

## Communication and Engagement Mechanisms with Stakeholders

CAUSE	STAKEHOLDER	COMMUNICATION AND ENGAGEMENT MECHANISMS	FREQUENCY	IMPACT
Promoting transparent organisational communication by sharing knowledge	CLIENTS	Customer Satisfaction Survey	Half-yearly	Responds assertively to customer expectations, aspirations, and needs
		Strategic Partnerships	Over the year	
		Specific area for Customers and Suppliers at LIPOR portal	Over the year	
		LIPOR Portal and other Communication Media	Daily	
		Seminars/Workshops/Webinars	Over the year	
		Technical Visits	Over the year	
Provide essential and/or complementary knowledge for professional activity	EMPLOYEES	Training and capacity building in several areas	Over the year	Strengthening individual competences and developing motivational mechanisms
		Technical visits		
		Internal working groups		
		External working groups		
		Employees training		
		Innovation talks		
		Strategy board games		
		What's New		
		Youth group		
Informing about labour relations rules/procedures	EMPLOYEES	Reception Training	When the employee joins the company	Underpins the organisational culture
		Ethics Code		
		Internal Communications		

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		Information and Service Orders			
		Promotion of Internal Events and Initiatives			
		Lipor Collective Labour Agreement			
		LIPOR Statutes			
		Strategic Sessions			
		Intranet	Over the year		
		Corporate TV			
		Trainings			
		Lipor News			
		Yanmer			
		Energia L Programme			
		Physical and digital “Suggestion Boxes”		Daily	
		Workers' Representative		Daily	
Reporting concerns, including Human Rights situations	EMPLOYEES	Social Performance Team (SPT)		Over the year, quarterly meeting	Promotes well-being and ensures equity in the Organisation
		Social Responsibility Visits			
		Ethics Committee			
		LIPOR Whistleblowing Channel			
		E-marketing	Whenever necessary		
Publicise and communicate internally events, initiatives and processes of change promoted by LIPOR	EMPLOYEES	Social Networks	Daily	Ensures employees are more informed about the organisation's activities	
		LIPOR Intranet	Daily		

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		Corporate TV	Daily	
		LIPOR website	Daily	
		Events to Communicate “Energia L” Strategy		
		Yammer		
		Lipor News		
		Information boards		
		Information sessions		
		Support and Sponsorships	Over the year	
		Protocols	Over the year	
		Provision of spaces	Over the year	
Enhancing social well-being and providing a better quality of life for local communities	EMPLOYEES / COMMUNITY	Operação Tampinhas (Operation “Bottle Caps”)	Over the year/ Annual Event of delivery of equipment	Disseminates good corporate social responsibility practices
		Social Responsibility Partnerships	Over the year	
		SEMENTE – LIPOR Volunteers Association	Over the year / Plan of Specific initiatives	
		CCD – Cultural and Sportive Centre LIPOR		
		Goods with Purpose		
	SUPPLIERS	Suppliers evaluation	Half-yearly	

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Encourage co-operation between LIPOR and its Suppliers		Code of Conduct for Suppliers	Available in the Communications supports Over the year. Sent to all new suppliers	Establishes a medium-long term commitment: co-responsibility
		Specific area for Clients and Suppliers at LIPOR website	Daily	
		LIPOR website		
		Working groups on Circular Procurement	Over the year	
		eNews Central de Compras (“Purchasing Centre”)		
Report, publicise and monitor material issues		Internal working group “Stakeholders”	Over the year	Ensures continuous and transparent communication, responding to the needs and expectations of Stakeholders
		Barómetro Social (Social Barometer on corporate TV)	Monthly	
		e.News	Monthly	
		LIPOR website	Over the year	
Raising awareness among ordinary citizens of the problem of municipal waste and informing them about LIPOR's main activity as the organisation responsible for managing, recovering and treating municipal waste in Greater Porto	MULTISTAKEHOLDER	Integrated Report	3x/year	Stimulates changes in attitudes and behaviour in citizens, making them more environmentally and socially responsible
		Holiday Camps	Over the year	
		“Temos de Falar” (Podcast)	Plano de formação Over the year	
		LIPOR Academy	Over the year	
		Prevention, Education, Communication and Sustainability Strategy	Daily	

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To publicise and communicate, internally and externally, projects and initiatives promoted by LIPOR	MULTISTAKEHOLDER	Adventure Park	May to October – tue to thr for organised groups and weekends, open to everyone	Generates LIPOR brand recognition and favours loyalty
		Eco-Trail	Daily	
		Thematic Events	Over the year	
		European Week for Waste Reduction	Annual	
		Seminars/Workshops/Webinars	Over the year	
		Technical visits (on-site and online)		
		Casa do Corim (Corim House)	Over the year	
		Cooking Dates		
	MULTISTAKEHOLDER	Stakeholders consultation	Biannual	
		Press Releases	Over the year	
		Email signatures	Over the year	
		e.Marketings	Over the year	
		e.News in Portuguese and English	Weekly	
		LIPOR Website		
Social Networks: Facebook LIPOR; Facebook Parque Aventura; Facebook Nutrimais; Instagram; LinkedIn; Youtube	Daily			
Corporate TV	Daily			
Nutrimais Website				

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		Wallie website	Daily	
		External working groups	Over the year	
		Institutional presentation		
		Spot Telephone answering		
To publicise and communicate, internally and externally, projects and initiatives promoted by LIPOR	INTERNATIONAL CLIENTS	E.news area – Lipor International	Weekly	Generates LIPOR brand recognition and favours loyalty
		LIPOR E.news (english)	Monthly	
		LIPOR website (english)	Daily	
		Institutional presentation	Over the year	
		Technical visits	Over the year	
		International promotion Film	Over the year	
		Institutional film EN e SP	Over the year	
To publicise and communicate, internally and externally, projects and initiatives promoted by LIPOR	ASSOCIATIONS AND INTERNATIONAL PARTNERS	LIPOR e.news (english )	Monthly	Generates LIPOR brand recognition and favours loyalty
		LIPOR website (english)	Daily	
		Working groups	Over the year	
		Institutional presentation	Over the year	
		Technical visits	Over the year	
		Press Releases EN	Over the year	