Our direct customers are the airlines, but indirectly our customers are all the passengers, the airports, the companies that manage the air transport supply chain and, since one year ago, also the private shareholders who have become part of the stakeholders by virtue of the Company’s stock market listing.

ENAV, for example, is Europe’s leader in punctuality (0.009 minutes of delay AFTM allocated en route) and this contributes not only to a savings in fuel and consequently emissions for the airlines but also to the reduction of waiting for passenger embarkation.

The community to which ENAV refers is therefore particularly heterogeneous, and the activities developed for the benefit of it, despite having safety as its fulcrum, are delivered through various initiatives that are described below.
Safety

ENAV considers the level of operational safety of air navigation services an essential priority. In pursuing its institutional objectives, it reconciles the interdependencies of the different performance areas with the achievement of the given safety goals.

SAFETY POLICY
The Safety Policy is the formal statement of how the ENAV Group considers the level of operational safety of air navigation services as a priority.

To this extent, the ENAV Group requires the commitment of all personnel, starting from its management, to transparent and responsible actions in the field of safety.

JUST CULTURE POLICY
The Just Culture Policy undersigned by the Chief Executive Officer, is a further evidence of the priority of safety. It states that human performance combined with unwanted and unpredictable systemic influences may also lead to an undesirable outcome.

However, the human element is still and often the last safeguard against organizational, technical or procedural failures or shortcomings.

It is for this reason that the ENAV Group recognizes that individuals are not blamed for “honest mistakes”, but are held accountable for wilful violations and gross negligence.

ENAV Group intends to foster a climate of trust where occurrences are reported, the necessary processes are put in place for investigation and for the development of necessary preventative actions. In this context, the Just Culture Policy is a fundamental element and enables the reporting system of Safety events (occurrence reporting), implemented pursuant to international standards and current regulations, by adopting a “No blame” approach.
SAFETY MANAGEMENT SYSTEM

The ENAV Group’s Safety Management System (SMS), implemented according to Regulation (EU) No. 1035/2011, is designed to ensure that all the services provided reach the highest level of safety performance.

A brief description of the main processes that make up the safety management system below.

- **Occurrence management**
  The Occurrence Management is a central part of continual improvement. It is the process through which safety events basically reported by the company staff or otherwise known, are identified and handled. The goal of an occurrence management is to correct the errors that result from an event and to change the process so that the error is unlikely to happen again, removing or mitigating the side effects and reducing the risks to tolerable levels. To trigger this process of investigation (gathering of facts, analysis, conclusions and recommendations) the ENAV Group is supported by the eTOKAI application, a tool kit system produced and provided by EUROCONTROL that allows the consideration and evaluation of all the domains of the ATM system (Software, Hardware, Environment, Liveware - SHEL).

- **Safety assessment**
  A safety assessment process is a systematic procedure for identifying and managing hazards. It encompasses the identification, evaluation and management of the risks inherent in technical-operative safety deriving from the management of changes to the ATM functional system and training activities. The ENAV Group, through its safety assessment process, ensures the maximum reduction or mitigation of the impact of undesired events.

- **Safety promotion**
  Safety promotion is a major component of the Safety Management System (SMS) and is an important enabler for continuous safety improvement. It sets the tone both for the individual and organisational behaviour and fills in the blank spaces in the organization’s policies, procedures and processes. The ENAV Group supports safety culture communication, dissemination of lessons learned and enables the continuous improvement process through activities that include, for instance: the publication and distribution of the Safety bulletin (“SafeBull”), the dissemination of safety notices and the internal thematic publications of Cleared (House Organ), the dissemination of lessons & best practices through a dedicated web-based platform (Safety Agorà), but also training activities and Safety Moments for the staff.

- **Safety training**
  Training courses are provided to the Safety Actors (ANS Investigators, Risk Assessment Facilitators and Safety Surveyors) to guarantee Safety Assurance by personnel with specific skills.

- **Safety survey & safety improvement**
  Safety monitoring is one of the essential activities of the Safety Management System. Through the measurement of specific indicators, it permits an updated knowledge of the state of safety and the timely identification of possible measures to ensure that an acceptable level of safety is maintained. The state of safety within the various organisational structures is further verified by Safety Surveys.
83,663
HOURS OF OPERATING UNIT TRAINING

495
EMPLOYEES INVOLVED

1,900
EMPLOYEES INVOLVED

75,899
HOURS OF CONTINUOUS TRAINING
With reference to the 2015-2017 Safety Plan, in the last year of the plan all 13 actions were managed: 94% of the actions planned during the three years were fulfilled, the remaining 6% will be instead completed as part of the activities foreseen by the next company Safety Plan (2018-2022).

All the analyses of the events classified as significant (according to the taxonomy of the EUROCONTROL Risk Assessment Tool) have been carried out, as provided by the European Regulations concerning Occurrence Management.

The exchange of information with the main stakeholders (43 Air Navigation Companies and 7 European ANSP) increased by 34%, in so contributing to the improvement of the levels of safety in the entire aeronautical supply chain while increasing lesson dissemination.

For activities geared toward mitigating the impact of the risks associated with the changes introduced into the ATM functional system, 516 safety assessments (+90% on 2016) took place.

The expertise acquired helped to contribute to: the research and development activities financed by the European Union (SESAR2020 and/or Horizon2020), support the commercial activities developed at a National and international level (Albania, Morocco and Malaysia), through the drafting of 7 safety Studies (+75% compared to 2016).
NATIONAL AND INTERNATIONAL ACTIVITIES

The ENAV Group attends international activities promoted by: ICAO (ICAO-EUR), European Commission, EASA, ECAC, EUROCAE, EUROCONTROL (European Network Manager), SESAR-JU (Deployment Manager), CANSO and FAB Blue Med.

Participation in meetings and activities leads to value:
- it increases know-how while sharing experiences with other Stakeholders and participating in project activities in the area of research and development;
- it protects the Group’s vision in so being able to know in advance the regulatory changes and contributing to the adoption of appropriate and balanced regulatory choices.

• These experiences allow the ENAV Group to operate in specific consultancy activities being recognised as a valid partner and a qualified supplier in competitive and commercial contexts.
ENAV Academy

In order to keep the quality standards of the service at the highest level, ENAV cannot disregard the investment in training as a priority. As the only company in Italy authorised to select, train and update the various professional profiles operating in civilian Air Traffic Management (air traffic controllers, FIS personnel, meteorologists and flight inspection pilots), over the years ENAV has been able to put operational training more and more at the centre of its strategic choices, reaching the highest levels among the international service providers for quantity and quality of service provided.

The Academy is a national and international centre of excellence for training in Air Traffic Management. Its mission is to plan and implement learning solutions for the development of technical and managerial skills for Air Traffic Management. The headquarters is located in Forlì in the heart of an aeronautical community which involves the University of Bologna (Aerospace and Mechanical Engineering Degree Programmes), the Aviation High School “Francesco Baracca”, a flight school and a school for aviation maintenance technicians. The Academy offers its participants an environment reserved for learning, with classrooms which seat between 6 and 30 people, a conference hall for up 200 people, simulators and support services while, the following simulators are used at the Academy for training activities:

1. **Tower 3D 270° Simulators**
2. **Radar Simulators**
   - (24 working positions in 12 suites)
3. **Laboratory for Rapid Prototyping and Scenario Validation**
The geometrical figure of reference of an air traffic controller is a parallelepiped. It is inside that space that every airplane in navigation must move without ever trespassing with respect to another aircraft: 1,000 feet on the vertical plane (about 330 metres) and 5 miles on the horizontal plane (about 9 km). It is inside that space that air traffic controllers, seated in front of a monitor full of bright dots, demonstrate their ability and their capacity to make sure that the pilots, with whom they are in radio contact, respect the indications.

Being a traffic controller is not a job like any other: it requires great responsibility, the ability to manage stress and a strong team-work ethic. It is a job that is born from a great passion and for which only the best are chosen.

For these reasons, special attention is given to the development of skills through training, including on-the-job training, factors that play a decisive role in achieving objectives and in performing the delicate role that the company is called to play.

The Academy’s Mission, in fact is to supervise the training inherent to the air navigation services for the staff of the Company and the Group, or for external customers, guaranteeing the constant compliance of the training and teaching standards with the sectoral, national and international regulations, with particular reference to the regulations on the subject of the Single European Sky. By virtue of this, the plan activities of the certified and non-certified training provided in the Academy must meet some general requirements, with the aim of pursuing the highest levels of quality; for each training activity the following targets are aimed at:

- to clearly define the general goals and specific objectives that the training aims to achieve;
- to break down the objectives of skills development in terms of knowledge, ability and behaviour;
- to define the process conditions and the teaching modalities necessary for the realisation of the training and the system of verification of the objectives.
Each training project must therefore always provide information on the structure and duration of the training, the methods of delivery, the characteristics and needs of the target population, the teaching objectives and the applicable legislative references.

2017 confirmed the ongoing trend in Academy-run training, recording a marked shift from initial training to continuing training. This is a change that is intended to be confirmed, also due to the role of the Academy in training plans resulting from the introduction of Regulation 340/2015. The emphasis of training thus shifts from stability in the delivery of long programmes and with a stable design over time (typical of initial training) to the fragmentation of continuous training, characterised by short durations, low number of participants and the continual necessity to design and redesign to ensure a complete response to the needs.

In the course of the year, the OJTI (OJTI Refresher) Update Programme was launched in accordance with Regulation 340/2015, thus providing for the inclusion of the Human Factor dimension within the two days of activity intended for all the operating instructors present in the installations.

The activities carried out are characterised by the constant commitment to provide high quality training, as well as aligning it with the national and international standards of reference. In 2017 the activity-initiated in the two-year period 2015-2016 - of revisiting the training plans and the evaluation practices and adapting the management methods of the training to adopt the changes introduced by Regulation 340/2015 was completed.
The activities provided are linked to the following areas, supervised by specific Academy sectors:

- **Ab initio training**: it plans and manages the activities of providing the basic training courses foreseen for the operational staff in the ANS field.
- **Advanced training**: it plans and manages the activities of delivery of advanced training courses anticipated for the operational staff in the ANS field.
- **Continuous training**: guarantees the professional updating of teachers, instructors and examiners. It provides support to the territorial structures for the alignment of training activities in the area of on the job training (UTP) for the programmes and courses provided by the Academy department. Coordinates the assessment of the competence of the English language in the aeronautical field.
- **External projects**: it oversees, in coordination with the Business Consulting department, the project activities of training services to third parties, contributing to the analysis of the needs and to the planning of the courses, ensuring their subsequent realisation.
- **Human factor**: it oversees the integration and homogenisation of human factor principles related to non-technical skills in training processes (Training Plan and UTP).
- **Didactic methods and system**: this is the sector that oversees the definition of methodologies, techniques and tools for the improvement of training activities, in line with the best practices in the field of training. It defines innovative techniques and learning solutions for classroom management and for the conducting of groups in training and education. It engineers and develops, in coordination with other relevant structures, materials and supports for training programmes and “on the job training”.
The ab initio courses, related to the latest personnel research for air traffic controllers, were completed in 2014 and marked a turning point in the composition of the training needs of the ENAV operating staff: the training completed and the inclusion of human resources necessary to ensure the turn over, the prevailing requirement has become that relating to continuous updating and - to a marginal degree - to reconversion. The decrease in the number of hours, recorded in 2017, compared to 2016, is equal to 60,360 hours (-71%); this is attributable to the continuation of the trend that sees the decrease of ab initio programmes (characterised by long duration and high number of hours/pupil) and the higher incidence of continuous training (characterised by short duration and low number of hours/pupil).

THIRD-PARTY TRAINING

The scenarios and the operational specifications are adaptable according to the objectives of the courses, reaching the possibility of building airport scenarios and personalised service areas. This also allows the provision of projects tailored to the customer, on the basis of specific logistical and organisational needs. The training provided by the Academy is aimed at professional figures closely related to Air Traffic Management and for people working in various areas of the aeronautical sector, requiring specific training courses in flight navigation (e.g. airline companies, airport management companies, air traffic management services, aeronautical industries and government bodies in the air transport sector).

The general objectives that characterise the management of the training of external subjects are analogous to those adopted for the training of the internal staff, with the addition of special attention to the issue of customer relationship management. The training plan activity for third parties has the same objectives of excellence that characterise the internal training; for each training activity there are defined:

- the general goals and specific objectives that the training aims to achieve;
- the objectives of skills development in terms of knowledge, ability and behaviour;
- the process conditions and the teaching modalities necessary for the realisation of the training and the system of verification of the objectives.

The training programmes are aimed at ANSP (e.g., Croatia, Libya) for the training of its operating staff, aeronautical technical institutes (Fabio Besta of Ragusa) for the familiarisation of ATC, to specialists in the design of air spaces and that respond to a wide range of needs, such as:

- ADI TWR APS ACS training: training aimed at the acquisition/reinstatement of certifications in the Tower and Radar environment
- FISO & MET AFIS course: training aimed at obtaining the FISO licence (Flight information Service Officer) and MET AFIS specialisation (enabling the provision of meteorological services for air navigation)
- Apron management: training on apron management for personnel of the Management Companies
- Meteo: training on meteorological observation and/or forecasting techniques
- ATM Seminars (ITAER students): familiarisation on ATM and meteorological topics for students of technical institutes studying Transport and Logistics (formerly ITAER).

In 2017 the activities carried out in favour of the UAE customer (United Arab Emirates) were particularly noteworthy. A Training Needs Analysis activity was carried out for the customer and a wide array of e-learning training was provided: a total of 96
modules, over 22 hours of e-learning allocated to 583 air traffic controllers. Activities were also continued in favour of customers who use the simulation environments of the Academy as a way of developing managerial skills: within the tower, radar and flight simulators engaging experiences are conducted which are able to improve the ability to communicate, to manage stress, and to work in groups.

The ENAV Academy collaborates with territorial institutions, particularly with those engaged in the training system: the Aviation High School “Francesco Baracca, the Faculty of Engineering of the University of Bologna and ISAERS (a consortium company which has the objective of promoting and developing training and research activities in aeronautics and aerospace within the Aerospace Technological Center of Forlì).

The presence of the Academy on Forlì territory has generated a significant impact on local development over the years. Analyses carried out over the period 2007-2012 have estimated a direct economic impact equal to approx. EUR 23 million during the period, to which must be added the spillovers and some intangible effects that are not of secondary importance, such as:

- the increase in the levels of education arising from the presence of new training opportunities;
- cooperation with local businesses and support for innovation processes;
- the contribution to the development of the Aerospace Technological Center, which has generated a positive effect on the attractiveness of the territory;
- greater visibility of the territory in the media;

Lastly, it should be noted that ENAV Academy’s effect on the Forlì territory does not end in the relationship with education. In the context of relations with the institutional stakeholders, the Academy cooperates with businesses such as Unindustria and the Fondazione Cassa dei Risparmi of Forlì.
The flight inspection service to increase safety in flight

In line with the objective of putting the airlines in the condition of flying in compliance with the highest levels of safety, the Flight Inspection service, through special equipment on board, is able to measure and then calibrate the surveying of radio navigation. ENAV carries out continuous control of national radio aids (Radar, VOR, DME, VDF, ILS etc.) through its own air fleet with the knowledge that the continuous verification of the accuracy of these signals make it possible to fly in total safety.

**GENERAL OBJECTIVES:**

- to fulfill the obligations of diligence and guarantees imposed by international, European and national regulations to safeguard the goods and interests of primary rank involved in the provision of air navigation services;
- to protect personnel, infrastructures, and technological systems from acts of illicit interference and actions or events, whether or not deliberate, that may interfere with the availability, integrity and confidentiality of information.

The activity is carried out by 14 pilots and 7 technicians on board (FIO) through a fleet of Piaggio Aero P180 Avanti II aircraft owned by ENAV. The crew is usually composed of 2 pilots and 1 FIO, averaging 1800 flying hours/year. These specially equipped aircraft can perform in-flight checks without the need for ground-based apparatus, obtaining results in real time and always as per international norms.

ENAV flight inspection sector is also involved in research; the aircraft in the fleet, if necessary, can act as an innovative laboratory, where to carry out tests, to try out and check new ATM projects.

The high level of performance achieved by the radio navigation service is also evidenced by the fact that in 2016/2017, about half of the flight activity produced was sold to external customers, and almost 80% to foreign customers.
MORE THAN 1800 HOURS OF FLIGHT IN 2017
(of which more than 50% on foreign territory)

24 HOURS
THE AVERAGE TIME TO RESPONSE ON SPECIAL MEASURES
Security

In order to ensure the security and regularity of the provision of Air Navigation Services, in compliance with current national and international norm, ENAV assumes the full conviction that the staff protection, infrastructure and the information security it receives, produces, uses and transfers are crucial and essential elements in order to protect the community which, directly and indirectly, makes use of its services.

SECURITY POLICY
The Security Policy expresses ENAV’s commitment to ensuring the security of its facilities and personnel to prevent undue interference in the provision of air navigation services, and the protection of its systems and data from threats to information security that may lead to illicit interference in the provision of air navigation services and to vital and relevant information also of interest of the financial community.

SECURITY MANAGEMENT SYSTEM
ENAV has developed its own Security Management System, certified according to standard UNI EN ISO 27001:2014: it is a system that consists of technical and organisational measures implemented in order to increase, overall, the ability to prevent and mitigate the effects of acts of unlawful interference in the provision
of air navigation services and of protecting persons and corporate information assets that have a direct impact on ENAV’s institutional activity. The activity is strongly characterised by the management of the entire security life cycle and it finds a defining point in the activities of the Security Operation Centre, which constitutes the operating engine of the processes of prevention, detection, containment, response and assistance to recovery, under the assumption of security-injurious events. ENAV participates in the National Cyber Security Strategy and the protection framework of national security and defence interests, in its dimension of critical infrastructure and provider of essential services.

A brief description of the main processes that make up the security management system below.

**Risk Management**
The process is aimed at identifying the risks associated with possible dangerous situations regarding ENAV Security and specifically for the security of ENAV’s installations and personnel and the information that ENAV receives, produces or uses and to plan and implement the security countermeasures necessary to reduce these risks to levels deemed acceptable for ENAV. Risk management is expressly extended to staff missions.

**Classification of information**
The purpose of the information classification process is to support the correct application, in the entire business context, of the rules and the principles of confidentiality of information by the definition of the classification level in terms of confidentiality, and the definition of persons authorised to process information, inside of the organisation and outside.

**Physical security management**
The physical security management process aims to avoid unauthorised access, damage and interference to ENAV’s staff, technological infrastructures and real estate by means of protective measures commensurate with the nature of the own structures, the type of services they have performed, the resident staff and, more generally, the risk analysis carried out on the specific installation.

**Logical access management and Backup and restore of data**
The management processes of logical accesses, relevant both to the operational and managerial scope, have the objective of preventing unauthorised access to ENAV’s computer resources. The data backup and restore activities are carried out both for operational and managerial data in order to guarantee their availability and integrity and are planned with a view toward guaranteeing the continuity of the institutional and related services for the pursuit of the mission.

**Security event monitoring and ICT security Audits**
The activities of monitoring the level of security of ICT infrastructures related to the ENAV’s operational network and the management network, carried out in continuity by the Security Operation Centre in connection with all ENAV’s line functions, aim to identify any abnormal behaviour and, in case of attack/threat detection, to activate the security incident management process. The ICT security audits, on the other hand, aim to verify that the ICT assets comply with the mandatory rules, the “ICT Security Policy”, the SecMS Rules and the security standards considered applicable. The process, inspired by continuous improvement logic, aims at the constant monitoring of threats and the early detection and contextual resolution
of vulnerabilities, with a constant connection to Threat intelligence processes and the acquisition of information from Bodies responsible for the national security and defence.

**Reporting and managing security incidents**
The main objectives of the incident reporting and handling process are the timely identification of security incidents, the provision of what is necessary to prevent security-related incidents from causing greater effects in terms of extent and/or intensity of damage, the elimination of the causes at the incident origin, and the restoration of initial conditions to return, as soon as possible, to normal operation. This activity is crucial to the protection of the Group’s vital interests and to the protection of core values in its constitutional architecture. This responsibility is the task of the Security Operation Center, in its dual structure of reference centre for physical and personal security and information security.

**THE MAIN ACTIVITIES CARRIED OUT FOR SECURITY**
The security activity is based on a risk analysis process, built on the ISO 31000 standard and the analysis activity, every year, covers the three domains of physical, personnel and information security with a process inspired by continuous improvement. Risk management is developed through the principles of “security by design” and “security through lifecycle” and addressed through procedures, which are continuously updated, that consider the issuance of technical-operational requirements, metrics and indicators aimed at strengthening the culture and awareness of security (both with training programmes and exercises carried out for all personnel, at differentiated levels).

The substantial evolution of ENAV’s Security Operation Center continued, with a strong characterisation towards open source tools, some of which were developed internally. Consistent actions have been established to ensure the security of staff who are on mission and to initiate overall adjustments for full compliance with the European regulation on the security of personal data (GDPR). Cooperation with the national infrastructure and cybernetics security institutions continues, following the signing of an agreement with the Department of Public Safety at the Ministry of the Interior for the protection of the physical security of ENAV’s infrastructure and personnel, which is added to the conventions on the security of information and data with the same National Authority of Public Safety and with the national Cybernetic Authority (DIS), for the complete and effective fulfilment of the duty of diligence enshrined in the Security Policy. In implementing the principles of the Security Policy, ENAV continued its campaign to promote the culture of security with different modalities to achieve the expected levels of value-sharing. A further development of ENAV’s operational continuity plans, complying with the ISO 22301 Standard, also involved the component of the Group’s systems management and maintenance processes.
Consolidated disclosure of non-financial 2017

Community
**Investments**

Investments are made to ensure that assets supporting air traffic management services in the national territory are consistent with the objectives of technical, economic and performance requirements, and that they comply with quality and performance standards established at national and international levels. The prevailing burden of investments is represented by all the interventions concerning the operational technological infrastructures, as they directly affect the core business activities in terms of safety, efficiency and economy of air traffic management services. There is a three-year plan (with projections for the two years immediately following) of investments that is updated on an annual basis. The ENAV Group’s investment policies are aimed at ensuring:

- the provision and continuity of service in accordance with the Operational Safety objectives that are the central element of ENAV’s Mission and Vision;
- the evolution of the national ATM system, currently in operation towards the new common European platform, in line with the objectives of the SESAR programme;
- the increase of the capacity of the ATM service, expected in the medium/long term, by adapting the ATM technology infrastructure with reduced “gate-to-gate” costs, and increasing flight safety and reducing environmental impacts;
- the optimisation of proprietary assets.
On the basis of the development strategies, having as their primary objective the support of air traffic management services in the national territory, in 2017 the ENAV Group invested EUR 105 million in infrastructure (while the total investments amount to EUR 115.4 million) through implementation and maintenance projects of operational technological infrastructures, evolution of the ATM technology platform with new operational concepts, infrastructures, equipment and management information systems.

The general objective can be divided into the following projects:
- Upgrade and implementation of logistic and measurement tools calibration
- Upgrades linked to the transit of military airports into ENAV
- Development of the new ATM platform (4Flight) and the new Flight Data Processing (Coflight)
- Implementation of a windshear system at Palermo, for the detection of turbulence during the landing phase
- Completing the works for the new Academy of Forlì

With regard to the Coflight programme, the innovative platform for air traffic management, it is worth making a brief analysis. Focusing on the technological
development of flight data processing systems, which is the heart of any air traffic management system, Coflight aims to improve flight cost efficiency, optimise the use of air space, and reduce the environmental impact of aviation. This new technology, designed to meet the objectives of the “Single European Sky” and the SESAR (Single European Sky ATM Research) programme, is composed of various components and involves the implementation of a new flight route prediction system (Flight Data Processor – FDP), known as Coflight, developed in collaboration with the French service provider DSNA and through a leading industrial partnership involving two of the main companies in the sector at a world level: Leonardo and Thales. Coflight is a significant development both at operational and technological levels, ensuring more advanced handling and management of civil and military flights, providing highly sophisticated 4D flight data processing (calculated taking into account aircraft take-off weight, airline directives, the pilot’s intentions, real time use of traffic flow restriction data, and weather data both on the ground and in-flight). Recently, on the occasion of the Paris trade fair dedicated to the aeronautical world, Le Burget, ENAV, DSNA, Leonardo and Thales strengthened their collaboration in Coflight. The alliance is aimed at promoting the platform at the European level through a long-term assistance and maintenance contract. The agreement, lasting six years, will cover all the activities of corrective and evolutionary maintenance of the system, such as studies, design, software development and associated services. This is a further significant step towards a technical and commercial collaboration to jointly promote an innovative approach to managing
Coflight’s evolution and to sharing costs with other providers of air navigation services. The described projects arise, as always, from the central element that characterises the ENAV’s mission and vision, namely that of “ensuring the provision and continuity of service in compliance with Operational Safety objectives”.

That is why ENAV is, first and foremost, a company in the service of the community, because no “return on investment” takes priority over the return in terms of security.

The project called Centro Servizi Roma, is part of the business plan for the enhancement of proprietary assets. Its general objective is that of equipping the office structures and the structures dedicated to corporate security so that the building has the infrastructures, installations and technology that are adapted to current technological standards. The specific targets aimed at the general objectives of the project involve: the construction of an infrastructure which meets the current requirements and regulatory constraints in terms of construction technology, electrical systems and air treatment installations. The ultimate aim, already partially achieved, is to create an infrastructure that is equipped with adequate spaces and systems to host the company structures for flight procedure planning, aeronautical data publishing, and corporate Security.

The Service Centre was completed with the sole exception of the conference rooms and is currently being used by the central functions’ staff that were transferred there during 2017.
ENAV’s attention to the civil aviation community is not only substantiated through the air traffic control services it offers but also through an active collaboration and participation with national and international bodies and institutions.

At the national level, ENAV coordinates its activity with the Ministries of reference (Ministry of Economy and Finance and Ministry of Infrastructure and Transport) and with ENAC (National Civil Aviation Authority), the Authority that is responsible for the technical regulation, certification, control and supervision of civil aviation in Italy. It also collaborates on an on-going basis with other industry institutions such as the ANSV (National Agency for Flight Safety), AMI (Italian Air Force) and other organisations and players in the aviation sector (e.g. airport management companies and airlines).

• In Europe, ENAV is party to a number of cooperation agreements, and is actively involved in partnerships and multilateral programmes; it also plays a key role in the Single European Sky initiatives promoted by the European Commission, EASA, EUROCONTROL and other European bodies and organisations. At the international level, both globally and regionally, it is also engaged in a number of important activities within the International Civil Aviation Organisation (ICAO) and CANSO (Civil Air Navigation Services Organisation). To better understand the key role of these industry associations, it is worth specifying that:

ICAO is an autonomous agency of the United Nations which aims to define the principles and techniques of international air navigation, routes and airports and to promote the design and development of international air transport, in order to make it safer and more efficient.

CANSO is the association of air navigation service providers (ANSPs) and represents their interests. The ANSP members of CANSO manage over 85% of world air traffic and through its working groups, its members share information and develop new policies, with the aim of improving air navigation services. ENAV is a member of CANSO and participates in its governance and technical activities.

EASA is the European Aviation Safety Agency, a control body that defines the highest common safety levels for the civil aviation sector of the European Union.

EUROCONTROL is an intergovernmental organisation, the main purpose of which is to support the development and maintenance of an efficient air traffic control system at the European level. To achieve this, it provides support to the national civil aviation authorities, the ANSPs and civilian and military airspace users, the industrial sector, professional organisations and the relevant European institutions. It also holds the important role of Network Manager assigned to it by the European Commission in 2011.
ENAV is full member of EUROCAE, an organisation which is responsible for the standardisation activities of highly advanced technological systems and participates in its governance through the annual General Shareholders’ Meeting. ENAV is very active in the thematic working groups that are of particular interest to the Company, such as those related to new technologies, including remote towers, drones, and airport and satellite surveillance.

Given the objectives established by the European Commission with the creation of the Single European Sky, and the consequent requirement to define a common view on the modernisation of the air traffic management system, ENAV has assumed a strategic role as a Full Member of the SESAR Joint Undertaking (SJU) and the SESAR Deployment Alliance (it is worth recalling that the SJU requires a section dedicated to Ethics to be inserted in the PMP of projects).

The SESAR Joint Undertaking (SJU) is the public-private partnership established in 2008 for the deployment of the SESAR European Research and Development Programme (Single European Sky ATM Research) with an activity time horizon of 2024. The entire aviation community is represented in the SJU partnership, confirming the significant modernisation process that is underway: EUROCONTROL and the European Commission as founding members and 19 Full Members (including ENAV) representing the entire European ATM industry, for a total of more than 110 companies and 3,000 experts involved in SESAR projects. ENAV has been a SJU member since August 2009 and has played a leading role in all of SJU’s design and governance activities, contributing with its own resources to driving the change and modernisation processes of the European ATM system.
For ENAV, the membership in the SESAR Joint Undertaking not only represents a confirmation of its authority in the ATM field at a European level but also represents a valuable opportunity for direct participation in guiding the direction of strategic choices related to the design, development and management of new generation ATM systems, thus safeguarding the significant investments already made, and to guarantee a cutting-edge service to its international and national user community.

The SESAR Deployment Manager was established by the European Commission with the task of synchronising and harmonising, at a European level, the implementation of ATM systems and procedures.

ENAV plays a major role within the A6 Alliance formed by the leading European Air Navigation Service Providers (ANSP). Its aim is to guide the modernisation of the European ATM Network in line with SESAR’s objectives, for the benefit of airspace users. The A6 Alliance partners, united by a Memorandum of Cooperation, are full members of SJU and they are assigned the primary role of representing the interests of the ATM industry and in implementing the SESAR defined technologies and concepts.

Today, the A6 is actively following SESAR’s evolution, which has passed from the first phase to the next phase of development contained in SESAR 2020, concentrating its activities on the operational deployment of technologies that were defined in SESAR 1. The A6 Alliance is part of the governing bodies of the SESAR Deployment Alliance (SDA), the Legal Entity established under Belgian law for the management of the activities of the Deployment Manager that has become operational on 1 January 2018. Moreover, the A6 has expanded its partnership with the addition of the Swiss provider Skyguide.
through a consortium with DSNA, for activities in the SESAR 2020 framework. ENAV participates in the A6 activities in governing groups and in technical working groups, contributing with its experts to the process of modernising the European ATM infrastructure.

ENAV also coordinates the FAB BLUE MED project, aimed at creating a functional Airspace block in the centre/south-east of the Mediterranean, with the primary involvement of EU States (Cyprus, Greece and Malta as well as Italy) as well as non-EU countries, such as Albania, Tunisia and Egypt, promoting the involvement of other countries in the area such as Israel and FYROM. ENAV is therefore an effective member of some of the most important international organisations and initiatives. This allows it to play an active role in their governance, also through participation in meetings and shareholders’ meetings. ENAV holds the chairmanships on many important decision-making bodies and working groups (especially in the context of A6, ICAO, Eurocontrol and CANSO) which, on matters of direct interest for air traffic control, allows it to pursue those company values which, as mentioned, tend first and foremost to protect the interests of the civil aviation community.

For the period covered by this analysis, the year 2017, the following initiatives were carried out by ENAV in the aforementioned organisations:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESSP</td>
<td>The provision of the EGNOS satellite navigation service was executed and maintained.</td>
</tr>
<tr>
<td>AIREON</td>
<td>The set-up for the satellite surveillance infrastructure has been initiated and is under way, with the operational launch of the service on the horizon.</td>
</tr>
<tr>
<td>SESAR JU</td>
<td>The activities envisaged in the SESAR framework have been deployed. In particular, in 2017 the activities of the so-called SESAR1 were completed. This is the first series of coordinated R&amp;D activities at a European level. ENAV participated in a series of exercises that demonstrated the feasibility of innovative operational concepts within the main domains of air traffic control: at airport level, during the approach phase and during overflight. In addition, project activities are under way in the SESAR2020 activity framework. These will prove the practicality of innovative strategic technologies and concepts for ENAV, and will introduce important improvements (economic, safety, and environmental) for the benefit of the civil aviation community.</td>
</tr>
<tr>
<td>SESAR DM</td>
<td>The project activities envisaged in the European deployment programme have been initiated and are under way. In particular, ENAV is carrying out 20 implementation projects that have recently been put into operation, bringing significant benefits to the civil aviation community, in terms of punctuality, improvement of airline performance, as well as important improvements for passengers, in terms of cost reduction, environmental sustainability and safety.</td>
</tr>
<tr>
<td>A6</td>
<td>The A6 Alliance has coordinated the activities of the main European ANSPs on the key topics involving the European traffic management system.</td>
</tr>
<tr>
<td>BLUE MED FAB</td>
<td>During 2017, several initiatives were put in place aimed at the development of an implementation programme for making the FAB airspace safer and more efficient. Italy (represented by ENAC) and ENAV held in 2017 the chairmanship of the main decision-making bodies of the FAB, respectively the Governing Board and the ANSP Committee.</td>
</tr>
</tbody>
</table>
Customer relationship quality

The ENAV community consists of direct customers (airlines) and indirect customers (such as, for example, passengers). More specifically, for its direct customers, ENAV has developed, with an increasing commitment and attention, an efficient system of customer relationship management, supported by internal procedures, aimed at involving directly the customers in the measurement of their level of satisfaction regarding the provision of ATS (Air Traffic Services). Every year ENAV conducts a Customer Survey through an online platform on which the various users can express their level of approval, on a scale from 1 (highly dissatisfied) to 5 (highly satisfied); ENAV’s minimum objective is the achievement of a customer satisfaction level equal to or greater than 3.

In 2017, the satisfaction of the services provided to the airlines (CNA) scored 4 on a scale of 5 (3.8 in 2016).

CRM activities are obviously not limited to the customer satisfaction survey but are divided in a series of initiatives aimed at stakeholder involvement and an active participation in the evolution of the various processes (often associated with new operational implementations). As a rule, in carrying out its relational activities, ENAV promotes one to one meetings, plenary sessions, open day demonstrations and thematic workshops related to the activities of the Air Navigation Services Directorate (DSNA). ENAV’s customer-oriented approach is thus based on integrated modes of action that are able to satisfy the expectations of airspace users, and to ensure the availability of those processes that are required to deliver increasingly effective and efficient services, while at the same time promoting constant improvement.

In line with these principles, in 2017 ENAV signed cooperation agreements with important airlines (Norwegian Airlines and Vueling Airlines) and others are being finalised.

The following diagram summarises the early engagement process of the customer in defining and sharing the requirements associated with the provision of air navigation services.
Supplier management

The Group places significant attention to the selection and management of suppliers also as a consequence of its precise strategic choices on sustainability. If in fact the selection of suppliers is today increasingly influenced by Green Procurement (which will be widely described in the section Green Procurement in the Environment chapter) also the following phase, the management of suppliers, places a great deal of attention to topics related to sustainability.

On this front, the ENAV Group is highly demanding of its suppliers: not only does it focus on the effectiveness and efficiency of their performance, but also on the identification of the main risks of non-compliance with regulations relating to social aspects by suppliers and subcontractors.

The communication with suppliers and their involvement in these topics is also reflected in
detailed agreements, through the inclusion of clauses countersigned by the supplier wherein they state that they acknowledge, accept and will comply with ENAV’s Code of Ethics and with Legislative Decree No. 231/2001, which is intended to fight all irregular work. In case of non-observance, the contract can be terminated by law.

Following the selection phase, the Group’s organisational structures responsible for the supply procedures, must verify the declarations made during the tendering stage before they can award an order to the winning tenderer. This is done in addition to acquiring all documents required to prove the non-existence of the reasons for exclusion pursuant to Article 80 of Legislative Decree No. 50/2016. Subsequently, during the issuing of the Attestation of Regular Performance (ARP)/Technical Economic Approval and payment of the invoices issued, the documents are collected for the acquisition of the DURC (statement of correct fulfilment of welfare contribution obligations). Similar checks are carried out for subcontracting authorisation for the company indicated by the contractor. In particular, as a guarantee from the subcontractor, the funds are traced to the bank accounts in order to guarantee the contractors’ debts with regard to them. There are also additional actions undertaken for the payments to subcontractors, such as the intervention of direct payments in favour of sub-suppliers in cases of contractor bankruptcy, as provided in the relevant regulations. Thanks to the experience acquired and given the risks identified, a number of functionalities have been developed on ENAV’s information systems. This includes the Contracts Register, in order to trace information, compliance with the ERP system and to what is reported in the accounting documents and the supplier’s assessment in relation to each ARP/Technical Economic Approval (for all contracts issued, irrespective of the amount). The results of the evaluations involve the possible suspension of the supplier and/or the withdrawal/termination of the contracts in effect. In particular, it is advisable to indicate the obligation to compile the non-compliance form, which indicates the violation of essential obligations (including breach of work safety regulations ex 81/08) and which traces the reporting of events of injury: from the failure to comply with essential safety obligations to the failure to comply with the regulations on occupational safety.

As regards the assignment procedures carried out by ENAV and Techno Sky (net of what will be discussed later regarding Green Procurement), these are carried out in compliance with the provisions of Legislative Decree No. 50 of April 18th 2016, the so-called Code of Public Contracts. Therefore, failure to comply with these mandatory regulations can lead to significant sanctions ranging from administrative penalties to criminal charges. It is worth remembering that ENAV is subject to the oversight of the Court of Audit, as well as to additional, and not less stringent, controls by different entities (to which Techno Sky is also subject) such as the Supervisory Body, the Board of Auditors, the Control, Risks and Related Parties Committee, the Internal Audit, the quality certification authority, etc. The corporate and reputational requirements are therefore established in tender/tender notice/market investigation stages. In general, Article 80 (of the cited Legislative Decree No. 50 of April 18th 2016, the so-called Public Contracts Code) provides that the failure to comply with this Article’s requirements leads to the exclusion from the tendering process. Likewise, the technical operational requirements of potential bidders are identified and both aspects must be proven before the conclusion of the contract, through a testing on the effectiveness verification phase. Recently ENAV has also acquired
a specialised and exclusive service of access to the anti-money laundering lists, listed in Legislative Decree No. 231 of November 21st 2007, aimed at the identification and prevention of offences linked to Law No. 231/2001 and subsequent amendments and modifications.

The supplier evaluation process implemented by Techno Sky differs depending on the good/service category of reference of the evaluated supplier. In particular, the supplier is assessed as follows:

- For standardised goods and repair services it is based on the automated processing of data entered on the SAP company information system in terms of respect of delivery times and quality of supply (purchase of products with minor environmental impact- CE certification);
- For services, jobs or professional services it is based on the recognition of user satisfaction expressed through the compilation of the evaluation form on the SAP system.

Regarding the process of monitoring the compliance of the activities performed by suppliers with specific business needs, Techno Sky uses the SAP management system which monitors the technical and economic approvals which are strictly correlated to the supplier assessments.

The Supplier assessment takes place through a periodic analysis of the operational capacity and the reliability of the supplier which considers the following elements

- The assessment of individual performance;
- The monitoring of any detected "non-conformities".
The results of the evaluations involve the possible suspension of the supplier and/or the withdrawal/termination of the contracts in effect. The Purchasing Department will ultimately modify the current contractual forms with the provision of specific clauses relating to the carrying out of audits, during the contractual execution, aimed at the verification of the suppliers’ possession of environmental requirements and respect for human rights.

ENAV Asia Pacific has initiated a process of supplementing its procurement procedures for protecting the company against the risks that are considered to be of greater impact, such as respect for human rights, anti-money laundering, compliance with the Group’s Code of Ethics and the signing of confidentiality agreements.

On the payment of suppliers, the objective that the ENAV Group has established consists in meeting the contractually defined deadlines, subject to the verification of the regularity of all legally required documentation and in application of Legislative Decree No. 231 of October 9th 2002, which implements in Italy the Directive 2000/35/EC on the fight against late payments in commercial transactions. The Group companies pay special attention to the observance of payment terms, aware of the difficulties that delays can generate, from the financial point of view, towards their suppliers. In order to meet the needs of the suppliers, the company has concluded a factoring agreement with a financial institution which allows suppliers to submit issued invoices with recourse; in addition, payment advances may be made if properly justified.

**AVERAGE PERIOD FOR SUPPLIER PAYMENT**

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Average Period for Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENAV</td>
<td>34.01 days</td>
</tr>
<tr>
<td>TECHNO SKY</td>
<td>30 days</td>
</tr>
<tr>
<td>ENAV ASIA PACIFIC</td>
<td>5 days</td>
</tr>
</tbody>
</table>
Anti-corruption principles

In order to equip itself with suitable anti-corruption principles, ENAV has:

• Appointed a special Supervisory Body in accordance with Legislative Decree No. 231/01;
• Established an organisational sector called Whistleblowing & Fraud Audit under the Internal Audit Department;

Following the best practices and indications of the main position papers (including the Confindustria Guidelines for the construction of the models of organisation, management and control according to Legislative Decree No. 231/2001) and the ISO 37001 reference standards, ENAV has established its activities according to the CoSO Framework (Committee of Sponsoring Organizations) as a Risk Management model provided by the Lines of Address of the Internal Control and Risk Management System approved by this Board of Directors, in line with what is recommended by the Self-Governance Code of the Listed Companies of Borsa Italiana. The activities for the definition of an effective anti-corruption model affecting both the activities of the Supervisory Body and the Whistleblowing & Fraud Audit sector can be summarised more specifically:

• Risk Assessment;
• Regulation;
• Training and communication;
• Monitoring and management of reports.

Regarding Risk Assessment, a periodic activity of risk assessment is guaranteed by the internal structures, also depending on the analysis of the internal and external context. The periodic updating of risk assessments is also carried out by identifying the necessary actions to strengthen the internal control and risk management system, with particular reference to the procedural corpus and organisational principles. In particular, the following activities were carried out or completed during 2017:

Business Process Risk Assessment, coordinated by the Internal Audit Department, which has, among others, the purpose of also identifying the risks of fraud and corruption for the main mapped business processes.;

Risk Assessment and Gap Analysis 231 for the identification of the control principles concerning those activities defined as sensitive for the purposes of the commission of the offences envisaged by Legislative Decree No. 231/01 and assessment of the supplementary requirements of Model 231 following the intervening legislative evolutions (the latest in chronological order and significant by relevance is the new whistleblowing legislation for the protection of the whistleblower, Law No. 179/2017);

Risk assessment on corruption risks established in line with the requirements of the ISO 37.001 Standard and aimed at understanding what activities should fall under the anti-corruption policy.

Regarding regulation, on March 16th 2017, the ENAV Board of Directors updated the Group’s Code of Ethics and the Organisation Model in accordance with the aforementioned Legislative Decree No. 231/2001, Management and Control. Subsequently the Techno Sky Board of Directors also updated its Model 231 and adopted the Group’s Code of Ethics. Management has
DURING THE YEAR, ENAV THEN DEFINED A WORK PLAN FOR THE SETTING UP OF AN ANTI-CORRUPTION COMPLIANCE PROGRAMME, AT GROUP LEVEL, WHICH PROVIDES FOR 2018, INDICATIVELY:

- THE ISSUING OF A REGULATION ON WHISTLEBLOWING;
- THE DEFINITION OF AN ANTI-CORRUPTION POLICY;
- THE FORMALISATION OF AN ANTI-CORRUPTION MODEL.

also worked to strengthen the anti-corruption principles through the reinforcement of certain controls that have been referred to as the so-called “4-eyes principle” and the improvement of the processes, with particular reference to payments and purchases.

In addition to these aspects, the work plans defined by the responsible structures during the year of 2017, provide for 2018 specific policies in relation to the main processes to fight the corruption, such as brokerage contracts to be valid both for Parent company and for any subsidiary affected by this risk (e.g., ENAV Asia Pacific).

During 2016, training was provided in the classroom on topics relating to anti-corruption and Model 231 aspects, in addition to the Code of Ethics, for a total of 941 hours. This training, aimed at middle managers and executives of ENAV and Techno Sky, was completed during 2017, the year in which online training was also finalised on the same topics that will be extended to the remaining target population during 2018. There were 67 training hours in 2017. The reduction between 2016 and 2017 is due to the fact that the 2017 training hours are a “spill-over” of
the training initiated during 2016. In 2018, the Internal Audit Department will launch on-line training courses for all employees (also in the light of the new whistleblowing regulations) and new classroom training sessions for all executives. As far as the members of the Board of Directors are concerned, the document relating to 231 topics, which also encompasses the corruption risk used during the induction seminar session, has been circulated to everyone.

Under the profile of monitoring and managing reports, various other activities have been carried out. In particular, the verification plans of the Supervisory Bodies (of ENAV and Techno Sky) which use the Internal Audit Department for the conduct of their verification activities, and the same multi-annual plan of the Internal Audit see the corruption risk examined under different profiles in the scope of the processes audited. The Group has also defined two further monitoring tools: a communication channel for the reporting of whistleblowing and a channel for the reception of information flows of the Supervisory Body. In particular, initial actions were taken at the end of 2017 that will see, in the first part of 2018, the implementation of a system that complies with the requirements of the new legislation Law No. 179/2017. The reports received through these channels have all been analysed and for those considered to be more detailed, specific audit activities have been initiated which complete the activities envisaged in the plan. The control system (SCIGR), however, has presented several areas for improvement and, following the audit activities, the specific corrective actions aimed at acquiring the best practices in the field of fraud prevention and fraud detection have been established. There were no cases of infringement of the procedures regarding the application of controls for the prevention of fraud and corrupt acts.

Finally, the anti-corruption model, integrated with the principles guaranteed by the Supervisory Body and the Internal Audit Department, foresees specific periodic information flows regarding the Board of Directors, the Control, Risks and Related Parties Committee and the Board of Auditors. These flows, defined on a periodic basis, include the work plans of the Supervisory Body and the Internal Audit Department, as well as a summary of the results of the activities carried out, and a detailing of the reports received and the remedial actions undertaken. In addition to these flows, ENAV has defined specific coordination modalities among the internal players, such as for example the Risk Manager, the Financial Reporting Manager responsible for the drafting of the company’s accounting documents, the head of the Security Department and Internal Audit to ensure, in accordance with their roles, timely information about how to manage the risks and their recovery plans.
External communication

The press office of the Group ensures external communication through relations with national, local and international media and the correct dissemination of corporate messages to the target audience, in order to protect the reputation of the different ENAV Group activities.

The Press Office, in addition to the company’s social profiles on Twitter, Instagram and LinkedIn that globally have around 8,000 followers, also manages the company’s financial communications, assuring and overseeing all the communication processes provided by the Consolidated Finance Act and the best practices in terms of communication and transparency adopted by listed companies. In addition to the proactive activity carried out in relation to the media, the press office manages the crisis communication with the aim of monitoring and containing any negative impact, also identifying preventive actions.

The work of external communication consists of three fundamental pillars:

- a regulatory and service part that requires a communication to the stakeholders and the public of the information envisaged by legislation and the indications of the various authorities (e.g., Consob);
- a proactive part aimed at enhancing the work and professionalism of the Group’s employees and the Company’s core business on all the information channels (national and local channels);
- crisis management activities.
ENAV has consistently placed great deal of attention on its relations with shareholders, the financial analysts and the financial community in general, establishing shortly before its listing on the Mercato Telematico Azionario operated and managed by Borsa Italiana on July 26th 2016, the Investor Relations department in order to manage, in a continuous and effective way, these relations.

The opportunities for dialogue are many: conference calls, meetings, financial conferences and roadshows. In these events, the management team (typically the Chief Executive Officer and the Chief Financial Officer, together with the Head of Investor Relations) present to the financial community the main results of the period (quarterly, half-yearly, yearly), business trends and strategy guidelines and is available to answer the questions received from the individual participants.

A dedicated mailing list is also available to the financial community through which the company periodically communicates its relevant financial news, as well as a dedicated e-mail address, through which it answers questions asked by investors or financial analysts in the event of new business activities or particular market trends. All the economic and financial information related to the Group, as well as the main share performance indicators and the analysts’ opinions, are published in a dedicated Investor Relations section of the site www.enav.it.
In the period January – December 2017, ENAV had over 250 interactions with institutional investors, mostly during roadshows organised both at the ENAV premises (headquarters, ACC and control towers), and at the locations of individual investors in Italy, in Europe, in Asia/Australia and in the United States. The remaining contacts were held through the company’s participation in financial conferences and through conference calls with investors. In addition to investor relations, ENAV maintains frequent contacts with financial analysts covering the security (so-called “sell-side”) and, during 2017, two further research brokers, specialising in infrastructure companies, initiated coverage on ENAV, for a total of 11 analysts.

For 2018, ENAV aims to further expand opportunities for interaction and meeting with the financial community using various occasions such as roadshows, participation in financial conferences and conference calls, in line with the best market practices. During 2018, the company aims to broaden its investor base by focusing on investors based in geographical areas not reached during the IPO and on investors with a medium-long term investment perspective or focused on the infrastructure sector.
Brand Development

Since last year, launched number of actions have been initiated at renewing the corporate image and increasing the image of the Group brand with the general public, both national and international.

On the occasion of the privatisation on the stock exchange, in 2016 an organic advertising campaign was developed, articulated and strongly integrated, that was aimed at promoting the new corporate image and in particular the IPO. This operation, besides having favoured the acquisition of shares by the retail market, has in fact considerably raised awareness of the ENAV Group and its activities with the general public: the brand awareness in fact went from 37% to 68%. This result allowed the Company to maintain a high level of brand awareness in 2017 as well.

Regarding web communication activities, the new Group Web portal’s sections was periodically updated, also through the insertion of new multimedia and interactive informational products. The new website, through the use of latest generation platform, is usable either from desktop as well as from all mobile devices (smartphones, tablet, etc.). The website achieved excellent results in terms of visits, reaching 20,200,427 pages visited by 697,186 visitors during the year.

Regarding the ENAV YouTube channel, it has continued with the insertion of new content, bringing the product count to more than 300 videos with 1000 subscribers and over 232,000 views.

During the year, the Brand Development Department has also continued the total renewal of the Group’s corporate identity that has also seen the restyling of all the logos of the companies that compose it.
Welfare initiatives in favour of the community

With regard to social initiatives aimed at community support, so-called “ONLUS”, two projects are reported called: “Send them to school” and “Welcome to Onlus”.

“Send them to school” is a project which ENAV joined at the initiative of the Equal Opportunities Committee, aimed at promoting women’s education through the long-distance support of forty Tibetan nomadic girls. With this project ENAV wanted to support the education of the girls who in the Tibetan community would be destined to work at home and in the fields without being able to access to degree programmes.

The awareness that educating a nomadic child means raising the quality of life of her future children and her family, and therefore of the whole of the nomadic community in Tibet, as well as safeguarding a civilisation that threatens to disappear daily, was the defining element of ENAV’s decision. The support provided allows these girls to temporarily leave their families to stay in structures far from home where they can live and study, thus securing primary education through the coverage of accommodation and subsistence costs, basic health care and the necessary teaching material. The project will end in 2018, when all the girls have reached the goal of obtaining their diploma.

The project “Welcome to Onlus”, however, allows ENAV to host in its own offices some non-profit organisations with the aim of giving them the opportunity to raise funds and awareness of the projects of each organisation.

In December 2017, volunteers from Doctors without Borders were welcomed into the company for the first time.