## Mainstreaming the corporate ethics to the key stakeholder Roberto Zangrandi (Head of CR, ENEL SpA)

The key issue in drawing competitiveness and reputation benefits from the corporate ethics lies in the awareness of the efforts accomplished acknowledged by the key stakeholder of a company. Ways to mainstream the efforts are based on a sound and accountable communication policy and in specific confrontation stages that must be developed with the specific publics. Ethics might be the object of a communication campaign, but in doing so, a company may result scarcely appreciated. An adequate mix of communication tools, market researches can help the corporate world in making its point vis-à-vis the stakeholders and the industry.