

# Sustainability Report 2012



POWER

# Sustainability Report 2012



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# Letter to stakeholders

During 2012, the Enel Group confirmed its commitment to Corporate Social Responsibility, by putting economic, environmental and social aspects at the heart of its industrial strategy.

For the ninth year running, Enel is in the Dow Jones Sustainability Index which includes the best companies in the world classified in accordance with stringent economic, social and environmental sustainability criteria. The Group has been reconfirmed in the FTSE4Good index for the results achieved on environmental sustainability, relations with stakeholders, respect of human rights, quality of working conditions and fighting corruption. In addition, the Carbon Disclosure Project (CDP) has confirmed Enel among the best sustainable companies in the world. At the same time, as part of ever increasing transparency, the Group has continued to develop new reporting frontiers, by adhering to the Consortium G4 of the GRI (Global Reporting Initiative) and the pilot program of the IIRC (International Integrated Reporting Council).

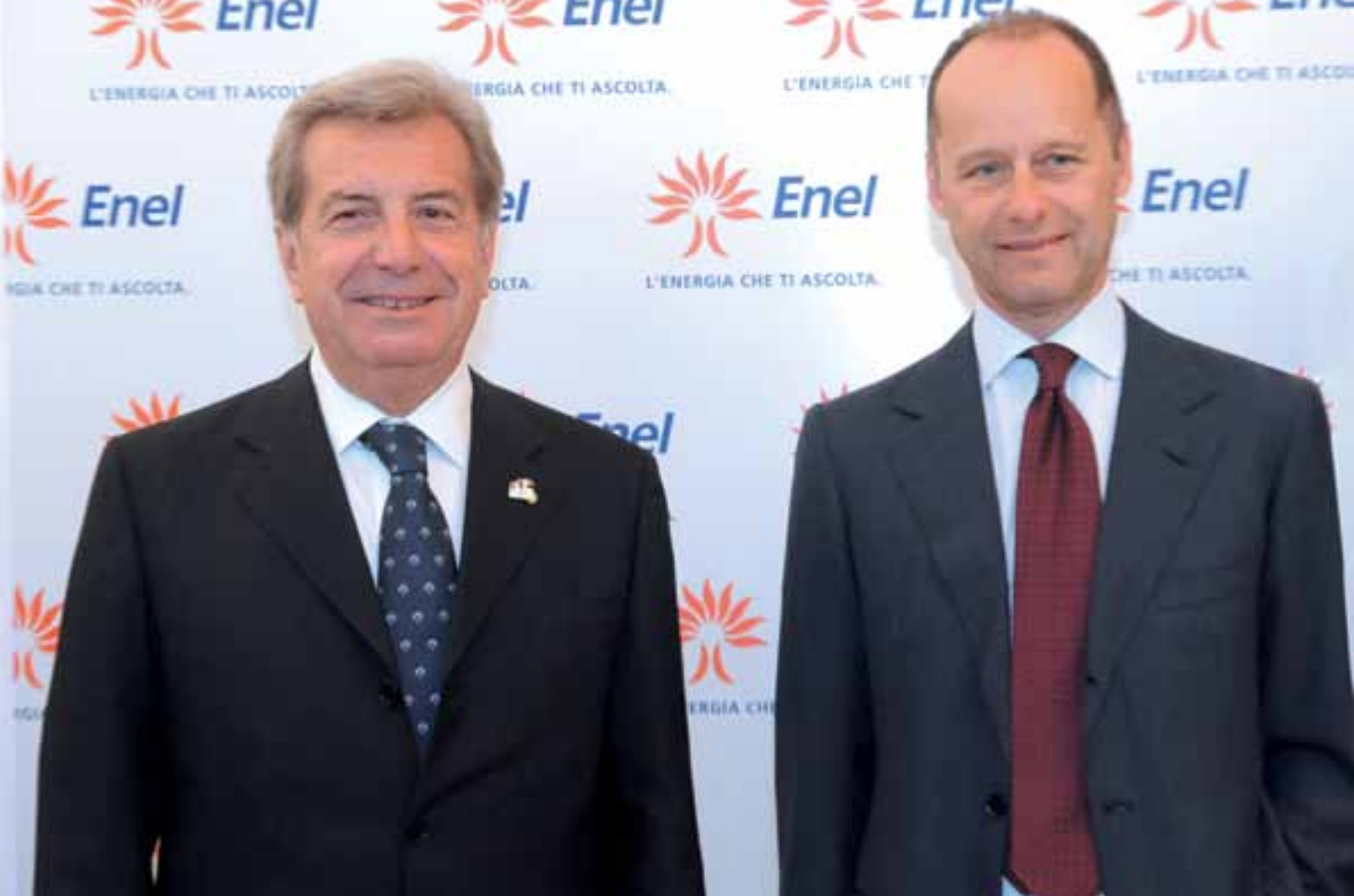
Enel's commitment is confirmed by the trust and attention reserved to it by socially responsible investors (SRI), which rose in 2012 and now represent around 14.6% of our institutional shareholders.

This commitment has been maintained in recent years

despite a global macroeconomic scenario marked by a climate of economic and financial uncertainty. A general fall in consumption in Europe, with Italy and Spain particularly hard hit, has been contrasted by a steadily positive trend in the emerging countries of Asia, Latin America, East Europe, and in the renewables sector.

In order to respond to these challenges and continue to be competitive in the medium-long term, companies must inevitably put at the center of their business a policy to respect the environment, in line with the needs of local communities and to support their economic and social development. In Enel we are convinced of this and it is for this reason that we intend to continue with our commitment to sustainability, listening to and talking to all our interlocutors in complete transparency in order to understand their principal requests so as to integrate them into our strategic priorities, as we have done this year through the materiality analysis, in order to continue to generate profit for shareholders and shared value for stakeholders.

We are convinced that the creation of shared value implies, as an essential condition, solid governance which is not limited to simple bureaucratic management of processes, but which is capable of supporting our credibility on markets and promoting our accountability with



investors. In this light, four committees have been set up from within the Enel Board of Directors, consisting solely or mainly of independent directors. In addition, in order to guarantee equal opportunities in access to governance bodies, the presence of women on the Boards of subsidiaries has increased.

For us transparent governance of the Company and correct conduct are fundamental in the everyday running of our business, in order to be good citizens in the 40 countries where we are present, respecting the rules, guided by our values: results-orientation, respect, focus on people, ethics, and social responsibility.

These are values which are grounded in our Code of Ethics, in the Zero Tolerance of Corruption Plan, in the so-called 231 Compliance Model, as well as in the health and safety policy, with the concrete objective of achieving “zero accidents”. These actions involve not only all the women and men of Enel, but also all those who work with us and for us, making a priority of people, respect for their integrity and their fundamental rights.

In line with this commitment, the Enel Board of Directors has approved the Policy on Human Rights which brings into operation the United Nations Guiding Principles on Business and Human Rights. Our Group is not satisfied

with mere compliance with national laws, but is an active promoter of these rights, regardless of their formal transposition into the various legal orders, since rights need continuous realization ‘in the field’, through constant dialogue and discussion with communities.

On the strength of our values and with transparent and solid governance, we intend to continue with the strategy of creating value by confirming our commitment in the renewables sector and in the growing markets of Latin America and East Europe, which will make an increasingly important contribution to the Group’s results.

In order to continue to defend margins and free up resources to dedicate to the areas with the highest growth potential, increasing internal efficiency and reducing costs are essential choices. At the same time, the generation of cash flows on mature markets and the maximization of synergies will go alongside a selective and flexible investment policy which will enable improvement in our Group’s financial profile and asset structure.

In addition, Enel will continue to pay utmost attention to combating climate change. For a number of years we have had in place a long-term strategy to limit, reduce and offset greenhouse gas emissions in all the countries where we operate, with the aim of making our generation plant

carbon neutral by 2050.

An integral part of this commitment is the Climate Strategy, which envisages action plans covering the whole production process: from production to distribution, from sales to end users, to the trading of emission rights. This has already enabled us, on the one hand, to reduce specific CO<sub>2</sub> emissions by 32% compared to 1990 (the base year for the Kyoto Protocol). In 2012, the percentage of “zero emission” energy out of total energy production in the Group was over 42%. In addition, again in 2012, Enel achieved the objective which it had set of reducing the intensity of CO<sub>2</sub> emission by 7% compared to 2007 and confirmed the 15% reduction target for 2020 compared to the 2007 levels.

On the renewables front, Enel is committed to an approximately 6 billion euro investment plan over the next 5 years, aimed at promoting all the best technologies, mainly on the highest growth markets and where there is greater availability of natural resources.

In addition, Enel intends to continue to support technological innovation aimed at making electricity generation increasingly efficient and environmentally sustainable and producing innovative solutions for all our customers: from energy efficiency to electric-powered transport, from smart grids to smart cities.

All this is to build a future in which it will be possible to combine sustainability, efficiency and quality of life; a future in which citizens will become responsible and active consumers, promoting rational use of energy with increasingly lower operating costs.

A vision of the future which has driven and must continue to drive our Corporate Social Responsibility on an increas-

ingly global scale, in order to satisfy the energy needs of 1.3 billion people worldwide who still have no access to energy. For this reason, the United Nations General Assembly has dedicated the 2014-2024 period to fighting energy poverty, declaring it the “International Decade of Sustainable Energy for All”.

Enel, as a member of the United Nations Global Compact LEAD, once again offers its know-how and knowledge through the “Enabling Electricity” program which focuses on people living in isolated areas and suburban and rural areas around the great urban conglomerations. Currently over one million people worldwide benefit from the Group’s innovative projects to favor access to energy: with Enabling Electricity, Enel intends to double these figures by 2014. The program works in three directions: from projects which guarantee technological and infrastructure access to projects which remove economic barriers in low-income areas, and finally initiatives to develop and share know-how and professional skills in the energy sector.

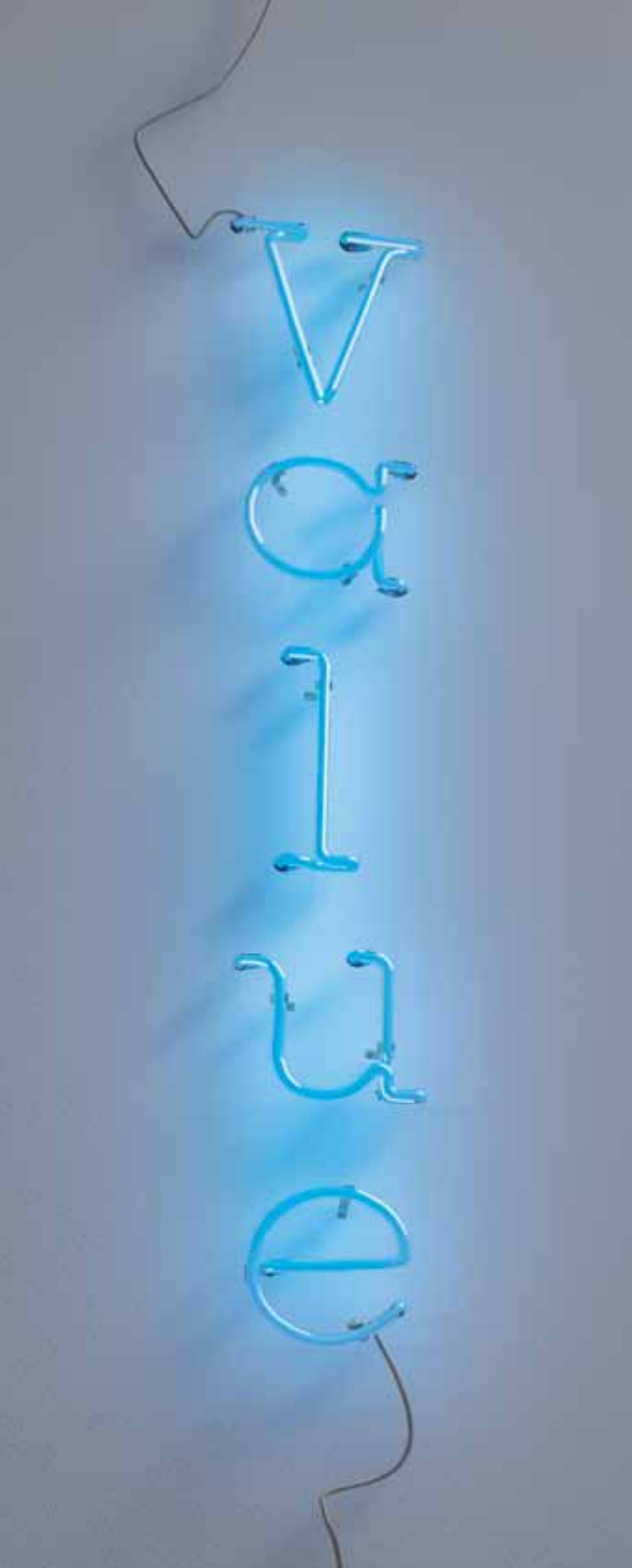
We are aware that in order to continue to be a leader in the global energy market we must be capable of increasingly integrating sustainability into our business model. The growth and economic development of a multinational such as Enel are linked to the ability not only to produce value for shareholders and all the stakeholders, but also to contribute to making the world a better place, facing the environmental and social problems of the countries and communities where we work, involving and motivating the people who work with us and guaranteeing for everyone that each person’s dignity will be respected. We are looking to the future, a future we want to contribute to.

Chairman  
*Paolo Andrea Colombo*



Chief Executive Officer  
and General Manager  
*Fulvio Conti*





Our  
ID



# Mission

Our mission is to **create and distribute value** in the international energy market, to the benefit of our customers' needs, our shareholders' investments, the competitiveness of the countries in which we operate and the expectations of all those who work with us.

We **serve the community**, respecting the environment and the safety of individuals, with a commitment to creating a better world for future generations.

## 2012 results



Total net  
production  
**295.8** TWh



Net renewable  
production  
**84.1** TWh



Electricity volumes  
sold  
**316.8** TWh



Gas volumes  
sold  
**8.7** billion m<sup>3</sup>



Electricity  
transported  
**413.9** TWh



Average number of  
electricity and gas customers  
**60,530,293**



Number  
of employees  
**73,702**



Workforce of  
contractors  
**104,590** FTE



EBITDA  
**16,738** m. euro



EBIT  
**7,735** m. euro

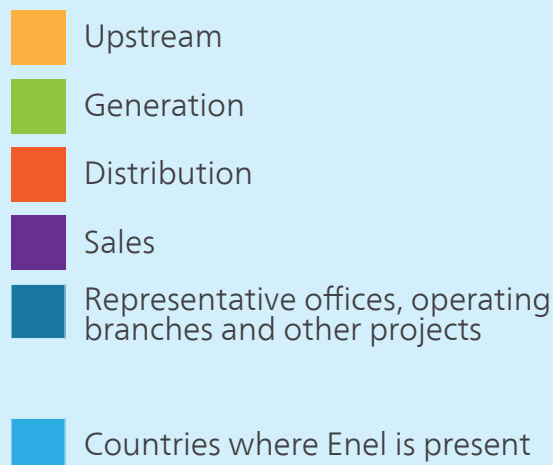


Revenues  
**84,889** m. euro



SRI funds in institutional  
shareholdings  
**14.6%**

# Enel worldwide



## Upstream gas

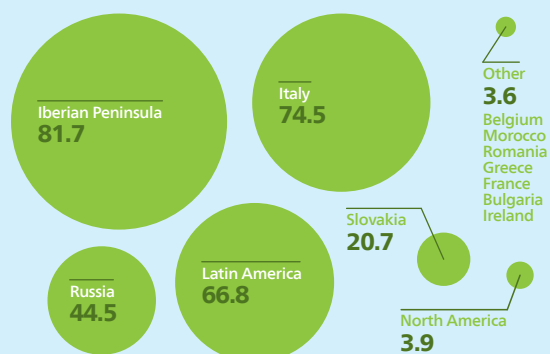
In 2007 Enel started a vertical integration process by entering the sector of direct exploration of gas deposits. The exploration of and production from gas fields will guarantee part of the gas needed to fuel Enel power plants, thus allowing greater flexibility, modularity and partial independence from its existing supply contracts.

## Generation

Enel produces energy through a balanced mix of sources, in which a leading role is played by zero-emission, renewable sources (hydroelectric, wind, geo-thermoelectric, biomass, photovoltaic, etc.) and nuclear, and where fossil sources are diversified across natural gas, coal and oil. In 2012 electricity production through the renewable and nuclear installed power enabled the saving of a total of 96.9 million tons of CO<sub>2</sub>.

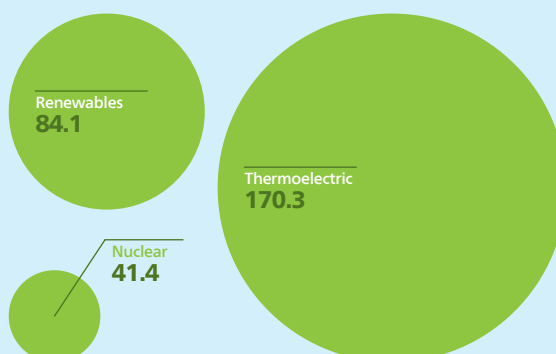
Total net production by geographic area (TWh) 2012

tot. 295.8



Total net production by source (TWh) 2012

tot. 295.8



Canada

United States

Mexico

Honduras

Nicaragua

Guatemala

El Salvador

Panama

Costa Rica

Colombia

Peru

Brazil

Chile

Argentina

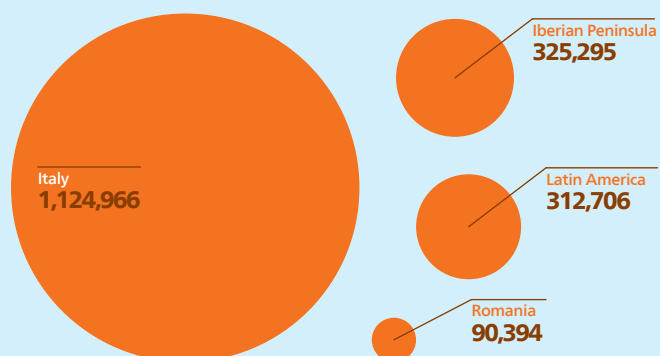


## Distribution

Thanks to 1,853,361 km of power lines across two continents, Group distribution companies transport electricity in Italy, Romania, the Iberian Peninsula and Latin America.

Length of distribution lines by geographic area (km) 2012

tot. 1,853,361

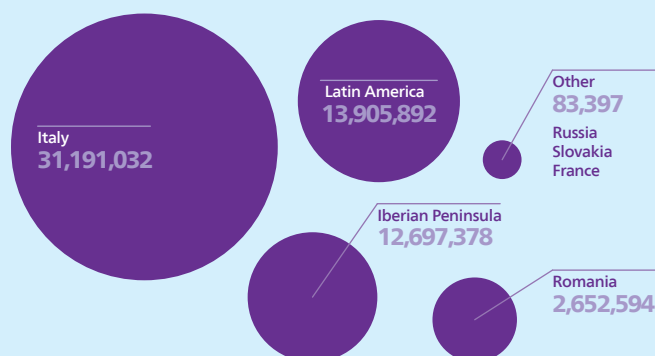


## Sales

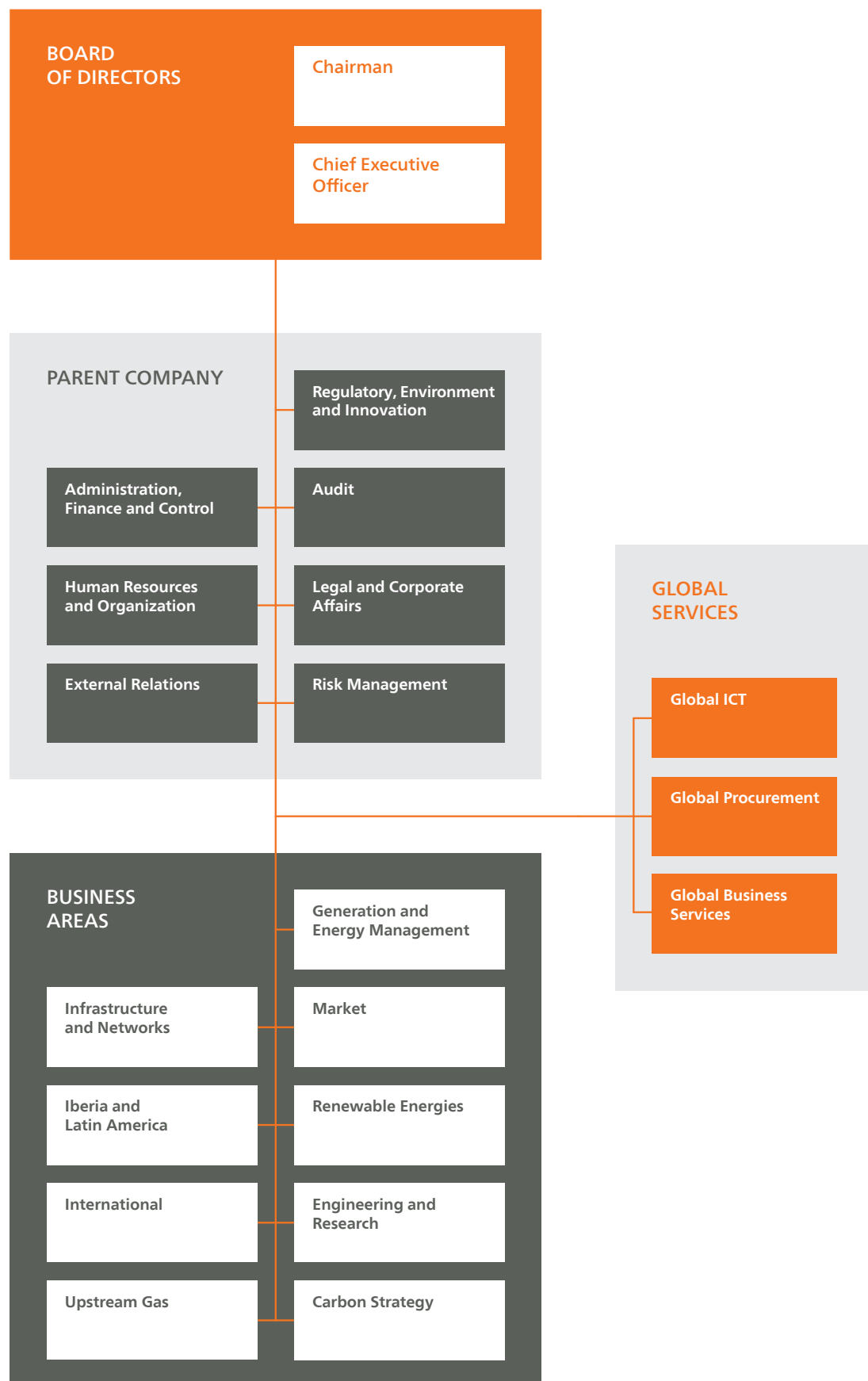
Enel sells electricity in 12 countries. The Group sales companies operate both on the protected categories market, with controlled prices, and on the free market, satisfying all the needs of the Group's 60,530,293 customers (56,105,820 of whom are on the electricity market and 4,424,473 on the gas market).

Number of customers by geographic area 2012

tot. 60,530,293



# Organization chart



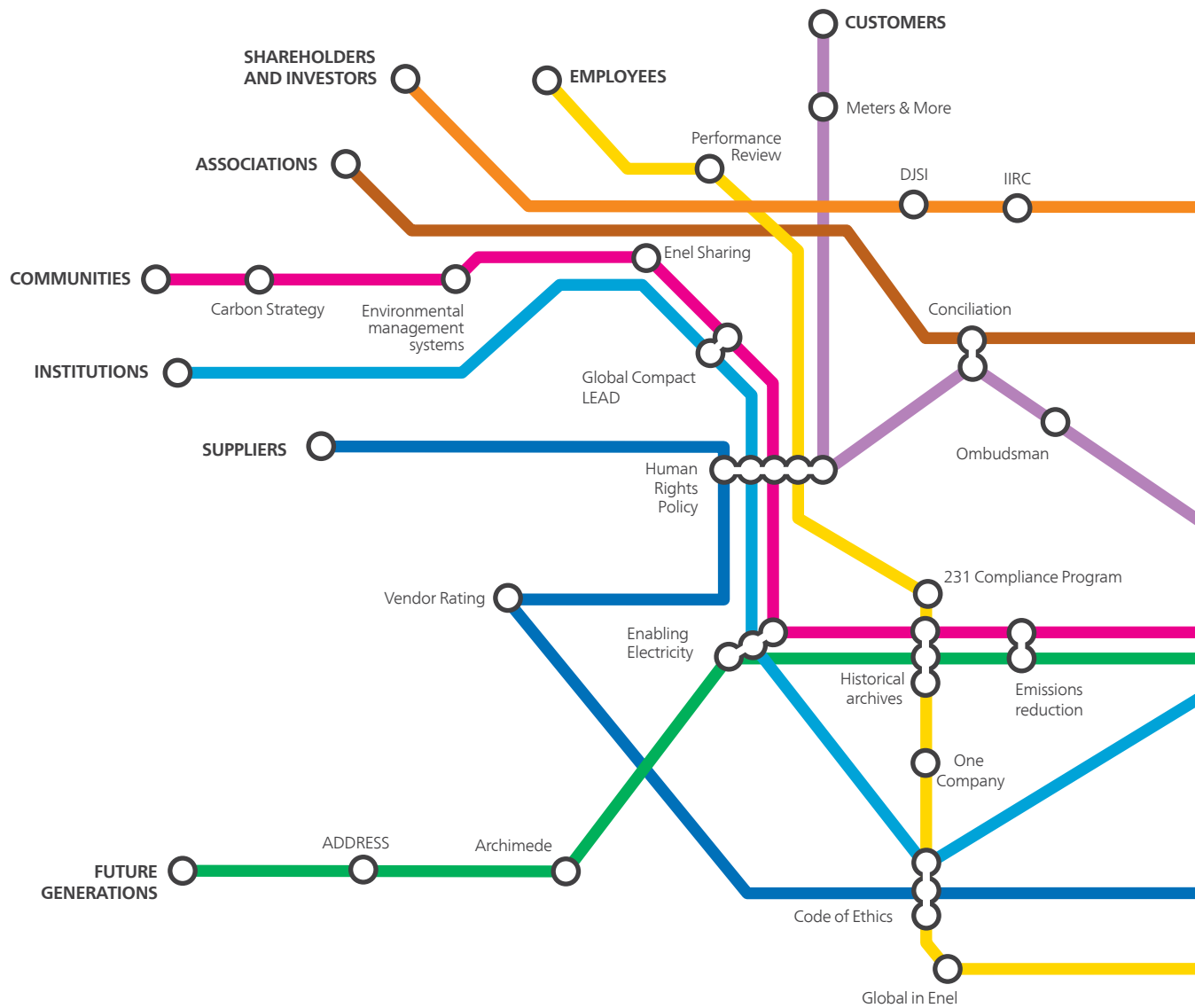


## One Company

The One Company process represents the will of Enel to transform itself into an energy multinational by integrating different cultures and languages into a new form of citizenship, sharing a single set of values, a single work language, excellence in processes and systems, which can, at the same time, create value from specific local characteristics.

The project is broken down into three stages:

1. definition of the Group's new operating model, consisting of a Parent Company, three Global Service Departments and nine Divisions, with common governance, and dissemination of the One Company Handbook which establishes the bases for the new model, clearly defining the respective roles;
2. design of the processes and new organizational structures of the Parent Company and of the Global Service Departments;
3. design of the new divisional-level processes.



## Our stakeholders

- Shareholders and investors
- Employees
- Customers
- Suppliers
- Institutions
- Associations
- Communities
- Future generations





# A sustainable year 2012

## BETTERCOAL LAUNCHED

The non-profit initiative created by a group of utilities, including Enel, is launched with the goal of promoting continuous improvement in the responsibility taken by companies in the coal sector.

## ENEL OF THE FUTURE COMES INTO BEING

The One Company Handbook kicks off the project to transform the organization in order to design the Enel of the future, precisely dividing responsibilities between the Parent Company, Divisions/countries and Global Services.



## ONE SAFETY

The new One Safety project is launched, the initiative which helps build the Enel of the future also in the safety sector.



## FROM RIO TO RIO+20

Twenty years after the Earth Summit, Rio de Janeiro once again plays host to the UN summit on sustainable development: in the final session Enel Chairman Paolo Andrea Colombo summarizes the results on energy and climate from the Rio+20 Corporate Sustainability Forum of the Global Compact.

## THE EARTH TREMBLES IN EMILIA

A series of seismic shocks hits Emilia Romagna hard, leaving 27 dead and millions of euro in damage. Enel immediately sets to work to restore the electricity supply.



## GRI-G4 WORKSHOP IN ROME

Enel, a member of the GRI-G4 consortium, hosts the workshop to establish the G4 guidelines aimed at integrated reporting of sustainability performance.

6 February

1 March

19 April

29 May

20 June

24 July

7 February



## ELECTRIC CARS TALK TO RECHARGING POINTS

Enel and Renault present a new service that allows electric cars to communicate with the recharging infrastructure.

## EXCEPTIONAL WAVE OF BAD WEATHER IN ITALY

An exceptional wave of bad weather hits central Italy. Numerous customers are inconvenienced by the loss of utility services. Thanks to round the clock efforts of 7,000 workers, over 80% of electricity customers have supplies restored within 24 hours.

16 March

7 May



## TOB, ENERGY EVERYWHERE

TOB (Triangle-based Omni-purpose Building) is officially launched as a livable, modular, independent and self-sufficient solution which combines systems capable of generating clean off-grid energy and which can be located in isolated areas.

13 June



## ENEL FOUNDATION CREATED

The Enel Foundation is dedicated to developing study, research, training and awareness-raising on issues relating to energy, socio-economics, sustainable development and innovation.

13 July

## IN FIRST PLACE FOR TRANSPARENCY AGAINST CORRUPTION

Enel is the leader among global utilities on the basis of the Transparency International (TI) index. The Enel CEO is a member of TI's Business Advisory Board.

### FIFTH INTERNATIONAL HEALTH AND SAFETY WEEK

Safety week is celebrated throughout the Group: the Zero Accidents objective has already been achieved at 77 Enel production sites.

### ENEL ONCE AGAIN IN THE DOW JONES SUSTAINABILITY INDEX

For the ninth year running Enel is part of the Dow Jones Sustainability World and Europe indices. It is reconfirmed in the FTSE4Good and joins the CDLI Italy (Carbon Disclosure Leadership Index Italy) of the Carbon Disclosure Project.



14 September

### ENABLING ELECTRICITY AT THE EUROPEAN PARLIAMENT

Enel presents the Enabling Electricity program to the European Parliament in Brussels.

### APPROVAL OF HUMAN RIGHTS POLICY

On the basis of the UN Guiding Principles on Business and Human Rights, the Enel Board approves the Human Rights Policy which applies to all the countries and companies in the Enel Group.



12 November

13 November

### AGREEMENT SIGNED BETWEEN ENEL GREEN POWER AND THE SAN JUAN COTZAL COMMUNITY IN GUATEMALA

Agreement signed with the San Juan Cotzal community to institutionalize Enel Green Power's CSR activities in the Palo Viejo area.

### REDUCTION IN MANAGEMENT SALARIES

Following the presentation of results for 2012 and the plan for 2013-2017, the Enel Chief Executive Officer and Chairman announced the decision to cut the variable pay of managers, starting with top management.



5 February

13 March

13 March

15 October



### ENEL IS THE FIRST UTILITY IN THE WORLD TO PARTICIPATE IN THE UN-PRI AND GC LEAD ESG INVESTOR BRIEFING AND GC LEAD

Luigi Ferraris, Enel CFO, presents the Group's ESG (Environmental-Social-Governance) performance to investors from around the globe.

### ENEL LAB COMES INTO BEING, COMPETITION PROMOTED BY ENEL TO SUPPORT BUSINESS

A competition for new Italian and Spanish business initiatives offering innovative projects in the energy field, with the aim of identifying 6 hi-tech start-ups to access a business incubation program.

24 October

21 November

6 December



### 18,250 DAYS OF EMOTIONS AND MEMORIES

Enel's 50th anniversary is celebrated with a conference at Luigi Bocconi University which brings to an end a year of cultural initiatives.

### NEW CERTIFICATIONS FOR THE GROUP

ISO 14001:2004 certification for the whole Group and ISO 9001:2008 for customer services of Enel Energia and Enel Servizio Elettrico.



### SUCCESSFUL COMPLETION OF THE ENERSIS SHARE CAPITAL INCREASE

The Chilean subsidiary, Enersis SA, in which Endesa has a 60.6% stake, will be the Enel Group's sole investment vehicle in South America for activities relating to electricity generation, distribution and sales (except for Enel Green Power for activities related to renewables).

### LETTER OF INTENT BETWEEN ENEL FOUNDATION AND UN PRME

A letter of intent is signed in New York between the Enel Foundation and UN PRME (Principles for Responsible Management Education) for the development of an online course on Corporate Social Responsibility.

29 March

# What they say about us

## Brand Equity

In 2012 Enel's overall image in Italy maintained the positive results achieved in previous years. The 2012 index rose from 71.7 (2011) to 72.3 (2012), despite a negative socio-economic situation.

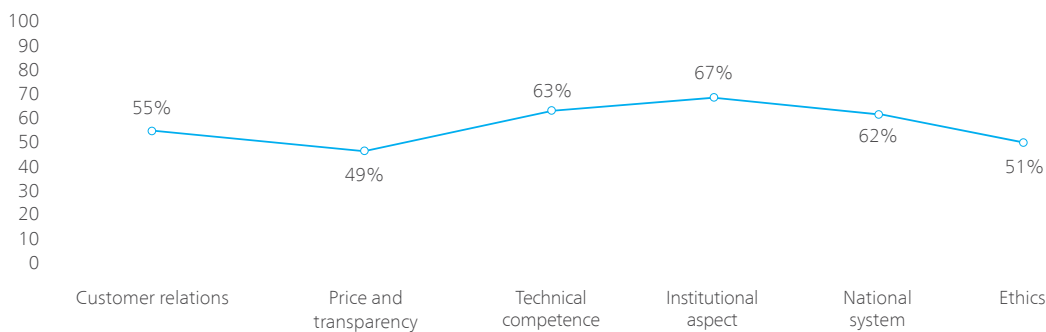
In addition, there was confirmation of the positive trend seen in recent years for the individual components in Enel's image: in 2012 the "institutional aspect" increased thanks to a powerful corporate campaign as did "customer relations" thanks to clear and transparent commercial communications which were also appreciated in terms of the commercial offer.

## The Brand Equity Index

The Brand Equity Index is an indicator which summarizes six "image aspects", which are recorded weekly over 44 weeks:

- > Customer relations
- > Price and transparency
- > Technical competence
- > Institutional aspect
- > National system
- > Ethics

Brand Equity Index (%) - 2012



## Enel in the media

According to the study undertaken by Eikon, which analyzes Enel's presence in the media, in Italy among the most positive aspects in 2012 as judged by the Italian and international media were: the services on Enel's 50th anniversary, the programs to promote young people and develop start-ups such as Enel Lab, the work of Enel Green Power, electric cars, smart grids and smart cities, LED-based public lighting systems, the placement of retail bonds, and the initiatives linked to Corporate Social Responsibility.

In the Italian press the main criticisms focused on financial aspects and, in particular, on the performance of the share price of Enel and Enel Green Power, the assessments of rating agencies and financial analysts, and the business results. Greenpeace's campaign and protests against Enel's coal-fuelled power stations were covered

in some media. As for customer relations, complaints about service quality coincided with the bad weather and the exceptional snowfall in central Italy in February.

As for the foreign press, Enel Green Power continues to be the focus of attention of the international media: various positive articles were produced, especially on the issues of growth in Latin America and expansion in new markets. The Anglo-Saxon financial media were very interested in Enel's bond issues and highlighted the solidity of the Group's financial strategy. There was also excellent media coverage of the "smart" projects, from smart meters to smart cities, from electric transport to energy storage. Also the initiatives linked to Corporate Social Responsibility were very positively covered in the foreign press.

The issue of the Enersis share capital increase emerged as an issue owing to the initial opposition of some minority shareholders, in particular the managers of Chilean pension funds, who subsequently approved the proposal. In

Argentina there was intermittent tension throughout the year between the Government of Cristina Kirchner and private foreign investors, including the Enel Group. Again in Latin America, there were problems in terms of local acceptance relating to the projects at El Quimbo (Colombia) and HidroAysén (Chile).

## Prizes and awards

### Top Utility Award 2012

Enel won the Italian Top Utility Communication Award 2012 as the “best utility for its overall communication activities, considering the various channels and segments”.

### Cannes Lions 2012

During the International Festival of Creativity at Cannes, Enel won six golds and one bronze for its participation in the initiative CoorDown – Integration Day, which aims to integrate people affected by Down syndrome into society and is promoted by the advertising agency Saatchi & Saatchi. Enel took part by adapting its Innovation Press Campaign and also won a Bronze Lion for environmental communication for Enel Romania’s campaign on smart metering.

### 2012 San Bernardino prize

Enel won the 2012 edition with the Integration Day campaign realized for World Down Syndrome Day, with the involvement of consumer goods companies and multinationals and the creativity of the advertising agency Saatchi & Saatchi, which were all involved in the project by the CoorDown association.

### Immagini Amiche award

A prestigious award for visual communication which does not exploit women and does not use stereotypes and at the same time offers creative and proactive messages: Enel won in the section for TV advertising thanks to its child-birth advertisement, one of three subjects in the institutional campaign for the 50th anniversary called “*Attimi*” (Moments).

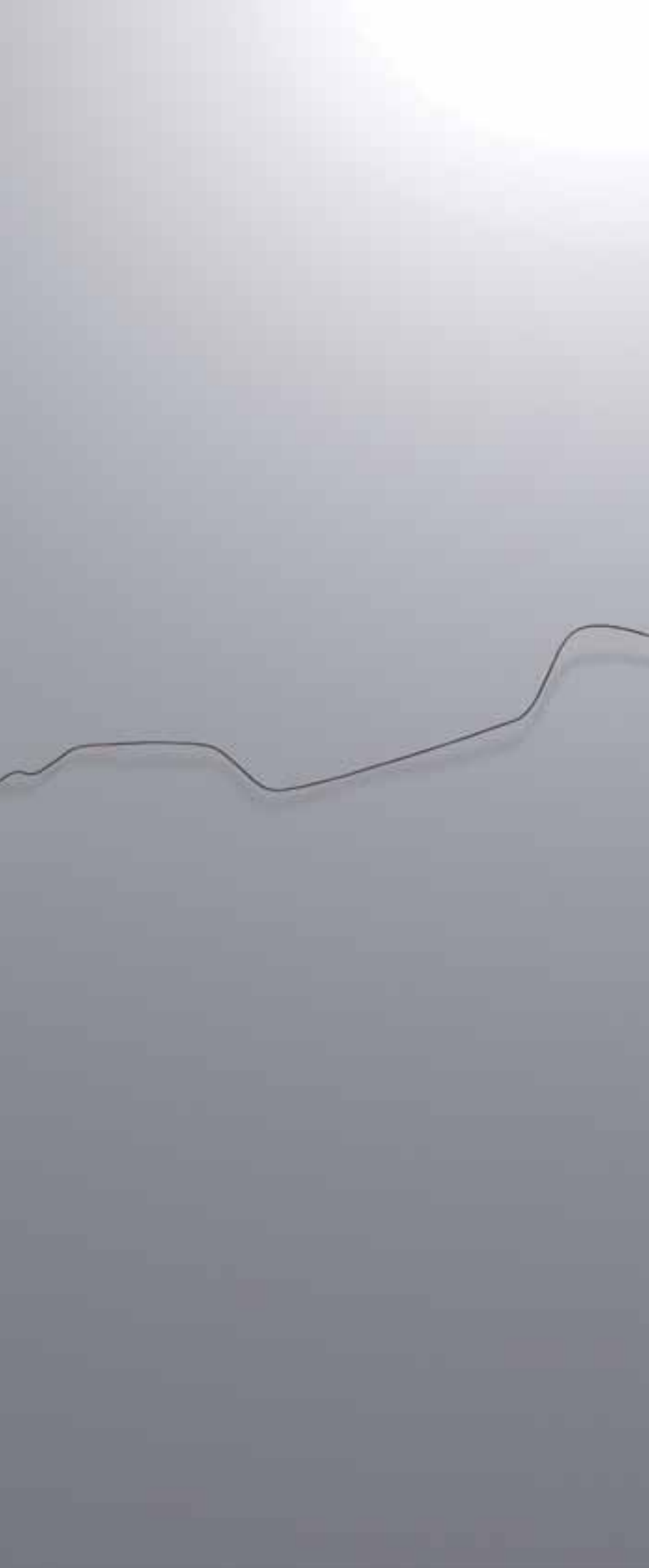
### Assorel 2012

For its institutional campaign “*Attimi*”, realized as part of the celebrations for the Company’s 50th anniversary, Enel received from Assorel (Italian association of public relation agencies) the special prize, “*Cresci Italia*”, which rewards communication campaigns focused on the issue of improving the reputation and credibility of goods and services produced in Italy for the domestic and international market.

### Press & Outdoor Key Award

As part of category C - Urban Decor and Subways, Enel was nominated for the advertising campaign *Tutto Compreso Taglia L* (All Inclusive, Large Size) by Enel Energia.

Sustainability



Strategy

## 2012 results and future objectives

The international economic situation is still uncertain. Despite this, in 2012, the Enel Group achieved the objectives it had indicated to the market, both in terms of EBITDA and in terms of net debt, although continuing to operate in an unfavorable macroeconomic context, in particular in Italy and Spain.

In 2012 Enel recorded EBITDA of 16.7 billion euro, a result in line with the objectives communicated to the financial community, albeit lower than in recent years, and achieved thanks to geographic diversification, a well-balanced technological mix, a balanced portfolio between regulated and unregulated activities and attention to costs, which were all confirmed as our strengths.

Thanks to this and to selective and flexible investment decisions, it was possible to protect margins and generate cash, while maintaining financial stability and a solid asset base. However, there still remains a state of deep uncertainty on markets which, nonetheless, nurture high expectations on future corporate performance.

The macroeconomic scenario envisaged for the near future continues to be critical, but the strategic choices proposed for the 2013-2017 period have the potential to confirm the objectives in terms of results and limit the impact of the crisis. In the long term the strategy remains focused on growing markets with an enhanced presence both in countries with the highest growth potential, such as East Europe and Latin America, and in renewables, which will

make an increasing contribution to results.

On mature markets Enel's strategy will focus on defending margins and cash flows, speeding up the initiatives to reduce costs, increase efficiencies and simplify the corporate structure, with a constant focus on reducing debt and maintaining the current credit rating category. It is envisaged that these initiatives will enable the Group to take advantage of the moment when mature economies, especially Italy and Spain, start to grow again.

Enel will also continue to focus on technological innovation, the quality of the service offered to its customers and its relationship with local communities, through a transparent Corporate Social Responsibility policy which is an integral part of the business plan. Innovation is part of the vision which the Enel Group has of the future: electricity as an intelligent resource, technologically advanced, accessible and environmentally sustainable, which can help economies grow. For this reason, Enel will continue to invest in order to make energy production and consumption more efficient and responsible.

A responsible company which can create value that is shared with stakeholders is also a more competitive company compared to rivals that do not put responsibility at the heart of their business. In the medium-long term the Group's strategy, which combines economic and non-economic factors, will allow it to better attract qualified staff, select reliable suppliers, avoid or limit conflicts with





stakeholders, create shared value for the communities and countries where Enel operates, and count on a more positive internal climate.

Enel wants to make its contribution to economic growth

but without ever losing sight of its values, in order to be a leader in ethics and sustainability too. This is the only way to achieve increasingly ambitious and long-lasting objectives.

## The materiality matrix of the Enel Group

In 2012 Enel realized an “analysis of materiality” program aimed at mapping and calibrating the issues and expectations of stakeholders and the means and processes with which the Company responds to such expectations (refer to the Methodological note for detailed information on

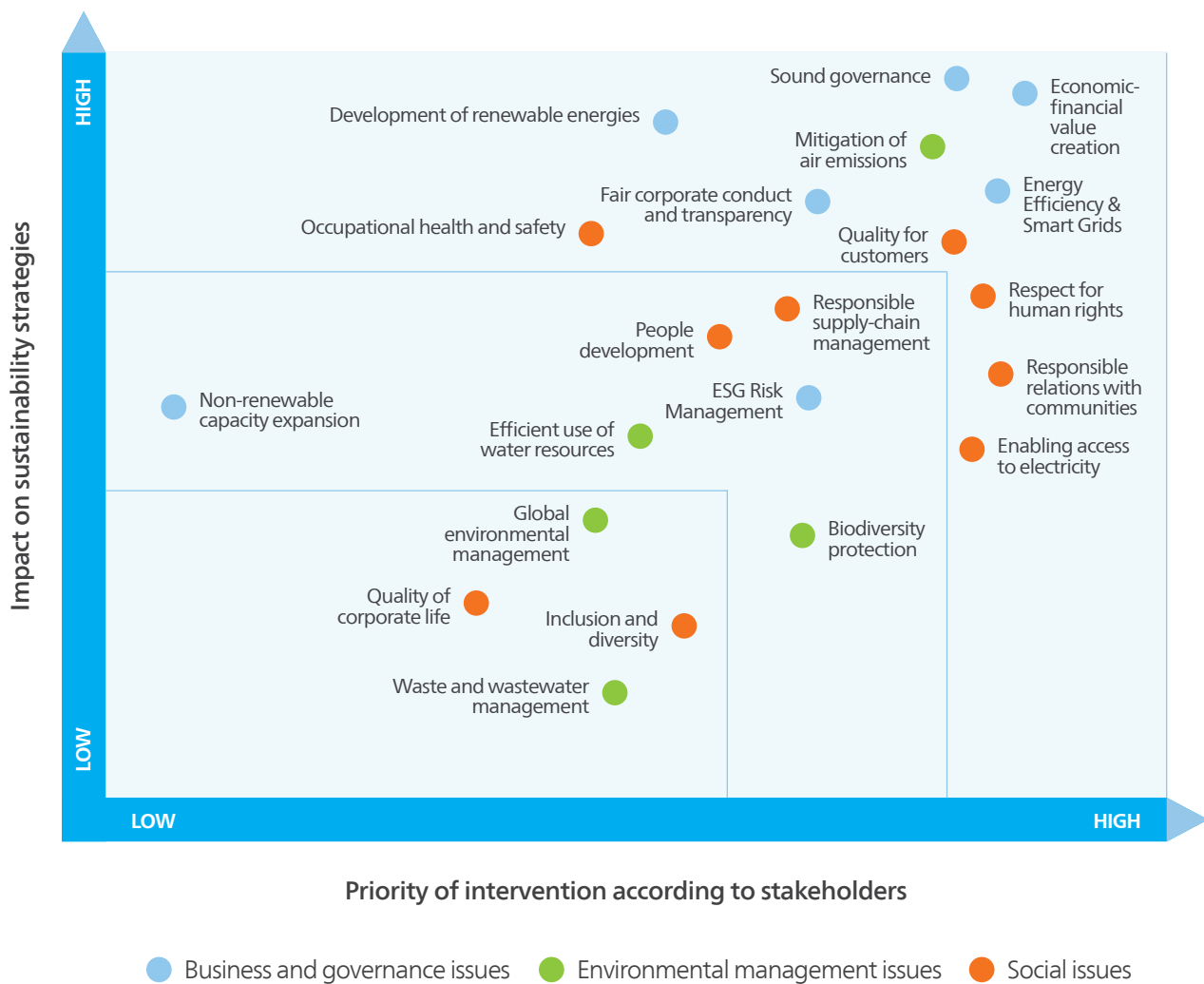
the criteria and methodology used).

Analysis of each axis of the materiality matrix helps consideration of:

> on the horizontal axis, the priority which stakeholders attribute to the various issues. In the right-hand part of



# The materiality matrix 2012



the matrix are, therefore, the issues on which stakeholders request more commitment from the Group in terms of investments or formalization of commitments and policies, while the issues on the left-hand side are those to which stakeholders give a low priority;

- > on the vertical axis, the issues with the potential to impact, both immediately and in the near future, significantly on Enel's sustainability strategies, in other words the issues on which Enel plans to focus its efforts and the "level" at which this commitment will be addressed. In the upper part of the matrix are, therefore, the issues on which, as part of the Group's strategic objectives, a high level of investment is planned for coming years, while those in the bottom part are significant at divisional/departamental level.

The issues have been classified into business and governance issues (blue), social issues, i.e. those relating to dealings with stakeholders (red) and environmental management issues (green).

The combination of the two perspectives enables the most important issues

both for the Company and for stakeholders to be identified (so-called material issues), and consequently the level of “alignment” or “misalignment” between external expectations and internal relevance. By analyzing the matrix, the following particularly interesting aspects emerge:

- > it is significant that business and governance issues are those which are currently considered as most important, both in regard to the creation of economic-financial value and in regard to the maintenance and improvement of standards of governance and conduct that aim for complete transparency. It is, therefore, commonly agreed that transparency and correctness in economic management are essential conditions for the creation of value both for companies and for stakeholders in the medium-long term. The model of “sustainable” economic development, therefore, seems capable of addressing both the need to restart “mature” economies and the growth models for emerging economies with high growth levels. The strategic priorities of the Company and the needs and expectations of stakeholders focus on these issues;
- > energy efficiency, smart grids and the development of renewables are now assumed to be business development issues and to be the new frontiers of economic growth in the energy sector. For this reason they have lost the purely environmental connotation they had in the past and are at the heart of the medium-long term sustainable strategy, as business models both for the development of potential markets and for the maintenance of more mature markets, also in response to the planet’s socio-environmental needs;
- > expectations regarding the handling of environmental impacts now seem integrated and consolidated into the corporate strategy. Stakeholders also place them among the commitments they expect to be maintained;
- > the environmental issue which, however, remains very important is the mitigation of emissions, both of CO<sub>2</sub> and of pollutants. The issue of the efficient use of water resources is emerging;
- > there is a broad area of very important “emerging” social issues for stakeholders, which are in the top part of the matrix (quality for customers, respect of human rights, responsible relations with communities, access to energy, development of human capital, responsible management of the supply-chain, occupational health and safety), areas in which the Company is also investing more heavily in the medium-long term by adopting innovative policies and implementing the related corporate processes;
- > the management of sustainability risks and their increasing integration into the Company’s risk management has become one of the emerging sustainability objectives, in particular as regards the risks linked to violations of human rights and those relating to climate change.

# Guidelines of the sustainability plan

The snapshot provided by the materiality analysis is the basis on which to develop and define the sustainability priorities which the Group intends to adopt in future years. The Sustainability Plan focuses on the issues which

have emerged as the most important from the materiality analysis, identifying for each commitment the specific objectives and/or targets which Enel takes on for future years at Group level.

Commitment macro-environment	Objectives/Targets
<b>Creation of economic-financial value</b>	<ul style="list-style-type: none"><li>&gt; Protection of margins and cash flows on mature markets</li><li>&gt; Growth on expanding markets and in renewables</li><li>&gt; Reduction in costs and increase in efficiencies</li><li>&gt; Simplification in corporate structure</li><li>&gt; Reduction in debt</li><li>&gt; Maintenance of current rating category</li></ul>
<b>Growth in renewables</b>	<ul style="list-style-type: none"><li>&gt; Investments: around 6 billion euro by 2017</li><li>&gt; Growth in installed power mainly in emerging countries</li><li>&gt; Balanced growth in all the main technologies</li><li>&gt; Commitment to research and development for innovative renewable technologies</li></ul>

## Commitment macro-environment

## Objectives/Targets

### Energy efficiency

- > Investments in smart grids, smart cities, electric transport, distributed generation
- > Development of devices and projects for demand side management: installation of 13 million smart meters in Spain by 2018 and launch of pilot projects in Chile and Brazil
- > Improvement in efficiency of primary uses and reduction of pollutants

### Access to electricity

- > Expansion of Enabling Electricity program: 2 million beneficiaries by 2014; involvement of all Group companies

### Governance

- > Constant alignment with international recommendations and best practices on governance
- > At least one fifth female members on the Board by 2014
- > Increase in the presence of women on the Boards of subsidiaries

## Commitment macro-environment

## Objectives/Targets

### ESG Risk Management

- > Development of methodology and processes for the assessment of ESG risks at Group level
- > Extension within the Group of the climate change Adaptation Project already developed in Spain and Latin America

### Correctness and transparency

- > Enhancement of the transparency and anti-corruption policies at Group level
- > Development of a dedicated software system to collect and monitor qualitative and quantitative data on sustainability at Group level, from a One Report viewpoint
- > Promotion of global discussion on CSR issues: planning and organization of Sustainability Day 2013
- > Implementation of the partnership between Enel and the most important global sustainability networks
- > Further extension at Group level of e-learning on the Code of Ethics, 231 Compliance Program, Zero Tolerance of Corruption and Corporate Social Responsibility

### Mitigation of emissions

- > Reduction of total specific emissions of CO<sub>2</sub> by 15% compared to 2007 - by 2020
- > Reduction in total specific emissions of SO<sub>2</sub> by 10% compared to 2010 - by 2020
- > Reduction in total specific emissions of NO<sub>x</sub> by 10% compared to 2010 - by 2020
- > Reduction in total specific emissions of particulates by 50% compared to 2010 - by 2020
- > Become carbon neutral by 2050

## Commitment macro-environment

## Objectives/Targets

### Efficient use of water

- > Reduction in specific consumption of water by 10% compared to 2010 - by 2020
- > Commitment to water risk assessment

### Biodiversity

- > Preparation of a Group Plan for Biodiversity
- > Continued protection of the species in the "Red List" of the International Union for Conservation of Nature and Natural Resources (IUCN) in protected areas near power plants

### Global Environmental Management

- > Progressive extension of ISO 14001 certification to all Group business areas

### Responsible relations with communities

- > Implementation of materiality analyses at Group level and for individual geographic areas
- > Monitoring qualitative data on relations with communities throughout the Group
- > Integration of ESG factors into the Business Development assessment
- > Management of nuclear assets on the basis of the Group's nuclear policy
- > Development of socio-environmental investment projects
- > Initiatives for the dissemination of a sustainable energy culture (PlayEnergy, We Are Energy, Sustainability Day, etc.)

## Commitment macro-environment

## Objectives/Targets

### Respect for human rights

- > Implementation of Group policy: start of permanent due diligence and processes implementation

### Quality for customers

- > Global integration of the methodologies used to record customer satisfaction and commercial quality
- > Initiatives for the promotion of responsible consumption
- > Focus on vulnerable customer groups

### People development

- > Updating Leadership Model
- > Standard Performance Management process in the various parts of the Group: standardization of criteria, schedules, instruments and information system
- > Managerial programs dedicated to development of talented staff (talent pool)
- > Completion of the Global Professional System at Group level for all professional categories (line and staff)
- > Coordinated management of incentive systems and the process of assigning objectives
- > Sharing results of Climate Survey 2012 and preparation of *ad hoc* action plans
- > Industrial relations: under the Global Framework Agreement, consolidation of the three levels of social dialogue in the Group: national/divisional, European and global

### Diversity and equal opportunities

- > Development of policies to create value from diversity on the basis of gender, age, culture and disability
- > Dissemination of initiatives on work-life balance

## Commitment macro-environment

## Objectives/Targets

### Occupational health and safety

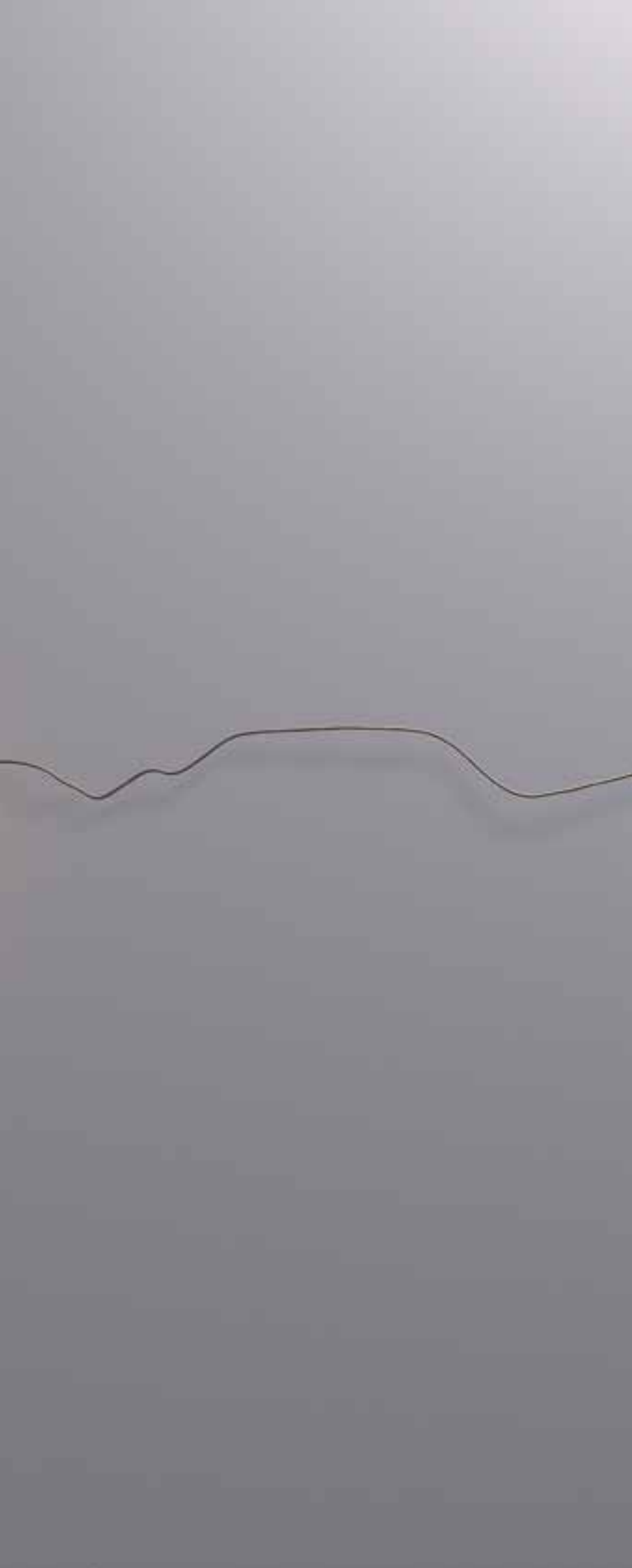
- > Approach to global safety which is integrated into the business
- > Zero Accidents objective
- > Disseminate and consolidate the culture of health and safety
- > Implementation in 2013 of the global plan on health and prevention
- > Completion of the extension of the "One Safety" project to all Enel sites
- > "5+1" program: 6 permanent work areas
- > Industrial relations: establishment in 2013 of a Bilateral Committee on Health and Safety at Group level

### Responsible supply-chain

- > Consolidation of application of fairness and transparency principles in Group procurement processes
- > Implementation of the Global Procurement process to optimize the standardization of contractual clauses on issues such as the environment, health, safety and human rights
- > Enhancement of Enel's commitment to Bettercoal
- > Enhancement of CSR requirements in the Vendor Rating system
- > Extension of the One Safety – Behavioural Area to contractors with a reward mechanism in the performance assessment system for suppliers (Vendor Rating)



Efficiency



Sustainable  
energy for all

# Sustainable, affordable and accessible energy



WE SUPPORT

## SUSTAINABLE ENERGY FOR ALL

Energy is “essential for everything,” the UN Secretary-General Ban Ki-moon explained “and is the thread which unites economic growth, social equity and conservation of the environment”.

In its World Energy Outlook for 2011 the International Energy Agency (IEA) estimated that 1.3 billion people currently have no access to energy and 2.7 billion use traditional biomass to cook on polluting and inefficient stoves with potentially harmful effects on health. It is also on the basis of these statistics that the General Assembly of the United Nations declared 2012 “International Year of Sustainable Energy for All” and the 2014-2024 period as the “Decade of Sustainable Energy for All”. With these two resolutions the United Nations called on institutions, companies and civil society to collaborate to extend access to energy, improve energy efficiency and increase the use of renewables.

In particular, for the United Nations, Sustainable Energy for All means, by 2030:

- > enabling universal access to electric services;
- > doubling the percentage of energy efficiency;
- > doubling the contribution from renewable energy in the global generation mix.

## Access to energy – Enabling Electricity

In the previous century the spread of electricity was the driver for industrial growth. Now, at a time of economic recession, an efficient energy market can, for industrialized countries, go hand in hand with economic recovery

## The role of innovation

Innovation is a key element in responding effectively to the challenges of the energy market and means anticipating technological trends. For Enel innovation is the transformation of know-how into value for the Company, for the people who work there and for its stakeholders, generating innovative and sustainable solutions to improve business today and to create new opportunities for the future.

Innovation pursues the following strategic objectives:

- > maximize the value of the Group’s initiatives and generate a sustainable competitive advantage;
- > develop technological know-how and encourage the application and widest possible dissemination of the best technologies;
- > develop technological solutions to improve service quality, promote intelligent use of energy and disseminate the offer to end users, anticipating their needs;
- > maintain international leadership in smart grid technologies, renewables and technologies for low-emission energy generation, favoring the development of projects with a high environmental value;
- > expand the network of technological excellence both inside and outside the Group, creating and supporting collaborative links with the best technological development centers;
- > stimulate and consolidate innovation as a key element in the business culture of the Enel Group.

and, for emerging countries, be a source of growth by allowing wider access to goods and services.

From this viewpoint, supplying electricity means something more than simply providing a service: it can lay the foundations for the very development of people and communities. Enel supports the United Nations with the Enabling Electricity program, to promote access to electricity. This program focuses on two targets: people who live in isolated areas and disadvantaged communities in peripheral, rural and suburban areas.

Enabling Electricity is based around three activities:

- > projects aimed at facilitating access to electricity through new distributed generation technologies and

network infrastructure;

- > projects to remove economic barriers to access to electricity in areas such as Latin America;
- > projects with local communities for the development and sharing of key know-how and knowledge through technical training and creation of professional skills.

Already, over one million people worldwide benefit from the Group's innovative projects to favor access to energy. With Enabling Electricity, Enel intends to double these numbers by 2014. Here below are some of the projects which Enel is developing in these three areas. Other projects are under development, for example in South Africa and Central America.

## Enabling Electricity worldwide



### Accessibility of technology and infrastructure

- Partnership with the World Food Program
- TOB (Triangle-based Omni-purpose Building)
- Brazil *Luz para todos*
- Chile *Programa Multicanchas*
- Chile *Ollagüe project*
- Colombia *Luces para aprender*
- Congo *Pointe Noire*
- Haiti *Efficient Cook Stoves Program*
- Peru *Electrificación asentamientos humanos*
- Peru *Electrification of the Fría reserve and Curibamba*
- Peru *Huallín hydroelectric plant*
- Peru *Iluminación de losas deportivas*

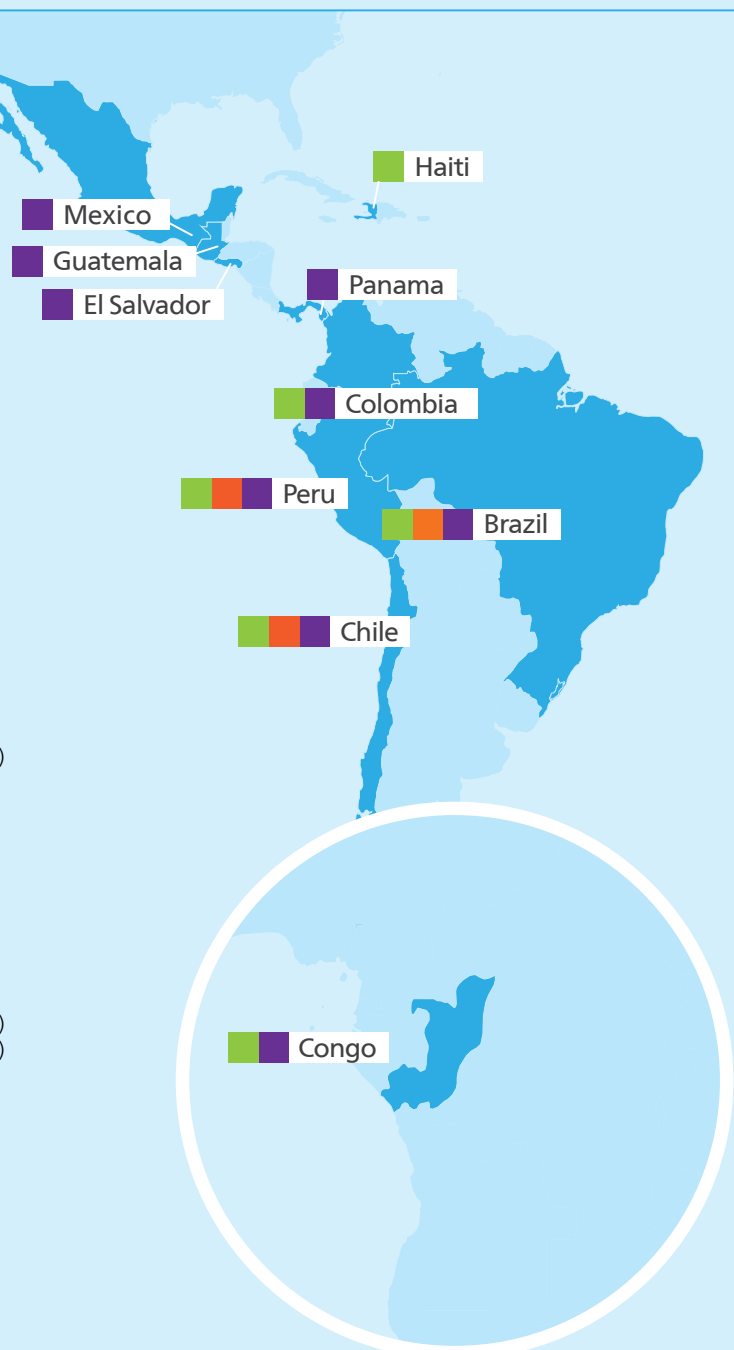
### Overcoming economic obstacles

- Brazil *Ecoendes: Ecoelce and Ecoampla*
- Chile *Ecoendes: Ecochilectra*
- Peru *Programa de reinserción de clientes*

### Capacity building

- Brazil *Partnership with Barefoot College (as from 2013)*
- Chile *Catedra Chilectra*
- Chile *Pasantía docente*
- Chile *Partnership with Barefoot College*
- Colombia *Partnership with Barefoot College*
- Colombia *Technical training program for distribution and sales*
- Congo *Pointe Noire*
- El Salvador *Partnership with Barefoot College*
- Guatemala *Partnership with Barefoot College*
- Mexico *Partnership with Barefoot College (as from 2013)*
- Panama *Partnership with Barefoot College (as from 2013)*
- Peru *Instituto Superior Tecnológico Nuevo Pachacútec*
- Peru *Partnership with Barefoot College*

For further details on the Enabling Electricity projects: [www.enel.com](http://www.enel.com)



## Accessibility of technology and infrastructure: TOB (Triangle-based Omni-purpose Building)

Worldwide there are still numerous isolated areas where local populations do not have access to electricity and essential services owing to issues of feasibility or economic convenience. Hence the creation of the idea of TOB, a project of Enel's Research center: a system that can provide energy and essential services off-grid.

The TOB is an independent habitable structure which is easily assembled, which integrates photovoltaic modules and accumulation systems and is designed to be able to house various technologies to exploit renewable sources on the basis of the specific resources of the differing sites.

TOB produces electricity and accumulates it to make it available when necessary. It is flexible thanks to modular components which enable easy assembly in various forms depending on the requirements and needs of the populations which use it. In addition, it is possible to include within it all the equipment which is useful for the supply of services that communities need (schools, sick bays, recharging systems, etc.).

The system's prototype-laboratory was installed at the Enel research center in Pisa (Italy) in February 2012. Following the experience acquired in the second half of 2012 the second prototype was built, the TOB 2.0 system, which is characterized by a further reduction in bulk and weight which makes transport and setting up even simpler. During 2012 feasibility studies were started relating to the installation of TOB 2.0 systems in areas which are remote and isolated from the grid in Latin America.

## Overcoming economic obstacles: Brazil - "Ecoelce", "Ecoampla" and Chile - "Ecochilectra"

The poorest urban areas in South America are often characterized by the presence of open dumping grounds, which harm the environment and the health of the local populations. In the same areas there are frequently thefts of electricity from the grid by the people who live there, which cause huge losses and represent a serious risk of accident for the people who abusively connect to the grid.

The programs (Ecoelce and Ecoampla in Brazil and Ecochilectra in Chile) aim to stimulate, through economic incentives, waste collection and recycling and, at the same time, make 'legal' use of electricity more accessible: customers who bring their waste to specific collection points receive discounts on their electricity bills in proportion to the quantity and type of waste they bring.

The mechanism brings various types of benefits:

- > social, as cheaper access to electricity is guaranteed, accident risks are reduced as is the rate of illnesses due to poor waste management, the quality of life improves for families, energy efficiency projects are promoted, development of the waste recycling industry is favored and awareness of "legality" in energy use is generated in customers together with knowledge of the efficient energy use;
- > environmental, in terms of a lower visual and environmental impact from waste, greater environmental awareness on the part of customers and

- greater responsibility in the use of electricity;
- > economic, thanks to the lower number of unpaid accounts and the reduction in the phenomenon of thefts from the grid and the increase in the number of customers.

In 2012 the new beneficiaries of the Ecoendesa projects numbered 356,700. Since 2007, the year the project was launched, a total of 17,187 tons of differentiated waste has been collected, which has generated over 814,000 euro in discounts on bills for customers.

## Capacity building: Enel Green Power partnership with Barefoot College

Barefoot College is a non-governmental Indian association which since 1972 has been striving to make the most disadvantaged rural communities in the world self-sufficient in an economically sustainable way. The model devised involves identifying young grandmothers (aged 35 to 50), to be put on a special training program to transform them into "Barefoot Solar Engineers". The choice of involving grandmothers derives from the fact of their solid roots in the local area and that they have less onerous family responsibilities compared to young mothers.

Once they have been chosen, the women spend six months at Barefoot College in India (Tilonia, Rajasthan) where they learn to install and maintain small photovoltaic systems. The training is done through gestures, sounds and colors, so as to be able to communicate effectively even without having a common language. At the end of the training, the women return to their home villages where they run the business and train other women and export the model to neighboring villages.

In addition, the communities which take part in the project agree to make available a communal area to set up a laboratory/workshop for the women. The individual heads of household must pay a share for the service provided by the women in installing, maintaining and repairing the domestic photovoltaic plant. The amount to pay is very low and, in any case, less than the families would pay to procure lighting systems (candles, kerosene, oil, etc.), but guarantees the sustainability of the service over time and at the same time income for the women.

The model has been brought to Latin America for the first time thanks to Enel Green Power: the countries initially identified for the project are Guatemala, Chile, Peru, Colombia, and El Salvador. In these countries in 2012, 16 women were trained and will bring photovoltaic systems to a total of 1,000 homes; 680 solar kits have already been sent to Chile and Peru, where the start of installation is envisaged for the first half of 2013. In addition, the program will be extended during 2013 also to Central America (Mexico and Panama) and Brazil.

## Energy efficiency

The second pillar of Sustainable Energy for All focuses on the importance of investing in energy efficiency in order to respond to growing future demand for energy and the need to mitigate climate change. Energy efficiency represents

a key element in a global economy which is increasingly characterized by scarce resources.

Enel's strategy for reducing energy consumption envisages investment to increase efficiency in all the Group's activities, from production to distribution, and also aims to disseminate greater awareness in consumption.

For Enel, using energy efficiently means three things:

- > maximizing the efficiency on the generation mix in order to reduce as far as possible the energy dispersed in production;
- > improving the distribution network in order to prevent significant quantities of energy being lost along power lines and encouraging the development of smart grids;
- > promoting efficiency in final uses.

## Efficiency in generation

Within the scope of production, the medium-long term objective is to gradually transform Enel's generation capacity by directing it towards an increasingly balanced mix of sources (thermoelectric, nuclear and renewables) which contemplates increasingly efficient technologies.

Increasing the efficiency and flexibility of generation is one of the essential activities in order to improve the production and environmental performance of Enel Group plants. In this regard, the main ongoing activity is the ENCIO project (European Network for "Advanced USC" Component Integration and Optimization) aimed at encouraging the further development of clean coal technologies through testing of the "Advanced USC" (steam at 700°C) technologies which allow the achievement of conversion efficiencies of over 50%. The increase in efficiency enables a reduction in CO<sub>2</sub> emissions and in the consumption of fossil fuel resources. The project, which was started in 2011, is now being realized with the start of testing envisaged at the end of 2013.

Also at Endesa various projects are underway to optimize generation plants. Among these is the *Laguna de enfriamiento* project in Chile, which proposes to consider a more efficient cooling system for thermal power stations.

The increase in efficiency in the Group's thermal power plants also depends on the development by Enel Research of advanced applications involving sensors, diagnostics and automation in order to increase their reliability, safety and efficiency.

## Efficiency in distribution – smart grids

For Enel guaranteeing efficiency in distribution means improving the network in order to minimize losses and interruptions, integrating and managing the various energy resources intelligently by developing smart grids.

With the gradual increase in production plant using renewables the characteristics of the electricity grid are also changing: generation from renewables entails the multiplication of production plant dispersed in the points where the energy source is available. This new generation model, which is no longer focused around a few large power plants but 'distributed' over the local territory, also

requires different means of transmitting and distributing the energy produced.

Smart grids are intelligent networks which combine the use of traditional technologies with innovative digital solutions, such as to permit integration with renewables; they make management of the electricity grid more flexible thanks to a more effective exchange of information. In order to correctly manage the demand peaks and avoid electricity interruptions, the new networks must:

- > record in real time the energy needs in various points on the network, by communicating directly with the end users, and therefore distribute the energy in proportion to their needs;
- > be able to accumulate energy, thus offsetting the dis-

continuities in production that are typical of renewables. The installation of smart meters is an essential element in developing a fully smart grid, since it transforms the grid into a means of communication between customers and distribution companies. Enel is leading the way on this front and some time ago started a major infrastructure project to install these meters (see also the chapter Quality for customers).

In addition, with the development of innovative solutions, Enel is a leader in Italy, Europe and internationally in numerous initiatives which aim to innovate the energy distribution mechanism in order to make continuous improvements to the functioning of networks. Below are some of the main ongoing projects and key results for 2012.

Country	Project	Description
Italy	Isernia-Carpinone project	Aimed at applying innovative solutions to improve the efficiency of the grid and the quality of the service offered to customers. The ongoing tests regard the management of distributed generators attached to the medium-voltage grid, the trial of an accumulation device, an optimized recharging station for electric vehicles, and a field test of the Enel smart info device extended to 8,000 customers (see page 42).
Italy	Navicelli project	Aimed at developing new strategies for the smart management of thermal and electric resources in an industrial district given a significant concentration of renewables and cogeneration. It includes two demonstration projects.
Europe	Address project	Aimed at defining innovative solutions that give the customer the possibility of playing an active part in the energy market.
Europe	Advanced project	Launched at the end of 2012 with the aim of developing an action plan to implement Active Demand in Europe, through the use of data and results from ongoing demonstration projects (Isernia).
Europe	Grid4EU project	It aims to test, on a large scale and under real operating conditions, advanced smart grid solutions aimed at supporting distributed generation, facilitating energy efficiency, setting up and integrating active demand and new uses of electricity. In particular, the Enel demonstration plant in Forlì-Cesena, in Emilia Romagna, focuses on the integration of renewables connected at medium voltage through the realization of an advanced control system.
Europe	EEGI (European Electricity Grid Initiative)	Enel takes active part in the European research and development program for smart grids which envisages investment of 2 billion euro in demonstration projects.
Spain and Latin America	ICONO project	It aims to develop functions for the monitoring of distributed generation, grid automation, and improvement in quality, efficiency, reliability and operational security.
Spain and Latin America	ECCOFLOW project	It aims to develop new fault current limiters made with superconducting materials which guarantee greater safety, reliability, efficiency and quality of the network and facilitate the integration of renewables.

The ability to store the energy produced from renewable sources is proving one of the most important challenges in smart development of the distribution grid and in the way of managing energy. Thanks to increasingly efficient storage sys-

tems, it will be possible to store electricity produced when it is more cost effective or when there is an abundance of renewable sources, to then use it when it is needed. For this reason Enel is developing various activities in synergy between Italy,



for example in the Isernia project, and Spain under the Smart City Malaga project. These activities have allowed Enel to acquire strategic know-how on accumulation systems which enable the identification of innovative technologies to manage electricity and to develop electric transport.

## Smart cities

The skills and innovative technologies developed by the Enel Group have enabled the realization in various parts of the globe of the smart city, bringing together in a single urban model environmental protection, energy efficiency and economic sustainability. The rationalization of energy consumption, the optimization of electricity distribution in terms of a smart grid, the production of energy from renewable energy sources, sustainable transport, efficient public lighting, and the launch of new services for citizens, all help create an efficient and integrated urban ecosystem.

Here below are the main projects which are ongoing or which have been completed.

Country	City	Project
Italy	Bari and Genoa	Smart City - Pilot project to put in place measures to create a smart grid, which would open up the possibility of fresh innovation and services for the cities.
Italy	Bologna, Pisa, Smart City Foundation of Turin	Memoranda of understanding to provide support in the development of smart city design.
Italy	Bari and Cosenza	RES NOVAE project: demonstration and practical application of functions to best monitor, check and manage energy flows in buildings. Development of technological solutions to facilitate the active participation of citizens in the electric market.
Europe	Amsterdam, Hamburg, Copenhagen, Lyon, Vienna	Smart City - Projects aimed at European level with industrial partners.
Spain	Malaga and Barcelona	Smart City.
Brazil	Búzios	Smart City.
Chile	Santiago	Smart City.

For further information on the Enel Group's Smart City projects please refer to the website [www.enel.com](http://www.enel.com).

In addition, technologies and services have been developed aimed at the "energy redevelopment" of cities. For example, in the field of public and artistic lighting, Enel Sole has set itself the objective of redeveloping and improving the urban environment and road safety, reducing energy consumption and the consequent expense, limiting light pollution and eliminating waste.

## Infrastructure for electric transport

The Enel Group is heavily engaged in realizing an innovative and technologically advanced network of intelligent infrastructure for the recharging of electric vehicles so as to encourage their dissemination.

In 2012 the domestic recharging infrastructure (box stations) and the public recharging infrastructure (pole stations), both based on smart meter technology, were joined by fast recharge infrastructure at alternating 43 kW current, which enables complete car recharging in under 30

minutes. At the end of 2012 there were 1,000 recharging stations installed in Italy and around 200 in Spain, all managed remotely by the Electric Mobility Management system (EMM) which allows all the stations to be supervised and guarantees real time control of all the recharging processes, facilitating the supply of standard and added value services to the end user of electric transport.

Here below are the main initiatives undertaken by the Group as part of electric transport.

Type	Place	Description
Pilot project	Italy: Perugia	Enel public recharging network realized. The project is being studied by the Authority for Electricity and Gas to test and assess the various service models for electric recharging.
Pilot project	Spain: Barcelona, Malaga and Seville	<b>Movele project</b> aimed at the introduction of recharging infrastructure and the dissemination of electric vehicles.
Demonstration project	Spain: Malaga	<b>ZEM2All project</b> (Zero Emissions Mobility to All): developed to support the introduction of 200 electric vehicles and the collection of marketing information and analysis on their use.
Research project	Spain: Zaragoza	<b>Circe project</b> to realize a smart box to facilitate the integration of fast charging stations with the EMM system.
Research project	Europe	<b>Green eMotion project</b> in order to define the reference framework for electric transport in Europe.
Research project	Colombia	Enel is realizing projects to put electric busses and taxis into service in Bogotá ( <b>sustainable public transport</b> ) and is making agreements with major car manufacturers to promote electric transport in the country.
Research project	International	<b>Internet of Energy project</b> for the development of a charging station to effectively integrate everything needed to support communication with the electric vehicle in compliance with the new standard defined in ISO 15118.
Research project	International	<b>Mobincity project</b> to establish advanced algorithms in order to manage the smart recharging needed to minimize impacts on the grid and maximize the integration of renewables.
Research project	International	<b>Unplugged project</b> to assess the development prospects of inductive charging.
Commercial offer	Italy	<b>Enel Drive</b> : possibility for customers to recharge at both public recharging points and in their own homes, through a specifically installed recharging point.
Memorandum of understanding	Italy: Emilia Romagna	Agreement on <b>electric transport</b> : 10 local towns equipped with interoperable recharging infrastructure. In Emilia Romagna everyone owning an electric vehicle can recharge it using a single card and a single energy contract in the various towns.
Memorandum of understanding	Italy: Rome	Agreement for the <b>development of electric transport</b> between Enel, Roma Capitale and Acea which envisages the installation of 200 recharging columns for electric vehicles (100 built by Enel and 100 by Acea) which are equipped with technology which can guarantee interoperability between the two companies' respective infrastructures.

## Active demand-side management

In order to contribute to the increase in energy efficiency and to the European objectives in terms of mid to long-term (2030-2050) CO<sub>2</sub> emissions reduction, Enel is developing innovative technologies and new electric services for customers in order to optimize and rationalize energy consumption.

In this system, the customer has the key role thanks to the use of electronic devices which make consumption transparent, encourage the customer's active participation in the energy market, and promote rational energy use with advantages in terms of environmental sustainability and for the whole system which becomes more accessible and reliable.

### Distributed generation

Enel.si is the Enel Group company dedicated to the retail market and the dissemination of distributed generation. Through its commercial offer, Enel.si can offer its customers leading edge products and services in order to produce, consume and manage energy efficiently.

In Italy, following the introduction in 2011 of the photovoltaic offer *"Raggio senza Pensieri"*, 2012 was particularly rich in terms of new offers in this field. In addition, specific solutions were developed for other technologies such as thermal solar, miniwind, efficient lighting, electric transport and air-conditioning.

In order to provide the end user with a single and integrated solution, the various business areas have been grouped under the concepts of *"Casa Efficiente"* (Efficient Home) and *"Azienda Efficiente"* (Efficient Company), solutions which have been studied respectively for residential and business customers. These are solutions which include renewables and energy efficiency and are disseminated through the franchising network consisting of professional companies that trade as *"Punto Enel Green Power"*.

In 2012 an international development work was started to take advantage of favorable market conditions in countries of interest to Enel.si and to promote the offer of products and services for energy saving, especially in France and Brazil.

### Commercial offers and products for end users

The technological development of the grid allows energy distribution to be managed more efficiently and flexibly, thus providing an adequate response to the varying needs of customers and helping them adopt more knowledgeable consumption behavior. For this reason Enel has launched various pilot projects both to analyze customer behavior and to give customers themselves the possibility of monitoring their domestic consumption.

The main projects launched in Italy are:

- > Enel Info+, which envisages the testing, for the first time on a broad scale, of a device to allow customers to have at their fingertips the data recorded by their meters in terms of consumption/production and their own energy situation. This project envisages the distribution to around 8,000 families of a kit consisting of the Enel smart info device, Smart info Display, a computer application (Smart info Manager) and a smartphone app (Smart info Mobile);

- > *Energy@home*, which has allowed the development of a communication platform between indoor smart devices realized in collaboration with Electrolux, Indesit Company and Telecom Italia. Thanks to this platform it is possible to develop services which allow the regulation of residential consumption, to avoid peaks, grid overloads, and to maximize energy consumption in low-cost periods of the day;
- > *ComeConsumo*, which envisages the installation of a system for real-time viewing of consumption, both locally and online, which also enables access to past consumption data. During 2012 the consumption conduct of the sample users was monitored to check the instrument's potential.

In addition to the pilot projects, some solutions are already commercially available. In Spain, for example, a monitoring and control system has been realized for domestic energy consumption which enables remote management of energy demand by residential customers.

In order to optimize and rationalize energy consumption, Enel has also arranged various commercial offers for families and business customers. In Italy, Romania, Peru and Chile, Enel offers "hourly" tariffs, i.e. tariffs in which the

price of energy is differentiated on the basis of the period in which it is consumed: in the peak hours of national energy consumption (typically daytime hours) energy has a higher cost, while in the hours in which the network is not subject to peaks in demand (evenings and non-working days), the price is closer to the real cost of electricity production. In this way the hourly tariffs encourage an overall improvement in the efficiency of the loading on the electricity grid, with consequent environmental benefits.

Other offers, which are defined as "green", are addressed to those customers who are most sensitive to environmental issues, because they provide a guarantee that the energy source is renewable or because they include an amount for financing renewable sources. In Italy, in 2012 the "*Tutto Compreso Luce*" offer was available which envisages electricity supply from renewable based plants and in which the CO<sub>2</sub> emissions produced by the entire invoicing and generation process are verified by a certifying body and are offset by VER (Verified Emissions Reductions) or CER (Certified Emissions Reductions) certificates. In Romania too in 2012 a product was developed ("*Energia Verde*") which guarantees 100% of energy coming from renewables, and which is certified by an independent body.

## Information and awareness-raising

Through awareness-raising initiatives, Enel undertakes to promote the efficient use of energy in daily consumption.

In Romania various initiatives have been developed: the website contains a section in which customers can find information and advice on how to save energy in their homes. In public areas and offices brochures are distributed and the use is spreading of e-billing to reduce the use of paper.

In Spain and Portugal, on the other hand, a range of informative material on efficient and safe energy consumption is disseminated, such as brochures with advice on energy saving and communications on safety and on the correct use of equipment. For example, the first bill after signing a gas contract includes the "Gas Guide", while the "Welcome Pack" for lighting contracts offers information on the functions of the electric control panel and advice on its maintenance, on the correct use of appliances, on how to protect homes from power surges, etc.

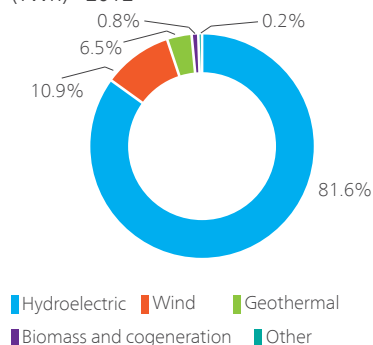
In Argentina a newsletter is sent to all residential customers to promote the use of low energy light bulbs. At the same time business customers are sent a letter setting out the advantages of using LED lighting.

In Colombia, in 2012 a new campaign was launched to raise customer awareness and disseminate new skills for optimal use of electricity.

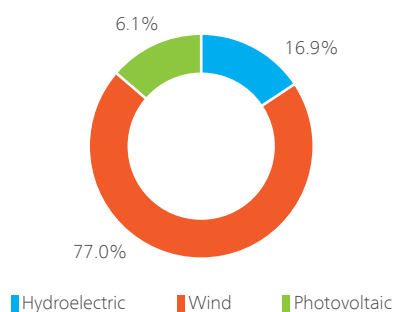
Finally, numerous initiatives to promote responsible use of energy have been activated in the Ecoampla, Ecoelce and Ecochilectra projects as part of the Enabling Electricity program.

# Renewable energy

Production from renewables (TWh) - 2012



New renewable (MW) - 2012



Renewable energy is for Enel one of the main strategic levers to reduce CO<sub>2</sub> emissions and at the same time to make its generation mix more competitive. In the context of energy generation, one of the pillars of the Group's Industrial and Climate Strategy is the continuous investment in the development of technologies for production from renewable sources: biomass, wind, photovoltaic, geothermal, hydroelectric, and thermal solar are the areas that Enel has decided to back with investment, thus becoming one of the leaders in the sector.

In order to valorize its activities in this field the Company has concentrated the work to develop and operate new renewable source energy plants in Enel Green Power, the Group's company dedicated to the development and management of energy generation from renewable sources, which can count on a diversified technological mix which is spread internationally.

The strategy of the Enel Group in the renewable sector pays particular attention to two aspects:

- > technological diversification: alongside the conventional technologies such as hydroelectric and geothermal, the Group uses the entire range of available technologies (wind, solar, and biomass), so as not to rely on the availability and performance of a single source;
- > research and development: the Group promotes innovation by monitoring emerging technologies and developing pilot projects on technologies that are close to commercialization, in order to identify new high-potential technologies on which to focus its investments.

During 2012 electricity production from renewables was 84.1 TWh. In particular, during 2012 the new generation capacity from renewables was 1,004 MW (+91.1% compared to 2011), above all in the wind sector.

## The development of new technologies

Besides operating with all the main renewable power generation technologies that are currently available, Enel is engaged in identifying technologies that could help exploit resources which are not yet used on a broad scale. Here below are the main activities undertaken in 2012 in this field of innovation.

### Thermodynamic solar

The work was completed to put into service the 5 MWe Archimede CSP (Concentrated Solar Power) facility which was built in 2010 at the Enel site at Priolo Gargallo in Italy.

During 2012 a test circuit was created to test salts with a low melting temperature (80÷140°C) and innovative components with the aim of verifying the energy performance of the technology, the reliability of the key components and the optimization of the operating procedures and plant management.

As for small size plant, at the Enel solar laboratory in Catania, Italy, work was

completed to define the characteristics of a thermodynamic plant which uses solar radiation to produce both electricity and heat to be used to heat domestic water supply.

## Photovoltaic

During 2012, work continued at the solar laboratory to define some commercial and pre-commercial photovoltaic technologies as well as to validate systems to check the performance, reliability and real potential of large-scale applications in a range of operating conditions.

The new model of the “Diamante”, a system which integrates photovoltaic panels and accumulation systems, is being installed near the premises of the Architecture Faculty of “La Sapienza” University in Rome.

## Wind

In the field of wind-based power generation, the project continued to refine the forecasting models for short to medium-term electricity production from wind plants (up to 72 hours).

As for miniwind, during the year work started to test the two-bladed turbine developed with the involvement of the architect Renzo Piano, with a view to reducing the environmental impact and to make use of wind at lower speeds.

## Geothermal

There was a remarkable effort to make it possible to exploit low enthalpy geothermal sources, i.e. at low temperatures (130-170°C): in the second half of 2012 the first test of the 500 kW pilot plant in Livorno, Italy was successfully completed and this can increase the generation efficiency compared to the technologies currently available. In addition, new processes were developed and tested to increase efficiency and reduce O&M (Operations & Maintenance) costs of geothermal plants.

## Biomass

Technologies are currently being assessed for small-scale generation and to optimize co-combustion in plants when in operation. In addition, a study was started to assess the possibility of integrating geothermal energy with biomass.

In Brazil the *Capim Elefante* project is underway to optimize the life cycle of a grass which has a high calorific power and rapid growth, and which is particularly suit-

able for use as biomass. The project will ensure the use of land which is of little agricultural value and which would otherwise remain uncultivated, and an improvement in the availability of biomass in South American countries.

## Hydroelectric

During 2012 design solutions were developed that can optimize energy production from hydroelectric plants by using the water releases due to minimum flow rates.

In Chile the *Intogener* project is underway, the aim of which is to implement an innovative forecasting service for flow rates on the basis of close to real time measurements with satellite technology for better management of hydraulic energy.

## Energy from the sea

Enel carried out in Europe and Latin America (Chile) a first stage of analysis and selection of the most interesting areas from the viewpoint of natural resources. In addition, analysis was completed of the technologies being developed and technological collaboration was started to finalize and test in Italy an energy generation system using wave power with nominal power of around 100 kW.

## Hybrid systems

As for the integration of a number of technologies at Stillwater in the United States, since last March a 26 MW photovoltaic facility and a 33 MW geothermal facility have been working well together. In August, with this project, Enel Green Power won the second edition of the GEA Honors Awards promoted by the American Geothermal Association.

At the same site a project has been started which envisages the integration of geothermal and thermal solar through the realization of a demonstration plant in which the “pre-heating” of the geothermal fluid is realized thanks to solar energy.

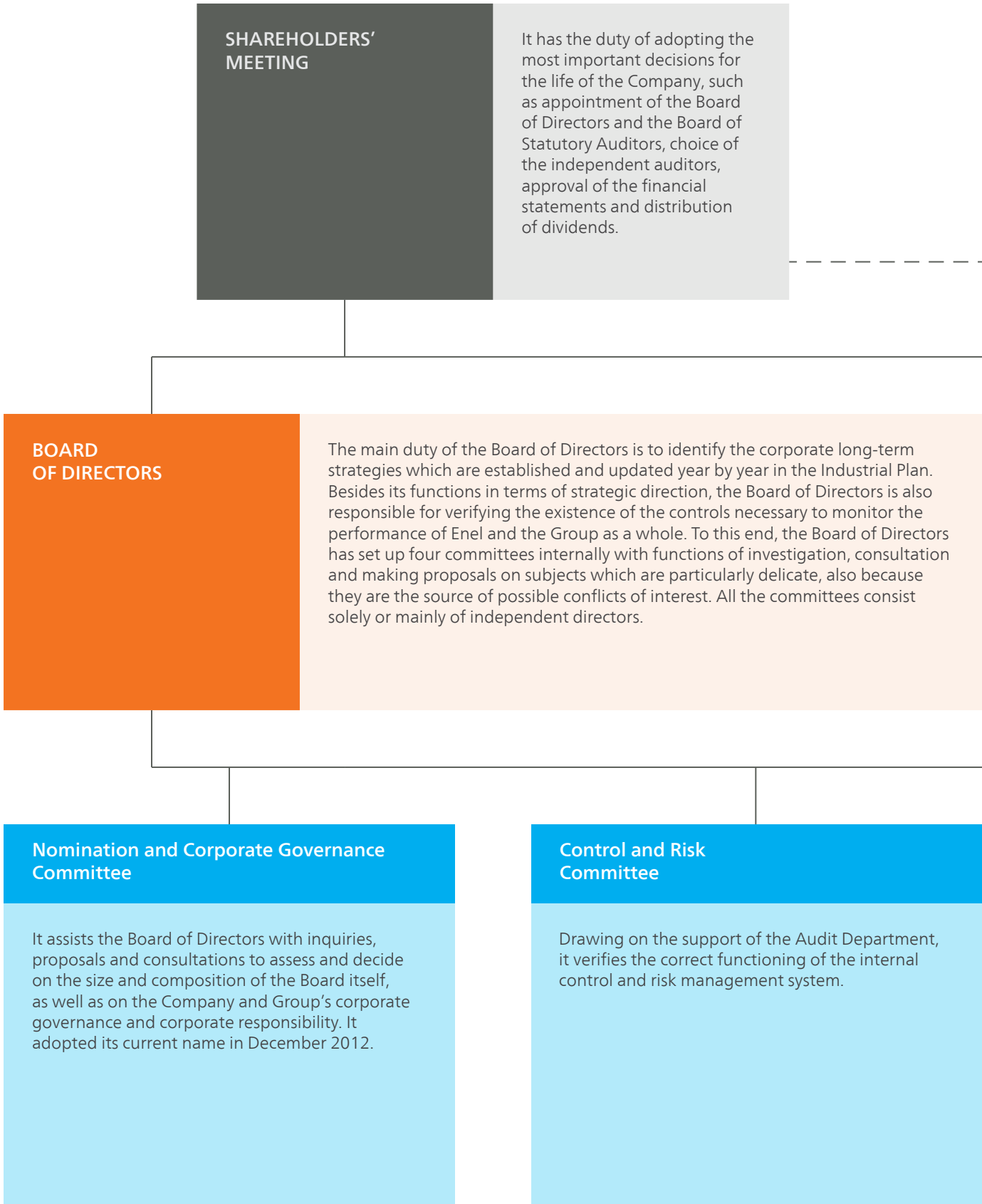
Reliability



Governance



# Governance structure



During **2012**, the **Board of Directors** met **14 times**, and dealt in particular with:

- in **6 meetings** various issues relating to corporate governance;
- in **2 meetings** issues regarding CSR (with particular reference to approval of the Sustainability Report for 2011 and to the payment to Enel Cuore Onlus of a one-off contribution to cover the projects relating to 2012);
- in **2 meetings** issues regarding the Compliance Program pursuant to Legislative Decree no. 231/2001.

#### BOARD OF STATUTORY AUDITORS

Appointed by the Shareholders' meeting, it oversees, among other things, compliance with the law and Enel's bylaws, the adequacy of the organizational structure, the internal control system, and the Company's administrative and accounting system, as well the independence of the independent auditors. The Board of Statutory Auditors takes part in the meetings of the Board of Directors and reports on an annual basis to the Shareholders' meeting.

#### INDEPENDENT AUDITORS

The external audit of Enel's accounts is entrusted, for the years 2011 to 2019, to the independent auditors Reconta Ernst & Young SpA.

#### Compensation Committee

It draws up and puts for the approval of the Board the compensation policy for directors and managers with strategic responsibilities and the pay of the Chairman and Chief Executive Officer.

#### Related Parties Committee

It expresses views on transactions with related parties in order to guarantee their transparency and correctness, in accordance with the provisions of the relevant CONSOB regulation and the specific Enel procedure.

# Solid governance

Table 1 - Composition of the Board of Directors and related committees

Role	Name	Non Executive/ Independent	Committees			
			Nomination and Governance	Control and Risk	Compensation	Related Parties
Chairman	Paolo Andrea Colombo		X			
Chief Executive Officer/General Manager	Fulvio Conti					
Director	Alessandro Bianchi	NE/I			X	X
Director	Lorenzo Codogno	NE	X	X		
Director	Mauro Miccio	NE/I	X	X		
Director	Fernando Napolitano	NE/I	X		X	
Director	Pedro Solbes Mira	NE/I			X	X
Director	Angelo Taraborrelli	NE/I		X		X
Director	Gianfranco Tosi	NE/I		X		X

Since 2000 Enel has adhered to the Self-Regulation Code for listed companies (the "Self-Regulation Code").

The Self-Regulation Code, in line with the experience of the main international markets, indicates the best corporate governance practices recommended for listed Italian companies, to be applied in accordance with the "comply or explain" principle. This principle requires the Corporate Governance Report to include the grounds for any failure to adhere to the recommendations contained in the principles or criteria that implement the Code in question.

In December 2011 the new edition of the Self-Regulation Code was published. This new edition made various changes to the previous one, in order to take account of the numerous regulatory initiatives which have taken place over recent years regarding the corporate governance of listed companies and which have made some of the previous recommendations obsolete. In addition, the new edition is in line with most recent national and international best practice, strengthening the central role of the Board of Directors and committees and their "independent" element, as well as rationalizing the internal control system.

At its meeting of December 18, 2012 the Enel Board of Directors resolved to adhere to the new recommendations and adopted all the changes to the various company procedures and regulations on corporate governance considered necessary or opportune in order to guarantee the exact transposition of the new edition of the Self-Regulation Code.

The corporate governance system adopted by Enel, besides being an essential instrument in ensuring the management and control of the Group's activities, aims at:

- > creation of value for shareholders in the medium to long term;
- > quality of customer service;
- > control of business risks;
- > market transparency;
- > reconciliation of the interests of all shareholders, with particular regard to minority shareholders;
- > awareness of the social importance of the business in which Enel is engaged and the consequent necessity of giving adequate consideration to all the interests involved in carrying out its business.

# Internal control and risk management system

As regards internal control and risk management, the Group has had for a number of years a system consisting of a collection of rules, procedures, and organizational structures aimed at enabling the identification, measurement, management and monitoring of the main corporate risks. This system is responsible for ascertaining the adequacy of the various corporate processes in terms of effectiveness, efficiency and economic viability, as well as ensuring the reliability and correctness of the accounting records and the safeguarding of the Company's assets and guaranteeing the compliance of the operating procedures to internal and external regulations and to the corporate directives and guidelines aimed at guaranteeing sound and efficient management.

The internal control and risk management system covers three types of activity:

- > "line control" (or "first level" control), consisting of the set of control activities the single operating units or Group companies perform on their own processes. These control activities are entrusted to the primary responsibility of the operating management and are considered an integral part of every corporate process;
- > "second level" controls, which are entrusted to management control (located within the Accounting, Finance and Control Department of Enel SpA) in terms of monitoring the economic and financial performance of the Company and the Group, and the Risk Management Department for the development of policies to manage the main risks (connected, for example, to interest rates, exchange rates and commodities risk);
- > internal audit, understood as the general verification on the structure and function of the internal controls and which is entrusted to Enel SpA's dedicated Audit Department. This activity is basically aimed at identifying and limiting corporate risks of all kinds through monitoring the line controls, in terms of both the adequacy of such controls and the results actually achieved by their application. The audit activity is extended to all of the corporate processes of Enel SpA and the other Group companies and the related managers are entrusted with both proposing the corrective actions they consider necessary and the implementation of follow-up to determine the results of the proposed actions.

## Assessment of environmental risks

The MAPEC (Mapping of Environmental Compliance) method adopted by the Enel Group enables the identification, analysis and mapping of potential risks associated with the governance of environmental issues relating to the operation of energy generation and distribution plant (except for nuclear energy, which is subject to *ad hoc* assessments).

The aim of the assessment is to provide management with qualitative elements and indications of priorities in order to support the decision-making process and investment planning. The mapping in fact enables the assessment of various sites and their comparison with best environmental practice and performance, taking account of the differing technological and regulatory contexts.

The analysis is carried out annually so as to reflect any changes in the Company's internal and external situation, and is undertaken by those responsible for processes which entail an environmental impact, as identified at the sites and in the related companies.

The methodology envisages the following steps:

1. **assessment of the inherent risk:** assessment of the probability of a critical event occurring and the related impact, in the case of absence of control activities aimed at mitigating the risk itself;
2. **assessment of the level of control:** assessment of the effectiveness of the existing activities to manage or mitigate the risk;
3. **calculation of the residual risk:** calculation of the residual level of risk by applying the current levels of control to the inherent risk. This value represents the site's exposure to risk.

In 2012 mapping continued with the assessment of 417 sites in 17 countries.

# The principles underpinning our work

## Code of Ethics

The Code of Ethics, which was adopted in 2002, expresses the Group's commitments and responsibilities in the conduct of its affairs and aligns the conduct of all its employees to standards based on the utmost transparency and fairness towards the market and internal and external stakeholders. The Code of Ethics applies throughout the Group in light of the cultural, social and economic diversity of the various countries where Enel operates.

The principles of the Code of Ethics range from market fairness to protecting the environment and workers. These general principles are then set out in the form of conduct criteria to be adopted, thus providing the concrete guidelines that Enel's employees are required to follow in order to avoid the risk of unethical conduct.

The Code of Ethics applies to the companies in which Enel has a majority interest, following the Code's transposition through specific resolutions of the companies' Boards as soon as they are included in the Group consolidation; in addition, the Group's main suppliers are required to act in keeping with the general principles expressed in the Code. The task of checking the application of and compliance with the Code of Ethics is the responsibility of the Audit

Department which, through dedicated channels, receives reports of alleged violations of the Code of Ethics. For each of these, with the support of the corporate divisions concerned, it activates control processes and arranges a careful analysis of the reasons, involving also the Control and Risk Committee in the most important cases. The identity of those making such reports is always kept confidential and they are protected from any kind of retaliation, discrimination or penalization.

Internal and external stakeholders can report violations or suspected violations through:

- [audit.enel.codice.etico@enel.com](mailto:audit.enel.codice.etico@enel.com)
- Ethics Point (Endesa)
- [www.enel.com](http://www.enel.com)
- [www.endesa.es](http://www.endesa.es)
- post:  
Enel SpA – Audit Department – Code of Ethics  
Via Arno, 64 – 00198 Rome (Italy)

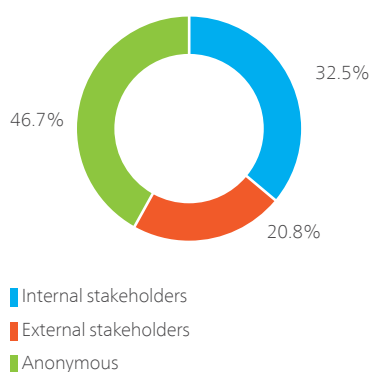
## The 16 general principles of the Code of Ethics

1. Impartiality
2. Honesty
3. Fairness in case of potential conflicts of interest
4. Confidentiality
5. Correctness in relations with shareholders
6. Appreciation of equity investment
7. Value of human resources
8. Fair exercise of authority
9. Integrity of people
10. Transparency and correctness of information
11. Diligence and thoroughness in executing tasks and contracts
12. Correctness and fairness in managing and renegotiating contracts
13. Service and product quality
14. Fair competition
15. Responsibility to society
16. Protection of the environment

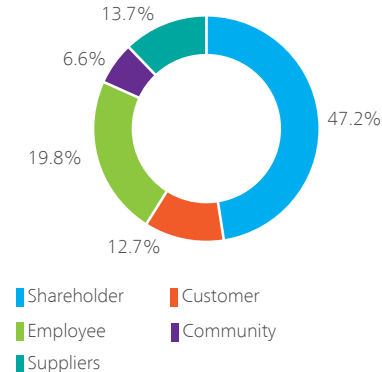
Notifications received by status (n.)



Notifications received by type of stakeholder - 2012



Notifications received from harmed or potentially harmed stakeholders - 2012



## 231 Compliance Program

The Compliance Program in accordance with Legislative Decree no. 231/01 on the administrative responsibility of companies, represents a concrete commitment to rigor, transparency and a sense of responsibility in the Company's internal and external dealings, at the same time offering shareholders adequate guarantees for efficient and fair management.

In 2002 Enel was the first company in Italy to adopt a 231 Compliance Program, and in 2010 it approved the internal guidelines which extended the principles set out in the Program to all the Group's non-Italian subsidiaries. In 2012, in Spain and Latin America, work continued to disseminate the "*Modelo de Prevención de Riesgos Penales*" which takes account of the provisions of the 231 Guidelines for non-Italian subsidiaries, the reform of the Spanish penal code and Chilean Law 20.393 on the penal responsibility of legal persons.

The Program consists of a "general part" and "special parts" describing the different kinds of crimes which the Program aims to prevent (for example crimes in dealings with the public administration, crimes of negligent manslaughter and serious or very serious injury committed in violation of the laws on occupational health and safety, etc.). In addition, in 2012 a new special part was prepared regarding the prevention of environmental crimes.

In implementation of the provisions of the decree, a collegial body, the Supervisory Board, has been set up in Enel SpA with autonomous powers of action and control, with the duty of overseeing the functioning and observance of the Program and arranging its revision. The other Group companies, on the other hand, normally adopt a "single-person" supervisory body.

## "Zero Tolerance of Corruption" Plan

In 2006 Enel prepared and adopted the Zero Tolerance of Corruption Plan (the "ZTC Plan") in order to fully implement the Global Compact's tenth principle, which sets out companies' commitment "to work against corruption in all its forms, including extortion and bribery". All the Group's subsidiaries are required to adopt the ZTC Plan.

The Plan strengthened the Company's commitment to the fight against corruption – already reflected in the Code of Ethics and in the 231 Compliance Program – by setting out specific commitments and assigning precise respon-

sibilities for monitoring corruption risks and correctly handling all suspect cases.

The primary objective of the ZTC Plan is to identify and promote actions aimed at developing a culture of legitimacy through educational initiatives and making the Group's personnel aware of their responsibilities. The Plan gives substance to Enel's participation in the United Nations' Global Compact and the PACI, the Partnering Against Corruption Initiative, which was sponsored by the Davos World Economic Forum in 2005 and has been joined by 60 global companies.

All parts of the organization are responsible, as appropriate, for managing corruption risks by putting adequate control and monitoring systems into place. The analysis and oversight of corruption risk is also part of the more general process of Group risk assessment, which is carried out periodically by the Audit Department.

## Policy on Human Rights

On June 16, 2011 the United Nations' Human Rights Council adopted the "Guiding Principles on Business and Human Rights", which highlighted that the rights granted by the International Bill of Human Rights are very important for companies (for example non-discrimination, rights of indigenous populations, abolition of child labor), and then established that respect of such rights must be a precise responsibility of companies.

In particular, the interpretation of this responsibility under the Guiding Principles adopts an approach which goes beyond the "legal" confines of the company and includes the whole sector: in fact it should be recalled that a company can be involved in human rights' abuses not only when it is the direct cause, but also when it contributes to such abuses or is an indirect accomplice to them.

On February 5, 2013 Enel decided to adopt the approach indicated by the United Nations of "Protect, Respect and Remedy" through the approval by the Board of Directors of a policy dedicated to the issue of human rights, which enhances and expands the commitments already approved by the Code of Ethics, by the Zero Tolerance of Corruption Plan and by the 231 Compliance Program.

The text of the document was the result of six-month long, multi-stakeholder consultations which involved professional staff from the Group (CSR, Human Resources, Legal, Purchasing, Audit, Risk Management, etc.) and important international experts on the issue.

The policy identifies eight principles which the employees of Enel SpA and its subsidiaries must comply with in carry-

## The principles of the Policy on Human Rights

### Labor practices

1. Rejection of forced or compulsory labor and child labor
2. Respect for diversity and non-discrimination
3. Freedom of association and collective bargaining
4. Health and safety
5. Just and favorable working conditions

### Communities and Society

6. Respecting the rights of communities
7. Integrity: Zero Tolerance of Corruption
8. Privacy and communications

ing out all their business, relating to two macro-issues: Labor practices, Communities and Society.

In addition, with this formal commitment, Enel openly becomes the promoter of the respect of such rights by contractors, suppliers and business partners.

As required by the Guiding Principles and on the basis of policy principles, corporate due diligence processes will be developed, such as, for example, the Human Rights Compliance Assessment (HRCA) in all the Group's countries, the integration of social, environmental and governance metrics in the Group's risk management procedures and the definition of a method to assess the social impact of industrial projects.

A dedicated channel has been created which internal and external stakeholders can use to report alleged violations, together with a process for handling grievances which is aligned to the provisions of the Code of Ethics (see box on page 52).

## Lessons on ethics

Enel attributes great importance to sustainability issues and to full awareness of them on the part of the Group's employees. For this reason it organizes specific courses aimed at ensuring the dissemination and due understanding among its employees of the basic contents of the Group's sustainability instruments, such as courses relating to the Code of Ethics, to the 231 Compliance Program and to corporate responsibility. These courses address the aforementioned ar-

eas with a focus on anti-corruption policies and procedures and on the principles of the protection of human rights.

Between 2010 and 2011 the online course on the Code of Ethics was completely restructured, translated into 5 languages and supplied as from the start of 2012. In 2011, a new training campaign was launched on Legislative Decree no. 231/01 regarding companies' criminal responsibility and on Corporate Social Responsibility.

Since 2010, 30,500 employees in Italy have received training on the Code of Ethics, on Corporate Social Responsibility and on the 231 Compliance Program (around 94% of supervisors and executives and around 75.3% of other employees). In 2012, 23,149 people were involved in ethical training, some for the first time and others for an update on training provided previously.

The issues of the Code of Ethics, of the 231 Compliance Program, of the Zero Tolerance of Corruption Plan and of Corporate Social Responsibility are included not only in these specific training courses, but also in the institutional training courses for new recruits (such as, for example, JET) and for new supervisors (LINK). The distance training courses on these issues, in particular, precede access to institutional training.

## Transparency in institutional relations

Relations between Enel and national and international public institutions are characterized by absolute transparency and precise rules of conduct.

Contacts between the Group and such institutions regard "exclusively forms of communication aimed at assessing the implications for Enel of legislative and administrative activity and to respond to informal requests and supervisory actions (queries, interpellations, etc.) or in any case to make known Enel's position on issues that are important for the Company" (clause 3.27 of the Code of Ethics).

In keeping with this commitment, Enel cooperates with Italian and European institutions to study and develop laws and agreements for the electricity sector, and makes proposals to improve and change legislative provisions that impact on the Group's business.

The main objectives of the Institutional Affairs Units in the various countries where the Group is present are to identify regulations that impact the Company and to contribute to their definition, guaranteeing technical support for the public players involved, and to enhance Enel's image with institutions, by reinforcing the perception of the strategic role which it plays for national, European and international systems.

In Italy, in particular, the Company's institutional work is dedicated to a broad range of issues: from policies on energy and the environment to policies to support innovation, from commercial and tax law rules to those protecting health and ensuring accident prevention. In addition, the Institutional Affairs Unit helps build consensus on the development and realization of major infrastructure projects and supports the related authorization processes.



Among the numerous decision-making processes which Enel contributed to in 2012 were:

1. provisions regarding the availability of oil-powered plant for the electricity grid in order to handle "national emergencies" in the case of a gas supply crisis;
2. the definition of the Company's position on the consultation document on the Government's National Energy Strategy;
3. the approval of one of the first company regulations in Europe to encourage the development of electric-powered transport.

In the same way, the Institutional Affairs Units in the various countries where the Group operates interact with governmental and parliamentary institutions on the most important issues for the electricity sector in each country. Issues which have been common to a number of countries include the security of supplies and the importance of a balanced energy mix, the promotion of renewable energy and protection of the environment, and the development of energy efficiency through the modernization of distribution infrastructure.

At European level, the European Institutional Affairs Office represents the Group interests focusing both on the institutional relationship with EU stakeholders and monitoring and analyzing political and legislative dossiers of interest to the Company. In particular, Enel has taken an active part in the debate within the European Union on the key issues in terms of the climate, the environment and energy, such as reform of the Emissions Trading Scheme Directive, the Directive on Energy Efficiency, the Energy Roadmap 2050, the EU Energy Infrastructure Package, the new Directive on public tenders, the "Roadmap to a low carbon competitive economy by 2050", the "Roadmap to a Resource Efficient Europe" and the "Internal Energy Market communication".

The Enel Group has also made a constructive contribution to the debate with the European Commission and the European Parliament on regulatory initiatives on the development of smart grids and electric cars, in particular as regards recharging infrastructure. Finally, the Enel Group monitors the work of the Commission, in particular of the Directorate-General for Climate Action, on issues relating to the management and treatment of water resources and the risks linked to water shortages. In addition, internationally, advocacy activities are of fundamental importance both at a bilateral level (direct contact with the Governments of the countries where the Group operates) and at multilateral level (direct or indirect government-led contact with international organizations, above all on the issues of green growth and energy efficiency).

## Involvement in relevant associations

The Enel Group's international role is also shown by its active participation in the international associations and organizations that establish long-term goals and commitments to cope with the challenges of climate change and the social and economic pressures concerning the energy industry and the macroeconomic situation in general. In addition, it is involved in the main national and international industry associations and plays a proactive role in the main networks that develop Corporate Social Responsibility projects and promote a way of doing business that is consistent with a sustainability-based perspective.

## Organizations in which Enel holds a position on governing boards

Association	Role covered
Eurelectric	On June 13, 2011 the Chief Executive Officer of Enel was appointed Chairman of Eurelectric for a two-year term.
Global Sustainable Electric Partnership (formerly E8)	The Chairman of Enel personally attends the annual summit of the organization's Board of Directors.
World Energy Council, WEC	Enel takes part in periodic meetings through a representative. Since March 2010, Enel's Institutional Affairs Manager has been the Deputy Chairman of WEC Italia.
International Emissions Trading Association, IETA	Enel takes part in working groups and events promoted by the IETA, as well as developing position papers on the most important issues. Since 2011 Enel has been represented on the Board of Directors through its Carbon Regulation Manager.
Alliance for Rural Electrification	Enel Green Power has been on the Board of Directors since 2010.
European Photovoltaic Industry Association, EPIA	Enel takes part in the association's activities as a member through Enel Green Power. In 2010 the Executive Vice-President and Business Development Manager of Enel Green Power was appointed Chairman until 2012.
European Wind Energy Association, EWEA	Enel Green Power has been on the Board of Directors since 2010.
European Distribution System Operators for Smart Grid, EDSO	Enel holds the chairmanship of the association.
Meters&More	Enel Distribuzione, through the head of the Remote Management and Metering System team, holds the presidency of the association.
Bettercoal	Enel holds the deputy chairmanship of the Board of Directors.

## Organizations in which Enel participates in projects and work groups

Association	Role covered
<i>Observatoire Méditerranéen de l'Energie</i> , OME	The Chairman of Enel takes part in the annual meetings of the General Assembly as a member.
Global CCS Institute, GCCSI	Enel takes part in the Institute's periodic activities through its own representative.
Corporate Social Responsibility Europe, CSR Europe	Enel takes active part in the work and meetings of the network.
Renewable Energy Certificate System, RECS	Enel takes part in the association's periodic activities through its own representative.
Global Reporting Initiative, GRI	Since 2006, in preparing its own Sustainability Report, Enel has applied the reporting guidelines issued by the GRI, and sponsors the definition of the new GRI guidelines, G4.
Global Compact and Global Compact LEAD	Enel has been a member of the global network and of the Italian network of the Global Compact since 2004 and is one of the 56 organizations worldwide which are part of the Global Compact LEAD, which represents CSR excellence in the private sector, and Enel has been a member of its steering committee since January 2013.
BusinessEurope	Enel chairs the Environment Working Group.
International Integrated Reporting Council	Enel has adhered to the IIRC since its creation and is involved in the pilot program.
Transparency International	The CEO was invited to join the Business Advisory Board of Transparency International.

Environment



Environment

# Emissions and Climate Strategy

## Enel's commitment

Enel acknowledges the priority of the fight against climate change among its responsibilities as a large global energy company and some time ago launched a long-term strategy to limit, reduce and offset greenhouse gas emissions in all the countries where it operates.

Confirming this commitment, the Enel Chief Executive Officer in 2009 signed the Eurelectric initiative <sup>(1)</sup> which commits 61 global companies to transform the European electricity sector into a carbon 'neutral' industry by 2050 from the point of view of CO<sub>2</sub> emissions.

The Enel Group's Climate Strategy addresses the commitment to reduce emissions through action plans across all

the Group's sectors, from production to distribution, from sales to end users, to emission rights trading. In particular, the development plan for renewable sources envisages the gradual increase in the share of zero-emission capacity (today 42.2% of total capacity) in order to achieve the full de-carbonization of energy generation plant in 2050. Compared to 1990, the baseline year for the Kyoto Protocol, the specific CO<sub>2</sub> emissions of the Enel Group have fallen by 32%. With this result the Company achieved its objective to reduce the intensity of emission by 7% in 2012 compared to 2007, and is on course to meet its objective to reduce it by 15% in 2020 compared to 2007.

## Risks linked to climate change

The present and future impact of climate change is a challenge for the safety and efficiency of the supply of electricity by Enel. Extreme weather and gradual changes in climatic balance put the sound operation of plant at serious risk, change the capacity to produce energy and can have a significant impact on infrastructure. It is already clear that low levels of rainfall can put at risk the ability to produce energy through hydroelectric plant and that a rise in temperature can interfere with the effectiveness

of cooling systems for thermoelectric plant.

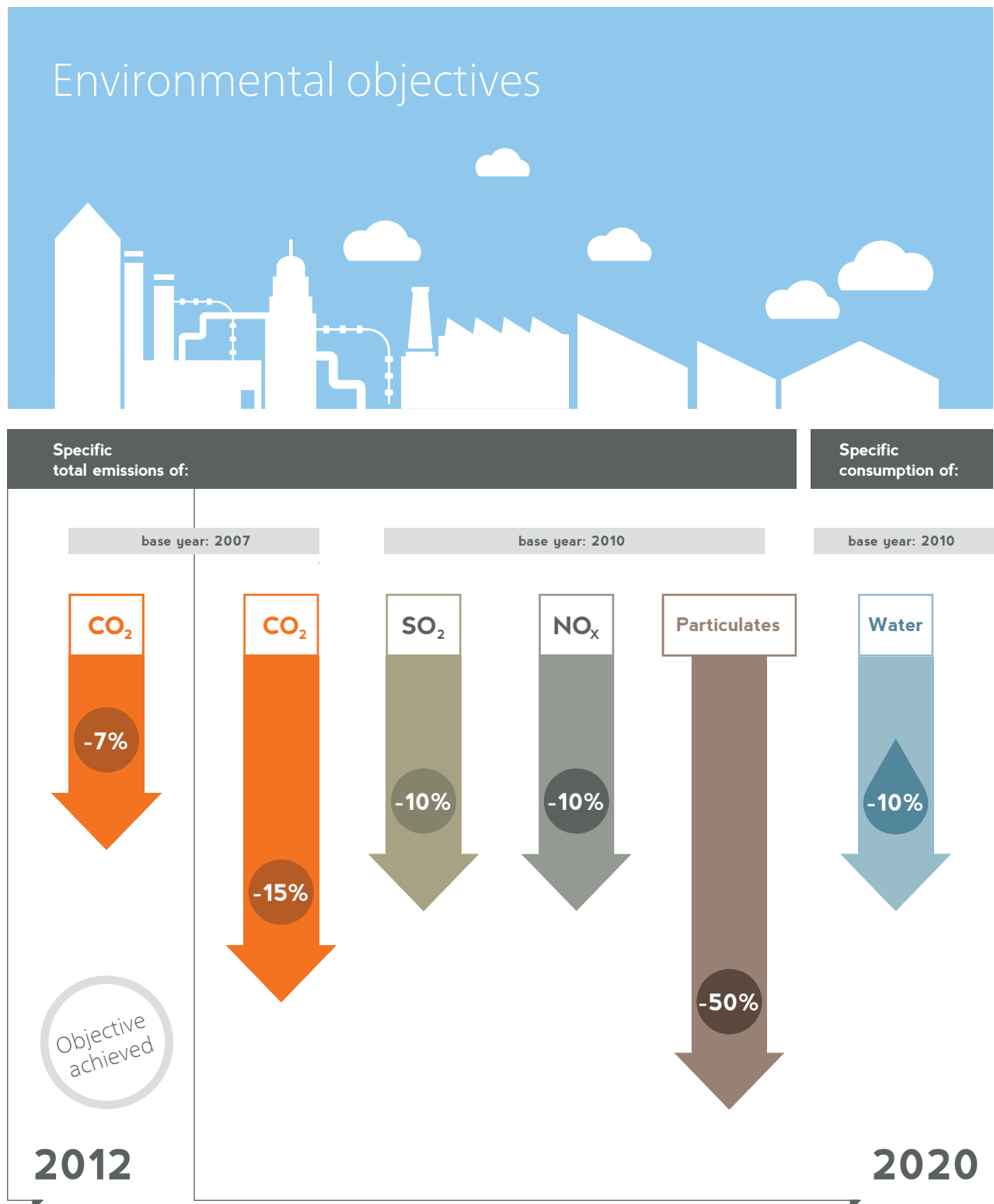
Therefore, in 2013, Enel will extend to the whole Group the climate change Adaptation Project which was developed in Spain and Latin America in 2012. The project aims to assess the vulnerability of Enel plant to climate change, adjusting the Group's activities to the new challenge and including climate change risks in its internal governance procedures.

In addition, Enel monitors developments in national and

(1) In March 2009, 61 CEOs from 27 European countries signed a declaration stating that "the power sector, as a significant emitter of greenhouse gases (GHGs), needs to achieve a carbon-neutral power supply by the middle of this century". "Roadmap for a Low-Carbon Power Sector by 2050", ESAA (Australia), CEA (Canada), EEI (United States), Eurelectric (Europe) and FEPC (Japan), in collaboration with EPRI (United States).

transnational regulation on CO<sub>2</sub>, in order to reduce the regulatory risks linked to the possibility that its power generation capacity does not comply with the regulatory provisions relating to atmospheric greenhouse gas (GHG) emissions. In Europe, in particular, EU law on the system for trading greenhouse gas emission quotas (Emissions Trading Scheme, EU ETS) imposes costs for the electricity

sector, which, in the future, may be increasingly significant, and at the same time the instability of the emissions trading market worsens the problems in its management and monitoring. The Group, therefore, constantly monitors the development and implementation of the law and develops strategies aimed at acquiring emission quotas at increasingly competitive prices.



# The Climate Strategy of the Enel Group

The Enel Group's long-term strategy is based on the development of zero-emission sources, on the use of the best existing technologies to reduce the impact of electricity generation and on the promotion of energy efficiency in production, distribution and final uses.

The commitment on these fronts is made possible by consolidated technological leadership in strategic sectors such as those of smart grids, renewable energy and energy efficiency and by constant investment in research and innovation targeted, among other objectives, at the development of innovative technologies for distributed generation and for demand-side management (see the chapter Sustainable energy for all).

At the same time, Enel pursues a carbon strategy aimed at reducing emissions thanks to the flexible mechanisms introduced by the Kyoto Protocol (Clean Development and Joint Implementation), under which it develops projects in developing countries and transition economies.

## The Carbon Strategy

In all the European countries in which the Group operates fossil fuel power plants, National Allocation Plans (NAPs) are established for assigning CO<sub>2</sub> emission quotas in implementation of European directives regarding Emission Trading (2003/87/EC and 2004/101/EC). See Table 2 for the emission quotas assigned by the NAPs in 2012.

The current NAPs, for the period 2008-2012, establish that, within certain limits, the companies involved in the Emission Trading scheme can use, to meet their obligations, "emission credits" arising from the so-called "flexible mechanisms" of the Kyoto Protocol: CDM (Clean Development Mechanism) and JI (Joint Implementation).

The use of flexible mechanisms in countries where production technologies are obsolete and therefore can be broadly improved, enables very significant reductions in emissions at a lower cost. The technological transfer which is a consequence of the development of these projects also represents for the host countries a tangible benefit in terms of economic, technological and social development.

The Enel Group has been active in the development of projects based on flexible mechanisms since 2003, and boasts a leading position in the global market for such mechanisms. Enel's CDM and JI projects, which number around one hundred, are located in Asia, Africa and Latin America and cover a wide range of technologies: renewable (hydroelectric, wind and geothermal), industrial gases, biomass, methane destruction, energy efficiency, water and waste treatment. Most of the initiatives have been developed bilaterally between Enel and the host country <sup>(2)</sup>. In order to diversify the risks in terms of the realization and performance of the individual projects, the Group has also invested in some funds, the forecast contribution from which over the 2008-2020 period, in terms of credits, amounts to around 14% of the total portfolio.

In 2012 Enel's CDM and JI projects saved emissions for almost 37 million tons of CO<sub>2</sub> equivalent, which correspond to the emissions of over 20 million cars in urban traffic <sup>(3)</sup>. Enel is also active in the voluntary emission reductions sector aimed at those subjects (companies, institutions, end users, etc.) which intend to monitor or neutralize the impact in terms of emissions of their activities (events, publications, products and services, etc.). All the initiatives in this field are associated with the "CO<sub>2</sub> neutral" brand registered by Enel in 2011.

Table 2 - CO<sub>2</sub> emission quotas allocated to Enel plants

	UM	2012	2011	2010
Italy	(m. ton)	29.9	31.9	34.6
Spain	(m. ton)	23.6	24.4	24.4
Portugal	(m. ton)	1.9	2.7	2.7
Ireland	(m. ton)	0	1.4	1.4
Slovakia	(m. ton)	5.4	5.4	5.4
<b>Total</b>	<b>(m. ton)</b>	<b>60.8</b>	<b>65.8</b>	<b>68.5</b>

(2) Details relating to CDM projects in which the Enel Group appears as Project Participant can be found on the United Nations' website at: <http://cdm.unfccc.int/projects/index.html>.

(3) Emissions of an economy car in urban traffic: 140 g CO<sub>2</sub>/km; 12,000 km/p.a.

# Emissions generated in 2012

## Greenhouse gas emissions

Most of the greenhouse gas emissions are caused by CO<sub>2</sub> emissions arising from the use of fossil fuels for electricity production.

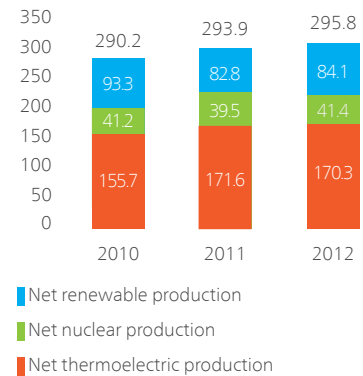
During 2012 total electricity production stayed in line with the levels of 2011 (+0.6%), but with a shift in the generation mix from fossil fuel sources (-0.8%) to zero-emission sources, i.e. renewables (up by 1.6% despite the lack of rainfall which penalized the hydroelectric sector in 2012) and nuclear energy (+4.8%). As part of thermoelectric generation, albeit falling overall, the share of production from coal increased (+6.6%) due to the trend in the price of commodities. This latter aspect therefore led to a slight increase in total direct (4) emissions compared to 2011 (+3.5%). The specific CO<sub>2</sub> emissions from simple thermoelectric production, in particular, rose by 3.6%.

## Emission of SO<sub>2</sub>, NO<sub>x</sub> and particulate matter

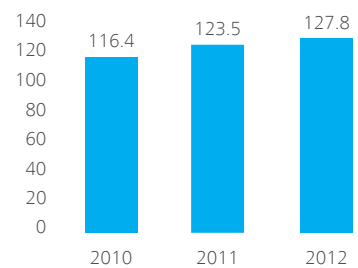
Other significant atmospheric pollutants emitted by Enel's activities, in particular by thermoelectric production, are sulfur oxides (SO<sub>2</sub>), nitrogen oxides (NO<sub>x</sub>), and particulate matter. These pollutants are measured continuously in most of the larger plants through analyzers installed on stacks and periodically, through analysis and measurement campaigns or by using statistical parameters, in small plants.

Investments in the systems to reduce pollutants at thermoelectric plant generated positive results in emissions recorded in 2012, which were always well within legal limits. The specific emissions of NO<sub>x</sub> and particulate matter compared to total production in fact fell slightly, while the specific emissions of SO<sub>2</sub> rose slightly due to the greater thermoelectric production from coal.

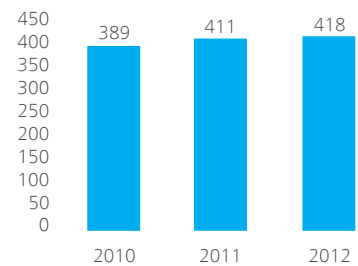
Net production by primary energy source (TWh)



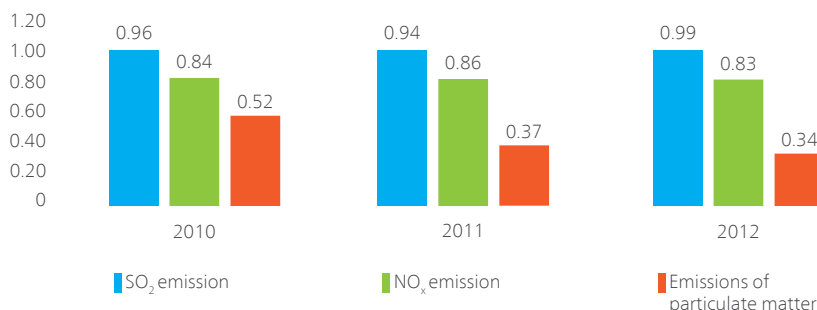
Total direct emission - Scope 1 (m. t CO<sub>2</sub> eq. )



Specific CO<sub>2</sub> emission of total net production (kg/MWh)



Specific emission compared to overall net production (g/kWh)



(4) Scope 1: direct emissions from sources owned or controlled directly by the company, for example emissions stemming directly from production (Source: World Business Council for Sustainable Development).



# Mitigation of environmental impacts

## Environmental governance

Environmental governance is coordinated by a unit of Enel SpA whose mission is to:

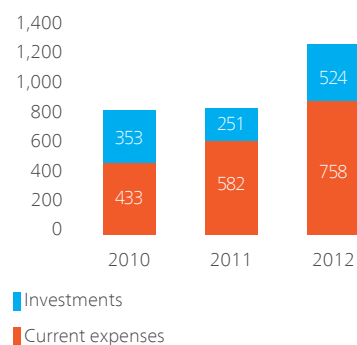
- > define the strategic environmental policies and objectives;
- > monitor the management of environmental risk compliance and the achievement of objectives;
- > define the guidelines of the Environmental Management Systems, manage Group reporting and prepare the Environmental Report;
- > facilitate the dissemination of best practice and contribute to the Group's strategic planning process.

Operational management occurs through responsible structures and figures in the business units and service departments, at the various levels and in relation to specific problems. In particular, the staff departments coordinate the management of the respective environmental issues, providing the necessary specialist assistance in accordance with the guidelines of the Parent Company, and the operating units manage specific aspects of industrial sites. In the whole Enel Group 464 full-time equivalent (FTE) employees work on environmental issues. The importance which the Group attributes to increasingly effective management of the impacts of and continuous improvement in environmental performance is reflected by the financial commitment to environmental protection which continues to grow.

In 2012 the total financial commitment to environmental protection was 1,282 million euro, of which 758 million euro was in current expenses and 524 million euro for investments. Part of the current expenses (182 million euro) was used to purchase CO<sub>2</sub> emission quotas, which was necessary to offset the deficit between the quotas assigned and the quotas verified under the Emission Trading Directive (see page 62).

Current expenses, linked in particular to abatement systems (emissions, water treatment and waste management), rose compared to 2011 due to the increase recorded in fossil fuel thermoelectric production from coal and nuclear power. As for investments, on the other hand, 2012 saw the development of significant initiatives in particular in Russia, with the reconstruction of the no. 5 Refinskaya thermoelectric unit and work to modernize the systems for emission abatement and the transport of ash, and in Brazil, with the reforestation projects to protect biodiversity and the landscape.

Environmental expense (m. euro)



## Efficiency in energy consumption

Most of the Group's energy consumption arises from the consumption of fuel for generation (direct consumption). In 2012 energy consumption rose slightly compared to 2011 (+0.3%) owing to higher production from coal.

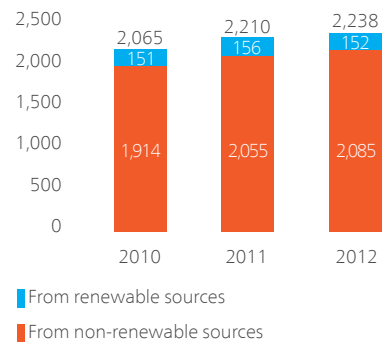
The medium/long-term strategy to reduce direct consumption depends on a gradual transformation of the Group's power generation capacity towards a mix of thermoelectric, nuclear and renewable sources, which contemplates increasingly efficient technologies.

To this may be added constant work to increase the efficiency of the existing power generation capacity, realized through:

- > technical interventions: modernization of plant through the replacement of machinery and components with more efficient solutions, introduction of remote systems and remote monitoring to manage plants;
- > optimization of maintenance work: identification of the best time for maintenance and revision of machinery, correct maintenance and cleaning of mechanical parts, etc.;
- > process streamlining: identification of the best timing and methods to maximize plant efficiency, implementation of operational excellence programs, improvement in the distribution of the production load by using the most efficient units, optimization of cooling systems, etc.

In 2012 the use of technologically more efficient plants, in particular as part of combined thermoelectric production, led to improvements in terms of total efficiency of thermoelectric production. On a constant basis of electricity produced, there was an overall fall in primary energy consumption of 3,775 TJ.

Fuel consumption by primary source (TJ)



## Responsible management of water resources

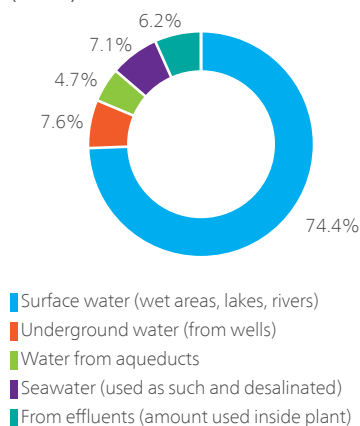
The Enel Group draws off water mainly for industrial purposes, such as cooling, desulfurization, reducing nitrogen oxides, etc. The production processes which require the largest quantities of water are thermoelectric production and nuclear energy production. In 2012 the total water requirement was 191.6 million cubic meters <sup>(1)</sup>, down by 1.2% compared to 2011, of which 143 million cubic meters was for thermoelectric production and 46.5 million for nuclear.

Water requirements are covered through the use of water drawn from so-called "scarce" sources (surface and underground water and from aqueducts) or by using "non-scarce" sources, such as seawater and effluents arising from the Group's production processes or those of third parties. For example, at the power plant at Fusina in Italy the water used for closed-cycle cooling comes partly from the urban and industrial water treatment plant of the local public utility company.

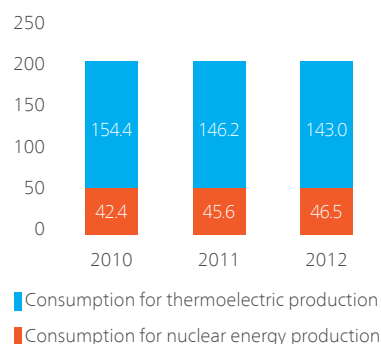
In 2012, in particular, the draw offs were 86.7% from scarce sources (166.2 million cubic meters) and 13.3% from non-scarce sources (25.5 million cubic meters). The draw offs from scarce sources rose slightly compared to 2011 (+1.9%)

(1) The figure does not include water consumption for open cycle cooling and pumped top-up water for hydroelectric plant.

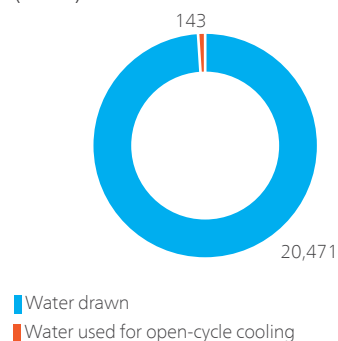
Volumes of water drawn by source  
(m. m<sup>3</sup>) - 2012



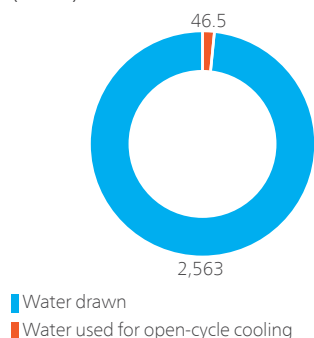
Volumes of water used per production process (m. m<sup>3</sup>)



Water used in thermoelectric production  
(m. m<sup>3</sup>)



Water used in nuclear energy production  
(m. m<sup>3</sup>)



due to the coming into operation of a new cogeneration plant in Belgium and the higher level of production at the Reftinskaya plant in Russia. The percentage of use of effluents from Enel production processes fell from 6.8% of total draw offs in 2011 to 6.2% in 2012.

Finally, other needs are covered without any real consumption: for example the open-cycle cooling of thermoelectric and nuclear plants, which requires huge quantities of water, is done by 'temporarily' drawing sea or fresh water which is then returned to the original body of water in the same quantity, with its chemical properties unchanged and with minimal changes in terms of temperature (always within the limits set by the laws in the countries where Enel operates). The integrated management of water resources is based on the following guidelines:

- efficient use of water resources and protection of water quality in production processes;
- treatment of effluents and their minimization and control over losses;
- management of the flow rates of rivers with specific programs to guarantee minimum volumes, so as not to compromise the ecosystem (in this regard research projects have been started in Italy, Spain and Latin America aimed at analyzing the effect of "hydropeaking", in other words the changes in daily flow rates caused by intermittent inputs of water which passes through the turbines downstream from power plants);
- integrated management of water basins, through measurement of the quality of water and the application, where necessary, of corrective measures to improve physical and environmental conditions, and the safeguarding of the social and economic needs of the local area where the plant is located.

In addition, Enel is also investing to reduce water use in production processes, in particular by favoring as far as possible multiple use systems for water. For example, in coal-powered plants, the drainage water of closed-circuit cooling towers is reused in desulfurization systems, while the installation of crystallizers downstream from desulfurization systems enables the total recycling of effluents. The effect of Enel's policies has continued to reflect positively on specific water uses per unit of energy produced. The total specific draw off is continuing to fall (-4.6% compared to the reclassified figure for 2011), which is in line with the objective for 2020 of a 10% reduction compared to 2010.

## The assessment of water risk

The bodies of water affected by the Group's activities worldwide are recorded in the databank of Enel's environmental reporting and published on the Company website. In particular, information is collected on all the bodies affected by hydroelectric activities, regardless of the draw offs, and on all the bodies affected by thermoelectric and nuclear activities, from which water is drawn for cooling and/or to which the water is returned at a level that is more than 5% of the annual average flow rate and of the volume of the reservoir in which the water is collected <sup>(2)</sup>.

(2) For further information see the tables annexed to the web page: <http://www.enel.com/en-GB/sustainability/environment/biodiversity/>.

Enel is aware that efficient management of water resources is of crucial importance to safeguard biodiversity, as well as for the development and wellbeing of society. In order to avoid potential water scarcity caused by high consumption compared to the natural flows available locally, Enel has applied a method of water risk analysis in order to check, for every site, whether the activities undertaken limit the availability of water.

The methodology (developed by the World Business Council for Sustainable Development) helps identify the areas of potential water scarcity where Enel's production sites are located and, among these, those in which the plant is fed by fresh water, which are considered 'critical'. In these cases more efficient water management systems are adopted through changes in the plant or process in order to maximize supplies from effluents and seawater.

This mapping revealed that the highest fresh water consumption in areas with scarce water resources occurs in Argentina, for the natural gas and combined cycle power plants in Costanera and the combined-cycle power plant of Dock Sud, and in Peru in the combined-cycle power plant of Ventanilla. However, even in these cases, the real risks of reducing freshwater reserves to a critical level are negligible: the Argentine plants draw water from Río de la Plata, a river with a high flow rate throughout the year, and have very limited consumption (except for cooling which, nonetheless, occurs in open cycle with the return of all the water drawn off back to the river), while in the Ven-

tanilla power plant best available technologies are used which allow a limited use of water.

Although, therefore, there are currently no risks of significantly limiting the availability of water for the communities affected, in many hydroelectric activities the use of water is managed with attention to the various local uses and specific needs of the local area (agriculture, civilian uses, fishing, and leisure activities).

## Water discharges

Waste water includes the residues of water for industrial use and rainwater collected by the internal areas of thermoelectric power plants, and they are potentially polluted by oil. Enel pays close attention to the quality of its discharges into water, and constantly invests, in particular abroad, to improve the features of effluent treatment plants which have lower standards.

In all the Group's sites where polluted water is produced there are specific treatment systems depending on the type of pollution present. The waste water thus treated is partly discharged into surface water and partly re-used in the plant itself, thus helping to cover total water needs.

In 2012 the recycling of waste water after treatment, across the Group, was around 11.9 million cubic meters, which enabled coverage of 6.2% of total needs.

## Protecting biodiversity

Protecting biodiversity is a strategic objective of the Group's environmental policy. Enel assesses and monitors over time the real and potential impacts of each activity it undertakes, and implements specific initiatives for their prevention and mitigation. If necessary, solutions are also envisaged to offset the impact or to improve the original environment.

In terms of prevention, before the construction of any new site or the realization of power distribution lines, Enel performs impact studies that include a systematic assessment of the effects on the natural environment and on biodiversity. In these studies consideration is given to safeguarding ecosystems and animal migratory flows and the best solutions are identified in terms of structure, overall dimensions, materials and components so as to minimize the impact.

The impact provoked by the construction of new plants can affect very wide areas also in or near protected areas. For every site, therefore, the proximity of areas which are protected at local, national or international level is monitored, and the reasons for their protection are highlighted, as well as for valuable ecosystems, biotypes and animal or vegetal species present. The knowledge of the species present in each area enables identification of those which fall under the "Red List" of the International Union for Conservation of Nature and Natural Resources (IUCN), in order to analyze their related level of risk of extinction and to take the necessary protective measures. Detailed information on the protected areas in which the Group carries out its activities and the species included in the "Red List" can be found at <http://www.enel.com/en-GB/sustainability/environment/biodiversity/>.



In operating plant, specific precautions are adopted, such as reducing water consumption and discharge, being careful not to generate impacts on fish life and to mitigate the noise emitted by equipment. Subsequently, the Company has implemented an Environmental Management System in accordance with the requirements of UNI EN ISO 14001, under which periodic assessments are made of the impacts and risks and action is taken to raise staff awareness of any impact risk and the actions taken to limit such risk. Power lines, on the other hand, have a significant impact on trees and fauna, as well as a visual impact on the countryside. In planning restructuring or expansion work, therefore, consideration is also given to the geometry of the supports and the adoption of solutions with insulated cables, while, to allow maintenance, corridors are considered in which the growth of vegetation is controlled.

Enel undertakes monitoring campaigns, often in collaboration with territorial bodies and organizations (local, national and international) aimed at verifying the correctness of the measures undertaken to avoid negative effects on atmospheric emissions, heat discharges, noise and maintenance of corridors around power distribution lines. In 2012 no problems occurred.

In addition to these prevention and monitoring measures that are continuously implemented, Enel realizes a series

of projects to safeguard biodiversity, in Italy and abroad, with the aim of supporting the safeguarding of ecosystems and natural habitats of the various territories in which it is present both as an industrial operator and as an active player in social life. The initiatives, which arise from voluntary initiatives or from agreements linked to authorization processes, regard the areas around plants and range from monitoring to safeguarding, research and improvement projects, from offsetting or corrective measures to socio-environmental studies. In order to ensure a greater level of completeness, coherence and effectiveness of the actions which the Group will continue to undertake in 2013, Enel will adopt a Group Plan for Biodiversity.

The choice of species on which to concentrate study and/or protection projects depends on which are at risk in the area in which the Company is operating. The planning and realization stage for interventions involves, in the various phases, the main local institutional stakeholders (bodies, associations, foundations, study centers, universities, etc.), while the results of the studies and projects to protect biodiversity are made publicly available through the Environmental Report, the website, and in specific informative materials issued locally.

Reference can be made to the website <http://www.enel.com/en-GB/sustainability/environment/biodiversity/>

and the Group's Environmental Report for a detailed description of the projects realized to protect biodiversity and which were started or wholly completed in 2012 and those which continued or concluded during the year.

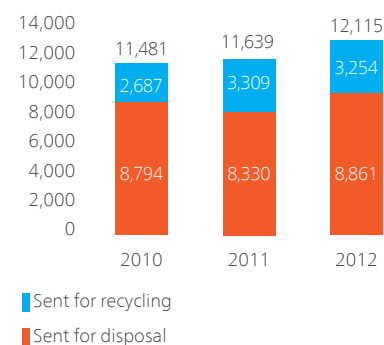
## Management of waste and spills

### Waste

Waste products from the Group's activities are disposed at the locations that are most suitable depending on the type of material, or, when possible, are recycled. Recovery mainly concerns materials which can be reused (as in the case of gypsum and combustion ash which are used to make building materials), regenerated (such as oils and batteries) or recycled (such as some types of metal, ash and gypsum). The Group policies are oriented at continuously increasing over time the percentage of hazardous and non-hazardous waste sent for recycling.

In 2012 the Enel Group produced a total of 12,114.778 tons of waste, up by 4.1% compared to 2011 due to the increased production from coal, of which 99.3% was non-hazardous (mainly ash and gypsum). 26.9% of the waste produced overall was sent for recycling.

Waste products (t)



### Spills

During operations spills of mineral or dielectric oil and fuel oil may occur, which spread into the surrounding environment. Generally, these incidents occur at plants or in distribution areas where there are frequent thefts of equipment (such as copper).

When a spill occurs, all the actions to make the areas safe and restore them are implemented as envisaged by corporate procedures. Generally, given the limited quantities involved in the spillage, the restoration of the areas is quickly completed by removing the oil and having any contaminated soil treated.

During 2012 oil spills for a total of around 112 cubic meters were registered. Reference should be made to the Environmental Report for detailed information on the most important spills.



FEEDBACK



People  
and society



# Responsibility towards the community

## Sharing objectives and impact assessment

Infrastructure development, which regards the construction and expansion of new plant or the extension of distribution networks, requires the achievement of a difficult balance between the growth and development opportunities which the new works can bring and the inevitable impact on the environment surrounding the areas involved and the people who live there.

For Enel, therefore, it is a duty and a commitment to analyze all the possible impacts of investment decisions – social, economic and environmental – and identify proactive and transparent forms of dialogue and consultation, in order to ensure that growth is shared with the communities involved and that any negative impact is addressed and mitigated.

In each country where the Group operates there are legal provisions which regulate the type of impact studies and analyses to be undertaken in order to obtain authorizations for the realization of new infrastructure. Enel makes these assessments systematically and, in order to prevent, monitor and mitigate the environmental impacts of the works when operating, puts in place precise procedures and environmental management systems certified in accordance with ISO 14001:2004.

The impact assessments help identify all the possible effects which the plant may have on the local population, ecosystems and social and economic equilibrium in the area. On the basis of these findings, possible alternatives

are compared, with the aim of minimizing the impacts right from the planning stage, and identifying the necessary technical solutions. When there are impacts which cannot be mitigated on a technical level, compensatory measures are assessed, together with the local authorities, with the aim of generating environmental benefits for the local area equivalent to the impacts caused, such as environmental projects near the plant, the recycling and recovery of natural elements, projects to safeguard biodiversity, etc.

The type and size of the impacts vary depending on the type of activity undertaken (thermoelectric production, hydroelectric, geothermal, wind, electricity distribution, gas distribution, etc.) and country involved. The impacts to be managed, the planning solutions and any compensatory measures to be adopted are, therefore, assessed case by case by means of discussion with local players.

For the whole duration of the authorization procedure, and also following the plant coming into operation, initiatives to involve and dialogue with local stakeholders (institutions, citizens, business associations, environmental associations, committees, etc.) play a vital role. In every project Enel gathers and monitors the positions and needs of citizens and local institutions through various channels, which range from public meetings to focus groups, from investigations to dedicated phone lines, from press monitoring to social media. The objectives, negative implications and opportu-

nities inherent in each project are openly discussed, in order to reach informed and agreed positions. The consultation and involvement of the interested parties help reduce any information gaps on the project and agree strategic choices for the local area, as well as identifying solutions to any problems for everyone's benefit.

## Social Impact Assessment in CDM projects

CDM (Clean Development Mechanism) projects, which are part of the carbon strategy activities at the Enel Group, envisage an assessment of the social impacts of projects which is obligatory for the purposes of their certification, and are carried out on the basis of criteria drawn up by each host country. The assessment includes a multi-dimensional analysis of the environmental, economic and social impacts, such as for example the effect on employment, improvement in hygienic conditions, training of qualified local staff, etc.

The assessment of such impacts includes consultation of local stakeholders (inhabitants, NGOs, local administrations) on the impacts which the project might have in the area in which it will be developed. During this direct involvement local stakeholders are given the chance to express their views, doubts, and concerns on the project. The observations received and the evidence of how any concerns have been addressed in the planning stage are part of the documentation needed to obtain the certification, guaranteeing the transparency of the whole process.

As part of the "flexible" mechanisms to reduce greenhouse gas emissions, there are also other voluntary standards, for which *ad hoc* assessment protocols have been developed, and which focus particular attention on the social impacts linked to the realization of projects. In addition to assessment in the planning stage, also of the CDM, the protocols envisage both monitoring the sustainability benefits and involving local communities over the lifetime of the project. The adequacy of this analysis is assessed by the body which guarantees standards and is an essential condition both in the registration stage and for verifying the reduction in emissions.

Throughout the life of the plant and infrastructure Enel constantly monitors the key environmental data (emissions into the atmosphere, water quality, waste, etc.), using the data collection methods agreed with local authorities. The monitoring networks are often managed directly by responsible control bodies, and all the results are always made available or transmitted to the local authorities.

Finally, also in the final stage or on disposal of its infrastructure, Enel maintains constant proactive dialogue with the local area. The work to dismantle or reuse sites entails change in social and economic terms which is always discussed and analyzed with the parties involved.

Thanks to Enel's strong commitment to correct and transparent management of authorization processes and the subsequent monitoring stages, relations with local communities are, in most cases, positive.

## Managing relocation

In some cases the construction of new plant may entail the relocation of part of the resident population to nearby areas. The relocation has considerable consequences on the lives of the people concerned, above all in terms of employment and the stability of family and social relations. Managing relocation, therefore, inevitably involves the populations or individuals affected and a careful assessment of the psychological and social problems that can be expected at both individual and group level.

The approach to choosing potential sites is that of minimizing, as far as possible, the need to relocate the population. When establishing the potential sites for the development of energy projects, studies are conducted which include economic, political, cultural and social and demographic aspects, in order to analyze and understand the typical elements of the community. These assessments are in addition to the environmental impact studies and are an integral part of defining the mitigation measures linked to the realization of the project. Among the key elements is the analysis of the daily life of the communities who live in the area affected, the distribution of the population, the forms of organization, and the levels of employment and pay.

In the cases in which relocation is inevitable, compliance with the legislation in force in the country concerned is guaranteed, including any local laws which specify the conditions for the relocation and the means for calculating the related compensation.

Currently the projects which envisage the need for relocation in the whole of the Group are those for the construction of the Bocamina II thermoelectric plant in Chile and the El Quimbo hydroelectric plant in Colombia.

The relocation plan for the Bocamina II project was started in 2008 and involves a total of 466 families. Of these, 425 were relocated between 2009 and 2012. The affected area of El Quimbo involves 468 resident families and 1,272 people who work or have economic interests in the area; of these, currently 118 families and 1,152 non-resident people have already received compensation (see also next paragraph).

## Dialogue with communities in the main infrastructure projects

Every infrastructure project has to face assessment by the communities affected; in some cases, the project faces criticism and is not fully accepted. Sometimes, despite the broad agreement of the communities and local institutions, there is opposition from some protest groups or environmental associations. Below is a description of the most important ongoing projects, the impacts (effective or 'suspected') on the local area and the way in which the Group companies concerned are promoting proactive dialogue to reach solutions that are agreed as far as possible.

### Porto Empedocle (Italy)

For the regasification project at Porto Empedocle (Province of Agrigento), in 2012 work was started to prepare the site (archaeological surveys, campaigns to measure noise levels, monitoring of air quality).

The project has been opposed on several fronts due to the presence of important archaeological sites a few kilometers away from the worksite which it is feared may be damaged by the plant from a visual perspective: in response to these problems, Enel has organized public meetings in order to show that the project has no visual and landscaping impact on the archeological areas located behind it. Besides meetings with the local administrations, category associations, local communities and the academic world, an agreement has been made with the Kore University of Enna for various activities to develop the area of Agrigento, including the study of initiatives to improve the rail and road infrastructure of the area and

analysis of the potential to develop local business thanks to the activities supporting the regasification plant.

### El Quimbo (Colombia)

El Quimbo is Endesa's most important project in Colombia, and aims to build a 400 MW hydroelectric power plant in the region of Huila, which will meet 5% of national demand.

Endesa has undertaken dialogue with regional and national stakeholders: more than 8 meetings have been held with institutional stakeholders and the other interested parties, at which the objectives and the implications of the project in economic, social and environmental terms have been explained. At the same time meetings have been organized with journalists, opinion makers, key influencers and union representatives, in order to share information on the project and establish direct communication with the company, in addition to the dedicated website which provides real time information on progress of the works and the social and environmental projects realized locally (<http://www.proyectoelquimboemgesa.com.co/site/default.aspx>).

Construction of the plant, which envisages the flooding of part of the local area to build the dam, entails the relocation of part of the population which lives or works in the area. During 2012, in particular, planning continued and work was done on the structures to be used for the relocation. The Plan for agriculture, the Program for new employment and the Program of support for fishermen between Puerto Seco and La Jagua were agreed and signed with the people involved in the relocation. These agreements all aim to maintain the economic activities that existed prior to the relocation. At the same time the Compensation Plan was started.

Despite these efforts to guarantee the reconciliation of the needs of the local population with the need to respond to the country's energy requirement (in line with the policy backed by the Government), some representatives of the local community still oppose the project.

The issue of the relocation, in particular, underpins the protests by a group of opponents to the project led by the local Asoquimbo association, which during 2012 conducted an intense campaign to discredit the project and the Company through protest marches, blockades and land occupation. The protests culminated at the start of 2012 in a 17-day blockade of the access roads to worksites which threatened the work to deviate the Magdalena river, a key step in order to complete the project in the envisaged timeframe.

## Palo Viejo (Guatemala)

The Palo Viejo plant is the fifth hydroelectric project by Enel Green Power in Guatemala (in the municipality of San Juan Cotzal), with a capacity of 85 MW and an investment of around 185 million euro, and it came into operation in March 2012. Since it is a “run of the river” plant its construction had a minimal impact on the local area and since no flooding was necessary it did not cause either expropriations or movement of the local population.

Enel Green Power’s approach during the whole planning and construction stage for the plant was complete openness with the local communities and it listened to their specific needs, in order to identify the most suitable solutions in the short and long term.

During construction, for example, it was found that the passage of heavy machinery and vehicles, sometimes also by contractors, caused inconvenience and damage for the local community (for example with the breakage of pipes, traffic accidents, damage to fencing, etc.). In order to resolve such problems, Enel Green Power opened up a channel to receive and handle reports (“Care System Complaints and Grievances”), which citizens could use to report any damage they had suffered and receive due compensation (repair of the damage, reimbursement, etc.).

In the long term in 2008 Enel Green Power agreed and signed a 20-year cooperation agreement with the municipality of San Juan Cotzal, under which it agreed to undertake numerous socially useful projects. In addition, in 2011 Enel Green Power proposed to turn the original cooperation agreement with the community into an even

stronger program which focuses in particular on the professional training of young people and adults, environmental education, opportunities to manage water and forestry resources and support for local business. The plan, which was signed in 2011, is available at [http://www.enelgreenpower.com/en-GB/ela/power\\_plants/ongoing/palo\\_viejo/](http://www.enelgreenpower.com/en-GB/ela/power_plants/ongoing/palo_viejo/).

Nonetheless, at the start of 2011, the project was fiercely opposed by a group of activists called “Indian Hall”, on the grounds of alleged ancestral rights to possession of the land affected by the project (land which, in any event, was wholly owned by one individual). The protestors did not object to the project in itself but made economic demands. The protest culminated in blockage of the access roads to the worksites which interrupted the works for around three months, with a significant impact not only on the company, but also on the local population and businesses which were working on the project in various ways.

During the protest Enel Green Power continued its dialogue and took part in numerous public meetings with the community and its leaders, promoting two attempts at reconciliation, starting wide-ranging discussions with all the organizations involved in whatever way, including the Catholic Church, the Evangelical Church, NGOs and diplomatic representations of the various countries.

The road block was removed after around three months, thanks to an agreement to further dialogue with the community of San Felipe Chenlá. Since then monthly public meetings have been held aimed at ensuring continuous and constructive dialogue with the local community.

## Memorandum of understanding with the municipality of San Juan Cotzal

On March 13, 2013 in Ciudad de Guatemala a memorandum of understanding was signed, in the presence of the President of the Republic Otto Pérez Molina, which aims to promote economic, social, environmental and cultural development to improve the living conditions of the inhabitants of San Juan Cotzal.

With the financial support of Enel Green Power, projects and initiatives will be realized locally regarding education, health, and water management, culture and to enhance the municipal administration itself, with the allocation of economic benefits which will favor associations or organized groups of women.

Before the signing the contents of the agreement were agreed by the Mayor and the Municipal Council with all the leaders of the local communities and were approved by them. The Mayor of San Juan Cotzal, Baltazar Cruz, stressed that “this agreement is the result of an understanding among all the parties involved and was designed with the aim of promoting development that is shared among all the communities belonging to the local area and it promotes cooperation, dialogue, and reconciliation, also in order to resolve any differences or disagreements which may arise in the future”.

## HidroAysén (Chile)

HidroAysén, a company in which Endesa Chile holds 51% of the share capital (the remaining 49% is held by Colbún), is developing a project to build and operate five hydroelectric power plants on the Baker and Pascua rivers in the region of Aysén, in Chilean Patagonia.

On the basis of Law no. 19.300, the HidroAysén project presented its environmental impact assessment in August 2008 and after three years of full and exhaustive assessment it received a positive judgment (*Resolución de Calificación Ambiental* - RCA) in May 2011.

During 2012, a long judicial phase against the company came to an end, which had been started by opponents of the project. In April 2012 the Supreme Court of Santiago pronounced in favor of HidroAysén and rejected the appeals presented by the environmental organizations. The same appeals had previously been rejected in favor of the company by both the Court of Appeal of Coyhaique and that of Puerto Mont. Thus the country's highest court definitively validated the environmental approval of the HidroAysén project.

A significant fact in 2012 for the HidroAysén project was the request made by Colbún in May, as the company's minority shareholder, to suspend the environmental studies for the power transmission line. Colbún suggested postponing the environmental procedure for the project's power transmission line until Chile's energy policy was established on the basis of broad consensus.

HidroAysén replied to this request through a public declaration, in which it instructed the company's management to undertake a series of assessments in order to make a decision on Colbún's recommendation.

In August 2012 HidroAysén also restructured its organization and created the *Gerencia de Comunidad y Comunicaciones* based in the region of Aysén, with the purpose of enhancing the company's links with the community and strengthening its policy of transparency, dialogue and direct communication with the population. Since then HidroAysén has concentrated its efforts in the region, in order to fulfill the commitments it has entered into in re-

gard to the community, to respond to concerns over the project, to clarify, sometimes incorrect, information that is disseminated by opponents and above all to take forward a project which is sustainable from a social perspective, with the increasing involvement of the citizens of the local area.

In this context, in December 2012 HidroAysén undertook a "door to door" communication project in the municipalities of Coyhaique and Puerto Aysén, through which it was able to respond to questions raised by the community and inform people of the scope of the project, above all in terms of the benefits for the region.

Meetings were held with 11,131 families from Coyhaique and Puerto Aysén, or 60% of the population of the two towns, by a team of 60 young people (40 company employees and 20 locals) who received a grant to take part in the project, and company managers. Thanks to this work it was shown that these communities are very interested in finding out more about the project and in discussing their doubts and issues. One of the issues which aroused the most interest was the supply of low cost energy promised by the company to local communities, which will halve electricity bills for Aysén inhabitants compared to the 2011 tariffs. This is a commitment which HidroAysén voluntarily took on with the region and which is now formalized by the company through the project's *Resolución de Calificación Ambiental* (RCA).

In addition, there was broad dissemination of the main benefits which the project will bring to the development of the region, as an opportunity for new jobs, development of the education system and important infrastructure projects supporting the project which will lead to further social and communication benefits for the region. In keeping with the policy of building relations with the local community, during 2012 HidroAysén continued to invest in development of the region's education system by assigning to young people from Coyhaique in the Province of Capitan Prat 45 annual study grants for upper technical education, providing benefits for about 197 young students over the last 5 years.

## Health and safety of communities

Enel is deeply committed to protecting the health and safety not only of its own workers and those of its con-

tractors, but also of the people who live side by side with the Group's infrastructure and plants.

# Protecting the health of the community

With a view to reducing accidents, in particular electrical accidents, involving third parties, in 2012 the dissemination continued of informative brochures aimed at fishermen and construction companies which use cement mixers. Every year International Health & Safety Week (see page 106) represents an important annual opportunity to raise the awareness of third parties on health and safety issues, as during the week there are various initiatives which see the direct involvement also of sector associations and communities that live near Enel plant and infrastructure.

The Divisions in the Enel Group are equipped with certified health and safety management systems that conform to the OHSAS 18001:2007 standard, and which envisage the periodic assessment and control of the risks to which not only Enel staff are exposed, but also the staff of contracting companies and the local community. These assessments are constantly monitored and updated also on the basis of accidents, consultations with the interested parties and any reports from the community.

All the production and distribution plants are built in compliance with the legal provisions of the country concerned and national and international good practice, with the aim of eliminating/minimizing the potential risks for the community. In particular, with reference to the risks for the health of communities, in Italy legal proceedings are underway involving numerous civil parties and also representatives of Enel SpA regarding supposed asthmatic and respiratory illnesses arising from the operations of the Porto Tolle power plant (for further details reference should be made to the 2012 Annual Report). In addition, at the end of 2012 there were 145 legal cases pending for damage to people in regard to distribution plant (in Italy) and 74 legal cases pending and/or settled for damage to third parties mainly regarding power lines (69 in Italy and 5 in Romania).

In all the countries where the Group operates plants and infrastructures, periodic campaigns are undertaken to measure the level of the electric and magnetic fields generated

by electric power lines and distribution plant, and the noise level generated by electrical machinery installed at production plants, substations and transformer centers. These periodic investigations enable risks to be kept under control, in order to always guarantee compliance with the exposure limits also for the communities in the areas where the Company operates. In the countries whose laws do not set limits regarding the emission of magnetic or electric fields, Enel operates in compliance with the best practices and standards internationally. Measurements and simulations, for example of the magnetic field, are also made in advance of authorizing new power lines and substations or in response to requests from citizens and local administrations.

A specific risk associated with the production of electricity from nuclear energy is radiological, which is assessed and duly mitigated both for workers in the plants and for the communities that live nearby. The Group's nuclear plants have set themselves objectives in terms of dosage to the population or of reducing effluents which are much more stringent than those set by nuclear safety authorities, which in their turn are generally below the legislative limits.

The level of radioactivity in the natural and artificial environment is constantly controlled through monitoring networks managed by the plant, by the nuclear safety authorities, by local authorities and by universities, guaranteeing the prompt identification of any deviations from the norm. On the Group's website <sup>(1)</sup> the annual results are publicly available for the potential radiological impact on communities for every nuclear plant in which Enel has a majority or minority stake.

Finally, in every plant a series of environmental aspects is monitored in order to verify respect of the limits set to protect the community, such as atmospheric emissions (polluting gases, greenhouse gases, particulates, vapors, aerosol), discharges into surface water, waste production, recycling, reuse and disposal, land use and contamination, and physical agents (noise, vibrations, etc.).

## Managing emergencies

In all the countries where the Group operates, in order to limit the external impact of emergencies such as fires and explosions, specific Emergency Plans have been defined

for each plant or workplace which enable at-risk situations to be controlled and the workplace to be evacuated safely. Every Emergency Plan includes a classification of

(1) [http://www.enel.com/en-GB/sustainability/our\\_responsibility/enel\\_nuclear/nuclear\\_performance\\_indicators/](http://www.enel.com/en-GB/sustainability/our_responsibility/enel_nuclear/nuclear_performance_indicators/).



the probable causes of events, the rules of conduct to be observed, the names and roles of the emergency team members, useful phone numbers, etc. In all workplaces floor plans are located in easily visible points and show the shortest routes to reach safe areas and other useful information. In addition, drills are held to test the adequacy of the organization put in place and to train staff and raise their level of awareness.

In 2012, in addition, the principles, criteria and methods already adopted as part of Crisis Management were further consolidated to make them increasingly efficient and effective. In particular, as regards security organization, important synergies were realized between Crisis

Management and Infrastructure Safety, with the following aims:

- > oversee the prevention and handling of critical security events by defining methods and procedures, identifying potential threats and assessing impacts on company processes, in coordination with the company areas involved and key national institutions;
- > undertake risk assessment relating to the protection of civil and industrial infrastructure; identify initiatives to protect company infrastructure in relation to the relative operational and strategic importance; oversee implementation of the safety guidelines and standards to protect infrastructure.

## Nuclear Policy

Enel's long-term perspective on nuclear energy is clearly expressed in the approval by the Parent Company's Board of Directors of the Group's Nuclear Policy, which was issued in December 2010 and published on the website [http://www.enel.com/en-GB/sustainability/our\\_responsibility/enel\\_nuclear/group\\_nuclear\\_policy/](http://www.enel.com/en-GB/sustainability/our_responsibility/enel_nuclear/group_nuclear_policy/).

The policy sanctions Enel's commitment to proceed in such a way that all the nuclear investment projects in which the Group participates as either majority or minority shareholder are developed with nuclear safety and the protection of workers, the public, and the environment as the foremost priorities, as well as encouraging excellence in all activities and going beyond mere compliance with the law. In addition, Enel undertakes to support the policy of cooperating on nuclear safety of all the operators in the sector worldwide.

Enel performs this governance activity in its role as a shareholder of the companies which operate nuclear power plants in Slovakia and Spain and monitors it through the Nuclear Safety Oversight Unit. The monitoring of environmental performance and the radioprotection of workers is carried out by the Radioprotection, Nuclear Operation & Maintenance Unit and by best practice sharing through the monitoring network called the Radioprotection Survey Network.

Stress tests on the safety of nuclear power plants seek to measure the response of plants (and therefore the size of safety margins) to extreme scenarios such as earthquakes and flooding or incidental scenarios such as the lack of electricity or the lack of water for cooling.

Through new provisions and better coordination, the member States of the European Union have defined the common criteria for planning and operating nuclear power plants. The objective is to standardize the prevention and mitigation measures proposed to increase the level of safety at European nuclear power plants. These measures include, for example, the installation of new safety systems, the availability of mobile equipment powered by diesel generators that can be easily connected to the plant, technologies to guarantee the continuity and availability of electric power in the case of a total black-out.

Within the Enel Group a very precise analysis has been completed of what happened at Fukushima, by studying the various stages of the earthquake and the subsequent tsunami as well as the failings at the regulatory, planning, operative and managerial level of the emergency, in order to draw out the lessons learnt for the realization of stress tests on the Group's nuclear power plants. The Plant Safety Analysis and Nuclear Engineering Units of the Nuclear Technical Area have helped Group companies in preparing reports on the stress tests, in international coordination and in standardizing proposed mitigation measures, and will assist them in implementing any adjustment measures that are decided.

For further information on the undertaking of the stress tests refer to the document "Enel Nuclear Management System" which is available at the website [http://www.enel.com/en-GB/sustainability/our\\_responsibility/enel\\_nuclear/nuclear\\_management\\_systems/](http://www.enel.com/en-GB/sustainability/our_responsibility/enel_nuclear/nuclear_management_systems/).

# Value for countries and local areas

Enel Group companies worldwide play an important role in the communities in which they operate. Enel can make a concrete contribution to the social and economic development and growth of the local areas with various types of initiatives, from expanding infrastructure to education and training programs, from initiatives aimed at social inclusion to projects to support the cultural life of the locality.

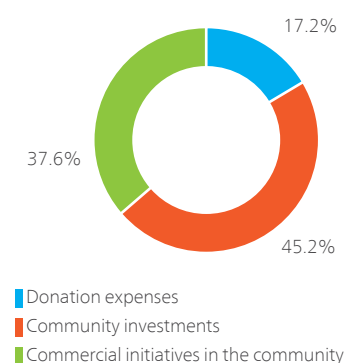
The **LBG (London Benchmarking Group) method**, defined by a work group in which more than 100 international companies participate, is a measurement model that enables a company's contributions to the social development of the communities in which it is present to be clearly determined and classified.

In particular, under the LBG standard, expenditure on contributions to communities can be classified in:

1. **Donation expenses:** these are *pro bono* contributions that create no obligations for the recipients except to use the donation for beneficial ends and for non-profit associations. For Enel this item includes all cash and in-kind donations, including philanthropic and charitable activities through Enel Cuore Onlus and Endesa's Foundations.
2. **Community investments:** medium to long term involvement in projects to support communities, also in partnership with local organizations, aimed at addressing significant issues both for the local area and for the Company. This category includes, for example, projects that are closely linked to the core business such as Enabling Electricity which benefit the community or specific initiatives dedicated to communities close to power plants.
3. **Commercial initiatives in the community:** contributions to initiatives undertaken in local areas, also in collaboration with charitable institutes or local organizations, in which the Company promotes its own brand and corporate identity. Examples of these initiatives are cultural and sports events financed with visibility for the Enel brand, or projects linked closely to business which benefit low-income customers.

In 2012 Enel's total contribution to the communities where it operates stood at 93.7 million euro.

Contribution to communities (%) - 2012





# Main projects in 2012

## United States

**PlayEnergy**

**Tufts Energy Conference:** the only conference on energy wholly organized by students (Tufts University in Massachusetts)

## Guatemala

**PlayEnergy**


**Archaeological Museum of Gumarcaaj**


## Costa Rica


**PlayEnergy**


**Youth Festival of Mora:** a week of exhibitions of local art, music, cuisine, crafts


Support for youth sport with **La Copa del Café** and **Energía para el deporte**

 **Social and economic development**

 **Culture of energy**

 **Art**

 **Music**

 **Sport**

## Panama

**Rural electrification projects** to contribute to the improvement of the quality of life and sustainable development

**Projects for the construction of infrastructure** in the communities located in the area affected by the Fortuna plant

**PlayEnergy**

**Project for recycling waste** in the schools of six communities located in areas affected by the Fortuna plant to promote the conservation of natural resources

## Peru

**Rural electrification program** in the districts of San Juan de Lurigancho, San Antonio, Ancón, Window, Carabayllo and San Martín de Porres

## Spain

**Collaboration with Cáritas España**  
Professional training with the aim to facilitate employability of youths with limited economic resources or living on the fringe of society

**Endesa Educa**  
An educational project to develop a new social awareness on efficient energy use

**Artistic lighting**  
In 2012 Endesa illuminated 16 civil and religious monuments through Fundación Sevillana

## Brazil

**"Troca Eficiente" program** Coelce offers the free replacement of obsolete electrical equipment for low-income residential customers, nursing homes, hospitals, day centers, etc.

**PlayEnergy**

## Chile

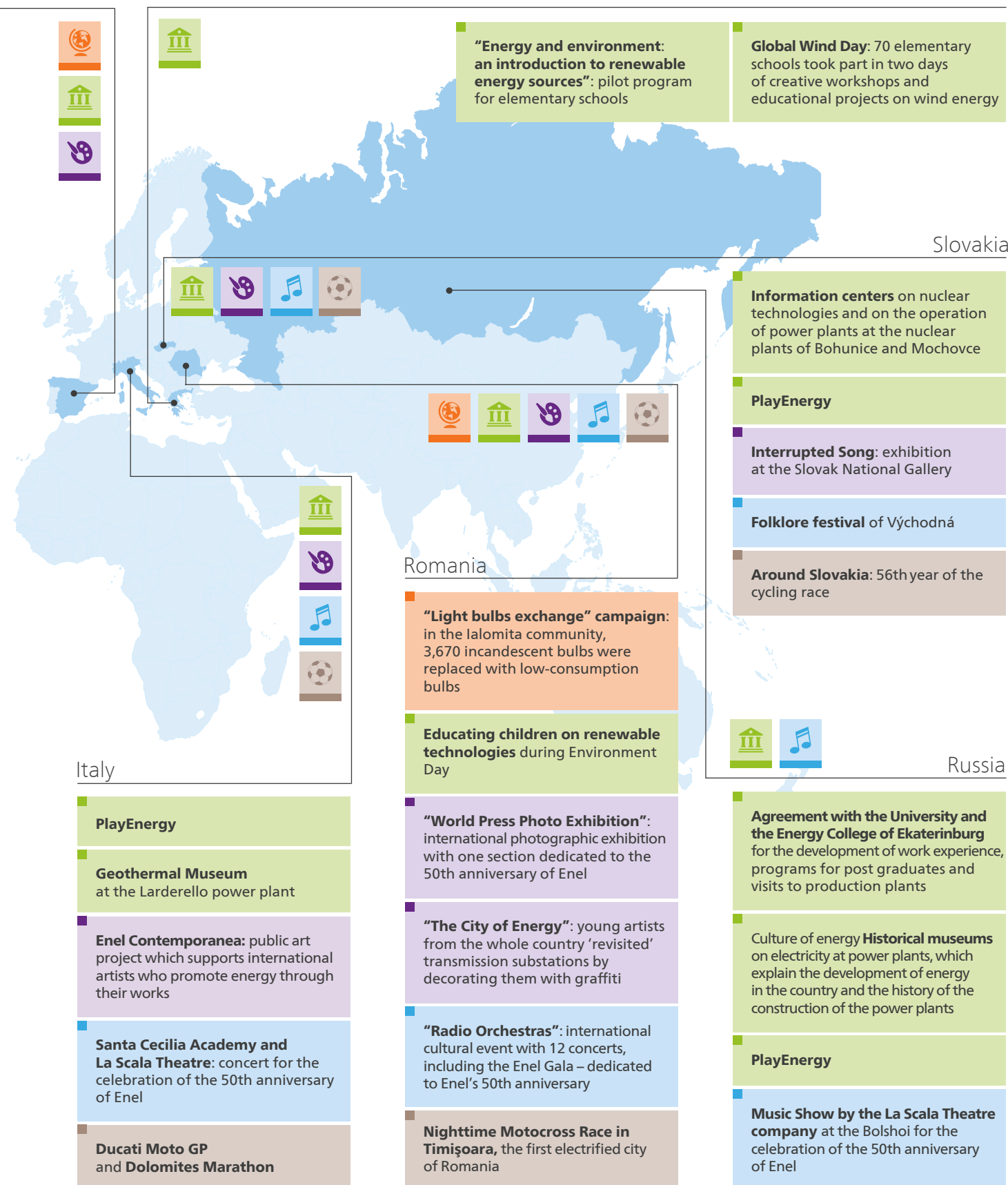
**Agricultural project for the Mapuche communities** with the aim of increasing the cultivation of vegetables

**Agricultural program in the desert of Atacama** for efficient water use

**PlayEnergy**

**PlayEnergy** is Enel's education-through-play project which for **10 years** has been bringing the culture of science and energy directly into the schools of **10 countries**. The initiative, dedicated to students and teachers, aims to disseminate knowledge of energy among the younger generations as well as greater awareness in the responsible use of the resources available. It tells the story of **how energy travels from production to the end user**. The project includes a final prize competition which the classes from all the countries involved take part in, presenting innovative projects on: new forms of sustainable energy, solutions for smart consumption, and proposals to improve the quality of life.

Greece



# The heart of solidarity

Enel contributes to the social development of the local areas where it operates also through its Foundations. Enel Cuore Onlus, in particular, was created in 2003 reflecting Enel's wish to transparently express its commit-

ment to social solidarity. In addition, in Spain and in the countries of Latin America various Foundations operate dedicated to safeguarding and valorizing specific local areas and cultures.

The main projects realized in 2012 are set out below.

Foundation	Initiatives 2012	Country
<i>Enel Cuore</i>	Support for <i>Libera – Associazione, nomi e numeri contro le mafie</i> to realize a multipurpose center for youth events.	Italy
	Support for the <i>Associazione Una Breccia nel Muro</i> for the realization of a center for the early diagnosis and treatment of autism in Salerno for children aged 2 to 6.	Italy (Salerno)
	Support for the <i>Associazione Amici della Pediatria Onlus</i> to equip space for pedagogical and recreational activities for children in hospital.	Italy (Bergamo)
	Support for the "National Paralympic Sport Day".	Italy
	Signing of a Memorandum Of Understanding (MOU) for social assistance with Architecture for Humanity, for the realization, as from 2013, of spaces, structures and endowments relating to socially useful services in rural and urban areas affected by poverty and social problems, in areas of Latin America and Europe.	The works will be carried out in Brazil, Colombia, Peru, Chile, Slovakia, Romania and Italy
<i>Fundación Endesa</i>	Cultural and artistic projects (43%).	Spain
	Educational initiatives (23%).	Spain and Latin America
	Programs for economic development (21%).	Spain, Brazil, Chile and Peru
	Programs for environmental protection and humanitarian aid (10%).	Spain and Tibet
<i>Fundación Sevillana Endesa</i>	Illumination of 16 religious and civil monuments.	Spain
	Projects of social assistance and economic development.	Spain
<i>Fundación Pehuén</i>	36 social projects aimed at the Pehuenche communities in Chile, focused on access to education, agricultural development, infrastructure and promotion of business.	Chile
<i>Fundación Endesa Colombia</i>	Projects in the field of agriculture for low-income families, support for communities, illumination of religious buildings, training programs to build up skills in the energy field.	Colombia
<i>Fundación San Ignacio de Huinay</i>	Projects for development and social assistance for the community of Huinay.	Chile

# Quality for customers

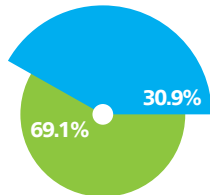
Customer satisfaction and loyalty are essential for Enel's success in the countries where it operates as a distributor and/or seller of electricity and natural gas, and therefore are priority objectives for the Group in these countries. This attention to end users, in terms of distribution, takes the form

of the commitment to provide energy reliably, continuously and safely; in the field of sales Enel undertakes, on the one hand, to provide high quality commercial offers, products and services, and, on the other, to act transparently and effectively at every stage of dealings with the customer.

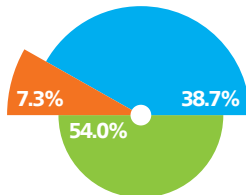
Total length of power **distribution lines** (2012): **1,853,361 km**



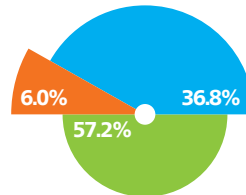
Italy  
1,124,966



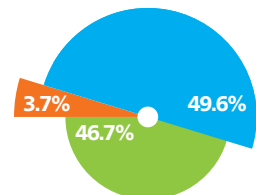
Romania  
90,394



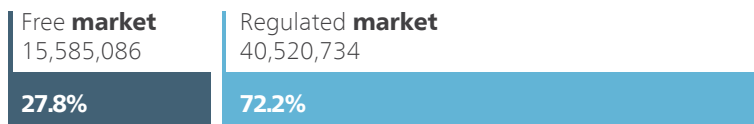
Iberian Peninsula  
325,295



Latin America  
312,706

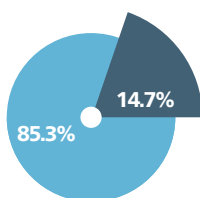


Total **electricity market** end users (2012): **56,105,820**

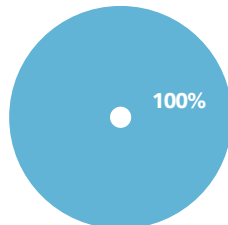


Total **gas market** end users (2012): **4,424,473**

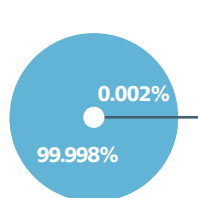
Italy  
28,032,500



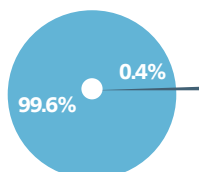
Iberian Peninsula  
11,431,437



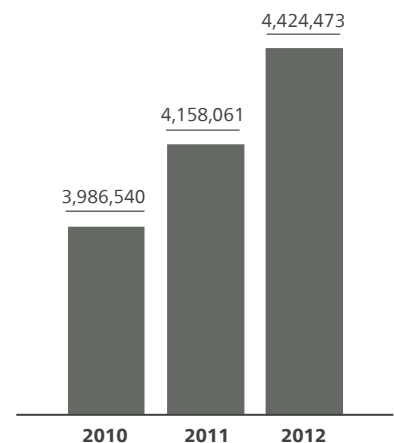
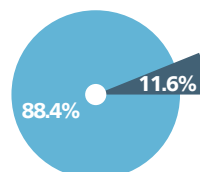
Latin America  
90,394



Romania  
2,652,594



Other  
312,706



## Quality in distribution

Electricity is essential for the economy and society, but above all for people's everyday lives. It is, therefore, Enel's responsibility to guarantee that the national electric systems of the countries where it operates as a distributor enjoy a continuous and safe energy supply.

The quality of the supply is closely linked to the reliability and efficiency of the transmission and distribution infrastructure, which must be able to "support" the loads required for the level of demand.

To this end, Enel, in agreement with the others who, for whatever reason, operate on the grid infrastructure, works continuously to develop the distribution network and make it more efficient. For example, in Italy, the planning of work to develop and expand networks derives from analysis of the needs of the national grid, which takes account of estimates on the trend in energy demand, on the one hand, and of the power available for the whole electric system, on the other. On the basis of these estimates a "load map" is generated, for the planned loading on transmission and distribution grids, on the basis of which the various operators, including Enel, plan the work necessary to handle the forecast growth.

As for existing infrastructure, on the other hand, in all countries the efforts to modernize and make the grid more efficient aim primarily to reduce voltage interruptions which impact on the end user since they can provoke problems, ranging from power surges to short-term interruptions to real blackouts, such as that which occurred in Italy in February 2012 due to bad weather. In order to reduce the risk of supply interruptions, the Group's distribution companies constantly undertake maintenance and modernization of networks, replacing technologically inadequate components, reducing the "electrical length" of the lines, and increasing the degree of automation and remote monitoring (which allows quicker and more precise identification of breakdowns).

This work, moreover, brings benefits in terms of reducing grid losses (the quantity of energy which is dissipated along power lines without reaching the end user), with a positive impact by increasing the general efficiency of the distribution system.

In 2012 the only cases of failure to conform to the service quality parameters occurred in Romania, where the National Energy Regulation Authority (ANRE) imposed 59 fines on Enel's distribution companies for a total of 321,163 euro.

Over recent years a key role in improving the efficiency of distribution networks has been played by advanced grid monitoring systems. The Smart Metering System (*Telegestore*), i.e. the integrated system for the remote measurement and management of electric meters installed at customers' premises, makes an essential contribution since it allows continuous monitoring of grid loads and real time intervention to optimize them. "Smart meters" are currently installed with almost 34 million customers in Italy, and are now being introduced to Spain with 2 million meters already installed and 13 million planned for 2018. Other pilot projects are underway in Chile and Brazil.

Over time developments in the field of "smart grids", which can handle a high level of distributed generation (also from renewable sources) and can make the best use of accumulation and remote management systems, will enable further important improvements in the overall efficiency of distribution networks (see the chapter Sustainable energy for all).

## Quality of service

In every country where it operates, as distributor or seller, Enel monitors the satisfaction of its customers in relation to the services offered, from the quality of the energy supply to the effectiveness of its customer service, and collects and analyzes any complaints in order to gather emerging signals on specific causes of dissatisfaction on which it needs to act.

The elements which emerge from the monitoring work are the basis for planning and realizing specific improvement programs.

## Customer satisfaction surveys

In Italy the Authority for Electricity and Gas (AEEG) undertakes a six-monthly survey on the contact centers of electricity and gas sales companies with more than 50,000 customers, drawing up a classification among the leading 33 electricity and gas sales companies. In the first half of 2012, for the fourth consecutive time, Enel was the leading company in the classification for the quality of phone services offered to customers, both on the free market (with Enel Energia) and on the protected categories market (with Enel Servizio Elettrico). The survey measures the quality level actually offered to customers in terms of the availability of phone lines, waiting times, the clarity of replies given, the politeness of operators, and the ability to solve the problem as quickly as possible.

In addition, Enel monitors specific aspects of customer relations with its own surveys. In Italy, in particular, during 2012, around 90 customer satisfaction surveys were carried out on the electricity (the free market and the protected categories market) and gas market for both residential and business customers. The surveys involved around 105,000 interviews conducted by specialist companies. In addition, in terms of the quality of the customer care service, the "on-the-spot" monitoring system continued which involves asking customers, at the end of their contact with the operator, for an overall judgment on the phone assistance, and monitoring the Perceived Quality (PQ), which involves recontacting customers within 24 hours after they have called in order to record their judgment on the service received. This type of survey, which was started in 2011 with customers on the free market, was extended as from 2012 to customers of the protected categories service.

In Spain and Portugal phone-based interviews, online surveys and mystery shopping surveys at sales points are undertaken continuously. Overall, in 2012, more than 78,000 phone-based or online interviews were undertaken as well as over 1,200 surveys at commercial offices and service points, expanding the scope of action compared to previous years in terms of processes analyzed, channels used and customer segments reached. Also in Latin America the various sales companies constantly monitor customer satisfaction levels in regard to the main services through interviews and direct visits. Finally, in Romania 1,770 phone-based interviews were undertaken.

During 2012 a project was launched covering Italy, Romania, Spain and Latin America (Best Practice Sharing) which aims to share and integrate, at global level, the methods used to record customer satisfaction and commercial quality.

## Handling of complaints

In every country customers have available various channels through which to make a complaint or an information request (post, website, toll-free numbers). Enel constantly monitors the feedback received in order to understand the perception of customers and any ongoing problems and to immediately implement the due corrective action.

Table 3 - Complaints and requests for written information (electricity market)

Country	UM	2012
Italy (protected categories and free market)	(no.)	212,286
Romania (free market)	(no.)	17,247
Iberian Peninsula (protected categories and free market)	(no.)	45,349
<b>Total</b>	<b>(no.)</b>	<b>274,882</b>

Table 4 - Complaints and requests for written information (gas market)

Country	UM	2012
Italy	(no.)	51,061

In order to resolve commercial disputes which may arise with customers, in Italy there is the "Joint Reconciliation" procedure which is totally free and which operates through an online platform and offers the possibility of quickly resolving some commercial problems out of court. Enel was the first company in the energy sector in Italy and Europe to adopt this instrument in 2006 with the signing of a Joint Reconciliation Protocol between Enel SpA and the Consumer Associations. On November 26, 2012 a new Regulation was signed by Enel and the Consumer Associations which opened up the possibility of using reconciliation for all possible commercial disputes. 1,157 reconciliation cases were opened in 2012, mainly for problems relating to the invoicing of energy consumption.

In Spain and Latin America, on the other hand, there is the figure of the Ombudsman, an independent "civic defender" who customers can turn to in the last instance in disputes. The Ombudsman protects the rights of the customer in regard to the company and promotes the search for out of court solutions which are fair for the parties and binding for the company, as well as providing periodic recommendations to improve the quality of services and customer care.

## Care of vulnerable customers

In all the countries where the Group operates as a sales company there are forms of support (often linked to State initiatives) which assist some segments of the population in paying electricity and gas costs, so as to allow equal access to energy. These offers are aimed at customers who are considered "vulnerable", such as the elderly, people with health problems or the underprivileged, and take the form of lower tariffs or extended payment terms.

In Italy, for example, since 2008 for the electricity sector and since 2009 for the gas sector there has been the so-called "social bonus" for residential customers in a state of economic need and – for the electricity sector alone – for customers who use life-saving electrical medical devices. The bonus is partly financed by State resources and the remainder is paid for by other users of the system on their energy bills through specific tariff elements which are set by the Authority for Electricity and Gas. Customers are given a credit on their bills which varies on the basis of the number of family members, their energy use category, the type of hardship they suffer (for electricity) or the climatic zone in which they live (for gas). In Spain too there is a similar State initiative ("*Bono Social*").

In the countries of Latin America too there are various programs and initiatives for the poorest segments of the population. In Brazil, for example, low-income residential and rural customers benefit from reductions of up to 100% on the traditional tariff thanks to the "*Pagamento subsidiado de contas*" program of the federal Government. In addition, in order to favor "rural" populations and to boost activities which create benefits for the local area, rural customers have the right to a set tariff that is discounted by 10% compared to other types of customers with similar consumption levels and which, in the

case of particular activities such as irrigation and aquaculture, can lead to net savings of up to 90%.

In Romania, finally, sales companies make a financial contribution for customers defined as vulnerable, in conformity with local legislation, and offer them some services free (such as checks on meters and electric systems) or other services for which payment can be deferred (such as installations).

## A transparent relationship with customers

### Transparency of commercial communication

As regards communication with customers, all the companies in the Enel Group operate not only in compliance with the laws and regulations in force in each country, but also on the basis of the provisions of the Group Code of Ethics (point 3.16), by which all contracts, communications addressed to customers and advertising must be:

- > clear and simple, using language that is as close as possible to that normally used by the interlocutors (for example, avoiding clauses that are hard to understand, stating prices transparently, and explaining costs clearly);
- > compliant with the laws in force, without using evasive or unfair practices (such as for example the inclusion of restrictive covenants as regards consumers);
- > complete, without neglecting any detail that is significant in terms of customers' decisions;
- > available on corporate websites.

The commitment to transparent communication also takes the form of making available to customers various channels and instruments to manage issues relating to their supply contract. In Italy and Romania, for example, through the "My-Enel" website, it is possible to undertake various operations, such as requesting changes to contracts or paying bills in installments, checking the details of bills and their status, communicating self-meter readings, making payments with a credit card and viewing the progress of cases. Numerous services can be accessed through an app for smartphones and tablets.

In addition, instruments are available to facilitate better knowledge of customers' own consumption (for example by comparing energy consumption in various periods of the year) or to take informed and knowledgeable decisions in regard to their supply contract. For example, an online instrument is available which, on the basis of their normal consumption characteristics, calculates a typical bill for each different tariff and so allows customers to choose the best tariff profile in relation to their own needs.

Customers in Spain and Latin America too have available a portal (Endesa On-





line) where they can handle various aspects of their supply. In 2012, in particular, Endesa launched a new digital means of contact: the customer can contact an operator via chat and ask a question or request clarification in writing and receive a reply in real time.

### Accessibility of information

For communication with customers to be really transparent, correct and effective, it is necessary to ensure that any cultural or linguistic barriers, illiteracy or disability do not nullify equal access to information for customers.

In particular to handle linguistic differences, in Italy a simultaneous translation service is in operation at Enel retail outlets in 12 languages (English, French, Spanish, German, Chinese, Arabian, Russian, Romanian, Punjabi, Albanian, Serbian and Croatian): while the customer and the Enel consultant interact face to face, an off-site oper-

ator provides a simultaneous translation. In addition, on the regulated market customers belonging to the Italo-German community can choose to receive their bills in Italian or in German and can make use of a bilingual call center.

In Spain, Endesa sends all its commercial communication and information to customers in both Castilian and Catalan, and all the customer service channels are available in both languages. In addition, informative materials on safe energy use are realized for all the linguistic minorities in the country (Catalan, Basque and Galician).

Some forms of disability can markedly limit access to information and services to support customers. For this reason, many Group companies have envisaged solutions to assist customers with hearing or sight problems.

In Italy, for example, bills are sent to non-sighted customers in Braille with all the main information on consump-

tion and useful phone numbers. In Argentina and in Brazil, besides the bill being in Braille, an “audio” invoicing service is in operation by which an audio file is emailed in which the bill is read out in full by a registered voice.

In Brazil, in addition, there is a dedicated phone contact channel for customers with hearing problems and retail outlet staff receive specific training to communicate through sign language.

## Privacy protection

In all the countries where it operates Enel acts in compliance with the laws in force on privacy protection for customers. In Italy, in particular, Enel has adopted an Organizational Model and specific procedures in accordance with the provisions of Legislative Decree no. 196/2003 and subsequent additions. Therefore, all the necessary IT adjustments have been made to guarantee safe data processing and storage and teleselling processes have been adjusted to bring them fully into line with the laws. Enel is also committed to careful monitoring of all the third party companies which may use the personal data of Enel’s cus-

tomers. Specific clauses are envisaged for this in contracts with partners who must use personal data to carry out specific activities, such as for example sales or customer satisfaction surveys.

In Romania, Enel operates in compliance with an Information Security Policy which regulates all aspects regarding the safety of information and processes used to handle such information. In addition, a specific policy is being prepared on protecting the privacy of customers.

In 2012, 109 complaints were recorded relating to violations of customers’ privacy.

## Correctness of advertising

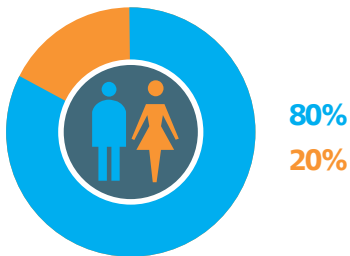
The Group Code of Ethics clearly establishes that commercial communication must be inspired by the principles of clarity and truthfulness. In keeping with this approach,

in all the countries where it operates, Enel adheres to the relevant domestic laws and, in some cases, adheres to self-regulation codes that go beyond the legislation.

Country	Self-regulation codes
Italy	Enel abides by the Self-Regulation Code for Commercial Communication of the Institute of Advertising Self-Regulation (IAP).
Spain	Endesa is one of the organizations which signed the “Agreement on Self-Regulation of environmental aspects in commercial communication”, an initiative promoted by the Ministry of the Environment, by the Association for the Self-Regulation of Commercial Communication and by various companies in the electricity and automobile sector, which sets rules regarding the dissemination of advertising referring to the environment.
Chile	Endesa has signed the Chilean Code of Advertising Ethics promoted by the Council of Self-Regulation and Ethics in Advertising (CONAR) and based on the standards defined by the International Chamber of Commerce of Paris and on the best rules and procedures of self-regulation worldwide.
Brazil	Endesa has adhered to the Code of Ethical Conduct in Communication realized in agreement with Council of Self-Regulation and Ethics in Advertising (CONAR).
Romania	Enel complies with the domestic laws and the regulations of the National Energy Regulatory Authority (ANRE) and of the National Authority for Consumer Protection (ANPC).

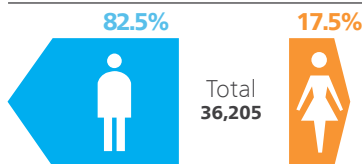
# Our people

Total **workforce** (2012): **73,702**

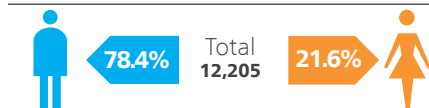


Staff  
by geographical area (2012)

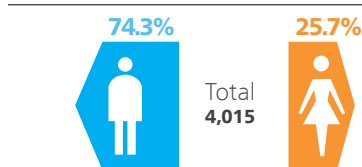
Italy



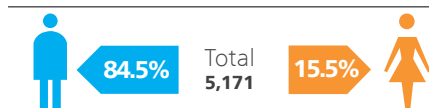
Iberian Peninsula



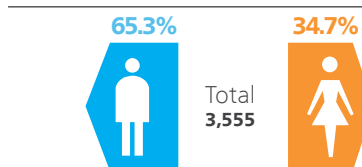
Romania



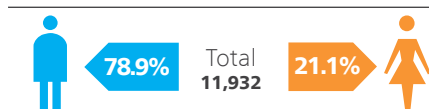
Slovakia



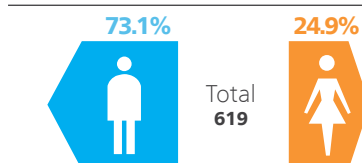
Russia



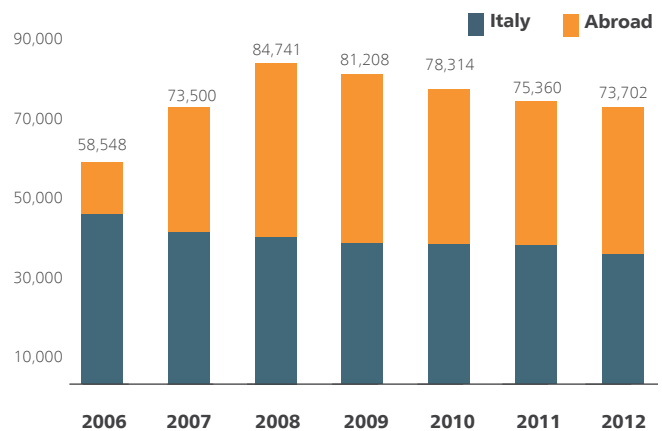
Latin America



Other

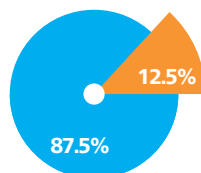


Breakdown of employees **Italy - Abroad** (no.)

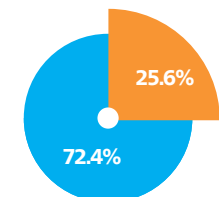


Workforce by **level and gender** (2012)

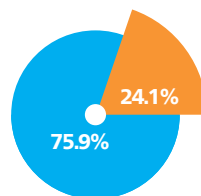
Executives  
1.5%



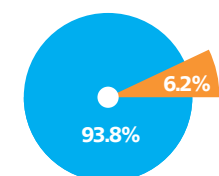
Supervisors  
20.0%



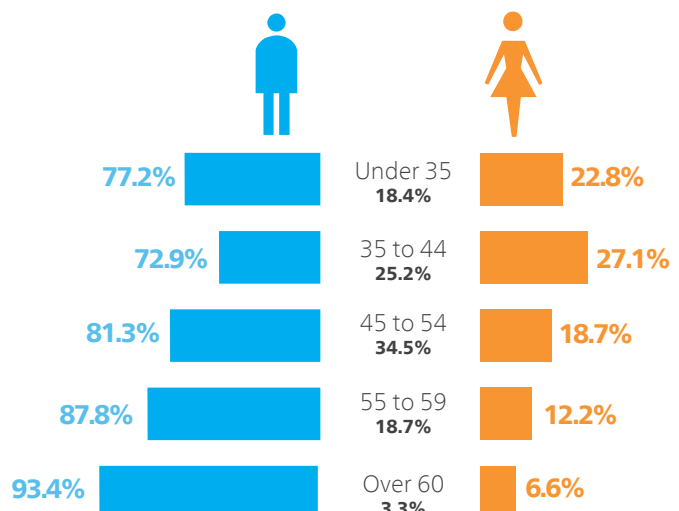
White-collar employees  
54.6%



Blue-collar workers  
23.9%



Workforce by **age range** (2012)



# Valorizing merit and talent

Underpinning the company processes and policy on the development of people there are three key instruments.

## Leadership Model

The Leadership Model is a summary of what Enel 'expects' from its people at every contractual level, as it defines the conduct to be adopted to achieve its objectives, identifying seven distinct characteristics which every "Enel citizen" should possess. This conduct is then developed on the basis of position held (Top management, Management, People managers, Professionals and Operators).

1,100

People mapped in the  
Management Model  
("managers")

## Management Model

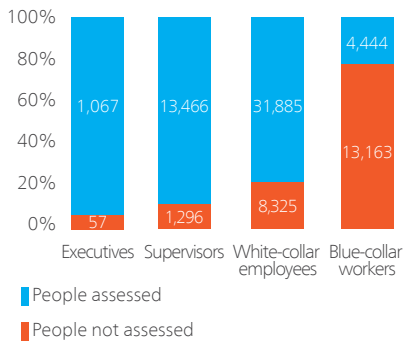
The Management Model is a dynamic system which identifies the key roles in the Group ("managers"), describes their essential characteristics and defines clear and common access criteria, thus decoupling career profiles from contractual groupings in the various countries in which the Group is present. The standardization of the access criteria for managerial positions allows all staff to seek to advance their own career in a fully informed way.

## Global Professional System

The Global Professional System (GPS) is the system which enables identification and valorization of key professional roles, jobs and skills present in the Group. As for the assessment of skills, starting from 2011 the GPS has established, at Group level, the global catalogue of skills requested for each professional group and has identified the key professional roles, i.e. the maximum achievable level, in terms of role, for each technical career.

The activities linked to defining the GPS will continue during 2013 and will enable completion of Enel's framework of assessment tools. The assessment of professional skills can therefore be added to the assessment of conduct and objectives in Performance Management.

Extension of assessment processes  
by level - 2012



## Performance Management

The performance assessment process involves 50,862 people throughout the Group, up by 9% compared to 2011 thanks to a gradual program to extend the scope of assessment. In Romania, for example, in 2012 workers representing over half the workforce were involved.

During 2012, as part of the One Company Project, the Performance Management process was completely redesigned to make it more effective and efficient and to guarantee its applicability in all countries, so as to ensure standard assessment criteria and methods which are all equally inspired by the principle of meritocracy. As from 2013, the process will be managed with the same schedule, the same tools and the same information system in the various parts of the Group.

The new Performance Management process consists of the following sub-processes:

1. assessment of conduct (with instruments calibrated depending on the level within the Management Model: assessment 360° for the highest levels of the Management Model and Behaviors Performance Review for others);
2. assessment of objectives (Objectives Performance Review);
3. calibration (meeting at which the various managers within the unit discuss and agree the assessments given to their staff, in order to improve the coherence and objectivity of the criteria applied);
4. feedback (meeting in which the person making the assessment and the person being assessed agree the outcome of the assessment and the development initiatives envisaged for the employee).

## Talent Management

The Talent Management system, which was introduced in 2011, aims to identify within the various professional groups people with the most suitable skills and attitudes to become successful managers at a global level, i.e. who can manage highly complex situations and diversified teams and valorize and motivate people. The "talented" staff then receive dedicated training programs and specific development processes aimed at increasing the managerial and technical-professional skills that they need to develop, in addition to programs covering internal mobility, mentoring, coaching and assessment.

The selection process assesses not only technical and professional skills but also individual characteristics and soft skills. Among the characteristics sought are outstanding performance, high potential (measured through specific methodologies), cross-cutting corporate experience and knowledge of English.

The people selected join different talent pools depending on their level of experience: Pool 1 identifies people destined to the most senior company positions, Pool 2 the candidates for managerial level positions and Pool 3 the best young graduates to be developed for the future.

# Incentive systems

In Italy there is a system of Management by Objectives (MbO), which involves around 98% of Executives and 19% of Supervisors; in addition, around 48% of managers in 2012 were assigned objectives linked to sustainability (in particular to safety), which represent around 16% of all objectives.

Quantitative objectives are the main part of the system of objectives, and are of an economic and financial nature, and are defined in line with the Group's strategic and budget objectives as a whole and with those of individual business divisions/areas, of a technical and/or project nature.

The quantitative objectives are supported by a qualitative objective linked to the Leadership Model, aimed at measuring the quality of the individual manager's conduct in regard to the ability to manage change, take on responsibilities and risks, promote workplace safety, and oversee employees' skills development and growth.

The level of achievement of the assigned objectives, which is assessed and agreed with the employee during the Objectives Performance Review as part of the Performance Management process, is the basis for assigning individual bonuses. The bonuses also take account of the achievement or non-achievement of objectives at Group level, usually based on EBITDA and/or net debt, which are applied to all the Group's divisions/companies.

Staff operating in sales in some countries, for example in Italy and Romania, have, on the other hand, an incentive system that is linked to the sales planning work.

## Skills development

Training in Enel is structured in accordance with a model which defines professional standing as the result of the integration of four different training perspectives:

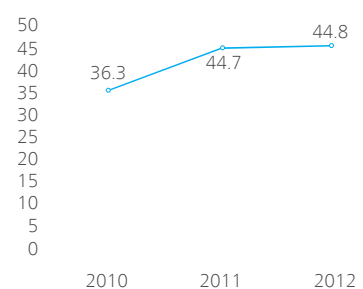
- > **cultural**, which aims to facilitate understanding of organizational dynamics and to create a sense of citizenship;
- > **behavioral**, which aims to develop the collection of skills underpinning conduct in the Leadership Model and to facilitate awareness of the particular nature of the person's role;
- > **specialized**, which aims to develop technical and specialist know-how connected to professional positions;
- > **training**, which aims to develop the knowledge and conduct typically connected to application of a regulation and/or procedure (fire prevention, safety, etc.).

In terms of organization, the preference is for the participation in courses of people from different areas and units, in order to promote cultural integration and to facilitate the exchange of experiences and good practices.

In terms of the training system, on the other hand, the offer is directed at creating a model to share know-how and develop skills to improve performance, in which the model's cross-cutting nature is the key factor. In this regard, the two main instruments are:

- > the Leadership Curriculum, which involves people in the key moments

Hours of training by employee (h)

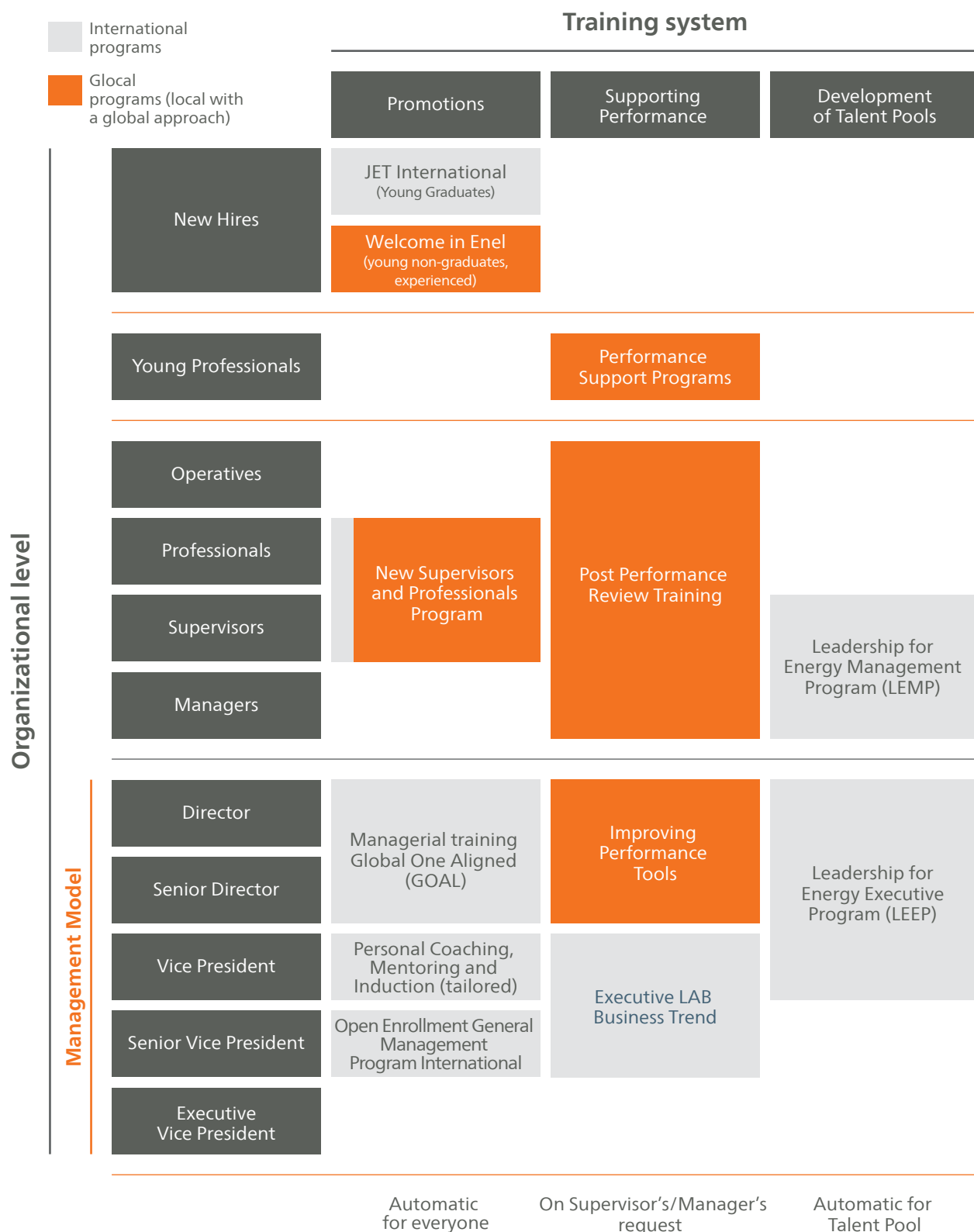


in the company (recruitment – JET, Welcome in Enel; managerial development – Global Oriented and Aligned; performance assessment – Post Performance Review Training; joining the Talent Management program – Leadership for Energy Executive Program);

> the technical and operational Academies created in 2010 to develop distinctive skills and to help acquire

mastery of the instruments that are useful for specific professional groups (Procurement, Administration, Finance and Control, Legal, Engineering, Energy Management Academy, as well as the Generation and Engineering and Construction Academy based on the results of the GPS project).

In addition to these training tools which are shared across



the Group, there are training initiatives at local and divisional level which meet the specific needs of the divisions and of the various Italian and foreign companies, in terms of both training and specialist preparation.

Finally, in the context of the Group's "Performance Improvement Program", the development of the "Best Practice Sharing" project continues and aims to extract value from the multinational nature of the Group by sharing best operational practice and aligning processes.

## Inclusion and diversity

Enel's growth as a multinational company has meant increasing attention to the issues of "diversity" in all its dimensions. The Diversity program has been developed to create a framework that includes all the initiatives on diversity implemented in the Enel Group, guaranteeing the sharing of best practice and the promotion of an organizational culture to promote and respect differences, which are considered fundamental skills for the growth of a multinational company.

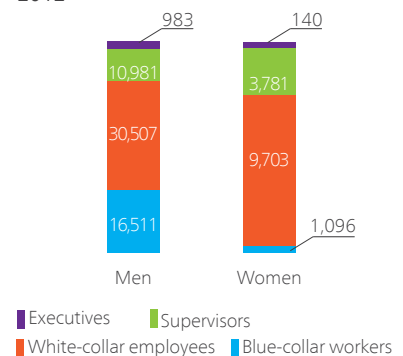
The project envisages the identification and realization by the Divisions and countries where the Group operates of projects and initiatives to meet their specific needs, but within a global vision and with central support.

The project's objectives are to:

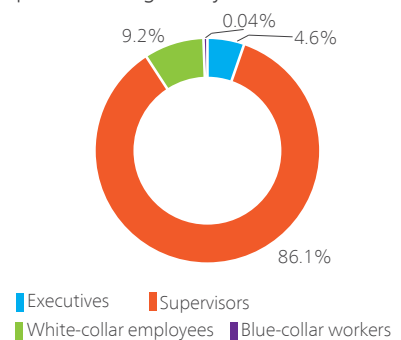
1. develop in managers a style of leadership based on respect for and the creation of value from differences;
2. promote the creation of diversified and efficient work groups;
3. manage people flexibly, paying attention to particular needs;
4. guarantee the same opportunities for everyone.

An international team consisting of people from different parts of the Company has identified four current priority areas for the Group: gender, age, culture and disability, categories chosen on the basis of a "holistic" approach to the issue of diversity in line with the criteria considered by the most important indices for sustainability and relevant NGOs (UN Women, *Valore D*, Race for Opportunity, CSR Europe). Among the factors that allow the promotion of the various aspects of diversity are work-life balance, which represents a fifth cross-cutting action area, meritocracy and industrial relations, as part of which the Equal Opportunities Committee operates.

Personnel by gender and position (no.) - 2012



Disabled employees or those belonging to protected categories by level - 2012



## Work-life balance and personal services

The initiatives as part of work-life balance are planned and realized at local level by dedicated units in the various countries where the Group is present.

In Italy, in particular, the People Care Unit operates and acts in various ways:

- > concrete solutions to employees' daily needs and duties: numerous services have been activated, from finding a baby-sitter, healthcare operators, home help or technicians for minor maintenance and jobs, up to handling household administration, laundry, tailoring, car washing and tire replacement. In 2012 the service for the online purchase of school books was con-



solidated with delivery of books to the place of work. Use of the service rose by 46% compared to 2011;

- > support in managing care and family responsibilities: the first edition of the “30 days” project was realized which, when kindergartens, primary and middle schools are closed, allows children to be brought to work and entrusted to a service provided by expert educators in a specific space set up in the Company;
- > organizational measures: the testing of the Parental Program started, a structured program to define the rights and duties of managers and employees to optimize use of parental leave;
- > support for the disabled: the “Information Point on Disability” was further developed and can be accessed through the company intranet, with the objective of providing correct and complete information on the rights of the disabled as people active in the Company, and is also a listening point where notifications, suggestions and ideas can be sent. As from 2012, through this service, the disabled who work in Enel and who need to travel for work (transfers, training courses, out of office meetings) can use a service to provide them with an accompanying person and support which is supplied by specialist personnel.

In 2012, Enel joined the testing on a national basis of the Family Audit standard, certification which is promoted and financed by the Department for Family Policies (Presidency of the Council of Ministers) and which aims to promote wellbeing in companies through a 3-year program of adopting personnel policies oriented at the wellbeing of employees and their families.

In the context of the services provided by the Supplementary Healthcare Fund for Enel Employees (FISDE), financial support is available for expenses connected with disabilities, such as, for example, the removal of architectural barriers, home care, or fees for nursing homes. Personal support services are provided through a network of FISDE consultants at a regional level, in general psychologists, who help families to find the most appropriate strategies to facilitate the satisfactory integration of disabled family members into the environments they inhabit.

Finally, work-life balance, flexibility and integration of the disabled at risk of social exclusion are among the main objectives of the Plan Senda, the Global Plan for Corporate Social Responsibility for Human Resources developed by Endesa, under which numerous initiatives were also realized in 2012.

## Quality of life in the Company

### Listening and dialogue

#### Climate survey

Since 2006 Enel has undertaken a climate survey every two years to listen to the opinion of everyone working in Enel on the working climate, to measure the impact of changes linked to the situation inside and outside the Company and to assess the effectiveness of the action plans realized.

In November 2012 the fourth climate survey was started (Climate and Safety survey) which this year was enhanced with a specific section on people's perception on health and safety issues. The survey was targeted at all Enel staff worldwide, and the response rate was 84% (two percent higher than for the survey in 2010).

In addition, the questionnaire was updated in light of the strategic priorities and values of the Enel Group and to facilitate, through more concrete questions, the definition of effective action plans. In addition to the existing categories such as change management, meritocracy, management style, operating excellence, work relations and communication, besides safety, the categories of sustainable engagement, leadership, innovation, image, social responsibility and diversity were added.

Following analysis of the results, also by comparing them with the findings of the survey in 2010 and with some external benchmarks, concrete action plans will be defined and realized at various organizational levels. As from April 2013, all managers can share the results with their team and plan the related action plans.

As for the initiatives envisaged following the 2010 survey, of the 1,800 planned actions 96% have been realized, above all in the areas of communication and vision (28%), assessment and merit (20%) and sharing information (12%). The initiatives were planned and implemented in differentiated fashion in the various countries, in line with the local characteristics and needs that emerged from the survey.

## Internal communication

In 2012 the Cascade process continued, a system of meetings which starts following the annual convention (held on June 27, 2012) and which aims to analyze and share the main strategic issues with all Enel employees. The over 300 events held involved 51,000 people in numerous workshops and work sessions and they could interact during the events through internal communication channels (Enel.radio and Enel.tv). During the year internal communication dedicated considerable space also to the One Company reorganization process, activating a series of channels and tools to facilitate Enel citizens' knowledge and awareness on the process of change, including the dedicated section of the company intranet.

Among the key internal communication issues in 2012 was the fiftieth 'birthday' of Enel, to which 80 initiatives were dedicated, including 30 specials on Enel.tv, features in each edition of Enel Insieme and in radio items. In addition, the competition "*Enel, 18.250 giorni di emozioni e ricordi*" (Enel, 18,250 days of emotions and memories) was held, in which people provided over 600 videos, photos and stories to tell of their experience in the Company.

During 2012 Internal Communication realized new initiatives to develop a global and integrated approach in disseminating the "customer culture", adopting a twofold approach: one dedicated to knowledge and awareness of the market (in particular through dedicated coverage in the internal media) and the other dedicated to the call to action and to the involvement of colleagues (the "*+ Amici Per Noi*" initiative provided the opportunity to promote the value for money of Enel Energia's commercial offers for friends and rela-

tives and over 2,200 requests to join the program were received).

Another important initiative was the eighth edition of the international competition "We Are Energy", dedicated to the children of employees from 20 countries and aimed to introduce the children to the issues of energy, resources and sustainability in an engaging way.

The internal media network comprises an integrated system consisting of the house organ (translated into six languages), the global intranet, Enel.tv and Enel.radio. Overall, during 2012, the internal media recorded, on average, 1.4 million interactions with Enel staff each month.

The intranet, which is realized in three languages and updated daily, is the main source of company information, with over 2,000 news items in 2012 (of which 900 were global and 1,100 more specific to the various local areas).

Finally, an essential issue for internal communication was that of raising the awareness of Enel employees and those of contracting companies to safety in the workplace (see the chapter Health and safety).

## The company welfare system

Enel has put in place, in the various parts of the Group, an "internal welfare" system which envisages various types of benefit and services which aim to support employees also outside the professional context.

The company welfare system regards the following areas:

- > **supplementary healthcare;**
- > **complementary pensions;**
- > **incentives and agreements.**

The initiatives in these fields vary depending on the countries where the Group operates, in regard to both the specific nature of the various national settings (regulatory framework, public services available, etc.), and the existence of prior agreements developed in the context of the various parts of the Company before entering the scope of Enel.

Here below is an overview of the main programs and actions in the various areas.

### Supplementary healthcare

Supplementary healthcare insurance is envisaged in most foreign countries at favorable conditions to the alternatives available on the market. In addition, in many cases it is the Company itself which guarantees services linked to prevention and periodic checkups.

In Italy, the instrument with which health and prevention programs are carried out is FISDE in which all employees are automatically enrolled. The services can also be extended to dependent family members and remain accessible to former Enel employees.

Members can access the services envisaged by the Supplementary Healthcare Plan both through the wide network of agreements with private and public healthcare structures (hospitals, clinics, health centers, dentists, etc.) and by being reimbursed for services received in other structures. In addition, the cost

of preventative medicine is reimbursed under the healthcare protocols envisaged for cancer and cardiovascular prevention.

FISDE also provides support for families, for example in the case of disabilities and social emergencies (problems of adjustment, alcoholism, drug addiction, etc.), areas in which it provides a series of services for both the individual being treated and the whole family. Finally, additional support programs aimed at workers and their families as well as at external communities are provided by the Social Action Protocol which is an appendix to the National Collective Labor Contract.

## Complementary pensions

Another instrument for assisting employees is the provision of complementary pension funds and the payment of various forms of individual benefits connected with the termination bonus.

In Italy, in addition to the obligatory system provided for by Italian law, there are two defined-contribution complementary pension funds: the FOPEN, for electricity-industry employees (90% membership), and the Fondenel, for executives (100% membership).

Enel is present on the Boards of Directors of these pension funds through its own representatives and so assesses their reliability and economic/financial stability. The duties and prerogatives of the directors are envisaged by the law in force and by the bylaws of the pension funds themselves, in the exclusive interest of and to protect the registered members.

In Slovakia, Group companies offer complementary pension plans to which the Company contributes an amount every month (between 3% and 5.5% for employees who work in the nuclear sector). In Russia too Enel OGC-5 offers a defined contribution pension plan.

As for Endesa, complementary pension funds are available only in Spain and Brazil. In 2012 16,484 employees benefited from these funds, while the overall contribution paid by Endesa in the year was almost 57 million euro.

In 2012, the fund for the management of pension plans of Endesa employees formally signed the UN PRI – United Nations Principles for Responsible Investments, thus incorporating non-financial criteria in managing investments linked to the pension fund.

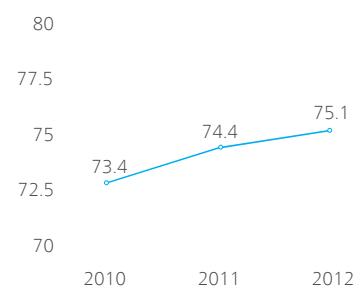
Finally, in the United States Enel Green Power offers a pension plan in which the employee can choose the total deductions from pay to be invested in the fund. The Company makes available a financial consultant to advise and help employees make informed and knowledgeable decisions.

Furthermore, the Group pays employees individual forms of benefits connected with the termination bonus, additional monthly salaries after reaching the age limit or when the right to a length-of-service pension matures, and loyalty bonuses for achieving determined requisites of seniority at the Company.

## Incentives and agreements

Enel supports its employees also with contributions or incentives for various needs, first of all the cost of electricity supply. In Italy, Romania and some countries of Latin America, the Company envisages discounts on tariffs or

Employees covered by pension plan (%)



supports, in full or in part, the employee's personal spending on electricity. Other incentives, which vary in quantity among the various countries, concern the taking out of life insurance and the granting of subsidized loans for home or car purchase or for personal needs (in particular study and training). In addition, there are forms of support for sport and cultural activities.

## Industrial relations

In 2011 a Model of International Industrial Relations was drawn up at Group level, integrated with the elements underpinning the international nature of the Group, such as the Code of Ethics, the Leadership Model, the Management Model and Corporate Social Responsibility strategies. This model aims to become the reference point for industrial relations at global level, so as to guarantee an integrated and coherent approach, while not overlooking the individual nature of each country in which Enel operates.

In 2012, also thanks to the input from the European Corporate Committee, negotiations took place with the Global Union Federations, to turn the new Enel Model of International Industrial Relations into an agreement (Global Framework Agreement) in order to put in place a system for the management of industrial relations which takes account of the extension of the Group's operational and strategic size internationally.

Therefore, as from 2013 the three level of social dialogue in the Group will be consolidated: national/divisional, European and global. In addition, the GFA envisages the possibility of establishing a number of bodies which will have the duty of proposing initiatives aimed at ensuring and disseminating social dialogue and examining the most important aspects in terms of the Group's operations. The possibility is also envisaged of promoting bilateral discussion on some of the essential issues for the Group also at transnational level (safety, training and employability, equal opportunities).

Freedom of association, right to strike and collective bargaining: Enel maintains an open and totally cooperative relationship with union representatives at national, European and transnational level. This positive relationship is confirmed by the high percentage of Group employees who are covered by collective-bargaining agreements, not only in Italy (where all of them are covered by such agreements), but also in countries where, historically, there is a less consolidated tradition of cooperation between the industry and union representatives.

Enel adheres closely to the regulatory provisions of the various countries and to ILO Conventions on workers' rights (freedom of association and collective bargaining, consultation, right to strike, etc.), systematically promoting dialogue between the parties and always looking for an adequate level of agreement on company strategies on the part of the workers.

As regards the right to strike, in particular, the nature of the electricity supply service, which is considered an "essential service", entails the need to reconcile the right of workers with the need to guarantee continuous and safe energy supply.

In most of the countries in which Enel operates, national laws and/or collective bargaining agreements specify the conditions under which workers may exercise this essential right without compromising the electricity service. In other countries, on the other hand, strikes are not allowed in essential public services (Colombia, Russia and Slovakia). In Colombia, in particular, for cases of conflict between workers and the employer it is obligatory to set up an arbitration panel to settle the dispute. In the case of strikes, labor law judges can declare them illegal and the process of collective bargaining is under the supervision of the Ministry of Labor.

Another essential aspect in the dialogue between the Company and the unions is that relating to any organizational changes that may occur in the structure of the Group and of the companies that comprise it, and which may impact on the employment status or the working conditions of the employees involved. On this aspect the relevant laws vary markedly from country to country: Enel follows the national laws and, substituting/integrating these, on stipulating collective bargaining agreements defines the minimum notice periods to be respected (see next Table 5).

Table 5 - Minimum notice period in the case of organizational changes.

Country	Minimum period	Legal provisions/collective agreements
Italy	25 days	Legal provisions
Spain and Portugal	30 days	Framework Guarantee Agreement for Endesa SA and its electricity subsidiaries that are domiciled in Spain (September 12, 2007)
Slovakia	90 days for workers who have been employed for more than 5 years, 60 days for workers who have been employed for less than 5 years	Legal provisions
Russia	60 days	Legal provisions
Romania	45 days for managers, 20 days for other employees	Legal provisions
Argentina	Obligation to provide periodic updates to union representatives (traditionally the notice period for changes in working hours, in the employee's role or in the work location is 48 hours, although there is no specific regulation)	Legal provisions
Brazil	Obligation to provide "prompt" information	Legal provisions
Colombia	Neither the law nor collective bargaining envisages a minimum notice period in the case of organizational changes	-
Peru	Neither the law nor collective bargaining envisages a minimum notice period in the case of organizational changes	-
Chile	Neither the law nor collective bargaining envisages a minimum notice period in the case of organizational changes	-

# Health and safety

Protecting people's health and safety and mental and physical wellbeing is, for Enel, a moral responsibility towards its own employees and those of contracting companies. The Group's "Health & Safety Vision" focuses on the commitment to disseminate and consolidate the culture of health and safety throughout the Group in order to achieve the "Zero Accidents" target, by promoting

greater attention to and awareness of risks and continuous improvement in standards. The Company's commitment to guarantee safe and healthy work environments and conditions is set out in Enel's Health and Safety Policy which is applied throughout the Group and which establishes the key points of the approach adopted by the Company.

## A global approach to safety

As part of the "One Company" project, the global organizational transformation which the Enel Group is going through, the review of the organization and main health and safety processes was started. The objective is to promote greater integration of safety in the business and to define a single and homogenous approach to safety throughout the Group, albeit taking account of local circumstances, by splitting tasks between Enel SpA, the divisions and the countries involved.

The Health & Safety Unit of the holding company has been reorganized with the establishment of three sub-units:

- > H&S Policies & Reporting;
- > H&S Planning & Integration;
- > H&S Controls.

The new H&S Controls Unit, in particular, is dedicated to undertaking divisional checks to verify application of Group procedures and standards and the effective real-

ization of global initiatives, so as to support H&S units in defining specific action plans.

In December 2012 the Health & Safety Holding Handbook was published and it establishes a common health and safety strategy, thus ensuring its consistent application at

### Health and safety management systems

The start in 2012 of the process of certifying the Management System of Enel Servizi brought closer full implementation of health and safety management systems that conform to OHSAS 18001 in all the divisions/companies in the Enel Group.

divisional and local level. The Handbook includes the "Stop Work Policy" which reiterates Enel's commitment to guaranteeing safe working conditions and environments and highlights the responsibility of each worker in protecting their own health and safety and that of their colleagues, establishing, in particular, the right/duty to always report any risk situations, also by stopping work in the case of situations involving serious and immediate danger.

During the year "Health & Safety standards" were published as a guideline aimed mainly at operating staff. It focuses on ten activities related to Enel's business (electrical works, working at height, excavations, lifting and transport using mechanical means, etc.) and defines stringent safety requirements that are valid throughout Enel, so as to guarantee the same standards of conduct and levels of protection in the whole Group.

A process has been introduced for the reciprocal exchange of experiences between representatives of different divisions and countries. They jointly analyze a number of accidents, which are considered as case studies, in order to compare working methods and equipment used and to identify "good practices" which can be disseminated globally.

With a similar aim of promoting lessons learnt from real accidents, a process has been started to share experiences on these by disseminating information sheets in Italian, English and Spanish, in which the accident is described and problems are highlighted as well as the actions taken to avoid a repetition. This campaign is an essential instrument to support analysis and prevention of accidents and safety training.

In order to exchange experiences on near misses, on the other hand, a "share point" has been created on the corporate intranet in which divisions can share descriptions of important near misses, in order to promote the process of reporting and managing near misses and increasing awareness of this issue.

To support the Group's coordination of safety processes and policies, in 2012 too the process continued to automate and digitalize health and safety processes by adopting a single information system at Group level which can guarantee a centralized and controlled process for reporting, monitoring and analyzing safety data. In 2012 the dissemination of the system continued in Romania and Latin America (Enel Green Power). The conclusion of the process to extend the system to all the countries where the Group operates is planned for 2015.

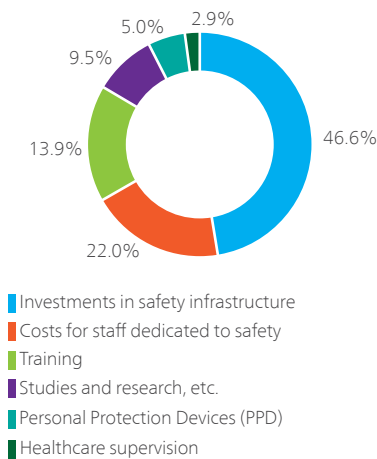
## Objective Zero Accidents

In 2012 the total financial commitment for health and safety (training and information, communication, healthcare supervision, purchase and management of personal protection devices, fire surveillance and medical facilities, studies and research, etc.) was over 262 million euro <sup>(1)</sup>.

(1) The figure for 2012 cannot be compared with the values published in the 2011 Sustainability Report since it contains a more accurate recognition of capital expenditure, the monitoring of which started at the end of 2011. If the investments in safety are also considered for 2011, the figure for 2011 increases from 149.1 to 256.3 million euro.



Total safety spending - 2012



## The 5+1 Program

In 2012 the 5+1 Program was launched and is an evolution of the Group's approach to safety. The "project" logic of the Nine Points Safety Improvement Plan, which was launched in 2009, has progressed towards a "process" vision: permanent work areas have been established on which the Group will continue to act in coming years.

The program, which is based on an integrated and cross-cutting approach to the management of safety and on strong commitment by management, is broken down into 6 areas, which are considered essential to improve health and safety processes.

For each area it is planned to set up permanent working groups, chaired in turn by a different "Executive Sponsor", which seek to promote the dissemination and consolidation of health and safety initiatives in the whole Group, help create synergies between the different businesses, share best practice and launch "bottom-up" initiatives thanks to close cooperation with business areas and the various corporate departments.

### 5+1 Program

1. Development of the culture of safety and training
2. Safety in contracting processes
3. Communication
4. Structural safety and technological innovation
5. Major works
6. Health

### Development of the culture of safety and training

In 2012 the commitment to training, information-giving and preparation on safety was very strong: a total of 1,145,328 training hours was provided for a *per capita* average of 15.8 hours, up by 9% on 2011.

Training courses on health and safety are distinguished on the basis of the field of application, the issues addressed and the recipients:

- > "global" courses: courses developed at Group level and applicable throughout Enel;
- > "local" courses: local courses focused on specific issues;
- > Safety Academy: courses aimed at staff dedicated to safety management.

As part of the "global" courses various training initiatives have been realized aimed at making safety an integral part of the know-how of every worker from the moment they join the Company. For example, specific programs are directed at new recruits on the basis of the area they belong to, such as the global course "Six months in safety", which aims to increase know-how and skills through a six-month period in structures dedicated to safety, in which classroom-based training alternates with on the job training.

Safety is also one of the distinctive factors in the Enel Leadership Model: therefore, the general training model on safety includes modules dedicated to “leadership for safety”, aimed at stimulating managers and human resource operators to have an increasing awareness and acceptance of the responsibility for safety linked to their role. Continuing the program started in the previous year, in 2012 around 70 editions were held, involving almost 1,100 employees throughout the Group.

In countries where the risks connected to driving are significant (for example, where there is distribution infrastructure) safe driving courses continued and were provided at private tracks. In 2012 around 55 courses were supplied involving around 1,800 employees.

As part of trying out alternative training methods in Italy, besides the project “*La Formazione va in Teatro e mette in scena la sicurezza*” (Training Goes to the Theatre and Puts On Safety), the “*Play Safe: il gioco è una cosa seria*” (Play Safe: playing is a serious matter) courses continued, aimed at non-operational staff and based on a game-based, interactive approach. The project was recognized as good practice by the consultative Committee on occupational health and safety at the Italian Ministry of Labor and Social Policies.

As for the Safety Academy, which aims to increase the technical and professional know-how that is essential for safety managers, during 2012 thirty courses were supplied involving 310 staff.

Alongside the actual training courses, every year numerous information-giving and awareness-raising campaigns are realized to make safety an integral part of the everyday conduct of Group employees.

For operational staff, for example, the “Health & Safety standards” have been published. These are guidelines focused on ten activities linked to Enel’s business (for example, electrical works, working at height, excavations, lifting and transport using mechanical means, etc.) which define stringent safety requirements (equal to or higher than those required by national laws) to be respected throughout Enel, so as to guarantee the same standards of conduct and levels of protection in the whole Group.

In addition, in Italy a project has been implemented aimed at encouraging the exchange of experiences between representatives of different divisions in order to compare different working methods and identify “good practices” which can be disseminated globally.

With a similar aim of sharing lessons learnt from real ac-

cidents, various case studies have been prepared and disseminated in 4 languages (Italian, English, Spanish and Portuguese) which can provide information and support for the analysis and prevention of accidents. In order to exchange experiences on near misses, on the other hand, a share point has been created in which divisions can post descriptions of important near misses, in order to promote the process of reporting and managing near misses and increasing awareness on this issue.

In 2012, for the first time, the Climate Survey 2012 saw the introduction of a specific section dedicated to the issues of health and safety (“Enel Climate & Safety Survey”), aimed at checking to what extent staff in the various parts of the Enel Group have taken on board the culture of safety, what perception workers have of health and safety processes and how effective the initiatives implemented are. On the basis of the results of the Survey, specific improvement plans will be established for each individual area so as to promote initiatives aimed at the areas identified as needing improvement.

## Safety in contracting processes

Attention to the safety of contracting companies’ workers has always been a priority for Enel which is thoroughly committed to protecting the safety of workers regardless of whether they are from Enel or from other companies.

This commitment takes two forms. On the one hand, Enel has established common and stringent prerequisites which companies must show they possess in order to become Enel suppliers and which are periodically verified: the global model of qualifying and selecting suppliers includes the assessment of safety requirements, and the Vendor Rating system envisages a precise and systematic check on contractors during the execution of works regarding safety issues, with the use of a specific index (see Sustainability in the supply-chain).

The other commitment concerns the “cultural” aspect of the attention to safety: Enel aims to play a leading role in regard to contracting companies (in particular small and medium sized companies), by supporting them in strengthening the culture of safety, helping them to resolve any problems, sharing the lessons learnt from accidents and near misses and taking part in defining improvement plans. For example, “Contractors Safety Days” serve this purpose with periodic meetings with the managers of contracting companies aimed at making them aware of the importance of paying due attention to safety.

## Communication

The initiatives and the projects undertaken on safety are supported by internal communication campaigns aimed at increasing their dissemination among workers and their effectiveness. For example, the issue of the “Health & Safety standards” was accompanied by a global awareness-raising campaign “Five golden rules to work safely”, aimed at promoting the minimum rules to be respected in order to prevent the occurrence of accidents, through a simple visual approach which focuses workers’ attention on the essential rules to be adopted to work safely. In 2012 the first golden rules were published relating to electrical works and careful driving; in 2013 rules relating to the other standards will follow.

## International Health & Safety Week

In November 2012 the fifth edition of the International Health & Safety Week took place, a leading initiative on safety, which every year involves all the areas of the Enel Group. For one week in all the countries where Enel operates, training, communication and awareness-raising initiatives are organized, to stimulate not only Enel workers but also contracting companies to adopt a concrete and proactive commitment to safety. In total around 1,400 initiatives were realized, including meetings dedicated to the “One Safety” project, training sessions, Safety Days, emergency simulations, Safety Walks, meetings with contractors and workshops on health and prevention, involving almost 73,000 participants in total. Particular importance was given to the issue of safety through the organization of numerous awareness-raising initiatives.

## Structural safety and technological innovation

With a view to improving infrastructure standards by sharing good practices at Group level, a survey was undertaken of the main programs in the Group to enable identification of the most innovative solutions which will then be disseminated throughout Enel. In addition, the “H&S Devices Catalogue” was prepared and sets out, on the basis of the different businesses, the main devices tested by the divisions.

In the Engineering and Research Division the “Zero Accidents Project (ZAP)” is underway and aims to reduce to zero the number of accidents at construction/maintenance worksites by applying innovative technologies for worker safety, such as for example: checks on the use of Personal Protection Devices, support in managing emergencies, help in managing interference between activities, notifying and communicating the status of the work area and the level of risk exposure.

In the Infrastructure and Networks Division the “Active Safety at Work” project

was launched and envisages the testing of an automatic device which allows verification, for the whole duration of the works, of the correct use of Personal Protection Devices (PPD) by operators.

In Romania the project “Safety at underground substations” was launched and focuses on confined spaces, including an integrated plan of initiatives to improve technical standards which will involve over 1,000 underground substations, with organizational initiatives, such as the definition of a new work procedure, and structural initiatives, such as the purchase of ladders with an integrated anti-fall system, a system of gas detection and environmental monitoring and radio equipment suitable for use in explosive atmospheres.

As part of the plan to improve the infrastructure standards of the car fleet, “black box” testing continued on company vehicles. This is a device which can provide assistance and support to the driver both while driving and in the case of emergency.

## Major works

Mapping was carried out at Group level of the main open worksites and an analysis was made of the trend in accidents, the safety organization, and the main initiatives in place to ensure high safety standards for Enel staff and for other companies. Starting from the main findings of the mapping, a peer review plan was defined for worksites, which envisages a series of visits by an interdivisional team aimed at sharing experiences and good practices and defining a common safety standard.

## Health

A specific working group under the “5+1” program is dedicated to the issues of health and prevention, with the aim of promoting an increasingly integrated approach to health, prevention and wellbeing both inside and outside the work environment.

On the basis of good practices identified in the Group a Global Plan on health and prevention has been established, aimed at defining a minimum common standard applied throughout Enel. The Plan, which is broken down into the three health areas identified by the World Health Organization (physical, mental and social), envisages a series of prevention and awareness-raising initiatives which will start in 2013:

- > campaigns on the issues of alcohol and drugs, which include specific projects in the most at risk areas;
- > courses to quit smoking;
- > cardiovascular campaigns;
- > initiatives to help the disabled.

On the first point, in collaboration with the International Labor Organization (ILO), the “Safe Work without drugs & alcohol” project has been launched and is backed by the Italian Prime Minister’s Office. It aims to develop corporate prevention plans based on the involvement and training of workers, alongside verifications on alcoholism and drug addiction. The training sessions will be started in Italy during 2013.

Under the Plan particular attention has also been paid to the issue of stress

prevention and to the promotion of health and wellbeing, with the definition of a specific action plan including:

- > training and information initiatives aimed at all workers, so that they know how to handle stressful situations, and at human resource managers/operators so that they have the tools available to identify possible at risk situations and put in place the most suitable measures to resolve them;
- > organizational initiatives such as the preparation of

guidelines to provide operational indications to prevent the occurrence of stressful and difficult situations;

- > support and assistance initiatives.

These global activities which were introduced under the "5+1" Program complement the healthcare supervision activities and the health and prevention initiatives which are periodically organized in all the countries where the Group operates.

Country	Actions taken
Italy	Prevention: the results of the assessment on work-related stress which was completed in 2011 were published, on the basis of which specific improvement plans were defined for the individual corporate areas. In collaboration with FISDE, the cardiovascular prevention campaigns continued.
Spain	Information: campaigns for employees regarding the consumption of alcohol, tobacco and drugs, stress, muscular-skeletal problems and cardiovascular disease, the prevention of cancer and respiratory disease.
Slovakia	Prevention: Health Day with skin examinations, measurement of blood pressure, exams to prevent cardiovascular disease.
Romania	Information: promotion of physical fitness with free use of gyms and sports fields and organization of sports competitions.
Russia	Prevention: free flu vaccination, free fluorographic examinations.  Training: training sessions, seminars and informative material on pathologies that may occur due to exposure to asbestos.  Information: campaign to prevent muscular-skeletal problems focusing on the promotion of correct posture when working at a computer; information campaigns on workplace risks, the risks of poor diet and a sedentary lifestyle, stress and respiratory infections.
Argentina	Training: workshop for employees on diet, care of the body, stress, industrial hygiene, cardiovascular risk factors, protection of hearing and promotion of checks for early diagnosis of illnesses affecting women.
Chile	Prevention: vaccination against flu and hepatitis.  Information: campaigns for employees and families regarding cardiovascular risk, female health and emerging risks.
Peru	Prevention: cancer prevention programs, mental health risks, muscular-skeletal and cardiovascular problems.
Colombia	Prevention: programs for skin cancer and cardiovascular risk prevention; voluntary vaccination days; voluntary test for HIV.  Training: workshop on cervical, prostate, breast and colon cancer.

## The "One Safety" project

Alongside the "5+1" program, in 2012 the "One Safety" project was launched, a global initiative focused on conduct which also involves contracting companies, in order to promote coordinated and synergic commitment to the "Zero Accidents" target. The project has been developed in two areas, one dedicated to managers and aimed at enhancing leadership on safety and the other for opera-

tional staff aimed at promoting safe and responsible conduct.

"One Safety - Leadership", which was launched in July 2012, aims to enhance in managers awareness of their role as "leaders for safety" through daily and personal commitment. The program, which is part of the "GOAL Managerial Training Program", includes a day dedicated



to health and safety issues, focused around the screening of the Enel film "Safety: The Heart of the Matter" which highlights that, underlying every accident there is often a chain of decisions taken at various levels of responsibility and which are not in keeping with the Company's vision of safety. This is part of the "GOAL Managerial Training Program", the training course on Enel values which in 2012 involved around 330 managers in the whole Group. Launched in April "One Safety - Behavioural Area", on the other hand, aims to make the staff of Enel and of contracting companies aware of the fact that acting safely plays a fundamental role in preventing accidents. The project envisages the dissemination of systematic process for reciprocal observation and control of conduct, which is followed by feedback and the definition of initia-

tives for short- and long-term improvement. The observations, which are recorded on an online system which is available in the most commonly used languages in Enel, relate to five areas: workplaces; working methods; procedures; equipment and materials; PPDs. Besides allowing the loading of observation sheets, the system allows analysis at various levels of the main cases of at risk conduct found and therefore appropriate calibration of the improvement initiatives.

During 2012 "One Safety - Behavioural Area" was disseminated to around 700 worksites and led to the registration of around 64,000 observations. In 2013 it will be extended to all the Group's worksites and it is also planned that contracting companies will adhere to the project and will make observations and inform Enel of their improvement



plans and state of realization. In order to encourage the participation of contracting companies, a reward mechanism has been envisaged in the system for assessing the performance of suppliers (Vendor Rating, see Sustainability in the supply-chain). In addition, in October the project was started in offices, where the observations also include checking the conformity of workplace health and safety standards.

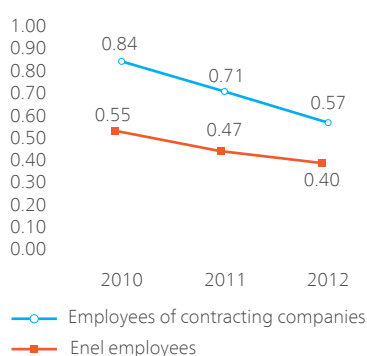
## Results achieved

2012 confirmed the falling trend in accident rates in recent years: the injury rate (LTIFR) for Enel Group employees fell by around 28% from 2010 to 2012 to stand at a value of 0.40, a 15.7% fall compared to 2011. The lost day rate (LDR), on the other hand, stood at 20.9, a 5.9% drop compared to 2011 and 21% over the three year period. The positive trend is also confirmed by the operating frequency index, which focuses on some types of accidents which are more closely connected to the Company's core business and characterized by a high level of seriousness (injuries from electric shock, falling from height, crash-crush-cut, harmful agents and explosions), which fell by over 31% compared to 2008.

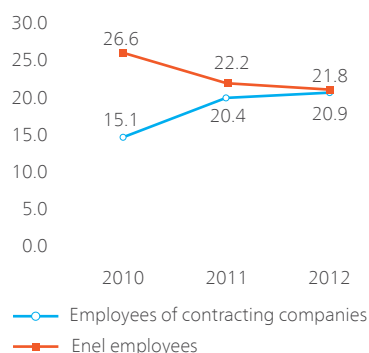
For contracting companies too there was confirmation of the falling trend in injuries: in 2012 the injury rate (LTIFR) fell by 19.3% compared to 2011, while the lost day rate (LDR) rose by 7.1%.

In the 2010-2012 period serious and fatal accidents fell by 40% for Enel staff and by 44% for contracting companies. In 2012 there were no fatal accidents involving Enel staff (in 2011 one was recorded), while there were 11 fatal accidents involving employees of contracting companies (4 more than in 2011). As for serious accidents, in 2012 there were 15 serious accidents involving Enel staff (4 more than in 2011) and 23 serious accidents involving the staff of contracting companies (16 fewer than in 2011).

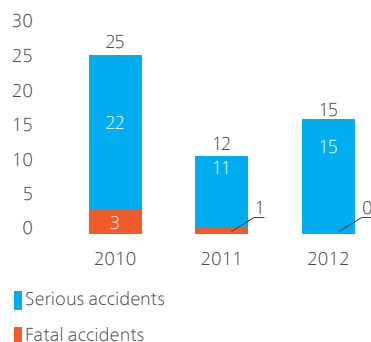
Injury rate - LTIFR (i)



Lost day rate - LDR (i)



Serious and fatal accidents - Enel employees (no.)



Serious and fatal accidents - employees of contracting companies (no.)



# Industrial relations for health and safety issues

In most of the countries in which the Enel Group operates, specific collective agreements are in force to regulate aspects of workers' health and safety. In other cases these aspects are included in the collective bargaining applied at national level.

The agreements establish and govern the health and safety obligations of both employers and employees, also addressing some specific issues such as: PPDs; training; information-giving and development; work hours and rest hours; mechanisms of making reports and complaints for employees; right of the worker to refuse work which can put their health and safety at risk; insurance cover, and the establishment of joint bodies to resolve particular problems.

All the agreements in force are established in conformity with the standards of the United Nations' International Labor Organization (ILO) and envisage compliance with objectives and performance standards.

In order to facilitate the application of health and safety

initiatives and to encourage the sharing of decisions and results, joint committees have been set up in all the countries dedicated to monitoring and checking health and safety conditions at national and divisional level and also for each individual site.

With a view to facilitating the integration and standardization of committees operating at different levels, during 2012 in Italy a Bilateral Committee on Safety Policies and Safeguarding the Workplace was set up, which is responsible, among other things, for promoting prevention activities and training and awareness-raising programs on health and safety issues and drawing up and collecting "good practice". In 2013 this coordination work will be extended to the whole of Enel by setting up a Bilateral Committee on Health and Safety at Group level.

Here below are further details on the committees operating in the various countries at a national and/or local level.

Country	Joint committees for health and safety
Italy	<p>There are two committees operating at divisional level for the Infrastructure and Networks and Generation and Energy Management Divisions, which in total represent 68.6% of workers.</p> <p>In addition, periodic "meetings" are organized involving the employer, the prevention and protection service manager, the company doctor and the worker safety representative. The meetings are called at least once a year and represent 100% of employees.</p>
Russia	In every OGC-5 plant there are committees which deal with health and safety. Every organizational unit has a worker representative for occupational health matters, for a total of over 100 representatives, who communicates with company managers and unions.
Slovakia	The health and safety committee periodically assesses the state of implementation of occupational health and safety policies and proposes measures to manage, control and improve safety.
Romania	In accordance with the legislation in force, in each Group company there are health and safety committees which represent all workers.
Spain	At national level the <i>Comisión de participación y control</i> has been set up and, at local level, <i>Comités de seguridad y salud territoriales</i> have been set up.
Argentina	In the 3 power plants there is a bilateral committee on hygiene and health, which meets once every month or two months.
Chile	At all production sites with more than 25 workers there are <i>Comités Paritarios de Higiene y Seguridad</i> , which meet at least once a month and whenever a fatal accident occurs.
Peru	There are 5 bilateral committees, which also see the involvement of representatives of contracting companies.
Brazil	At all sites a <i>Comissão Interna de Prevenção de Acidentes</i> is set up and consists of representatives of the Company and representatives of workers, focused on establishing accident prevention initiatives.
Colombia	Two joint committees have been set up (COPASO), one for distribution and one for generation.



# Sustainability in the supply-chain

## Fuel procurement <sup>(1)</sup>

Purchasing fuel is a strategic activity for the Group, since it plays a leading role in guaranteeing the security and continuity of thermoelectric energy production from non-renewable power generation capacity. Consequently Enel pays close attention in choosing its fuel suppliers, which are subject to checks on their economic and financial reliability and on possession of the technical and commercial prerequisites. Suitable counterparties are included in specific Vendor Lists.

In addition, in relation to the Italian consolidation, a check is made that suppliers are not on specific blacklists of the UN, European Union and the US Office of Foreign Assets Control, lists which respectively identify individuals or organizations connected with terrorist organizations, organizations subject to financial sanctions by the EU and so-called SDN (Specially Designated Nationals) organizations which are subject to sanctions by the United States for accusations, among other things, of terrorism or drug-trafficking.

Finally, purchase contracts signed with fuel suppliers are subject to the rules adopted by the Group regarding the Code of Ethics, the Zero Tolerance of Corruption Plan and the 231 Compliance Program, to which suppliers must adhere or face termination of the contract.

(1) Information referring to solid and liquid fuel.

## Vetting

In order to mitigate the risks from fuel transport by sea, in 2012 Enel extended to the whole Group a tool to assess and select the transporters used, known as vetting. In practice, checks are carried out on ships in order to check compliance with international standards, both in terms of safety and in terms of regulations on navigation.

Vetting is an industry standard in the supply-chain of tankers (oil transport). Only in recent years have a small number of operators, including Enel, started to apply the same methodology also in the sector of dry bulk transport (minerals, coal, cereals).

## Bettercoal (bettercoal.org)

In 2012 Enel's work continued in Bettercoal, the non-profit initiative created by a group of global utility leaders with the aim of promoting continuous improvement in companies' responsibility in the coal sector, with a specific focus on mining.

Bettercoal is governed by a Board of Directors, of which

Enel holds the deputy chairmanship, and by an Executive Director, supported by panels of external stakeholders with a consultative role. The initiative is open to the participation of new members, such as major coal buyers (including utilities in the electricity sector), and other industrial groups, such as steel makers and cement manufacturers.

The aim of Bettercoal is to improve practices relating to human rights, labor, business ethics, the environment, and the impact of the coal sector on local communities, through an agreed set of standards and encouraging mining companies and operators to adopt them and improve their social responsibility practices by engaging with stakeholders.

During 2012 work continued to draft the Bettercoal Code which will be the reference point for the coal supply-chain for the purposes of assessing the social, environmental and ethical performance of coal mining companies, on the basis of existing social responsibility standards for the mining sector. Once the first stage of public consultation has finished, which involves a multitude of stakeholders across the globe, including unions, NGOs and coal supply companies, the second stage will be launched which, during 2013, will lead Bettercoal to adopt a series of instruments to bring the assessment of coal suppliers into operation (self-assessment and site-assessment).

**bettercoal**  
defining standards.refining practice

## Purchases and tenders for goods and services

The Enel Group makes use of external companies (suppliers, contractors or subcontractors) for various activities regarding the construction, operation and maintenance of production plant and distribution networks. The workforce of contracting companies in 2012 numbered 104,590 FTE (Full Time Equivalent), a fall of 4.7% compared to 2011.

In the Italian consolidation, Enel has instituted a supplier qualification system that ensures a careful assessment of the companies that intend to participate in procurement procedures. Qualification is required in particular for suppliers which provide core activities for Enel's business. In 2012 purchases from commercial categories for which the qualification process was activated represented 71% of all purchases.

In order to qualify, companies must show, by presenting a series of documents, that they hold the specific requirements in terms of competence and legal, economic, financial, technical and organizational reliability. In addition, the qualified suppliers are asked to explicitly adhere to the principles set out in the Code of Ethics, the Zero Tolerance of Corruption Plan and the 231 Compliance Program.

In the Italian boundary, in order to guarantee the sustainability, not only in economic and financial terms, of the Group's purchases, among the product categories identified are those which can more probably have a social or environmental impact. In this case, further requirements have been defined regarding health and safety, environmental management or other aspects of sustain-

## Global Procurement

During 2011 the Global Procurement Department was set up, with the aim of making procurement processes more efficient and achieving synergies in the management of purchases thanks to the standardization of practices and contractual clauses applied.

ability: in Italy, for example, the categories linked to waste disposal must have an environmental management system that complies with ISO 14001:2004 certification, while call-center and back-office companies are assessed on the basis of a further parameter which takes the form of indicators linked to staff turnover and training.

In the product groups relating to contract work, particular weight is attached to the health and safety requirements, above all holding relevant certification (OHSAS 18001:2007). During 2012, in addition, guidelines were published for safety in subcontracting which establish the minimum safety requirements for subcontractors engaged in carrying out contracts with Enel Group companies. Without prejudice to the provisions in individual national legislations, the document establishes the conditions on which the authorization to subcontract will be granted and what safety obligations the contractor and subcontractor are required to comply with.

As regards respect of human rights, contracts include a ban on using child and enforced labor, an obligation of equality of treatment, a ban on discrimination, abuse and harassment, recognition of the rights to join a union and of association and representation, and obligations on safety, environmental protection and hygiene-healthcare conditions. In addition, with the signing of the contract, the supplier undertakes to make use of regularly employed staff and to pay their employees all the due amounts relating to pay, tax, insurance, pensions and healthcare, as envisaged by the national laws and by the applicable collective labor contracts. In tender contracts signed with foreign counterparties the most restrictive regulation will be applied between that of the country involved and the Conventions of the International Labor Organization (ILO). Specific safety clauses are also envisaged which include, in particular, the application of sanctions in cases of serious and repeated violations of safety law, which can even entail termination of the contract.

Enel reserves the right to carry out checks and monitoring on compliance with the ethical clauses by both the supplier and any sub-suppliers, should any relevant reports be received, and to immediately terminate the contract in the case of confirmed violations. The checks are carried out by the various competent company divisions.

With the aim of standardizing at Group level the contractual conditions for Global Procurement tenders, during 2012 a project to standardize the contractual documents in use was launched. This work gave rise to the so-called "General Contract Conditions" which collect and standardize in a single document the general contractual clauses applicable to work/service/supply tenders in all the countries where Enel's Global Procurement Units operate. The adoption of a single document at international level will enable greater certainty in the standard use of contractual clauses on issues such as the environment, health, safety and human rights, thus contributing to guaranteeing correct and responsible management of the supply-chain in the various countries where the Group operates.

The qualification procedure is complemented by the vendor rating system which operates in all the countries and is applied to suppliers with contractual turnover above a set level. Vendor rating aims to monitor the performance

of suppliers and contractors with regard to their correct conduct during the tender competition/offer, the quality (including also environmental and safety aspects) and punctuality of their performance during the execution phase. The process is active throughout Enel, thus ensuring the same criteria and the same assessment parameters for all the suppliers of the Enel Group.

## Information and training on safety

Attention to the safety of contractors has always been a priority for Enel, which is strongly committed to protecting safety without any distinction between its own staff and the staff of the contractors undertaking work for the Group.

In this effort, a fundamental role is played by the dissemination of the culture of safety to all workers, an essential element in guaranteeing compliance with the rules and safety procedures: great importance is therefore attributed to information and training on safety, including for the Enel Group's contractors and suppliers.

Enel requires all contractor employees who work in plants and areas owned by the Group to be adequately trained by their employer and systematic checks are carried out both in the qualification stage and before the work begins.

100%

staff of contractors destined to work for Enel who have received safety training from their employer

270,600

hours of training and awareness-raising targeted at the staff of contractors

In addition, during 2012 training courses continued as realized in collaboration with UNAE (the National Institute for the Qualification of Plant Installation Companies).

In some plants of the Generation and Energy Management Division the "*Maggior Supporto*" project is active and envisages, during planned maintenance of plant, the establishment of a support group consisting of technical experts who monitor the conduct of contracting companies/subcontractors. Extraordinary maintenance is a particularly critical time in terms of keeping safety standards in the plant high, both due to the increase in the number of staff and companies involved and due to the complexity of the activities undertaken and the interactions among the various subjects. The project, which is considered an example of best practice also by the European Agency for Safety (EU-OSHA), has also been extended to Russia with very positive results.

Excellence

Appendix

# Methodological note

Since 2003 Enel has published an annual Sustainability Report together with the Group's Annual Report.

The 2012 Sustainability Report is aimed at stakeholders in the Enel Group with the purpose of highlighting the action taken in regard to the Group's sustainability objectives and, thus, responding to the legitimate interests of all the stakeholders.

Compared to previous years, in particular, the 2012 Report is enhanced with a structured analysis of the "materiality" of sustainability issues for the Company and for its stakeholders, which has enabled the realization of a report that is more streamlined and more focused on key issues for stakeholders in the Group.

## How this Report was created

The 2012 Sustainability Report has been prepared in compliance with the "Sustainability Reporting Guidelines" of the Global Reporting Initiative (GRI), version G3.1, and the supplement dedicated to the Electric Utilities sector issued in 2009 by the GRI ("Sustainability Reporting Guidelines & Electric Utilities Sector Supplement"). In particular, the process of establishing the contents is based on the principles of materiality, inclusivity of the stakeholders, sustainability and completeness; with reference to the quality of the information reported, the principles of balance, comparability, accuracy, timeliness, clarity and reliability as established in the GRI guidelines have been followed.

In addition, this Report conforms to the principles of inclusiveness, materiality and responsiveness indicated in AA1000APS (AccountAbility Principles Standard) issued in 2008 by AccountAbility, the international research institute on sustainability issues.

Information and further details on the issues and indicators in this Report can be requested from:

**Enel SpA**

**External Relations Department  
CSR**

Viale Regina Margherita, 137  
00198 Rome – Italy

Tel. +39 06 8305 1

e-mail [csr@enel.com](mailto:csr@enel.com)

[www.enel.com/en-GB/sustainability](http://www.enel.com/en-GB/sustainability)

In reference to the principle of materiality, in particular, the detail in which the various issues are addressed was determined on the basis of their weight in the objectives and strategies of the Enel Group and of their importance for stakeholders, determined through a structured process of analysis of materiality.

## The materiality analysis 2012

The analysis of materiality was conducted on the basis of the guidelines in AA1000SES, for the stages of mapping and prioritizing stakeholders and analyzing the results, and of the criteria of AccountAbility and of the GRI G3.1 regarding the definition of key issues and the application of the principle of materiality. Underpinning the analysis was a structured process of mapping and prioritizing the key stakeholders for the Group, which saw the involvement of the company structures dedicated to relations with the various stakeholders (Personnel and Organization Department, Regulation Department, Environment and Carbon Strategy, Iberia and Latin America Division, Market Division, Group Risk Management, Global Procurement, etc.).

The definition of the key issues for Enel is based on various sources, including the corporate policies and principles of conduct, the 2011 Sustainability Report, dialogue with stakeholders, the issues of greatest interest for sustainability rating agencies, and relevant benchmarking studies.

Two aspects were investigated in relation to these issues:

- > on the stakeholder side, the relative importance of each issue in the perception of stakeholders and the 'direction' of their expectations (i.e. an expectation of engagement rather than disengagement on the part of Enel);
- > on the company side, the level of impact of the issues on sustainability strategies, determined on the basis of the current and future commitment on each issue.

The importance of issues for stakeholders and the 'direction' of their expectations has been photographed through an extensive analysis of the results that emerged from numerous initiatives to listen to, involve and talk to key stakeholders that Enel undertook during 2012, together with a structured analysis of the positions independently expressed by 'authoritative' stakeholders, such as national and transnational institutions, authorities, stakeholder associations, and multilateral bodies on sustainability issues. Examples of the sources considered were customer satisfaction and customer complaints, climate surveys and internal communication, dealings with analysts and investors, questionnaires from sustainability rating agencies, dealings with representative and category associations, institutional relations at national and local level, union relations, media monitoring and surveys.

The impact of the issues on Enel's sustainability strategies was determined by involving the Strategic Planning Unit and other company departments for analyses on specific issues, and reflects the strategic guidelines defined by the 2013-2017 Industrial Plan, the objectives of the departments/divisions and the commitments taken on by the Group through policies and conduct criteria.

Analysis of these two aspects enabled the attribution of various priority levels for the issues and their positioning in a matrix, given on page 24. The materiality matrix summarizes the various perspectives and provides an overview of the issues with the greatest potential to influence the actions and performance of Enel and the decisions of its stakeholders, as well as the degree of "alignment" or



“misalignment” between the priorities attributed by stakeholders to the various issues and the Group’s level of commitment in this regard.

## The reporting mix

On the basis of the results of the analysis of materiality it was possible to re-define the structure of the 2012 Sustainability Report by focusing it more on material issues, to which specific chapters have been dedicated. In the same way the level of materiality of the issues, which are in their turn broken down into detailed sub-issues, influenced the level of analysis applied to the individual issues and GRI indicators (G3.1 and EUSS) as well as the choice of the most suitable reporting tool to represent them (2012 Group Annual Report and attached reports, 2012 Environmental Report), to which reference has been made to address or analyze more specific issues, respectively, on economic performance and governance or on environmental management. In addition, the materiality analysis was the basis for defining Enel’s sustainability objectives for 2013-2017, as illustrated by the Sustainability Plan (see page 26).

The GRI Content Index, which is set out as an Appendix, contains references to the 2012 Sustainability Report and to other reporting instruments used in the Group. Please consult [www.enel.com](http://www.enel.com) for further information, for example, on the innovation projects or the activities of the Enel Foundations. Please consult the *Informe de sostenibilidad* 2012 of Endesa for further details on initiatives dedicated to customers and local communities in Spain and Latin America.

The completeness of the information provided in the 2012 Sustainability Report and in the other reporting instruments compared to that required by the GRI Reporting Framework has made it possible to self-certify an A+ level; at the date of publication of the Report this level is subject to confirmation by GRI.

## Process of drafting and assurance

The process of reporting and monitoring Key Performance Indicators (KPIs) for sustainability involves Enel SpA as regards the cross-cutting issues, and all the Group’s divisions and companies for the specific issues and indicators of the differing business sectors.

In the areas involved, individuals have been identified to collect, verify and process the relevant KPIs. The results are aggregated by the Strategies Unit of the Accounting, Finance and Control Department, which also coordinates the collection and processing of the quantitative indicators. The CSR Unit of Enel SpA, which is part of the External Communication and CSR Unit within the External Relations Department, is responsible for the qualitative elements and the comment on the results, as well as the coordination of the preparation of the Sustainability Report.

The Sustainability Report is analyzed and assessed by the Control and Risks Committee and the Appointments and Corporate Governance Committee which, with the support of the Audit Department, verifies its completeness and reliability; the document is then approved by the Board of Directors and finally presented at the Annual General Meeting together with the Group Annual Report. The 2012 Sustainability Report is subject to limited audit by Reconta Ernst &

Young SpA. The report, which describes the principles adopted, the activities undertaken and the related conclusions, is set out in the Appendix.

## Parameters of the report

The data and information contained in the 2012 Sustainability Report regard Enel SpA and the consolidated companies for the year ended December 31, 2012. In the text and in the Appendix to the Sustainability Report, "Parent Company" means Enel SpA, while "Group" or "Enel" means the set of subsidiaries.

The data in the Sustainability Report, in particular, refer to the companies included on a line-by-line basis in the scope of consolidation of the Annual Report at December 31, 2012. The associated companies (which in the Annual Report are valued using the equity method) and the other entities over which Enel exercises significant influence (including joint ventures) are included in the calculation of the data, where available, in proportion to Enel's equity interest and are mentioned in the text where they produce significant impacts. For details on the subsidiaries in the scope of consolidation, readers can refer to the "Performance" section included in the 2012 Annual Report (section "Form and content of the Report" and Appendix). The consolidation method described here is valid for all data except for those related to Safety, which meet the following criteria: data related to the subsidiaries with participation greater than 50% are fully consolidated, with the exception of data on accidents for Endesa boundary, which are consolidated in proportion to the percentage of control; the data related to subsidiaries with less than 50% participation are excluded from the boundary.

Some divergences from the KPIs and information in the 2011 Sustainability Report can be ascribed to changes in the Group's scope of consolidation, to modification of calculation methodology or corrections made after publication. For a detailed information on the changes concerning the scope of consolidation, in particular, refer to the 2012 Annual Report in the sections "Main changes in the scope of consolidation" and "Significant events in 2012". The effect of the changes in the scope of consolidation and any significant changes or limitations in the boundary or in the means of calculating the individual indicators compared to 2011, are expressly indicated in the text and/or in Appendix, together with the effects produced on the related data. The reader can refer to the notes in the tables in the Appendix for all other details on adjustments to the previously published data, the means of calculation, the key assumptions and limitations in the reported indicators.

The calculations are made on the basis of the accounting and non-accounting results and of Enel's other information systems and are verified by the managers responsible for them. There is an explicit indication of data which come from estimates and the related calculation method.

The net electricity produced does not include any plant decommissioning which occurred during the year and which is not monitored in the environmental reporting. In light of these differences, data relating to the production yield and all the specific environmental indices (e.g. emissions, energy consumption, etc.) are calculated in reference to the net energy produced, including the heat produced by the combined heat and power plants (corresponding for 2012 to 9,163 GWh).

# Performance indicators <sup>(1)</sup>

The Enel sustainability Key Performance Indicators are set out from pages 137 to 179 and are an integral part of this Report. In order to facilitate the cross-reading of the performance indicators and the qualitative information given in

the Sustainability Report, in the printed copy the quantitative indicators will be recorded in a separate document. The document will be included in the pocket on the third page of inside cover.

## Units of measure

%	percentage	m <sup>3</sup>	cubic meters
,000	thousands	m.	millions
,000 d	thousands of days	m. A4 eq.	millions of A4 equivalent
,000 h	thousands of hours	m. euro	millions of euro
,000 m <sup>3</sup>	thousands of cubic meters	m. h	millions of hours
,000 t	thousands of tons	m. m <sup>3</sup>	millions of cubic meters
,000 tep	thousands of tons of oil equivalent	m. t	millions of tons
bn m <sup>3</sup>	billions of cubic meters	m. t eq.	millions of tons equivalent
d	days	MBq per unit	megabecquerel per unit
euro	euro	min.	minutes
euro cent	cents	Mtep	millions of tons of oil equivalent
g/kWh	grams per kilowatt-hour	MW	megawatt
GBq per unit	gigabecquerel per unit	MWh	megawatt-hour
GWh	gigawatt-hour	no.	number
h	hours	sec	seconds
h/per-cap	hours <i>per capita</i>	t	tons
i	index	TBq per unit	terabecquerel per unit
kg CFC-11 eq.	kilograms CFC-11 equivalent	tep	tons of oil equivalent
km	kilometers	TJ	terajoule
kWh	kilowatt-hour	TWh	terawatt-hour
kWp	peak kilowatt	years	years
l/kWh	liters per kilowatt-hour		

(1) In terms of the year on year comparison of the data, it is noted that the differences between 2012 and 2011, in absolute terms and as a percentage, are sometimes calculated taking into consideration the decimal places which sometimes are not visible in the print version.

# Appendix to the Sustainability Report 2012



POWER

# Appendix to the Sustainability Report 2012

Performance indicators

GRI Content Index

# Performance indicators

The following tables report the indicators Enel considers to be fundamental to control and measure its sustainability.

The tables contain:

- > the GRI indicator to which the information refers (GRI column);
- > a description of the measure recorded (KPI column);
- > the unit of measure in which it is expressed (UM column);
- > the figure for 2012 (2012 column);
- > the figure for 2011 (2011 column);
- > the figure for 2010 (2010 column);
- > the change in the absolute value between figures for 2012 and 2011 (Delta 2012-2011 column);
- > the percentage change between the figure for 2012 and 2011 (% column);
- > the scope to which the figure is associated (Scope column).

For comparison of figures across different periods, it is necessary to take into consideration the significant changes in scope that have already been described in the section "Parameters of the Report" on page 121 and any specific information given in the notes to the indicators.

## Criteria for drawing up the Key Performance Indicators (KPI):

- > for the calculation methodologies of KPIs, refer to the Methodological note in the 2012 Sustainability Report;
- > in relation to the scope, "Enel" means the whole Group, while "Abroad" means the whole Group excluding Italy;
- > the economic data for 2012, 2011 and 2010 conform to those in the 2012 Annual Report;
- > the totals of the columns and the differences between 2012 and 2011, both in absolute and percentage terms, are calculated considering decimal places that are not visible in the printed figures.

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EU1</b>	<b>GENERATION</b>							
	<b>Installed capacity</b>							
	<b>Net maximum electrical capacity by primary energy source</b>							
	Net maximum thermoelectric capacity	(MW)	56,559	57,059	57,222	-500	-0.9	Enel
	Coal	(MW)	17,589	17,215	18,122	374	2.2	Enel
	CCGT	(MW)	15,684	15,390	13,248	294	1.9	Enel
	Oil/gas	(MW)	23,286	24,454	25,852	-1,168	-4.8	Enel
	Net maximum nuclear capacity	(MW)	5,351	5,344	5,332	7	0.1	Enel
	Net maximum renewable capacity	(MW)	35,929	34,933	34,727	996	2.9	Enel
	Hydroelectric <sup>(1)</sup>	(MW)	30,436	30,265	31,033	171	0.6	Enel
	Wind	(MW)	4,394	3,619	2,731	775	21.4	Enel
	Geothermal	(MW)	769	769	775	-	-	Enel
	Biomass and cogeneration	(MW)	160	172	154	-12	-7.0	Enel
	Other	(MW)	170	108	34	62	57.4	Enel
	Total net maximum electrical capacity	(MW)	97,839	97,336	97,281	503	0.5	Enel
	<b>Net maximum electrical capacity by geographic area</b>							
	Italy	(MW)	39,940	39,882	40,522	58	0.1	Italy
	Iberian Peninsula	(MW)	23,931	23,971	23,755	-40	-0.2	Iberian Peninsula
	Morocco	(MW)	123	123	123	-	-	Morocco
	Ireland	(MW)	0	1,013	1,068	-1,013	-100.0	Ireland
	France	(MW)	166	166	102	-	-	France
	Belgium	(MW)	406	0	0	406	-	Belgium
	Greece	(MW)	248	191	143	57	29.8	Greece
	Slovakia <sup>(1)</sup>	(MW)	5,400	5,401	5,401	-1	-	Slovakia
	Russia	(MW)	9,052	9,027	8,198	25	0.3	Russia
	Romania	(MW)	498	269	64	229	85.1	Romania
	Bulgaria	(MW)	42	42	850	-	-	Bulgaria
	North America	(MW)	1,239	1,010	788	229	22.7	North America
	Latin America	(MW)	16,794	16,241	16,267	553	3.4	Latin America
	Total net maximum electrical capacity	(MW)	97,839	97,336	97,281	503	0.5	Enel
	<b>No. of power generation plants</b>							
	Total thermoelectric units <sup>(2)</sup>	(no.)	464	467	501	-3	-0.6	Enel
	Steam units (condensation and back pressure)	(no.)	154	158	169	-4	-2.5	Enel
	CCGT units	(no.)	61	59	60	2	3.4	Enel
	GT units	(no.)	87	89	83	-2	-2.2	Enel
	Units with alternative engines	(no.)	162	161	189	1	0.6	Enel
	<b>No. of renewable-energy plants <sup>(2)</sup></b>	(no.)	1,076	1,026	1,013	50	4.9	Enel
	Hydroelectric plants	(no.)	797	789	811	8	1.0	Enel
	- of which mini-hydro plants (<10 MW)	(no.)	446	430	404	16	3.8	Enel
	Wind plants	(no.)	192	175	151	17	9.7	Enel
	Photovoltaic plants	(no.)	41	18	7	23	127.8	Enel
	Geothermal plants	(no.)	35	35	35	-	-	Enel
	Biomass plants	(no.)	11	9	9	2	22.2	Enel
	<b>OPERATING RESULTS</b>							
<b>EU2</b>	<b>PRODUCTION</b>							
	<b>Net production by primary energy source</b>							
	Net thermoelectric production	(TWh)	170.3	171.6	156.7	-1.3	-0.8	Enel
	Coal	(TWh)	91.8	86.1	73.1	5.7	6.6	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	CCGT	(TWh)	43.2	47.4	38.2	-4.2	-8.9	Enel
	Oil/Natural gas	(TWh)	35.3	38.1	45.4	-2.8	-7.3	Enel
	Net nuclear production	(TWh)	41.4	39.5	41.2	1.9	4.8	Enel
	Net renewable production	(TWh)	84.1	82.8	92.3	1.3	1.6	Enel
	Hydroelectric <sup>(1)</sup>	(TWh)	68.7	70.2	80.8	-1.5	-2.1	Enel
	Wind	(TWh)	9.1	6.3	5.6	2.8	44.4	Enel
	Geothermal	(TWh)	5.5	5.6	5.3	-0.1	-1.8	Enel
	Biomass and cogeneration	(TWh)	0.6	0.6	0.6	-	-	Enel
	Other	(TWh)	0.2	0.1	0.03	0.1	100.0	Enel
	<b>Total net production</b>	(TWh)	<b>295.8</b>	<b>293.9</b>	<b>290.2</b>	<b>1.9</b>	<b>0.6</b>	<b>Enel</b>
<b>Net production by geographic area</b>								
	Italy	(TWh)	74.5	79.0	81.6	-4.5	-5.7	Italy
	Iberian Peninsula	(TWh)	81.7	78.9	69.9	2.8	3.5	Iberian Peninsula
	Morocco	(TWh)	0.9	0.8	0.7	0.1	12.5	Morocco
	Ireland	(TWh)	0.02	0.07	0.30	-0.05	-71.4	Ireland
	France	(TWh)	0.4	0.2	0.1	0.2	100.0	France
	Belgium	(TWh)	1.2	-	-	1.2	-	Belgium
	Greece	(TWh)	0.5	0.4	0.3	0.1	0.3	Greece
	Slovakia <sup>(1)</sup>	(TWh)	20.7	20.4	21.0	0.3	1.5	Slovakia
	Russia	(TWh)	44.5	42.4	42.8	2.1	5.0	Russia
	Romania	(TWh)	0.6	0.1	0.004	0.5	500.0	Romania
	Bulgaria	(TWh)	0.1	2.7	4.7	-2.6	-96.3	Bulgaria
	North America	(TWh)	3.9	2.9	2.6	1.0	34.5	North America
	Latin America	(TWh)	66.8	66.0	66.0	0.8	1.2	Latin America
	<b>Total net production</b>	(TWh)	<b>295.8</b>	<b>293.9</b>	<b>290.2</b>	<b>1.9</b>	<b>0.6</b>	<b>Enel</b>
<b>Development of renewables</b>								
	New renewable power <sup>(3)</sup>	(MW)	1,004.0	525.3	403.0	478.7	91.1	Enel
	Hydroelectric	(MW)	170.0	2.5	6.8	167.5	6,632.7	Enel
	Wind	(MW)	773.0	481.5	347.4	291.5	60.5	Enel
	Geothermal	(MW)	0	0	33.0	-	-	Enel
	Photovoltaic	(MW)	61.0	41.2	15.8	19.8	48.0	Enel
<b>DISTRIBUTION</b>								
<b>EU4</b>	<b>Total length of power distribution lines</b>	(km)	<b>1,853,361</b>	<b>1,826,800</b>	<b>1,810,951</b>	<b>26,561</b>	<b>1.5</b>	<b>Enel</b>
	Total high-voltage lines	(km)	37,779	37,117	36,882	662	1.8	Enel
	Total medium-voltage lines	(km)	657,546	651,084	645,479	6,462	1.0	Enel
	Total low-voltage lines	(km)	1,158,036	1,138,599	1,128,591	19,437	1.7	Enel
<b>EU4</b>	<b>Length of power distribution lines by geographic area</b>							
	<b>Total power distribution lines Italy</b>	(km)	<b>1,124,966</b>	<b>1,112,927</b>	<b>1,109,110</b>	<b>12,039</b>	<b>1.1</b>	<b>Italy</b>
	High-voltage lines	(km)	0	0	57	-	-	Italy
	- of which underground cable	(km)	0	0	0	-	-	Italy
	Medium-voltage lines	(km)	347,927	345,586	344,029	2,341	0.7	Italy
	- of which underground cable	(km)	141,836	139,483	135,911	2,353	1.7	Italy
	Low-voltage lines	(km)	777,039	767,341	765,024	9,698	1.3	Italy
	- of which underground cable	(km)	261,705	252,218	247,577	9,488	3.8	Italy
	<b>Total power distribution lines Romania</b>	(km)	<b>90,394</b>	<b>89,944</b>	<b>89,240</b>	<b>450</b>	<b>0.5</b>	<b>Romania</b>
	High-voltage lines	(km)	6,586	6,584	6,583	2	0.03	Romania
	- of which underground cable	(km)	253	252	247	1	0.4	Romania
	Medium-voltage lines	(km)	34,956	34,665	34,439	291	0.8	Romania
	- of which underground cable	(km)	12,323	12,021	11,766	302	2.5	Romania
	Low-voltage lines	(km)	48,852	48,695	48,218	157	0.3	Romania



GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- of which underground cable	(km)	20,234	20,106	19,931	128	0.6	Romania
	<b>Total power distribution lines Iberian Peninsula</b>	(km)	<b>325,295</b>	<b>321,462</b>	<b>317,275</b>	<b>3,833</b>	<b>1.2</b>	<b>Iberian Peninsula</b>
	High-voltage lines	(km)	19,541	19,021	18,880	520	2.7	Iberian Peninsula
	- of which underground cable	(km)	728	712	680	17	2.3	Iberian Peninsula
	Medium-voltage lines	(km)	119,633	118,800	118,668	833	0.7	Iberian Peninsula
	- of which underground cable	(km)	40,164	39,260	38,225	904	2.3	Iberian Peninsula
	Low-voltage lines	(km)	186,121	183,641	179,727	2,480	1.4	Iberian Peninsula
	- of which underground cable	(km)	89,829	87,720	84,974	2,109	2.4	Iberian Peninsula
	<b>Total power distribution lines Latin America</b>	(km)	<b>312,706</b>	<b>302,467</b>	<b>295,326</b>	<b>10,239</b>	<b>3.4</b>	<b>Latin America</b>
	High-voltage lines	(km)	11,652	11,512	11,362	140	1.2	Latin America
	- of which underground cable	(km)	661	643	663	18	2.7	Latin America
	Medium-voltage lines	(km)	155,030	152,033	148,342	2,997	2.0	Latin America
	- of which underground cable	(km)	10,736	10,302	9,626	434	4.2	Latin America
	Low-voltage lines	(km)	146,024	138,922	135,622	7,102	5.1	Latin America
	- of which underground cable	(km)	22,349	20,161	19,529	2,188	10.9	Latin America
<b>Energy transported and local coverage</b>								
	<b>Energy transported</b>	(TWh)	<b>413.9</b>	<b>419.5</b>	<b>431.6</b>	<b>-5.6</b>	<b>-1.3</b>	<b>Enel</b>
	<b>Municipalities served by electric grid</b>	(no.)	<b>13.932</b>	<b>13.193</b>	<b>13.366</b>	<b>739.0</b>	<b>5.6</b>	<b>Enel</b>
<b>SALES</b>								
<b>Electricity volumes sold by market</b>								
	<b>Volumes sold free market</b>	(GWh)	<b>191,650</b>	<b>188,974</b>	<b>183,133</b>	<b>2,676</b>	<b>1.4</b>	<b>Enel</b>
	Italy	(GWh)	41,955	40,611	45,678	1,344	3.3	Italy
	Iberian Peninsula	(GWh)	102,766	104,935	106,894	-2,170	-2.1	Iberian Peninsula
	Romania	(GWh)	1,188	1,086	923	102	9.4	Romania
	France	(GWh)	13,078	11,398	5,578	1,680	14.7	France
	Russia <sup>(4)</sup>	(GWh)	22,618	19,931	14,737	2,687	13.5	Russia
	Slovakia	(GWh)	4,226	3,615	2,216	610	16.9	Slovakia
	Latin America	(GWh)	5,821	7,398	7,107	-1,578	-21.3	Latin America
	<b>Volumes sold regulated market</b>	(GWh)	<b>125,145</b>	<b>122,813</b>	<b>125,879</b>	<b>2,332</b>	<b>1.9</b>	<b>Enel</b>
	Italy	(GWh)	60,328	63,565	67,763	-3,237	-5.1	Italy
	Romania	(GWh)	7,970	7,699	8,103	270	3.5	Romania
	Russia <sup>(4)</sup>	(GWh)	2,944	2,711	6,316	234	8.6	Russia
	Latin America	(GWh)	53,904	48,838	43,697	5,065	10.4	Latin America
	<b>Total volumes sold</b>	(GWh)	<b>316,796</b>	<b>311,787</b>	<b>309,012</b>	<b>5,008</b>	<b>1.6</b>	<b>Enel</b>
<b>Electricity volumes sold by geographic area</b>								
	Italy	(GWh)	102,282	104,176	113,441	-1,893	-1.8	Italy
	Iberian Peninsula	(GWh)	102,766	104,935	106,894	-2,170	-2.1	Iberian Peninsula
	Romania	(GWh)	9,158	8,785	9,026	373	4.2	Romania
	France	(GWh)	13,078	11,398	5,578	1,680	14.7	France

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Russia	(GWh)	25,562	22,642	21,053	2,921	12.9	Russia
	Slovakia	(GWh)	4,226	3,615	2,216	610	16.9	Slovakia
	Latin America	(GWh)	59,724	56,237	50,804	3,488	6.2	Latin America
	<b>Gas volumes sold</b>	(bn m³)	<b>8.7</b>	<b>8.5</b>	<b>8.9</b>	0.2	2.8	Enel
	Italy	(bn m³)	4.3	4.6	5.5	-0.3	-5.6	Italy
	Iberian Peninsula	(bn m³)	4.4	3.9	3.4	0.5	12.8	Iberian Peninsula
<b>EC1</b>	<b>ECONOMIC RESULTS</b>							
	<b>Revenues</b>	(m. euro)	<b>84,889</b>	<b>79,514</b>	<b>73,377</b>	5,375.0	6.8	Enel
	Sales	(m. euro)	18,351	17,731	18,697	620.0	3.5	Enel
	Generation and Energy Management <sup>(5)</sup>	(m. euro)	25,237	23,144	17,540	2,093.0	9.0	Enel
	Infrastructure and Networks	(m. euro)	8,117	7,460	7,427	657.0	8.8	Enel
	Iberian Peninsula and Latin America	(m. euro)	34,169	32,647	31,263	1,522.0	4.7	Enel
	International	(m. euro)	8,703	7,715	6,360	988.0	12.8	Enel
	Renewable energy	(m. euro)	2,696	2,539	2,179	157.0	6.2	Enel
	Other, eliminations and adjustments <sup>(5)</sup>	(m. euro)	-12,384	-11,722	-10,089	-662.0	5.6	Enel
	<b>EBITDA</b>	(m. euro)	<b>16,738</b>	<b>17,605</b>	<b>17,480</b>	-867.0	-4.9	Enel
	Sales	(m. euro)	689	561	483	128.0	22.8	Enel
	Generation and Energy Management	(m. euro)	1,271	2,209	2,392	-938.0	-42.5	Enel
	Infrastructure and Networks <sup>(5)</sup>	(m. euro)	4,138	4,173	3,813	-35.0	-0.8	Enel
	Iberian Peninsula and Latin America	(m. euro)	7,212	7,251	7,896	-39.0	-0.5	Enel
	International	(m. euro)	1,650	1,642	1,520	8.0	0.5	Enel
	Renewable energy	(m. euro)	1,681	1,585	1,310	96.0	6.1	Enel
	Other, eliminations and adjustments <sup>(5)</sup>	(m. euro)	97	184	66	-87.0	-47.3	Enel
	Sales	(%)	4.1	3.2	2.8	0.9	29.2	Enel
	Generation and Energy Management	(%)	7.6	12.5	13.7	-5.0	-39.5	Enel
	Infrastructure and Networks	(%)	24.7	23.7	21.8	1.0	4.3	Enel
	Iberian Peninsula and Latin America	(%)	43.1	41.2	45.2	1.9	4.6	Enel
	International	(%)	9.9	9.3	8.7	0.5	5.7	Enel
	Renewable energy	(%)	10.0	9.0	7.5	1.0	11.6	Enel
	Other, eliminations and adjustments <sup>(5)</sup>	(%)	0.6	1.0	0.4	-0.5	-44.6	Enel
	<b>EBIT <sup>(5)</sup></b>	(m. euro)	<b>7,735</b>	<b>11,278</b>	<b>11,258</b>	-3,543.0	-31.4	Enel
	<b>EBT <sup>(5)</sup></b>	(m. euro)	<b>4,820</b>	<b>8,350</b>	<b>8,074</b>	-3,530.0	-42.3	Enel
	<b>Group net income <sup>(5)</sup></b>	(m. euro)	<b>865</b>	<b>4,113</b>	<b>4,390</b>	-3,248.0	-79.0	Enel
	<b>Added value for stakeholders</b>							
	Revenues	(m. euro)	84,889	79,514	73,377	5,375	6.8	Enel
	External costs <sup>(5)</sup>	(m. euro)	61,391	56,421	49,567	4,970	8.8	Enel
	Net income/(expenses) from commodity risk	(m. euro)	38	272	280	-234	-86.0	Enel
	<b>Gross global added value</b>	(m. euro)	<b>23,536</b>	<b>23,365</b>	<b>24,090</b>	171	0.7	Enel
	Shareholders	(m. euro)	1,505	2,635	2,350	-1,130	-42.9	Enel
	Lenders	(m. euro)	2,970	2,774	2,682	196	7.1	Enel
	Employees	(m. euro)	4,860	4,296	4,907	564	13.1	Enel
	State <sup>(5)</sup>	(m. euro)	4,215	4,422	3,711	-207	-4.7	Enel
	Business system	(m. euro)	9,986	9,238	10,440	748	8.1	Enel
	<b>Economic value obtained</b>							
	<b>Economic value generated directly</b>							
	Revenues	(m. euro)	84,889	79,514	73,377	5,375.0	6.8	Enel
	<b>Economic value distributed</b>	(m. euro)	<b>73,398</b>	<b>67,641</b>	<b>62,937</b>	5,757.0	8.5	Enel
	Operating costs <sup>(5)</sup>	(m. euro)	61,353	56,149	49,287	5,204.0	9.3	Enel
	Personnel and benefit cost	(m. euro)	4,860	4,296	4,907	564.0	13.1	Enel
	Payment to lenders of capital <sup>(5)</sup>	(m. euro)	2,970	2,774	5,032	196.0	7.1	Enel
	Payments to governments <sup>(5)</sup>	(m. euro)	4,215	4,422	3,711	-207.0	-4.7	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Economic value obtained	(m. euro)	11,491	11,873	10,440	-382.0	-3.2	Enel
	<b>Investments</b>							
	Investments	(m. euro)	7,075.4	7,484.1	7,090.0	-408.7	-5.5	Enel
	Valle d'Aosta	(m. euro)	0	8.8	9.5	-8.8	-100.0	Enel
	Piedmont	(m. euro)	121.5	166.7	132.5	-45.2	-27.1	Enel
	Lombardy	(m. euro)	204.9	194.5	202.9	10.4	5.4	Enel
	Trentino Alto Adige	(m. euro)	49.2	17.2	14.4	32.0	186.5	Enel
	Veneto	(m. euro)	146.9	184.6	171.9	-37.7	-20.4	Enel
	Friuli Venezia Giulia	(m. euro)	17.7	20.0	15.8	-2.3	-11.3	Enel
	Liguria	(m. euro)	67.9	51.9	52.2	16.0	30.8	Enel
	Emilia Romagna	(m. euro)	97.1	111.0	81.6	-13.8	-12.4	Enel
	Tuscany	(m. euro)	281.1	197.4	242.3	83.8	42.4	Enel
	Marche	(m. euro)	41.5	43.7	27.3	-2.2	-5.1	Enel
	Umbria	(m. euro)	24.4	25.9	29.3	-1.5	-5.8	Enel
	Lazio	(m. euro)	333.6	434.1	505.4	-100.5	-23.2	Enel
	Abruzzo	(m. euro)	49.8	51.6	35.6	-1.7	-3.3	Enel
	Molise	(m. euro)	21.7	13.5	13.1	8.2	60.4	Enel
	Campania	(m. euro)	152.8	158.0	190.6	-5.2	-3.3	Enel
	Puglia	(m. euro)	317.4	245.3	198.4	72.1	29.4	Enel
	Basilicata	(m. euro)	61.7	16.2	15.3	45.4	279.9	Enel
	Calabria	(m. euro)	165.7	77.7	209.9	88.1	113.4	Enel
	Sicily	(m. euro)	205.6	362.3	233.2	-156.7	-43.2	Enel
	Sardinia	(m. euro)	82.6	102.2	82.4	-19.7	-19.2	Enel
	<b>Total Italy</b>	(m. euro)	<b>2,443.1</b>	<b>2,482.4</b>	<b>2,463.6</b>	-39.3	-1.6	Enel
	Spain	(m. euro)	145.0	206.1	137.0	-61.1	-29.6	Enel
	Slovakia	(m. euro)	681.8	769.4	500.3	-87.6	-11.4	Enel
	Romania	(m. euro)	403.7	576.8	359.6	-173.2	-30.0	Enel
	Bulgaria	(m. euro)	0.23	0.06	-	0.17	283.3	Enel
	Greece	(m. euro)	124.2	87.7	23.4	36.5	41.6	Enel
	France and Belgium	(m. euro)	46.8	130.6	122.6	-83.8	-64.2	Enel
	Russia	(m. euro)	295.8	358.7	323.6	-62.8	-17.5	Enel
	North America	(m. euro)	145.0	306.9	172.8	-161.9	-52.7	Enel
	South America	(m. euro)	211.4	89.6	121.2	121.7	135.8	Enel
	Algeria	(m. euro)	86.2	-	-	86.2	100.0	Enel
	Endesa Iberia	(m. euro)	1,367.7	1,388.9	1,859.6	-21.2	-1.5	Enel
	Endesa Latam	(m. euro)	1,129.7	1,102.3	1,006.4	27.4	2.5	Enel
	<b>Total Abroad</b>	(m. euro)	<b>4,637.7</b>	<b>5,017.2</b>	<b>4,626.4</b>	-379.5	-7.6	Enel
	Adjustments	(m. euro)	-5.4	-15.5	-	10.2	-65.5	Enel
	Weight of foreign investments	(%)	65.5	67.0	65.3	-1.5	-2.2	Enel
	<b>COPORATE IMAGE</b>							
	Presence index	(no.)	2,172	2,748	2,470	-576	-21.0	Enel
	Global visibility index	(,000)	584	711	616	-127	-17.9	Enel
	Qualitative visibility index (from -1 to +1)	(i)	0.78	0.74	0.73	0.04	5.4	Enel

(1) The values include the Gabčíkovo hydroelectric plant in Slovakia (net capacity 739 MW) in carve-out (managed, but not owned, by Enel).

(2) The 2011 value was restated following the alignment of the South American plants to the section definition in the UNIPED publication, which the rest of the Group scope is based on.

(3) New renewable power excluding changes in scope and disposals; up to the Sustainability Report for 2010 the published data included the changes in scope and disposals.

(4) The 2011 values were repositioned between the free and regulated markets as a result of a more correct allocation.

(5) The 2011 values were restated for a better representation of relevant effects recorded in the previous year related to a change in the accounting criteria for energy efficiency certificates.

# Sustainable energy for all

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EU8</b>	<b>Research and innovation</b>							
	Technological innovation	(m. euro)	127	97	87	30	30.9	Enel
	Research personnel <sup>(1)</sup>	(no.)	247	183	184	64	35.0	Enel
<b>EN6</b>	<b>PROMOTION OF ENERGY EFFICIENCY</b>							
	Energy efficiency certificates <sup>(2)</sup>	(no.)	3,005,817	1,737,471	1,012,090	1,268,346	73.0	Italia
	Photovoltaic installed <sup>(3)</sup>	(kWp)	148,770	175,300	137,300	-26,530	-15.1	Italia
	Electronic meters installed	(,000)	33,985	33,694	33,177	291	0.9	Italia
	Dissemination of electronic meters abroad <sup>(4)</sup>	(,000)	2,362	1,349	106	1,013	75.0	Estero

- (1) Since 2012, following the new "One Company" reorganization, the figure includes all the resources of the Innovation/Research departments, including the resources of Endesa and Enel Green Power (EGP) which were not considered in 2011.
- (2) This volume corresponds to the obligation for Enel Distribuzione under the law on white certificates for 2012, and is not equivalent to the number of energy efficiency certificates generated or acquired in the year. The difference compared to the previous year is due to a change in accounting standards, which requires accounting of costs in the year in terms of "regulation" and no longer in terms of "operations".
- (3) The figure for 2011 has been changed, following incorrect double counting.
- (4) The increase in 2012 is connected to the Endesa contract which went from 1.2 million in 2011 to 2.1 million in 2012, and to Montenegro which was a marginal State in 2011 (start of supply).

# Governance

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>2.6</b>	<b>SHAREHOLDERS</b>							
	<b>Composition of shareholdings</b>							
	<b>Investors</b>							
	Ministry of the Economy and Finance	(%)	31.2	31.2	31.2	-	-	Enel SpA
	Institutional investors	(%)	40.5	40.3	37.0	0.2	0.5	Enel SpA
	Retail shareholders	(%)	28.3	28.5	31.8	-0.2	-0.7	Enel SpA
	<b>Location of institutional investors</b>							
	Italy	(%)	15.1	14.6	15.4	0.5	3.4	Enel SpA
	UK	(%)	9.0	14.9	15.9	-5.9	-39.6	Enel SpA
	Rest of Europe	(%)	38.3	44.8	42.7	-6.5	-14.5	Enel SpA
	North America	(%)	31.4	18.9	21.3	12.5	66.1	Enel SpA
	Rest of the World	(%)	6.2	6.8	4.7	-0.6	-8.8	Enel SpA
	<b>Concentration index (Top 50)</b>	(%)	23.8	22.9	19.2	0.9	3.9	Enel SpA
	<b>Investment style of institutional investors</b>							
	Long Only	(%)	65.8	76.5	74.4	-10.7	-14.0	Enel SpA
	Index	(%)	18.4	9.1	9.5	9.3	102.2	Enel SpA
	Hedge	(%)	0.9	1.8	0.7	-0.9	-50.0	Enel SpA
	Other	(%)	14.9	12.6	15.4	2.3	18.3	Enel SpA
	<b>Socially responsible investors <sup>(1)</sup></b>							
	Presence of SRI funds	(no.)	108	81	61	27	33.3	Enel SpA
	Enel shares held by SRI funds	(m.)	470.6	438.3	457.1	32.3	7.4	Enel SpA
	Weight of SRI funds in institutional funds <sup>(2)</sup>	(%)	14.6	13.9	16.9	0.7	5.0	Enel SpA
	<b>Location of SRIs <sup>(1)</sup></b>							
	Italy	(%)	5.4	9.4	2.2	-4.0	-42.6	Enel SpA
	UK	(%)	21.9	14.5	13.7	7.4	51.0	Enel SpA
	Rest of Europe	(%)	52.4	31.6	66.7	20.8	65.8	Enel SpA
	North America	(%)	20.2	43.6	15.8	-23.4	-53.7	Enel SpA
	Rest of the World	(%)	0.1	0.9	1.6	-0.8	-88.9	Enel SpA
	<b>Presence of SRIs in top 10</b>	(no.)	1	1	2	-	-	Enel SpA
	<b>Share price performance</b>							
	<b>Financial performance of the share <sup>(3)</sup></b>							
	Enel	(%)	-0.2	-15.9	-7.6	15.7	98.8	Enel SpA
	FTSEMib	(%)	7.8	-25.2	-13.2	33.0	131.0	Enel SpA
	FTSEElec	(%)	-3.9	-16.4	-6.3	12.5	76.2	Enel SpA
	Acea	(%)	-6.8	-43.2	15.0	36.4	84.2	Enel SpA
	A2A	(%)	-39.8	-29.4	-29.8	-10.4	-35.4	Enel SpA
	Centrica	(%)	16.6	-13.5	18.6	30.1	223.5	Enel SpA
	Endesa	(%)	6.4	-17.9	-19.4	24.3	136.0	Enel SpA
	Iberdrola	(%)	-14.6	-16.1	-13.5	1.5	9.4	Enel SpA
	RWE	(%)	15.1	-45.4	-26.6	60.5	133.2	Enel SpA
	E.ON	(%)	-15.5	-27.3	-21.5	111.8	43.3	Enel SpA
	Cez	(%)	-13.5	0.4	-9.4	-13.9	-3,619.8	Enel SpA
	GDF-Suez	(%)	-27.0	-22.5	-9.3	4.5	20.2	Enel SpA
	EDF	(%)	-26.5	-39.4	-25.3	12.8	-2.6	Enel SpA
	EdP	(%)	-4.1	-4.4	-20.4	0.3	6.0	Enel SpA
	<b>Dividend Yield</b>							
	Enel	(%)	4.8	8.3	7.5	-3.5	-42.2	Enel SpA
	A2A	(%)	3.0	1.8	5.8	1.2	66.1	Enel SpA

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Centrica	(%)	4.9	5.3	4.3	-0.4	-7.6	Enel SpA
	Iberdrola	(%)	0.7	5.3	0.5	- 4.6	- 86.6	Enel SpA
	RWE	(%)	6.4	7.4	7.0	-1.0	-13.1	Enel SpA
	E.ON	(%)	7.8	6.0	6.5	1.8	30.1	Enel SpA
	GDF-Suez	(%)	9.6	7.1	5.6	2.5	35.6	Enel SpA
	EDF	(%)	8.2	3.0	3.7	5.2	171.3	Enel SpA
	EdP	(%)	0	7.1	5.3	-7.1	-100.0	Enel SpA
Enel on the main stock markets worldwide								
	E100	(%)	0.5	0.5	0.8	-	-	Enel SpA
	ftse Italy All Share	(%)	7.8	9.4	9.3	-1.6	-16.8	Enel SpA
	BE500	(%)	0.3	0.4	0.5	-0.1	-29.9	Enel SpA
	BEELECT	(%)	8.8	8.1	9.7	0.7	9.2	Enel SpA
	Enel in the FTSE4GOOD sustainability index	(i)	Yes	Yes	No	-	-	Enel SpA
	Presence of Enel in the DJSI	(i)	Yes	Yes	Yes	-	-	Enel SpA
Return for shareholder								
	EPS	(euro cent)	9	44	47	-35	-79.5	Enel SpA
	TSR from IPO	(%)	-6.47	-6.50	-5.26	0.03	0.5	Enel SpA
	TSR last 2 years	(%)	-1.60	-4.19	5.37	2.59	61.8	Enel SpA
Communication to shareholders								
	Meetings with investors <sup>(4)</sup>	(no.)	351	395	550	-44.0	-11.1	Enel SpA
	Information on CSR <sup>(4)</sup>	(no.)	64	58	50	6.0	10.3	Enel SpA
	Information requests from retail shareholders <sup>(5)</sup>	(no.)	409	428	467	-19.0	-4.4	Enel SpA
LENDERS								
Debt								
	Total debt	(m. euro)	42,948	44,629	44,924	-1,681	-3.8	Enel
	Debt to Equity	(i)	0.8	0.8	0.8	-	-	Enel
Rating <sup>(6)</sup>								
	S&P	(i)	BBB+	A-	A-	-	-	Enel
	Outlook	(i)	Negative Outlook	Negative Credit Watch	Stable	-	-	Enel
	Moody's	(i)	Baa2	A3	A2	-	-	Enel
	Outlook	(i)	Negative Outlook	Negative Outlook	Negative	-	-	Enel
	Fitch	(i)	BBB+	A-	A-	-	-	Enel
	Outlook	(i)	Negative Outlook	Stable	Stable	-	-	Enel
LA13 CORPORATE GOVERNANCE								
Board of Directors								
	Members of the BoD by type	(no.)	9	9	9	-	-	Enel SpA
	Executive directors	(no.)	2	2	2	-	-	Enel SpA
	Non-executive directors	(no.)	7	7	7	-	-	Enel SpA
	- of which independent	(no.)	6	5	5	1	20.0	Enel SpA
	Directors nominated by minority shareholders	(no.)	3	3	3	-	-	Enel SpA
Women on BoDs of the Group								
	Women in the BoD of Enel SpA	(no.)	0	0	0	-	-	Enel SpA
	Women in the BoD of Group companies	(no.)	114	106	n.a.	8	7.5	Enel SpA
Members of the BoD by age range								
	Under 35	(%)	0	0	0	-	-	Enel SpA
	From 35 to 44	(%)	0	0	0	-	-	Enel SpA
	From 45 to 54	(%)	33.3	33.3	11.0	-	-	Enel SpA
	From 55 to 59	(%)	11.1	22.2	22.0	-11,1	-50.0	Enel SpA

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Over 60	(%)	55.5	44.5	67.0	11,0	24.7	Enel SpA
	BoD meetings	(no.)	14	16	15	-2	-12.5	Enel SpA
<b>Internal dealing</b>								
	Shares held by "important persons" <sup>(7)</sup>	(,000)	3,084	3,079	2,857	5.0	0.2	Enel SpA
<b>ETHICAL AUDITING</b>								
<b>DMA HR</b>	<b>Implementation of the Code of Ethics</b>							
	Notifications received by type of stakeholder <sup>(8)</sup>	(no.)	197	171	195	26	15.2	Enel
	Internal stakeholders	(no.)	64	42	n.a.	22	52.4	Enel
	External stakeholders	(no.)	41	39	n.a.	2	5.1	Enel
	Anonymous	(no.)	92	90	n.a.	2	2.2	Enel
	Notifications received by stakeholder harmed or potentially harmed <sup>(8)</sup>	(no.)	197	171	195	26	15.2	Enel
	Shareholder	(no.)	93	94	87	-1	-1.1	Enel
	Customer	(no.)	25	14	31	11	78.6	Enel
	Employee	(no.)	39	25	31	14	56.0	Enel
	General public	(no.)	13	12	18	1	8.3	Enel
	Suppliers	(no.)	27	26	28	1	3.8	Enel
	Notifications received by status <sup>(8)</sup>	(no.)	197	171	195	26	15.2	Enel
	Notifications being assessed	(no.)	43	2	0	41	2,050	Enel
	Notifications for which a violation has not been confirmed	(no.)	120	132	153	-12	-9.1	Enel
	Notifications for which a violation has been confirmed <sup>(8)</sup>	(no.)	34	37	42	-3	-8.1	Enel
<b>HR4 HR11</b>	Violations confirmed by type of episode <sup>(9)</sup>	(no.)	34	37	42	-3	-8.1	Enel
<b>SO4</b>	Corruption <sup>(10)</sup>	(no.)	19	23	19	-4	-17.4	Enel
	Mobbing	(no.)	1	0	0	1	-	Enel
<b>HR4</b>	Discrimination:	(no.)	0	0	0	-	-	Enel
	- in relation to gender	(no.)	0	0	0	-	-	Enel
	- in relation to disability	(no.)	0	0	0	-	-	Enel
	Improper use of company resources/ instruments	(no.)	2	3	9	-1	-33.3	Enel
	Human rights	(no.)	0	0	0	-	-	Enel
	Other reasons	(no.)	12	11	14	1	9.1	Enel
	Confirmed violations for corruption, by country <sup>(10)</sup>	(no.)	19	23	n.a.	-4	-17.4	Enel
	Italy	(no.)	2	3	n.a.	-1	-33.3	Italy
	Spain	(no.)	2	6	n.a.	-4	-66.7	Spain
	Argentina	(no.)	3	4	n.a.	-1	-25.0	Argentina
	Brazil	(no.)	6	5	n.a.	1	20.0	Brazil
	Colombia	(no.)	2	0	n.a.	2	-	Colombia
	Peru	(no.)	0	3	n.a.	-3	-100.0	Peru
	Slovakia	(no.)	0	1	n.a.	-1	-100.0	Slovakia
	Russia	(no.)	2	1	n.a.	1	100.0	Russia
	Chile	(no.)	2	0	n.a.	2	-	Chile
<b>HR1</b>	Significant investment agreements that include clauses on human rights <sup>(11)</sup>	(no.)	2	2	3	-	-	Enel
	Percentage of significant investment agreements that include clauses on human rights	(%)	100	100	100	-	-	Enel
<b>INSTITUTIONAL RELATIONS</b>								
<b>EC4</b>	<b>Grants</b>							
	Grants received in the year	(m. euro)	53.0	111.3	113.5	-58.3	-52.4	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Energy networks	(%)	52.2	65.7	27.3	-13.5	-20.6	Enel
	R&D	(%)	46.5	33.2	69.1	13.3	40.1	Enel
	Renewable energy	(%)	1.3	1.1	3.6	0.2	20.6	Enel
	Other	(%)	0	0	0	-	-	Enel
	Number of projects that received disbursements	(no.)	45	50	60	-5	-10.0	Enel
<b>Loans granted by the EIB and others</b>								
	Remaining debt on loans from EIB and others	(m. euro)	5,811.8	4,876.4	5,001.5	935.4	19.2	Enel
	- Italy	(m. euro)	4,490.6	3,721.9	3,381.2	768.7	20.7	Enel
	- Abroad (Endesa, Slovakia, Russia)	(m. euro)	1,321.2	1,154.5	1,620.3	166.7	14.4	Enel
	Energy networks	(%)	64.3	68.9	72.3	-4.7	-6.8	Enel
	R&D	(%)	0.004	0.05	0.05	0.0046	-91.5	Enel
	Renewable energy	(%)	17.8	20.0	18.3	-2.2	-11.2	Enel
	Other	(%)	0	11.0	9.4	-11.0	-100.0	Enel
	Number of projects in progress approved with loans from EIB and others	(no.)	58	66	65	-8	-12.1	Enel
	<b>Tax revenue <sup>(12)</sup></b>	(m. euro)	4,215	4,422	3,711	-207	-4.7	Enel
	IRES, IRAP and other taxes <sup>(12)</sup>	(m. euro)	1,934	2,246	1,569	-311	-13.9	Enel
	Taxes abroad	(m. euro)	811	781	832	30	3.8	Enel
	Other taxes and duties	(m. euro)	1,242	1,162	1,072	80	6.9	Enel
	Fees net of contributions received	(m. euro)	228	233	238	-5	-2.1	Enel

- (1) Following the change in the methodology to identify socially responsible investors which occurred during 2011, the data at the end of 2012 and 2011 are not comparable with the historic values and cannot be reclassified in accordance with the new criterion.
- (2) Calculated as the ratio between the number of shares held by socially responsible investors and the number of shares held by identified institutional investors.
- (3) Calculated as the difference between the valuation on the last open market day of the year and the valuation of the previous year.
- (4) Values based on the total meetings held during the different road shows and an estimate of the meetings held with institutional investors.
- (5) Of which 161 (166 in 2011) written requests and 248 (262 in 2011) phone calls. Total written requests at December 31, 2012 broke down as follows: a) performance of Enel shares: 36; b) requests for accounting documents: 52; c) information on share dividends and bonds: 56; d) information on the Enel Group's activities: 8; e) information on Shareholders' Meetings: 4; f) other: 5.
- (6) Data updated at March 1, 2013.
- (7) The number given in this field refers to investments in the shares of Enel SpA, Endesa SA and Enel Green Power SpA made by the directors and statutory auditors of Enel SpA, the directors of Endesa SA, and of a further 29 executive positions at Enel SpA and Endesa SA with regular access to confidential information and authorization to take executive decisions that may impact on the development and future prospects of the Enel Group.
- (8) The data relating to 2011 and 2010 were changed following a change in the analysis method used.
- (9) During 2012 the analysis was completed of the notifications received in 2011 and 2010. For this reason the number of confirmed violations for 2011 and 2010 changed compared to the data published last year.
- (10) Corruption consists of the abuse of power conferred with the goal of private gain and can be instigated by individuals in the public or private sector. It is interpreted here as including corrupt practices such as bribes, fraud, extortion, collusion, conflict of interest and money laundering.
- (11) The total number given corresponding to this item also takes account of initiatives aimed at the acquisition of shares of rights in exploration licenses. Therefore, the percentage which describes important investment agreements approved by the BoD refers only to formalized agreements.
- (12) The 2011 value was reclassified due to restatement.



# Environment – Climate Strategy

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EMISSIONS</b>								
<b>EN18</b>	<b>Emissions saved <sup>(1)</sup></b>	(m. t)	<b>96.9</b>	<b>92.8</b>	<b>98.2</b>	4.1	4.5	Enel
<b>COMM</b>								
<b>EN16</b>	<b>Direct emissions of greenhouse gases (Scope 1)</b>							
<b>COMM</b>								
	Emissions of CO <sub>2</sub> from electricity production and heat	(m. t)	127.5	123.2	116.2	4.2	3.4	Enel
	Direct emissions due to other activities	(m. t eq.)	0.322	0.310	0.182	0.012	3.7	Enel
	<b>Total direct emissions (Scope 1)</b>	(m. t eq.)	<b>127.8</b>	<b>123.5</b>	<b>116.4</b>	4.3	3.4	Enel
	Specific emissions of CO <sub>2</sub> from total net production <sup>(2)</sup>	(kg/MWh)	418	411	389	7	1.7	Enel
	Specific emissions of CO <sub>2</sub> from net production from fossil fuels							
	- simple	(kg/MWh)	733	708	711	26	3.6	Enel
	- cogeneration	(kg/MWh)	659	660	691	-1	-0.1	Enel
<b>Indirect emissions of greenhouse gases (Scope 2)</b>								
	Fuel deposit and movement	(m. t eq.)	0.004	0.003	0.003	0.001	34.0	Enel
	Electricity distribution	(m. t eq.)	0.229	0.238	0.175	-0.010	-4.1	Enel
	Property management	(m. t eq.)	0.133	0.085	0.062	0.049	57.5	Enel
	Mining	(m. t eq.)	0.003	0.005	0.005	-0.002	-36.5	Enel
	<b>Total indirect emissions (Scope 2)</b>	(m. t eq.)	<b>0.370</b>	<b>0.332</b>	<b>0.245</b>	0.038	11.5	Enel
<b>EN17</b>	<b>Other indirect emissions of greenhouse gases (Scope 3)</b>							
	Coal mining	(m. t eq.)	6.313	5.933	4.974	0.380	6.4	Enel
	Transport of coal by sea	(m. t eq.)	0.899	0.647	0.525	0.252	38.9	Enel
	Transport of coal by train	(m. t eq.)	0.488	0.580	0.440	-0.092	-15.8	Enel
	Transport fuels (gas oil, biomass, WDF)	(m. t eq.)	0.003	0.004	0.004	-0.001	-38.9	Enel
	Transport raw materials and waste	(m. t eq.)	0.024	0.023	0.023	0.001	9.5	Enel
	<b>Total indirect emissions (Scope 3)</b>	(m. t eq.)	<b>7.727</b>	<b>7.187</b>	<b>5.966</b>	0.540	7.3	Enel
<b>EN20</b>	<b>Other atmospheric emissions</b>							
<b>COMM</b>								
	Emissions of SO <sub>2</sub>	(t)	302,466	281,262	287,400	21,204	7.5	Enel
	Emissions of NO <sub>x</sub>	(t)	252,237	258,685	251,256	-6,448	-2.5	Enel
	Emissions of H <sub>2</sub> S	(t)	8,964	9,174	10,383	-210	-2.3	Enel
	Emissions of particulate matter	(t)	102,049	110,039	154,732	-7,990	-7.5	Enel
	Specific emissions compared to total net production <sup>(2)</sup>							
	Emissions of SO <sub>2</sub>	(g/kWh)	0.99	0.94	0.96	0.05	5.9	Enel
	Emissions of NO <sub>x</sub>	(g/kWh)	0.83	0.86	0.84	-0.04	-4.1	Enel
	Emissions of particulate matter	(g/kWh)	0.34	0.37	0.52	-0.03	-8.7	Enel
	Specific emissions compared to net thermoelectric production <sup>(3)</sup>							
	Emissions of SO <sub>2</sub>	(g/kWh)	1.69	1.58	1.74	0.10	6.5	Enel
	Emissions of NO <sub>x</sub>	(g/kWh)	1.41	1.46	1.52	-0.05	-3.4	Enel
	Emissions of particulate matter	(g/kWh)	0.57	0.62	0.94	-0.05	-8.1	Enel
	Specific emissions compared to net geothermoelectric production							
	Emissions of H <sub>2</sub> S	(g/kWh)	1.63	1.65	1.97	-0.02	-1.0	Enel
	Nuclear emissions into atmosphere							
	Noble gases	(GBq per unit)	80.4	51.1	23.7	29.2	57.2	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Iodine	(GBq per unit)	0.11	0.03	0.09	0.07	228.8	Enel
	Aerosol	(GBq per unit)	2.5	6.0	6.6	-3.4	-57.6	Enel
	Other radioactive	(MBq per unit)	0.9	1.9	3.0	-1.0	-51.4	Enel
<b>EN19 Emissions of ozone depleting substances</b>								
	CFC	(kg CFC-11 eq.)	0	149	131	-149	100.0	Enel
	HCFC	(kg CFC-11 eq.)	24	0	0	24	-	Enel
	Halon	(kg CFC-11 eq.)	0	0	0	-	-	Enel
	Methyl bromide	(kg CFC-11 eq.)	0	0	0	-	-	Enel
	R22	(kg CFC-11 eq.)	127	61	22	66	107.8	Enel
	Freon 113	(kg CFC-11 eq.)	393	1,047	378	-654	-62.5	Enel
	<b>Total</b>	(kg CFC-11 eq.)	<b>544</b>	<b>1,257</b>	<b>531</b>	<b>-713</b>	<b>-56.7</b>	<b>Enel</b>

- (1) Calculated by multiplying the electricity production obtained with each renewable or nuclear source by the average CO<sub>2</sub> emission from thermoelectric fossil fuel production at Enel Group plants in the various areas; in the absence of thermoelectric plant belonging to the Group, the average national emission is taken as a benchmark from the Enerdata database (<http://services.enerdata.eu>). The total emissions saved are calculated as the sum of the emissions saved in the various local areas.
- (2) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to total renewable, simple thermal and nuclear production and the combined production of electricity and heat (including the contribution from heat in MWh).
- (3) Specific emissions are calculated considering the total emissions from simple thermoelectric production and the combined production of electricity and heat with respect to total simple thermal and combined production of electricity and heat (including the contribution from heat in MWh).

# Environment – Mitigation of environmental impact

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>Environmental expenditures</b>								
<b>EN30</b>	<b>Environmental expenditures - GRI EN30 criterion <sup>(1)</sup></b>	(m. euro)	<b>1,282</b>	<b>833</b>	<b>786</b>	449	53.9	Enel
	Current expenditures (costs):	(m. euro)	758	582	433	176	30.3	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	410	282	193	128	45.3	Enel
	- for environmental prevention and management	(m. euro)	349	300	240	49	16.2	Enel
	Investments:	(m. euro)	524	251	353	273	108.8	Enel
	- for waste disposal, emission treatment and environmental restoration	(m. euro)	308	142	254	166	116.8	Enel
	- for environmental prevention and management	(m. euro)	216	109	99	107	98.3	Enel
	<b>Environmental expenditures - EUROSTAT criterion</b>	(m. euro)	<b>1,100</b>	<b>739</b>	<b>773</b>	361	48.9	Enel
	Total current expenditures	(m. euro)	576	488	420	88	18.1	Enel
	Total environmental investments	(m. euro)	524	251	353	273	108.8	Enel
	<b>Environmental issues personnel <sup>(2)</sup></b>	(no.)	<b>464</b>	<b>530</b>	<b>550</b>	-66	-12.5	Enel
<b>EN28</b>	<b>Environmental disputes</b>							
	Environmental proceedings as defendant	(no.)	710	608	906	102	16.8	Enel
	Monetary value of environmental fines	(m. euro)	0.747	0.257	0.058	0.490	190.7	Enel
<b>Environmental certification</b>								
	Extent of EMAS registration coverage	(%)	42.3	40.5	38.3	1.8	4.5	Enel
	Extent of ISO 14001:2004 coverage							
	Net maximum electrical capacity	(%)	92.6	91.2	82.7	1.4	1.5	Enel
	km of electricity grid	(%)	95.3	93.0	94.0	2.3	2.5	Enel
	Activities undertaken by Enel Servizi Italia	(%)	100	100	100	-	-	Italy
	Activities undertaken by the Sales Division Italy and Romania	(%)	100	100	100	-	-	Italy and Romania
<b>ENERGY CONSUMPTION</b>								
<b>EN3</b>	<b>Fuel consumption by primary source in TJ</b>							
	from non-renewable sources	(TJ)	2,085,403	2,054,505	1,913,786	30,899	1.5	Enel
	Coal	(TJ)	855,405	777,447	651,215	77,958	10.0	Enel
	Lignite	(TJ)	47,730	60,960	89,221	-13,230	-21.7	Enel
	Oil	(TJ)	102,451	96,338	109,820	6,113	6.3	Enel
	Natural gas	(TJ)	559,105	608,928	582,593	-49,823	-8.2	Enel
	Gas oil	(TJ)	45,636	57,485	69,668	-11,849	-20.6	Enel
	Uranium	(TJ)	475,034	453,347	411,227	21,688	4.8	Enel
	Other (orimulsion, coke oven gas, coke, etc.)	(TJ)	42	0	42	42	-	Enel
	from renewable sources	(TJ)	152,400	155,823	151,331	-3,423	-2.2	Enel
	Biomass, biogas and waste	(TJ)	9,588	9,986	8,980	-398	-4.0	Enel
	Hydrogen	(TJ)	42	11	42	31	280.6	Enel
	Geothermal fluid	(TJ)	142,770	145,826	142,309	-3,056	-2.1	Enel
	Total direct consumption	(TJ)	2,237,803	2,210,328	2,065,117	27,475	1.2	Enel
<b>Fuel consumption by primary source in Mtep</b>								
	from non-renewable sources	(Mtep)	49.8	49.1	45.7	0.7	1.5	Enel
	Coal	(Mtep)	20.4	18.6	15.6	1.9	10.0	Enel
	Lignite	(Mtep)	1.1	1.5	2.1	-0.3	-21.7	Enel
	Oil	(Mtep)	2.4	2.3	2.6	0.1	6.3	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Natural gas	(Mtep)	13.4	14.5	13.9	-1.2	-8.2	Enel
	Gas oil	(Mtep)	1.1	1.4	1.7	-0.3	-20.6	Enel
	Uranium	(Mtep)	11.3	10.8	9.8	0.5	4.8	Enel
	Other (orimulsion, coke oven gas, coke, oil, etc.)	(Mtep)	0.001	0	0.001	0.001	-	Enel
	<b>from renewable sources</b>	(,000 tep)	<b>3,640</b>	<b>3,735</b>	<b>3,628</b>	<b>-95</b>	<b>-2.6</b>	<b>Enel</b>
	Biomass, biogas and waste	(,000 tep)	229	252	228	-23	-9.2	Enel
	Hydrogen	(,000 tep)	1.00	0.26	0.88	0.74	280.2	Enel
	Geothermal fluid	(,000 tep)	3,410	3,483	3,399	-73	-2.1	Enel
	<b>Total direct consumption</b>	<b>(Mtep)</b>	<b>53.4</b>	<b>52.8</b>	<b>49.3</b>	<b>0.6</b>	<b>1.2</b>	<b>Enel</b>
	<b>Incidence of fuel consumption from non-renewable sources</b>							
	Coal	(%)	41.0	37.8	34.0	3.2	8.4	Enel
	Lignite	(%)	2.3	3.0	4.7	-0.7	-22.9	Enel
	Oil	(%)	4.9	4.7	5.7	0.2	4.8	Enel
	Natural gas	(%)	26.8	29.6	30.4	-2.8	-9.5	Enel
	Gas oil	(%)	2.2	2.8	3.6	-0.6	-21.8	Enel
	Uranium	(%)	22.8	22.1	21.5	0.7	3.2	Enel
<b>EN4</b>	<b>Electricity consumption by destination</b>							
	Fuel deposit and movement	(TJ)	34	29	23	6	19.6	Enel
	Electricity distribution	(TJ)	1,851	2,161	1,590	-310	-14.3	Enel
	Property management	(TJ)	1,080	768	559	312	40.6	Enel
	Mining	(TJ)	28	49	49	-21	-43.3	Enel
	<b>Total electricity consumption</b>	<b>(TJ)</b>	<b>2,993</b>	<b>3,007</b>	<b>2,221</b>	<b>-13</b>	<b>-0.4</b>	<b>Enel</b>
	<b>Internal consumption</b>							
	Electricity consumption for civilian uses	(MWh)	299,900	213,258	155,268	86,642	40.6	Enel
	Fuel consumption	(tep)	31,082	31,847	29,745	-765	-2.4	Enel
<b>EN8 COMM</b>	Water requirement for civilian uses	(,000 m³)	2,919.2	3,600.3	2,677.2	-681.0	-18.9	Enel
<b>EN1</b>	Paper bought for printers/photocopiers	(m. A4 eq.)	232.3	250.6	244.1	-18.3	-7.3	Enel
	<b>RAW MATERIALS</b>							
	<b>Resources used in the production process</b>							
<b>EN1</b>	<b>Fuel consumption for thermoelectric production</b>							
	<b>from non-renewable sources</b>							
	Coal	(,000 t)	40,186	36,359	31,468	3,827	10.5	Enel
	Lignite	(,000 t)	4,339	5,122	11,321	-783	-15.3	Enel
	Oil	(,000 t)	2,505	2,396	2,688	109	4.5	Enel
	Natural gas	(m. m³)	15,958	17,682	16,405	-1,724	-9.8	Enel
	Gas oil	(,000 t)	1,096	1,355	1,617	-259	-19.1	Enel
	Other	(,000 t)	3	0	3	3	-	Enel
	<b>from renewable sources</b>							
	Biomass and waste for thermoelectric production	(,000 t)	775	790	739	-15	-1.9	Enel
	Hydrogen	(m. m³)	3.32	1.06	3.54	2	213.2	Enel
	Biogas	(m. m³)	18,948	38,266	37,442	-19,318	-50.5	Enel
	Geothermal steam used for electricity production	(,000 t)	86,991	87,873	87,968	-882	-1.0	Enel
	Uranium	(,000 t)	135	129	74	6	4.8	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>Consumables</b>								
	Lime	(,000 t)	1,039.6	1,108.0	1,028.0	-68.5	-6.2	Enel
	Ammonia	(,000 t)	20.4	18.4	15.7	2.0	10.9	Enel
	Caustic soda	(,000 t)	55.0	35.6	30.6	19.4	54.6	Enel
	Slaked lime	(,000 t)	18.4	22.6	25.3	-4.2	-18.5	Enel
	Sulfuric/chloride acid	(,000 t)	15.2	15.2	13.6	-	-	Enel
	Other	(,000 t)	80.6	66.6	63.0	14.0	21.1	Enel
	<b>Total</b>	(,000 t)	<b>1,229.1</b>	<b>1,266.3</b>	<b>1,176.2</b>	<b>-37.2</b>	<b>-2.9</b>	<b>Enel</b>
<b>Percentage of materials used that derive from recycled material compared to total consumption of each resource</b>								
	Lime for smoke desulfurization	(%)	0.2	0	1.3	0.2	-	Enel
	Lubricant	(%)	4.2	3.5	3.0	0.7	20.3	Enel
	Dielectric oil	(%)	93.3	20.0	59.0	73.3	366.5	Enel
	Ferric chloride	(%)	0.7	0.7	0.5	-	-	Enel
	Sulfuric acid	(%)	0.2	0	0.7	0.2	-	Enel
<b>EN2</b>	Paper for printing	(%)	53.6	54.4	56.0	-0.8	-1.5	Enel
	Equipment with PCB	(%)	1.2	1.3	1.9	-0.1	-5.2	Enel
	PCB quantity contained in equipment with PCB >500 ppm	(t)	1.5	1.1	5.9	0.4	34.3	Enel
	PCB quantity contained in equipment with 50<PCB<500 ppm	(t)	5,153	4,590	6,238	562	12.3	Enel
<b>WATER CONSUMPTION</b>								
<b>Volumes of water drawn by production process <sup>(3)</sup></b>								
	Consumption for thermoelectric production <sup>(4)</sup>	(m. m <sup>3</sup> )	143.0	146.2	154.4	-3.2	-2.2	Enel
	Consumption for nuclear energy production	(m. m <sup>3</sup> )	46.5	45.6	42.4	0.9	2.0	Enel
	<b>Total consumption for production processes <sup>(4)</sup></b>	<b>(m. m<sup>3</sup>)</b>	<b>189.4</b>	<b>191.7</b>	<b>196.8</b>	<b>-2.3</b>	<b>-1.2</b>	<b>Enel</b>
	Consumption for other industrial uses	(m. m <sup>3</sup> )	2.2	2.2	3.0	-	-	Enel
	<b>Total water consumption <sup>(4)</sup></b>	<b>(m. m<sup>3</sup>)</b>	<b>191.6</b>	<b>193.9</b>	<b>199.8</b>	<b>-2.3</b>	<b>-1.2</b>	<b>Enel</b>
<b>Specific consumption for production processes <sup>(3)</sup></b>								
	Specific consumption for thermoelectric production <sup>(4)</sup>	(l/kWh)	0.80	0.82	0.91	-0.02	-3.0	Enel
	Specific consumption for nuclear energy production	(l/kWh)	1.11	1.14	1.01	-0.03	-2.5	Enel
	<b>Total specific consumption for production processes <sup>(4)</sup></b>	<b>(l/kWh)</b>	<b>0.62</b>	<b>0.65</b>	<b>0.66</b>	<b>-0.03</b>	<b>-3.9</b>	<b>Enel</b>
<b>EN8 COMM</b>	<b>Volumes of water drawn by source <sup>(3)</sup></b>							
	Consumption from scarce sources <sup>(4)</sup>	(m. m <sup>3</sup> )	166.2	163.1	158.1	3.1	1.9	Enel
	Surface water (humid areas, lakes, rivers)	(m. m <sup>3</sup> )	142.6	136.5	133.8	6.1	4.5	Enel
	Underground water (from well) <sup>(4)</sup>	(m. m <sup>3</sup> )	14.6	17.7	15.3	-3.1	-17.3	Enel
	Water from aqueducts	(m. m <sup>3</sup> )	9.0	8.9	9.0	0.1	0.6	Enel
	<b>Consumption from non-scarce sources</b>	<b>(m. m<sup>3</sup>)</b>	<b>25.5</b>	<b>30.8</b>	<b>41.7</b>	<b>-5.4</b>	<b>-17.4</b>	<b>Enel</b>
	Seawater (used as such and desalinated)	(m. m <sup>3</sup> )	13.5	18.1	18.0	-4.5	-25.1	Enel
	From effluents (amount used inside plants)	(m. m <sup>3</sup> )	11.9	12.8	23.7	-0.8	-6.4	Enel
	<b>Total <sup>(4)</sup></b>	<b>(m. m<sup>3</sup>)</b>	<b>191.6</b>	<b>193.9</b>	<b>199.8</b>	<b>-2.3</b>	<b>-1.2</b>	<b>Enel</b>
<b>EN10</b>	<b>Percentage of recycled and reused water <sup>(4)</sup></b>	<b>(%)</b>	<b>6.2</b>	<b>6.8</b>	<b>12.0</b>	<b>-0.6</b>	<b>-8.2</b>	<b>Enel</b>
<b>Water used for open-cycle cooling</b>								
	in thermoelectric power plants <sup>(5)</sup>	(m. m <sup>3</sup> )	20,471	23,150	23,643	-2,679	-11.6	Enel
	in nuclear power plants	(m. m <sup>3</sup> )	2,563	2,417	2,988	146	6.0	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EN21</b>	<b>WASTE WATER</b>							
<b>COMM</b>								
	Waste water (quantity discharged)	(m. m³)	90.4	267.6	246.9	-177.2	-66.2	Enel
	by thermoelectric production	(m. m³)	79.3	67.8	79.5	11.5	17.0	Enel
	by nuclear energy production <sup>(6)</sup>	(m. m³)	11.0	199.8	167.4	-188.8	-94.5	Enel
	for oil deposit and movement	(m. m³)	0.08	0.05	0.03	0.03	58.3	Enel
	Quality of discharged water <sup>(7)</sup>							
	COD (Chemical Oxygen Demand)	(kg)	1,570,899	506,616	592,646	1,064,283	210.1	Enel
	BOD (Biochemical Oxygen Demand)	(kg)	532,401	859,258	155,592	-326,857	-38.0	Enel
	Nitrogen	(kg)	603,604	111,312	375,188	492,292	442.3	Enel
	Heavy metals	(kg)	72,686	56,452	128,750	16,234	28.8	Enel
	Phosphor	(kg)	43,347	16,082	26,900	27,265	169.5	Enel
	Nuclear emissions into water							
	Tritium	(TBq per unit)	112.2	79.0	71.0	33.2	42.0	Enel
	Fission and corrosion products	(GBq per unit)	22.8	19.0	9.8	3.8	19.7	Enel
<b>EN22</b>	<b>WASTE</b>							
<b>COMM</b>								
	Waste products							
	Non-hazardous waste	(t)	12,027,183	11,578,474	11,407,546	448,709	3.9	Enel
	Hazardous waste	(t)	87,595	60,738	73,324	26,857	44.2	Enel
	- of which waste containing PCB	(t)	4,220	6,267	5,941	-2,047	-32.7	Enel
	Total waste products	(t)	12,114,778	11,639,212	11,480,871	475,556	4.1	Enel
	Total waste sent to recycling	(%)	26.9	28.4	23.4	-1.6	-5.5	Enel
	Hazardous waste by means of disposal							
	Recycling (including recycling of energy)	(t)	48,746	38,251	27,478	10,495	27.4	Enel
	Dumping	(t)	38,849	22,487	45,846	16,362	72.8	Enel
	Non-hazardous waste by means of disposal							
	Recycling (including recycling of energy)	(t)	3,204,941	3,270,917	2,659,567	-65,976	-2.0	Enel
	Dumping	(t)	8,822,242	8,307,557	8,747,979	514,684	6.2	Enel
	Waste products in nuclear power plants							
	Liquid radioactive waste at low/medium activity level	(m³)	35.0	56.6	76.2	-21.6	-38.2	Enel
	Solid radioactive waste at low/medium activity level <sup>(8)</sup>	(t)	31.4	31.0	29.3	0.4	1.3	Enel
	Solid radioactive waste at low/medium activity level <sup>(8)</sup>	(m³)	481.8	289.2	238.2	192.6	66.6	Enel
	Liquid radioactive waste at high activity level	(m³)	0	0	0	-	-	Enel
	Solid radioactive waste at high activity level	(t)	56.3	11.7	12.1	44.6	380	Enel
<b>EU9</b>	Provision for the decommissioning of nuclear power plants <sup>(9)</sup>	(m. euro)	3,538	2,946	3,020	592	20.1	Enel
	Mitigation of the impact on the landscape/territory <sup>(10)</sup>							
	LV/MV cabling ratio	(%)	65.0	62.8	61.9	2.2	3.6	Enel
	LV cabling ratio	(%)	82.9	79.9	78.7	3.0	3.7	Enel
	MV cabling ratio	(%)	33.6	32.8	32.5	0.8	2.5	Enel

- (1) The figures relating to “current expense for waste disposal, emission treatment and environmental restoration” do not include insurance for environmental responsibility or depreciation for investments in environmental protection, since the current accounting system does not permit a reliable allocation of insurance premiums against specific environmental items, and investments are recorded as such since the amount of depreciation has not been definitively codified yet.
- (2) The 2011 figure includes the resources of the Renewable Energy Division which were mistakenly not classified as FTE (Full Time Equivalent).
- (3) In the calculation for absolute consumption and specific consumption of water, the consumption of water for open-cycle cooling is not included and nor is the plant’s consumption of renewable sources.
- (4) The value relating to the draw-off of water for 2011 was reclassified following a reconsideration of the reporting criterion in terms of water consumption at the Ventanilla plant in Peru.
- (5) The value of water used relating to 2011 was reclassified, following a reconsideration of the reporting criterion for open-cycle water consumption in Endesa thermoelectric plants in Chile and Peru.
- (6) The significant change compared to the values in 2011 and 2010 was due to the different reporting criterion adopted as from 2012 at the nuclear plant of Almaraz in Spain, since the volumes of water for open cycle cooling were mistakenly treated as waste water.
- (7) The analyses are carried out on different groups of plant from year to year, depending on the specific audit needs, and therefore relate to differing plant power levels.
- (8) The values relating to “solid” nuclear waste (low/medium and high activity) are recorded in tons in Slovakia and in cubic meters in Spain. Both figures are given since they cannot be summed together. The trend in the quantities of radioactive waste produced depends on the maintenance work and fuel movements, and therefore is subject to considerable fluctuations over the years.
- (9) The provisions for “nuclear decommissioning” refer to: 2,511 million euro (2,513 million euro at December 31, 2011) for plants V1 and V2 at Jasklovske Bohunice and EMO 1 and 2 at Mochovce and includes the provisions for the disposal of nuclear waste for 114 million euro (117 million euro at December 31, 2011), the provisions for the disposal of spent nuclear fuel for 1,542 million euro (1,578 million euro at December 31, 2011) and the provisions for the dismantling of nuclear power plants for 855 million euro (818 million euro at December 31, 2011); the estimated lead-times for the financial disbursement of the costs take account of the current applicable knowledge in terms of environmental regulation, the operating timeframes used to estimate the costs, as well as the problems connected to the very long timeframe over which these costs could occur. The discounting of the costs included in the provisions has been applied using discount rates between 4.15% and 4.55%; for 1,027 million euro (433 million euro at December 31, 2011), costs which will be incurred on decommissioning of the nuclear power plants by Enresa, a Spanish public company entrusted with this task under Royal Decree no. 1349/03 and Law 24/05. The amount of the costs is based on the standard contract between Enresa and electricity companies, approved by the Ministry of the Economy in September 2001, which regulates the process of dismantling and closing nuclear generation plants. The timeframe covered corresponds to the 3-year period between the cessation of production and the transfer of the management of the plant to Enresa (post-operational costs). The change in 2012, which was recorded to increase assets as envisaged by IFRIC 1, was affected by the regulatory changes in Spain following the introduction of Law 15/2012 which increased costs on power plants using nuclear technology. For further information on “nuclear decommissioning”, please visit [http://www.enel.com/en-GB/sustainability/our\\_responsibility/enel\\_nuclear/](http://www.enel.com/en-GB/sustainability/our_responsibility/enel_nuclear/).
- (10) The cabling ratio is calculated by proportioning the km of cabled lines (both underground and airborne insulated cables) to the total km of lines.

# People and society – Responsibility towards communities

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EC8</b>	<b>INITIATIVES IN FAVOR OF THE COMMUNITY</b>							
	<b>Contributions to communities – LBG method <sup>(1)</sup></b>							
	Donation expenses <sup>(2)</sup>	(m. euro)	16.1	17.7	27.1	-1.6	-9.1	Enel
	Investments in communities	(m. euro)	42.4	51.1	59.6	-8.8	-17.1	Enel
	Commercial initiatives with a social impact	(m. euro)	35.2	34.0	15.6	1.3	4.0	Enel
	<b>Total (expense + investments)</b>	(m. euro)	<b>93.7</b>	<b>102.8</b>	<b>102.3</b>	<b>-9.0</b>	<b>-8.7</b>	<b>Enel</b>
	<b>Enel Cuore Onlus</b>							
	Solidarity projects realized by Enel	(no.)	55	60	114	-5	-8.3	Enel
	Sums provided to Enel Cuore Onlus by Enel Group companies	(m. euro)	5.479	6.280	6.666	-0.801	-12.8	Enel
	Subscription fees	(m. euro)	0.320	0.280	0.280	0.040	14.3	Enel
	Extraordinary contribution from associates	(m. euro)	5.009	6.000	6.106	-0.991	-16.5	Enel
	Tied donations	(m. euro)	0.150	0.000	0.280	0.150	-	Enel
	<b>SAFETY FOR COMMUNITIES</b>							
<b>EU25</b>	<b>Third-party injuries <sup>(3)</sup></b>							
	Serious and fatal injuries to third parties	(no.)	80	125	139	-45	-36.0	Enel
	- fatal	(no.)	51	74	54	-23	-31.1	Enel
	- serious	(no.)	29	51	85	-22	-43.1	Enel
	<b>Third-party injuries by type</b>							
	Electricity accidents	(%)	69	88	67	-19	-21.6	Enel
	Road accidents against Group infrastructure	(%)	22	6	13	16	266.7	Enel
	Accidents for other reasons	(%)	9	6	20	3	50.0	Enel
	<b>Causes of electricity accidents</b>							
	Construction activities near lines	(%)	11	15	30	-4	-26.7	Enel
	Attempts at theft	(%)	38	37	27	1	2.7	Enel <sup>(4)</sup>
	Other	(%)	51	48	43	3	6.3	Enel <sup>(4)</sup>

(1) The categories identified differ from those published in the 2010 Sustainability Report following adjustment to the new LBG methodology. In particular the item "Investments in communities" also includes what was classified in previous years as "Initiatives of socially sustainable business". The fall between 2010 and 2011 in the item "Investments in communities" and the simultaneous increase in the item "Commercial initiatives with a social impact" are mostly due to a change in the method of classifying projects in Brazil. In order to improve the quality of the data presented and to bring it more into line with the GRI standard, the definition of a uniform method for collecting information for the whole Group is being established.

(2) The item includes the grants paid to Enel Cuore over the years. The figure for 2011 was reclassified following a more correct accounting attribution.

(3) Data relating to safety do not include Portugal and the companies which are less than 50% consolidated.

(4) Data for 2011 and 2010 do not include Endesa, since this type of injury was not recorded by them.



# People and society – Quality for customers

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>EU3 2.7</b>	<b>CUSTOMERS</b>							
	<b>Electricity market</b>							
	End users Italy	(no.)	28,032,500	28,871,639	29,362,479	-839,139	-2.9	Italy
	Free market	(no.)	4,132,802	3,872,738	3,191,283	260,064	6.7	Italy
	- mass market customers	(no.)	4,045,330	3,785,461	3,054,793	259,869	6.9	Italy
	- business customers <sup>(1)</sup>	(no.)	45,640	48,894	58,082	-3,254	-6.7	Italy
	- customers in protected categories	(no.)	41,832	38,383	78,408	3,449	9.0	Italy
	Regulated market	(no.)	23,899,698	24,998,901	26,171,196	-1,099,203	-4.4	Italy
	End users Iberian Peninsula	(no.)	11,431,437	11,536,589	11,729,319	-105,152	-0.9	Iberian Peninsula
	Free market	(no.)	11,431,437	11,536,589	11,729,319	-105,152	-0.9	Iberian Peninsula
	Regulated market	(no.)	-	-	-	-	-	Iberian Peninsula
	End users Latin America	(no.)	13,905,892	13,655,379	13,271,599	250,513	1.8	Latin America
	Free market	(no.)	264	311	6,554	-47	-15.0	Latin America
	Regulated market	(no.)	13,905,628	13,655,068	13,265,045	250,560	1.8	Latin America
	End users Romania	(no.)	2,652,594	2,634,601	2,605,345	17,993	0.7	Romania
	Free market	(no.)	10,946	10,028	4,199	918	9.2	Romania
	Regulated market	(no.)	2,641,648	2,624,573	2,601,146	17,075	0.7	Romania
	End users France	(no.)	631	632	77	-1	-0.2	France
	Free market	(no.)	631	632	77	-1	-0.2	France
	Regulated market	(no.)	-	-	-	-	-	France
	End users Slovakia	(no.)	4,194	3,183	136	1,011	31.8	Slovakia
	Free market	(no.)	4,194	3,183	136	1,011	31.8	Slovakia
	Regulated market	(no.)	-	-	-	-	-	Slovakia
	End users Russia	(no.)	78,572	92,748	104,407	-14,176	-15.3	Russia
	Free market	(no.)	4,812	4,582	4,623	230	5.0	Russia
	Regulated market	(no.)	73,760	88,166	99,784	-14,406	-16.3	Russia
	Total end users Enel	(no.)	56,105,820	56,794,771	57,068,738	-688,951	-1.2	Enel
	Total Free market	(no.)	15,585,086	15,428,063	14,931,568	157,023	1.0	Enel
	Total Regulated market	(no.)	40,520,734	41,366,708	42,137,170	-845,974	-2.0	Enel
	<b>Gas</b>							
	End users Italy	(no.)	3,158,532	3,150,968	2,902,739	7,564	0.2	Italy
	End users Endesa Spain	(no.)	1,265,941	1,007,093	1,083,801	258,848	25.7	Endesa Spain
	Total customers gas market	(no.)	4,424,473	4,158,061	3,986,540	266,412	6.4	Enel
	<b>PUBLIC LIGHTING</b>							
	Customers public lighting	(no.)	3,760	3,869	3,946	-109	-2.8	Italy
	Light sources public lighting	(,000)	1,912	1,920	1,966	-8	-0.4	Italy
	<b>VOLUMES SOLD</b>							
	<b>Electricity</b>							
	Free market <sup>(2)</sup>	(GWh)	191,650	188,974	183,133	2,676	1.4	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Regulated market <sup>(2)</sup>	(GWh)	125,145	122,813	125,879	2,332	1.9	Enel
	Total volumes sold	(GWh)	316,796	311,787	309,012	5,008	1.6	Enel
	Sales of "Green Energy" <sup>(3)</sup>	(GWh)	9,896	10,106	11,285	-210	-2.1	Italy
	<b>Gas</b>							
	Italy	(bn m <sup>3</sup> )	4.3	4.6	5.5	-0.2	-5.2	Italy
	- mass market customers	(bn m <sup>3</sup> )	3.4	3.4	3.7	-	-	Italy
	- business customers <sup>(4)</sup>	(bn m <sup>3</sup> )	0.9	1.2	1.8	-0.3	-22.4	Italy
	Endesa Spain	(bn m <sup>3</sup> )	4.4	3.9	3.4	0.5	12.8	Endesa Spain
	Total volumes sold Enel	(bn m <sup>3</sup> )	8.7	8.5	8.9	0.3	3.1	Enel
	<b>ENERGY AVAILABILITY AND RELIABILITY</b>							
<b>EU11</b>	<b>Efficiency thermoelectric generation</b>							
	Incidence of CCGT generation out of total thermoelectric power	(%)	27.7	27.0	23.2	0.8	2.8	Enel
	Average thermoelectric generation yield	(%)	39.9	39.7	39.3	0.2	0.5	Enel
	Average yield by source/technology							
	Lignite plants efficiency	(%)	36.2	35.8	31.2	0.4	1.2	Enel
	Coal plants efficiency	(%)	36.6	36.0	35.8	0.6	1.7	Enel
	Oil/gas plants efficiency <sup>(5)</sup>	(%)	30.8	43.5	34.6	-12.7	-29.2	Enel
	Natural gas plants efficiency <sup>(5)</sup>	(%)	28.1	46.3	47.3	-18.2	-39.3	Enel
	CCGT plants efficiency	(%)	50.9	46.0	48.4	4.9	10.6	Enel
	Average yield by geographic area							
	Average thermoelectric generation yield Italy	(%)	37.8	39.3	39.0	-1.5	-3.7	Italy
	Average thermoelectric generation yield Slovakia	(%)	27.4	27.5	27.4	-0.1	-0.2	Slovakia
	Average thermoelectric generation yield Russia	(%)	38.3	37.2	36.7	1.1	3.1	Russia
	Average thermoelectric generation yield Endesa Iberian Peninsula	(%)	39.7	39.3	39.7	0.4	1.0	Endesa Iberian Peninsula
	Average thermoelectric generation yield Endesa Chile	(%)	43.5	47.5	48.3	-4.0	-8.4	Endesa Chile
	Average thermoelectric generation yield Endesa Argentina	(%)	47.9	46.7	47.3	1.2	2.6	Endesa Argentina
	Average thermoelectric generation yield Endesa Brazil	(%)	49.3	43.4	46.7	5.9	13.7	Endesa Brazil
	Average thermoelectric generation yield Endesa Peru	(%)	43.4	45.0	44.2	-1.6	-3.5	Endesa Peru
	Average thermoelectric generation yield Endesa Colombia	(%)	25.5	25.5	27.0	-	-	Endesa Colombia
<b>EU30</b>	<b>Availability of thermoelectric plants by geographic area</b>							
	Average thermoelectric generation availability Italy	(%)	81.6	82.5	74.7	-0.9	-1.1	Italy
	Average thermoelectric generation availability Slovakia	(%)	96.4	94.6	96.6	1.8	1.9	Slovakia
	Average thermoelectric generation availability Russia	(%)	94.7	78.7	82.1	16.0	20.3	Russia

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Average thermoelectric generation availability Endesa Iberian Peninsula	(%)	94.6	92.3	91.9	2.3	2.4	Endesa Iberian Peninsula
	Average thermoelectric generation availability Endesa Chile	(%)	95.9	97.5	98.5	-1.6	-1.7	Endesa Chile
	Average thermoelectric generation availability Endesa Argentina	(%)	76.0	83.6	85.7	-7.6	-9.1	Endesa Argentina
	Average thermoelectric generation availability Endesa Brazil	(%)	98.9	92.0	98.9	6.9	7.5	Endesa Brazil
	Average thermoelectric generation availability Endesa Peru	(%)	90.6	95.3	92.0	-4.7	-5.0	Endesa Peru
	Average thermoelectric generation availability Endesa Colombia	(%)	99.0	92.8	92.2	6.2	6.7	Endesa Colombia
<b>EU28</b>	<b>Service interruptions - frequency</b>							
	Frequency of interruptions per customer Italy (excluding external causes)	(no.)	3.5	3.7	4.2	-0.2	-5.9	Italy
	Frequency of interruptions per customer Italy (including external causes)	(no.)	3.6	3.8	4.3	-0.2	-5.5	Italy
	Frequency of interruptions per customer Romania	(no.)	5.2	5.9	7.4	-0.7	-12.3	Romania
	Frequency of interruptions per customer Iberian Peninsula	(no.)	1.3	1.4	1.6	-0.1	-7.1	Iberian Peninsula
<b>EU29</b>	<b>Service interruptions - duration</b>							
	Service continuity index Italy (excluding external causes)	(min.)	43	40	43	2	6.1	Italy
	Service continuity index Italy (including external causes)	(min.)	45	44	46	1	2.1	Italy
	Service continuity index Romania	(min.)	307	374	584	-67	-17.9	Romania
	Service continuity index Iberian Peninsula	(min.)	52	60	71	-9	-14.4	Iberian Peninsula
<b>EU12</b>	<b>Network losses</b>							
	Network losses Italy	(%)	6.0	6.0	6.0	-	-	Italy
	Network losses Romania	(%)	15.1	17.0	13.7	-1.9	-11.2	Romania
	Network losses Iberian Peninsula	(%)	8.8	7.7	7.7	1.1	14.3	Iberian Peninsula
	<b>SERVICE QUALITY</b>							
	<b>ELECTRICITY MARKET ITALY</b>							
	<b>Commercial structure</b>							
	Enel retail outlets (electricity + gas)	(no.)	131	131	131	-	-	Italy
	Qui Enel/Qui Gas <sup>(6)</sup>	(no.)	997	1,628	1,840	-631	-38.8	Italy
	<b>Call Center</b>							
	<b>Regulated market - 800 900 800</b>							
	Call Center service level	(%)	97.2	97.1	95.4	0.1	0.1	Italy
	Average waiting time	(sec)	65	71	115	-6	-8.5	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	42	11	32	31	284.6	Italy
	<b>Free market (electricity and gas) - 800 900 860</b>							
	Call Center service level	(%)	96.2	95.9	94.4	0.3	0.3	Italy
	Average waiting time	(sec)	98	97	118	1	1.0	Italy
	Training by Call Center operator (IN Enel)	(h/per-cap)	139	150	69	-11	-7.4	Italy

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	<b>Service speed</b>							
	Execution of simple work	(d)	6.8	7.2	7.4	-0.4	-5.6	Italy
	Supply activation	(d)	0.8	0.9	1.0	-0.1	-11.1	Italy
<b>PR5</b>	<b>Customer Satisfaction</b>							
	<b>Regulated market</b>							
	Customer Satisfaction Index recorded by AEEG <sup>(7)</sup>	(i)	93.5	91.7	91.3	2	2.0	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	122.4	117.4	134.7	5	4.3	Italy
	Response time to written complaints <sup>(8)</sup>	(d)	24.5	31.6	23.6	-7	-22.5	Italy
	<b>Free market</b>							
	Customer Satisfaction Index recorded by AEEG <sup>(7)</sup>	(i)	90.4	86.1	83.3	4	5.0	Italy
	Frequency of surveys by AEEG	(no.)	2	2	2	-	-	Italy
	Written complaints and information requests	(,000)	89.9	62.8	82.0	27	43.0	Italy
	Response time to written complaints <sup>(8)</sup>	(d)	21.1	55.7	47.5	-35	-62.2	Italy
	<b>ELECTRICITY MARKET ROMANIA</b>							
	<b>Commercial structure</b>							
	Agencies	(no.)	40	48	76	-8	-16.7	Romania
	Indirect channel	(no.)	0	1	1	-1	-100.0	Romania
	<b>Call Center</b>							
	Call Center service level Regulated market	(%)	96.0	95.8	94.0	0.2	0.2	Romania
<b>PR5</b>	<b>Customer Satisfaction</b>							
	<b>Regulated market</b>							
	Customer Satisfaction Index	(i)	74.0	70.4	-	3.6	5.1	Romania
	<b>Free market</b>							
	Customer Satisfaction Index	(i)	84.0	82.9	-	1.1	1.3	Romania
	Complaints <sup>(9)</sup>	(,000)	17.2	20.8	12.7	-3.5	-17.0	Romania
	Response time to written complaints commercial area	(d)	15	26	28	-11	-42.3	Romania
	<b>ELECTRICITY MARKET IBERIAN PENINSULA</b>							
	<b>Commercial structure</b>							
	Agencies	(no.)	25	27	29	-2	-7.4	Iberian Peninsula
	Indirect channel	(no.)	351	398	413	-47	-11.8	Iberian Peninsula
	<b>Call Center</b>							
	Call Center service level	(%)	96.5	96.9	96.1	-0.4	-0.4	Iberian Peninsula
	<b>Service speed</b>							
	Supply activation	(d)	3.0	2.7	-	0.3	9.5	Iberian Peninsula
<b>PR5</b>	<b>Customer Satisfaction</b>							
	<b>Regulated market</b>							
	Customer Satisfaction Index	(i)	7.6	6.4	-	1.2	19.3	Iberian Peninsula

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Written complaints and information requests	(,000)	29.2	33.7	-	-4.5	-13.3	Iberian Peninsula
	Response time to written complaints	(d)	23.8	21.6	-	2.3	10.5	Iberian Peninsula
<b>Free market</b>								
	Customer Satisfaction Index	(i)	6.6	6.7	-	-0.1	-1.9	Iberian Peninsula
	Written complaints and information requests	(,000)	16.1	17.9	-	-1.8	-10.0	Iberian Peninsula
	Response time to written complaints	(d)	6.9	12.4	-	-5.5	-44.5	Iberian Peninsula
<b>GAS MARKET</b>								
<b>PR5 Customer satisfaction gas</b>								
	Written complaints and information requests	(,000)	51.1	54.9	50.6	-4	-6.9	Italy
	Response time to written complaints <sup>(8)</sup>	(d)	20.2	58.3	62.0	-38	-65.4	Italy
<b>ACCESSIBILITY OF ENERGY</b>								
<b>EU27 Customers disconnected for non-payment Italian market</b>								
	by time from disconnection to payment - Italy (Enel Servizio Elettrico) <sup>(10)</sup>	(no.)	938,238	680,181	775,242	258,057	37.9	Electricity Italy
	< 48 h	(no.)	498,664	354,992	380,344	143,672	40.5	Electricity Italy
	48 h - 1 week	(no.)	309,995	235,406	283,023	74,589	31.7	Electricity Italy
	1 week - 1 month	(no.)	129,314	89,557	111,424	39,757	44.4	Electricity Italy
	1 month - 1 year	(no.)	265	226	436	39	17.3	Electricity Italy
	> 1 year	(no.)	0	0	15	-	-	Electricity Italy
	by time from payment to reconnection - Italy (Enel Servizio Elettrico) <sup>(10)</sup>	(no.)	938,238	680,181	775,242	258,057	37.9	Electricity Italy
	< 24 h	(no.)	561,785	603,651	648,503	-41,866	-6.9	Electricity Italy
	24 h - 1 week	(no.)	313,402	75,827	125,847	237,575	313.3	Electricity Italy
	> 1 week	(no.)	63,051	703	892	62,348	8,868.8	Electricity Italy
	by time from disconnection to payment - Italy (Enel Energia) <sup>(10)</sup>	(no.)	321,686	137,956	65,981	183,730	133.2	Electricity Italy
	< 48 h	(no.)	249,165	50,808	28,191	198,357	390.4	Electricity Italy
	48 h - 1 week	(no.)	33,438	37,321	15,949	-3,883	-10.4	Electricity Italy
	1 week - 1 month	(no.)	37,115	42,889	14,035	-5,774	-13.5	Electricity Italy
	1 month - 1 year	(no.)	1,968	6,938	7,806	-4,970	-71.6	Electricity Italy
	> 1 year	(no.)	0	0	0	-	-	Electricity Italy
	by time from payment to reconnection - Italy (Enel Energia) <sup>(10)</sup>	(no.)	309,860	20,069	14,848	289,791	1,444.0	Electricity Italy
	< 24 h	(no.)	263,145	16,271	11,102	246,874	1,517.3	Electricity Italy
	24 h - 1 week	(no.)	42,164	3,798	3,746	38,366	1,010.2	Electricity Italy

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	> 1 week	(no.)	4,551	0	0	4,551	-	Electricity Italy
	by time from disconnection to payment - Italy (Gas market) <sup>(10)</sup>	(no.)	49,087	20,073	16,222	29,014	144.5	Gas Italy
	< 48 h	(no.)	32,702	1,708	3,224	30,994	1,814.6	Gas Italy
	48 h - 1 week	(no.)	8,057	8,167	4,949	-110	-1.3	Gas Italy
	1 week - 1 month	(no.)	7,105	7,927	6,035	-822	-10.4	Gas Italy
	1 month - 1 year	(no.)	1,223	2,271	2,014	-1,048	-46.1	Gas Italy
	by time from payment to reconnection - Italy (Gas market) <sup>(10)</sup>	(no.)	48,286	18,538	12,725	29,748	160.5	Gas Italy
	< 24 h	(no.)	1,721	3,690	1,982	-1,969	-53.4	Gas Italy
	24 h - 1 week	(no.)	37,557	11,102	4,541	26,455	238.3	Gas Italy
	> 1 week	(no.)	9,008	3,746	6,202	5,262	140.5	Gas Italy
	by time from disconnection to payment - Romania <sup>(11)</sup>	(no.)	32,253	69,275	-	-37,022	-53.4	Romania
	< 48 h	(no.)	21,734	46,061	-	-24,327	-52.8	Romania
	48 h - 1 week	(no.)	5,714	14,999	-	-9,285	-61.9	Romania
	1 week - 1 month	(no.)	2,997	6,050	-	-3,053	-50.5	Romania
	1 month - 1 year	(no.)	1,808	2,165	-	-357	-16.5	Romania
	by time from payment to reconnection - Romania <sup>(11)</sup>	(no.)	28,242	48,632	-	-20,390	-41.9	Romania
	< 24 h	(no.)	7,008	14,064	-	-7,056	-50.2	Romania
	24 h - 1 week	(no.)	19,840	33,176	-	-13,336	-40.2	Romania
	> 1 week	(no.)	1,394	1,392	-	2	0.1	Romania
	by time from disconnection to payment - Endesa Iberian Peninsula	(no.)	404,463	388,143	514,423	16,320	4.2	Endesa Iberian Peninsula
	< 48 h	(no.)	270,614	225,985	321,146	44,629	19.7	Endesa Iberian Peninsula
	48 h - 1 week	(no.)	52,717	47,922	51,235	4,795	10.0	Endesa Iberian Peninsula
	1 week - 1 month	(no.)	61,359	45,784	60,584	15,575	34.0	Endesa Iberian Peninsula
	1 month - >1 year	(no.)	19,773	68,452	81,458	-48,679	-71.1	Endesa Iberian Peninsula
	by time from payment to reconnection - Endesa Iberian Peninsula	(no.)	404,451	417,711	622,933	-13,260	-3.2	Endesa Iberian Peninsula
	< 24 h	(no.)	288,766	260,141	319,700	28,625	11.0	Endesa Iberian Peninsula
	24 h - 1 week	(no.)	115,135	157,195	301,755	-42,060	-26.8	Endesa Iberian Peninsula
	> 1 week	(no.)	550	375	1,478	175	46.7	Endesa Iberian Peninsula
	by time from disconnection to payment - Endesa Latin America	(no.)	1,615,382	1,744,976	1,731,348	-129,594	-7.4	Endesa Latin America <sup>(12)</sup>
	< 48 h	(no.)	979,630	1,135,864	1,159,386	-156,234	-13.8	Endesa Latin America <sup>(12)</sup>

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	48 h - 1 week	(no.)	247,563	246,766	248,555	797	0.3	Endesa Latin America <sup>(12)</sup>
	1 week - 1 month	(no.)	176,958	237,088	252,028	-60,130	-25.4	Endesa Latin America <sup>(12)</sup>
	1 month - >1 year	(no.)	145,975	125,258	71,379	20,717	16.5	Endesa Latin America <sup>(12)</sup>
	by time from payment to reconnection - Endesa Latin America	(no.)	1,859,655	2,013,347	1,733,738	-153,692	-7.6	Endesa Latin America <sup>(12)</sup>
	< 24 h	(no.)	1,805,783	1,979,160	1,658,679	-173,377	-8.8	Endesa Latin America <sup>(12)</sup>
	24 h - 1 week	(no.)	49,581	32,952	30,656	16,629	50.5	Endesa Latin America <sup>(12)</sup>
	> 1 week	(no.)	4,291	1,235	44,403	3,056	247.4	Endesa Latin America <sup>(12)</sup>
<b>Disputes with customers</b>								
<b>Electricity market Italy</b>								
	Total proceedings	(no.)	168,044	193,706	116,336	-25,662	-13.2	Enel <sup>(13)</sup>
	Incidence of proceedings as defendant	(%)	71.8	77.9	95.0	-6.1	-7.9	Enel <sup>(13)</sup>
<b>Gas market Italy</b>								
	Total proceedings	(no.)	1,399	929	808	470	50.6	Enel <sup>(13)</sup>
	Incidence of proceedings as defendant	(%)	63.0	90.3	n.a.	-27.3	-30.2	Enel <sup>(13)</sup>

(1) Supplies to major customers and heavy consumers (annual consumption over 1 GWh).

(2) The 2011 values (relating to Russia) were repositioned between the free and regulated markets, following a more correct allocation.

(3) The green energy declared in the Sustainability Report corresponds to the energy consumed in 2012 by the end users of Enel Energia who signed up for a green offer. Enel Energia is then required to acquire and subsequent cancel the COFERs – certificates issued by GSE to manufacturers which certify to the renewable energy origin of the sources used by their generation plants – to an extent that corresponds to the energy underpinning this particular family of offers.

(4) Includes residential customers and microbusiness.

(5) The significant change compared to previous years was due to a different criterion for aggregating technologies; for 2011 and 2010 in terms of the efficiency of oil-fuelled plants consideration was also given to the steam units which were enhanced with gas turbines and the units with alternative engines instead of just the steam units operating with oil, while in terms of the efficiency of gas fueled plants consideration was also given to steam units enhanced with gas turbines and CCGT rather than open-cycle TG and steam units operating on gas.

(6) In 2012 the sales points of the indirect channel were counted as “physical” outlets, without distinguishing the reference market; in previous years, on the other hand, they were calculated compared to the reference market (regulated market and free market).

(7) The figure for 2012 relates to the 1st half since the publication of IQT classification takes place after the publication date of the Sustainability Report. For this reason, the 2011 figure was updated, with the value for the 2nd half of 2011. This index, relating to the free electric and gas market, as recorded by the AEEG, is expressed in cents and is carried out on a reduced sample of around 1,200 customers on a half-yearly basis.

(8) On the basis of article 9 of the ARG/com Resolution no. 164/08, the seller shall set out “clearly” in each bill and publish on its website at least one postal address or fax number for the forwarding of written complaints. The seller is required to arrange delivery of written complaints to one of these, when these have been mistakenly sent by the customer to a different address/fax within 7 days of receipt.

For the purposes of complying with the specific standard (maximum response time to written complaints: 40 days), the seller calculates the time for a full response to the written complaint starting from the date of receipt of the complaint to one of the contact points set out on the bill.

(9) The number of complaints in Romania rose markedly compared to 2010 following the launch of the online channel (My Enel online services) as from September 2010.

(10) The increase in service disconnections in Italy was determined by the following elements: 1) increase in arrears, 2) increase in the performance of distributors, 3) internal streamlining of dunning and disconnection processes.

(11) As from 2012 the values of disconnections relate both to the regulated market (main value) and the free market; for this reason the figure for 2011 was reclassified.

(12) The 2012 figures do not include Peru and Argentina, those for 2011 do not include Argentina, those for 2010 do not include Colombia and Argentina.

(13) Data for 2010 relate only to Italy.

# People and society – Our people

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>SIZE AND COMPOSITION OF WORKFORCE</b>								
<b>Size of workforce</b>								
	Total workforce	(no.)	73,702	75,360	78,313	-1,658	-2.2	Enel
	Hours worked	(m. h.)	131.8	133.4	143.0	-1.6	-1.2	Enel
<b>LA2 COMM Changes to size</b>								
	New recruits	(no.)	2,708	4,230	3,761	-1,522	-36.0	Enel
	Changes in scope	(no.)	-131	-2,462	-335	2,331	-94.7	Enel
	Terminations	(no.)	4,235	4,721	6,321	-486	-10.3	Enel
	Balance	(no.)	-1,658	-2,953	-2,895	1,295	-43.9	Enel
<b>LA1 COMM Workforce by geographic area and gender</b>								
	Italy	(no.)	36,205	36,842	37,383	-637	-1.7	Italy
	- of whom men	(no.)	29,855	30,505	31,102	-650	-2.1	Italy
	- of whom women	(no.)	6,350	6,338	6,281	13	0.2	Italy
	Abroad	(no.)	37,497	38,518	40,930	-1,021	-2.6	Abroad
	- of whom men	(no.)	29,127	29,923	32,335	-796	-2.7	Abroad
	- of whom women	(no.)	8,370	8,594	8,595	-225	-2.6	Abroad
	Iberian Peninsula	(no.)	12,205	12,325	12,393	-119	-1.0	Iberian Peninsula
	- of whom men	(no.)	9,574	9,731	9,940	-156	-1.6	Iberian Peninsula
	- of whom women	(no.)	2,631	2,594	2,453	37	1.4	Iberian Peninsula
	France	(no.)	101	97	83	4	4.1	France
	- of whom men	(no.)	58	57	50	1	1.8	France
	- of whom women	(no.)	43	40	33	3	7.5	France
	Greece	(no.)	75	67	56	8	11.9	Greece
	- of whom men	(no.)	56	48	38	8	16.7	Greece
	- of whom women	(no.)	19	19	18	-	-	Greece
	Romania	(no.)	4,015	4,533	4,706	-518	-11.4	Romania
	- of whom men	(no.)	2,983	3,370	3,482	-387	-11.5	Romania
	- of whom women	(no.)	1,032	1,163	1,224	-131	-11.3	Romania
	Bulgaria	(no.)	7	8	511	-1	-12.5	Bulgaria
	- of whom men	(no.)	2	3	427	-1	-33.3	Bulgaria
	- of whom women	(no.)	5	5	84	-	-	Bulgaria
	Slovakia	(no.)	5,171	5,322	5,374	-151	-2.8	Slovakia
	- of whom men	(no.)	4,370	4,521	4,666	-151	-3.3	Slovakia
	- of whom women	(no.)	801	801	708	-	-	Slovakia
	Belgium	(no.)	38	37	36	1	2.7	Belgium
	- of whom men	(no.)	35	34	36	1	2.9	Belgium
	- of whom women	(no.)	3	3	0	-	-	Belgium
	Ireland	(no.)	0	113	109	-113	-100.0	Ireland
	- of whom men	(no.)	0	99	96	-99	-100.0	Ireland
	- of whom women	(no.)	0	14	13	-14	-100.0	Ireland
	Russia	(no.)	3,555	3,870	4,233	-316	-8.2	Russia
	- of whom men	(no.)	2,321	2,508	2,972	-188	-7.5	Russia
	- of whom women	(no.)	1,234	1,362	1,261	-128	-9.4	Russia



GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	<b>North America</b>	(no.)	<b>358</b>	<b>320</b>	<b>319</b>	<b>38</b>	<b>11.9</b>	North America
	- of whom men	(no.)	288	255	260	33	12.9	North America
	- of whom women	(no.)	70	65	59	5	7.7	North America
	<b>Latin America</b>	(no.)	<b>11,932</b>	<b>11,649</b>	<b>12,940</b>	<b>283</b>	<b>2.4</b>	Latin America
	- of whom men	(no.)	9,414	9,197	10,198	218	2.4	Latin America
	- of whom women	(no.)	2,518	2,453	2,742	65	2.7	Latin America
	<b>Other (including branches abroad)</b>	(no.)	<b>40</b>	<b>177</b>	<b>170</b>	<b>-137</b>	<b>-77.4</b>	Rest of the World
	- of whom men	(no.)	26	101	170	-75	-74.3	Rest of the World
	- of whom women	(no.)	14	76	0	-62	-81.7	Rest of the World
	<b>Total workforce</b>	(no.)	<b>73,702</b>	<b>75,360</b>	<b>78,313</b>	<b>-1,658</b>	<b>-2.2</b>	Enel
	- of whom men	(no.)	58,982	60,428	63,437	-1,446	-2.4	Enel
	- of whom women	(no.)	14,720	14,932	14,876	-212	-1.4	Enel
	<b>Workforce by level and gender</b>							
	<b>Executives</b>	(no.)	<b>1,124</b>	<b>1,190</b>	<b>1,256</b>	<b>-67</b>	<b>-5.6</b>	Enel
	- of whom men	(no.)	983	1,037	1,115	-54	-5.2	Enel
	- of whom managers	(no.)	712	749	-	-37	-4.9	Enel
	- of whom women	(no.)	140	153	141	-13	-8.3	Enel
	- of whom managers	(no.)	106	92	-	14	15.2	Enel
	<b>Supervisors</b>	(no.)	<b>14,762</b>	<b>14,098</b>	<b>14,255</b>	<b>664</b>	<b>4.7</b>	Enel
	- of whom men	(no.)	10,981	10,507	10,735	474	4.5	Enel
	- of whom managers	(no.)	232	207	-	25	12.1	Enel
	- of whom women	(no.)	3,781	3,591	3,520	190	5.3	Enel
	- of whom managers	(no.)	50	38	-	12	31.6	Enel
	<b>White-collar workers</b>	(no.)	<b>40,210</b>	<b>41,085</b>	<b>42,166</b>	<b>-875</b>	<b>-2.1</b>	Enel
	- of whom men	(no.)	30,507	31,330	32,402	-824	-2.6	Enel
	- of whom women	(no.)	9,703	9,755	9,764	-52	-0.5	Enel
	<b>Blue-collar workers</b>	(no.)	<b>17,607</b>	<b>18,987</b>	<b>20,636</b>	<b>-1,380</b>	<b>-7.3</b>	Enel
	- of whom men	(no.)	16,511	17,554	19,185	-1,042	-5.9	Enel
	- of whom women	(no.)	1,096	1,433	1,451	-337	-23.5	Enel
	<b>Total</b>	(no.)	<b>73,702</b>	<b>75,360</b>	<b>78,313</b>	<b>-1,658</b>	<b>-2.2</b>	Enel
	<b>Index of professional qualification</b>							
	Executives	(%)	1.5	1.6	1.6	-0.1	-3.5	Enel
	Supervisors	(%)	20.0	18.7	18.2	1.3	7.1	Enel
	White-collar workers	(%)	54.6	54.5	53.8	0.1	0.2	Enel
	Blue-collar workers	(%)	23.9	25.2	26.4	-1.3	-5.2	Enel
	<b>Workforce by level of education (1)</b>							
	Graduates	(%)	31.0	27.6	26.3	3.4	12.3	Enel
	High-school leavers	(%)	46.8	45.1	45.2	1.7	3.8	Enel
	Other	(%)	22.2	27.3	28.5	-5.1	-18.7	Enel
	<b>Workforce by age range and level</b>							
	<b>Below 35</b>	(%)	<b>18.4</b>	<b>19.3</b>	<b>19.9</b>	<b>-0.9</b>	<b>-4.9</b>	Enel
	- of whom executives	(%)	0	0	-	-	-	Enel
	- of whom supervisors	(%)	3.4	3.5	-	-0.1	-1.9	Enel
	- of whom white-collar workers	(%)	9.0	9.5	-	-0.5	-5.1	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- of whom blue-collar workers	(%)	5.9	6.3	-	-0.3	-5.4	Enel
	<b>35 to 44</b>	(%)	<b>25.2</b>	<b>25.0</b>	<b>26.4</b>	0.2	0.7	Enel
	- of whom executives	(%)	0.3	0.4	-	-0.1	-23.3	Enel
	- of whom supervisors	(%)	7.5	7.0	-	0.5	7.2	Enel
	- of whom white-collar workers	(%)	12.3	12.6	-	-0.3	-2.3	Enel
	- of whom blue-collar workers	(%)	5.2	5.1	-	0.1	1.0	Enel
	<b>45 to 54</b>	(%)	<b>34.5</b>	<b>37.4</b>	<b>37.1</b>	-2.9	-7.7	Enel
	- of whom executives	(%)	0.8	0.8	-	-	-	Enel
	- of whom supervisors	(%)	6.0	5.6	-	0.4	7.2	Enel
	- of whom white-collar workers	(%)	20.2	22.0	-	-1.8	-7.9	Enel
	- of whom blue-collar workers	(%)	7.5	9.0	-	-1.5	-16.4	Enel
	<b>55 to 59</b>	(%)	<b>18.7</b>	<b>16.0</b>	<b>14.4</b>	2.6	16.5	Enel
	- of whom executives	(%)	0.3	0.3	-	-	-	Enel
	- of whom supervisors	(%)	2.4	2.1	-	0.3	15.4	Enel
	- of whom white-collar workers	(%)	11.3	9.3	-	2.0	21.3	Enel
	- of whom blue-collar workers	(%)	4.7	4.4	-	0.3	7.2	Enel
	<b>Over 60</b>	(%)	<b>3.3</b>	<b>2.3</b>	<b>2.2</b>	1.0	42.7	Enel
	- of whom executives	(%)	0.1	0.1	-	-	-	Enel
	- of whom supervisors	(%)	0.7	0.6	-	0.1	25.6	Enel
	- of whom white-collar workers	(%)	1.8	1.2	-	0.6	49.2	Enel
	- of whom blue-collar workers	(%)	0.6	0.4	-	0.2	50.6	Enel
	<b>Average age</b>	(years)	<b>45.2</b>	<b>44.7</b>	<b>44.9</b>	0.5	1.1	Enel
<b>Workforce by age range and gender</b>								
	<b>Below 35</b>	(%)	<b>18.4</b>	<b>19.3</b>	<b>19.9</b>	-0.9	-4.9	Enel
	- of whom men	(%)	14.2	15.1	-	-0.9	-5.9	Enel
	- of whom women	(%)	4.2	4.2	-	-	-	Enel
	<b>35 to 44</b>	(%)	<b>25.2</b>	<b>25.0</b>	<b>26.4</b>	0.2	0.7	Enel
	- of whom men	(%)	18.3	18.5	-	-0.2	-1.0	Enel
	- of whom women	(%)	6.8	6.5	-	0.3	5.3	Enel
	<b>45 to 54</b>	(%)	<b>34.5</b>	<b>37.4</b>	<b>37.1</b>	-2.9	-7.7	Enel
	- of whom men	(%)	28.0	30.4	-	-2.4	-7.8	Enel
	- of whom women	(%)	6.5	7.0	-	-0.5	-7.2	Enel
	<b>55 to 59</b>	(%)	<b>18.7</b>	<b>16.0</b>	<b>14.4</b>	2.6	16.5	Enel
	- of whom men	(%)	16.4	14.1	-	2.3	16.4	Enel
	- of whom women	(%)	2.3	1.9	-	0.4	18.9	Enel
	<b>Over 60</b>	(%)	<b>3.3</b>	<b>2.3</b>	<b>2.2</b>	1.0	42.7	Enel
	- of whom men	(%)	3.1	2.1	-	1.0	44.3	Enel
	- of whom women	(%)	0.2	0.2	-	-	-	Enel
<b>Workforce by years of service <sup>(1)</sup></b>								
	Under 10	(no.)	21,277	21,921	22,893	-644	-2.9	Enel
	From 10 to 19	(no.)	13,607	14,769	16,153	-1,162	-7.9	Enel
	From 20 to 29	(no.)	22,674	22,756	23,675	-83	-0.4	Enel
	From 30 to 34	(no.)	10,053	9,887	9,587	166	1.7	Enel
	Over 35	(no.)	6,092	6,028	5,838	64	1.1	Enel
	<b>Total</b>	(no.)	<b>73,702</b>	<b>75,360</b>	<b>78,145</b>	-1,659	-2.1	Enel
	Under 10	(%)	28.9	29.1	29.3	-0.2	-0.8	Enel
	From 10 to 19	(%)	18.5	19.6	20.7	-1.1	-5.8	Enel
	From 20 to 29	(%)	30.8	30.2	30.3	0.6	1.9	Enel
	From 30 to 34	(%)	13.6	13.1	12.2	0.5	4.0	Enel
	Over 35	(%)	8.3	8.0	7.5	0.3	3.3	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
LA2 COMM	<b>Workforce by type of contract and gender <sup>(1)</sup></b>							
	Permanent contracts	(no.)	71,789	73,298	75,915	-1,509	-2.1	Enel
	- of whom men	(no.)	57,543	59,007	-	-1,464	-2.5	Enel
	- of whom women	(no.)	14,247	14,292	-	-45	-0.3	Enel
	Fixed-term contracts	(no.)	1,463	1,507	1,545	-44	-2.9	Enel
	- of whom men	(no.)	1,062	1,048	-	14	1.4	Enel
	- of whom women	(no.)	401	459	-	-59	-12.8	Enel
	Insertion/work experience contracts	(no.)	449	555	685	-106	-19.0	Enel
	- of whom men	(no.)	313	382	-	-69	-18.1	Enel
	- of whom women	(no.)	137	173	-	-37	-21.1	Enel
	Fixed-term and insertion/work experience contracts as percentage of total	(%)	2.6	2.7	2.9	0	-5.2	Enel
	Internships and traineeships	(no.)	1,511	1,853	1,797	-342	-18.5	Enel
	<b>Workforce by work hours and gender <sup>(1)</sup></b>							
	Full-time contracts	(no.)	72,633	74,217	76,931	-1,583	-2.1	Enel
	- of whom men	(no.)	59,112	60,289	-	-1,177	-2.0	Enel
	- of whom women	(no.)	13,522	13,928	-	-407	-2.9	Enel
	Part-time contracts	(no.)	1,068	1,144	1,214	-75	-6.6	Enel
	- of whom men	(no.)	149	173	-	-23	-13.6	Enel
	- of whom women	(no.)	919	971	-	-52	-5.4	Enel
	<b>CHANGES TO SIZE</b>							
	<b>New recruits <sup>(2)</sup></b>							
	New recruits by gender	(no.)	2,708	4,150	3,761	-1,442	-34.7	Enel
	- of whom men	(no.)	1,915	2,808	-	-892	-31.8	Enel
		(%)	71	68	-	3	4.5	Enel
	- of whom women	(no.)	793	1,342	-	-549	-40.9	Enel
		(%)	29	32	-	-3	-9.5	Enel
	New recruits by age range	(no.)	2,708	4,150	3,761	-1,442	-34.7	Enel
	up to 30	(no.)	1,196	1,956	-	-760	-38.8	Enel
		(%)	44	47	-	-3	-6.3	Enel
	from 30 to 50	(no.)	1,349	1,942	-	-593	-30.5	Enel
		(%)	50	47	-	3	6.4	Enel
	over 50	(no.)	163	252	-	-89	-35.2	Enel
		(%)	6	6	-	0	-0.8	Enel
	<b>New recruits by country</b>							
	Italy	(no.)	479	1,052	1,084	-573	-54.4	Italy
		(%)	17.7	25.4	29.7	-7.6	-30.0	Italy
	Iberian Peninsula	(no.)	524	1,115	517	-591	-53.0	Iberian Peninsula
		(%)	19.4	26.9	14.2	-7.5	-27.8	Iberian Peninsula
	Slovakia	(no.)	173	245	216	-72	-29.4	Slovakia
		(%)	6.4	5.9	5.9	0.5	8.5	Slovakia
	Romania	(no.)	55	79	68	-24	-30.4	Romania
		(%)	2.0	1.9	1.9	0.1	7.0	Romania
	Russia	(no.)	236	233	221	3	1.3	Russia
		(%)	8.7	5.6	6.0	3.1	55.7	Russia
	France	(no.)	7	22	32	-15	-68.2	France
		(%)	0.3	0.5	0.9	-0.3	-47.3	France
	Greece	(no.)	10	11	32	-1	-9.1	Greece

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
		(%)	0.4	0.3	0.9	0.1	39.7	Greece
	North America	(no.)	93	60	85	33	55.0	North America
		(%)	3.4	1.4	2.3	2.0	138.2	North America
	Latin America	(no.)	1,115	1,318	1,343	-203	-15.4	Latin America
		(%)	41.3	31.8	36.8	9.5	30.0	Latin America
	Other	(no.)	8	15	54	-7	-46.7	Other
		(%)	0.3	0.4	1.5	-0.1	-18.0	Other
	<b>Effect of changes of scope</b>	(no.)	<b>-131</b>	<b>-2,462</b>	<b>-335</b>	<b>2,331</b>	<b>-94.7</b>	<b>Enel</b>
	<b>Terminations <sup>(2)</sup></b>							
	Terminations by gender	(no.)	<b>4,235</b>	<b>4,662</b>	<b>6,222</b>	<b>-427</b>	<b>-9.2</b>	<b>Enel</b>
	- of whom men	(no.)	<b>3,260</b>	<b>3,632</b>	<b>5,107</b>	<b>-372</b>	<b>-10.2</b>	<b>Enel</b>
		(%)	<b>77</b>	<b>78</b>	<b>82</b>	<b>-1</b>	<b>-1.2</b>	<b>Enel</b>
	- of whom women	(no.)	<b>974</b>	<b>1,029</b>	<b>1,115</b>	<b>-55</b>	<b>-5.3</b>	<b>Enel</b>
		(%)	<b>23</b>	<b>22</b>	<b>18</b>	<b>1</b>	<b>4.2</b>	<b>Enel</b>
	Terminations by age range	(no.)	<b>4,235</b>	<b>4,662</b>	<b>6,222</b>	<b>-428</b>	<b>-9.2</b>	<b>Enel</b>
	up to 30	(no.)	<b>384</b>	<b>458</b>	<b>838</b>	<b>-73</b>	<b>-16.0</b>	<b>Enel</b>
		(%)	<b>9</b>	<b>10</b>	<b>13</b>	<b>-1</b>	<b>-7.5</b>	<b>Enel</b>
	from 30 to 50	(no.)	<b>1,486</b>	<b>1,341</b>	<b>1,523</b>	<b>145</b>	<b>10.8</b>	<b>Enel</b>
		(%)	<b>35</b>	<b>29</b>	<b>24</b>	<b>6</b>	<b>22.0</b>	<b>Enel</b>
	over 50	(no.)	<b>2,364</b>	<b>2,863</b>	<b>3,860</b>	<b>-500</b>	<b>-17.4</b>	<b>Enel</b>
		(%)	<b>56</b>	<b>61</b>	<b>62</b>	<b>-6</b>	<b>-9.1</b>	<b>Enel</b>
	Terminations by nationality							
	Italy	(no.)	<b>1,094</b>	<b>1,345</b>	<b>1,747</b>	<b>-251</b>	<b>-18.7</b>	<b>Italy</b>
		(%)	<b>25.8</b>	<b>28.9</b>	<b>27.6</b>	<b>-3.0</b>	<b>-10.5</b>	<b>Italy</b>
	Iberian Peninsula	(no.)	<b>649</b>	<b>1,222</b>	<b>1,436</b>	<b>-573</b>	<b>-46.9</b>	<b>Iberian Peninsula</b>
		(%)	<b>15.3</b>	<b>26.2</b>	<b>22.7</b>	<b>-10.9</b>	<b>-41.5</b>	<b>Iberian Peninsula</b>
	Slovakia	(no.)	<b>376</b>	<b>297</b>	<b>622</b>	<b>79</b>	<b>26.6</b>	<b>Slovakia</b>
		(%)	<b>8.9</b>	<b>6.4</b>	<b>9.8</b>	<b>2.5</b>	<b>39.4</b>	<b>Slovakia</b>
	Romania	(no.)	<b>573</b>	<b>252</b>	<b>240</b>	<b>321</b>	<b>127.4</b>	<b>Romania</b>
		(%)	<b>13.5</b>	<b>5.4</b>	<b>3.8</b>	<b>8.1</b>	<b>150.3</b>	<b>Romania</b>
	Russia	(no.)	<b>627</b>	<b>591</b>	<b>376</b>	<b>35</b>	<b>6.0</b>	<b>Russia</b>
		(%)	<b>14.8</b>	<b>12.7</b>	<b>5.9</b>	<b>2.1</b>	<b>16.6</b>	<b>Russia</b>
	France	(no.)	<b>3</b>	<b>8</b>	<b>11</b>	<b>-5</b>	<b>-62.5</b>	<b>France</b>
		(%)	<b>0.1</b>	<b>0.2</b>	<b>0.2</b>	<b>-0.1</b>	<b>-58.7</b>	<b>France</b>
	Greece	(no.)	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>Greece</b>
		(%)	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>Greece</b>
	North America	(no.)	<b>55</b>	<b>59</b>	<b>48</b>	<b>-4</b>	<b>-6.8</b>	<b>North America</b>
		(%)	<b>1.3</b>	<b>1.3</b>	<b>0.8</b>	<b>-</b>	<b>-</b>	<b>North America</b>
	Latin America	(no.)	<b>832</b>	<b>880</b>	<b>1,548</b>	<b>-48</b>	<b>-5.5</b>	<b>Latin America</b>
		(%)	<b>19.6</b>	<b>18.9</b>	<b>24.5</b>	<b>0.8</b>	<b>4.1</b>	<b>Latin America</b>
	Other	(no.)	<b>24</b>	<b>7</b>	<b>291</b>	<b>17</b>	<b>242.9</b>	<b>Other</b>
		(%)	<b>0.6</b>	<b>0.2</b>	<b>4.6</b>	<b>0.4</b>	<b>100.0</b>	<b>Other</b>
	Turnover rate	(%)	<b>5.7</b>	<b>6.2</b>	<b>8.1</b>	<b>-0.5</b>	<b>-7.3</b>	<b>Enel</b>

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Average number of years of service of employees whose employment ended in the year	(years)	21	23	22	-2	-8.8	Enel <sup>(3)</sup>
	by gender:							
	- men	(years)	23	25	23	-2	-7.8	Enel <sup>(3)</sup>
	- women	(years)	15	17	18	-2	-13.7	Enel <sup>(3)</sup>
	by age:							
	- under 30	(years)	2	3	2	-1	-22.2	Enel <sup>(3)</sup>
	- 30 to 50	(years)	11	12	9	-1	-7.0	Enel <sup>(3)</sup>
	- over 50	(years)	30	31	31	-1	-4.5	Enel <sup>(3)</sup>
<b>VALORIZATION</b>								
<b>LA12</b>	<b>Assessment</b>							
	Dissemination of assessments	(%)	69.0	61.7	60.0	7.3	11.9	Enel
	People assessed by level	(no.)	50,862	46,474	46,886	4,388	9.4	Enel <sup>(4)</sup>
	- Executives	(no.)	1,067	1,025	1,190.2	42	4.1	Enel <sup>(4)</sup>
	- Supervisors	(no.)	13,466	12,766	12,746	700	5.5	Enel <sup>(4)</sup>
	- White-collar workers	(no.)	31,885	29,700	29,755	2,185	7.4	Enel <sup>(4)</sup>
	- Blue-collar workers	(no.)	4,444	2,983	3,195	1,461	49.0	Enel <sup>(4)</sup>
	People assessed by gender							
	- men	(%)	83.0	77.3	-	5.7	7.4	Enel <sup>(4)</sup>
	- women	(%)	17.0	22.7	-	-5.8	-25.6	Enel <sup>(4)</sup>
<b>Compensation</b>								
	Dissemination of incentives	(%)	19.1	23.2	22.3	-4.1	-17.8	Enel
	Incidence of variable compensation	(%)	9.8	9.4	8.6	0.4	4.0	Enel <sup>(5)</sup>
	Italy	(%)	9.2	8.1	7.7	1.1	13.5	Italy
	Romania	(%)	5.6	5.2	5.3	0.4	8.1	Romania
	Bulgaria	(%)	15.9	8.8	8.1	7.1	80.4	Bulgaria
	Slovakia	(%)	19.6	17.2	21.8	2.4	14.1	Slovakia
	Russia	(%)	28.9	23.5	20.4	5.4	22.9	Russia
	France	(%)	16.9	16.8	10.4	0.1	0.3	France
	Greece	(%)	0	7.2	7.9	-7.2	-100.0	Greece
	Endesa Spain	(%)	7.9	8.1	7.8	-0.2	-2.6	Endesa Spain
	Endesa Peru	(%)	14.5	52.5	25.0	-38.0	-72.4	Endesa Peru
	Endesa Brazil	(%)	7.0	5.9	3.1	1.1	18.5	Endesa Brazil
	Endesa Chile	(%)	19.7	18.1	17.7	1.6	9.0	Endesa Chile
	Endesa Colombia	(%)	13.5	18.6	7.1	-5.1	-27.3	Endesa Colombia
	Endesa Argentina	(%)	2.6	3.7	5.1	-1.1	-28.5	Endesa Argentina
	North America	(%)	12.0	10.9	7.0	1.1	10.2	North America
	EGP Latin America	(%)	28.2	23.1	25.0	5.1	22.3	EGP Latin America
	EGP Iberian Peninsula	(%)	13.3	13.5	35.5	-0.2	-1.2	EGP Iberian Peninsula

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>LA10</b>	<b>Training</b>							
	Training hours by employee	(h)	44.8	44.7	36.3	0.1	0.2	Enel <sup>(4)</sup>
	by gender:							
	- of whom men	(h)	44.6	45.2	-	-0.6	-1.2	Enel <sup>(4)</sup>
	- of whom women	(h)	45.7	42.6	-	3.1	7.4	Enel <sup>(4)</sup>
	by level:							
	- Executives	(h)	95.2	49.4	57.4	45.8	92.6	Enel <sup>(4)</sup>
	- Supervisors	(h)	60.1	61.5	50.2	-1.4	-2.3	Enel <sup>(4)</sup>
	- White-collar workers	(h)	39.0	40.2	32.4	-1.2	-3.0	Enel <sup>(4)</sup>
	- Blue-collar workers	(h)	38.6	42.1	34.8	-3.5	-8.2	Enel <sup>(4)</sup>
	Total training hours (distance learning + classroom)	(,000 h)	3,334	3,389	2,889	-55	-1.6	Enel <sup>(4)</sup>
	Training hours distance learning	(,000 h)	413	321	241	92	28.8	Enel <sup>(4)</sup>
	Training hours in classroom	(,000 h)	2,921	3,068	2,648	-147	-4.8	Enel <sup>(4)</sup>
	- for managerial training	(,000 h)	528	991	581	-463	-46.8	Enel <sup>(4)</sup>
	- for specialist training	(,000 h)	2,393	2,077	2,068	316	15.2	Enel <sup>(4)</sup>
	Incidence of distance learning training	(%)	12.4	9.5	8.3	3	30.9	Enel <sup>(4)</sup>
	Total training hours by level							
	- Executives	(,000 h)	108,477	59,913	71,782	48,564	81.1	Enel <sup>(4)</sup>
	- Supervisors	(,000 h)	875,266	851,946	716,759	23,320	2.7	Enel <sup>(4)</sup>
	- White-collar workers	(,000 h)	1,573,715	1,648,999	1,365,463	-75,284	-4.6	Enel <sup>(4)</sup>
	- Blue-collar workers	(,000 h)	776,536	828,138	734,594	-51,601	-6.2	Enel <sup>(4)</sup>
	<b>Dissemination of sustainability</b>							
	Training <i>per capita</i> on sustainability	(h)	14.0	15.9	13.5	-1.9	-12.0	Enel <sup>(4)</sup>
<b>EC3</b>	<b>CORPORATE WELFARE</b>							
	Employees covered by pension plan (Benefit Plan)	(no.)	55,317	56,083	57,473	-765	-1.4	Enel <sup>(4)</sup>
	Employees covered by pension plan (Benefit Plan)	(%)	75	74	73	1	0.9	Enel <sup>(4)</sup>
<b>EU15</b>	<b>Employees entitled to retire in next 5 to 10 years, by geographic area (main countries in which Enel operates are listed)</b>							
	Employees with right to retire in next 5 years							
	- Executives	(%)	6	6	13	-	-	Enel <sup>(5)</sup>
	- Supervisors	(%)	5	5	10	-	-	Enel <sup>(5)</sup>
	- White-collar workers	(%)	8	5	15	3	50.8	Enel <sup>(5)</sup>
	- Blue-collar workers	(%)	8	7	16	1	16.7	Enel <sup>(5)</sup>
	- Average	(%)	8	5	14	2	42.4	Enel <sup>(5)</sup>
	Retirement within 10 years - Enel Group							
	- Executives	(%)	21	19	31	2	13.0	Enel <sup>(5)</sup>
	- Supervisors	(%)	11	13	32	-2	-12.6	Enel <sup>(5)</sup>
	- White-collar workers	(%)	22	20	35	2	9.0	Enel <sup>(5)</sup>
	- Blue-collar workers	(%)	22	23	33	-1	-3.2	Enel <sup>(5)</sup>
	- Average	(%)	22	19	32	3	13.7	Enel <sup>(5)</sup>
	Retirement within 5 years - Italy							
	- Executives	(%)	5	5	13	0	2.3	Italy
	- Supervisors	(%)	8	5	15	2	44.0	Italy
	- White-collar workers	(%)	11	6	20	5	77.5	Italy
	- Blue-collar workers	(%)	11	7	22	5	70.4	Italy
	- Average	(%)	10	6	20	4	70.6	Italy
	Retirement within 10 years - Italy							
	- Executives	(%)	26	21	24	5	24.6	Italy

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- Supervisors	(%)	20	18	32	2	13.7	Italy
	- White-collar workers	(%)	30	25	42	4	16.8	Italy
	- Blue-collar workers	(%)	30	27	42	4	13.4	Italy
	- Average	(%)	29	25	40	4	15.3	Italy
<b>Retirement within 5 years - Slovakia</b>								
	- Executives	(%)	0,3	5,3	12	-5,0	-94.4	Slovakia
	- Supervisors	(%)	2	12	10	-10	-81.0	Slovakia
	- White-collar workers	(%)	4	8	7	-4	-52.4	Slovakia
	- Blue-collar workers	(%)	3	8	6	-5	-60.2	Slovakia
	- Average	(%)	9	8	7	1	10.2	Slovakia
<b>Retirement within 10 years - Slovakia</b>								
	- Executives	(%)	0,4	25,6	35	-25,2	-98.4	Slovakia
	- Supervisors	(%)	6	34	31	-28	-83.7	Slovakia
	- White-collar workers	(%)	13	24	22	-11	-46.3	Slovakia
	- Blue-collar workers	(%)	13	23	20	-10	-44.0	Slovakia
	- Average	(%)	28	25	23	3	12.4	Slovakia
<b>Retirement within 5 years - Russia</b>								
	- Executives	(%)	0.2	14.9	9	-14.7	-99.0	Russia
	- Supervisors	(%)	2	16	15	-14	-89.7	Russia
	- White-collar workers	(%)	3	10	10	-7	-66.9	Russia
	- Blue-collar workers	(%)	7	15	13	-8	-52.8	Russia
	- Average	(%)	12	13	12	-1	-10.6	Russia
<b>Retirement within 10 years - Russia</b>								
	- Executives	(%)	0.3	33.4	19	-33.1	-99.2	Russia
	- Supervisors	(%)	3	32	27	-29	-89.5	Russia
	- White-collar workers	(%)	8	22	21	-14	-65.4	Russia
	- Blue-collar workers	(%)	13	30	28	-17	-57.7	Russia
	- Average	(%)	23	27	25	-4	-14.9	Russia
<b>Retirement within 5 years - Romania</b>								
	- Executives	(%)	3	3	0	-	-	Romania
	- Supervisors	(%)	4	4	4	-	-	Romania
	- White-collar workers	(%)	4	4	4	-	-	Romania
	- Blue-collar workers	(%)	2	3	2	-1	-25.1	Romania
	- Average	(%)	3	3	3	-	-	Romania
<b>Retirement within 10 years - Romania</b>								
	- Executives	(%)	17	19	10	-2	-11.1	Romania
	- Supervisors	(%)	15	18	17	-3	-16.5	Romania
	- White-collar workers	(%)	15	15	14	-	-	Romania
	- Blue-collar workers	(%)	14	15	14	-1	-4.9	Romania
	- Average	(%)	14	15	14	-1	-3.8	Romania
<b>Retirement within 5 years - EGP Latin America</b>								
	- Executives	(%)	10.3	12.5	11	-2.2	-17.9	EGP Latin America
	- Supervisors	(%)	0	8	4	-8	-100.0	EGP Latin America
	- White-collar workers	(%)	1	4	3	-3	-76.3	EGP Latin America
	- Blue-collar workers	(%)	4	9	14	-5	-59.7	EGP Latin America
	- Average	(%)	2	6	7	-4	-68.9	EGP Latin America
<b>Retirement within 10 years - EGP Latin America</b>								

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- Executives	(%)	22	25	44	-3	-12.9	EGP Latin America
	- Supervisors	(%)	8	17	21	-9	-51.0	EGP Latin America
	- White-collar workers	(%)	3	9	16	-6	-63.2	EGP Latin America
	- Blue-collar workers	(%)	9	25	19	-16	-63.7	EGP Latin America
	- Average	(%)	6	16	18	-10	-60.7	EGP Latin America
<b>Retirement within 5 years - Endesa Iberian Peninsula</b>								
	- Executives	(%)	6	5	5	1	27.4	Endesa Iberian Peninsula
	- Supervisors	(%)	1	1	1	-	-	Endesa Iberian Peninsula
	- White-collar workers	(%)	1	1	1	-	-	Endesa Iberian Peninsula
	- Blue-collar workers	(%)	1	1	1	-	-	Endesa Iberian Peninsula
	- Average	(%)	1	1	1	-	-	Endesa Iberian Peninsula
<b>Retirement within 10 years - Endesa Iberian Peninsula</b>								
	- Executives	(%)	21	17	15	4	26.0	Endesa Iberian Peninsula
	- Supervisors	(%)	9	7	7	2	34.5	Endesa Iberian Peninsula
	- White-collar workers	(%)	17	12	12	5	44.8	Endesa Iberian Peninsula
	- Blue-collar workers	(%)	12	9	7	3	31.6	Endesa Iberian Peninsula
	- Average	(%)	15	9	10	6	61.1	Endesa Iberian Peninsula
<b>Retirement within 5 years - Endesa Peru</b>								
	- Executives	(%)	11	0	7	11	-	Endesa Peru
	- Supervisors	(%)	8	7	10	1	9.3	Endesa Peru
	- White-collar workers	(%)	13	10	4	3	35.1	Endesa Peru
	- Blue-collar workers	(%)	0	0	8	-	-	Endesa Peru
	- Average	(%)	10	8	6	2	25.8	Endesa Peru
<b>Retirement within 10 years - Endesa Peru</b>								
	- Executives	(%)	16	15	21	1	5.3	Endesa Peru
	- Supervisors	(%)	6	6	19	-	-	Endesa Peru
	- White-collar workers	(%)	19	15	10	4	27.6	Endesa Peru
	- Blue-collar workers	(%)	0	0	19	-	-	Endesa Peru
	- Average	(%)	12	10	14	2	16.3	Endesa Peru
<b>Retirement within 5 years - Endesa Brazil</b>								
	- Executives	(%)	7	3	2	4	144.5	Endesa Brazil



GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- Supervisors	(%)	2	1	3	1	45.8	Endesa Brazil
	- White-collar workers	(%)	1	0	1	1	195.7	Endesa Brazil
	- Blue-collar workers	(%)	0	0	0	-	-	Endesa Brazil
	- Average	(%)	1	1	1	-	-	Endesa Brazil
<b>Retirement within 10 years - Endesa Brazil</b>								
	- Executives	(%)	22	27	27	-5	-18.6	Endesa Brazil
	- Supervisors	(%)	5	5	6	-	-	Endesa Brazil
	- White-collar workers	(%)	8	5	6	3	72.0	Endesa Brazil
	- Blue-collar workers	(%)	0	0	3	-	-	Endesa Brazil
	- Average	(%)	7	5	3	2	32.0	Endesa Brazil
<b>Retirement within 5 years - Endesa Chile</b>								
	- Executives	(%)	10	12	7	-2	-16.7	Endesa Chile
	- Supervisors	(%)	8	8	28	-	-	Endesa Chile
	- White-collar workers	(%)	15	12	9	3	26.5	Endesa Chile
	- Blue-collar workers	(%)	0	0	0	-	-	Endesa Chile
	- Average	(%)	10	8	8	2	20.0	Endesa Chile
<b>Retirement within 10 years - Endesa Chile</b>								
	- Executives	(%)	21	11	13	10	84.1	Endesa Chile
	- Supervisors	(%)	6	6	52	-	-	Endesa Chile
	- White-collar workers	(%)	10	13	20	-3	-20.2	Endesa Chile
	- Blue-collar workers	(%)	0	0	0	-	-	Endesa Chile
	- Average	(%)	8	7	15	1	7.6	Endesa Chile
<b>Retirement within 5 years - Endesa Colombia</b>								
	- Executives	(%)	7	4	24	3	95.4	Endesa Colombia
	- Supervisors	(%)	2	2	7	-	-	Endesa Colombia
	- White-collar workers	(%)	1	1	4	-	-	Endesa Colombia
	- Blue-collar workers	(%)	17	29	4	-12	-41.7	Endesa Colombia
	- Average	(%)	2	1	4	1	43.6	Endesa Colombia
<b>Retirement within 10 years - Endesa Colombia</b>								
	- Executives	(%)	11	18	17	-7	-39.0	Endesa Colombia
	- Supervisors	(%)	5	4	17	1	22.0	Endesa Colombia
	- White-collar workers	(%)	7	6	7	1	16.2	Endesa Colombia
	- Blue-collar workers	(%)	17	0	10	17	-	Endesa Colombia
	- Average	(%)	6	5	9	1	25.6	Endesa Colombia
<b>Retirement within 5 years - Endesa Argentina</b>								
	- Executives	(%)	22	13	4	9	70.6	Endesa Argentina
	- Supervisors	(%)	15	11	8	4	35.8	Endesa Argentina
	- White-collar workers	(%)	9	8	9	1	18.1	Endesa Argentina

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- Blue-collar workers	(%)	50	60	3	-10	-16.7	Endesa Argentina
	- Average	(%)	10	8	9	2	21.0	Endesa Argentina
<b>Retirement within 10 years - Endesa Argentina</b>								
	- Executives	(%)	28	23	15	5	21.8	Endesa Argentina
	- Supervisors	(%)	14	15	18	-1	-5.2	Endesa Argentina
	- White-collar workers	(%)	9	9	14	-	-	Endesa Argentina
	- Blue-collar workers	(%)	25	20	9	5	25.0	Endesa Argentina
	- Average	(%)	10	10	12	-	-	Endesa Argentina
<b>EQUAL OPPORTUNITIES</b>								
<b>LA13 Gender</b>								
<b>Workforce by gender and level</b>								
	<b>Women</b>	(no.)	<b>14,720</b>	<b>14,932</b>	<b>14,876</b>	-212	-1.4	Enel
	- Executives	(no.)	140	153	141	-13	-8.3	Enel
	- of whom managers	(no.)	106	92	-	14	15.2	Enel
	- Supervisors	(no.)	3,781	3,591	3,520	190	5.3	Enel
	- of whom managers	(no.)	50	38	-	12	31.6	Enel
	- White-collar workers	(no.)	9,703	9,755	9,764	-52	-0.5	Enel
	- Blue-collar workers	(no.)	1,096	1,433	1,451	-337	-23.5	Enel
	<b>Men</b>	(no.)	<b>58,982</b>	<b>60,428</b>	<b>63,437</b>	-1,446	-2.4	Enel
	- Executives	(no.)	983	1,037	1,115	-54	-5.2	Enel
	- of whom managers	(no.)	712	749	-	-37	-4.9	Enel
	- Supervisors	(no.)	10,981	10,507	10,735	474	4.5	Enel
	- of whom managers	(no.)	232	207	-	25	12.1	Enel
	- White-collar workers	(no.)	30,507	31,330	32,402	-824	-2.6	Enel
	- Blue-collar workers	(no.)	16,511	17,554	19,185	-1,042	-5.9	Enel
<b>Staff by gender</b>								
	<b>Women</b>	(%)	<b>20.0</b>	<b>19.8</b>	<b>19.0</b>	0.2	0.8	Enel
	- Executives	(%)	0.2	0.2	0.2	-	-	Enel
	- Supervisors	(%)	5.1	4.8	4.5	0.3	7.2	Enel
	- White-collar workers	(%)	13.2	12.9	12.5	0.3	2.0	Enel
	- Blue-collar workers	(%)	1.5	1.9	1.9	-0.4	-21.8	Enel
	<b>Men</b>	(%)	<b>80.0</b>	<b>80.2</b>	<b>81.0</b>	-0.2	-0.2	Enel
	- Executives	(%)	1.3	1.4	1.4	-	-	Enel
	- Supervisors	(%)	14.9	13.9	13.7	1.0	6.9	Enel
	- White-collar workers	(%)	41.4	41.6	41.4	-0.2	-0.4	Enel
	- Blue-collar workers	(%)	22.4	23.3	24.5	-0.9	-3.8	Enel
	Level of female staff <sup>(6)</sup>	(%)	24.7	24.5	23.6	0.2	0.8	Enel
	<b>Compensation of female staff <sup>(7)</sup></b>	(%)	<b>88.3</b>	<b>85.0</b>	<b>81.0</b>	3.3	3.9	Enel
<b>LA14 Ratio of gross salary Women/Men</b>								
	Executives	(%)	76	76	75	1	1.2	Enel
	Supervisors	(%)	93	89	90	4	4.4	Enel <sup>(4)</sup>
	White-collar workers	(%)	84	84	84	0	0.5	Enel <sup>(4)</sup>
	Blue-collar workers	(%)	89	81	82	8	10.5	Enel <sup>(4)</sup>
	<b>Average</b>	(%)	<b>95</b>	<b>92</b>	<b>92</b>	3	3.7	Enel <sup>(4)</sup>

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>LA13</b>	<b>Disability</b>							
	Disabled or belonging to protected categories by gender	(no.)	2,670	2,636	2,643	34	1.3	Enel <sup>(4)</sup>
	- of whom men	(no.)	1,865	1,801	-	64	3.6	Enel <sup>(4)</sup>
	- of whom women	(no.)	805	835	-	-30	-3.6	Enel <sup>(4)</sup>
	Incidence of the disabled or belonging to protected categories by gender	(%)	3.6	3.5	-	0.1	3.6	Enel <sup>(4)</sup>
	- of whom men	(%)	2.5	2.4	-	0.1	5.9	Enel <sup>(4)</sup>
	- of whom women	(%)	1.1	1.1	-	-	-	Enel <sup>(4)</sup>
	Disabled or belonging to protected categories by level							
	Executives	(no.)	1	0	-	1	-	Enel <sup>(4)</sup>
	Supervisors	(no.)	123	111	-	11	10.2	Enel <sup>(4)</sup>
	White-collar workers	(no.)	2,299	2,278	-	21	0.9	Enel <sup>(4)</sup>
	Blue-collar workers	(no.)	247	246	-	1	0.3	Enel <sup>(4)</sup>
	Incidence disabled or belonging to protected categories by level							
	Executives	(%)	0	0	-	-	-	Enel <sup>(4)</sup>
	Supervisors	(%)	0.2	0.1	-	0.1	39.7	Enel <sup>(4)</sup>
	White-collar workers	(%)	3.1	3.0	-	0.1	3.2	Enel <sup>(4)</sup>
	Blue-collar workers	(%)	0.3	0.3	-	-	-	Enel <sup>(4)</sup>
<b>LA4 COMM</b>	<b>RELATIONS WITH UNIONS</b>							
	Union membership in electricity sector	(%)	62.6	60.6	49.9	2.0	3.4	Enel
	Employees covered by collective contracts by geographic area							
	Italy	(no.)	36,205	36,842	37,364	-637	-1.7	Italy
		(%)	100	100	100	-	-	Italy
	North America	(no.)	23	0	21	23	-	North America
		(%)	6	0	7	6	-	North America
	EGP Latin America	(no.)	267	244	226	23	9.4	EGP Latin America
		(%)	40	41	44	-1	-2.6	EGP Latin America
	EGP Iberian Peninsula	(no.)	199	235	180	-36	-15.2	EGP Iberian Peninsula
		(%)	77	97	90	-20	-20.7	EGP Iberian Peninsula
	EGP Greece	(no.)	0	67	56	-67	-100.0	EGP Greece
		(%)	0	100	100	-100	-100.0	EGP Greece
	France	(no.)	101	97	83	4	4.1	France
		(%)	100	100	100	-	-	France
	Belgium	(no.)	0	30	30	-30	-100.0	Belgium
		(%)	0	81	83	-81	-100.0	Belgium
	Romania	(no.)	3,895	4,438	4,640	-543	-12.2	Romania
		(%)	97	98	99	-1	-0.9	Romania
	Bulgaria	(no.)	0	0	464	-	-	Bulgaria
		(%)	7	0	91	7	-	Bulgaria
	Slovakia	(no.)	4,258	4,565	4,814	-307	-6.7	Slovakia
		(%)	83	86	90	-3	-2.9	Slovakia
	Russia	(no.)	2,919	3,323	3,748	-404	-12.2	Russia
		(%)	84	86	89	-2	-2.6	Russia

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	Endesa Iberian Peninsula	(no.)	10,841	10,958	11,328	-117	-1.1	Endesa Iberian Peninsula
		(%)	94	93	93	1	1.3	Endesa Iberian Peninsula
	Endesa Latin America	(no.)	8,839	8,769	9,690	70	0.8	Endesa Latin America
		(%)	78	79	78	-1	-1.1	Endesa Latin America
	<b>Total Enel</b>	(no.)	<b>67,895</b>	<b>69,568</b>	<b>72,644</b>	<b>-1,673</b>	<b>-2.4</b>	<b>Enel</b>
		(%)	92	92	93	-	-	Enel
	<b>Disputes involving employees</b>							
	<b>Total proceedings</b>	(no.)	<b>5,648</b>	<b>5,943</b>	<b>5,763</b>	<b>-295</b>	<b>-5.0</b>	<b>Enel</b>
	<b>Incidence of the proceedings as defendant</b>	(%)	<b>95.0</b>	<b>93.8</b>	<b>89.9</b>	<b>1.2</b>	<b>1.2</b>	<b>Enel</b>

- (1) Data relating to 2010 do not include branches (Italian branches abroad), totaling 168 people in 2010.
- (2) The sum of the data detailed by gender, age range and nationality does not totaling correspond to the totals given for new recruits and terminations, since the detailed information for 2011 and 2010 is not available for the branches and the small companies of the international scope in 2011.
- (3) Endesa Morocco excluded for 2011.
- (4) The figure for 2010 does not include Endesa Greece, Ireland and Morocco.
- (5) The figure for 2010 does not include Enel Green Power North America and Endesa Greece, Ireland and Morocco.
- (6) Women Executives and Supervisors out of all Executives and Supervisors. This value fell in 2010 following the different criterion for accounting for Endesa supervisors, which took the overall value of Enel supervisors from 8,817 in 2009 to 14,255 in 2010.
- (7) Calculated as the ratio between the average salary of women executives and supervisors and the average salary (men and women) of executives and supervisors.

# People and society – Health and safety

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>SAFETY <sup>(1)</sup></b>								
<b>Safety expense</b>								
	<b>Safety expense by employee <sup>(2)</sup></b>	(euro)	<b>3,614</b>	<b>2,004</b>	<b>1,559</b>	1.610	80.4	Enel
	<b>Total safety expense</b>	(m. euro)	<b>262.2</b>	<b>149.1</b>	<b>121.1</b>	113.1	75.9	Enel
	Training	(m. euro)	36.5	37.3	29.7	-0.8	-2.0	Enel
	Medical supervision	(m. euro)	7.7	7.1	6.3	0.6	8.5	Enel
	Personal Protection Devices (PPDs)	(m. euro)	13.1	16.1	14.2	-3.0	-18.4	Enel
	Personnel cost	(m. euro)	57.8	61.7	57.3	-3.9	-6.4	Enel
	Studies, researches, and others	(m. euro)	24.8	27.0	13.7	-2.2	-8.3	Enel
	Infrastructure investments on safety	(m. euro)	122.3	-	-	122.3	-	Enel
	<b>Medical checks <sup>(3)</sup></b>	(no.)	<b>84,701</b>	<b>79,685</b>	<b>92,955</b>	5,016	6.3	Enel
<b>LA7 COMM</b>	<b>Number and frequency of injuries</b>							
	<b>Occupational injuries to employees</b>	(no.)	<b>15</b>	<b>12</b>	<b>25</b>	3	25.0	Enel
	- men	(no.)	15	12	25	3	25.0	Enel
	- women	(no.)	0	0	0	-	-	Enel
	<b>of which fatal</b>	(no.)	<b>0</b>	<b>1</b>	<b>3</b>	-1	-100.0	Enel
	- men	(no.)	0	1	3	-1	-100.0	Enel
	- women	(no.)	0	0	0	-	-	Enel
	<b>of which serious <sup>(4)</sup></b>	(no.)	<b>15</b>	<b>11</b>	<b>22</b>	4	36.4	Enel
	- men	(no.)	15	11	22	4	36.4	Enel
	- women	(no.)	0	0	0	-	-	Enel
	<b>Frequency rate <sup>(5)</sup></b>	(no.)	<b>2.0</b>	<b>2.4</b>	<b>2.8</b>	-0.4	-17.5	Enel
	<b>Lost-Time Injuries Frequency Rate <sup>(5) (6)</sup></b>	(i)	<b>0.40</b>	<b>0.47</b>	<b>0.55</b>	-0.07	-15.7	Enel
	- men	(i)	0.44	0.54	0.61	-0.10	-19.1	Enel
	- women	(i)	0.21	0.19	0.27	0.02	12.7	Enel
	<b>Italy</b>	(i)	<b>0.51</b>	<b>0.68</b>	<b>0.77</b>	-0.17	-24.6	Italy
	- men	(i)	0.54	0.75	0.81	-0.21	-28.6	Italy
	- women	(i)	0.38	0.29	0.53	0.09	32.4	Italy
	<b>Spain</b>	(i)	<b>0.23</b>	<b>0.38</b>	<b>0.55</b>	-0.15	-40.7	Spain
	- men	(i)	0.21	0.42	0.61	-0.21	-50.0	Spain
	- women	(i)	0.29	0.16	0.26	0.13	82.9	Spain
	<b>France</b>	(i)	<b>0</b>	<b>0</b>	<b>0</b>	-	-	France
	- men	(i)	0	0	0	-	-	France
	- women	(i)	0	0	0	-	-	France
	<b>Russia</b>	(i)	<b>0.20</b>	<b>0.06</b>	<b>0.09</b>	0.14	236.2	Russia
	- men	(i)	0.28	0.05	0.13	0.23	464.2	Russia
	- women	(i)	0	0.08	0	-0.08	-100.0	Russia
	<b>Slovakia</b>	(i)	<b>0.04</b>	<b>0.15</b>	<b>0.14</b>	-0.11	-70.5	Slovakia
	- men	(i)	0.05	0.18	0.14	-0.13	-71.4	Slovakia
	- women	(i)	0	0	0.15	-	-	Slovakia
	<b>Romania</b>	(i)	<b>0.13</b>	<b>0.05</b>	<b>0.09</b>	0.08	156.5	Romania
	- men	(i)	0.18	0.06	0.12	0.12	194.4	Romania
	- women	(i)	0	0	0	-	-	Romania
	<b>Greece</b>	(i)	<b>0</b>	<b>0</b>	<b>0</b>	-	-	Greece
	- men	(i)	0	0	0	-	-	Greece

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- women	(i)	0	0	0	-	-	Greece
	<b>North America</b>	(i)	<b>0</b>	<b>0.32</b>	<b>0</b>	-0.32	-100.0	North America
	- men	(i)	0	0.40	0	-0.40	-100.0	North America
	- women	(i)	0	0	0	-	-	North America
	<b>EGP Latin America</b>	(i)	<b>0.14</b>	<b>0.31</b>	<b>0</b>	-0.17	-53.4	EGP Latin America
	- men	(i)	0.18	0.37	0	-0.19	-52.7	EGP Latin America
	- women	(i)	0	0	0	-	-	EGP Latin America
	<b>Peru</b>	(i)	<b>0.11</b>	<b>0</b>	<b>0.16</b>	0.11	-	Peru
	- men	(i)	0.14	0	0.11	0.14	-	Peru
	- women	(i)	0	0	0.35	-	-	Peru
	<b>Brazil</b>	(i)	<b>0.07</b>	<b>0.26</b>	<b>0.28</b>	-0.19	-72.3	Brazil
	- men	(i)	0.10	0.27	0.24	-0.17	-64.4	Brazil
	- women	(i)	0.00	0.24	0.40	-0.24	-100.0	Brazil
	<b>Chile</b>	(i)	<b>0.14</b>	<b>0.04</b>	<b>0.48</b>	0.11	290.5	Chile
	- men	(i)	0.18	0.05	0.50	0.13	255.7	Chile
	- women	(i)	0	0	0.39	-	-	Chile
	<b>Argentina</b>	(i)	<b>1.34</b>	<b>1.05</b>	<b>0.84</b>	0.28	27.0	Argentina
	- men	(i)	1.55	1.12	0.98	0.43	38.2	Argentina
	- women	(i)	0.00	0.65	0	-0.65	-100.0	Argentina
	<b>Colombia</b>	(i)	<b>0.35</b>	<b>0.25</b>	<b>0.56</b>	0.10	40.1	Colombia
	- men	(i)	0.38	0.20	0.77	0.18	90.2	Colombia
	- women	(i)	0.24	0.39	0	-0.15	-38.8	Colombia
	<b>Other</b>	(i)	<b>5.08</b>	<b>0</b>	<b>0.18</b>	5.08	-	Other <sup>(7)</sup>
	- men	(i)	6.26	0	0.21	6.26	-	Other <sup>(7)</sup>
	- women	(i)	0	0	0	-	-	Other <sup>(7)</sup>
<b>Seriousness of injuries</b>								
	<b>Lost Day Rate <sup>(8)</sup></b>	(i)	<b>20.9</b>	<b>22.2</b>	<b>26.6</b>	-1.3	-5.9	Enel
	- men	(i)	24.7	25.4	31.0	-0.7	-2.9	Enel
	- women	(i)	3.9	7.4	6.5	-3.5	-47.8	Enel
	<b>Italy</b>	(i)	<b>26.3</b>	<b>26.8</b>	<b>35.5</b>	-0.5	-1.8	Italy
	- men	(i)	30.0	29.1	39.8	0.9	3.0	Italy
	- women	(i)	5.9	13.1	9.9	-7.2	-54.6	Italy
	<b>Spain</b>	(i)	<b>13.3</b>	<b>25.2</b>	<b>40.3</b>	-11.9	-47.3	Spain
	- men	(i)	14.6	29.0	47.5	-14.4	-49.7	Spain
	- women	(i)	8.2	8.6	7.8	-0.4	-4.7	Spain
	<b>France</b>	(i)	<b>0</b>	<b>0</b>	<b>0</b>	-	-	France
	- men	(i)	0	0	0	-	-	France
	- women	(i)	0	0	0	-	-	France
	<b>Russia</b>	(i)	<b>15.5</b>	<b>1.0</b>	<b>9.9</b>	14.5	1,453.3	Russia
	- men	(i)	21.7	0.7	14.3	21.0	-	Russia
	- women	(i)	0	1.5	0	-1.5	-100.0	Russia
	<b>Slovakia</b>	(i)	<b>19.3</b>	<b>11.3</b>	<b>8.5</b>	8.0	70.4	Slovakia
	- men	(i)	22.4	13.2	9.6	9.2	70.0	Slovakia
	- women	(i)	0	0	1.3	-	-	Slovakia
	<b>Romania</b>	(i)	<b>13.0</b>	<b>3.6</b>	<b>6.3</b>	9.4	259.7	Romania

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
	- men	(i)	17.8	4.8	8.4	13.0	271.7	Romania
	- women	(i)	0	0	0	-	-	Romania
	<b>Greece</b>	(i)	0	0	0	-	-	Greece
	- men	(i)	0	0	0	-	-	Greece
	- women	(i)	0	0	0	-	-	Greece
	<b>North America</b>	(i)	0	0.3	0	-0.3	-100.0	North America
	- men	(i)	0	0.4	0	-0.4	-100.0	North America
	- women	(i)	0	0	0	-	-	North America
	<b>EGP Latin America</b>	(i)	1.0	2.2	0	-1.2	-54.4	EGP Latin America
	- men	(i)	1.2	2.6	0	-1.4	-52.9	EGP Latin America
	- women	(i)	0	0	0	-	-	EGP Latin America
	<b>Endesa Peru</b>	(i)	1.3	0	0.8	1.3	-	Endesa Peru
	- men	(i)	1.7	0	0.7	1.7	-	Endesa Peru
	- women	(i)	0	0	1.0	-	-	Endesa Peru
	<b>Endesa Brazil</b>	(i)	1.2	34.5	18.5	-33.3	-96.4	Endesa Brazil
	- men	(i)	1.4	45.4	23.4	-44.0	-96.9	Endesa Brazil
	- women	(i)	0.7	0.9	4.0	-0.2	-19.0	Endesa Brazil
	<b>Endesa Chile</b>	(i)	2.5	0.2	4.4	2.3	1,167.2	Endesa Chile
	- men	(i)	3.1	0.3	4.4	2.8	937.5	Endesa Chile
	- women	(i)	0	0	4.5	-	-	Endesa Chile
	<b>Endesa Argentina</b>	(i)	56.7	43.6	29.1	13.1	30.1	Endesa Argentina
	- men	(i)	65.7	47.7	29.1	18.0	37.7	Endesa Argentina
	- women	(i)	0	18.8	28.7	-18.8	-100.0	Endesa Argentina
	<b>Endesa Colombia</b>	(i)	7.5	15.0	11.3	-7.5	-49.9	Endesa Colombia
	- men	(i)	9.8	18.9	15.4	-9.1	-48.3	Endesa Colombia
	- women	(i)	0.5	2.6	0	-2.1	-81.6	Endesa Colombia
	<b>Other</b>	(i)	45.7	0	3.6	45.7	-	Other <sup>(7)</sup>
	- men	(i)	56.3	0	4.2	56.3	-	Other <sup>(7)</sup>
	- women	(i)	0	0	0	-	-	Other <sup>(7)</sup>
	<b>Injury seriousness index <sup>(8)</sup></b>	(no.)	0.10	0.11	0.13	-0.01	-9.1	Enel
	- men	(no.)	0.12	0.13	0.15	-0.01	-5.1	Enel
	- women	(no.)	0.02	0.04	0.03	-0.02	-51.7	Enel
	<b>Absence due to injuries</b>	(d)	14,024	15,240	19,405	-1,216	-8.0	Enel
	- men	(d)	13,555	14,318	18,559	-763	-5.3	Enel
	- women	(d)	469	922	846	-453	-49.1	Enel
	<b>Work-related illnesses</b>							
	<b>Occupational disease rate (ODR) <sup>(9)</sup></b>	(i)	0.06	0.02	0.02	0.04	205.5	Enel
	<b>Absenteeism</b>							
	<b>Absentee Rate <sup>(10)</sup></b>	(i)	5,183	5,665	5,734	-482	-8.5	Enel

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>LA7</b>	<b>CONTRACTING COMPANIES <sup>(1)</sup></b>							
<b>COMM</b>								
	Serious and fatal injuries to employees of contracting companies	(no.)	34	46	61	-12	-26.1	Enel
	- men	(no.)	34	46	61	-12	-26.1	Enel
	- women	(no.)	0	0	0	-	-	Enel
	of which fatal	(no.)	11	7	19	4	57.1	Enel
	- men	(no.)	11	7	19	4	57.1	Enel
	- women	(no.)	0	0	0	-	-	Enel
	of which serious	(no.)	23	39	42	-16	-41.0	Enel
	- men	(no.)	23	39	42	-16	-41.0	Enel
	- women	(no.)	0	0	0	-	-	Enel
	Lost-Time Injuries Frequency Rate (LTIFR) for employees of contracting companies	(i)	0.57	0.71	0.84	-0.14	-19.3	Enel
	- Italy	(i)	0.58	0.62	0.80	-0.04	-6.5	Enel
	- Europe	(i)	0.60	0.70	0.72	-0.10	-14.5	Enel
	- North America and Latin America	(i)	0.56	0.74	0.95	-0.18	-24.5	Enel
	Lost Day Rate (LDR) for employees of contracting companies	(i)	21.81	20.36	15.13	1.45	7.1	Enel
	- Italy	(i)	16.51	16.83	13.53	-0.32	-1.9	Enel
	- Europe	(i)	32.09	26.20	8.44	5.90	22.5	Enel
	- North America and Latin America	(i)	18.46	17.61	20.96	0.85	4.8	Enel
<b>EU18</b>	<b>Training on health and safety</b>							Enel
	Contractors and subcontractors who have followed health and safety training courses	(%)	100	100	100	-	-	Enel

(1) Data relating to safety do not include Portugal and companies which are consolidated at less than 50%.

(2) Since 2012 Safety expense *per capita* also includes capital expenditure (infrastructure investments for safety) which was not recorded in previous years.

(3) For Russia, it includes checks relating to the alcohol level carried out daily on a sample of people, as well as medical checks carried out on all the drivers before starting their shift.

(4) Injuries with first prognosis, given on the first medical certificate issued, over 30 days or with reserved prognosis, until such reservation is removed or an unknown prognosis which, on an initial assessment by the Division/company concerned, is hypothesized as being over 30 days. On the reservation being ended or the prognosis established, injuries will be considered as serious only if the first prognosis is over 30 days. Should the reserve not be removed, or should the prognosis remain unknown 30 days after the event, the accident must be considered as serious.

(5) This index is calculated as the ratio between the total number of injuries and the hours worked expressed in millions (INAIL standard), while the LTIFR is calculated by comparing the same number of injuries to the standard of 200,000 work hours, as established by the GRI guidelines.

(6) The calculation of the indexes by country considers the total number of injuries to men and women in proportion to the total hours worked by men and women; the calculation of the indexes by gender considers the number of injuries in proportion to the hours worked by the gender under consideration (only men or only women).

(7) Includes Belgium, Morocco and Bulgaria.

(8) This index is calculated as the ratio between the number of days of absence for injury and the hours worked expressed in thousands (INAIL standard), while the Lost Day Rate is calculated by comparing the same number of days of absence due to injury to the standard of 200,000 work hours, as established by the GRI guidelines.

(9) Calculated by comparing the number of cases of work-related illness during the year to the total hours worked x 200,000; in 2012 it includes Italy, Russia, Slovakia, Romania, Endesa Iberia and Endesa Latam, in 2011 Italy, Russia, Endesa Iberia and Endesa Latam, while in 2010 it relates only to Italy and Russia.

(10) Excluding holidays, personal reasons, maternity leave, study leave, extended leave, strikes, military service, paid leave, etc.



# People and society – Sustainability in the supply-chain

GRI	KPI	UM	2012	2011	2010	Delta 2012-2011	%	Scope
<b>SUPPLIERS</b>								
	Number of suppliers with which a new contract was signed in the year	(no.)	45,264	41,482	48,530	3,782	9.1	Enel
<b>LA1 COMM</b>	Workforce of contracting companies <sup>(1)</sup>	(no.)	104,590	109,708	107,886	-5,118	-4.7	Enel <sup>(2)</sup>
<b>EU17</b>	Days worked by employees of contractors and subcontractors:	(,000 d)	24,150	26,662	27,138	-2,513	-9.4	Enel <sup>(2)</sup>
	- construction	(,000 d)	6,850	8,383	8,354	-1,533	-18.3	Enel <sup>(2)</sup>
	- operations	(,000 d)	6,330	6,955	9,353	-625	-9.0	Enel <sup>(2)</sup>
	- maintenance	(,000 d)	10,969	11,325	9,432	-356	-3.1	Enel <sup>(2)</sup>
	Concentration of material and service suppliers (top 15)	(%)	38.2	41.8	57.7	-4	-8.5	Enel
<b>EC6</b>	<b>Local suppliers of materials and services <sup>(3)</sup></b>							
	Local suppliers with contracts >1 m. euro	(no.)	1,302	1,152	1,180	150	13.0	Enel
	Foreign suppliers with contracts >1 m. euro	(no.)	161	110	161	51	46.0	Enel
	Spending on local suppliers with contracts >1 m. euro	(m. euro)	6,485	7,041	9,780	-556	-7.9	Enel
	Spending on foreign suppliers with contracts >1 m. euro	(m. euro)	735	560	3,330	175	31.2	Enel
	Concentration of spending on local suppliers >1 m. euro	(%)	90	93	75	-3	-3.0	Enel
	Concentration of spending on foreign suppliers >1 m. euro	(%)	10	7	25	3	38.2	Enel
<b>Purchases and fuels</b>								
	Materials and services purchases	(m. euro)	8,858	9,243	14,983	-384	-4.2	Enel
	Supplies	(m. euro)	2,564	2,363	7,479	201	8.5	Enel
	Works	(m. euro)	1,473	2,517	3,380	-1,044	-41.5	Enel
	Services	(m. euro)	4,822	4,363	4,124	459	10.5	Enel
	Fuels purchases	(m. euro)	7,750	7,226	5,789	524	7.3	Enel
	Gas	(m. euro)	3,420	3,024	1,979	395	13.1	Enel <sup>(4)</sup>
	Oil	(m. euro)	1,925	1,901	1,713	24	1.3	Enel <sup>(4)</sup>
	Coal	(m. euro)	1,957	1,947	1,536	11	0.5	Enel <sup>(4)</sup>
	Services	(m. euro)	448	354	561	94	26.6	Enel <sup>(4)</sup>
<b>Management instruments</b>								
	Active qualified companies	(no.)	5,937	4,901	4,094	1,036	21.1	Enel
	Online tenders	(%)	37	35	54	2	5.9	Enel
	Online purchases	(%)	58	59	70	-1	-1.1	Enel
	Use of prescription	(%)	41	48	23	-8	-16.3	Enel <sup>(5)</sup>
<b>Disputes involving suppliers</b>								
	Total proceedings	(no.)	628	645	1,182	-17	-2.6	Enel
	Incidence of the proceedings as defendant	(%)	73.1	72.7	89.1	0.4	0.5	Enel

(1) Calculated in FTE (Full Time Equivalents). To estimate the contracting companies expressed in FTE at December 31, 2012, the following criterion was applied, based on the total hours worked by the contractors: FTE companies = (hours worked 2012) / (8 working hours per day x no. of working days in 2012). The number of working days used varies from country to country on the basis of collective employment contracts.

(2) Data do not include Portugal and companies which are consolidated at less than 50%.

(3) "Local suppliers" means those suppliers with their registered office in the country in which the supply contract was issued.

(4) The 2011 data do not include Peru, Colombia, Portugal and Morocco, while 2010 does not include Endesa Latam, Portugal, Morocco and Ireland.

(5) The data do not include Endesa, Renewables Latam and Renewables Romania.

# GRI Content Index

## Key

C: Core

A: Additional

Reporting level

● Fully reported

◐ Partially reported

○ Not reported

Indicator	Type	Description	Reference/direct response	Cover
<b>1. Strategy and analysis</b>				
1.1	C	Statement from the most senior decision-maker about the relevance of sustainability to the organization and its strategy	4-6	●
1.2	C	Description of key impacts, risks and opportunities	4-6, 60-61	●
<b>2. Organizational profile</b>				
2.1	C	Name of the organization	118	●
2.2	C	Primary brands, products, and/or services	9-11	●
2.3	C	Operational structure of the organization, including main Divisions, operating companies, subsidiaries, and joint ventures	12-13 Annual Report 2012, 6-9	●
2.4	C	Location of organization's headquarters	118	●
2.5	C	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	10-11	●
2.6	C	Nature of ownership and legal form	143	●
2.7	C	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	10-11, 155	●
2.8	C	Scale of the reporting organization	10-11	●
2.9	C	Significant changes during the reporting period regarding size, structure, or ownership	120-121	●
2.10	C	Awards received in the reporting period	19	●
EU1	C	Installed capacity, broken down by primary energy source and by regulatory regime	137	●
EU2	C	Net energy output, broken down by primary energy source and by regulatory regime	137-138	●
EU3	C	Number of residential, industrial, institutional and commercial customers	155	◐
			<b>Limitation:</b> the distinction between residential, industrial and commercial customers is not available in the current recording systems, and any estimate would not be reliable. Enel undertakes to report information in the medium term.	
EU4	C	Length of above and underground transmission and distribution lines by regulatory regime	138-139	●

Indicator	Type	Description	Reference/direct response	Cover
EU5	C	Allocation of CO <sub>2</sub> emissions allowances or equivalent, broken down by carbon trading framework	62	●
<b>3. Report parameters</b>				
3.1	C	Reporting period (e.g. fiscal/calendar year) for information provided	120	●
3.2	C	Date of publication of most recent sustainability report	Sustainability Report 2011 was published on April 30, 2012	●
3.3	C	Reporting cycle (annual, biennial, etc.)	118	●
3.4	C	Contact point for questions regarding the report or its contents	118	●
3.5	C	Process for defining report content	119-120	●
3.6	C	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	120	●
3.7	C	State any specific limitations on the scope or boundary of the report	120-121	●
3.8	C	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	120-121	●
3.9	C	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report	121	●
3.10	C	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	120-121	●
3.11	C	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	120-121	●
3.12	C	Table identifying the location of the Standard Disclosures in the report	180-190	●
3.13	C	Policy and current practice with regard to seeking external assurance for the report	120-121 Report of the independent auditors	●
<b>4. Governance, commitments and engagement of stakeholders</b>				
4.1	C	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	48-50 Annual Report 2012, 248-251, 255-256	●
4.2	C	Indicate whether the Chair of the highest governance body is also an executive officer (if so, indicate their role within the management and the reasons for this structure)	Annual Report 2012, 252-254	●
4.3	C	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members	50 Annual Report 2012, 253-255	●
4.4	C	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Annual Report 2012, 272-274	●
4.5	C	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	Annual Report 2012, 256-259 Remuneration Report 2012	●
4.6	C	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Annual Report 2012, 250-251, 259-261, 269-271	●
4.7	C	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any considerations on gender and on other diversity indicators	Annual Report 2012, 249-250, 276-280	●
4.8	C	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	52-54	●

Indicator	Type	Description	Reference/direct response	Cover
4.9	C	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	49  Annual Report 2012, 257-259, 263-268, 274-275	●
4.10	C	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Annual Report 2012, 253-254	●
4.11	C	Explanation of whether and how the precautionary approach or principle is addressed by the organization	51	●
4.12	C	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	53-54	●
4.13	C	Memberships in national/international associations in which the organization: • has positions in governance bodies; • participates in projects or committees; • provides substantive funding beyond routine membership dues; • views membership as strategic	56-57	●
4.14	C	List of stakeholder groups engaged by the organization	14-15	●
4.15	C	Basis for identification and selection of stakeholders with whom to engage	23-25, 119-120	●
4.16	C	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	74-76, 85-86, 97-98, 119-120	●
4.17	C	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those concerns, including through its reporting	23-31, 74-76, 85-86, 97-98	●
<b>5. Management approach and performance indicators</b>				
DMA EC		Management approach	22-23, 55-56, 78, 152, 153	●
EU6	C	Management approach to ensure short- and long-term electricity availability and reliability	84	●
EU7	C	Demand-side management programs including residential, commercial, institutional and industrial programs	42-43	●
EU8	C	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	142	●
EU9	C	Provisions for decommissioning of nuclear power sites	152	●
EC1	C	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	140-141	●
EC2	C	Financial implications and other risks and opportunities for the organization's activities due to climate change	60-62, 66-67	●
EC3	C	Coverage of the organization's defined benefit plan obligations	99-100	●
EC4	C	Significant financial assistance received from government	145-146  <b>Limitation:</b> data regarding the non-European countries are not available in the current recording systems. Enel monitors grants only in Europe. Enel undertakes to report such information in 2014.	●
EC5	A	Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operation	<b>Motivation:</b> not significant. The indicator is not significant with regard to Enel's specific activities.	○

Indicator	Type	Description	Reference/direct response	Cover
EC6	C	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	179  There are no internal policies to favor the choice of "local" suppliers in countries where the individual companies of the Group operate: the identification of suppliers is based on criteria set by the law and/or by company documents on quality, safety, cost optimization, etc.	
EC7	C	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	In reference to recruitment policies, Enel does not have a global policy to favor the recruitment of local personnel, but rather tends to abide by the national regulations of individual countries. In any case, where possible, Enel tends to facilitate the recruitment of local residents, especially for technical and operative roles.	
EC8	C	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or <i>pro bono</i> engagement	34-37, 79-82, 154	
EC9	A	Understanding and describing significant indirect economic impacts, including the extent of impacts	<b>Motivation:</b> not significant. The indicator is not significant with regard to Enel's specific activities.	
EU10	C	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	<b>Motivation:</b> proprietary information. The information requested regards Business-Plan data that we do not consider advisable to publish for reasons of strategic expediency. The Enel Group guarantees that it will keep the commitments undertaken with the institutions of the countries in which it operates to ensure a production capacity that can satisfy electricity demand over the long term.	
EU11	C	Average generation efficiency of thermal plants by energy source and regulatory regime	156	
EU12	C	Transmission and distribution losses as a percentage of total energy	157  <b>Limitation:</b> data regarding the Latin American countries are not available because of the difficulty in standardizing them. Enel undertakes to report such information in 2014.	

#### Environmental performance indicators

DMA EN <sub>COMM</sub>		Management approach	26-31, 64-65  Environmental Report 2012	
EN1 <sub>COMM</sub>	C	Materials used by weight or volume	150-151	
EN2	C	Percentage of materials used that are recycled input materials	151	
EN3	C	Direct energy consumption by primary energy source	65,149-150	
EN4	C	Indirect energy consumption by primary source	150	
EN5	A	Energy saved due to conservation and efficiency improvements	65	
EN6	A	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	37-43	
EN7	A	Initiatives to reduce indirect energy consumption and reductions achieved	Environmental Report 2012	
EN8 <sub>COMM</sub>	C	Total water withdrawal by source	66, 150, 151	

Indicator	Type	Description	Reference/direct response	Cover
EN9	A	Water sources significantly affected by withdrawal of water	66-67  Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●
EN10	A	Percentage and total volume of water recycled and reused	67,151-152	●
EN11	C	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	68  Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●
EN12 <sub>COMM</sub>	C	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	67-69  Environmental Report 2012	●
EU13	C	Biodiversity of habitats compared to the biodiversity of the affected areas	Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●
EN13	A	Habitats protected or restored	Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●
EN14 <sub>COMM</sub>	A	Strategies, current actions, and future plans for managing impacts on biodiversity	67-69  Environmental Report 2012	●
EN15	C	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	68  Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●
EN16 <sub>COMM</sub>	C	Total direct and indirect greenhouse-gas emissions by weight	63, 147	●
EN17	C	Other relevant indirect greenhouse-gas emissions by weight	147	●
EN18 <sub>COMM</sub>	C	Initiatives to reduce greenhouse-gas emissions and reductions achieved	44-45, 62, 147	●
EN19	C	Emissions of ozone-depleting substances by weight	148	●
EN20 <sub>COMM</sub>	C	NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by type and weight	63, 147-148	●
EN21 <sub>COMM</sub>	C	Total water discharge by quality and destination	152  Environmental Report 2012	●
EN22 <sub>COMM</sub>	C	Total weight of waste by type and disposal method	69, 152	●
EN23	C	Total number and volume of significant spills	69  Environmental Report 2012	●
EN24	A	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annexes I, II, III, and VIII, and percentage of such waste transported abroad	<b>Motivation:</b> data are not available in our current recording systems. An estimate would not be reliable.	○
EN25	A	Identity, size, protected status, and biodiversity of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	Environmental Report 2012  <a href="http://www.enel.com/en-GB/sustainability/environment/biodiversity/">http://www.enel.com/en-GB/sustainability/environment/biodiversity/</a>	●







Indicator	Type	Description	Reference/direct response	Cover
EN26	C	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	41-43	●
EN27	C	Percentage of products sold and their packaging materials that are reclaimed by category	<b>Motivation:</b> not significant, because Enel does not produce significant quantities of packageable goods to be sold. Therefore, this indicator is not significant with regard to Enel's specific activities.	○
EN28	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	149  <b>Limitation:</b> the figure on non-monetary sanctions is not available for 2011. Enel commits to report this information in the short term.	◐
EN29	A	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Environmental Report 2012	●
EN30	A	Total environmental protection expenditures and investments by type	64-65, 149	●
<b>Social performance indicators: appropriate labor practices and working conditions</b>				
DMA LA		Management approach	90-91, 93, 95, 100, 102-103	●
EU14	C	Programs and processes to ensure the availability of a skilled workforce	92-93	●
EU15	C	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	168-172	●
EU16	C	Policies and requirements regarding health and safety of Enel Group employees and employees of contractors and subcontractors	104-106, 115	●
LA1 <sub>COMM</sub>	C	Total workforce by employment type, employment contract, and region, divided by gender	90, 95, 162-165, 179	●
LA2 <sub>COMM</sub>	C	Total number and rate of new recruitment and employee turnover by age group, gender, and region	90, 162, 165-167	●
EU17	C	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities	179	●
EU18	C	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	115	●
LA3	A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	98-100  The benefits described in regard to the Italian consolidation are provided regardless of the type of contract governing the employment relationship. Both part-time employees and those on internships enjoy the same benefits as full-time permanent employees. The only employees who do not enjoy such benefits are those on fixed-term contracts other than for internships, which in any case represent just 0.07% of all employees in Italy.	◐
LA4 <sub>COMM</sub>	C	Percentage of employees covered by collective bargaining agreements	173-174  <b>Motivation:</b> data regarding contractors and subcontractors (EUSS commentary) are not available. Given the fragmentation of such firms, it is difficult to collect such data. An estimate would be neither reliable nor significant. Enel undertakes to report such information in 2014.	◐

Indicator	Type	Description	Reference/direct response	Cover
LA5	C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	101	●
LA6	A	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	111	●
LA7 <sub>COMM</sub>	C	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	110, 175-178	●
LA8	C	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	107-108	●
LA9	A	Health and safety topics covered in formal agreements with trade unions	111	●
LA10	C	Average hours of training per year per employee by gender and by employee category	93,168	●
LA11	A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	93-95, 99-100 Annual Report 2012, 218-221	●
LA12	A	Percentage of employees receiving regular performance and career development reviews, by gender	92, 167-168	●
LA13	C	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	90, 95, 144-145, 172	●
LA14	C	Ratio of basic salary and remuneration of women to men by employee category and by significant locations of operation	172-173	●
LA15	C	Return to work and retention rates after parental leave, by gender	<b>Motivation:</b> data are not available in our current recording systems. An estimate would not be reliable.	○











#### Social performance indicators: human rights

DMA HR		Management approach	54, 145	●
HR1	C	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	114-115, 145  Under investment agreements, the acquisition of majority stakes in other companies entails the extension of the Code of Ethics and of all principles in it, including those relating to human rights. During 2012 three significant investment agreements were approved by the Board of Directors of Enel SpA, which presuppose the application of human rights principles in Enel's Code of Ethics.	●
HR2	C	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	114-115  <b>Limitation:</b> the total percentage is not available in our current recording systems. An estimate would not be reliable.	●
HR3	C	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	54-55	●
HR4	C	Total number of incidents of discrimination and corrective actions taken	145	●
HR5 <sub>COMM</sub>	C	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	54-55, 101, 114-115	●






Indicator	Type	Description	Reference/direct response	Cover
HR6	C	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	54-55, 114-115  <b>Limitation:</b> not available. Currently, there are no formalized systems to identify activities and suppliers exposed to such risks. This will be part of the due diligence following approval of the Human Rights Policy.	
HR7	C	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	54-55, 114-115  <b>Limitation:</b> not available. Currently, there are no formalized systems to identify activities and suppliers exposed to such risks. This will be part of the due diligence following approval of the Human Rights Policy.	
HR8	A	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	<b>Motivation:</b> data are not available in our current recording systems. An estimate would not be reliable. An internal analysis revealed that the indicator is material in some corporate contexts; Enel, therefore, undertakes to report such information in the medium term.	
HR9	A	Total number of incidents of violations involving rights of indigenous people and actions taken	In 2012 there were no cases of violation of the rights of indigenous populations.	
HR10	C	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	<b>Motivation:</b> data are not available in our current recording systems. An estimate would not be reliable. An internal analysis revealed that the indicator is material in some corporate contexts; Enel, therefore, undertakes to report such information in the medium term.	
HR11	C	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	145	

#### Social performance indicators: society

DMA SO		Management approach	52-54, 72-73	
EU19	C	Stakeholder participation in the decision-making process related to energy planning and infrastructure development	55, 75	
EU20	C	Approach to managing the impacts of displacement	73-74	
EU21	C	Contingency planning measures, disaster/emergency management plans and training programs, and recovery/restoration plans	77-78	
SO1 <sub>COMM</sub> /SO1	C	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting/Percentage of operations with implemented local community engagement, impact assessments, and development programs	72-73	
EU22	C	Number of people physically or economically displaced and compensation, broken down by type of project and impact	74	
SO2	C	Percentage and total number of business units analyzed for risks related to corruption	54	
SO3	C	Percentage of employees trained in organization's anti-corruption policies and procedures	54-55	
SO4	C	Actions taken in response to incidents of corruption	145  During 2012 there were 19 recorded episodes relating to corruption. In regard to these, Enel ordered disciplinary measures for the staff involved in line with the relevant regulation.	
SO5	C	Public policy positions and participation in public policy development and lobbying	55	

Indicator	Type	Description	Reference/direct response	Cover
SO6	A	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Enel does not have direct relations with political parties and does not provide financing of any kind, as explicitly established at point 2.2 of the Zero Tolerance of Corruption Plan and at point 3.26 of the Group's Code of Ethics. In some countries where Endesa operates the application of the Zero Tolerance of Corruption Plan means that some situations, albeit in line with local law, may be critical in regard to compliance with the provisions regarding financing to political parties. Should this happen, these situations are put for approval by the Endesa <i>Comité de Auditoría</i> for specific assessment.	●
SO7	A	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	<p><b>Russia:</b> in 2012 proceedings were started by the antitrust authority (Federal Antimonopoly Service of Russia) in regard to monopolistic behavior; the proceedings, which did not entail any monetary fines, are now at the appeal stage.</p> <p><b>Romania:</b> a complaint made to the Competition Council by a private operator against Enel Distribuție Dobrogea was refused by the Council together with the related request for compensation.</p> <p><b>Spain:</b> 1. Endesa Distribución lost its appeal to the provincial court of Barcelona regarding a 3 million euro fine for abuse of a dominant position. 2. On February 22, 2012 the <i>Comisión Nacional de la Competencia</i> (CNC) imposed 2 fines on Endesa Distribución for abuse of a dominant position for a total of approximately 23 million euro, ending proceedings started on May 10, 2010. Endesa appealed to the <i>Audiencia Nacional</i>. 3. In 2006 Endesa was fined 900,000 euro. In regard to this fine on November 10, 2011 the CNC opened proceedings for non-compliance against Endesa Distribución. 4. On April 27, 2012 Endesa was fined 1 million euro following proceedings for non-compliance opened by CNC. Endesa appealed to the <i>Audiencia Nacional</i>. 5. On July 12, 2012 CNC imposed a 5.4 million euro fine on Endesa Energía XXI (the supplier of last resort) for unfair practices. Endesa appealed to the <i>Audiencia Nacional</i>.</p>	●
SO8	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Annual Report 2012, 233-236	●
SO9	C	Operations with significant potential or actual negative impacts on local communities	74-76	●
SO10	C	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	74-76	●
<b>Social performance indicators: product responsibility</b>				
DMA PR		Management approach	54, 87, 89	●
EU23	C	Programs, including those in partnership with governments, to improve or maintain access to electricity and support services for customers	86-87	●

Indicator	Type	Description	Reference/direct response	Cover
EU24	C	Initiatives aimed at breaking down linguistic, cultural, illiteracy and disability barriers to accessing electricity safely and support services for customers	88-89	●
PR1 <sub>COMM</sub>	C	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	77	●
PR2	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle	In 2012 there were no cases of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle.	●
EU25	C	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases	77, 154 Annual Report 2012, 233-236	●
PR3	C	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	All the Group sale companies comply with the transparency obligations envisaged by various national and supranational regulations regarding the source of the electricity sold. Energy bills must specify the mix of energy sources used and the source of the energy.	●
PR4	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning product and service information and labeling	In 2012 there were no cases of non-compliance with information requirements relating to sales of energy certified as renewable energy.  <b>Limitation:</b> data are not available for Endesa. Enel undertakes to report such information in 2014.	●
PR5	A	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	85-86, 158-159	●
PR6	C	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	89	●
PR7	A	Total number of incidents (by type) of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	In 2012 there were no cases of non-compliance with regulations and voluntary codes concerning the marketing activities of the Enel Group.	●
PR8	A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	89  <b>Limitation:</b> data are not available for Endesa. Enel undertakes to report such information in 2014.	●
PR9	C	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	84	●
EU26	C	Percentage of population unserved in licensed distribution or service areas	Italy: 0% Romania: 0% Spain: 0% Argentina: 3.8% Chile: 0.1% Brazil: 0% Peru: 3.2% Colombia: 0.7%	●
EU27	C	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	159-161	●

Indicator	Type	Description	Reference/direct response	Cover
EU28	C	Power outage frequency	157  <b>Limitation:</b> data regarding Latin American countries are unavailable because of the difficulty of standardizing them. Enel undertakes to report such information in 2014.	
EU29	C	Average power outage duration	157  <b>Limitation:</b> data regarding Latin American countries are unavailable because of the difficulty of standardizing them. Enel undertakes to report such information in 2014.	
EU30	C	Average plant availability factor by energy source and by regulatory regime	156-157	

Enel S.p.A.

**Independent auditors' report on the limited assurance  
engagement of the sustainability report 2012 of Enel  
Group as of December 31, 2012 prepared in  
accordance with the AA1000 AccountAbility  
Principles Standard 2008  
(Translation from the original Italian text)**

**Independent auditors' report on the limited assurance engagement of the sustainability report 2012 of Enel Group as of December 31, 2012 prepared in accordance with the AA1000 AccountAbility Principles Standard 2008 (Translation from the original Italian text)**

To the Board of Directors of  
Enel S.p.A.

1. We have carried out the limited assurance engagement of the sustainability report of Enel S.p.A. and its subsidiaries ("Enel Group") as of December 31, 2012. The directors of Enel S.p.A. are responsible for the preparation of the sustainability report in accordance with the "Inclusivity", "Materiality" and "Responsiveness" principles set out in the "AA1000 AccountAbility Principles Standard 2008" ("AA1000APS - 2008"), issued by AccountAbility (*Institute of Social and Ethical Accountability*), as stated in the section "Methodological note", and for the reliability of data and information on the sustainability performance disclosed in the sustainability report, as well as for determining the Group's commitments regarding the sustainability performance and the reporting of results achieved. The directors of Enel S.p.A. are also responsible for the identification of stakeholders and of significant matters to report, as well as implementing and maintaining appropriate processes to manage and control internally data and disclosures indicated in the sustainability report. Our responsibility is to issue this report on the basis of the work performed.
2. Our work has been conducted in accordance with the principles and guidelines established, for a limited assurance engagement, by the "International Standard on Assurance Engagements 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), issued by the *International Auditing and Assurance Standards Board*. This standard requires the compliance with applicable ethical principles ("Code of Ethics for Professional Accountants" issued by the *International Federation of Accountants - I.F.A.C.*), including professional independence, as well as planning and executing our work in order to obtain a limited assurance, rather than a reasonable assurance, that the sustainability report is free from material misstatements.

We conducted our work also in accordance with the criteria established by the "AA1000 AccountAbility Assurance Standard (2008)" ("AA1000AS - 2008"), "Type 2", concerning not only the nature and extent of the organization's adherence to AA1000APS - 2008 principles, but also the evaluation of the reliability of data and information on sustainability performance, reported by the Group in accordance with the "Sustainability Reporting Guidelines", version 3.1, issued in 2011 by *Global Reporting Initiative* ("G.R.I.") and with the sector supplement "Sustainability Reporting Guidelines & Electric Utilities Sector Supplement" issued in 2009 by G.R.I.. The guidelines issued by AccountAbility point out that the "moderate level of assurance" used in the AA1000AS - 2008 standard is consistent with the "limited level of assurance" established by ISAE 3000.



3. A limited assurance engagement of the sustainability report consists in making inquiries, primarily with company's personnel responsible for the preparation of information included in the sustainability report, in the analysis of the sustainability report and in other procedures in order to obtain evidences considered appropriate.

The procedures performed are summarized below:

- a. interviews with representatives of the CSR department of Enel S.p.A. and with personnel from other companies of the Enel Group (Enel S.p.A., Enel Energie SA, Enel Energie Muntenia SA, Enel Green Power Romania Srl, Endesa SA, Asociación Nuclear Ascó-Vandellós II A.I.E., Endesa Latinoamérica SA) in order to understand the processes used to comply with the "Inclusivity", "Materiality" and "Responsiveness" principles, established by the AA1000APS - 2008 standard and the effectiveness of such processes;
- b. analysis and understanding of the stakeholder engagement process, regarding the methods in use and the inclusiveness of stakeholders involved, by reviewing minutes or any other documents related to significant matters arisen from dialogue with stakeholders;
- c. analysis and understanding of processes and instruments used for the identification of significant matters for each stakeholder category;
- d. analysis of the documentation supporting the activity carried out by the CSR department, responsible for the sustainability report preparation, in order to understand how strategies and procedures on significant matters are applied;
- e. analysis, on a sample basis, of the initiatives developed by the Group to comply with stakeholder expectations;
- f. analysis of the processes that support the generation, recording and management of data and information on sustainability performance. In particular, we have carried out the following procedures:
  - interviews with the departments responsible for the topics reported in the sustainability report, in order to obtain an understanding about the information, accounting and reporting system in use for the preparation of sustainability performance information, as well as the internal control processes and procedures supporting the collection, aggregation, processing and transmission of sustainability performance data and information to the department responsible for the preparation of the sustainability report;
  - on-site verification of data and interviews with personnel involved in the data collection and management process at production sites selected during the verification process (Priolo Gargallo thermal and solar power plant - Italy, Salbatica II and Agighiol wind farms - Romania and Vandellós II nuclear power plant -Spain);
  - analysis, on a sample basis, of the documentation supporting the preparation of data and information on the sustainability performance.
- g. obtaining the representation letter, signed by the legal representative of Enel S.p.A., relating to the compliance of the sustainability report with the guidelines

identified in paragraph 1, as well as to the reliability and completeness of information and data presented in the sustainability report.

The assignment has been carried out by a multidisciplinary team of experts on social-environmental responsibility techniques and financial audit.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement performed in accordance with ISAE 3000 and, as a consequence, we may not have become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

With respect to the data and information relating to the prior year, presented for comparative purposes, reference should be made to our report issued on April 24, 2012.

4. Based on the procedures carried out, nothing has come to our attention that causes us to believe that the sustainability report of Enel Group as of December 31, 2012 is not in compliance, in all material respects, with standard AA1000 APS - 2008 principles, as stated in the section "Methodological note" of the sustainability report and that sustainability data and information are not reliable.

Rome, April 24, 2013

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

*This report has been translated into the English language solely for the convenience of international readers*



Enel S.p.A.

**Independent auditors' report on the limited assurance  
engagement of the sustainability report 2012 of Enel  
Group as of December 31, 2012  
(Translation from the original Italian text)**

**Independent auditors' report on the limited assurance engagement of the sustainability report 2012 of Enel Group as of December 31, 2012  
(Translation from the original Italian text)**

To the Board of Directors of  
Enel S.p.A.

1. We have carried out the limited assurance engagement of the sustainability report of Enel S.p.A. and its subsidiaries ("Enel Group") as of December 31, 2012. The directors of Enel S.p.A. are responsible for the preparation of the sustainability report in accordance with the *"Sustainability Reporting Guidelines"*, version 3.1, issued in 2011 by *Global Reporting Initiative* ("G.R.I.") and with the sector supplement *"Sustainability Reporting Guidelines & Electric Utilities Sector Supplement"* issued in 2009 by G.R.I., as stated in the section "Methodological note", as well as for determining the Group's commitments regarding the sustainability performance and the reporting of results achieved. The directors of Enel S.p.A. are also responsible for the identification of stakeholders and of significant matters to report, as well as implementing and maintaining appropriate processes to manage and control internally data and disclosures indicated in the sustainability report. Our responsibility is to issue this report on the basis of the work performed.
2. Our work has been conducted in accordance with the principles and guidelines established, for a limited assurance engagement, by the *"International Standard on Assurance Engagements 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information"* ("ISAE 3000"), issued by the *International Auditing and Assurance Standards Board*. This standard requires the compliance with applicable ethical principles (*"Code of Ethics for Professional Accountants"* issued by the *International Federation of Accountants - I.F.A.C.*), including professional independence, as well as planning and executing our work in order to obtain a limited assurance, rather than a reasonable assurance, that the sustainability report is free from material misstatements. A limited assurance engagement of the sustainability report consists in making inquiries, primarily with company's personnel responsible for the preparation of information included in the sustainability report, in the analysis of the sustainability report and in other procedures in order to obtain evidences considered appropriate.

The procedures performed are summarized below:

- a. comparison between the economic and financial data and information disclosed in the sustainability report with data and information included in the Enel Group consolidated financial statements as of December 31, 2012, on which we issued our Audit Report, pursuant to art. 14 and 16 of Legislative Decree dated January 27, 2010, on April 4, 2013;
- b. analysis of the processes that support the generation, recording and management of the quantitative data reported in the sustainability report. In particular, we have carried out the following procedures:

- interviews and discussions with Enel S.p.A.'s management and personnel from Enel Energie SA, Enel Energie Muntenia SA, Enel Green Power Romania Srl, Endesa SA, Asociación Nuclear Ascó-Vandellós II A.I.E. and Endesa Latinoamérica SA to obtain an understanding about the information, accounting and reporting system in use for the preparation of the sustainability report as well as the internal control processes and procedures supporting the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the sustainability report;
  - on-site verifications at Priolo Gargallo thermal and solar power plant (Italy), Salbatica II and Agighiol wind farms (Romania) and Vandellós II nuclear power plant (Spain);
  - analysis, on a sample basis, of the documentation supporting the preparation of the sustainability report in order to confirm the processes in use, their adequacy and the operation of the internal control system for the correct reliability of data and information in relation to the objectives described in the sustainability report;
- c. compliance analysis of qualitative information included in the sustainability report with the guidelines identified in paragraph 1 of the present report and of their internal consistency, with reference to the strategy, the sustainability policies and the identification of the significant matters for stakeholders;
- d. analysis of the stakeholders engagement process, regarding the methods in use and the inclusiveness of stakeholders involved, by reviewing minutes or any other documents related to significant matters arisen from dialogue with stakeholders;
- e. obtaining the representation letter, signed by the legal representative of Enel S.p.A., relating to the compliance of the sustainability report with the guidelines indicated in paragraph 1, as well as to the reliability and completeness of information and data presented in the sustainability report.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement performed in accordance with ISAE 3000 and, as a consequence, we may not have become aware of all the significant events and circumstances which could be identified by performing a reasonable assurance engagement.

With respect to the data and information relating to the prior year, presented for comparative purposes, reference should be made to our report issued on April 24, 2012.

3. Based on the procedures carried out, nothing has come to our attention that causes us to believe that the sustainability report of the Enel Group as of December 31, 2012 is not in compliance, in all material respects, with the *"Sustainability Reporting Guidelines"*, version 3.1, issued in 2011 by G.R.I., and with the sector supplement *"Sustainability Reporting Guidelines & Electric Utilities Sector Supplement"* issued in 2009 by G.R.I., as stated in the section "Methodological note".

Rome, April 24, 2013

Reconta Ernst & Young S.p.A.

Signed by: Massimo delli Paoli, partner

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Enel  
Società per azioni  
Registered Office  
137 Viale Regina Margherita, Rome  
Share capital  
€9,403,357,795  
(as of December 31, 2010) fully paid-up  
Tax I.D. and Companies Register  
of Rome: no. 00811720580  
R.E.A. of Rome no. 756032  
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