

2

key sustainability indicators

6

exploration & production

8

gas & power

10

refining & marketing

12

engineering & construction

14



petrochemicals



16

GRI application level

key sustainability indicators

Eni's main activities, from the hydrocarbons research, production and processing to the transport and sale of gas and oil products, are detailed in the Sustainability section on www.eni.com. The table below reports the main Sustainability indicators. A check mark in either of the two columns on the right indicates whether performance charts are available in the Sustainability Report and whether relative sector charts are present in this annex.

	2007	2008	2009	measurement unit		
reference operating data						
Proved oil and condensates reserves	3,219	3,335	3,463	Mln boe		
Proved natural gas reserves	3,151	3,265	3,108	Mln boe		
Hydrocarbons production	1.736	1.797	1.769	Mln boe/day		√
Natural gas production	116	125	124	Mln m ³ /day		
Oil and condensates production	1.020	1.026	1.007	Mln barrels/day		
corporate governance and business ethics						
Added value	24,763	24,534	17,341	Mln €		53
Board Induction Sessions	-	6	-	n		
Independent Board members	6	7	7	n		
Non-executive Board members	8	8	8	n		
Minority Board members	-	3	3	n		
Whistleblowing files opened by Internal Audit Dept	148	149	172	n		53
Whistleblowing files closed by Internal Audit Dept	116	153	114	n		53
climate change and energy efficiency						
Direct GHG emissions	66.84*	62.43	57.33	Mln ton CO ₂ eq	73	√
Direct GHG emissions from flaring	19.92	16.54	13.25	Mln ton CO ₂ eq		√
Indirect emissions	307.14	329.98*	314.83	Mln ton CO ₂ eq		
CO ₂ eq emission indexes - E&P	287	268	242	ton CO ₂ eq/ktoe	73	
CO ₂ eq emission indexes - R&M	-	1,260*	1,270	ton CO ₂ eq/(Kbbl/SD)	73	
CO ₂ eq emission indexes - G&P	391	401	410	g CO ₂ eq/KWheq	73	√
Net consumption of natural gas	9,099	9,139	9,166	ktoe		√
Net consumption of oil products	5,338*	5,327*	5,193	ktoe		√
Net consumption of other fuels	299*	277*	248	ktoe		√
Power plants energy efficiency indicator	0.159	0.162	0.166	toe/MWheq	73	
Refinery energy efficiency indicator (2004 =100%)	-	80.26*	81.2	%	73	
technological innovation						
R&D Employees	1,001	1,123	1,019	n	79	
First patent applications filings	67	96	106	n	79	
Existing patents	6,012	8,049	7,760	n		
Number of patents per researcher	-	-	0.081	n		
Incoming/outgoing patents	-	-	0.81			
R&D expenditure	208	217	207	Mln €	79	

	2007	2008	2009	measurement unit	 
people					
Employee injury frequency rate	1.93*	1.45	0.99		59 ✓
Contractor injury frequency rate	1.45	1.41*	1.17		59 ✓
Employee injury severity rate	0.066	0.052*	0.041		59 ✓
Contractor injury severity rate	0.035*	0.037*	0.035		59 ✓
Employee fatality index	1.00*	2.43*	0.85		61
Contractor fatality index	4.04*	2.81*	1.65		61
Safety expenditure	468	441	538	Mln €	59
Safety audits	241	283	322	n	
Health audits	116	53	97	n	
HIA conducted	32	39	42	n	
Environmental surveys	5,845	4,934	6,470	n	61
Diagnostic tests	249,539	282,989*	302,490	n	
Health expenditure	53.76	68.56	80.71	Mln €	61
Per capita health expenditure	709	869	1,029	€	
Employees	75,862	78,880	78,417	n	
Local foreign employees	36,435	39,400	40,118	n	63
Employees in non-OECD countries	26,091	29,442	30,130	n	
Employees with permanent employment contract	50,725	51,517	50,846	n	67
Training hours	2,796,717	2,960,416	3,097,487	n	65
Training expenditure	59.34	59.80	49.23	Mln €	65
Knowledge owner	-	-	183	n	
Employees on international mobility	2,940	3,381	9,435	n	
Female employees	11,030	12,264	12,619	n	
Female Managers (management and executives)	1,902	2,287	2,508	n	
Managers (management and executives)	13,719	14,718	15,098	n	
Graduated senior managers	-	-	1,285	n	
Employees under evaluation of performance	14,230	19,081	23,699	n	67
Employees pending cases	271	280	693**	n	
Security personnel trained on Human Rights	-	-	39	n	
% of security contracts with provisions on Human Rights	-	-	90	%	

	2007	2008	2009	measurement unit		
environment						
Environmental costs and investments	1,063	1,081	1,324	Mln €	71	
Environment audits	310	283*	443	n		
ISO 14001 certifications	115	124*	125	n	71	
EMAS registrations	9	11	10	n	71	
Water consumption - seawater	3,155	3,040	2,848	Mln m ³		
Water consumption - fresh water	220	220	209	Mln m ³	71	√
Recycled water	66.19	72.76	75.78	Mln m ³	71	√
Purified water	224.09	194.25*	193.99	Mln m ³		
COD water drains	7.65	5.64	4.16	K ton		
SO ₂ emissions	58.19	52.95	50.23	K ton	75	√
NO _x emissions	109.37	117.00	113.75	K ton	75	√
NMVOc emissions	87.66	81.06	73.69	K ton		
PST emissions	4.63	4.38	4.12	K ton		
Hazardous waste	2.83	3.88*	3.84	Mln ton		
Non-hazardous waste	5.80	6.62*	7.57	Mln ton		
Hazardous waste from production processes	0.41	0.81*	0.83	Mln ton		
Non-hazardous waste from production processes	1.36	0.80*	0.75	Mln ton		
Waste from reclamation	6.86	8.89	9.82	Mln ton	77	
Recovered waste from production processes	0.29	0.39	0.35	Mln ton	77	
Waste from production processes sent for disposal	1.48	1.22*	1.24	Mln ton	77	
Volume of oil spills	9,337	7,024*	21,573	barrels	75	
Volume of oil spills from sabotage and terrorism	2,608	2,286	15,289	barrels	75	
territories and local communities						
Total expenditure for the territory	85.9	86.5*	98.6	Mln €	28	
Contributions to associations	0.9	1.5	1.5	Mln €		
Contributions to Fondazione Eni Enrico Mattei	3.3	3.3	3.9	Mln €		
Contributions to Eni Foundation	8.0	-	5.0	Mln €		
Investments in favour of the communities	58.1	69.4	70.5	Mln €	38	
Short-term investments and donations	2.7	0.5	1.2	Mln €	38	
Sponsorships for the territory	12.9	11.8*	16.6	Mln €	42	



	2007	2008	2009	measurement unit	 
customers					
Volume sold through Eni Europe networks	12.65	12.67	12.02	Mln ton	
Sales of oil products	50.15	50.68	45.59	Mln ton	√
Service stations	6,440	5,956	5,986	n	
Service stations that sell Blu Diesel	4,357	4,445	4,822	n	
Service stations that sell BluSuper	2,589	2,662	2,768	n	
Service stations that sell LPG/methane	538	537	690	n	
Service stations with self-service (Italy)	3,561	3,582	3,644	n	
Mixed biofuels volumes sold	269.58	660.20	641.45	k m ³	
Mixed biofuels volumes sold - gasoline	65.58*	310.75	165.74	k m ³	
Customer satisfaction index (R&M)	8.22	8.14	7.93	likert scale	
Customers involved in satisfaction surveys (R&M)	33,692	22,609	10,711	n	
Customer satisfaction index (G&P)	7.20	7.30	7.80	likert scale	
Natural gas sales	98.96	104.23	103.72	bln m ³	√
Electricity sales	33.19	29.93	33.96	TWh	
suppliers					
Procurement	23,208	30,026	35,205	Mln €	
Suppliers used	26,270	29,416	35,113	n	
Supplier concentration (top 20)	18	24	25	%	
Suppliers subject to qualification procedures including Human Rights screening	5,784	6,174	8,388	n	
Percentage of procurement toward suppliers subjected to qualification procedures including Human Rights screening	83	89	87	%	
Number of qualification cycles	19,058	15,936	22,108	n	



Chart in report



Sector chart

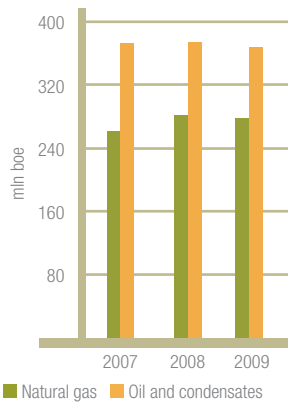
* Updated values from the 2008 publication

** Since 2009 the reporting domain of the value includes foreign Countries also

exploration & production

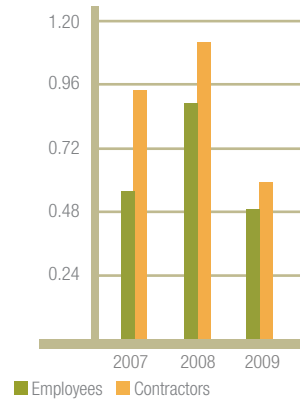
The hydrocarbons Exploration & Production activities are carried out in 40 Countries. Eni is in a relevant position in some of the most attractive oilfields basins in the world, such as the Caspian Sea, West and North Africa, Russia, and the Gulf of Mexico. The highest production capacity is in Libya, Egypt, Algeria, Angola, Nigeria, Italy, Norway, United Kingdom, Caspian Area, and United States, covering approximately 90% of Eni's total production. The exploration activities are carried out in environments with extreme climatic conditions such as the desert of North West Africa or the ices of the Arctic Sea. In 2009 Eni obtained exploration permits in Angola, China, Ghana, Gulf of Mexico, India, Norway and Yemen. Proved reserves amount to 6.571 billion barrels of oil equivalent (boe) with a residual life of 10.2 years. In 2009 the production was 1,769 mln boe/day, slightly lower (-1.6%) compared to 2008. Furthermore, Eni is developing the Liquefied Natural Gas (LNG) business: Eni's liquefaction capacity is mainly in Nigeria, Egypt, Australia and Indonesia. In 2009 LNG sales (12.9 billions m³) increased by 7.5% compared to 2008. The Sustainability model is characterized by the attention to the relations with the communities living in the territories where Eni operates; for this purpose, a Cooperation and Development Model was defined, aimed at achieving agreements to sustain and promote initiatives for the producer Countries' development. Environmental protection is also relevant: the most significant challenges are the safeguard of the water resources, with the implementation of several water re-injection projects, and the prevention of oil spills thanks to specific interventions in areas at risk of spilling.

hydrocarbon production



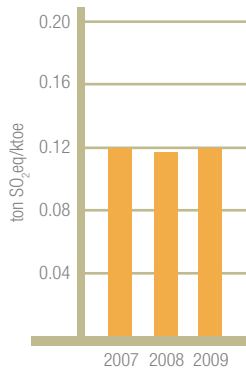
In 2009, hydrocarbon production was 1,769 million boe/day (-1.6% compared to 2008). Excluding the effect of OPEC production cuts (-28 kboe/day), the production is substantially unchanged.

injury frequency rate



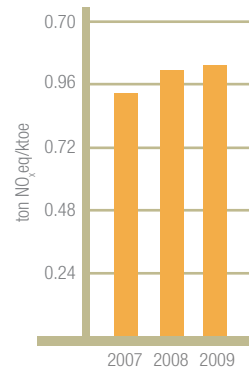
Between 2008 and 2009 the employee and contractor injury frequency indexes decrease considerably thanks to the E&P task force committed in the significant accidents prevention and in the objectives' assignment to the top management.

SO_x emissions/hydrocarbon production



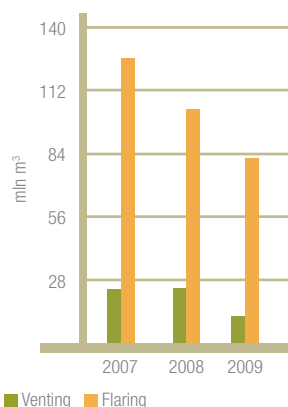
Between 2007 and 2009, year when there is a slight reduction in production, the SO_x emission indicator remained almost unchanged.

NO_x emissions/hydrocarbon production



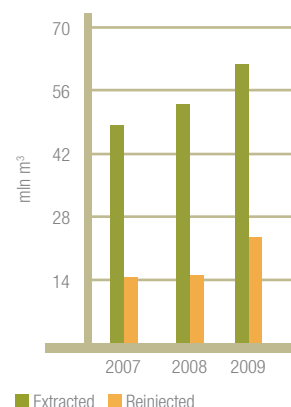
In the 2007-2009 period the NO_x emission indicator relative to hydrocarbon production rose due to the increase in energy consumption (see chart on energy consumed).

CH₄ from flaring and venting



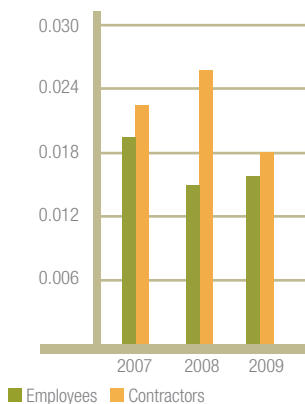
In 2009, the flaring and venting are still in decrease. The flaring is reduced in Nigeria, Congo, Tunisia and Algeria; the venting is reduced due to the exit of the Kadanwari plant (Pakistan) from the Eni's domain.

formation water



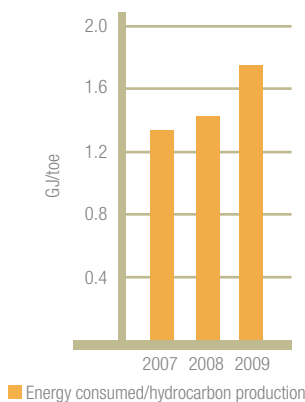
The produced water reinjected into the reservoir increased by 56.63% due to the realization of produced water injection projects in Libya (Abu Attifel, Bouri and Wafa) and Egypt (Belaym).

injury severity rate



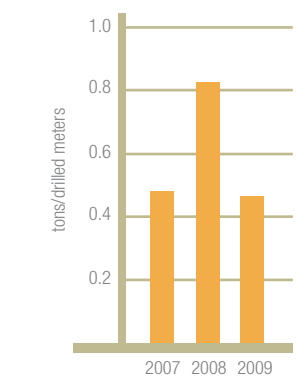
In 2009, the injury severity rate of E&P only (excluding Tecnomare) is 0.015 for the employees and 0.018 for the contractors (compared with 0.014 employees and 0.025 contractors in 2008).

energy consumed for hydrocarbon production



The energy consumed for the hydrocarbon production has increased in the period 2007-2009 consistent with the increased consumption due to the gas recovery activities aimed at the flaring reduction.

waste from drilling activities



In 2009 the waste produced by drilling activities index stands on the 2007's value, after the slight increase in 2008, due to the enhanced drilling activities in Alaska.

projects

People

- Projects for people's internationalization and local personnel skills improvement (Manual of Management in all Countries in which Eni operates; HR Towards the Future project; Design to cost award project)
- Issue of a Safe Driving Policy, a Disciplinary Policy for the outsourced works, and of the first 4 Minimum Safety Standards to be applied to the subsidiaries
- Safety Process: issue of the "HSE Design Requirements" standard concerning the application of the safety process to new projects and existing plants; IT tool to evaluate the plant risk
- Creation of an "HSE Asset Integrity" role within the Safety and Environmental Protection professional community
- Studies to evaluate and/or update the health care and medical emergency plans in Gabon, Ghana, Iraq, Turkey, Uganda and Australia

Environment

- Water treatment projects in Egypt (Belaym) and in Libya (Abu Attifel, Bouri and Wafa) as well as in Italy, Kazakhstan, Congo, Nigeria and Algeria
- Flaring down initiatives in Algeria, Angola, Congo, Libya, Nigeria, Tunisia, Turkmenistan, Kazakhstan, Italy, Indonesia and Ecuador
- Projects for the prevention of oil spills in the areas mostly affected (i.e. Egypt, Nigeria and Turkmenistan) and drafting of the Oil Spill Contingency Plan for all subsidiaries
- Implementation of the Waste Management Planning standard, fulfilled in 2009, in all subsidiaries

Territory

- Promoting the Local Content's development in all Countries in which Eni operates
- Interventions to support the access to energy (Nigeria, Congo) and to water (Algeria, Mali, Pakistan, East Timor, Congo, Kazakhstan, Mozambique); improvement of roads, schools and socio-medical's infrastructures in all the Countries
- Integrated projects for development's activities in Nigeria (Green River Project), Pakistan (Bhit Rural Support Program), East Timor, Indonesia, and Congo
- Projects for the healthcare and health promotion in Ecuador, East Timor, Indonesia, Libya, Australia, Mali and Pakistan
- Projects to support teaching and education in Ecuador, Pakistan, Egypt, Libya, Nigeria, Kazakhstan, Tunisia, Norway, Russian Federation, Italy and India
- Projects for the protection and valorisation of the cultural heritage in Italy, Algeria (restoration of the mosaic "The Indian triumph of Dionysus"), Egypt, Australia, Libya (interventions on archaeological sites in Sabratah and Leptis), and East Timor
- Projects for the biodiversity protection in Italy, Alaska, Ecuador, Norway, and Kazakhstan

Technological innovation

- Advanced techniques for modelling the well's internal structure: Depth Velocity Analysis; Depositional models for meandering channel system; Uncertainty estimation for thinly bedded reservoir
- New drilling technologies: Dual Casing Running and Radial Drilling
- Enhanced Oil Recovery: technology for oil recovery through the CO₂ injection in the reservoir
- Bright Water Injection: injection of an additive into the reservoir in order to clog the water saturated pores and promote the oil recovery

data

Production

- Oil and condensates production: 367.55 mln boe Eni Equity
- Natural gas production: 278.130 mln boe
- Proved oil and condensates reserves: 3,463 mln boe
- Proved natural gas reserves: 3,108 mln boe

People

- People: Italy 4,902, abroad 5,359
- Number of expatriates : 1,167
- Number of nationalities of international personnel: 94
- Total training hours: 561,099
- Audits: safety 141, environment 96
- Injury frequency rate: employees 0.49, contractors 0.59
- Injury severity rate: employees 0.015, contractors 0.018
- OHSAS 18001 certifications: 19

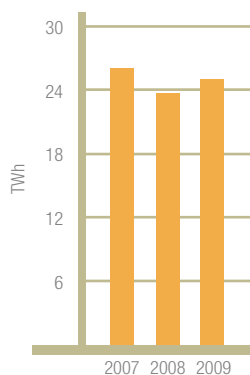
Environment

- Water consumption: 177 mln m³
- ISO 14001 certifications: 31
- Volume of flared gas: 6,143 mln m³
- Volume gas vented: 17.33 mln m³
- Oil concentration in produced water discharged: 14.39 mg/litro
- GHG emissions: 29.36 mln ton CO₂eq, 241.63 ton/ktoe
- SO₂ emissions: 14.65 kton
- NO_x emissions: 73.5 kton
- NM VOC emissions: 60.85 kton
- Number of oil spills: 287, barrels 21,573
- Waste generated: 1,353.43 kton, from reclamation: 288.97 kton
- Net primary sources consumption: 4,340.43 ktoe

gas & power

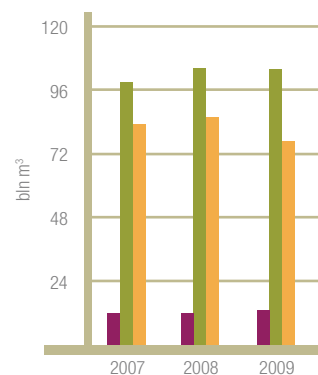
The G&P sector covers all phases of the gas value chain: supply, transmission, distribution, sale, and LNG. In Europe, Eni has the access to the most extensive infrastructural network for natural gas transmission, connecting the key consumption basins with the main production areas (North Africa, Russia, Northern Sea). Gas liquefaction allows, moreover, the transport of gas by ship from reservoirs not directly connected to the main transport network and distant from final markets. Eni is the European leader in the sales of gas: in 2009 103.72 bln m³ of gas were sold (-0.5% compared to 2008) and the volume transmitted *via* the Italian network was 76.9 bln m³. In 2009 the energy production was 24.09 TWh (+5.1% compared to 2008 with an installed operating power of 5.3 GW vs 4.9 GW in 2008) and the sales were 33.96 TWh (+13.5% compared to 2008). The G&P Sustainability initiatives concern mainly two activities: power generation and gas transmission. In the first sector EniPower aims at producing energy more efficiently and in a sustainable way. The installation of the VeLoNO_x burners allows to reduce NO_x emissions and to achieve the best performance. Also for gas transmission, the programs to reduce NO_x emissions at the compressor stations continued (-25% of NO_x emissions/transmitted gas compared to 2008). In 2009, the achieved average emission value of the installed turbines, was equal to 7.64 mg/(Nm³MW). Furthermore, G&P aims at creating good relations with the communities involved, in order to facilitate the acceptability of its projects and to be able to guarantee the restoration of the affected territory (132 meetings with town administrators hold in 2009).

production of energy



In Italy the production of energy has increased (+5.1% compared to 2008) due mainly to the start up of the two new S.E.F combined cycles. The produced technological vapor is decreasing (-4.7% compared to 2008) consistent with a demand reduction and a minor steam withdrawal in Brindisi and Livorno (for scheduled equipment's maintenance activities).

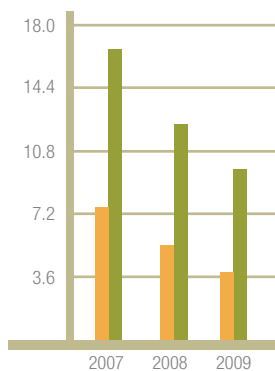
gas and LNG sales and transmission



■ LNG sold ■ Gas sold ■ Gas transmitted in Italy

In 2009 transmitted gas has decreased (-10.2% compared to 2008) in step with the lower transmitted volumes due to a demand contraction. Therefore sales showed a slight decline (-0.5% respect to 2008). Sales of LNG increased by 7.5% due to the contribution given by Distrigas acquisition.

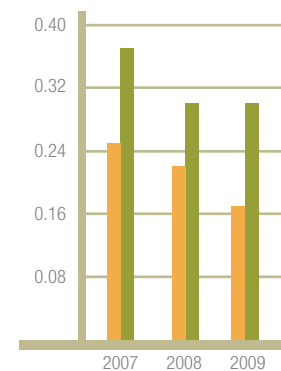
injury frequency rate



■ Employees ■ Contractors

In 2009 the employee and contractor injury frequency indexes are continuing a downward trend (-27% for employees and -23% for contractors compared to 2008), particularly in Italgas.

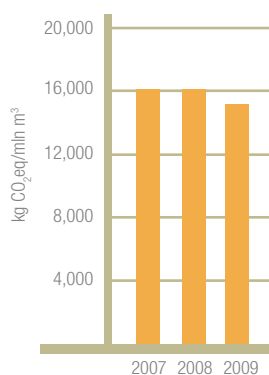
injury severity rate



■ Employees ■ Contractors

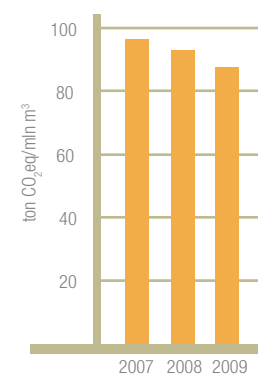
The injury severity indexes showed a reduction of 24% for employees (from 0.224 in 2008 to 0.170 in 2009) and 4% for contractors (from 0.315 in 2008 to 0.303 in 2009).

CO₂ emissions in gas transmission



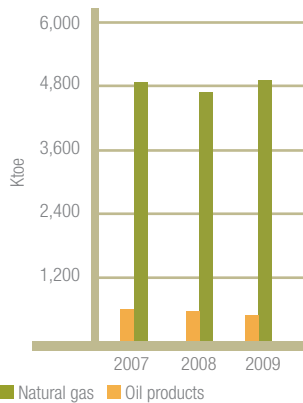
In 2009 the indicator of CO₂eq emissions/mln m³ has decreased by 5.8% compared to 2008. This reduction is caused both the decrease of energy consumption, due to an activities decrease, and the undertaken initiatives in order to reduce natural gas.

CO₂ emissions in gas distribution

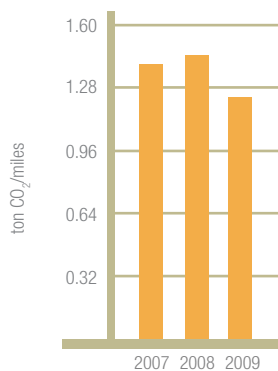


CO₂ emissions for natural gas distribution decreased by 4.4% compared to 2008. The tonnes of CO₂ equivalent per million m³ fell from 93 to 87.7.

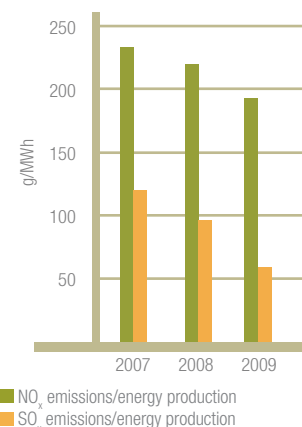
net consumption of primary sources



Net primary sources consumption has remained largely stable, but the used fuel mix is changed for natural gas benefit (+4% compared to 2008) which is the most widely used source in the sector (91%), in particular by EniPower.

CO₂ emissions for the transmission of LNG

In 2009, the LNG shipping carriers have traveled more than 180,000 miles (+19% compared to 2008). However CO₂ emissions per traveled mile have decreased by 14.8%, from 1.45 to 1.23.

SO_x and NO_x emissions/energy production (EniPower)

In 2009, SO₂ emissions are reduced (-37.8% respect to 2008) in line with the reduction of fuel oil BTZ consumption. NO_x emissions are reduced (-11.1% respect to 2008) due to the VeLoNO_x burners.

projects

People

- Initiatives for the diffusion of the "Eni culture" aimed to promote the local personnel's development
- Training plan directed to new managers
- Integration program of Distrigas and G&P
- Training initiatives for store managers and managers area
- Energie* program: integration program of SRG, Stogit, Italgas e LNG Italia

Customers and consumers

- Retail Development Program
- Retail Billing Project
- Improvement of Customer Service
- Agreement with the *Regione Lombardia* for the start up of new methane gas stations
- Energy Check-up Program
- Contest *Solo 5 euro di metano per un pieno di premi*
- Un consiglio per l'ambiente* project

Environment

- Construction of phytodepuration facilities for the reuse of purified water in Enna and Terranuova plants
- Monitoring of drinking water consumption and project to recovery treated water for irrigation's use in Tunisia
- Program for building a turbo-gas plant in Taranto
- Plan for the realization of photovoltaic and biomass power plants with a capacity of 16.7 MWp and 25 MW respectively and a saving of 4 ktoe
- Project for the installation of the VeLoNO_x systems on the combined-cycles (installed in 6 combined-cycles on the 9 foreseen)
- Replacement of fuel oil with natural gas at the Ferrara plant

- 87.4% increase of the natural gas share compared to 2008
- Activities to contain natural gas emissions from plants and from the gas pipelines (in line gas re-compression during the network improvement interventions and the pneumatic equipments replacement)
- Start up of new or modified units equipped with low emission systems in two gas-compression plants
- International partnership M2M (Methane to Markets) promoting the methane recovery and use as source of clean energy
- Installation of compactors in the LNG fleet

Territory

- Professional training in Tunisia
- Support to cultural, sports and social initiatives in Slovenia and Libya
- Granting of scholarships in the Russian Federation and in Brazil
- Open day at the Brindisi, Ferrara and Bolgiano plants and at the Nettuno station
- Monitoring activities in the Natural Reserve *Biviere e Macconi di Gela*

Technological innovation

- Gas-to-Liquids (GtL): the activities of catalyst's life testing at the Sannazzaro pilot plant are finished
- Monitoring the functionality of the offshore pipes (*Dionisio* Project): installation of a prototype system in a gas import terminal
- Medium-pressure transmission (*trasporto gas a pressione intermedia* - TPI): the X80 grade pipes have been acquired and agreements for welding activities have been drawn up; some full-scale tests took place, simulating the actual operational conditions

data

Production

- Gas transmitted (Italy): 76.9 bln m³
- Gas distributed: 7.73 bln m³
- Electricity produced: 24.09 TWh
- Gas sold: 103.72 bln m³
- LNG sold: 12.9 bln m³
- Electricity sold: 33.96 TWh

People

- People: 11,410 of whom 2,145 women
- People employed in transmission abroad: 269
- People employed in foreign market: 2,244; in the Italian market: 2,001
- People employed in the electrical sector: 584
- Audits: health 14, safety 18
- Injury frequency rate: employees 3.87, contractors 9.48
- Injury severity rate: employees 0.17, contractors 0.3
- Total training hours: 345,203

Environment

- Environmental audits: 136
- Water drawn: 570.75 mln m³, of wich freshwater: 16.43 mln m³
- GHG emissions: 14.59 mln ton CO₂e_q
- SO₂ emissions: 2,829.5 ton
- Waste generated: 129,137.6 ton, from reclamation 23,057.8 ton
- CO₂ emissions/MWheq produced: 0.41 ton/MWh
- NO_x emissions/MWheq produced: 193 g/MWh

refining & marketing

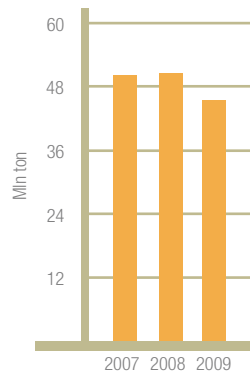
The refining system in Italy is made up of 5 owned refineries (Sannazzaro, Taranto, Livorno, Porto Marghera and Gela) and of the 50% stake in the Milazzo refinery. In Portugal Eni has a 33.34% stake in Galp (Porto and Sines refineries).

In Italy Eni is the leader in the distribution of oil products (market share >30%); at the end of 2009 the distribution network counted 4,474 service stations. The sales of fuel in the network reached 9.03 million ton (8.81 in 2008). Abroad, the service stations are 1,512, with 2.99 million ton of products sold.

Besides traditional fuels, Eni sells the Blu line fuels, lpg, methane and hydrogen (4 service stations in Italy and in Europe). The BluDiesel and BludieselTech products are the 10.5% of the diesel oil volumes sold. In the extra-network market, Eni sells diesel for traction, heating, agricultural and maritime sectors and fuels. Furthermore Eni proposes an innovative line of low environmental impact fuels in the heavy and public transport sector. In Italy Eni is leader in the market of lubricant bases, which are produced at the refinery of Livorno; Eni has also a factory for the production of lubricant additives at Robassomero (Turin) and 7 plants for the production of finished and greasy lubricants in Italy, Europe, North and South America, and East Asia.

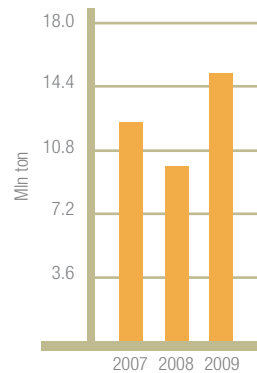
The division's Sustainability approach is focused on the environmental protection; the area of action concerns: enhancement of water resources and improvement of energy efficiency of plants. Thanks to the water reuse projects at the refineries, a 14% consumption reduction was achieved. The rational use of energy is pursued by investments of about 9.4 mln euro in energy efficiency projects implemented in all the 5 Italian refineries.

sales of oil products



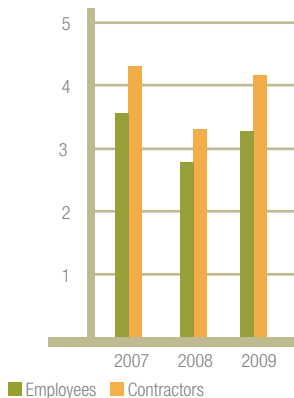
In 2009, excluding the impact of the cession of distribution activities in the Iberian Peninsula, the oil products sales (45.59 million ton) have decreased (-7.3% respect to 2008) due to lower volumes sold on the extra-network market in Italy and abroad.

sales of hydrocarbons with biofuels



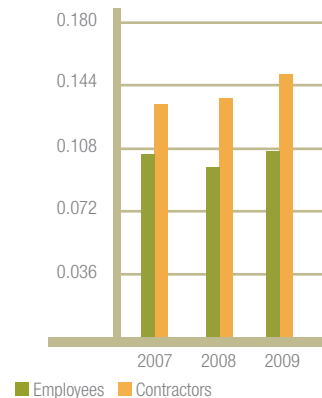
Sales of fuels with biofuels increased by 53.6% compared to 2008 due to the taking effect of the legislation on minimum quantities of biofuels in fuels.

injury frequency rate



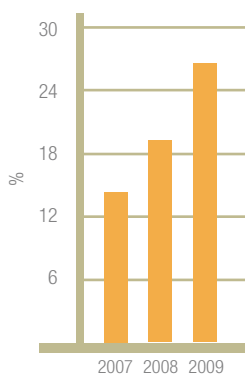
The injury frequency index has increased compared to 2008 (+13.2% for employees, +20.4% for contractors) because of an increase in accidents in some Italian sites.

injury severity rate



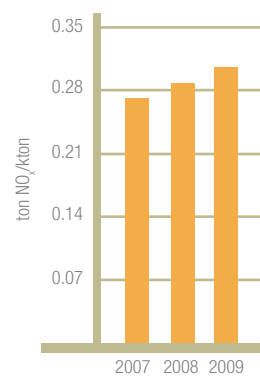
The injury severity index has increased compared to 2008 (+4.6% for employees, +12.4% for contractors) due to an increase in accidents in some Italian sites.

water reuse percentage



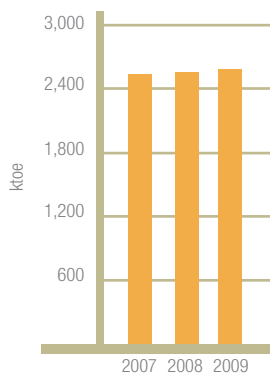
The reused water percentage shows a favourable trend in the last 3 years due to the interventions of water reuse. In particular, the percentage increased by 38% compared to 2008.

NO_x emissions/production of oil and semi-finished products



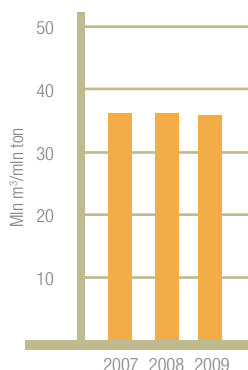
Although NO_x emissions from combustion decreased compared to 2008, the emission indicator increases because of the fuels mix burned in refineries.

net consumption of primary sources

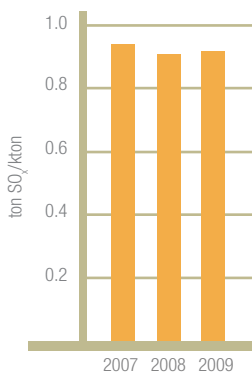


The fall in the primary sources consumption is consistent with the business trends in 2009, characterized by a decrease in demand for oil products.

water consumption index



The water withdrawals reduction depends mostly on water reuse projects and less worked products respect to 2008, due to scheduled maintenance interventions and choices related to the operational scenario.

SO_x emissions/production of oil and semi-finished products

The graph shows a decreasing trend in the last three years. Although in 2009 the index increased compared to 2008, the accounted tonnes of SO_x emissions are significantly reduced (21.98 kton vs 23.18 kton).

projects

People

- International Resources Project
- Change Management and Exchange Management programs
- Il responsabile come gestore di risorse* Program
- Best Performer & Sales Incentive project
- Safety Process Model to be adopted for safety management
- Monitoring of chemical, physical and biological agents and evaluation of the risk related to manual handling of loads
- Activities of natural radioactivity detection in Gela and Taranto refineries
- Review of the SMIL system (*Sistema Medicina e Igiene del Lavoro*)
- Understanding of the operational procedures and/or instructions "Evaluation of risk from physical agents (noise)" and "Evaluation of the 'vibrations' risk"

Customers

- Quality of Service Project
- You&Agip Program
- Eco-patente* Project

Environment

- Improvement intervention on the existing water reuse plants; enhancement activities of wastewater treatment capacity
- Energy efficiency projects in the 5 Italian refineries and in the Robassomero plant
- Leak Detection and Repair Program applied in all plants in order to monitor and control the emissions; a new plant for the oil vapours recovery has been installed
- Refineries: LowNO_x burners have been installed; the dosage of an additive for the NO_x reduction has been started on Lube furnaces; systems of permanent monitoring of fireplaces have been implemented

- Environmental reclamation activities of the fuels distribution network: 134 service stations on a total of 615 have finished the reclamation
- Reclamation activities of refineries, industrial (Gela, Taranto, Venice, Sannazzaro and Priolo) and disused sites and depots

Territory

- Support to sports, social and cultural activities, and to projects for the improvement of urban structure (e.g. at Sannazzaro de' Burgondi and Ferrera Erbognone in Italy)
- Support to medical structures and non-profit organization (e.g. at Genoa, Livorno and Rome in Italy)
- Social and urban interventions and environmental protection interventions (Sannazzaro de' Burgondi in Italy)
- Educational-cultural projects and initiatives (Livorno and Gela)

Technological innovation

- Eni Slurry Technology (EST): demonstrative tests in Taranto refinery have been carried out. The first EST plant with 23,000 bpd capacity is in construction
- Flexible FCC catalysts to increase the heavier fraction conversion of oil: a cooperation with a company leader in the production of FCC catalysts for an industrial test has been started
- The scientific bases of the Dual Catalyst Slurry System technology have been verified and the scale-up, with the construction of a new plant, has been carried out
- A cooperation with the Kurchatov Institute of Moscow for the experimental testing of the H₂S splitting technology in hydrogen and sulphur, on a pilot scale, has been started
- Application of a microwave technology for the improvement of the crudes features: two patent applications have been filed
- Hydrogen Project: the hydrogen production activity using the SCT-CPO technology in a multi-fuel gas station in Mantua has been finished

data

Production

- Production of refined products: 45.59 mln ton
- Installed refining capacity: 747 kbb/d
- Fuel sold in the Agip network: 12.02 mln ton
- Service stations (Italy+Abroad): 5,986
- Stations that supply non-oil services: 3,060

People

- People: 8,186 of whom 1,470 women
- Audits: safety 29, health 1
- Injury frequency rate: employees 3.26, contractors 4.15
- Injury severity rate: employees 0.106, contractors 0.150
- Total training hours: 244,936

Environment

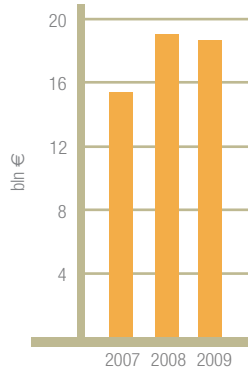
- Fresh water drawn: 21.65 mln m³
- Recycled water: 7.98 mln m³
- Net primary sources consumption: 2,510 ktoe
- ISO 14001 certifications: 30,
- EMAS registrations: 4
- GHG emissions: 7.29 mln ton
- CO₂ emission rate: 1,270 ton CO₂eq/uEDC
- SO₂ emissions: 21.98 kton
- NO_x emissions: 7.35 kton
- NM VOC emissions: 8.41 kton
- Waste from production activities: 0.10 mln ton
- Waste from reclamation: 1.86 mln ton

engineering & construction

Eni, through Saipem (43% share), operates in the market for the oil&gas services as a turn key contractor leader at international level. It has high expertise in Offshore (designing, construction and installation of platforms, floating production systems, underwater structures and pipelines), Onshore (laying of pipelines and construction of industrial, oil, petrochemical plants, electric power stations, pumping and compression stations) and in the land and sea drilling sector. Saipem provides also EPIC and EPC services to the oil industry, aimed especially at technologically complex projects (remote areas, deep water, difficult exploitation of gas and crudes). In 2009 Saipem Group achieved operational earnings amounting to 10,292 mln euro (+2.0% compared to 2008) and acquired new orders for 9,917 mln euro (excluding the amounts for contracts already in portfolio). Saipem's Sustainability model is focused on creating long-term value in the areas where it operates, pursuing the business goals while meeting stakeholders' expectations.

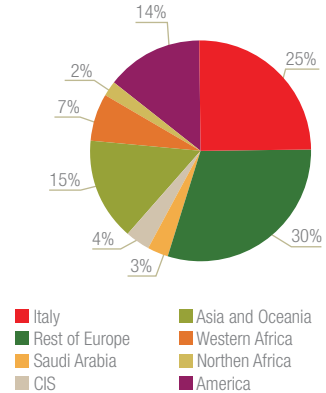
The maximization of Local Content (see the Sustainability Report on www.saipem.eni.it) is one of the relevant aspects of Saipem's business strategy, achieved both at the sites where it is steadily present and during the execution of projects. In 2009, 85% of the overall workforce (38,052 people) was local and it was trained with several educational and professional initiatives. Besides the daily programs to guarantee higher and higher levels of health and safety for the staff, customer satisfaction and environmental protection are further issues, developed through both specific projects during the year and a steady activity of research and technological development.

orders portfolio



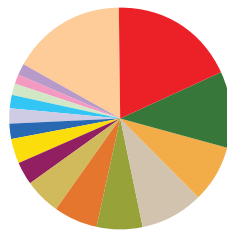
New orders in 2009, after the reduction of the existing contracts in portfolio, amounted to 9,917 million euro. On 31/12/2009 the orders portfolio amounted to 18,730 million euro.

qualified suppliers by geographical area



Of a total of 44,484 detected suppliers, 22,281 suppliers are used in 2009 in Engineering & Construction. 20% of qualified suppliers has a working relationship with Saipem since more than 5 years.

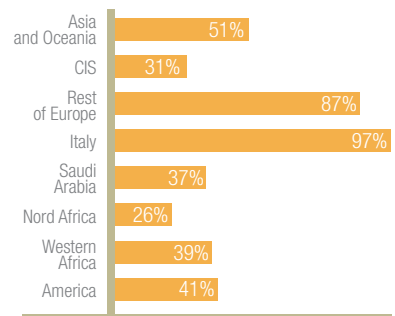
workforce distribution by nationality



Italy 18.6%	Angola 3.4%
Nigeria 11.0%	Algeria 2.3%
Kazakhstan 8.5%	United Kingdom 2.3%
India 9.1%	Saudi Arabia 1.9%
France 6.6%	Malaysia 1.7%
Philippines 6.4%	Indonesia 1.5%
Venezuela 5.3%	Romania 1.4%
Peru 3.5%	Other countries 16.7%

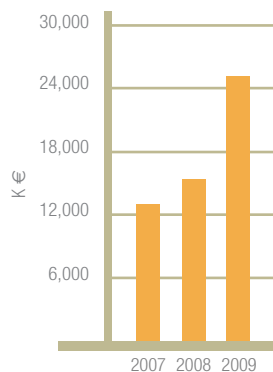
Of a total of over 38,000 employees (including jointly-held associated companies) from 119 different nationalities, in 2009 85% of the workforce was made up of local staff.

% local manager



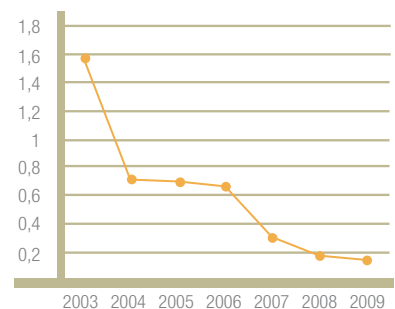
In 2009 78% of existing managerial positions was covered on the average by local staff.

health expenditure



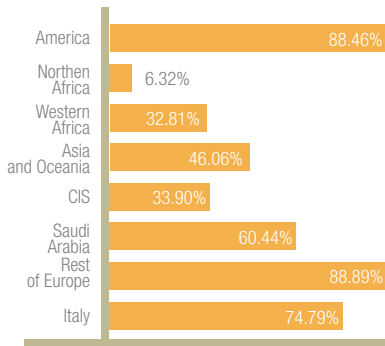
The expenditure for the health preservation increased by 63% compared to 2008, mainly for specific projects carried out in Venezuela in favour of the employees' families also.

malaria case rate 2003-2009



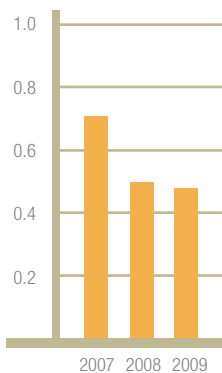
Saipem takes prevention measures in malaria risk areas for all employees. Furthermore, since 2003, it organizes specific information and training programs based on Malaria Awareness Course.

local purchases (%)



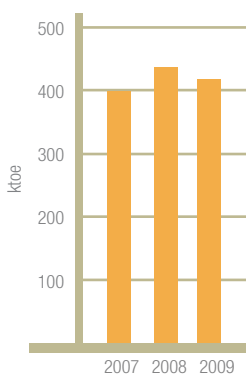
Of a total of 7,963 million euro of orders assigned to geographical area, 32% were ordered locally.

injury frequency rate (employees and sub-contractors)



The frequency of accidents generating lost work days decreased compared to 2008, reaching the target set for 2009. However it is noted an increase in total number of recorded accidents (1.93 per million hours worked).

net consumption of primary sources



Compared with the slightly increase in energy consumption, due to operating activities carried out during the year, the consumption of primary sources decreased (-4.35% respect to 2008) in line with a 4% reduction of GHG emissions.

projects

People

- Prosecution of the Leadership in Safety program (implementation of phases 2 and 3). During 2009, 133 workshops have been made (for a total of 308 since the start of the project) in 31 Countries for 1,833 participants (4,423 from the start of the project)
- Prosecution of the malaria control program, with specific information and training initiatives for employees
- Cardiovascular prevention program including the application of Telecardiology in remote areas, aimed mainly at monitoring people at risk, and experimental anti-smoking campaigns, created in 2009 at Rijeka (Croatia)
- Second edition of MIOGATE – Master in Telemedicine and Telepharmacy for the oil&gas sector – in collaboration with the *Università di Camerino*

Environment

- Use of innovative water treatment systems in a project on the peruvian coast (Peru LNG export project): domestic water phytopurification's system using papyrus; biological treatment plant using an activated sludge system associated with a residual mud desiccation system; reuse of treated water in the construction activities
- Turbidity monitoring system through progressive sampling, associated with minimally invasive excavation system, which allowed both avoid the use of containment systems for suspended sediments and reduce the impact on populations of algae *Cymodocea nodosa* and *Posidonia oceanica* on the project Medgaz (laying pipeline from Algeria to Spain)
- Monitoring and mitigation measures on marine turtles to avoid interference with the nesting time have been made during the in land approach's phase in Blacktip project in northern Australia

- Monitoring of GHG emissions: following the pilot module introduction for tracking GHG emissions on the Castoro Sei ship, the project continued with the same installation on the Saipem 7000 and Semac 1 ships, on the Saipem FDS (ship used for developing offshore fields) and on the drilling unit Scarabeo 6

Territory

- Promotion of both the local content and the professional training in Kazakhstan and Nigeria
- Educational and medical projects in Peru
- Involvement of local communities and support to the local economic and social development in Peru

Technological innovation

- Development and testing of a new method for offshore pipelines laying (patent in achievement), designed to minimize operational risks and excavation size, thereby reducing environmental impact
- Development of new technologies to improve efficiency and safety in building fleet's new units (especially on the pipe layers unit Castorone and on the Saipem FDS2 unit for developing offshore fields)
- Further development of Snamprogetti™ technology for the production of Urea fertilizer
- Development of a new patented method for the sulfur transportation in solid form, reducing risks, potential emissions and management costs

data

Production

- Order portfolio: 18,700 mln euro

People

- People: 36,016 (excluding jointly held associate companies), of whom 4,101 women
- Italian expatriates: 1,829
- Local employees abroad: 28,966
- International employees: 6,149
- Audits: safety 103, health 25
- Injury frequency rate: employees 0.401, contractors 0.565
- Injury severity rate: employees 0.023, contractors 0.009
- Total training hours: 1,423,050

Environment

- Water drawn: 210.743 mln m³, fresh: 5.013 mln m³
- Net primary sources consumption: 417.50 ktoe
- ISO 14001 certifications: 33
- GHG emissions: 1.28 mln ton
- SO₂ emissions: 6.069 kton
- NO_x emissions: 16.816 kton
- NM_{VOC} emissions: 0.513 kton
- Waste produced: 186.833 kton

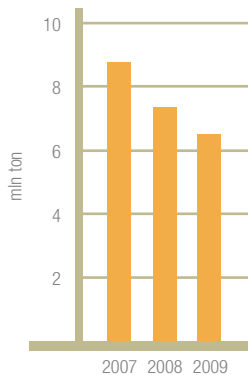
petrochemicals

Eni, through Polimeri Europa, manages the production and marketing of a wide portfolio of chemical products, thanks to a range of owned technologies, state-of-the-art plants and an extensive and efficient distribution network. The strategic business areas of the petrochemical sector are basic chemical, plastics and synthetic rubbers. The production plants are located primarily in Italy (11) and in Europe (4). In 2009, due to a reduction of the demand of products, in particular in the automotive sector, the sales, equal to 4,265 thousand ton, decreased by 8.9% compared to 2008. The Company's Sustainability initiatives are mainly focused on:

- the protection of water resources, achieved through activities aimed at both reducing withdrawals and improving the quality of effluents;
- the safety at the plants, pursued through interventions of prevention, control and diffusion of the culture of safety for workers. In effect, in 2009, 100% of the plants achieved the certification according to the OHSAS 18001 standard;
- the environment, protected monitoring and pursuing the reduction of emissions and the improvement of working environment. All sites achieved the ISO 14001 certification and the plants of Mantua and Ferrara had the EMAS registration.

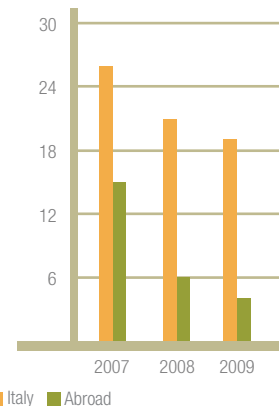
In fact, in 2009, about half of the technical investments of 145 million euro, concerned mainly interventions for the plants efficiency (58 million euro) and for the environmental protection and compliance with the law regulations concerning health and safety (28 million euro).

chemical production



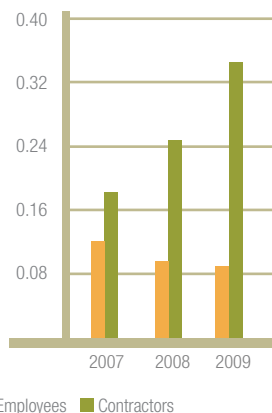
Production decreased by 11.5% respect to 2008 due to the declining demand in the chemical sector, which has led extraordinary stops of some facilities in order to reduce storage excess.

number of employees' accidents



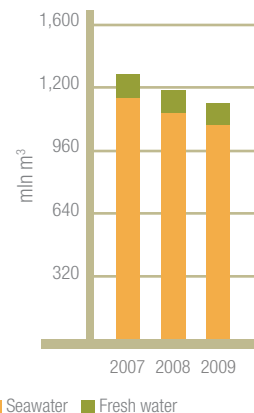
The decreasing trend is due to both company policies and the involvement and empowerment at all organization levels.

injury severity rate



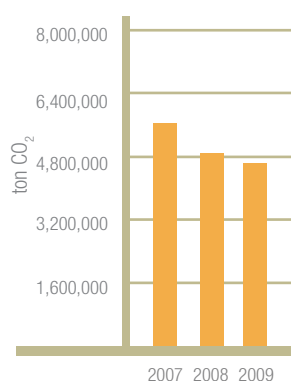
The injury severity rate's trend takes into account the consolidated management system and KPIs, which increase the HSE aspects's commitment.

water withdrawals



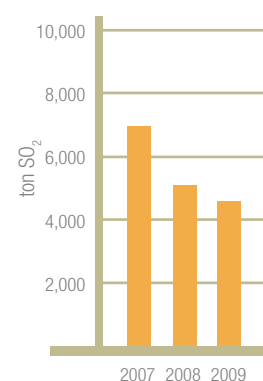
The fresh water withdrawals are decreasing. The realization of a project for their drastic reduction (-20%) is expected at the Mantua Plant.

CO₂ emissions



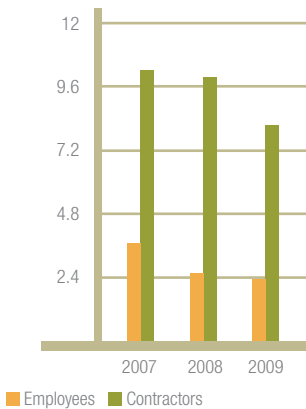
The emission reduction (-5.5% compared to 2008) is affected by the productive assets in the current crisis period characterized by both lower production levels and less fuels consumption.

SO₂ emissions



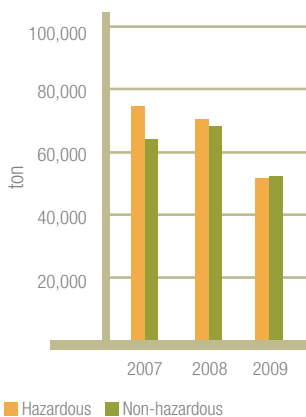
SO₂ emissions have decreased by 10.2% compared to 2008 thanks to the use of fuels with lower sulfur content than those used in past.

injury frequency rate

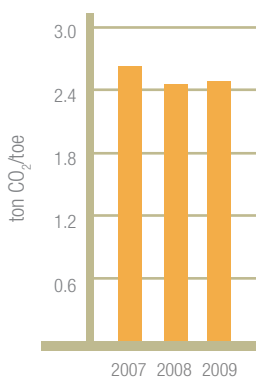


In 2009 the downward trend of the injury frequency index is confirmed (-9.1% for employees and -18.4% for contractors); this trend is mainly due to the involvement and commitment at all organization levels.

waste from production activities



In 2009, the waste decreased (-21.5% hazardous waste, non-hazardous waste -20.2%) due to both the process optimization and the reduction of production sites.

CO₂ emissions/consumed fuel

Although in 2009 the CO₂ emissions have decreased, CO₂ emissions per unit of consumed fuel increased by 1.2% compared to 2008.

projects

People

- Technical support to Eni's "Communicating Safety" project
- Process Safety audits carried out at the sites in Porto Torres, Dunkerque and Brindisi
- Regulations compliance carried out on the 32 third-party companies operating for Polimeri Europa at the Porto Marghera site
- Prevention and health promotion initiatives both in Italy and abroad (anti-smoking campaigns, awareness of healthy eating uses, controls aimed at prevention of cancers and cardiovascular diseases)
- Environmental measurements of personnel exposure, together with biological monitoring aimed at verifying the dose absorbed by workers, have been done obtaining results that are excellent at European level
- Environmental measurements of personnel exposure, together with biological monitoring aimed at verifying the dose absorbed by workers, have been done obtaining results that are excellent at European level
- Study for defining the company threshold value of urinary butadiene validated as a biological indicator of exposure in workers exposed to butadiene

Environment

- Porto Torres: the project (2008-2012) for setting targets for the rationalization of liquid waste and the construction of pre-treatment facilities to improve wastewater quality is continuing
- Mantua: investments aimed at reducing water collection from Mincio river by approx. 2000 m³/h (works completion by 2011)
- Completion and start up of two projects: "Improving efficiency fume fans (Porto Marghera)" and "Replacing internal turbine FTP2202 (Priolo)"
- Monitoring campaigns in order to monitor all the Italian installations in the next 4 years are ongoing: during the first 8 months of 2009, almost 84,000 were already registered and monitored

- The interventions to secure the aquifers at the Mantua, Ferrara, Brindisi, Priolo, Porto Marghera, Gela and Sarroch plants are completed
- The planned and approved characterization activities are completed, same as the subsequent integrative activities
- The first step of the analysis activity has finished of the dataset records, and the second step started with the revision and homogenization of the CER descriptions and codes
- During the second half of 2009, an assessment was carried out on the dispositions associated with the homogeneous families of CER, and the integration of foreign websites into the information system was implemented (completion within 2010)

Technological innovation

- The finalization of a proprietary process for the selective hydrogenation of acetone at isopropyl alcohol, within the recirculation of the co-product acetone polyethylenes, has been successfully completed
- The production of two new types of low density linear polyethylene (obtained through a new proprietary catalysis, applicable to plastic film) has been transferred on industrial scale. New polyethylenes have been obtained on pilot plant by using a new proprietary catalyst
- Elastomers: new butadiene-styrene hydrogenated copolymers with enhanced characteristics as additives for lubricants have been obtained at pilot level in cooperation with a company producing bases for lubricating oils. New types of styrene-butadiene rubber for the production of blends for tires with improved performance have been obtained
- Styrene polymers: the validation of the shock resistant polystyrene and ABS production with a single stage anionic/free-radical polymerization has been completed on pilot scale. The first production tests of continuous mass expandable polystyrene have been completed at the Mantua site. In Hungary, applied successfully a grade of expandable white polystyrene with improved insulation power and unchanged mechanical characteristics

data

Production

- Production of petrochemical products: 6.521 mln ton

People


- Number of people: 6,074 of whom 596 women
- Injury frequency rate: employees 2.34, contractors 8.12
- Injury severity rate: employees 0.09, contractors 0.345
- Total training hours: 323,449
- OHSAS 18001 certifications: 13

Environment

- Water drawn: 1,200.8 mln m³, fresh: 109.3 mln m³
- Water recycled: 65.84 mln m³
- Net primary sources consumption: 1,867 ktOe
- ISO 14001 certifications: 13, EMAS registrations: 2
- Emissioni di GHG: 4.63 mln ton
- SO₂ emissions: 4.59 kton
- NO_x emissions: 4.78 kton
- NM_{VOC} emissions: 3.83 kton
- Waste for production activities: 108.596 kton
- Waste from reclamation: 1.56 mln ton

GRI application level

Report Application Level	C	C+	B	B+	A	A+
G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
G3 Management Approach Disclosures OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

		2002 In Accordance					
		C	C+	B	B+	A	A+
Mandatory	Self Declared				√		
Optional	Third Party Checked		Report Externally Assured				Report Externally Assured
	GRI Checked				Report Externally Assured		Report Externally Assured