

## Social responsibility

### Number and composition of personnel

	Unit	2011	2010	2009	Change 10-11	Change 10-11%
<b>Number</b>						
Number of employees	no.	3,493	3,468	3,447	25	0.7%
Inflow during the year	no.	176	178	57	-2	-1.1%
Outflow during the year	no.	151	157	134	-6	-3.8%
<b>Composition</b>						
<b>Professional status</b>						
Senior executives	%	1.7	1.7	1.9	0.0	0.0%
Junior executives	%	14.0	14.5	14.2	-0.5	-3.1%
White-collar workers	%	56.3	54.5	54.4	1.8	3.3%
Blue-collar workers	%	28.0	29.3	29.6	-1.4	-4.6%
<b>Education</b>						
University graduates	%	21.6	19.2	18.0	2.4	12.7%
High school graduates	%	46.6	46.5	45.6	0.1	0.2%
Vocational school graduates	%	15.8	16.2	17.0	-0.4	-2.3%
Elementary/middle school graduates	%	16.0	18.2	19.4	-2.2	-11.9%
<b>Age and years at Terna</b>						
Average age	y	45.2	45.6	46.4	-0.3	-0.7%
Average years at Terna <sup>(1)</sup>	y	20.0	20.5	21.5	-0.5	-2.5%
<b>Flexible employment contracts and terms</b>						
Fixed-term contracts <sup>(2)</sup>	no.	143	107	73	36	33.6%
Beginner and training contracts that became permanent during the year	no.	54	61	120	-7	-11.5%
Interns and apprentices	no.	38	34	12	4	11.8%
Part-time employees	%	0.9	0.9	0.9	0.0	-1.3%
Overtime work	%	8.2	6.3	6.12	1.9	30.2%

(1) In the case of employees who began to work at the Company following the acquisition of corporate divisions, the average number of years at Terna takes into account their previous employment.

(2) The figures include beginner contracts and fixed-term contracts.

## Employee satisfaction and development

	Unit	2011	2010	2009	Change 10-11	Change 10-11%
<b>Compensation</b>						
Average cost per employee <sup>(1)</sup>	€	79,432	78,564	75,643	868	1.1%
Executive employees with stock options <sup>(2)</sup>	no.	9	14	14	-5	-35.7%
Executive employees with Long Term Incentive (LTI)	no.	46	47	47	-1	-2.1%
Variable compensation as % of fixed pay <sup>(3)</sup>	%	9.4	9.4	9.0	0.0	0.0%
<b>Training</b>						
Hours of training per employee	h	51	49	47	2	3.7%
Training expense per employee <sup>(4)</sup>	€	289.6	387.9	389.4	-98.3	-25.3%
Training coverage <sup>(5)</sup>	%	97	96	91	1.0	1.0%
<b>Corporate climate</b>						
Total spontaneous resignations	no.	16.0	41.0	26.0	-25.0	-61.0%
Absences per employee <sup>(6)</sup>	h	60.0	59.1	62.4	0.9	1.5%
<b>Litigation with employees</b>						
Proceedings pending	no.	25	32	37	-7	-21.9%
Proceedings initiated	no.	3	7	3	-4	-57.1%
Proceedings concluded	no.	10	12	17	-2	-16.7%

(1) By employee is meant every employee of the Company, including executives.

(2) There is only one Stock Option Plan, which was resolved on December 21, 2005 and will end in 2013.

(3) The figures regard the incentives paid to all employees, including executives. Fringe benefits are excluded.

(4) Training expenses do not include the cost of sessions missed nor the hours of instruction provided directly by employees.

(5) % of employees who took at least one training course during the year.

(6) This figure regards the number of non-contractual absences during the year (illness, accident, leave of absence, strike, unpaid absence).

## Safety

	Unit	2011	2010	2009	Change 10-11	Change 10-11%
<b>Occupational injuries</b>						
Occupational injuries	no.	49	50	36	-1	-2.0%
- fatal	no.	0	0	0	0	-
- serious	no.	1	2	0	-1	-50.0%
Injury Rate <sup>(1) (3)</sup>	%	1.67	1.74	1.24	-0.1	-3.9%
Lost Day Rate <sup>(2) (3)</sup>	%	46.35	65.03	40.94	-18.7	-28.7%
Periodical health inspections	no.	2,983	2,364	2,088	619	26.2%
<b>Occupational injuries of contractor employees</b>						
Occupational injuries of contractor employees	no.	13	14	n.a.	-1	-7.1%
- serious	no.	4	5	1	-1	-20.0%
- fatal	no.	0	0	1	0	-

(1) This is the number of injuries with at least one day of abstention from work divided by the number of hours worked during the year, multiplied by 200,000 (corresponding to 50 work weeks x 40 hours x 100 employees). To facilitate comparison with other sources, this indicator was also calculated using a multiplication factor equal to 1,000,000 and not 200,000 (thus obtaining a Frequency Rate 5 times higher than the ILO Frequency Rate). On the basis of this calculation method, the Injury Frequency Rate is equal to **8.3** in **2011**, **8.7** in **2010** and **6.2** in **2009**.

(2) This is the ratio between the days not worked because of injury and the hours worked during the year, multiplied by 200,000. The days not worked are calendar days and are counted from the day the injury occurred. To facilitate comparison with other sources, this indicator was also calculated using a multiplication factor equal to 1,000. On the basis of this calculation method, the serious injury rate is equal to **0.2** in **2011**, **0.3** in **2010** and **0.2** in **2009**.

(3) In 2011, processing criteria were reviewed as well as the items that determine the total of hours worked. To guarantee data consistency and comparability, the figures of hours worked used for determining rates were updated and reviewed also for the previous years (2010 e 2009) and used for drafting injury rates; for this reason, data published in the table are different from data published in the previous years.

## Relations with labor unions

	Unit	2011	2010	2009	Change 10-11	Change 10-11%
<b>Employee union membership</b>						
Union membership rate	%	60.6	61.2	65.08	-0.6	-1.0%