

Shareholders and Other Providers of Capital

Sustainability Plan			
MACRO AREAS OF COMMITMENT materiality	OBJECTIVES materiality	LINES OF ACTION responsiveness	IN THIS REPORT responsiveness
Sustainable policy of dividends and debt reduction	■ Continual debt reduction	■ Disposal of non-core assets and strict financial discipline in selecting investment projects	pp. 13-14, 58
	■ Leadership in the Company's markets	■ Organic growth, structural synergy, and operating excellence	pp. 13-14, 16, 77-79, 174, 178, 214-218, 223, 224-225, 299
	■ Sustainable development	■ Growth in renewable energy and geographical diversification	pp. 13-14, 24, 35, 65-66, 77-79, 82, 86, 101-102, 108-111, 127-131
Sustainable and enduring value creation	■ Risk management from the strategic point of view	■ Analysis and assessment of risk-control processes	pp. 41-44
Fairness and transparency in the conduct of business	■ Maintenance of a corporate governance model that ensures the utmost transparency	■ Alignment of all Group companies with the same corporate governance model through the coordination of the three instruments of self-regulation Code of Ethics, ZTC Plan, and Legislative Decree 231/01 compliance program*.	pp. 59-61, 211, 239, 275-278
		*The compliance program applies only to the Italian companies, but guidelines are being prepared for the companies abroad.	
	■ Maintenance of complete and accurate information for our shareholders and lenders	■ Transparency and frequency of financial information and of relations with institutional and retail investors	pp. 24, 39, 62, 77
		■ Continuous oversight of relations with ethical investors by dedicated units	pp. 62, 69, 77

Customers

Sustainability Plan			
MACRO AREAS OF COMMITMENT materiality	OBJECTIVES materiality	LINES OF ACTION responsiveness	IN THIS REPORT responsiveness
Service quality		■ Extension of points of contact with customers and development of new channels through technological innovation	pp. 285-286, 296, 301, 303, 309
	■ Customer care and Customer relationship	■ Strengthening instruments for surveying and monitoring customer satisfaction	pp. 62, 285-286, 301, 308-314
		■ Extending Alternative Dispute Resolution to the entire Group in order to manage disputes more quickly and efficiently	pp. 71, 269, 302-303
	■ Personalization of customer service	■ Development of instruments and services for customers with specific requirements in order to achieve greater social inclusiveness	pp. 287-288, 289, 290-291
	■ Reduction of supply interruptions	■ Increased network efficiency through technological innovation and infrastructure rationalization	pp. 80, 285, 305-306
Sustainability of supply	■ Promotion of energy efficiency in end use	■ Making end users more aware of energy efficiency	pp. 81-82, 296-301

Sustainability Plan

MACRO AREAS OF COMMITMENT
materiality

OBJECTIVES
materiality

LINES OF ACTION
responsiveness

IN THIS REPORT
responsiveness

Employees

Corporate climate based on shared values		<ul style="list-style-type: none"> Initiatives of information and awareness-raising on sustainability inside and outside the Group 	pp. 191, 205, 206-207, 222, 234, 239, 276
	<ul style="list-style-type: none"> Dissemination of sustainability culture 	<ul style="list-style-type: none"> Integration of sustainability in the monitoring and assessment systems 	p. 214-215
		<ul style="list-style-type: none"> Promotion of sustainability in relations with labor unions in all the countries in which Enel has operations 	pp. 205-206
	<ul style="list-style-type: none"> Improvement of the corporate climate 	<ul style="list-style-type: none"> Increasing the instruments for surveying and monitoring the corporate climate Leadership model and performance reviews extended to the entire Group 	pp. 191, 222, 226 pp. 191, 222
Integrity and safeguard of individuals	<ul style="list-style-type: none"> Promotion of diversity and equal opportunity 	<ul style="list-style-type: none"> Implementation of initiatives for the safeguard and promotion of diversity 	pp. 192, 227
	<ul style="list-style-type: none"> Promotion of corporate-welfare initiatives 	<ul style="list-style-type: none"> Supplementary services (health care, cultural and recreational activities) for employees Using instruments and services for improving the balance between private and professional life 	pp. 203-204, 219-221, 223-224, 240-241 pp. 219-221, 222, 223, 240-241
		<ul style="list-style-type: none"> More mobility management initiatives 	pp. 123, 148, 241
Occupational health and safety		<ul style="list-style-type: none"> Extension of management policies and systems to all the companies of the Group 	pp. 194-198, 211-212
	<ul style="list-style-type: none"> Adoption of a single safety standard in all corporate workplaces 	<ul style="list-style-type: none"> Intensification of training activities to all professional families 	pp. 191, 212-213
		<ul style="list-style-type: none"> Intensification of prevention and monitoring 	pp. 196-198, 213-216
	<ul style="list-style-type: none"> Dissemination and promotion of safety culture 	<ul style="list-style-type: none"> Creation of initiatives and instruments facilitating the sharing of experiences and best practices on safety throughout the Group 	pp. 210-213
Personal development		<ul style="list-style-type: none"> Dissemination of internal best practices and promotion of operating excellence throughout the Group 	pp. 191-192, 223
	<ul style="list-style-type: none"> Formation and promotion of capabilities 	<ul style="list-style-type: none"> Dissemination of knowledge management systems 	pp. 191-194
		<ul style="list-style-type: none"> Initiatives supporting the new leadership model 	pp. 191, 222
	<ul style="list-style-type: none"> Development of assessment and incentive systems capable of attracting and retaining the most talented 	<ul style="list-style-type: none"> Creation of a talent management system and activities to develop talent pools 	pp. 192-194, 226

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Sustainability in relations with suppliers	<ul style="list-style-type: none"> Promotion of sustainability criteria in the selection of suppliers and in relations with contracting firms 	<ul style="list-style-type: none"> Formalization of a system for monitoring suppliers' respect for the rights of their workers 	pp. 242-243
		<ul style="list-style-type: none"> Revision of tender procedures from the safety point of view to align contracting firms with Enel's safety standards 	pp. 16, 243
		<ul style="list-style-type: none"> Adoption of green procurement practices 	p. 242
		<ul style="list-style-type: none"> Fairness and transparency in selection process and relations with suppliers 	pp. 88-89, 238, 242-243, 276

Sustainability Plan			
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Access to electricity	<ul style="list-style-type: none"> Promotion of initiatives to ensure access to electricity 	<ul style="list-style-type: none"> Construction of plants for generating and distributing electricity in less-developed countries, in particular regarding rural electrification 	pp. 62-64, 287-288, 291
		<ul style="list-style-type: none"> Generation of electricity from nuclear energy 	pp. 171-180
Climate Strategy	<ul style="list-style-type: none"> Diversification of energy sources for electricity generation Research and development in technologies for the long-term environmental sustainability of energy 	<ul style="list-style-type: none"> Generation from renewable energy sources 	pp. 127-131
		<ul style="list-style-type: none"> Continual technological improvement of generating plants in countries with Group operations 	pp. 101, 103-111, 117
		<ul style="list-style-type: none"> Development of technologies for carbon sequestration and emission containment 	pp. 106-112, 172, 184
		<ul style="list-style-type: none"> Development of smart grids and electric mobility 	pp. 111-112, 297-298
		<ul style="list-style-type: none"> Commitment to research on overcoming barriers to increasing the use of renewable energy 	pp. 103-112

Communities

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Dialogue with communities	<ul style="list-style-type: none"> Transparent information and openness to discussion with communities 	<ul style="list-style-type: none"> Engagement with local communities affected by the construction of large infrastructure works 	pp. 62, 249, 251-253, 274
		<ul style="list-style-type: none"> Promotion of initiatives aimed at disseminating knowledge about nuclear energy 	pp. 66, 177-178, 251, 260, 262, 270-271
		<ul style="list-style-type: none"> Engagement of local communities in initiatives aimed at informing citizens about energy and environmental issues 	pp. 249-251, 259, 260, 262, 268-269
Management of environmental impact	<ul style="list-style-type: none"> Minimization of environmental risks Safeguard of biodiversity and the landscape 	<ul style="list-style-type: none"> Extension of environmental certification to all the Group's plants 	pp. 139-142
		<ul style="list-style-type: none"> Promotion and preservation of the natural inheritance in the countries with Group operations and in the green areas near Group plants 	pp. 132-144
Support for communities	<ul style="list-style-type: none"> Donations to and investment in communities 	<ul style="list-style-type: none"> Commitment to the growth and development of local communities through culture and sports 	pp. 63-64, 128, 257-269
		<ul style="list-style-type: none"> Promotion of charitable initiatives among employees 	pp. 261, 265, 266, 268
		<ul style="list-style-type: none"> Support of socially valuable initiatives 	pp. 90, 98, 289, 321-325
		<ul style="list-style-type: none"> Development of businesses with a social purpose 	pp. 90, 98, 287, 290-291, 300-301, 307-308
		<ul style="list-style-type: none"> Promotion of projects to facilitate access to electricity 	pp. 63-64, 159-161, 287-291, 297-298

Institutions

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MACRO AREAS OF COMMITMENT materiality	OBJECTIVES materiality	LINES OF ACTION responsiveness	IN THIS REPORT responsiveness
Commitment to good citizenship	<ul style="list-style-type: none"> Promotion of dialogue with local, national, and international institutions 	<ul style="list-style-type: none"> Cooperative relations with public institutions at the national and international level 	pp. 62-63, 117, 250-251, 251-253, 269-275
		<ul style="list-style-type: none"> Proactive role in industry and trans-industry discussions to promote sustainability issues 	pp. 63-67, 205-208, 277-278