replacement, to the progressive inclusion of 300 graduates/post graduates and fixed-term administrative workers and fixed-term contract workers for the oil and energy sector.
The home working pilot project, started in May 2012, represents a positive means of encouraging the right forms of work-life of balance: accordingly, a widening of the trial has been agreed into other Eni businesses as well as its extension to special situations involving employees with disabilities.
As for associations, of note among the main national collective labour agreements applied in Eni is the renewal in Italy of the Collective Bargaining Labour Agreement for Oil and Energy.
In relation to industrial relations activities at an international level, the relations with the European Works Council (CAE) on the progress of Eni policies within the European framework and with the representatives of the European Risk Observatory for Workers' Safety and Health are also worthy of note. The 2013 meeting was held in July in Bruges. One day was devoted to a seminar workshop for delegates with information on the European Union guidelines and measures concerning energy policy and employment policies and Eni projects to further integrity and non-discrimination.
A work environment that "does not discriminate" by gender, orientation, culture and age, is, in fact, an essential element of respect for fundamental personal rights and is also conducive to the enhancement and development of individual skills and capacities.

Employment disputes

		2011	2012	2013
Employment disputes	(number)	1,170	1,383	1,607
Prevention/disputes ratio		952/1,170	864/1,383	577/1,607
Disputes/employees ratio	(%)	1.39	1.80	1.95

In 2013, Eni's commitment to preventing and managing work disputes was maintained, working at the pre-trial phase with effective tools to reduce the number of legal disputes and the consequent costs.
Thanks to the continued legal assistance provided, the level of conflict remained low, taking into account the size of the company and the complex structure of employment legislation, particularly in Italy.
The number of cases reaching the Italian and non-Italian courts connected with work contracts such as claims for superior grading, recognition of pay differences and, in particular for Italy, alleged downgrading and deskilling remained at an extremely low level (0.35% of employees in service in December 2013). This confirms a model of work organization which allows Eni's people to make the most of their skills and potential with the support of a shared system of skill classification.
The majority of disputes (18% of the total) concern occupational illnesses and represent, at this time, a typical feature of Italian employment disputes; they are due to claims for alleged exposure to potentially damaging agents, often linked to the industrial sites acquired by Eni.
About 16% of the total disputes, however, relate to claims following outsourcing by Eni, such as transfers of company branches and service contracts.
Moreover, concearning disputes abroad, particular importance is assumed by requests for profit sharing in addition to the pay claims already referred to.

Spending for the territory

(€ million)	2011	2012	2013
Total spending for the territory	100.885	90.568	100.547
- of which interventions on the territories from agreements, conventions and PSA	69.279	63.052	57.570
- of which short-terms investments linked to initiatives in favour of the territories	0.865	3.377	0.813
- of which association memberships fees	1.624	1.803	1.800
- of which contributions to the Eni Foundation	3.000	-	10.000
- of which sponsorships for the territory	22.399	18.618	26.469
- of which contributions to Eni Enrico Mattei Foundation	3.718	3.718	3.895

In 2013, the overall cost for the territory amounted to over €100 million and included local projects stemming from agreements, conventions and PSA (community investments) and donations linked to local initiatives, membership fees for associations, sponsorships and contributions to the Eni Enrico Mattei Foundation. Over €57 million (about 60% of the total) was invested in community projects, established through agreements or conventions with local stakeholders, to encourage and promote community development in the Countries in which Eni works.