

ENGAGEMENT

FEEDBACK

KEY INTERESTS

CLIENTS



- Clients asked for feedback at the end of the project using the 'Customer Satisfaction' tool (11 questionnaires).
- 29 clients involved in Saipem's Materiality Assessment.
- Clients involved in LiHS programme implementation in projects (i.e. TCO project).
- Engagement on sustainability aspects with clients and potential clients.

Clients provided their feedback through the Customer Satisfaction questionnaires, providing positive feedback on Saipem's performance. In addition, the questionnaire for the materiality assessment was used to indicate the issues managed by Saipem that create more value for them (safety of people and operations, and the management of ethical business practices).

- People safety;
- Safe operations, asset integrity and process safety;
- Human and labour rights;
- Anti-corruption and ethical business practices;
- Training and development.

APPROACH

- Constant reporting and meetings on operating projects.
- Meetings organised with clients or potential clients also include Sustainability aspects.
- Proactive engagement in HSE initiatives, such as environmental awareness campaigns or LiHS (Leadership in Health and Safety) programmes.