

Sustainability Plan

Enel's Corporate Social Responsibility is integrated with the multi-year 2009 - 2013 Industrial Plan, which lays out the Company's growth path within a strategy of environmental protection and social development.

Every year, the operating heads of the Divisions of Enel SpA receive a "Plan Letter" from the Chief Executive Officer containing the corporate social responsibility guidelines to be used in establishing the individual objectives and specifying the action areas. The specific sustainability plans of the operating units, based on the Plan Letter, are then inserted in Enel's sustainability control system, described in the section "Parameters of the Report" on page 52 of this Report. As with the guidelines on the specific objectives and the action areas, several common concerns connected with the corporate climate, the individual, and health and safety are noted and must be included.

With an eye to Enel's transformation into a multinational, it will be necessary to identify actions that facilitate the completion of the Company's new organizational model and the enhancement of its global capabilities, as well as the development of programs of recruiting and training aimed at consolidating such capabilities. In accordance with the objective of achieving "Zero Accidents", effective plans for prevention must be provided for throughout the entire Group, as well as actions aimed at disseminating and implementing the culture of safety both within Enel and in its contracting firms.

The results achieved in 2008 confirm Enel's ability to attain the goals set regarding international growth, market leadership, and operating excellence, as well as technological innovation and concern for the environment. Having completed its international expansion through large acquisitions – chosen as ones that create value and correspond to our strict investment criteria – Enel intends to pursue energy leadership in Europe by completing the phase of consolidation, already underway, with the integration of the companies acquired and continuing its strategy of organic growth. In all the countries where it is present, Enel must improve the process of reporting and checking its CSR commitments through the Sustainability Report, making concrete and uniform the Company's efforts in acting transparently, discussing with stakeholders in each country and local community, improving its environmental performance, pursuing technological innovation, extending the use of electronic meters, and dedicating special attention to the fundamental subject of safety. With regard to renewable energy, Enel will also strive to attain leadership in both the Italian and global markets in the specific field of alternative sources, making the best use of the capabilities that already exist in the Group, as well as rationalizing and developing the assets concerned in the best possible way.

Specific capabilities will be directed to the field of research and technological innovation, with particular regard to renewable energy (solar, innovative geothermy, biomass, and accumulation systems) in order to make them increasingly competitive, as well as to nuclear energy. As far as the latter is concerned, we intend to play a leading role with our acquisitions in Slovakia and Spain, and our agreement with EdF for the development of the new-generation power plant at Flamanville.

Shown below are the tables that regard the “Common concerns” and the “Guidelines by Division”. The last column refers to the comments on the GRI indicators contained in this Report (see the Junction Content Index on page 5 of this Report), which show the actions and the results obtained for each action area during 2008.

COMMON GUIDELINES	OBJECTIVES	ACTION AREAS	GRI INDICATORS CONCERNED
Corporate Climate	> Motivation and welfare	> Create a corporate climate based on shared values	
	> Attraction and retention of the most talented human resources	> Implement a policy on human rights	
	> Equal opportunity	> Plan internal communication on the Company's values and objectives aimed at the entire Group	LA DMA; LA12; LA13; LA14; HR DMA; HR4
		> Continually promote a policy of equal opportunity	
		> Develop systems for assessing the corporate climate	
The Individual	> Make the most of individual capabilities	> Improve and intensify training	
	> Perception of Enel as the ideal place to work	> Disseminate systems of knowledge management	
		> Extend evaluation processes	LA DMA; LA10; LA12; SO2; SO3
		> Personalized professional development paths	
		> Instill the culture of sustainability	
Health and Safety	> Maintain high standards of on-the-job health and safety	> Expand measures for the prevention of and protection from risk	
	> Continue promoting safety for contracting companies and third parties	> Focus on training activities	
		> Extension of OHSAS 18001 certification	LA6; LA7; LA8; LA9
		> Bring offices and industrial installations up to standard	
		> Intensify inspections	
		> Actions aimed at the protection of contracting firms and third parties	

COMMON GUIDELINES	OBJECTIVES	ACTION AREAS	GRI INDICATORS CONCERNED
Sales	<ul style="list-style-type: none"> > Increase customer confidence and loyalty > Continue the promotion of informed consumption > Service personalization and direct communication with customers > Complete and accurate information > Further improvement of service standards and their monitoring > Become a benchmark in Europe > Development of socially responsible products 	<ul style="list-style-type: none"> > Increase the points of contact with customers > Development of one-to-one services > Dissemination of high-efficiency products for civil and industrial use > Promotion of differentiated rates and related savings > Expansion of call center activity to assist linguistic minorities in Italy 	PR DMA; PR5; PR6
Generation and Energy Management	<ul style="list-style-type: none"> > Attain positions of international leadership in energy efficiency > Optimization of thermal power plants > Minimization of environmental and litigation risk 	<ul style="list-style-type: none"> > Optimization of technology and fuel mix > Development of clean-coal and carbon-sequestration technologies > Further reduction of emissions > Environmental certification > Protection of tangible and intangible corporate assets 	EN DMA; EN5; EN7; EN16; EN17; EN18; EN19; EN20; EN26
Renewable Energy	<ul style="list-style-type: none"> > Attain positions of national and international leadership > Enhance existing assets > Investment in new assets 	<ul style="list-style-type: none"> > Research on and development of innovative technologies > Consolidation in the countries where we have operations > Consider opportunities for expansion 	EN DMA; EN6; EN26
Engineering and Innovation	<ul style="list-style-type: none"> > Research on and development of the efficiency and environmental compatibility of thermal generation, renewable energy sources, and distributed generation > Manage the engineering processes for developing and constructing generating plants > Establish an Innovation Plan compatible with the strategies of the Divisions 	<ul style="list-style-type: none"> > Monitor the subjects of Group interest > Implementation of projects with a high degree of technological innovation > Research on systems that make the use of renewable energy increasingly competitive > Research on and design of smart grids, electric mobility, and home automation 	EN DMA; EN6; EN26
Infrastructure and Networks	<ul style="list-style-type: none"> > Ensure satisfaction of the demand for electricity > Minimize network leakage > Further reduction of supply interruptions > Rationalize network, including in cooperation with local governments > Continue adapting plants to preserve/enhance the environment and landscape 	<ul style="list-style-type: none"> > Improve level of service quality > Promote energy efficiency in final uses > Extend to the gas network the certification systems that already exist for the electricity network 	PR DMA; PR1; PR3
International	<ul style="list-style-type: none"> > Search for new opportunities for growth in renewable energy > Bring the performance of the foreign subsidiaries up to the general Group standards > Develop the environmental management system and complete the process of environmental certification of plants > Bring the standards of environmental safety up to the general Group level 	<ul style="list-style-type: none"> > Promote the dissemination of the Code of Ethics and the culture of sustainability > Develop training plans and disseminate the instruments of knowledge management > Ensure the safeguard of the rights of all employees > Make the improvement of environmental safety and health standards a priority > Implement measures of risk prevention through a system of inspections at contracting companies 	LA DMA; Introduction LA4; Safety's Box; LA7; LA9; LA10; LA11; Introduction LA13; HR DMA; HR9; SO3