



Dialogue with our stakeholders

A fundamental part of our business strategy is the active listening of all our stakeholders, with which we keep different communication channels open.

STAKEHOLDERS COMMUNICATION MECHANISMS	Society	Shareholder / Board of Directors	Employees	Auditors
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-financial information statement (NFIS)				
Isdefe annual report				
Marketing website: Catalogue of products and services				
Generic email accounts of the corporate website				
Media				
Good practice platforms of reference entities in CSR				
Social projects				
Collaboration agreements and chairs with the university				
Alliances with associations / forums				
Monthly report to the board of directors				
Regular meetings of the board of directors				
Shareholder meetings				
Corporate network				
Generic email accounts				
Argos classroom and newsletter				
Internal announcements				
Regular internal meetings				
Workers representation				
Tele innovation initiative				
RD&I recruitment programme				
Committees				
Calendar of events of interest				
Web / mobile applications				
TV screens at BdB3				
Social projects				
Employee portal				
Audit programmes				
Audit reports				



3. COMMITMENTS TO STAKEHOLDERS

STAKEHOLDERS COMMUNICATION MECHANISMS	Clients / Receiving Agenc	Providers	Partners	Regulatory Bodies
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-financial information statement (NFIS)				
Isdefe annual report				
Marketing website: Catalogue of products and services				
Collaboration agreements and chairs with the university				
Regular meetings of the board of directors				
Generic email accounts				
Annual satisfaction survey				
Personal meetings of directors of Isdefe with agencies receiving services				
Regular meetings of Isdefe staff with agencies receiving services				
Monitoring reports				
Technical seminars				
Contractor profile on the State platform				
Tender opening				
Tactics Programme (Fundae)				

