

Stakeholder communication and engagement mechanisms regarding Sustainability Material Topics

CAUSE	STAKEHOLDERS	COMMUNICATION AND ENGAGEMENT MECHANISMS	FREQUENCY	IMPACT
To promote a transparent organisational communication through knowledge sharing	Customers	Customer Satisfaction Survey	Semi-annual	Assertive response to Customers' expectations, aspirations and needs
		Strategic Partnerships	Throughout the year	
		Specific area for Customers and Suppliers in the LIPOR portal		
		LIPOR portal and other Communication Tools	Daily	
		Seminars/Workshops	Throughout the year	
		Technical Visits		
To provide essential and/or additional professional knowledge	Employees	Training and qualification in different areas	Throughout the year	Enhancement of individual competences and development of motivation mechanisms
		Technical Visits		
		Internal work groups		
		External work groups		
		Internal Staff Training		
		Innovation Talks		
To inform about rules/procedures regarding working relationships		Welcome Training	Upon employee admission	Underpinning of the organisational culture
		Ethics Code	Throughout the year	
		Internal Notices		
		Information and Service Instructions		
		Promotion of Internal Initiatives and Events		
		LIPOR Collective Labour Agreement		
		LIPOR Statutes		
		Strategic Sessions		
		Intranet		
		Corporate TV		
		Trainings		



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To report concerns, including situations related with Human Rights	Employees	Physical and digital Suggestion Boxes	Daily	Promotion of well-being and assurance of equity within the Organisation
		Employee Representative		
		Social Performance Team (EDS)	Throughout the year, quarterly meetings	
		Social Accountability Visits	Quarterly	
		Ethics Committee		
To disseminate and communicate internally events, initiatives and change processes promoted by LIPOR		E-marketing	Whenever necessary	Employees with better knowledge of the Organisation's activity
		Social Networks	Daily	
		LIPOR Intranet		
		Corporate TV		
		LIPOR portal		
		Events to Communicate the "L Energy" Strategy		
		Yammer		
To promote social well-being and a better quality of life for local Communities	Employees / Community	Supports and Sponsorship	Throughout the year	Dissemination of good corporate social accountability practices
		Protocols		
		Use of Auditoriums		
		Social Impact Measurement Tool		
		"Operação Tampinhas" (Bottle Caps Operation)	Throughout the year / Annual equipment provision Event	
		Social Accountability Partnerships	Throughout the year	
		SEMENTE - Associação de Voluntários LIPOR (LIPOR Volunteers Association)	Throughout the year / Specific Initiatives Plan	
		CCD - LIPOR Sports and Cultural Centre		
To encourage cooperation between LIPOR and its Suppliers	Suppliers	Supplier Evaluation	Semi-annual	Establishment of a medium/long-term commitment: joint responsibility
		Suppliers Conduct Code	Available in the communication tools throughout the year	
			Sent to every new Supplier	



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To encourage cooperation between LIPOR and its Suppliers	Suppliers	Specific area for Customers and Suppliers in the LIPOR portal	Daily	Establishment of a medium/long-term commitment: joint responsibility
		LIPOR portal		
		Circular Procurement work groups	Throughout the year	
To report, disseminate and monitor material topics	Multi-stakeholder	Stakeholders Internal Group	Throughout the year	Assurance of a continuous, transparent communication, which meets the needs and expectations of Stakeholders
		Social Barometer in corporate TV	Monthly	
		E-news	Throughout the year	
		LIPOR portal		
		Integrated Report		
To raise awareness among ordinary citizens of the municipal waste issue, as well as inform them about LIPOR's main activity as an organisation responsible for the management, recovery and treatment of municipal waste produced in Greater Porto	Multi-stakeholder	Holiday Camps	3x/year	Promotion of Citizen attitude and behavioural change, making them more environmentally and socially responsible
		"Temos de Falar" (We Need to Talk) Podcast	Throughout the year	
		LIPOR Academy	Training plan throughout the year	
		Communication, Environmental Education and Intervention Strategy	Throughout the year	
		Adventure Park	May to October - Tuesdays and Thursdays for Organised Groups and open to all on weekends	
		Ecological Trail	Daily	
		Thematic Events	Throughout the year	
		European Week for Waste Reduction	Annual	
		Seminars / Workshops / Webinars	Throughout the year	
		Group / technical visits onsite and online		
		To disseminate projects and initiatives promoted by LIPOR, internally and externally	Multi-stakeholder	
Press Releases	Throughout the year			
E-mail Signatures				
E-marketing				



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To disseminate projects and initiatives promoted by LIPOR, internally and externally	Multi-stakeholder	E-news in Portuguese and English	Weekly	Promotion of LIPOR Brand awareness and loyalty
		LIPOR portal	Daily	
		Social Networks: LIPOR Facebook; "Parque Aventura" Facebook; "Nutrimais" Facebook; Instagram; LinkedIn; Twitter; YouTube; Call Centre (Spots)		
		Corporate TV		
		Nutrimais Website		
		External work groups	Throughout the year	
To disseminate projects and initiatives promoted by LIPOR, internally and externally	International Customers	E-news area – LIPOR International	Weekly	Promotion of LIPOR Brand awareness and loyalty
		E-news in English	Monthly	
		LIPOR portal in English	Daily	
		Institutional Presentation	Throughout the year	
		Technical visits		
		International Promotion Film		
To disseminate projects and initiatives promoted by LIPOR, internally and externally	International Partners and Associations	E-news in English	Monthly	Promotion of LIPOR Brand awareness and loyalty
		LIPOR portal in English	Daily	
		Work groups	Throughout the year	
		Institutional Presentation		
		Technical visits		

