

ENI SpA

Palm oil
assessment

Total score:

28.3%

Latest update: October 2019

Next scheduled: November 2020

Market cap:	56,486,470,325 USD
Thomson Reuters ticker:	ENI.MI
Bloomberg ticker:	ENI IM
ISIN:	IT0003132476
RSPO member?	No
Activities:	Palm oil refining, trading and distribution
Locations:	Italy (Venice)
Headquarters:	Italy
Website:	https://www.eni.com/en_IT/home.page Latest annual report (2018) Sustainability report (2018)

Total:	34.5 / 122	28.3%
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> Sustainability policy and leadership

5.5 / 10 55%



<input type="checkbox"/> 1. Sustainable palm oil policy or commitment for all its operations? This indicator is disabled as the company is only a processor.			
<input type="checkbox"/> 2. Sustainable palm oil policy or commitment applies to all suppliers?	✓	1 / 1	Source
<input type="checkbox"/> 3. High-level position of responsibility for sustainability?	✗	0 / 1	
<input type="checkbox"/> 4. One or more members within the board of the company have responsibility for sustainability? The company's Board of Directors has a "Sustainability and Scenarios Committee".	✓	1 / 1	Source
<input type="checkbox"/> 5. Percentage or number of women in senior management team? 0 - The company does not directly report the number or percentage of women in its senior management team, but pictures and names on its website (undated) suggest there are no women.	P	0.5 / 1	Source
<input type="checkbox"/> 6. Percentage or number of women board members? 33%	✓	1 / 1	Source
<input type="checkbox"/> 7. Member of multiple industry schemes or other external initiatives to reduce negative environmental	✓	1 / 1	Source

or social outcomes associated with palm oil production?

UN Global Compact, GRI, WBCSD.

✘ 0 / 1

8. Collaboration with stakeholders to reduce negative environmental or social outcomes associated with palm oil production?

P 0.5 / 1 [Source](#)

9. Sustainability report published within last two years?

The company has a sustainability report but it does not cover palm oil operations. Some social and environmental issues are covered in the company's annual report, but they are not specific to palm oil.

✘ 0 / 1

10. Reports through standardised reporting systems?

The last company's reports verified by GRI are more than two years old. The company submitted a response to CDP in the Climate Change and Water Security categories, but not in the Forests category.

11. Verification report on compliance with POIG Charter, if a POIG member?

This indicator is disabled as the company is not a POIG member.

P 0.5 / 1 [Source](#)

12. Climate risks assessment available?

The company has published a summary of its climate change risks assessment.



> **Landbank, maps and traceability**

0 / 13 0%

13. Total land area managed/controlled for oil palm (ha)?

This indicator is disabled as the company is only a processor.

14. Total oil palm planted area (ha)?

This indicator is disabled as the company is only a processor.

15. Plasma/scheme smallholders planted area (ha)?

This indicator is disabled as the company is only a processor.

16. Unplanted (areas designated for future planting) (ha)?

This indicator is disabled as the company is only a processor.

17. Conservation set-aside area, including HCV area (ha)?

This indicator is disabled as the company is only a processor.

18. Area for infrastructure (ha)?

This indicator is disabled as the company is only a processor.

19. Maps of estates/management units?

This indicator is disabled as the company is only a processor.

20. Maps of scheme/plasma smallholders?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

21. Names and locations of all third-party supplying plantations?

22. Number of company-owned mills?

This indicator is disabled as the company does not own mills.

23. Names and coordinates of company-owned mills?

This indicator is disabled as the company does not own mills.

24. Number (or percentage) of company-owned mills that source from company-owned plantations and/or third-party plantations?

This indicator is disabled as the company does not own mills.

25. Total volumes (or percentages) sourced by company-owned mills that come from company-owned plantations and/or third-party plantations?

This indicator is disabled as the company does not own mills.

✘ 0 / 1

26. Number of supplier mills?

✘ 0 / 1

27. Names and coordinates of all third-party supplying mills?

✘ 0 / 1

28. Number (or percentage) of third-party supplier mills that source from their own plantations and/or third-party plantations?

✘ 0 / 1

29. Total volumes (or percentages) sourced from third-party supplier mills that come from their own plantations and/or third-party plantations?

✘ 0 / 1

30. Total volume (or percentage) sourced for refineries that comes from intermediary traders and/or refiners rather than directly from mills?

✘ 0 / 1

31. Time-bound commitment to achieve 100% traceability to mill level?

✘ 0 / 2

32. Percentage of supply traceable to mill level?

✘ 0 / 1

33. Time-bound commitment to achieve 100% traceability to plantation level?

34. Percentage of fresh fruit bunches (FFB) from own mills traceable to plantation level?

This indicator is disabled as the company does not own mills.

<input type="checkbox"/> 35. Percentage of fresh fruit bunches (FFB) from supplier mills traceable to plantation level?	X	0 / 2
<input type="checkbox"/> 36. Publishes traceability data at refinery level?	X	0 / 1
<input type="checkbox"/> 37. Publishes traceability data at crusher level? This indicator is disabled as the company does not own crushing facilities.		



> Deforestation and biodiversity

15 / 10 15%

<input type="checkbox"/> 38. Commitment to zero deforestation or zero conversion of natural ecosystems? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 39. Commitment to zero deforestation or zero conversion of natural ecosystems applies to all suppliers?	✓	1 / 1 Source
<input type="checkbox"/> 40. Criteria for defining deforestation? High Carbon Stock forests.	P	0.5 / 1 Source
<input type="checkbox"/> 41. Evidence of monitoring deforestation?	X	0 / 2
<input type="checkbox"/> 42. Amount of illegal/non-compliant deforestation recorded in own operations? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 43. Amount of illegal/non-compliant deforestation recorded in supplier operations?	X	0 / 1
<input type="checkbox"/> 44. Commitment to restoration of non-compliant deforestation/conversion? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 45. Commitment to restoration of non-compliant deforestation/conversion applies to all suppliers?	X	0 / 1
<input type="checkbox"/> 46. Implementing a landscape or jurisdictional level approach?	X	0 / 2
<input type="checkbox"/> 47. Commitment to biodiversity conservation? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 48. Commitment to biodiversity conservation applies to all suppliers?	X	0 / 1
<input type="checkbox"/> 49. Identified species of conservation concern, referencing international or national system of species		

classification?

This indicator is disabled as the company is only a processor.

50. Examples of species and/or habitat conservation management?

This indicator is disabled as the company is only a processor.

51. Commitment to no hunting or only sustainable hunting of species?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

52. Commitment to no hunting or only sustainable hunting of species applies to all suppliers?



> **HCV, HCS and impact assessments**

1 / 6 16.7%



53. Commitment to conduct High Conservation Value (HCV) assessments?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

54. Commitment to conduct High Conservation Value (HCV) assessments applies to all suppliers?

55. High Conservation Value (HCV) assessments for planting undertaken prior to January 2015, and associated management and monitoring plans?

This indicator is disabled as the company is only a processor.

56. High Conservation Value (HCV) assessments for all estates planted since January 2015?

This indicator is disabled as the company is only a processor.

57. High Conservation Value (HCV) management and monitoring plans for all estates planted since January 2015?

This indicator is disabled as the company is only a processor.

58. Commitment to only use licensed High Conservation Value (HCV) assessors accredited by the HCV Resource Network's Assessor Licensing Scheme (ALS)?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

59. Commitment to only use licensed High Conservation Value (HCV) assessors accredited by the HCV Resource Network's Assessor Licensing Scheme (ALS) applies to all suppliers?

60. Satisfactory review of all High Conservation Value (HCV) assessments undertaken since January 2015 by the HCV ALS Quality Panel?

This indicator is disabled as the company is only a processor.

61. Commitment to the High Carbon Stock (HCS) Approach?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

62. Commitment to the High Carbon Stock (HCS) Approach applies to all suppliers?

63. High Carbon Stock (HCS) assessments?

This indicator is disabled as the company is only a processor.

✔ 1 / 1 [Source](#)

64. Commitment to conduct social and environmental impact assessments (SEIAs)?

✘ 0 / 1

65. Commitment to conduct social and environmental impact assessments (SEIAs) applies to all suppliers?

✘ 0 / 1

66. Social and environmental impact assessments (SEIAs) undertaken, and associated management and monitoring plans?

SEIAs are available but they don't cover the company's palm oil operations.



> **Peat, fire and GHG emissions**

2.25 / 7 32.1%

67. Commitment to no planting on peat of any depth?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

68. Commitment to no planting on peat of any depth applies to all suppliers?

69. Implementation of commitment to no planting on peat of any depth?

This indicator is disabled as the company is only a processor.

70. Landbank or planted area on peat?

This indicator is disabled as the company is only a processor.

71. Commitment to best management practices for soils and peat?

This indicator is disabled as the company is only a processor.

✘ 0 / 1

72. Commitment to best management practices for soils and peat applies to all suppliers?

73. Evidence of best management practices for soils and peat?

This indicator is disabled as the company is only a processor.

<p>74. Commitment to zero burning? This indicator is disabled as the company is only a processor.</p>		
	✘	0 / 1
<p>75. Commitment to zero burning applies to all suppliers?</p>		
<p>76. Evidence of fire monitoring and management? This indicator is disabled as the company is only a processor.</p>		
<p>77. Details/number of hotspots/fires in company estates? This indicator is disabled as the company is only a processor.</p>		
<p>78. Details/number of hotspots/fires within surrounding landscape/smallholders? This indicator is disabled as the company is only a processor.</p>		
<p>79. Time-bound commitment to reduce greenhouse gas (GHG) emissions intensity? The company's time-bound commitment to reduce GHG intensity (23% by 2025 compared to 2014) covers its upstream operations so does not cover its palm oil operations.</p>	P	0.5 / 1 Source
	✘	0 / 1
<p>80. Methodology used to calculate GHG emissions?</p>		
	P	0.75 / 1 Source
<p>81. Progress towards commitment to reduce GHG emissions intensity? The figures that show a reduction in GHG intensity over time relate to all of the company's refineries, not only the ones that process palm oil.</p>		
<p>82. Percentage of mills with methane capture (100%)? This indicator is disabled as the company does not own mills.</p>		
	✓	1 / 1 Source
<p>83. GHG emissions intensity? 253 - Tonnes CO2 eq/kT of products (crude oil and semifinished) processed in refineries. This figure relates to all of the company's refineries, not only the ones that process palm oil.</p>		
<p>84. GHG emissions from land use change? This indicator is disabled as the company is only a processor.</p>		



> Water, chemical and pest management

0 / 10 0%

	✘	0 / 1
<p>85. Time-bound commitment to improve water use intensity?</p>		
	✘	0 / 1
<p>86. Progress towards commitment on water use intensity?</p>		

<input type="checkbox"/> 87. Water use intensity?	✘	0 / 1
<input type="checkbox"/> 88. Time-bound commitment to improve water quality (BOD and COD)?	✘	0 / 1
<input type="checkbox"/> 89. Progress towards commitment on water quality (BOD and COD)?	✘	0 / 1
<input type="checkbox"/> 90. Treatment of palm oil mill effluent (POME) and/or palm oil refinery effluent (PORE)?	✘	0 / 1
<input type="checkbox"/> 91. Commitment to protect natural waterways through buffer zones? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 92. Implementation of commitment to protect natural waterways through buffer zones? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 93. Commitment to minimise the use of chemicals, including pesticides and chemical fertilisers? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 94. Commitment to minimise the use of chemicals, including pesticides and chemical fertilisers, applies to all suppliers?	✘	0 / 1
<input type="checkbox"/> 95. Implementation of commitment to reduce chemical usage? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 96. Chemical usage per ha or list of chemicals used? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 97. Commitment to no use of paraquat? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 98. Commitment to no use of paraquat applies to all suppliers?	✘	0 / 1
<input type="checkbox"/> 99. Commitment to no use of World Health Organisation (WHO) Class 1A and 1B pesticides? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 100. Commitment to no use of World Health Organisation (WHO) Class 1A and 1B pesticides applies to all suppliers?	✘	0 / 1
<input type="checkbox"/> 101. Commitment to no use of chemicals listed under the Stockholm Convention and Rotterdam Convention? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 102. Commitment to no use of chemicals listed under the Stockholm Convention and Rotterdam		

Convention applies to all suppliers?

✘ 0 / 1

■ 103. Integrated Pest Management (IPM) approach?

This indicator is disabled as the company is only a processor.



> Community, land and labour rights

17.75 / 40 44.4%

⚠ 1 media report



■ 104. Commitment to human rights?

✓ 1 / 1 [Source](#)

■ 105. Commitment to human rights applies to all suppliers?

✓ 1 / 1 [Source](#)

■ 106. Progress on human rights commitment?

Actions include training program to employees on human rights, suppliers assessment on human rights issues.

P 0.75 / 2 [Source](#)

■ 107. Commitment to respect legal and customary land tenure rights?

✘ 0 / 1

■ 108. Commitment to legal and customary land rights applies to all suppliers?

✘ 0 / 1

■ 109. Details of process for addressing land conflicts available?

The company reports that it has a process for addressing land conflicts but limited details are given.

P 0.5 / 1 [Source](#)

■ 110. Commitment to respect indigenous and local communities' rights?

The company commits to respect indigenous rights but does not reference the UN Declaration or the ILO Convention 169 specifically.

P 0.5 / 1 [Source](#)

■ 111. Commitment to indigenous and local communities' rights applies to all suppliers?

The company commits to respect the rights of local and indigenous population for its suppliers but does not reference the UN Declaration or the ILO Convention.

P 0.5 / 1 [Source](#)

■ 112. Examples of local stakeholder engagement to prevent conflicts?

P 0.75 / 2 [Source](#)

■ 113. Commitment to free, prior and informed consent (FPIC)?

The company only states that it promotes a free, prior and informed consultation.

P 0.5 / 1 [Source](#)

■ 114. Commitment to free, prior and informed consent (FPIC) applies to all suppliers?

✘ 0 / 1

<p><input type="checkbox"/> 115. Details of free, prior and informed consent (FPIC) process available?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 116. Commitment to support the inclusion of women across palm oil operations, including addressing barriers faced?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 117. Commitment to support the inclusion of women across palm oil operations, including addressing barriers faced, applies to all suppliers?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 118. Commitment to mitigate impacts on food security? This indicator is disabled as the company is only a processor.</p>		
<p><input type="checkbox"/> 119. Commitment to mitigate impacts on food security applies to all suppliers?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 120. Progress on commitment to mitigate impacts on food security? This indicator is disabled as the company is only a processor.</p>		
<p><input type="checkbox"/> 121. Commitment to provide essential community services and facilities? This indicator is disabled as the company is only a processor.</p>		
<p><input type="checkbox"/> 122. Progress on commitment to provide essential community services and facilities? This indicator is disabled as the company is only a processor.</p>		
<p><input type="checkbox"/> 123. Commitment to respect all workers' rights?</p>	<p>✓</p>	<p>1 / 1 Source</p>
<p><input type="checkbox"/> 124. Commitment to respect all workers' rights applies to all suppliers? The company has a commitment to respect workers' rights that applies to all suppliers but does not specify whether it covers all types of employees, including permanent and temporary.</p>	<p>P</p>	<p>0.5 / 1 Source</p>
<p><input type="checkbox"/> 125. Progress on commitment to respect all workers' rights?</p>	<p>P</p>	<p>0.75 / 2 Source</p>
<p><input type="checkbox"/> 126. Commitment to Fundamental ILO Conventions or Free and Fair Labour Principles?</p>	<p>✓</p>	<p>1 / 1 Source</p>
<p><input type="checkbox"/> 127. Commitment to Fundamental ILO Conventions or Free and Fair Labour Principles applies to all suppliers?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 128. Commitment to eliminate gender-related discrimination with regards to employment and occupation?</p>	<p>✓</p>	<p>1 / 1 Source</p>
<p><input type="checkbox"/> 129. Commitment to eliminate gender-related discrimination with regards to employment and occupation applies to all suppliers?</p>	<p>✗</p>	<p>0 / 1</p>
<p><input type="checkbox"/> 130. Percentage or number of temporary employees?</p>		

767 (2.48%)	✓	1 / 1	Source
<input type="checkbox"/> 131. Percentage or number of women employees? 7,307 (23.6%)	✓	1 / 1	Source
<input type="checkbox"/> 132. Commitment to pay at least minimum wage?	✓	1 / 1	Source
<input type="checkbox"/> 133. Commitment to pay at least minimum wage applies to all suppliers?	✗	0 / 1	
<input type="checkbox"/> 134. Progress on commitment to pay minimum wage? The company only reports wage ratios using market (not legal) minimum wage, and this does not cover all employees.	✗	0 / 2	Source
<input type="checkbox"/> 135. Reporting of salary by gender? 98%	✓	1 / 1	Source
<input type="checkbox"/> 136. Commitment to address occupational health and safety?	✓	1 / 1	Source
<input type="checkbox"/> 137. Commitment to address occupational health and safety applies to all suppliers?	✓	1 / 1	Source
<input type="checkbox"/> 138. Reduction of time lost due to work-based injuries? The total recordable injury rate has increased between 2017 and 2018 and is equal in 2018 to the 2016 rate.	✗	0 / 1	Source
<input type="checkbox"/> 139. Time lost due to work-based injuries? 0.35 - Total recordable injuries/worked hours x 1,000,000 for 2018.	✓	1 / 1	Source
<input type="checkbox"/> 140. Zero fatalities as a result of work-based accidents? The number of fatalities in 2018 is not zero and has increased compared to the two previous years.	✗	0 / 1	Source
<input type="checkbox"/> 141. Number of fatalities as a result of work-based accidents? 5 - In 2018, for the whole company.	✓	1 / 1	Source
<input type="checkbox"/> 142. Provision of personal protective equipment and related training?	✗	0 / 2	



> Certification standards

0 / 7 0%

143. Member of the Roundtable on Sustainable Palm Oil (RSPO)?

✗ 0 / 1

144. RSPO-certified within three years of joining the RSPO or by November 2010 for companies joining

prior to finalisation of the RSPO certification systems in November 2007?	✘	0 / 1
<input type="checkbox"/> 145. Submitted most recent RSPO Annual Communication of Progress (ACOP)?	✘	0 / 1
<input type="checkbox"/> 146. Listed all countries and regions in which operates in most recent RSPO Annual Communication of Progress (ACOP)? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 147. Time-bound plan for achieving 100% RSPO certification of estates and mills within five years or achieved 100% RSPO-certification of estates? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 148. Percentage of area (ha) RSPO-certified? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 149. Percentage of scheme/plasma smallholders (ha) RSPO-certified? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 150. Percentage of mills RSPO-certified? This indicator is disabled as the company does not own mills.		
<input type="checkbox"/> 151. Time-bound plan for achieving 100% RSPO certification of scheme/plasma/ associated smallholders and outgrowers within five years or target already achieved? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 152. Percentage of FFB supply (tonnes) from independent smallholders/ outgrowers/third-party FFB suppliers that is RSPO-certified? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 153. Year expected to achieve 100% RSPO certification of all palm product processing facilities?	✘	0 / 1
<input type="checkbox"/> 154. Percentage of all palm oil and oil palm products handled/traded/ processed (tonnes) that is RSPO-certified?	✘	0 / 1
<input type="checkbox"/> 155. Sells or processes/trades RSPO-certified palm oil through Segregated or Identity Preserved supply chains?	✘	0 / 1
<input type="checkbox"/> 156. Indonesia Sustainable Palm Oil (ISPO) certified (100%)? This indicator is disabled as the company is only a processor.		
<input type="checkbox"/> 157. Malaysia Sustainable Palm Oil (MSPO) certified? This indicator is disabled as the company does not operate in Malaysia.		

■ 158. Certified under voluntary sustainability certification scheme (e.g. ISCC, SAS, RSB, etc.)?



> Smallholders and suppliers

2.25 / 11 20.5%



■ 159. Commitment to support smallholders?

This indicator is disabled as the company does not source from smallholders.

■ 160. Programme to support scheme/plasma smallholders?

This indicator is disabled as the company is only a processor.

■ 161. Percentage of scheme/plasma smallholders involved in programme?

This indicator is disabled as the company is only a processor.

■ 162. Programme to support independent smallholders/outgrowers?

This indicator is disabled as the company is only a processor.

■ 163. Percentage of independent smallholders/outgrowers involved in programme?

This indicator is disabled as the company is only a processor.

■ 164. Process used to prioritise, assess and/or engage suppliers on compliance with company's policy and/or legal requirements?

P 0.5 / 1 [Source](#)

The company states that it engages and assesses its suppliers to ensure compliance with its requirements and to improve the sustainability of the palm oil supply chain. However, details are only given in relation to compliance with human rights issues.

■ 165. Percentage of suppliers assessed and/or engaged on compliance with company requirements?

P 0.5 / 1 [Source](#)

5,055 - The figure covers the year 2017. It only refers to supplier assessments on human rights issues and it is unclear whether the figure covers all palm oil operations.

■ 166. Time-bound plan to engage with all high-risk mills within three years?

✘ 0 / 1

■ 167. Programme to support high-risk mills to become compliant with sourcing policies?

✘ 0 / 1

■ 168. Regularly engages with a subset of high-risk mills?

✘ 0 / 1

■ 169. Procedures in place to assess all own and third-party supplying palm oil mills for risk level?

✘ 0 / 1

■ 170. Regularly assesses and categorises the risk level of all own and third-party supplying mills?

✘ 0 / 1

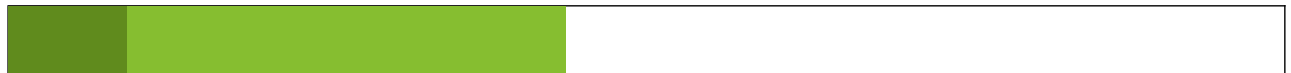
	✘ 0 / 1
<p>■ 171. Regularly reports the risk level of all own and third-party supplying mills identified in its supply chain?</p>	
	P 0.5 / 1 Source
<p>■ 172. Suspension or exclusion criteria for suppliers? There is evidence that the company has suspended suppliers, but it is unclear what the criteria, steps and/or timeframes are.</p>	
	✘ 0 / 1
<p>■ 173. Time-bound action plans (including Key Performance Indicators) for suppliers to be in compliance with palm oil sourcing commitments?</p>	
	P 0.75 / 1 Source
<p>■ 174. Proportion of direct and indirect supply that comes from palm oil plantations which are compliant with palm oil sourcing policies? The company reports that 100% of its supply is certified by schemes recognised by the European Union, ensuring it is compliant with the company's requirement.</p>	



> Governance and grievances

1.25 / 8 53.1%

⚠ 1 media report



	✓ 1 / 1 Source
<p>■ 175. Commitment to ethical conduct and prohibition of corruption?</p>	
	✘ 0 / 1
<p>■ 176. Commitment to ethical conduct and prohibition of corruption applies to all suppliers?</p>	
	P 0.75 / 2 Source
<p>■ 177. Progress on commitment to ethical conduct and prohibition of corruption?</p>	
	✓ 1 / 1 Source
<p>■ 178. Disclosure of the company's management approach to tax and payments to governments?</p>	
	✓ 1 / 1 Source
<p>■ 179. Whistleblowing procedure?</p>	
	P 0.5 / 1 Source
<p>■ 180. Own grievance or complaints system open to all stakeholders? The company has a grievance mechanism that clearly applies to external stakeholders, but it is unclear whether it applies to internal stakeholders as well, and the steps to be taken by stakeholders are not very clear.</p>	
	✘ 0 / 1 Source
<p>■ 181. Details of complaints and grievances disclosed? The company only publishes a summary table with number of grievances per category.</p>	