

Macro-areas of engagement	Objectives	Lines of action in response	In this Report
Materiality	Materiality	Responsiveness	Responsiveness

Institutions

Commitment to good citizenship	Promotion of dialogue with local, national, and international institutions	Cooperative relations with national and international public institutions	pp. 87-88
		Proactive role in industry and multi-industry discussions to promote sustainability issues	pp. 92-93

Organizations representing interest groups

Commitment to good citizenship	Creation of long-term partnerships with associations representing interest groups	Continual and constant listening to the needs and expectations expressed by organizations representing interest groups	pp. 133-138, 155, 165, 210, 211-213, 213-215
		Discussion of critical activities and projects on shared objectives	pp. 133-138, 210, 211-213, 213-216
Development of shared projects	Implementation of projects in close cooperation with associations representing interest groups	Implementation of environmental projects and ones to raise public awareness in favor of sustainable development in partnership with environmental associations	pp. 21, 165, 195
		Implementation of innovative solutions for conciliation with customers in partnership with consumer associations	pp. 155, 158-159
		Promotion of local communities through projects in partnership with small and medium enterprises and local governments	pp. 158-159
		Promotion of cultural and sports events	pp. 226-227, 230