



The Numbers

LA

KPI	UM	2009	2008	2007	2009-2008	%	Boundary
LA1 NUMBER AND COMPOSITION OF EMPLOYEES							
Workforce							
Total workforce	(n.)	81,208	75,981	73,500	5,227	6.9	
Hours worked	(mil.h)	147.3	134.6	93.0	12.7	9.5	Enel
Breakdown by geographical area and region							
							Enel ⁽¹⁾
Italy	(n.)	38,121	40,327	41,746	-2,206	-5.5	Enel
Valle d'Aosta	(n.)	179	177	180	2	1.1	Enel
Piedmont	(n.)	2,512	2,748	2,915	-236	-8.6	Enel
Lombardy	(n.)	4,226	4,641	4,829	-415	-8.9	Enel
Trentino Alto Adige	(n.)	350	364	371	-14	-3.8	Enel
Veneto	(n.)	3,070	3,309	3,452	-239	-7.2	Enel
Friuli Venezia Giulia	(n.)	443	466	491	-23	-4.9	Enel
Liguria	(n.)	1,088	1,155	1,210	-67	-5.8	Enel
Emilia Romagna	(n.)	1,949	2,069	2,159	-120	-5.8	Enel
Tuscany	(n.)	3,475	3,708	3,847	-233	-6.3	Enel
Marche	(n.)	707	733	764	-26	-3.5	Enel
Umbria	(n.)	668	753	767	-85	-11.3	Enel
Lazio	(n.)	6,332	6,169	6,147	163	2.6	Enel
Abruzzo	(n.)	824	914	951	-90	-9.8	Enel
Molise	(n.)	267	277	294	-10	-3.6	Enel
Campania	(n.)	2,840	3,050	3,246	-210	-6.9	Enel
Apulia	(n.)	2,312	2,462	2,546	-150	-6.1	Enel
Basilicata	(n.)	427	474	502	-47	-9.9	Enel
Calabria	(n.)	1,330	1,433	1,487	-103	-7.2	Enel

KPI	UM	% Boundary					
		2009	2008	2007	2009-2008	2009-2008	
Sicily	(n.)	3,166	3,382	3,619	-216	-6.4	Enel
Sardinia	(n.)	1,632	1,695	1,817	-63	-3.7	Enel
Italian employees seconded abroad	(n.)	324	348	152	-24	-6.9	Enel
Abroad	(n.)	43,087	35,654	31,754	7,433	20.8	Enel
Iberia	(n.)	13,498	9,257	9,595	4,241	45.8	Enel
France	(n.)	69	48	22	21	43.8	Enel
Greece	(n.)	89	35	26	54	154.3	Enel
Romania	(n.)	4,878	5,205	3,459	-327	-6.3	Enel
Bulgaria	(n.)	629	733	815	-104	-14.2	Enel
Slovakia	(n.)	5,831	5,962	6,408	-131	-2.2	Enel
Russia	(n.)	4,390	4,950	573	-560	-11.3	Enel
North America	(n.)	280	267	224	13	4.9	Enel
South America	(n.)	13,142	9,059	8,564	4,083	45.1	Enel
Other (Asia, Africa, Australia) 2009 - Endesa (other Europe) 2007	(n.)	172	-	2,068	-	-	Enel
Branches abroad	(n.)	109	138	-	-29	-21.0	Enel (2)

LA1 Composition

Professional categories

Executives	(n.)	1,351	1,139	1,069	212	18.6	Enel
Supervisors	(n.)	8,817	7,490	6,569	1,327	17.7	Enel
White-collar	(n.)	48,928	43,529	43,602	5,399	12.4	Enel
Blue-collar	(n.)	22,112	23,823	22,260	-1,711	-7.2	Enel
Executives	(%)	1.7	1.5	1.5	0.2	11.0	Enel
Supervisors	(%)	10.9	9.9	8.9	1	10.1	Enel
White-collar	(%)	60.3	57.3	59.3	3	5.2	Enel
Blue-collar	(%)	27.2	31.4	30.3	-4	-13.2	Enel

Education

University graduate	(%)	24.8	19.9	14.8	5.0	24.9	Enel (3)
High school graduate	(%)	44.2	48.7	49.1	-4.5	-9.2	Enel (3)
Other	(%)	31.0	31.5	36.2	-0.5	-1.5	Enel (3)

LA13 Age

Average	(years)	43.2	45.8	43.3	-2.7	-5.8	Enel (4)
Less than 35	(%)	19.7	18.4	14.6	1.3	7.1	Enel (4)
From 35 to 44	(%)	26.8	27.7	27.7	-1.0	-3.4	Enel (4)
From 45 to 54	(%)	38.2	40.1	45.0	-1.9	-4.8	Enel (4)
From 55 to 59	(%)	13.6	12.2	11.8	1.3	11.0	Enel (4)
60 and over	(%)	1.7	1.5	0.9	0.21	13.6	Enel (4)

LA13 Years at Enel

Average	(years)	17.0	18.9	19.1	-1.9	-10.1	Enel (4)
Less than 10	(%)	28.7	26.2	18.2	2.5	9.6	Enel (4)
From 10 to 19	(%)	21.3	24.0	27.0	-2.6	-11.0	Enel (4)
From 20 to 29	(%)	31.3	31.2	33.7	0.1	0.3	Enel (4)
From 30 to 34	(%)	12.8	14.5	19.8	-1.7	-11.7	Enel (4)
35 or more	(%)	5.9	4.1	1.3	1.7	41.6	Enel (4)

KPI	UM	2009	2008	2007	2009-2008	2009-2008	% Boundary
LA1 Relations and procedures of flexible employment							
Fixed-term contracts							
Fixed-term contracts	(n.)	2,180	4,749	504	-2,569	-54.1	Enel ⁽⁴⁾
Beginner/training contracts	(n.)	602	545	453	57	10.5	Enel ⁽⁴⁾
Total fixed-term contracts	(n.)	2,782	5,294	957	-2,512	-47.4	Enel ⁽⁴⁾
Fixed-term contracts as % of total	(%)	3.4	7.2	1.8	-3.82	-52.7	Enel ⁽⁴⁾
Permanent contracts	(n.)	78,317	67,744	51,984	10,573	15.6	Enel ⁽⁴⁾
Permanent contracts as % of total	(%)	96.6	92.8	98.2	3.8	4.1	Enel ⁽⁴⁾
Part-time employment	(%)	1.6	1.7	2.0	-0.1	-7.0	Enel ⁽⁴⁾
Full-time contracts	(n.)	79,811	65,819	51,863	13,992	21.3	Enel ⁽⁴⁾
Part-time contracts	(n.)	1,288	1,144	1,077	144	12.6	Enel ⁽⁴⁾
Overtime work	(%)	4.8	5.1	5.3	-0.3	-6.2	Enel ⁽⁴⁾
Interns at Enel	(n.)	1,370	198	236	1,172	591.9	Enel ⁽⁵⁾
LA4 Employees covered by collective-bargaining agreements							
Employees covered by collective-bargaining agreements Italy	(n.)	38,121	40,327	41,746	-2,206	-5.5	Italy
% employees covered by collective-bargaining agreements	(%)	100	100	100	-	-	Italy
Employees covered by collective-bargaining agreements. ENA	(n.)	21	22	22	-1	-4.5	ENA
% employees covered by collective-bargaining agreements.	(%)	8	8	10	-1	-9.0	ENA
Employees covered by collective-bargaining agreements ELA	(n.)	229	108	203	121	112.0	ELA
% employees covered by collective-bargaining agreements.	(%)	45	24	50	21	84.4	ELA
Employees covered by collective-bargaining agreements EUFER	(n.)	56	47	36	9	19.1	EUFER
% employees covered by collective-bargaining agreements	(%)	100	100	100	-	-	EUFER
Employees covered by collective-bargaining agreements Romania	(n.)	4,832	5,167	3,459	-335	-6.5	Romania
% employees covered by collective-bargaining agreements	(%)	99	99	99	-	-	Romania
Employees covered by collective-bargaining agreements Bulgaria	(n.)	573	678	747	-105	-15.5	Bulgaria
% employees covered by collective-bargaining agreements.	(%)	91	92	92	-1	-1.4	Bulgaria
Employees covered by collective-bargaining agreements Slovakia	(n.)	5,221	5,962	6,405	-741	-12.4	Slovakia
% employees covered by collective-bargaining agreements	(%)	100	100	95	-	-	Slovakia
Employees covered by collective-bargaining agreements Russia	(n.)	3,904	4,270	-	-366	-8.6	Russia
% employees covered by collective-bargaining agreements	(%)	89	89	-	-	-	Russia
Employees covered by collective-bargaining agreements Endesa	(n.)	21,549	13,808	-	7,740	56.1	Endesa
% employees covered by collective-bargaining agreements	(%)	82	77	-	4.5	5.8	Endesa

KPI	UM	% Boundary					
		2009	2008	2007	2009-2008	2009-2008	
LA2 Changes in number							
New hires	(n.)	4,644	3,065	2,362	1,579	51.5	Enel
Boundary changes	(n.)	7,618	3,891	18,971	3,727	95.8	Enel
Terminations	(n.)	7,035	4,475	6,381	2,560	57.2	Enel
Terminations Italy	(n.)	1,942	2,193	3,895	-251	-11.4	Italy
Terminations abroad ENA	(n.)	30	-	-	-	-	ENA
Terminations abroad ELA	(n.)	119	-	-	-	-	ELA
Terminations abroad EUFER	(n.)	7	-	-	-	-	EUFER
Terminations abroad Romania	(n.)	416	-	-	-	-	Romania
Terminations abroad Bulgaria	(n.)	134	-	-	-	-	Bulgaria
Terminations abroad Slovakia	(n.)	532	-	-	-	-	Slovakia
Terminations abroad Russia	(n.)	718	-	-	-	-	Russia
Terminations abroad Endesa	(n.)	3,137	-	-	-	-	Endesa
Terminations abroad France	(n.)	8	-	-	-	-	France
Terminations abroad Greece	(n.)	8	-	-	-	-	Greece
Terminations women	(n.)	994	275	474	719	261.5	Enel ⁽⁶⁾
Terminations men	(n.)	2,920	1,918	3,421	1,002	52.2	Enel ⁽⁶⁾
Terminations women as % of total	(%)	25	13	12	13	102.6	Enel ⁽⁶⁾
Terminations men as % of total	(%)	75	87	88	-13	-14.7	Enel ⁽⁶⁾
Terminations < 30 years	(n.)	251	35	36	216	617.5	Enel
Terminations 30 - 50 years	(n.)	686	112	184	574	512.3	Enel
Terminations > 50 years	(n.)	2,977	2,046	3,675	931	45.5	Enel
Terminations < 30 years as % of total	(%)	6	2	1	5	302.1	Enel
Terminations 30 - 50 years as % of total	(%)	18	5	5	12	243.1	Enel
Terminations > 50 years as % of total	(%)	76	93	94	-17	-18.5	Enel
Turnover rate	(%)	8.7	5.9	8.7	2.8	47.1	Enel
EUSS Average years of service of employees terminated during the year							
- men	(years)	26	-	-	-	-	Enel ⁽⁶⁾
- women	(years)	18	-	-	-	-	Enel ⁽⁶⁾
- age < 30 years	(years)	2	-	-	-	-	Enel ⁽⁶⁾
- age 30 - 50 years	(years)	10	-	-	-	-	Enel ⁽⁶⁾
- age > 50 years	(years)	29	-	-	-	-	Enel ⁽⁶⁾
- average	(years)	24	-	-	-	-	Enel ⁽⁶⁾

KPI	UM	2009	2008	2007	2009-2008	2009-2008	% Boundary
PROFESSIONAL SATISFACTION AND DEVELOPMENT							
Compensation							
% variable pay Italy	(%)	6.9	6.0	6.0	0.9	15.2	Italy
% variable pay ENA	(%)	12.9	10.5	12.0	2.4	23.3	ENA
% variable pay ELA	(%)	27.0	22.5	23.0	4.5	19.8	ELA
% variable pay EUFER	(%)	18.2	-	-	-	-	EUFER
% variable pay Romania	(%)	7.4	8.0	9.0	-0.7	-8.2	Romania
% variable pay Bulgaria	(%)	11.5	40.3	36.0	-28.8	-71.4	Bulgaria ⁽⁷⁾
% variable pay Slovakia	(%)	20.1	6.8	7.0	13.3	196.6	Slovakia ⁽⁷⁾
% variable pay Russia	(%)	17.6	18.7	nd	-1.1	-5.7	Russia ⁽⁷⁾
% variable pay Endesa Spain	(%)	6.0	-	-	-	-	Endesa Spain
% variable pay Peru	(%)	43.1	-	-	-	-	Endesa Peru
% variable pay Brazil	(%)	9.2	-	-	-	-	Endesa Brazil
% variable pay Chile	(%)	20.4	-	-	-	-	Endesa Chile
% variable pay Colombia	(%)	10.8	-	-	-	-	Endesa Colombia
% variable pay Argentina	(%)	5.9	-	-	-	-	Endesa Argentina
Incentives Italy	(%)	3.4	3.6	3.2	-0.1	-3.3	Italy
Incentives ENA	(%)	4.6	-	-	-	-	ENA
Incentives ELA	(%)	71.7	-	-	-	-	ELA
Incentives EUFER	(%)	13.8	-	-	-	-	EUFER
Incentives Romania	(%)	3.2	-	-	-	-	Romania
Incentives Bulgaria	(%)	100.0	-	-	-	-	Bulgaria
Incentives Slovakia	(%)	11.1	-	-	-	-	Slovakia
Incentives Russia	(%)	8.4	-	-	-	-	Russia
Incentives Endesa Spain	(%)	28.2	-	-	-	-	Endesa Spain
Incentives Peru	(%)	80.6	-	-	-	-	Endesa Peru
Incentives Brazil	(%)	88.5	-	-	-	-	Endesa Brazil
Incentives Chile	(%)	87.3	-	-	-	-	Endesa Chile
Incentives Colombia	(%)	73.2	-	-	-	-	Endesa Colombia
Incentives Argentina	(%)	87.9	-	-	-	-	Endesa Argentina
Executives with Stock Options	(%)	93.6	95.0	98.5	-1.4	-1.5	Enel ⁽⁸⁾
LA14 RAL ratio women/men (average)							
Executives	(%)	82.8	82.5	84.8	0.3	0.4	Italy
Supervisors	(%)	92.3	92.8	92.4	-0.5	-0.5	Italy
White-collar	(%)	92.0	91.6	91.2	0.5	0.5	Italy
Blue-collar	(%)	81.0	86.0	90.7	-5.0	-5.8	Italy
RAL women/men (average)	(%)	85.7	88.9	-	-3.2	-3.6	Abroad ⁽⁹⁾
RAL women/men (average) Italy	(%)	98.1	-	-	-	-	Italy
RAL women/men (average) ENA	(%)	95.8	-	-	-	-	ENA
RAL women/men (average) ELA	(%)	64.2	-	-	-	-	ELA
RAL women/men (average) EUFER	(%)	149.0	-	-	-	-	EUFER
RAL women/men (average) Romania	(%)	93.0	-	-	-	-	Romania
RAL women/men (average) Bulgaria	(%)	92.2	-	-	-	-	Bulgaria
RAL women/men (average) Slovakia	(%)	88.1	-	-	-	-	Slovakia
RAL women/men (average) Russia	(%)	71.6	-	-	-	-	Russia
RAL women/men (average) Endesa	(%)	82.4	-	-	-	-	Endesa

KPI	UM	% Boundary					
		2009	2008	2007	2009-2008	2009-2008	
LA12 Development							
Assessments Italy ⁽¹⁰⁾	(%)	1.0	20.6	2.5	-19.6	-95.3	Italy
Assessments abroad	(%)	18.4	24.5	15.8	-6.1	-24.9	Enel ⁽¹¹⁾
LA10 Training							
Hours of training per employee	(h)	28.5	28.9	25.4	-0.4	-1.3	Italy
Total hours training (distance + classroom)	(,000 h)	1,125.9	1,183.2	1,096.1	-57.3	-4.8	Italy
House of managerial training (distance)	(,000 h)	21.3	22.9	46.7	-1.6	-7.1	Italy
Hours of classroom training	(,000 h)	1,104.6	1,160.2	1,049.3	-55.6	-4.8	Italy
- managerial	(,000 h)	457.0	260.2	195.8	196.8	75.7	Italy
- specialized	(,000 h)	647.6	900.1	853.6	-252.5	-28.0	Italy
Average hours of training per executive	(h)	43.3	-	-	-	-	Italy
Average hours of training per supervisor	(h)	30.7	-	-	-	-	Italy
Average hours of training per white collar	(h)	22.4	-	-	-	-	Italy
Average hours of training per blue collar	(h)	38.8	-	-	-	-	Italy
% distance training	(%)	1.9	1.9	4.3	0.0	0.6	Italy
Online courses ⁽¹²⁾	(n.)	151	1,154	1,151	-1,003	-86.9	Italy
Access to the EDLS	(%)	99.8	67.6	66.8	32.3	47.8	Italy
Hours of training per employee	(h)	38.1	-	-	-	-	Abroad
Total hours training (distance + classroom)	(,000 h)	3,171	-	-	-	-	Abroad
Hours of managerial training distance	(,000 h)	253	-	-	-	-	Abroad
Hours of training in classroom	(,000 h)	2,917	-	-	-	-	Abroad
- managerial	(,000 h)	738	-	-	-	-	Abroad
- specialized	(,000 h)	2,179	-	-	-	-	Abroad
Average hours of training per executive	(h)	59.6	-	-	-	-	Abroad
Average hours of training per supervisor	(h)	51.6	-	-	-	-	Abroad
Average hours of training per white collar	(h)	33.1	-	-	-	-	Abroad
Average hours of training per blue collar	(h)	38.4	-	-	-	-	Abroad
Knowledge Management and Internal Communication							
Corporate intranet	(%)	86.5	87.5	76.7	-1.1	-1.2	Italy
Corporate intranet	(%)	66.6	-	-	-	-	Abroad ⁽¹³⁾
Expense for KM systems	(million euro)	1.4	2.8	3.2	-1.4	-50.1	Enel
Hard copies of "Enel Insieme"	(n./month)	40,000	53,000	53,000	-13,000	-24.5	Enel
Sustainability							
Sustainability training per employee	(h)	9.2	12.3	10.5	-3.2	-25.7	Italy
Sustainability training per employee	(h)	15.7	-	-	-	-	Enel

KPI	UM	2009	2008	2007	2009-2008	2009-2008	% Boundary
Corporate climate							
Spontaneous resignations of supervisors and executives	(n.)	27	25	49	2	8.0	Italy
People-care projects	(n.)	6	5	3	1	20.0	Italy
Employees concerned	(n.)	8,780	15,000	672	-6,220	-41.5	Italy
Employees actually participating	(n.)	6,403	11,000	69	-4,597	-41.8	Italy
Absentee Rate ⁽¹⁴⁾	(i)	8,018	8,805	10,146	-787	-8.9	Italy
Benefits	(euro/employee)	2,394	2,404	2,561	-10	-0.4	Electricity workers Italy
Employees covered by Benefit Plan	(n.)	33,550	34,974	38,261	-1,424	-4.1	Italy
Employees covered by Benefit Plan	(%)	88	87	92	1	1.5	Italy
Spontaneous resignations of supervisors and executives	(n.)	91	-	-	-	-	Enel ⁽¹³⁾
People-care projects	(n.)	19	-	-	-	-	Enel ⁽¹⁵⁾
Employees concerned	(n.)	14,550	-	-	-	-	Enel ⁽¹⁵⁾
Employees actually participating	(n.)	6,558	-	-	-	-	Enel ⁽¹⁵⁾
Absentee Rate	(i)	8,818	-	-	-	-	Enel
Benefits	(euro/employee)	4,526	-	-	-	-	Enel ⁽¹³⁾
Employees covered by Benefit Plan	(n.)	53,368	-	-	-	-	Enel ⁽¹³⁾
Litigation with employees							
Total proceedings	(n.)	2,588	2,455	2,651	133	5.4	Enel ⁽¹³⁾
% of litigation as defendant	(%)	60.1	69.8	77.4	-9.7	-13.9	Enel ⁽¹³⁾
LA13 EQUAL OPPORTUNITY							
Equal opportunity							
Female employees	(n.)	15,579	14,593	8,721	986	6.8	Enel ⁽³⁾
Executives and supervisors	(n.)	3,610	2,275	903	1,335	58.7	Enel ⁽³⁾
White-collar	(n.)	10,102	8,492	7,092	1,610	19.0	Enel ⁽³⁾
Blue-collar	(n.)	1,867	3,826	726	-1,959	-51.2	Enel ⁽³⁾
Women as % of workforce	(%)	19.2	21.8	16.5	-2.6	-11.9	Enel ⁽³⁾
Women as % of supervisors and executives	(%)	35.5	38.0	17.6	-2.5	-6.7	Enel ⁽¹⁶⁾
Women's pay as % of men's	(%)	80.5	87.1	88.3	-6.6	-7.5	Enel ⁽³⁾
Disabled employees							
Disabled employees / protected categories	(n.)	2,477	2,315	2,387	162	7.0	Enel ⁽⁸⁾

KPI	UM	% Boundary					
		2009	2008	2007	2009-2008	2009-2008	
LA7 SAFETY⁽¹⁷⁾							
Serious and fatal employee occupational injuries							
Employee occupational injuries	(n.)	40	48	12	-8	-16.7	Enel
Fatal injuries	(n.)	3	1	1	2	200.0	Enel
Serious injuries	(n.)	37	47	11	-10	-21.3	Enel
Injury rate	(n.)	3.6	3.7	5.5	-0.1	-2.4	Enel
Lost-Time Injuries Frequency Rate	(rate)	0.719	0.736	1.105	-0.02	-2.3	Enel
Serious-injury rate	(n.)	0.14	0.15	0.22	-0.01	-4.8	Enel
Lost Day Rate	(rate)	28.9	30.0	43.8	-1.1	-3.8	Enel
Safety expense per employee	(euro)	1,307	1,243	1,044	64	5.1	Enel
Training	(million euro)	19.4	19.5	13.2	-0.1	-0.4	Enel
Health supervision	(million euro)	4.3	3.5	2.6	0.8	23.6	Enel
PPD (Personal Protection Devices)	(million euro)	17.0	14.5	10.3	2.4	16.9	Enel
Personnel cost	(million euro)	46.4	44.0	25.8	2.4	5.3	Enel
Studies, research, and other	(million euro)	18.1	7.4	2.0	10.7	144.1	Enel
Total	(million euro)	105.2	88.9	53.8	16.3	18.3	Enel
N. employees	(n.)	80,528	71,568.0	51,560.0	8,960.0	12.5	Enel
Health checks ⁽¹⁸⁾	(n.)	78,900	56,652	22,581	22,248	39.3	Enel
Contractor and third-party workplace injuries							
EUSS Serious and fatal contractor occupational injuries							
	(n.)	144	80	15	64	80.0	Enel ⁽¹⁹⁾
Serious and fatal third-party injuries							
	(n.)	67	90	88	-23	-25.6	Enel
LA4 UNION RELATIONS							
Relations with unions							
Rate of union membership electric industry	(%)	62.7	70.7	72.6	-8.0	-11.4	Enel
Rate of union membership gas industry	(%)	63.3	69.7	69.6	-6.4	-9.2	Italy

(1) In 2009, excluding RES and EUFER; in 2008 excluding Endesa Portugal and other minor companies, branches, EUFER, France, Belgium, and Severenergia (Russia 40%). 2008 has been modified with respect to the figure published last year, because 100% of Endesa was considered instead of 67.05%.

(2) In 2007 foreign "branches" were classified as Italy.

(3) Excluding in 2009 "branches" and other minor companies, totaling 109 persons; in 2008 France, "branches", Severenergia (Russia) and including only Endesa Spain; in 2007 excluding Endesa, Russia, France, Greece, Viesgo, and "branches".

(4) Excluding in 2009 "branches" and other minor companies, totaling 109 persons; excluding in 2008 France, "branches", Severenergia (Russia), and Endesa Portugal and minor companies; in 2007 excluding Endesa, Russia, France, Greece, Viesgo, and branches.

(5) Excluding in 2009 "branches" and other minor companies, totaling 109 persons; excluding in 2008 France, "branches", Severenergia (Russia), and including only Endesa Spain; in 2007 excluding Endesa, Russia, France, Greece, Viesgo, and branches.

(6) For 2009 the boundary is Enel, excluding Endesa, while in 2008 and 2007 the boundary is Italy.

(7) In Bulgaria, in 2008 and 2007 very large bonuses were paid. For Slovakia, in 2009 sales bonuses, individual incentives, and other bonuses were also included, while in 2008 and 2007 only the MBO was considered as a variable component. For Russia, the 2008 figure has been recalculated (18.7% as opposed to the 53.9% published last year, because a bonus that is always paid was considered in the variable part.

(8) For 2008 and 2007 the boundary is Italy.

(9) For 2008 excluding France, "branches", Severenergia (Russia), Endesa, ELA, EUFER, and Greece.

(10) The assessment campaigns are bi-annual

(11) In 2008 excluding Endesa and Severenergia; in 2007 includes: ELA, ENA, EUFER, Romania, Bulgaria, and Slovakia.

(12) The number considerably decreased after the courses of greatest interest to Enel were refocused.

(13) Includes only Endesa Iberia.

(14) Excluding vacations, family reasons, maternity, study leaves, extended leaves, strikes, military service, paid leaves, etc. If we consider these items, the rate increases to 13,334.

(15) Excluding Endesa.

(16) Excluding in 2009 branches and other minor companies, totaling 109 persons; excluding in 2008 Francia, branches, Severenergia (Russia), and Endesa; in 2007 excluding Endesa, Russia, France, Greece, Viesgo, and "branches".

(17) The data regarding Safety include Enel Rete Gas for only 9 months of 2009. The boundary does not include RES, EUFER, and Endesa Portugal.

(18) Includes, for Russia, tests regarding the level of blood alcohol that are carried out every day on a sample of persons, as well as the tests undergone by all drivers before they begin their shift, amounting to about 27,700 in 2009.

(19) 2008 was reclassified according to the Enel criteria (serious injury if the first prognosis is more than 30 days) and consolidated at 67.5% (% of Endesa owned).