



20 years focus on Environmental, Social and Governance (ESG) criteria

February 2020

Leveraging on our leadership on sustainability and ESG...



...with full commitment on ethics, transparency and corporate governance, reinforced by the inclusion of Sustainable Development Goals in our bylaws

Shareholders



Total shareholder return +37%



74% quorum in the **Annual General Meeting** with all proposed resolutions approved by **98%** on average



Best utility in the world in **Investor Relations award** by IR Magazine



Best utility website for **shareholders** and **investors** by **Institutional Investor Research Group**



Second company in the IBEX35 with **more women** on the **Board of Directors** and third in percentage of independent directors



Corporate Governance Awards by World Finance



Corporate Governance Awards by Ethical Boardroom



World's Most Ethical Company Award by Ethisphere

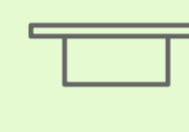
Employees



3,481 new hires in 2019 (~5,000 in 2020)



~55 hours of training per **employee**



Supporting **~900 students** taking **postgraduate** education



Early Career Program



Strong track record of **health** and **safety** excellence



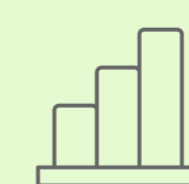
Social dialogue: **36 labour agreements**



Work-life balance initiatives



99% of workforce with **permanent contracts**



Over 80% of workforce with **variable remuneration** linked to financial and **ESG objectives**



Included in **Bloomberg Gender Equality Index**

Society



110 gr CO₂/kWh emissions, **two-third less** of our competitors in Europe



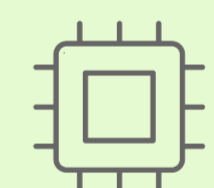
10% improvement in **service quality**



EUR 20 bn in **purchases** from **>22,000 suppliers**



Annual tax contribution of over **EUR 14 bn**



~EUR 280 M in **R&D&I**: in the **top 3 utilities worldwide**



International Volunteer Program (**7,500** participants)



Included in Bloomberg's **"The Green 30 for 2020"**



S&P Global Platts Energy Transition Award



Leadership and influence on **Global Climate Policy** recognition by **InfluenceMap**



AENOR Healthy Company Certificate