--------------------------------------------------------------------------------------------------------------- Telecom Italia 2001

\*{Growth, world economy, globalization, new information, communication technologies, liberalization, monopolized production industries, reasserted, market focus, driving force, development, demand, socially responsible businesses, economic trend, equality, balance, respect, environment figure}

\*{Business management policies, strategies, conflicting models}

\*{social responsibility, extending, talent, generate, profit, focus, shareholders, financiers}

\*{Business performance, measured, ability, create, value}

\*{social responsibility, broader terms, endeavouring, achieve, network of relationships, connect, business, stakeholders}

\*{Investment, human capital, research and development, strategic, policies, improve, quality of products, increase, business competitivity}

\*{global corporations, principal voluntary organizations, International Confederation of Free Trade Unions, Telecom Italia Group, supported, principles, Global Compact, proposed, United Nations Secretary-General, human rights, labor standards, environmental protection}

\*{Telecom Italia Group, invested, social and environmental values, refining, information, contained, selecting, reliable indicators, supplement, annual report}

\*{stands, big businesses, Italy, Europe, adopted, best practice, serves, profitably embark, course}

\*{leading industry, proposes, sustainability, business value, tool, programming, management, control}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2002

\*{international scenario, direct effects, social, Economic trends, place, greater focus, role,

business, large companies, shaping, societal development, directing change, terms, framework, targets, System of values}

\*{Companies, evolving, role, center of network of relationships, stakeholders, real influence reputation, competitivity}

\*{Concern, values, integral part, company, processes, measured, managed, monitored}

\*{Telecom Italia Group, leading role, introducing, Sustainability Report, Italy, integrated performance, transparent communication, corporate Strategies}

\*{social report, integrated report, coherent, compliant, qualified commitment, promote, Sustainability business value}

\*{Group, governance structure, enhanced, adopting, practices, principles, conduct, expressed, codes, procedure}

\*{corporate governance system, implemented, Code of Ethics, upstream, system, constitutes, general policy, principles guides, Group’s activities relationships, stakeholders, ethical business conduct}

\*{Corporate strategy, integrated, Strategic Sustainability Plan, addresses, areas, improvement, relationships, stakeholders, outline, projects, targets, action, complete, process, governance, sustainability, Group}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2003

\*{Shareholders, Telecom Italia, turning point, building, structures, ambitions, challenges, industrial project, development potential}

\*{achieved, radical restructuring, re-launching, industrial side, Group}

\*{succeeded, cut, costs, target set}

\*{Non-strategic operations, values of investments, corporate portfolio, lowered, line, fair value}

\*{Net financial indebtedness, reduced, shareholders, dividends, tender}

\*{legitimate, commitment, market, responsibility, managing, Group}

\*{commitments, streamline corporate structure}

\*{integration, Olivetti, Telecom Italia, summer, resulted, company, competitive, flexible, financial terms, better oriented, create value, shareholders}

\*{working, heavy burden, accumulated, neglect, build, solid, competitive foundations, future}

\*{invest, technological innovation, networks, systems, products, services}

\*{attention, marketing, structures, dedicated serving, clientele}

\*{failed, improve, professional expertise, human resources}

\*{reliable, long-lasting growth, integrity, reputation, trust, administrative decisions, transparent, interests, shareholders, respected, establish, open dialogue, financial community}

\*{corporate governance, top, nationally, internationally, corporate operations, conduct, guarantee, honesty, transparency}

\*{process, decision, starting, Board of Directors, office, board, independent directors, standing, personal, professional standpoint}

\*{general terms, commitment, implement policies, corporate, responsibility, aim, satisfy, bearers, legitimate interest, customers, employees, suppliers, public large, future generations, supporting, principles, Global Compact, key benchmark, launched, U.N.O., promote, respect, human rights, labor standards, safeguarding of environment}

\*{Sustainability Program, integral part, Industrial Plan, planned measures, assure, ethical excellence, Group}

\*{positive economic, financial results, general framework}

\*{results, exceed, set targets, places, Telecom Italia Group, prime position, international telecommunications scenario}

\*{results, achieved, impressive, results, generated, Italian market,

Deregulation, far-reaching, result, competition, prices, services, fiercer, European countries}

\*{business segments, growth}

\*{revenues, wireline telephone services, increased, result, effective strategies, promote, customer, loyalty, rapid spread, broadband services, development, value added services, introduction, innovative data transmission solutions}

\*{mobile telephone, services, commitment, launch, new multimedia services, differentiated rate, plans, better suited, customers}

\*{Telecom Italia Media, positive gross, operating, profit, Internet segment, Virgilio confirmed, role, main Italian portal}

\*{Television segment, re-launching program, consolidate, broadcasting image, share of viewing audience, consistently, concentration, upper segments of public}

\*{contraction of Italian demand, information technology, solutions, increasing, pressure, competition, Information Technology Market business unit, improved, profitability}

\*{competitive technological platform, emerging, restructuring program, redefinition, industrial mission, producing, positive operating results}

\*{International operations, factor, growth}

\*{process, leveraging, expertise, innovative solutions, developed, Italian market, international sphere}

\*{mobile phone services, Brazil, services, GSM technology, successfully launched, nationwide}

\*{Turkey, Greece, consolidated, respective positions, benefit, growth, expected, markets}

\*{investments, France, Germany, Telecom Italia Wireline, first European wireline telephone services operator, expand, market, broadband services, national boundaries}

\*{foundations, future, optimism}

\*{period, innovations, transform, telecommunications industry}

\*{New value, services, new terminals, convergence, telephone services, Internet, broadband, technology, open up, new opportunities growth}

\*{large quantities of data, transported, high speed, movies, music, games, other innovative services, homes, customers}

\*{digital land-based television, TV, interactive}

\*{Companies, conduct, business-line, reducing, costs, improving, competitiveness}

\*{true development of Internet Age}

\*{Wi-Fi platform, technologies, third generation, EDGE, development, GSM platform, UMTS, broadband technology, services, everywhere}

\*{new range, fixed, cordless phones, enter, homes, offering, whole range, new possibilities}

\*{Aladino, first step}

\*{close, launch, video-phones, use, normal phone lines, transmit, high-quality images, sounds}

\*{Telecom Italia, opportunities, growth, promising, international telecommunications market}

\*{proportion of investments, purpose, concentrated, innovation}

\*{Investments, companies, collaborate, Group, TI Lab research facilities, increase, competitiveness, chances, expanding, foreign markets, hi-tech sectors, Italy, worldwide scale}

\*{contribution, country}

\*{growth, telecommunications, offer, new services, public, boost, productivity, entire economic system}

\*{achieved, declining telephone charges, inflation}

\*{Countries, invested, sector, greater extent, recorded, higher growth GDP, strengthening, national industry, services}

\*{Italy, succeed, enhancing, enormous potential, sector, advantage}.

\*{everything, challenge}

\*{financial resources}

\*{technologies, needed}

\*{results, show, human resources, challenge}

\*{commitment, employees, responsibility, privilege, participating, growth of group, intends, asset of strategic importance, competitiveness, countries}

\*{operates}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2004

\*{Shareholders, Telecom Italia Group, industrial plan, entrenched, cutting edge technologies, oriented, market}

\*{results, objectives, financial community, confirm, validity of plan}

\*{Revenues, increased, profitability, improved, operating, free cash flows, increased, indebtedness, reduced}

\*{contribution, performance, Group, performance, rank, Group, top of sector, Europe, innovative areas, expansion, broadband, success, hi-tech service wireline, mobile telephone services}

\*{new patterns, consumption, emerging, exchange, data, images, sounds, replacing, transportation, voice, key element, development, telecommunications}

\*{trend, wireline, mobile telephone services, widespread support, modernization, networks, services, spend, average}

\*{Telecom Italia Wireline Network, authoritative analysts, sector, technologically sophisticated network, Europe, advanced transition, IP protocol, carrier techniques, dominate, telecommunications, future}

\*{technological level, reached, networks, confirmation, new forms, consumption demonstrated, customers, merger, TIM, Telecom Italia}

\*{merger, respect, restrictions, imposed, Regulator, exploit, innovative, potential, convergence, platforms, wireline, mobile telephone services, manufacturers, telecommunications systems, equipment, rendered, reliable, affordable}

\*{face, prospect, reaching, point, offer, consumers, companies, wireline, mobile services, broadband, services share, common base, characteristics, specific ways, used, communication tools}

\*{merger, TIM, Telecom Italia, unitary government, business processes, turbulent evolution, create, synergies, investments, operating costs}

\*{industrial nature, merger, far-reaching consequences, consequences, events, marked, corporate history of Group, privatized}

\*{merger, TIM, complex journey, streamline, rationalize, corporate structure, journey, recapitalization of Olivetti, merger, Telecom Italia}

\*{leading international newspaper, Group, achieved, normal, structure}

\*{case, cash flows, debt, allocated, same level}

\*{growth, necessary level, investments, remunerate, shareholders, dividend, reabsorbing, cash flows, indebtedness, resulting, merger transaction}

\*{flattering, acclaim, market, reorganization process, credibility, trust, Generate}

\*{Credibility, trust, motivations, strictness, transparency, decisions, managerial level, complete sustainability, conduct}

\*{reliability, Group, generating growth, main business units}

\*{field, wireline telephone services, company, large European companies, persisting, decrease, voice traffic, increased, revenues, profitability}

\*{merit, launch, new terminals, Aladino, videotelephone, innovative services packages, increase, broadband connections, exceed, expectations}

\*{broadband connections, doubling volumes, multiplying, factor, reported}

\*{emphasized, broadband, accompanied, encouraged, free increases, connection speed, residential, business customers}

\*{international level, Telecom Italia, beginning, investments, broadband markets, France, Germany, increase, lines}

\*{TIM, increase, voice, traffic, Italy, entrusted, growth, value-added services, introduction, new EDGE, UMTS technologies, constitute, launch-pad, broadband mobile telephone services}

\*{contribution, operations, Brazil, increasing, lines, TIM Brazil Group, second-largest mobile telephone services operator, country, nationwide coverage, offer, GSM technology}

\*{Telecom Italia Media, increased, revenues, turned, gross operating profit, positive figure, result, boost, Internet area, Virgilio, Italy’s leading portals, television, channel, increased, viewing, audience, consolidated, image, broadcaster, quality oriented, range, public}

\*{digital terrestrial television, achieved, coverage, population, launched, pay-per-view package, home games, teams, Italian Series soccer, championship}

\*{completed, restructuring process, redefined, organization, Office products, Systems, recovered, technological vitality, innovative, enthusiasm, acquiring, new international markets, specialized terminals, improved, operating result}

\*{Telecom Italia Lab, innovation of Group’s networks, services, filed, new patents, contributed, launch, new products, Turbo Call service, ideotelephone, Alice Mia Access Gateway, strengthening, collaboration, Pirelli Labs, suppliers}

\*{future, priority areas, intend, concentrate, efforts, investments, development, innovative

Services, strengthening, international presence}

\*{transform, increasing, bandwidth, wireline, mobile networks, concrete opportunities, improve, quality of life, citizens, new ways, people, interact, public administrations, contact, national health service, access, information, learn, increase, productivity, companies, used, creating, innovation production processes, new ways, supplying, services, distributing, resources, speaking, customers}

\*{international expansion, concerned, intend, step up, commitment, path, focusing, markets, high development potential}

\*{France, Germany, case of broadband, Brazil, Turkey, size of markets, offer, chance, Integrated, operator of wireline, mobile telephone services}

\*{Argentina}

\*{divest, non-strategic operations, abroad, intend, resources, released, reduce, indebtedness, invest, key markets}

\*{concentrating, innovation, networks, services, international focus, oriented, growth, generate, profits, Telecom Italia, hopes, succeed, position, European leader, telecommunications, changing}

\*{utilities, voice services, constitute, traffic, large infrastructure, producing, distributing, services, telecommunications, hi-tech sector, destined, economic, social development}

\*{role, responsible, commitment, wealth of ability, competence, professional skills, people, work, Group}

\*{intelligence, enthusiasm, Telecom Italia Group’s industrial plan, success, short time}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2005

\*{invented, strategy}

\*{exploit, synergies, resulted, integration, allocating, large proportion resources, released, researching, developing, innovative technologies, strengthening, position, market, implementing, new projects, improve, customer}

\*{proceed, development of network, priority, development, single transport infrastructure, Internet Protocol, new technologies, market, improve, quality of service}

\*{result, concentrate, energy, initiative, importance, customer, channels, structures, systems, rapid, effective, adequate response, new technological context}

\*{new network, attention, customer satisfaction, market leadership, areas, services, mobile services, convergence, broadband}

\*{effectiveness, plans, quality, employees, quality, tailored, reflect, new technological competitive, dimension, heading}

\*{large investments, raise, professional skills}

\*{commitment, focus, training, development, new jobs, recruitment, employees}

\*{intend, augment, productivity, risen, basis, intend, build, future growth, Telecom Italia, protagonists, new world of digital communications, most advanced operator, technological point of view, attractive, profits}

\*{intend, pursue, objective, commitment, respect, principles, correct, conduct, transparency, corporate decisions, responsibility, stakeholders, regulates, governance of Group}

\*{intend, reinforce, principles, Code of Ethics, commitments, national, international level}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2006

\*{vocation, Telecom Italia, operate, hi-technology telecommunications industry blends, awareness, fundamental service, Group, economic, social development, countries, operates}

\*{awareness, firm belief, business activities, stakeholders’ expectations, internationally accredited Sustainability standards}

\*{Telecom Italia, Global Compact, United Nations, commitment, supporting, GC principles, spreading, countries, operates}

\*{Group, confirmed, sector stock indexes, national, international level, qualitative targets set, environment reached, quantitative targets, Customers, Human Resources, Environment, Digital Divide, corporate policies, developed, safeguard, working conditions, human rights, Group's subsidiaries, Italy, safeguard, values, Group’s Code of Ethics hinges, supplier relations}

\*{promote, national and international initiatives, commitments, undertaken, Sustainability, attention, emissions, greenhouse effect}

\*{special support, Alliance, launched, European Commission, continent, excellence, field, Corporate Social Responsibility}

\*{commitments, operate, resolution, confirm, Telecom Italia, industrial asset, vital, modernization, social, economic development, Italy, countries, confirming, quality of technologies, services, people}

-------------------------------------------------------------------------------------------------------------- Telecom Italia 2007

\*{chairman of Telecom Italia, impressed, wealth of professionalism, motivation, technological competence, found, Group}

\*{aware, level, experienced}

\*{found, reassuring, deep-rooted culture of transparency, integrity}

\*{culture, system of rules, procedures, governing, business management, decision-making, dialogue, market}

\*{relations, stakeholders, interacting, Group, business activities}

\*{ethical, reputational reasons, awareness, creation, value, sustainable, effectively integrate, expectations, context, operate, pursuing, economic goals}

\*{awareness, expressed, strategies, facts}

\*{consider, environment}

\*{living, period, growing concerns, climate change, depletion, natural resources, increasing prices, energy supply}

\*{telecommunication services, contribute, elimination, containment, greenhouse gases emissions}

\*{Videoconferences, telework, infomobility services, telemedicine, solutions, new technologies, rationalize, reduce, transfers, people, goods, emissions}

\*{services, absorb, energy}

\*{used, traffic, networks, increases, curve, consumptions, strive, achieve, higher level, efficiency}

\*{Telecom Italia}

\*{eco-efficiency, measured, ratio traffic units, energy consumed, improvement}

\*{experimenting, solutions, alternative energy sources, ranging, cogeneration, photovoltaic plants, wind farms, fuel cells}

\*{results, interventions, heating systems, corporate car fleet, reductions, emissions, handle, technological waste, produced, telecommunication activities}

\*{Conducting, energy, environmental efficiency, planet, businesses}

\*{good businesses, economic fall-out effects, incentive, technological innovation}

\*{sustainable company, more innovative, competitive company}

\*{financial market, recognizes, rewards}

\*{inclusion, sustainability indexes, national and international level, inclusion, group, Companies, selected, European level, Green Social, Ethical, funds}

\*{mentioned, environment, recall, great effort, Group, significantly reduce, digital divide, Italy}

\*{Telecom Italia, concept of sustainability, wide-ranging, many applications, illustrate, wealth, detail, data, quantitative targets, Group, evaluated, transparent}

\*{Transparency, main goals, Alliance, launched, European Commission, companies, stakeholder representatives, Europe, pole, excellence, Corporate Social Responsibility}

\*{Telecom Italia, special support initiative}

\*{path, business, sustainable, create, value}

\*{Starting, standpoint, confirm, commitment, support, spread, values, principles, Global Compact, initiative, originated, aegis, UN, promote, respect, human rights, working standards, safeguard, environment, fight, corruption}

\*{honour, protagonists, sector, telecommunications, key role, economic, social development}

\*{honour, responsibilities, burden, incentive}

\*{everybody, world, children, inherit, better conditions, world}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2008

\*{Telecom Italia, unswerving concentration, operational management, Group, aimed, re-balancing costs, revenues, reinforcing generation, earnings, reduce, indebtedness}

\*{management effort, energy, discipline, use, resources}

\*{commitment stakeholders, second place}

\*{strengthened, integration, activities, business, establishment, Telecom Italia Foundation, socially-purposive interventions}

\*{pages, detailed panorama of actions, support, sustainability, encompass, company}

\*{progress, achieving, environmental sphere}

\*{Starting, activities}

\*{Group’s indicator, energy efficiency, sets, service, customer, terms, transmitted, networks, impact, environment, measured, terms of total energy consumed, improved}

\*{growth traffic, factor, result}

\*{reduction, electricity consumption}

\*{work, rationalisation, modernization, technological innovation, network infrastructure, experimentation, new systems, energy production}

\*{Optimising consumption, modernising, fleet of company cars, converting, thermal plant, reduced, direct, indirect emission, carbon dioxide atmosphere}

\*{Indubitably, telecommunications, broadband, environmental cause, repercussions, social front, national level}

\*{passage, paper, digital form, communications, public administration, citizens, businesses, eliminating, distances, necessity, travel}

\*{benefits, inherent, services, telemedicine, e-learning, telepresence, tele-working, travel, unavoidable, infomobility services, traffic management, transport, logistics}

\*{possibilities, using, sensors, connections, network, efficient control, management, use of energy resources}

\*{sphere, social importance, working, close, collaboration, local public authorities, reducing, digital divide, avoid, creation, new forms, discrimination, find, difficult, impossible access, information technology}

\*{issue, geographical point of view, extending, network, broadband coverage, marginal areas, cultural point of view, promoting, wider awareness, digital technologies, weakest strata, society}

\*{Telecom Italia Foundation, integral part, Group’s Sustainability strategy}

\*{entrusted, task of reinforcing, commitment, community, supporting, ideas, projects, fields, education, culture, society, targeted, improving, people’s quality of life, contributing, promotion, Innovation, modernization, country, whole company}

\*{note, determination, pursue, goal, Telecom Italia’s place, global sustainability indexes, deserving companies, selected, process, evaluation, cause, satisfaction, admission, Tim Participações, ISE index (Índice de Sustentabilidade Empresarial), managed directly, San Paolo, stock market, Brazil}

\*{acknowledgement, co-leadership role, Group, laboratory, Alliance, European Commission, companies, launched, designed, Europe, pole of excellence, corporate responsibility, working, develop, criteria, methodology, effective communication, non-financial performance}

\*{communication, Telecom Italia, judged, Carbon Disclosure Project, best company, Italy, measurement, representation, information, emission, greenhouse gases}

\*{positive assessments, represents, stimulus, commitment, sustainability, disseminate, countries, operate, principles, Global Compact, initiative, launched, United Nations, promote, protection, environment, respect, human rights, working conditions, fight, corruption}

\*{foreseeable future, characterized, difficult international economic situation}

\*{corporate system, pressure, businesses, concentrate, fundamentals, management, degree, past}

\*{sustainability, creation, value, draw, renewed motivation, positive contribution, confronting, complex circumstances}

\*{benefits, company’s results, benefits, demand, Telecom Italia, contribution, innovation, modernization, solid foundation, recovery, new prospects, development, constructed}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2009

\*{economic scenario, contradictory, experiencing, succession, rises, falls, phenomenon, unabated, communication technology}

\*{International Telecommunication Union, estimates, world’s population, mobile telephone network, active lines, joining, fixed lines}

\*{Internet users, populating, Web, emerging countries, gradually evolving, simple users, communication tools, citizens, digital society, uses, Web, work, together, circulate, ideas, projects, create, companies, produce, culture, discuss, politics, values, religious beliefs}

\*{technologies, shaping, new lifestyles, relationships, reorganizing, economies, wounded, Recession}

\*{extreme, rare cases, technologies, provide, momentum, support, people, demand, freedom, reform, experiences, demonstrated, North Africa, Middle East}

\*{networks, products, technological solutions, Telecom Italia, global process, aimed, building, digital economy, society, form, basis, prosperity, future generations}

\*{sides, commitment, sustainable development}

\*{industrial company, conducting, business, ethical, responsibility, competitive, responsibility, stakeholders}

\*{Code of Ethics, signing up, UN Global Compact, recording, progress, applying, principles, promoting, activities, Italian network}

\*{main players, world, telecommunication, achieving, dissemination, digital technologies, serve, needs of people, private, working, lives, support, corporate development, innovation, increase, efficiency, quality, public services, respect, environment, effective fight, climate change}

\*{respects, company, progress, recognized, inclusion, Telecom Italia, international sustainability indexes, successive inclusion, DJSI World, DJSI Europe indexes}

\*{demonstrated, Report, showed, commitment, sustainability, different fields}

\*{investment, network, infrastructure, aimed, possible, expansion, broadband coverage, covers, fixed lines, Italy, mobile lines, economic feasibility, collaborating, Italian regions}

\*{Smart Services, programme}

\*{Smart Town platform, management, digital city, administering, energy requirements, local surveillance, communication, citizens, Smart Building, ICT applications, integrate, new materials, improving, energy consumption, comfort, security}

\*{local authorities, companies, adopted, technological tools}

\*{home automation, solutions, designed, optimize, household appliance}

\*{developed forms, cloud computing, small and medium sized companies, access applications, data remotely, cutting, cost, technological infrastructure, energy use, emissions}

\*{contribution, greener economy, Biblet Store, Italy’s first digital bookshop, gradual spread, e-readers, electronic publishing}

\*{dimension, people’s quality of life, working, health, fight, difficulty, alienation}

\*{working, managers, Italian national health system, digitise managerial, clinical processes, improve, efficiency, guarantee, sustainability, deal, burdens, associated, ageing population, imperative, controlling, public spending}

\*{developing, original solutions, field, home telemedicine, telecare, chronically ill}

\*{expanding, project, children, long-term care, oncology, hematology, departments of Italy’s leading pediatric hospitals, contact, families, schools, society}

\*{initiatives, Telecom Italia Foundation, Dyslexia Programme, fighting, disorder, Italian schools, benefiting, valuable contribution, new technologies, field}

\*{training, use, digital tools, benefit}

\*{computer literacy programmes, older generations, people}

\*{schools, Italian town squares, further consolidation, project, train, children, informed, responsible use, Internet, new media, Safe Browsing, plans, young students, teachers, adults}

\*{Environmental sustainability, social sustainability challenges, home, Group}

\*{fight, climate change, progress, Telecom Italia, used, less energy, heating, travel, less electricity, less paper, produced, CO2 emissions}

\*{eco-efficiency indicator, measured, transmitted, improved, increase, added, achieved}

\*{background, work, modernize, technology, rationalize, use, resources, renew, vehicle fleet, build, awareness}

\*{most intensive work, social sphere, reconcile, reasons, competitiveness, reasons, sustainability}

\*{imperative, restructuring, relaunching, Telecom Italia, pursue, business plan, reduction, people, employed, Italy}

\*{dealt, change, reduce, repercussions, people}

\*{Open, constructive dialogue, trade unions, Government, identified, avenues, recourse mobility, extensive application, solidarity contracts, Italy, aimed, responding, Company’s efficiency, needs, guaranteeing, workers, respected, protected}

\*{launched, extensive professional, retraining, programmes, adapt, today’s skills, professional profiles}

\*{demonstration, broad cultural development, people, opportunity, combine, company training, education, unrelated job, attending, free university courses online, project, Italy}

\*{success, programme}

\*{employee’s share ownership plan, potential subscribers, signed up, compared, European average big companies}

\*{Financial participation, factor, cohesion, mutual trust, sharing, commitment, relaunching, competitiveness}

\*{people, massive store, technological capabilities, well-established financial recovery process, resources investment growth, Telecom Italia, position, strengthen, contribution, establishment, digital society, economy, greater opportunities development, inclusive, respectful of environment}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2010

\*{economic scenario, contradictory, experiencing, succession, rises, falls, phenomenon, unabated, spread, communication technology}

\*{International Telecommunication Union, estimates, world’s population, mobile telephone network, active lines, joining, fixed lines}

\*{Internet users, populating, Web, emerging countries, evolving, simple users, communication tools, citizens, digital society, uses, Web, work, together, circulate, ideas, projects, create, companies, produce, culture, discuss, politics, values, religious beliefs}

\*{technologies, shaping, new lifestyles, relationships, reorganizing, economies, wounded, recession}

\*{extreme, rare cases, technologies, momentum, support, people, demand, freedom, reform, experiences, North Africa, Middle East}

\*{networks, products, technological solutions, Telecom Italia, global process, aimed, building, digital economy, society, form, basis, greater prosperity, future generations}

\*{commitment, sustainable development}

\*{industrial company, conducting, business, ethical, responsibility, competitive, responsibility, stakeholders}

\*{Code of Ethics, signing up, UN Global Compact, recording, progress, applying, principles, promoting, activities, Italian network}

\*{world, telecommunication, achieving, wider dissemination, digital technologies, serve, needs of people, private, working, lives, support, corporate development, innovation, increase, efficiency, quality, public services, respect, environment, effective fight, climate change}

\*{respects, company, progress, recognized, inclusion, Telecom Italia, international sustainability indexes, successive inclusion, DJSI World, DJSI Europe indexes}

\*{Report, showed, commitment, sustainability, different fields}

\*{investment, network infrastructure, aimed, possible expansion, broadband coverage, covers, fixed lines, Italy, mobile lines, economic feasibility, collaborating, Italian regions}

\*{Smart Services, programme}

\*{Smart Town platform, management nucleus, digital city, administering, energy requirements, local surveillance, communication, citizens, Smart Building, ICT applications, integrate, new materials, improving, energy consumption, comfort, security}

\*{local authorities, companies, adopted, technological tools}

\*{home automation solutions, designed, optimize, use, household appliances}

\*{developed forms, cloud computing, small and medium sized companies, access applications, data remotely, cutting, cost, technological infrastructure, energy use, emissions}

\*{contribution, greener economy, Biblet Store, Italy’s first digital bookshop, gradual spread of e-readers, electronic, publishing}

\*{dimension, people’s quality of life, working, health, fight, difficulty, alienation}

\*{working, managers of Italian, national health system, digitize, managerial, clinical processes, improve, efficiency, guarantee, sustainability, deal, burdens, associated, ageing population, imperative, controlling, public spending}

\*{developing, original solutions, field of home telemedicine, telecare, chronically ill}

\*{expanding, project, children, long-term care, oncology, hematology departments, Italy’s leading pediatric hospitals, contact, families, schools, society}

\*{initiatives, Telecom Italia Foundation, Dyslexia Programme, aimed, fighting, disorder, Italian schools, benefiting, valuable contribution, new technologies, field}

\*{training, use, digital tools, benefit}

\*{ongoing computer literacy programmes, older generations, people}

\*{tour, schools, Italian town squares, consolidation, project, train, children, informed, responsible use, Internet, new media, Safe Browsing, plans, young students, teachers, adults}

\*{Environmental sustainability, social sustainability, challenges, home, Grou}

\*{fight, climate change, progress, Telecom Italia, used, less energy, heating, travel, less electricity, less paper, produced, fewer CO2 emissions}

\*{eco-efficiency indicator, measured, transmitted, improved, increase, added, achieved}

\*{background, work, modernize, technology, rationalize, use of resources, renew, vehicle fleet, build, awareness}

\*{intensive work, social sphere, reconcile, reasons, competitiveness, reasons, sustainability}

\*{imperative, restructuring, relaunching, Telecom Italia, required, pursue, business plan, reduction, people employed, Italy}

\*{change, reduce, repercussions, people}

\*{Open, constructive dialogue, trade unions, Government, identified, avenues, recourse mobility, extensive application, solidarity contracts, Italy, aimed, responding, Company’s efficiency needs, guaranteeing, workers, respected, protected}

\*{launched, extensive professional, retraining, programmes, adapt, today’s skills, professional profiles}

\*{broad cultural development, people, opportunity, combine, company training, education, unrelated job, attending, free university courses online, project, Italy}

\*{success, programme}

\*{employee’s share ownership plan, potential subscribers, signed up, compared, European average big companies}

\*{Financial participation, factor, cohesion, mutual trust, sharing, commitment, relaunching competitiveness}

\*{people, massive store, technological capabilities, well-established financial recovery process, freeing up, resources investment growth, Telecom Italia, position, strengthen, contribution, establishment, digital society, economy, opportunities, development, inclusive, respectful of environment}

--------------------------------------------------------------------------------------------------------------- Telecom Italia 2011

\*{macro-economic environment, characterized, worst international economic crisis, war, reduced gross domestic product, slow growth, achieved, great difficulty, handled}

\*{arrival, new players, world of telecommunication, profound rethink, operate, faced, new competitive environment, awareness of values}

\*{cut, costs, improve, competitiveness, commercial offerings, benefit, customers, market}

\*{responsibly, staff redundancies, business plan, implementing, solutions, social partners, minimized, impact, employees}

\*{consolidation, relaunch of activities, Brazil, Argentina, rebalance, presence, foreign markets, recovering, international vocation, Telecom Italia}

\*{careful management, company’s operations, rebalanced ratio, debt, cash generation, normal levels}

\*{developed, constructive dialogue, Authorities, promoting, innovative solutions, fulfill, requirements, protection, equality of treatment, sales division, alternative operators}

\*{act, compliance, behavioural practices, transforming, organisational architecture, build, effective control systems}

\*{Responding, customer needs, main priority, Group's business strategies, results, achieved, improving, satisfaction indexes reward, efforts}

\*{sustainable company, company, consideration, impacts, whole system, interact, corporate decision}

\*{precisely, aim, increasing, awareness, decision-making process, launched, sustainability training plan, dedicated, employees}

\*{concrete knowledge development tool, based, e-learning platform, themed virtual classrooms, aimed, creating, shared knowledge base, Group}

\*{Constant attention, technological innovation, process management improvement, increase, energy efficiency, produce, results, reduction, electricity consumption, reduction, carbon dioxide emissions atmosphere}

\*{commitment, supporting, values, sustainability, achieve, national, international acknowledgements, inclusion, global sustainability indexes}

\*{support, United National Global Compact, involvement, Italian network, progress, achieved, applying, ten principles}

\*{near future, Group, strategic choices, effects, extend, medium long term}

\*{evaluating, choices of magnitude, need, consider, interests, tomorrow, assessing, Sustainability}

\*{developing, next generation networks, architecture, economically efficient, solution, energy savings, achieved}

\*{companies, Public Administrations, innovative, Smart Service solutions, efficient use, resources, reduction, environmental impact, improvement, citizens’ quality of life}

\*{Telecom Italia, intends, context}

\*{Group, changed}

\*{expectations, prospects, behavior, fundamental values, changed, commitment, business, responsibly, strengthened, prerequisite, success of Group, long term}

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\*{sharp decline, domestic consumption, reduction, Italian Gross Domestic Product}

\*{worsen, international macroeconomic situation, repercussions, Argentina, Brazil, experienced, slowdown growth rates}

\*{difficult time, national, international economy, sustainable businesses, crisis, improving, efficiency, productivity, positive effect, economic, social context, operate}

\*{case, Telecom Italia, bond, mutual influence, business, context, strong}

\*{Telecom Italia, primarily, positive impact, economy, investments, developing, broadband, ultra-broadband fixed, mobile networks}

\*{launch of LTE services, improves, performance, mobile network, mobile digital services, expanded}

\*{work, driven, achievement, major objectives, reducing, debt, containing, costs, relaunching, competitiveness}

\*{endeavoured, mitigate, social impact, efficiency, rationalization, measures, major training, retraining activities}

\*{improving, strength of Group, actions, positive effect, citizens, businesses, reducing, prices, focus, service quality, introducing, innovative services, cloud computing services, Nuvola Italiana}

\*{context, Telecom Italia’s offer, evolving, solutions, combine, economic benefits, flexibility, technological performance, guarantees, data security, energy efficiency}

\*{sustainability report, detailed description, main initiatives undertaken, Group}

\*{Telecom Italia, signed, agreement, major European telecommunications groups, JAC (Joint Audit Cooperation), improve, general standard, sustainability environmental protection, human rights, workers’ rights}

\*{energy efficiency, considering, Telecom Italia Group, Italy’s second biggest electricity consumer, achieved, results, cutting, electricity consumption, carbon dioxide emissions}

\*{economic crisis, essential support communities, weakest members of society}

\*{context, implement, cultural, solidarity, environmental protection projects, activities, Telecom Italia Foundation}

\*{commitment, supporting, values, sustainability, initiatives, major national, international recognition, inclusion, global sustainability indexes}

\*{support, United National Global Compact, involvement, Italian network, reporting, progress achieved, applying, ten principles}

\*{Digital networks, services, integral part, social, economic context, live}

\*{Group, context of activities, sustainable}

\*{Achieving, standards, sustainability, journey, headway, ambitious targets, journey, Telecom Italia, professional resources, technological skills}

----------------------------------------------------------------------------------------------------------------Telecom Italia 2013

\*{Corporate Social Responsibility, challenging domestic macroeconomic scenario, difficulties, labour market, benefiting, growth, Brazil, sustainable businesses, react, crisis}

\*{industrial nature, interconnected, contexts, operates}

\*{positive effect, economy, investments, infrastructure, services}

\*{leadership, innovation, priorities, Business Plan, commitment, supported, investments, innovation, doubled, Business Plan}

\*{relaunch, investments, new generation networks, Brazil, recovery, Italy, improving, competitiveness, production system}

\*{Focus, technological innovation, combined, environmental protection, energy efficiency}

\*{improvement, challenging, goals, second biggest electricity user, country}

\*{introduced, monitoring, Energy Efficiency Certificates, White Certificates, application activities, benefit, investment projects, impacts, energy efficiency}

\*{focus, area, revenue, earned, White Certificates}

\*{figures, leader, Italian telecommunication companies, introducing, innovative high energy performance technologies, solutions}

\*{achieved, ISO 50001 certification, international best practice, energy management}

\*{European Digital Agenda objectives, achieving, internal efficiencies, transfer, technologies, customers, positive environmental, social and economic impacts}

\*{laboratories, researching, developing, technologies, tested, market}

\*{customers, solutions, reduce, energy consumption, lower, CO2 emissions, improve, quality of life, citizens}

\*{investments, strengthening, services, developing, meeting, demand, ultrabroadband, cloud computing, Nuvola Italiana, Data Centres, ICT platforms, small and medium-sized enterprises}

\*{success, skills, expertise, People Value function, launched, new three-year People Strategy, developing, skills, people}

\*{purpose, areas, action, identified, aim, enhancing, developing, core skills, abilities, excel, competitive scenarios, improving, standard, care, motivation, people, renewing, individual performance management model}

\*{attentive, Supply Chain}

\*{Joint Audit Cooperation (JAC), work, verify, standard, CSR performance, suppliers, sub-suppliers, production plants, located, geographical areas, socio-environmental risk}

\*{Launched, initiative, operators, telecommunications sector}

\*{new process, implemented, assess, sustainability, suppliers, improve, performance, monitoring, stages, relationship, supply chain}

\*{economic crisis, increased, support, community, directly, Foundation}

\*{Foundation, doubled, projects, delivered, confirming, commitment, community}

\*{initiatives, use, social technologies, commitment, focused, countering, communication difficulties, young people, Volis, SI DO RE MI, Cinque Petali projects, commitment, protect, the historic and artistic heritage, supporting, development, education, training, scientific research}

\*{Italian artistic, cultural organisations, develop, projects, combining, excellent cultural content, digital language, interaction opportunities, Internet, Academy of Saint Cecilia}

\*{Changemakers for Expo Milano 2015, enterprise acceleration programme, challenges, Expo Milano 2015, selected, ten projects, focused, digital technologies, smart cities, opendata, web 2.0, sustainability, access, inclusion, fairness, justice, participation, reducing, environmental impact}

\*{commitment, supporting, values, sustainability, initiatives, carried out, national and international recognition, confirmation, presence, international sustainability indexes, Dow Jones Sustainability, FTSE4Good indexes}

\*{Support, United Nations Global Compact, progress, achieved, applying, ten principles, Communication On Progress (COP)}

\*{Founding Promoter of the Global Compact Network Italia Foundation, development, United Nations Global Compact (UNGC), Italy, disseminating, knowledge, country, promoting, corporate sustainability, member companies, organisations}

\*{achieved, financial flexibility, refocused, Italy, Brazil}

\*{redouble, efforts, develop, industrial projects, digital networks, services, interconnected, social and economic context}

\*{opportunity, incisive, pursuing, objectives, integrating, sustainability, business model}

\*{efforts, prerequisite, growth, success}