

Principles of Stakeholder relations

RESPONSIBILITY

Act responsibly and **build relationships based on ethics, integrity, sustainable development, and respect** for human rights and the communities affected by the various activities of the group.

CONTINUOUS IMPROVEMENT

Seek continuous improvement, **regularly reviewing** Stakeholder engagement mechanisms to ensure that they respond in the most efficient way possible to the needs of each moment.

TRANSPARENCY

Ensure transparency in relationships and in financial and non-financial communications, sharing **truthful, relevant, complete, clear and useful information**.

ACTIVE LISTENING

Practice active listening – encouraging **bi-directional and effective communication – and direct**, fluid, constructive, diverse, inclusive and intercultural **dialogue**.



COLLABORATION

Promote collaboration with the Stakeholders, in order to contribute to compliance with **our corporate purpose and values** and the achievement of the **Sustainable Development Goals**.

PARTICIPATION AND ENGAGEMENT

Encourage the participation and engagement of the Stakeholders in all of Iberdrola's activities, promoting **voluntary consultation processes or similar channels of interaction** in application of the law of each country, and especially in the planning, construction, operation and decommissioning of the Group's power projects.

CONSENSUS

Work towards consensus with the Stakeholders, especially with local communities and indigenous populations, taking their **viewpoints and expectations** into consideration.