

In TIM we think that being sustainable entails taking into account the expectations of all those people and parties who have a stake in our business, our "stakeholders", whose opinions and requests we carefully listen to. This standing is based on the belief that strong and satisfactory relations with our stakeholders are the only way to ensure a long lasting success of our business.

I. General Guidance on stakeholder engagement practices

The stakeholder engagement process in TIM follows the guidelines set in the AccountAbility 1000 relevant standards: AA1000 AccountAbility Principles Standard (AA1000APS) and AA 1000 Stakeholder Engagement Standard (AA 1000 SES).

In particular, wherever feasible, TIM

- integrates stakeholder engagement within its Governance, Strategies and Operations
- plans and prepares engagement process through
 - Identification of Purpose, Scope, Ownership, Mandate and Stakeholders
 - Profiling of stakeholders
 - Settling of Engagement Levels and methods
 - Definition and Communication of Boundaries of disclosure
 - Drawing up an Engagement Plan
 - Choosing Indicators for measuring engagement activities
 - Providing adequate Resources and Capacities
 - Identification and Mitigation of Engagement risks
- implements engagement through
 - Inviting, informing and briefing the stakeholders
 - Carefully listening to the stakeholders during the engagement
 - Documenting the engagement
 - Developing action plans
 - Communicating the engagement

- monitors and evaluates the engagements
- strives to improve its engagement activities
- reviews the outcomes of the engagement action plans
- reports on engagement.

II. Features of TIM's Stakeholder Engagement

The kind of business we run in TIM lets us come in touch with very many stakeholders. For this reason, in order to have a systematic approach with them as well to report on our relations with them, we need to group our stakeholders into homogeneous categories. We believe that the categories best serve our purposes: **customers**, **suppliers**, **competitors**, **institutions**, the **environment**, **communities** (including the media), **human resources** and **shareholders**. The former six categories include **stakeholders** who are **external** to the company, whereas the latter two are **internal** to the company.

The **stakeholder identification process** is based on the following phases:

1. analysis of business processes
2. for each process, identification of all the interested parties (people/associations/organizations involved in the activity analyzed)
3. grouping parties in homogenous categories (according to relevance to the company or to the stake they hold company-wise)
4. identification of priority groups within each category.

Priorities are assigned according to either the relevance of the stakeholders to the core business of the company, or because the company decides to target specific issues for, e.g., supporting the economical or cultural growth of the Country. The **list of priority groups** is published on the Company's website.

The identification process is followed by an analysis of the strategies best suited in order to build relations, as well as the attribution of responsibilities, within the company, to hold such relations.

For each group of homogeneous stakeholders the most appropriate engagement tools are identified, ranging from one-to-one meetings, one-to-many meetings (the company meets with a number of stakeholders at the same time), information sessions, joint projects, surveys, focus groups, etc. At this stage, there where the engagement tool is compatible, TIM follows the steps foreseen by AA1000APS under the headings Planning, Preparation and Implementation. Depending on the level of engagement, we group the different kinds of relationship under the following categories: Information, Consultation, Dialogue, Partnership. These latter categories are used in our **report on engagement activities** for each stakeholder, published on our website.

For each stakeholder, through the feedback which they provide to TIM, an analysis of their needs is carried out, followed by a study of the possible solutions which TIM can offer in order to meet their needs. During this stage the Company evaluates the risks and opportunities arising from each perspective solution, the gaps to be filled in order to implement the solution, the effort required in order to implement such solutions. According to the relevance of the stakeholder for TIM's core business, these considerations enter either the Company's strategies and operations at the topmost level or the strategies and operations of a particular business unit or line.

Thus, TIM can decide which solutions to offer, which projects and initiatives to start, the particular groups to run the project with and, together with those stakeholders, each party's roles and the rules to be followed in the development of the project. In particular, measurement instruments are settled in order to check the efficacy of the project throughout its life. At any time every stakeholder can provide additional considerations to TIM and/or to a particular department through dedicated contacts. In this way TIM provides each stakeholder full capacity to engage the Company, through ordinary or specific channels created for the engagement activity.

Grievance mechanisms are put in place and given wide publicity.

Finally, accounting on engagement activities and particular projects/events is done both through the company's Sustainability Reporting and through feedback sessions with the stakeholders involved. On selected topics, reports are provided to the Company's Top Management.

III. Reports and Complaints

Any report or complaint can be delivered either directly to the contacts provided in the various contact pages of the company's websites (www.telecomitalia.com, www.tim.it, etc) or to the Company's governing bodies by following the steps described at the page [Reporting complaints and breaches](#) of the corporate web site. In particular, the latter link provides the procedure for delivering anonymous reports to the Board of Statutory Auditors.

IV. List of Related Policies

Customers

Charters of services, published at:

<http://www.telecomitalia.com/tit/en/sustainability/our-approach/codes-policies/customers-policies.html>

Suppliers

Relations with Suppliers in TIM's purchasing processes, published at:

<http://www.telecomitalia.com/tit/en/sustainability/our-approach/codes-policies/environmental-social-policies.html>

Competitors

Code of conduct for protecting Other Local Operators' data, published at:

<http://www.telecomitalia.com/tit/en/sustainability/our-approach/codes-policies/customers-policies.html>

Institutions

Guidelines for relations with Local Authorities and other entities, published at:

<http://www.telecomitalia.com/tit/en/sustainability/stakeholders/institutions.html>

Environment

Environmental policies for the environment published at:

<http://www.telecomitalia.com/tit/en/sustainability/stakeholders/environment/environmentalcommitment.html>

http://www.telecomitalia.com/content/dam/telecomitalia/documents/Sostenibilita/en/Policies_ENG/Environmental%20Policy.pdf

Community and the Media

Guidelines for Voluntary Contributions to the Community, published at:

<http://www.telecomitalia.com/tit/en/sustainability/our-approach/codes-policies/environmental-social-policies.html>

Guidelines on engagement with the Media, published at:

<http://www.telecomitalia.com/tit/en/sustainability/media-and-dialogue.html>