

## Customers

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Main stakeholders	<ul style="list-style-type: none"><li>- Private customers (B2C)</li><li>- Business customers (B2B)</li><li>- Government (B2G)</li><li>- Consumers and users of products and services</li></ul>
Main modalities of dialogue	<ul style="list-style-type: none"><li>- Commercial relationship</li><li>- Key account management</li><li>- Technical and commercial partnerships</li><li>- Complaints and claims</li></ul>
Main tools and frameworks for dialogue	<ul style="list-style-type: none"><li>- Customer Relationship Management (mainly via the Salesforce platform)</li><li>- Team dedicated to monitoring 70 global key accounts by the Marketing &amp; Services business segment</li><li>- Annual customer satisfaction surveys; global B2B satisfaction survey conducted every two years (latest in 2021)</li><li>- Barometer on reputation and image (every two years)</li><li>- Processing complaints and claims</li></ul>
Main entities/teams involved	<ul style="list-style-type: none"><li>- Marketing/Strategy of business segments</li><li>- Sales force</li><li>- Consumer Services</li><li>- Research &amp; Development</li></ul>
Main topics of common interest and identified expectations	<ul style="list-style-type: none"><li>- Consumer health &amp; safety</li><li>- Carbon intensity of products used</li><li>- Energy efficiency services</li><li>- Low carbon goods and services</li><li>- Access to energy</li><li>- Energy price</li><li>- Digitization of services</li><li>- Competition law</li></ul>

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More information in the 2022 Universal Registration Document, sections 5.3, 5.8, 5.9, Chapter 2