BRIEFING NOTE

Iberdrola activates an extraordinary plan for hospitals to guarantee and reinforce energy supply

- **So far it has earmarked 268 public and private hospitals and health centres in its area of influence to check power supplies, backup resources and ensure the correct functioning of digitalised installations**

- **It has made a priority of upgrading power for facilities housing field and temporary hospitals and is offering and installing back-up generators**

- **The company has launched a 24-hour priority service line and a service exclusively for hospitals and health centres**

Iberdrola, Spain's leading energy company, has ramped up its global efforts to beat COVID-19 with a dedicated service for hospitals in Spain to guarantee service continuity and quality. It is also working to ensure that new installations allocated to patient care have adequate power supply.

So far, the company has earmarked 268 public and private hospitals and health centres in areas where it operates as a supplier — 25 provinces in ten autonomous regions — where it is reviewing their power supply and backup resources and the correct functioning of digitalised installations.

To meet the needs of new facilities being set up for use as hospitals, Iberdrola has worked with the Health Departments of the autonomous regions and the 112 emergency services. It has given priority to increasing power in facilities used as field or temporary hospitals to care for patients, such as hotels and other public and private premises.

Iberdrola's distribution company, i-DE, has provided health services and public organisations with a priority telephone number which is available 24 hours a day for health centres and doctors to ensure optimal response to incidents. The company is also offering back-up generators, some of which have already been requested and installed. As well as these measures, a dedicated service for hospitals and health centres has also been created.

A total of 65 measures will keep this sector operational

The special services for hospitals provided by Iberdrola were launched just days after the company had activated 65 measures that help to guarantee operations during the coronavirus crisis, fulfilling the company's commitment to its stakeholders (customers, suppliers, shareholders and the general public), while protecting its workers' health and safety.

BRIEFING NOTE

Iberdrola, as a company that provides an essential service to society, has implemented a series of reinforced measures at all its headquarters (offices, transformer stations, power plants and customer support centres) to ensure supply and continuity of service.

The measures include extraordinary protocols for critical groups, mobility and temporary relocation plans for workers at critical facilities with essential duties in electricity generation, distribution and supply to consumers.

About Iberdrola

Iberdrola is a global energy leader, the number-one producer of wind power, and one of the world's biggest electricity utilities in terms of market capitalisation. The group supplies energy to almost 100 million people in dozens of countries including Spain, the United Kingdom (ScottishPower), the United States (AVANGRID), Brazil (Neoenergia), Mexico, Germany, Portugal, Italy and France. With a workforce of more than 35,000 people and assets in excess of €122 billion, it achieved a turnover of over €36.4 billion and a net profit of €3.4 billion in 2019.

Iberdrola is leading the transition towards a sustainable energy model through its investments in renewable energy, smart grids, large-scale energy storage and digital transformation, to offer the most advanced products and services to its customers. Thanks to its commitment to clean energy, Iberdrola is one of the companies with the lowest emissions and an international benchmark for its contribution to sustainability and the fight against climate change.