Principles of Stakeholder relations

**Responsibility**
Act responsibly and build relationships based on ethics, integrity, sustainable development, and respect for human rights and the communities.

**Consensus**
Work towards consensus with the Stakeholders, taking their viewpoints and expectations into consideration.

**Participation**
Encourage the participation of the Stakeholders in all of Iberdrola’s activities, promoting voluntary consultation processes or similar channels of interaction.

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

**Continuous Improvement**
Regular review Stakeholder engagement mechanisms to ensure that they respond in the most efficient way possible to the needs of each moment.

**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**
Promote bi-directional and effective communication and direct, fluid, constructive, diverse, inclusive and intercultural dialogue.