

Shareholders

Compliance of Goals 2016

| STAKEHOLDER | Objective | Indicator / KPI / Milestone | Goal 2016 | Actual Result |
|--------------|--|---|-----------|---------------|
| SHAREHOLDERS | Corporate Governance Training | Number of Directors trained in Corporate Governance | 9 | 8 |
| | | Number of Directors trained in Risk Management | 9 | 9 |
| | Continuous improvement in the liaising with shareholders | N° of liaising occasions (conferences and meetings to report results) | 25 | 77 |