

Principles of Stakeholder relations

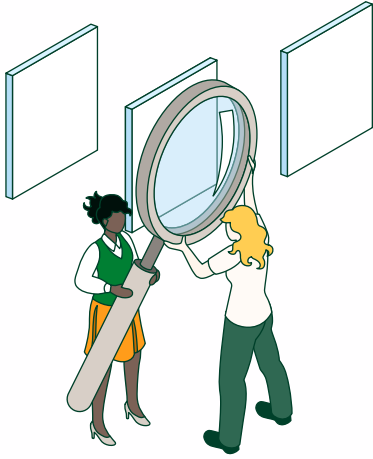
Responsibility

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.



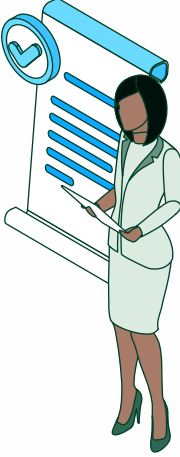
Continuous improvement

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.



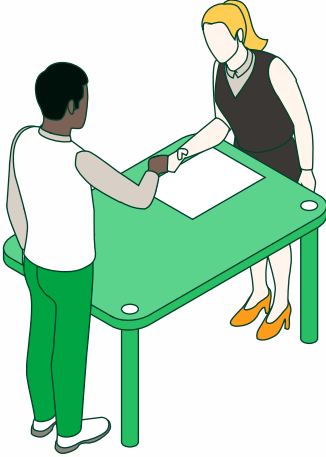
Transparency

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



Consensus

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



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**.



Active listening

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



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.

