



# **OPEN POWER FOR A BRIGHTER FUTURE.**

WE EMPOWER SUSTAINABLE PROGRESS.

**SUSTAINABILITY STATEMENT**





Global Compact  
**LEAD**  
2020 PARTICIPANT

# OPEN POWER FOR A BRIGHTER FUTURE.



# SUSTAINABILITY STATEMENT

# SUSTAINABILITY STATEMENT: PERFORMANCE INDICATORS

The key sustainability performance indicators are listed below and form an integral part of this Sustainability Report.

# AT A GLANCE

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>EU1</b>	<b>GENERATION</b>							
	<b>Installed capacity</b>							
	<b>Net efficient generation capacity by primary energy source</b>							
	<b>Thermal net capacity</b>	(MW)	<b>35,623</b>	<b>38,897</b>	<b>43,099</b>	-3,274	-8.4	Enel
	Coal	(MW)	8,903	11,695	15,828	-2,792	-23.9	Enel
	CCGT	(MW)	15,009	14,991	15,021	18	0.1	Enel
	Oil/Gas	(MW)	11,711	12,211	12,250	-500	-4.1	Enel
	<b>Nuclear net capacity</b>	(MW)	<b>3,328</b>	<b>3,318</b>	<b>3,318</b>	10	0.3	Enel
	<b>Renewable net capacity</b>	(MW)	<b>45,016</b>	<b>42,134</b>	<b>39,203</b>	2,882	6.8	Enel
	Hydroelectric	(MW)	27,820	27,830	27,844	-10	-	Enel
	Wind	(MW)	12,412	10,327	8,190	2,085	20.2	Enel
	Geothermal	(MW)	882	878	804	4	0.5	Enel
	Biomass and cogeneration	(MW)	5	5	42	-	-	Enel
	Photovoltaic	(MW)	3,897	3,094	2,322	803	26.0	Enel
	<b>Total net electrical capacity</b>	(MW)	<b>83,967</b>	<b>84,349</b>	<b>85,620</b>	-382	-1,271	Enel
	<b>Net efficient generation capacity by geographic area</b>							
	<b>Italy</b>	(MW)	<b>26,400</b>	<b>27,451</b>	<b>27,624</b>	-1,051	-3.8	Italy
	<b>Iberia</b>	(MW)	<b>21,652</b>	<b>23,348</b>	<b>22,717</b>	-1,696	-7.3	Iberia
	<b>Latin America</b>	(MW)	<b>21,960</b>	<b>21,200</b>	<b>21,603</b>	760	3.6	Latin America
	Chile	(MW)	7,118	7,232	7,448	-114	-1.6	Chile
	Argentina	(MW)	4,419	4,419	4,419	-	-	Argentina
	Colombia	(MW)	3,592	3,592	3,583	-	-	Colombia
	Peru	(MW)	2,301	2,299	2,297	2	0.1	Peru
	Brazil	(MW)	3,922	3,050	3,250	872	28.6	Brazil
	Uruguay	(MW)	-	-	-	-	-	Uruguay
	Costa Rica	(MW)	81	81	81	-	-	Costa Rica
	Guatemala	(MW)	164	164	164	-	-	Guatemala
	Panama	(MW)	362	362	362	-	-	Panama
	<b>North America</b>	(MW)	<b>6,643</b>	<b>5,282</b>	<b>3,220</b>	1,361	25.8	North America
	United States	(MW)	5,268	4,437	2,921	831	18.7	United States
	Mexico	(MW)	1,165	845	299	320	37.9	Mexico
	Canada	(MW)	210	-	-	210	-	Canada
	<b>Europe</b>	(MW)	<b>6,402</b>	<b>6,292</b>	<b>9,761</b>	110	1.7	Europe
	Russia	(MW)	5,350	5,255	8,878	95	1.8	Russia
	Romania	(MW)	534	534	534	-	-	Romania
	Greece	(MW)	475	461	307	-	-	Greece
	Bulgaria	(MW)	42	42	42	-	-	Bulgaria

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>Africa, Asia and Oceania</b>	(MW)	<b>911</b>	<b>776</b>	<b>695</b>	135	173	Africa, Asia and Oceania
	South Africa	(MW)	670	570	522	100	176	South Africa
	India	(MW)	172	172	172	-	-	India
	Zambia	(MW)	34	34	-	-	-	Zambia
	Australia	(MW)	34	-	-	34	-	Australia
	<b>Total net electrical capacity</b>	(MW)	<b>83,967</b>	<b>84,349</b>	<b>85,620</b>	-382	-0.5	Enel
	<b>Power generation plants</b>							
	<b>Thermoelectric plants<sup>(4)</sup></b>	(no.)	<b>81</b>	<b>84</b>	<b>89</b>	-3	-3.6	Enel
	Coal plants	(no.)	10	12	16	-2	-16.7	Enel
	CCGT plants	(no.)	23	23	23	-	-	Enel
	Oil/Gas plants	(no.)	48	49	50	-1	-2.0	Enel
	<b>Nuclear plants</b>	<b>(no.)</b>	<b>4</b>	<b>4</b>	<b>4</b>	-	-	Enel
	<b>Renewable energy plants</b>	(no.)	<b>1,173</b>	<b>1,138</b>	<b>1,094</b>	35	3.1	Enel
	Hydroelectric plants	(no.)	748	761	750	-13	-1.7	Enel
	- of which mini-hydro plants (< 10 MW)	(no.)	460	473	460	-13	-2.7	Enel
	Wind plants	(no.)	262	226	202	36	15.9	Enel
	Photovoltaic plants	(no.)	122	105	99	17	16.2	Enel
	Geothermal plants	(no.)	39	38	35	1	2.6	Enel
	Biomass plants	(no.)	2	8	8	-6	-75.0	Enel
	<b>OPERATING RESULTS</b>							
<b>EU2</b>	<b>GENERATION</b>							
	<b>Net production by primary energy source</b>							
	<b>Thermal net production</b>	(GWh)	<b>75,909</b>	<b>103,459</b>	<b>127,333</b>	-27,550	-26.6	Enel
	Coal	(GWh)	13,155	37,592	64,366	-24,437	-65.0	Enel
	CCGT	(GWh)	43,353	44,980	38,134	-1,627	-3.6	Enel
	Oil/Gas	(GWh)	19,401	20,887	24,832	-1,486	-7.1	Enel
	<b>Nuclear net production</b>	(GWh)	<b>25,839</b>	<b>26,279</b>	<b>24,067</b>	-440	-1.7	Enel
	<b>Renewable net production</b>	(GWh)	<b>105,360</b>	<b>99,391</b>	<b>98,940</b>	5,969	6.0	Enel
	Hydroelectric	(GWh)	62,437	62,580	65,893	-143	-0.2	Enel
	Wind	(GWh)	30,992	26,668	22,161	4,324	16.2	Enel
	Geothermal	(GWh)	6,167	6,149	5,881	18	0.3	Enel
	Biomass and cogeneration	(GWh)	1	21	108	-20	-95.6	Enel
	Photovoltaic	(GWh)	5,763	3,974	4,897	1,789	45.0	Enel
	<b>Total net production</b>	(GWh)	<b>207,108</b>	<b>229,129</b>	<b>250,339</b>	-22,021	-9.6	Enel
	<b>Net production by geographic area</b>							
	<b>Italy</b>	(GWh)	<b>42,495</b>	<b>46,912</b>	<b>53,232</b>	-4,417	-9.4	Italy
	<b>Iberia</b>	(GWh)	<b>56,269</b>	<b>61,402</b>	<b>74,193</b>	-5,133	-8.4	Iberia
	<b>Latin America</b>	(GWh)	<b>69,165</b>	<b>71,836</b>	<b>70,578</b>	-2,671	-3.7	Latin America
	Chile	(GWh)	19,331	21,041	20,885	-1,710	-8.1	Chile
	Argentina	(GWh)	13,901	12,974	13,949	927	7.1	Argentina
	Colombia	(GWh)	14,146	15,362	14,053	-1,216	-7.9	Colombia
	Peru	(GWh)	8,774	9,249	8,999	-475	-5.1	Peru
	Brazil	(GWh)	10,713	11,077	9,840	-364	-3.3	Brazil
	Uruguay	(GWh)	-	-	170	-	-	Uruguay
	Costa Rica	(GWh)	213	198	305	15	7.7	Costa Rica
	Guatemala	(GWh)	518	430	568	88	20.5	Guatemala
	Panama	(GWh)	1,569	1,505	1,808	64	4.2	Panama

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>North America</b>	(GWh)	<b>17,182</b>	<b>12,969</b>	<b>9,752</b>	4,213	32.5	North America
	United States	(GWh)	14,695	11,923	7,133	2,772	23.2	United States
	Mexico	(GWh)	1,920	1,046	2,619	874	83.6	Mexico
	Canada	(GWh)	566	-	-	566	-	Canada
	<b>Europe</b>	(GWh)	<b>20,461</b>	<b>34,438</b>	<b>41,076</b>	-13,977	-40.6	Europe
	Russia	(GWh)	18,087	32,433	39,182	-14,346	-44.2	Russia
	Romania	(GWh)	1,275	1,251	1,227	24	1.9	Romania
	Greece	(GWh)	999	666	577	333	50.0	Greece
	Bulgaria	(GWh)	100	88	91	12	14.0	Bulgaria
	<b>Africa, Asia and Oceania</b>	(GWh)	<b>1,537</b>	<b>1,571</b>	<b>1,508</b>	-34	-2.2	Africa, Asia and Oceania
	South Africa	(GWh)	1,242	1,235	1,192	7	0.5	South Africa
	India	(GWh)	237	303	315	-66	-21.7	India
	Zambia	(GWh)	58	33	-	25	75.8	Zambia
	<b>Total net production</b>	(GWh)	<b>207,108</b>	<b>229,129</b>	<b>250,339</b>	-22,021	-9.6	Enel
	<b>Development of renewables</b>							
	<b>New renewable power <sup>(2)</sup>:</b>	(MW)	<b>2,908</b>	<b>3,575</b>	<b>2,682</b>	-667	-18.7	Enel
	Hydroelectric	(MW)	15	51	71	-36	-70.6	Enel
	Wind	(MW)	2,086	2,227	1,415	-141	-6.3	Enel
	Geothermal	(MW)	4	75	1	-71	-94.7	Enel
	Biomass and cogeneration	(MW)	-	-	-	-	-	Enel
	Photovoltaic	(MW)	803	1,222	1,195	-419	-34.3	Enel
	<b>NETWORK</b>							
<b>EU4</b>	<b>Total electricity distribution network <sup>(3)</sup></b>	(km)	<b>2,231,961</b>	<b>2,219,007</b>	<b>2,226,097</b>	12,954	0.6	Enel
	Total high-voltage network	(km)	46,661	46,432	46,261	229	0.5	Enel
	- of which underground cable	(km)	1,992	1,992	1,976	-	-	Enel
	Total medium-voltage network	(km)	894,282	887,439	889,692	6,843	0.8	Enel
	- of which underground cable	(km)	223,507	221,447	219,203	2,060	0.9	Enel
	Total low-voltage network	(km)	1,291,018	1,285,136	1,290,144	5,882	0.5	Enel
	- of which underground cable	(km)	413,636	405,321	403,098	8,315	2.1	Enel
<b>EU4</b>	<b>Electricity distribution network by geographic area</b>							
	<b>Total electricity distribution network Italy</b>	(km)	<b>1,159,859</b>	<b>1,157,527</b>	<b>1,153,323</b>	2,332	0.2	Italy
	High-voltage network	(km)	20	22	13	-2	-10.8	Italy
	- of which underground cable	(km)	11	11	11	-	-	Italy
	Medium-voltage network	(km)	357,799	356,622	354,884	1,177	0.3	Italy
	- of which underground cable	(km)	153,073	151,703	150,201	1,370	0.9	Italy
	Low-voltage network	(km)	802,041	800,883	798,426	1,158	0.1	Italy
	- of which underground cable	(km)	278,936	278,255	276,744	681	0.2	Italy
	<b>Total electricity distribution network Romania</b>	(km)	<b>131,322</b>	<b>129,363</b>	<b>128,508</b>	1,959	1.5	Romania
	High-voltage network	(km)	6,528	6,521	6,511	7	0.1	Romania
	- of which underground cable	(km)	312	311	304	1	0.3	Romania
	Medium-voltage network	(km)	35,630	35,173	35,062	457	1.3	Romania
	- of which underground cable	(km)	13,981	13,675	13,343	306	2.2	Romania
	Low-voltage network	(km)	89,164	87,669	86,935	1,495	1.7	Romania
	- of which underground cable	(km)	27,586	21,004	20,829	6,582	31.3	Romania
	<b>Total electricity distribution network Iberia</b>	(km)	<b>315,365</b>	<b>316,332</b>	<b>319,613</b>	-967	-0.3	Iberia
	High-voltage network	(km)	19,642	19,593	19,625	49	0.2	Iberia
	- of which underground cable	(km)	793	787	787	6	0.8	Iberia
	Medium-voltage network	(km)	114,003	115,943	118,531	-1,940	-1.7	Iberia

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	- of which underground cable	(km)	41,033	40,771	41,188	262	0.6	Iberia
	Low-voltage network	(km)	181,720	180,795	181,457	925	0.5	Iberia
	- of which underground cable	(km)	86,024	85,281	85,067	743	0.9	Iberia
	<b>Total electricity distribution network Latin America<sup>(3)</sup></b>	(km)	<b>625,415</b>	<b>615,786</b>	<b>624,653</b>	9,629	1.6	Latin America
	High-voltage network	(km)	20,472	20,296	20,112	176	0.9	Latin America
	- of which underground cable	(km)	885	883	874	2	0.2	Latin America
	Medium-voltage network	(km)	386,850	379,701	381,214	7,149	1.9	Latin America
	- of which underground cable	(km)	15,420	15,298	14,471	122	0.8	Latin America
	Low-voltage network	(km)	218,093	215,789	223,326	2,304	1.1	Latin America
	- of which underground cable	(km)	21,090	20,781	20,458	309	1.5	Latin America
	<b>Energy transported<sup>(4)</sup></b>	(TWh)	<b>484.6</b>	<b>507.7</b>	<b>484.4</b>	-23	-4.5	Enel
<b>SALES</b>								
<b>Electricity volumes sold by market<sup>(5)</sup></b>								
	<b>Volumes sold free market</b>	(GWh)	<b>160,202</b>	<b>172,700</b>	<b>152,619</b>	-12,498	-7.2	Enel
	Italy	(GWh)	59,900	61,985	64,500	-2,085	-3.4	Italy
	Iberia	(GWh)	69,430	78,056	76,772	-8,626	-11.1	Iberia
	Romania	(GWh)	7,178	7,647	7,519	-469	-6.1	Romania
	Latin America	(GWh)	23,694	25,012	3,828	-1,318	-5.3	Latin America
	<b>Volumes sold regulated market</b>	(GWh)	<b>137,984</b>	<b>149,324</b>	<b>142,813</b>	-11,340	-7.6	Enel
	Italy	(GWh)	30,305	35,554	39,818	-5,249	-14.8	Italy
	Iberia	(GWh)	11,342	11,385	12,867	-43	-0.4	Iberia
	Romania	(GWh)	1,643	2,088	2,881	-445	-21.3	Romania
	Latin America	(GWh)	94,694	100,297	87,247	-5,603	-5.6	Latin America
	<b>Total volumes sold</b>	(GWh)	<b>298,186</b>	<b>322,024</b>	<b>295,432</b>	-23,838	-7.4	Enel
<b>Electricity volumes sold by geographic area<sup>(5)</sup></b>								
	Italy	(GWh)	90,205	97,539	104,318	-7,334	-7.5	Italy
	Iberia	(GWh)	80,772	89,441	89,639	-8,669	-9.7	Iberia
	Romania	(GWh)	8,821	9,735	10,400	-914	-9.4	Romania
	Latin America	(GWh)	118,388	104,962	91,075	13,426	12.8	Latin America
	<b>Volumes sold gas<sup>(5)</sup></b>	(bn m <sup>3</sup> )	<b>9.7</b>	<b>10.7</b>	<b>11.2</b>	-1.0	-9.4	Enel
	Italy	(bn m <sup>3</sup> )	4.4	4.7	4.8	-0.3	-7.2	Italy
	- mass market customers	(bn m <sup>3</sup> )	2.9	3.0	3.0	-0.1	-2.4	Italy
	- business customers	(bn m <sup>3</sup> )	1.5	1.8	1.8	-0.3	-15.3	Italy
	Iberia	(bn m <sup>3</sup> )	5.0	5.8	6.4	-0.8	-13.0	Iberia
	Romania	(bn m <sup>3</sup> )	0.1	-	-	0.1	-	Romania
	Latin America	(bn m <sup>3</sup> )	0.2	0.2	-	-	-	Latin America
<b>102-7 ECONOMIC RESULTS</b>								
	<b>Revenues</b>	(mil euros)	<b>64,985</b>	<b>80,327</b>	<b>75,575</b>	-15,343	-19.1	Enel
	Italy	(mil euros)	31,267	41,779	38,398	-10,512	-25.2	Italy
	Iberia	(mil euros)	17,174	19,054	19,492	-1,881	-9.9	Iberia



GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Latin America	(mil euros)	13,817	16,793	14,742	-2,977	-17.7	Latin America
	Europe	(mil euros)	2,085	2,400	2,361	-314	-13.1	Europe
	North America	(mil euros)	1,367	1,469	1,438	-102	-6.9	North and Central America
	Africa, Asia and Oceania	(mil euros)	153	159	101	-6	-3.8	Africa, Asia and Oceania
	Other, eliminations and adjustments	(mil euros)	-878	-1,327	-860	449	-33.8	Other, eliminations and adjustments
	<b>EBITDA</b>	(mil euros)	<b>16,816</b>	<b>17,704</b>	<b>16,351</b>	-888	-5.0	Enel
	Italy	(mil euros)	7,824	7,628	7,304	196	2.6	Italy
	Iberia	(mil euros)	3,775	3,792	3,558	-17	-0.4	Iberia
	Latin America	(mil euros)	4,063	5,303	4,543	-1,240	-23.4	Latin America
	Europe	(mil euros)	509	448	516	61	13.6	Europe
	North America	(mil euros)	778	799	535	-21	-2.6	North America
	Africa, Asia and Oceania	(mil euros)	55	61	54	-6	-9.8	Africa, Asia and Oceania
	Other, eliminations and adjustments	(mil euros)	-188	-327	-159	139	-42.5	Other, eliminations and adjustments
	Italy	(%)	46.6	43.1	44.7	3.5	-	Italy
	Iberia	(%)	22.4	21.4	21.8	1.0	-	Iberia
	Latin America	(%)	24.2	30.0	27.8	-5.8	-	Latin America
	Europe	(%)	3.0	2.5	3.2	0.5	-	Europe
	North America	(%)	4.6	4.5	3.3	0.1	-	North America
	Africa, Asia and Oceania	(%)	0.3	0.3	0.3	-	-	Africa, Asia and Oceania
	Other, eliminations and adjustments	(%)	-1.1	-1.8	-1.0	0.7	-	Other, eliminations and adjustments
	<b>EBIT</b>	(mil euros)	<b>8,368</b>	<b>6,878</b>	<b>9,900</b>	1,490	21.7	Enel
	<b>EBT</b>	(mil euros)	<b>5,463</b>	<b>4,312</b>	<b>8,201</b>	1,151	26.7	Enel
	<b>Group net income</b>	(mil euros)	<b>3,622</b>	<b>2,174</b>	<b>4,789</b>	1,448	66.6	Enel
<b>201-2</b>	<b>Creating value for stakeholders</b>							
	Revenues	(mil euros)	64,985	80,327	75,575	-15,342	-19.1	Enel
	External costs	(mil euros)	-212	56,022	53,833	-56,234	-	Enel
	Net income/(expenses) from commodity risk	(mil euros)	41,812	-733	532	42,545	-	Enel
	<b>Gross global added value continuing operations</b>	(mil euros)	<b>22,961</b>	<b>23,572</b>	<b>22,274</b>	-611	-2.6	Enel
	Shareholders	(mil euros)	3,487	3,050	2,765	437	14.3	Enel
	Lenders	(mil euros)	2,340	2,609	2,493	-269	-10.3	Enel
	Employees	(mil euros)	4,793	4,634	4,582	159	3.4	Enel
	State	(mil euros)	3,166	2,069	3,168	1,097	53.0	Enel
	Business system	(mil euros)	9,175	11,210	9,266	-2,035	-18.2	Enel
	<b>Economic value generated</b>							
	<b>Economic value generated directly</b>							
	Revenues	(mil euros)	65,081	80,327	75,575	-15,246	-19.0	Enel
	<b>Economic value distributed</b>	(mil euros)	<b>56,985</b>	<b>66,067</b>	<b>63,545</b>	-9,082	-13.7	Enel
	Operating costs	(mil euros)	41,702	56,755	53,302	-15,053	-26.5	Enel
	Personnel and benefit cost	(mil euros)	3,956	4,634	4,582	-678	-14.6	Enel
	Payment to lenders of capital	(mil euros)	7,082	2,609	2,493	4,473	-	Enel
	Payments to governments	(mil euros)	4,245	2,069	3,168	2,176	-	Enel
	Gross added value continuing operations	(mil euros)	-	-	-	-	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>Economic value generated</b>	(mil euros)	<b>8,096</b>	<b>14,260</b>	<b>12,030</b>	-6,164	-43.2	Enel
	<b>Investments</b>							
	<b>Investments <sup>(6)</sup></b>	(mil euros)	<b>10,197</b>	<b>9,947</b>	<b>8,152</b>	250	2.5	Enel
	<b>Total Italy</b>	(mil euros)	<b>2,842</b>	<b>2,635</b>	<b>2,479</b>	207	7.9	Italy
	<b>Iberia</b>	(mil euros)	<b>1,638</b>	<b>2,020</b>	<b>1,433</b>	-382	-18.9	Iberia
	<b>Latin America</b>	(mil euros)	<b>2,859</b>	<b>2,632</b>	<b>2,259</b>	227	8.6	Latin America
	<b>Europe</b>	(mil euros)	<b>411</b>	<b>458</b>	<b>390</b>	-47	-10.3	Europe
	<b>North America</b>	(mil euros)	<b>1,816</b>	<b>1,806</b>	<b>1,360</b>	10	0.6	North America
	<b>Africa, Asia and Oceania</b>	(mil euros)	<b>417</b>	<b>275</b>	<b>142</b>	142	51.6	Africa, Asia and Oceania
	<b>Total Abroad</b>	(mil euros)	<b>7,142</b>	<b>7,191</b>	<b>5,584</b>	-49	-0.7	Total Abroad
	<b>Adjustments</b>	(mil euros)	213	121	89	92	76.0	Enel
	<b>Weight of foreign investments</b>	(%)	70.0	72.3	68.5	-2.3	-	Enel

- (1) In some thermal plants, multiple technology units are present.
- (2) New renewable power, excluding disposals and changes in scope, mainly in North, Central and South America. The value does not include managed capacity, the overall value of capacity is 3.1 GW.
- (3) The 2019 figures include a more specific determination thereof.
- (4) The distributed electricity figure for 2019 takes into account a more precise determination of the quantities transported.
- (5) The volumes also include sales to large customers made by generating companies in Latin America; the 2019 figure has been adjusted to standardize data comparability.
- (6) The data refers only to continuing operations and therefore do not include the figures for 'assets held for sale'.

# NET-ZERO AMBITION

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>EMISSIONS</b>								
<b>305-5</b>	<b>Avoided emissions<sup>(1)</sup></b>	(mil t)	<b>74.8</b>	<b>77.1</b>	<b>78.5</b>	-2.3	-3.0	Enel
<b>Direct greenhouse gas emissions</b>								
<b>305-1</b>	<b>(Scope 1)</b>							
	CO <sub>2</sub> emissions from the electricity production and heat	(mil t)	44.67	69.39	94.44	-24.72	-35.6	Enel
	Other CO <sub>2eq</sub> emissions due to electricity production and other activities <sup>(2)</sup>	(mil t <sub>eq</sub> )	0.59	0.59	0.79	-	-	Enel
	of which: emission from losses of SF <sub>6</sub> from energy production	(mil t <sub>eq</sub> )	0.02	0.03	0.23	-0.01	-20.0	Enel
	of which: emission from losses of SF <sub>6</sub> from energy distribution	(mil t <sub>eq</sub> )	0.13	0.16	0.15	-0.03	-18.8	Enel
	<b>Total direct emissions (Scope 1)</b>	(mil t <sub>eq</sub> )	<b>45.26</b>	<b>69.98</b>	<b>95.23</b>	<b>-24.72</b>	<b>-35.3</b>	Enel
<b>Specific emissions</b>								
	<b>Specific CO<sub>2</sub> emissions from total net production<sup>(3)</sup></b>	(g/kWh)	<b>211</b>	<b>296</b>	<b>369</b>	<b>-85</b>	<b>-28.7</b>	Enel
	<b>Specific CO<sub>2eq</sub> emissions from Scope 1</b>	(gCO <sub>2eq</sub> /kWh)	<b>214</b>	<b>298</b>	<b>372</b>	<b>-84</b>	<b>-28.2</b>	Enel
<b>Indirect greenhouse gas emissions</b>								
<b>305-2</b>	<b>(Scope 2)</b>							
<b>Purchased electricity from the grid<sup>(4)</sup></b>								
	Fuel and stock management	(mil t <sub>eq</sub> )	0.001	0.001	0.002	-	-	Enel
	Electricity distribution	(mil t <sub>eq</sub> )	0.152	0.149	0.168	0.003	2.0	Enel
	Real estate	(mil t <sub>eq</sub> )	0.060	0.081	0.106	-0.021	-25.9	Enel
	Mining	(mil t <sub>eq</sub> )	-	0.003	0.001	-0.003	-86.7	Enel
	Energy production (thermal and hydroelectric plant)	(mil t <sub>eq</sub> )	1.216	1.316	1.122	-0.100	-7.6	Enel
	<b>Total indirect emissions (Scope 2, location based)</b>	(mil t <sub>eq</sub> )	<b>1.430</b>	<b>1.547</b>	<b>1.399</b>	<b>-0.118</b>	<b>-7.6</b>	Enel
	<b>Total indirect emissions (Scope 2, market based)</b>	(mil t <sub>eq</sub> )	<b>2.285</b>	<b>2.301</b>	<b>2.107</b>	<b>-0.016</b>	<b>-0.7</b>	Enel
<b>Distribution and transmission system: energy losses<sup>(5)</sup></b>								
	<b>Emissions due to energy losses (location based)</b>	(mil t <sub>eq</sub> )	<b>3.56</b>	<b>3.82</b>	<b>3.68</b>	<b>-0.26</b>	<b>-6.7</b>	Enel
	<b>Emissions due to energy losses (market based)</b>	(mil t <sub>eq</sub> )	<b>5.57</b>	<b>6.00</b>	<b>5.37</b>	<b>-0.30</b>	<b>-7.2</b>	Enel
<b>Other indirect greenhouse emissions</b>								
<b>305-3</b>	<b>(Scope 3)<sup>(6)</sup></b>							
	Coal mining	(mil t <sub>eq</sub> )	1.06	3.33	5.60	-2.27	-68.1	Enel
	Transport of coal by sea	(mil t <sub>eq</sub> )	0.10	0.29	0.80	-0.19	-64.1	Enel
	Transport of coal by train	(mil t <sub>eq</sub> )	-	0.22	0.33	-0.22	-100.0	Enel
	Transport of fuel (gas oil, biomass, WDF)	(mil t <sub>eq</sub> )	0.01	0.01	0.01	-	-11.1	Enel
	Transport of raw materials and waste	(mil t <sub>eq</sub> )	0.01	0.01	0.03	-	-64.3	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	End consumers of the purchased electricity	(mil t <sub>eq</sub> )	25.04	28.98	27.39	-3.94	-13.6	Enel
	End consumers of the purchased gas	(mil t <sub>eq</sub> )	21.48	23.92	25.41	-2.44	-10.2	Enel
	<b>Total indirect emissions (Scope 3)</b>	(mil t <sub>eq</sub> )	<b>47.70</b>	<b>56.92</b>	<b>59.56</b>	-9.22	-16.2	Enel
<b>305-7</b>	<b>Other atmospheric emissions<sup>(7)</sup></b>							
	SO <sub>2</sub> emissions	(t)	20,547	138,264	192,796	-117,717	-85.1	Enel
	NO <sub>x</sub> emissions	(t)	76,256	141,208	184,468	-64,952	-46.0	Enel
	Dust emissions	(t)	1,243	27,012	43,059	-25,769	-95.4	Enel
	H <sub>2</sub> S emissions	(t)	4,972	5,162	5,347	-190	-3.7	Enel
	Hg emissions	(t)	0.05	0.11	-	-0.06	-	Enel
	<b>Specific emissions</b>							
	SO <sub>2</sub> emissions	(g/kWh)	0.10	0.59	0.75	-0.49	-83.1	Enel
	NO <sub>x</sub> emissions	(g/kWh)	0.36	0.60	0.72	-0.24	-40.0	Enel
	Dust emissions	(g/kWh)	0.01	0.12	0.17	-0.11	-91.7	Enel
<b>305-6</b>	<b>Ozone Depleting Substances emissions</b>							
	<b>Total</b>	(kgCFC-11eq)	<b>22</b>	<b>6</b>	<b>n.a.</b>	16	-	Enel
<b>307-1</b>	<b>Environmental disputes</b>							
	<b>Environmental proceedings as defendant</b>	(n.)	<b>255</b>	<b>177</b>	<b>292</b>	78	44.1	Enel
	Monetary value of environmental fines	(mil euros)	<b>84.71</b>	<b>70.04</b>	<b>12.48</b>	14.67	20.9	Enel
	<b>ENERGY CONSUMPTION</b>							
<b>302-1</b>	<b>Fuel consumption by primary source in TJ</b>							
	<b>from non-renewable sources</b>	(TJ)	<b>949,152</b>	<b>1,203,787</b>	<b>1,488,072</b>	-254,635	-21.2	Enel
	Coal	(TJ)	138,380	371,960	634,761	-233,580	-62.8	Enel
	Lignite	(TJ)	1,353	9,360	18,003	-8,007	-85.5	Enel
	Fuel oil	(TJ)	39,320	50,013	59,997	-10,693	-21.4	Enel
	Natural gas	(TJ)	457,020	425,923	481,105	31,097	7.3	Enel
	Gas oil	(TJ)	39,234	67,489	39,272	-28,255	-41.9	Enel
	Uranium	(TJ)	273,845	279,042	254,934	-5,197	-1.9	Enel
	<b>from renewable resources</b>	(TJ)	<b>54,990</b>	<b>54,185</b>	<b>58,992</b>	715	1.3	Enel
	Biomass, biogas and waste	(TJ)	1,396	1,995	6,615	-599	-30	Enel
	Geothermal fluid	(TJ)	53,504	52,190	52,377	1,314	2.5	Enel
	<b>Total direct consumption</b>	(TJ)	<b>1,004,052</b>	<b>1,257,972</b>	<b>1,547,064</b>	-253,920	-20.2	Enel
	<b>Fuel consumption by in Mtoe</b>							
	<b>from non-renewable sources</b>	(Mtoe)	<b>22.5</b>	<b>28.8</b>	<b>35.5</b>	-6.3	-21.9	Enel
	Coal	(Mtoe)	3.3	8.9	15.2	-5.6	-62.9	Enel
	Lignite	(Mtoe)	0.03	0.2	0.4	-0.2	-84.0	Enel
	Fuel oil	(Mtoe)	0.9	1.2	1.4	-0.3	-25.0	Enel
	Natural gas	(Mtoe)	10.9	10.2	11.5	0.7	6.9	Enel
	Gas oil	(Mtoe)	0.9	1.6	0.9	-0.7	-46.3	Enel
	Uranium	(Mtoe)	6.5	6.7	6.1	-0.2	-2.4	Enel
	<b>from renewable resources</b>	(Mtoe)	<b>1.4</b>	<b>1.3</b>	<b>1.5</b>	0.1	8.0	Enel
	Biomass, biogas and waste	(Mtoe)	0.05	0.05	0.2	-	-	Enel
	Geothermal fluid	(Mtoe)	1.3	1.2	29.8	0.1	8.3	Enel
	<b>Total direct consumption</b>	(Mtoe)	<b>23.9</b>	<b>30.1</b>	<b>37.0</b>	-6.2	-20.5	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>Incidence of fuel consumption from non-renewable sources</b>							
	Coal	(%)	14.6	30.9	42.7	-16.3	-	Enel
	Lignite	(%)	0.1	0.7	1.2	-0.6	-	Enel
	Fuel oil	(%)	4.1	4.2	4.0	-0.1	-	Enel
	Natural gas	(%)	48.2	35.4	32.3	12.8	-	Enel
	Gas oil	(%)	4.0	5.6	2.6	-1.6	-	Enel
	Uranium	(%)	28.9	23.3	171	5.6	-	Enel
	<b>Indirect energy consumption by destination</b>							
302-1	Fuel and stock management	(TJ)	10	19	30	-9	-48.6	Enel
	Electricity production	(TJ)	20,124	15,161	9,953	4,963	32.7	
	Electricity distribution	(TJ)	2,197	1,917	2,107	280	14.6	Enel
	Real estate	(TJ)	808	1,154	1,558	-346	-30.0	Enel
	Mining	(TJ)	6	4	6	2	45.0	Enel
	<b>Total energy consumption</b>	(TJ)	<b>23,145</b>	<b>18,255</b>	<b>13,654</b>	4,889	26.8	Enel
	<b>RAW MATERIALS</b>							
	<b>Resources used in the production process</b>							
	<b>Fuel consumption for thermoelectric production</b>							
301-1	<b>from non-renewable sources</b>							
	Coal	(,000 t)	5,893	18,483	31,105	-12,590	-68.1	Enel
	Lignite	(,000 t)	105	730	1,344	-625	-85.6	Enel
	Fuel oil	(,000 t)	975	1,246	1,488	-271	-21.7	Enel
	Natural gas	(Mm <sup>3</sup> )	13,075	13,513	13,080	-438	-3.2	Enel
	Gas oil	(,000 t)	906	1,601	929	-695	-43.4	Enel
	<b>from renewable resources</b>							
	Biomass and waste for thermoelectric production	(,000 t)	89	131	574	-42	-32.1	Enel
	Biogas	(Mm <sup>3</sup> )	0.1	1.3	1.2	-1.2	-92.3	Enel
	Geothermal steam used for electricity production <sup>(8)</sup>	(,000 t)	350,090	109,891	53,548	240,199	-	Enel
301-1	<b>Consumables</b>							
	Lime	(,000 t)	83.9	295.5	576.1	-280.6	-94.9	Enel
	Ammonia	(,000 t)	16.1	20.3	26.0	-4.2	-20.7	Enel
	Caustic soda	(,000 t)	76.9	79.6	83.0	-2.7	-3.4	Enel
	Slaked lime	(,000 t)	3.8	5.0	15.3	-1.2	-24.0	Enel
	Sulfuric/chloride acid	(,000 t)	7.5	9.2	11.6	-1.7	-18.5	Enel
	Other	(,000 t)	17.6	46.0	52.3	-28.4	-61.7	Enel
	<b>Total</b>	(,000 t)	<b>205.8</b>	<b>455.6</b>	<b>764.3</b>	-249.8	-54.8	Enel
	<b>Percentage of materials used that derive from recycled material compared to total consumption of each resource</b>							
301-2	Lubricant oil	(%)	3.8	14.9	4.0	-11.1	-	Enel
	Dielectric oil	(%)	28.6	63.5	56.9	-34.9	-	Enel
	Ferric chloride	(%)	-	-	3.9	-	-	Enel
	Paper for printing	(%)	76.0	75.0	0.4	1.0	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>Water</b>								
<b>Volumes of water used by production process</b>								
	By thermoelectric production	(Mm <sup>3</sup> )	49.1	74.9	94.5	-25.8	-34.4	Enel
	By nuclear production	(Mm <sup>3</sup> )	1.7	1.9	1.7	-0.2	-10.5	Enel
	By other industrial uses	(Mm <sup>3</sup> )	0.7	0.5	0.1	0.2	42.9	Enel
	<b>Total water withdrawal</b>	(Mm <sup>3</sup> )	<b>51.5</b>	<b>77.3</b>	<b>96.3</b>	-25.8	-33.4	Enel
	<b>Water requirements by production process<sup>(9)</sup></b>	(l/kWh <sub>eq</sub> )	<b>0.20</b>	<b>0.33</b>	<b>0.38</b>	-0.13	-39.4	Enel
<b>303-3</b>	<b>Water withdrawal by source<sup>(10)</sup></b>							
	<b>Withdrawal from scarce source:</b>	(Mm <sup>3</sup> )	<b>36.9</b>	<b>63.7</b>	<b>84.4</b>	-26.8	-42.1	Enel
	Surface water (wetlands, lakes, rivers) total	(Mm <sup>3</sup> )	<b>22.3</b>	<b>44.3</b>	<b>64.2</b>	-22.0	-49.7	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	22.0	44.2	-	-22.2	-50.3	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	0.3	-	-	0.3	-	Enel
	Ground water (from wells) total	(Mm <sup>3</sup> )	<b>9.0</b>	<b>11.9</b>	<b>12.2</b>	-2.9	-24.3	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	9.0	11.9	-	-2.9	-24.4	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	-	-	-	-	-	Enel
	Water from aqueduct total	(Mm <sup>3</sup> )	<b>5.7</b>	<b>7.5</b>	<b>8.0</b>	-1.8	-23.8	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	4.8	7.0	-	-2.2	-31.4	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	0.9	0.5	-	0.4	80.0	Enel
	<b>Withdrawal from non scarce source:</b>	(Mm <sup>3</sup> )	<b>14.6</b>	<b>13.6</b>	<b>11.9</b>	1.0	7.0	Enel
	Sea water (used as is and dissalated)	(Mm <sup>3</sup> )	<b>14.5</b>	6.4	7.4	8.1	-	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	-	3.6	-	-3.6	-100.0	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	14.5	2.8	-	11.7	-	Enel
	from produced water (amount used inside plants)	(Mm <sup>3</sup> )	0.1	7.2	4.5	-7.1	-99.3	Enel
	<b>Total</b>	(Mm <sup>3</sup> )	<b>51.5</b>	<b>77.3</b>	<b>96.3</b>	-25.8	-33.4	Enel
	<b>Percentage of recycled and reused water</b>	(%)	<b>9.7</b>	<b>9.3</b>	<b>4.7</b>	0.4	4.1	Enel
<b>Water used for once through cooling system</b>								
	Total	(Mm <sup>3</sup> )	<b>14,402.6</b>	<b>17,876.3</b>	<b>17,062.2</b>	-3,472.5	-19.4	Enel
	from surface water	(Mm <sup>3</sup> )	5,281.3	7,395.1	-	-2,113.8	-28.6	Enel
	from sea water	(Mm <sup>3</sup> )	9,121.3	10,481.2	-	-1,358.7	-13.0	Enel
	<b>Total withdrawals</b>	(Mm <sup>3</sup> )	<b>14,455.3</b>	<b>17,953.6</b>	<b>17,158.5</b>	-3,498.3	-19.5	Enel
<b>303-3</b>	<b>Water withdrawal by source in "water stressed" areas<sup>(11)</sup></b>							
	<b>Withdrawal from scarce source:</b>	(Mm <sup>3</sup> )	<b>11.0</b>	<b>18.1</b>	-	-7.1	-39.2	Enel
	Surface water (wetlands, lakes, rivers) total	(Mm <sup>3</sup> )	<b>5.4</b>	<b>10.2</b>	-	-4.8	-46.9	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	5.4	10.2	-	-4.8	-46.9	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	-	-	-	-	-	Enel
	Ground water (from wells) total	(Mm <sup>3</sup> )	<b>4.9</b>	<b>5.9</b>	-	-1.1	-18.2	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	4.9	5.9	-	-1.0	-178	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	-	-	-	-	-	Enel
	Water from aqueduct total	(Mm <sup>3</sup> )	<b>0.8</b>	<b>2.0</b>	-	-1.2	-62.5	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	0.5	2.0	-	-1.5	-75.0	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	0.3	-	-	0.3	-	Enel
	<b>Withdrawal from non scarce source</b>	(Mm <sup>3</sup> )	<b>0.8</b>	<b>1.5</b>	-	-0.7	-45.7	Enel
	Sea water (used as is and dissalated)	(Mm <sup>3</sup> )	<b>0.8</b>	<b>1.2</b>	-	-0.4	-33.3	Enel
	- freshwater (≤ 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	-	-	-	-	-	Enel
	- other water (> 1,000 mg/l Total Dissolved Solids)	(Mm <sup>3</sup> )	0.8	1.2	-	-0.4	-33.3	Enel
	from produced water (amount used inside plants)	(Mm <sup>3</sup> )	-	0.3	-	-0.3	-95.4	Enel
	<b>Total</b>	(Mm <sup>3</sup> )	<b>11.8</b>	<b>19.6</b>	-	-7.8	-39.7	Enel
<b>303-4</b>	<b>WATER DISCHARGE</b>							
	<b>Water discharge by destination</b>	(Mm <sup>3</sup> )	<b>14,433.7</b>	<b>17,895.5</b>	<b>17,109.8</b>	-3,461.8	-19.3	Enel
	Surface water (wetlands, lakes, rivers)	(Mm <sup>3</sup> )	5,275.1	7,388.6	-	-2,113.5	-28.6	Enel
	Groundwater	(Mm <sup>3</sup> )	1.1	-	-	1.1	-	Enel
	Water in municipal/industrial treatment plants	(Mm <sup>3</sup> )	8.6	12.5	-	-3.9	-31.5	Enel
	Third party water	(Mm <sup>3</sup> )	89.0	12.10	-	76.9	-	Enel
	Seawater	(Mm <sup>3</sup> )	9,059.90	10,482.30	-	-1,422.4	-13.6	Enel
<b>303-5</b>	<b>Water Consumptions</b>	(Mm <sup>3</sup> )	<b>20.4</b>	<b>58.1</b>	<b>48.7</b>	-37.7	-64.9	Enel
<b>306-3</b>	<b>WASTE PRODUCED <sup>(12)</sup></b>							
	Non-hazardous waste	(t)	1,129,544	5,644,685	8,846,150	-4,515,141	-80.0	Enel
	Hazardous waste	(t)	51,816	50,332	150,673	1,484	2.9	Enel
	<b>Total waste produced</b>	(t)	<b>1,181,360</b>	<b>5,695,017</b>	<b>8,996,823</b>	-4,513,657	-79.3	Enel
	<b>of which: ash and gypsum</b>		801,726	5,035,698	-	-4,233,972	-84.1	Enel
	<b>of which: oils</b>	(t)	8,904	12,696	-	-3,792	-29.9	Enel
	<b>of which: construction and demolition waste</b>	(t)	117,889	209,799	-	-91,910	-43.8	Enel
	<b>Total waste sent for recovery</b>	(%)	<b>65.7</b>	<b>24.0</b>	<b>22.9</b>	41.7	-	Enel
	<b>Hazardous waste by disposal method</b>							
	Recycled or sent for recovery	(t)	25,183	28,324	15,413	-3,141	-11.1	Enel
	Landfill	(t)	9,348	11,366	135,260	-2,018	-17.8	Enel
	Incineration and other disposal methods	(t)	17,285	10,642	-	6,643	62.4	Enel
	<b>Total</b>	(t)	<b>51,816</b>	<b>50,332</b>	<b>150,673</b>	1,484	2.9	Enel
	<b>Non-hazardous waste by disposal method</b>							
	Recovery (including energy recovery)	(t)	750,946	1,336,684	2,047,476	-585,738	-43.8	Enel
	Landfill	(t)	336,499	4,027,118	6,798,674	-3,690,619	-91.6	Enel
	Incineration and other disposal methods	(t)	42,099	280,883	-	-238,784	-85.0	Enel
	<b>Total</b>	(t)	<b>1,129,544</b>	<b>5,644,685</b>	<b>8,846,150</b>	-4,515,140	-80.0	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>Mitigation of the impact on the landscape/territory<sup>(13)</sup></b>								
	<b>LV/MV cabling ratio</b>	(%)	60.4	60.1	60.0	0.3	-	Enel
	<b>LV cabling ratio</b>	(%)	82.4	82.2	82.0	0.2	-	Enel
	<b>MV cabling ratio</b>	(%)	29.4	29.1	28.5	0.3	-	Enel

- (1) The resulting value is the product of the generation of electricity obtained from a renewable or nuclear source and the specific CO<sub>2</sub> emissions from the thermoelectric generation of the country in which Enel is present (source: Enerdata, <http://enerdata.net>).
- (2) This quota includes directed CO<sub>2</sub> emissions of auxiliary motors - energy production and emissions of N<sub>2</sub>O, CH<sub>4</sub>, NF<sub>3</sub>, SF<sub>6</sub> and refrigerant gases expressed in CO<sub>2</sub> equivalent.
- (3) This indicator is calculated as the ratio between total emissions from thermoelectric generation and the total from renewable, nuclear and thermoelectric generation (including the contribution of heat in MWh<sub>eq</sub>).
- (4) "Scope 2" Emissions from energy taken from the grid: indirect CO<sub>2</sub> emissions relating to 2020 due to the consumption of electricity for moving fuel, electricity distribution, property management and electricity purchased from the grid by thermal and hydroelectric plants are calculated as the product of the electricity consumption multiplied by the respective weighted specific CO<sub>2</sub> emission coefficients of the whole generation mix of the countries where the Enel Group operates (source: Enerdata - <https://www.enerdata.net/>). Scope 2 is calculated according to the "location based" method (based on the company's location). It is the result of the calculation of greenhouse gas emissions resulting from electricity generation in the area where the consumption takes place. This figure is obtained by multiplying a company's electricity consumption (expressed in kWh) within the borders of the country in question and the average CO<sub>2</sub> emissions per kWh at the specific country level. Scope 2 is calculated according to the "market based" method (based on the market where the company operates). For companies operating in European countries, the reference market is the European one (EU). In the event of supply of energy from renewable sources, the electricity's origin must be certified by "contractual instruments that meet the minimum quality criteria". In Europe, the only way to prove the electricity's origin is the Guarantees of Origin. Companies that use electricity whose origin is not certified by these Guarantees must perform the calculation by referring to the emissions associated with the residual mix (source: Greenhouse Gas Protocol Scope 2 Guidance, 2015).
- (5) "Scope 2" Emissions from energy losses from the distribution grid. With its business, the Group covers the entire generation and sales chain in Europe (Italy and Spain) and in five Latin American countries (Argentina, Brazil, Colombia, Chile and Peru). To calculate emissions, it has been assumed that the vertical chain of activities takes place within the country. The emissions caused by the losses were calculated based on the part of energy that exceeds the share produced in the country in question, so as to avoid any double counting of emissions already included in Scope 1. An additional division was made for the fraction distributed and sold by Enel in the retail market - a share for which transmission losses were also calculated - and for the share distributed on behalf of other market companies. Since 2020, this category includes the indirect emissions deriving from technical losses from Enel's distribution grid, calculated according to the market-based methodology for 2020-2018.
- (6) "Scope 3": Indirect CO<sub>2</sub> emissions for the freighting of coal by sea is estimated on the basis of the actual routes taken by the ships. This value was also calculated for 2019. Since 2020, the estimate of the share of emissions for rail freight has no longer been reported as this form of transport is no longer used. Indirect CO<sub>2</sub> emissions from the transportation of consumable materials, fuel oil, diesel, solid biomass, WDF and waste are estimated based on the quantities of raw materials transported, taking into consideration trucks with a capacity of 28 tons, which cover average (round trip) distances of 75 km with a consumption of 1 liter of diesel for every 3 km travelled and an emission coefficient of 3 kg of CO<sub>2</sub> for each liter of diesel consumed. The figure is a rough estimate of the fugitive methane emissions (CH<sub>4</sub>) from coal imported and used by the Enel Group for thermoelectric generation. The figure does not take into account emissions due to the transportation of lignite. In terms of the use of the product sold by end customers for the gas market, the figure for emissions from the combustion of natural gas is calculated based on the energy amount (TWh) of gas sold multiplied by its emission factor (source: IPCC for CO<sub>2</sub>, N<sub>2</sub>O and CH<sub>4</sub>); to calculate emissions from the use of the electricity sold, it has been assumed that the vertical chain of activities takes place within the same country. The emissions of the share sold and produced by the company have not been included in the calculation since they already fall under Scope 1. The share for the fraction sold but not produced by country was calculated by multiplying the energy amount by the specific country-level emission (source: Enerdata). Emissions from network losses are not included in the calculation since they are reported under Scope 2.
- (7) Mercury emissions in 2020 amounted to 53 kg, associated with thermoelectric generation for Italy, Spain, Russia and Chile, which account for almost 100% of coal-fired thermoelectric generation throughout the Group. This is in addition to the mercury emissions from the geothermal sector, amounting to 336 kg. In Europe, mercury emissions are declared to the competent authorities for registration in the European Pollutant Release and Transfer Register (E-PRTR) in accordance with EU Regulation No 166/2006 and are subject to the relevant checks in terms of completeness, consistency and credibility (Article 2 of Regulation No 166/2006).
- (8) The figure for 2019 has been recalculated with methodology in line with 2020.
- (9) The extraction that contributes to specific water extraction is constituted by all the water withdrawal quotas from surface (including recovered rain water) and groundwater sources, by third parties, from the sea and from wastewater (quota for third party procurements) used for processes and for closed-cycle cooling, except the quota of seawater discharged back into sea after the desalination process (brine). This latter item (brine) contributes to the quota of total withdrawals.
- (10) Following the adoption of standard GRI 303, since 2019 the figures relating to the withdrawal classes by water source are divided into fresh water (= <1,000 mg/l total dissolved solids) and other water (>1,000 mg/l total dissolved solids). This division is not available for 2018.
- (11) GRI 303 has defined as "water stressed" areas those in which, on the basis of the classification provided by the WRI Aqueduct Water Risk Atlas, the ratio between the total annual withdrawal of surface water or groundwater for different uses (civil, industrial, agricultural and livestock) and the total annual renewable water supply available ("base water stress", understood, therefore, as the level of competition between all users, is high (40-80%) or extremely high (>80%). By way of greater environmental protection, we have also considered as located in water stressed areas those plants falling in zones classified by the WRI as "arid".



(12) The values of non-hazardous waste for 2019 have been reclassified according to a different calculation methodology. With regard to waste production, the table below shows the 2019 figures by significant geographical area only.

KPI	UM	2020	Scope
<b>Hazardous waste by significant geographical area</b>			
Italy	(t)	28,116	Italy
Iberia	(t)	11,116	Iberia
<b>South America</b>	(t)	<b>7,218</b>	Latin America
Chile	(t)	408	Chile
Argentina	(t)	1,307	Argentina
Colombia	(t)	878	Colombia
Peru	(t)	741	Peru
Brazil	(t)	3,884	Brazil
<b>Europe</b>	(t)	<b>5,225</b>	Europe
Russia	(t)	2,660	Russia
Romania	(t)	2,550	Romania
Greece	(t)	14	Greece
Bulgaria	(t)	1	Bulgaria
<b>Non-hazardous waste by significant geographical area</b>			
Italy	(t)	627,886	Italy
Iberia	(t)	203,922	Iberia
<b>South America</b>	(t)	<b>279,854</b>	Latin America
Chile	(t)	138,464	Chile
Argentina	(t)	11,119	Argentina
Colombia	(t)	6,668	Colombia
Peru	(t)	33,016	Peru
Brazil	(t)	90,588	Brazil
<b>Europe</b>	(t)	<b>15,567</b>	Europe
Russia	(t)	11,121	Russia
Romania	(t)	4,440.0	Romania
Greece	(t)	2	Greece
Bulgaria	(t)	3	Bulgaria

(13) The cabling ratio is calculated by proportioning the km of cabled lines (both underground and aerial insulated cables) to the total km of lines. The increase in the cabling ratio over the years is due to a general increase, in terms of length, of aerial and underground cable sections at the expense of the bare conductor line.

# ELECTRIFICATION, DIGITAL AND PLATFORMS

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>EU3</b>	<b>CUSTOMERS</b>							
<b>102-6</b>	<b>Electricity market (Final number of customers)</b>							
	<b>Customers Italy</b>	(no.)	<b>22,612,004</b>	<b>23,689,113</b>	<b>25,152,279</b>	-1,077,109	-4.5	Italy
	Free market	(no.)	<b>9,478,660</b>	<b>9,243,826</b>	<b>8,563,028</b>	234,834	2.5	Italy
	- business to consumer customers	(no.)	7,619,859	7,437,948	6,806,450	181,911	2.4	Italy
	- business to business customers	(no.)	1,836,442	1,780,278	1,722,745	56,164	3.2	Italy
	- customers in protected categories	(no.)	22,359	25,600	33,833	-3,241	-12.7	Italy
	Regulated market	(no.)	<b>13,133,344</b>	<b>14,445,287</b>	<b>16,589,251</b>	-1,311,943	-9.1	Italy
	<b>Customers Iberia</b>	(no.)	<b>10,420,495</b>	<b>10,634,958</b>	<b>10,753,670</b>	-214,463	-2.0	Iberia
	Free market	(no.)	5,654,659	5,786,083	5,678,750	-131,424	-2.3	Iberia
	Regulated market	(no.)	4,765,836	4,848,875	5,074,920	-83,039	-1.7	Iberia
	<b>Customers Latin America <sup>(1)</sup></b>	(no.)	<b>27,642,485</b>	<b>27,218,027</b>	<b>26,460,146</b>	424,458	1.6	Latin America
	Free market	(no.)	5,047	4,100	844	947	23.1	Latin America
	Regulated market	(no.)	27,637,438	27,213,927	26,459,302	423,511	1.6	Latin America
	<b>Customers Latin America - Argentina</b>	(no.)	<b>2,507,652</b>	<b>2,490,449</b>	<b>2,529,953</b>	17,203	0.7	Argentina
	Free market	(no.)	-	-	-	-	-	Argentina
	Regulated market	(no.)	2,507,652	2,490,449	2,529,953	17,203	0.7	Argentina
	<b>Customers Latin America - Brazil</b>	(no.)	<b>18,063,146</b>	<b>17,786,844</b>	<b>17,143,979</b>	276,302	1.6	Brazil
	Free market	(no.)	1,488	720	-	-	-	Brazil
	Regulated market	(no.)	18,061,658	17,786,124	17,143,979	275,534	1.5	Brazil
	<b>Customers Latin America - Chile</b>	(no.)	<b>2,008,812</b>	<b>1,973,612</b>	<b>1,924,986</b>	35,200	1.8	Chile
	Free market	(no.)	1,567	1,394	465	-	-	Chile
	Regulated market	(no.)	2,007,245	1,972,218	1,924,521	35,027	1.8	Chile
	<b>Customers Latin America - Colombia</b>	(no.)	<b>3,611,245</b>	<b>3,532,166</b>	<b>3,438,620</b>	79,079	2.2	Colombia
	Free market	(no.)	1,295	1,266	-	-	-	Colombia
	Regulated market	(no.)	3,609,950	3,530,900	3,438,620	79,050	2.2	Colombia
	<b>Customers Latin America - Peru</b>	(no.)	<b>1,451,630</b>	<b>1,434,956</b>	<b>1,422,608</b>	16,674	1.2	Peru
	Free market	(no.)	697	720	379	-23	-3.2	Peru
	Regulated market <sup>(1)</sup>	(no.)	1,450,933	1,434,236	1,422,229	16,697	1.2	Peru
	<b>Customers Romania</b>	(no.)	<b>3,049,476</b>	<b>3,072,945</b>	<b>3,016,509</b>	-23,469	-0.8	Romania
	Free market	(no.)	2,233,037	2,122,646	1,734,123	110,391	5.2	Romania
	Regulated market	(no.)	816,439	950,299	1,282,386	-133,860	-14.1	Romania
	<b>Total Customers Enel</b>	(no.)	<b>63,724,460</b>	<b>64,615,043</b>	<b>65,382,604</b>	-890,583	-1.4	Enel
	Free market	(no.)	17,371,403	17,156,655	15,976,745	214,748	1.3	Enel
	Regulated market	(no.)	46,353,057	47,458,388	49,405,859	-1,105,331	-2.3	Enel
	<b>Gas market (Final number of customers)</b>							
	Customers Italy	(no.)	4,060,646	4,155,689	4,088,716	-95,043	-2.3	Italy
	Customers Iberia	(no.)	1,673,424	1,648,705	1,603,721	24,719	1.5	Iberia
	Customers Romania	(no.)	59,379	52,142	42,702	7,237	13.9	Romania

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Customers Chile	(no.)	8	8	-	-	-	Chile
	Customers Colombia	(no.)	15	25	-	-10	-40.0	Colombia
	<b>Total customers gas market</b>	(no.)	<b>5,793,472</b>	<b>5,856,569</b>	<b>5,735,139</b>	-63,097	-1.1	Enel
	<b>Total customers Enel electricity and gas</b>	(no.)	<b>69,517,932</b>	<b>70,471,612</b>	<b>71,117,743</b>	-953,680	-1.4	Enel
	<b>PUBLIC LIGHTING</b>							
	<b>Customers public lighting</b>	(no.)	<b>3,006</b>	<b>3,071</b>	<b>3,194</b>	-65	-2.1	Italy
	<b>Light sources public lighting</b>	(,000)	<b>2,724</b>	<b>2,424</b>	<b>2,467</b>	300	12.4	Italy
	<b>ENERGY AVAILABILITY AND REALIABILITY</b>							
<b>EU11</b>	<b>Efficiency thermoelectric generation <sup>(2)</sup></b>							
	<b>Average thermoelectric generation yield without heat component</b>	(%)	44.2	42.0	40.1	2.2	-	Enel
	<b>Average thermoelectric generation yield with heat</b>	(%)	45.4	43.1	41.1	2.3	-	Enel
	<b>Average yield by technology without heat component</b>							
	Yield coal plants	(%)	35.2	36.1	36.2	-0.9	-	Enel
	Yield oil/gas plants	(%)	36.3	36.4	36.7	-0.1	-	Enel
	Yield CCGT plants	(%)	53.5	53.0	53.1	0.5	-	Enel
	<b>Average yield with heat component by technology</b>							
	Yield coal plants	(%)	35.2	36.3	36.4	-1.1	-	Enel
	Yield oil/gas plants	(%)	40.3	40.8	40.6	-0.5	-	Enel
	Yield CCGT plants	(%)	53.7	53.1	53.3	0.6	-	Enel
<b>EU30</b>	<b>Availability of thermoelectric generation by geographic area</b>							
	Average availability thermoelectric generation Italy	(%)	84.4	86.9	86.7	-2.5	-	Italy
	Average availability thermoelectric generation Russia	(%)	85.8	86.0	86.7	-0.2	-	Russia
	Average availability thermoelectric generation Iberia	(%)	86.3	91.4	93.0	-5.1	-	Iberia
	Average availability thermoelectric generation Chile	(%)	95.4	92.3	91.5	3.1	-	Chile
	Average availability thermoelectric generation Argentina	(%)	86.1	84.1	74.6	2.0	-	Argentina
	Average availability thermoelectric generation Brazil	(%)	99.2	95.3	100.0	3.9	-	Brazil
	Average availability thermoelectric generation Peru	(%)	90.8	88.7	88.6	2.1	-	Peru
	Average availability thermoelectric generation Colombia	(%)	81.7	80.6	84.6	1.1	-	Colombia
<b>EU28</b>	<b>Service interruptions - frequency (SAIFI) <sup>(3)</sup></b>							
	Frequency of interruptions by customer Italy	(no.)	1.7	1.9	1.8	-0.2	-10.5	Italy
	Frequency of interruptions by customer Romania	(no.)	3.4	4.1	3.8	-0.7	-17.1	Romania
	Frequency of interruptions by customer Iberia	(no.)	1.4	1.4	1.6	-	-	Iberia
	Frequency of interruptions by customer Peru	(no.)	2.6	2.8	2.8	-0.2	-7.1	Peru
	Frequency of interruptions by customer Chile	(no.)	1.5	1.6	1.5	-0.1	-6.3	Chile
	Frequency of interruptions by customer Argentina	(no.)	4.5	6.0	6.7	-1.5	-25.0	Argentina
	Frequency of interruptions by customer Brazil (Ampla)	(no.)	6.1	8.0	7.7	-1.9	-23.8	Brazil
	Frequency of interruptions by customer Brazil (Coelce)	(no.)	6.0	5.4	4.4	0.6	11.1	Brazil

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Frequency of interruptions by customer Brazil (CELG)	(no.)	8.5	9.7	12.3	-1.2	-12.4	Brazil
	Frequency of interruptions by customer Brazil (ELPL)	(no.)	3.6	3.5	4.3	0.1	2.9	Brazil
	Frequency of interruptions by customer Colombia	(no.)	5.6	6.8	9.0	-1.2	-17.6	Colombia
<b>EU29</b>	<b>Service interruptions - duration (SAIDI) <sup>(3)</sup></b>							
	Service continuity index Italy	(min)	42	49	47	-7	-14.3	Italy
	Service continuity index Romania	(min)	135	170	174	-35	-20.6	Romania
	Service continuity index Iberia	(min)	75	76	80	-1	-1.3	Iberia
	Service continuity index Peru	(min)	419	419	436	-	-	Peru
	Service continuity index Chile	(min)	171	184	178	-13	-7.1	Chile
	Service continuity index Argentina	(min)	839	1,214	1,485	-375	-30.9	Argentina
	Service continuity index Brazil (Ampla)	(min)	631	793	833	-162	-20.4	Brazil
	Service continuity index Brazil (Coelce)	(min)	953	832	522	121	14.5	Brazil
	Service continuity index Brazil (CELG)	(min)	953	1,349	1,538	-396	-29.4	Brazil
	Service continuity index Brazil (ELPL)	(min)	443	375	429	68	18.1	Brazil
	Service continuity index Brazil Colombia	(min)	467	667	710	-200	-30.0	Colombia
<b>EU12</b>	<b>Grid losses <sup>(3)</sup></b>							
	Grid losses Italy	(%)	4.9	4.7	4.7	0.2	-	Italy
	Grid losses Romania	(%)	9.2	9.7	9.8	-0.5	-	Romania
	Grid losses Iberia	(%)	7.1	7.5	7.5	-0.4	-	Iberia
	Grid losses Peru	(%)	8.8	8.2	7.9	0.6	-	Peru
	Grid losses Chile	(%)	5.2	5.0	5.0	0.2	-	Chile
	Grid losses Argentina	(%)	19.0	15.5	14.9	3.5	-	Argentina
	Grid losses Brazil (Ampla)	(%)	22.1	22.5	21.0	-0.4	-	Brazil
	Grid losses Brazil (Coelce)	(%)	15.9	14.0	13.9	1.9	-	Brazil
	Grid losses Brazil (CELG)	(%)	11.4	12.3	11.6	-0.9	-	Brazil
	Grid losses Brazil (ELPL)	(%)	10.6	9.6	9.5	1.0	-	Brazil
	Grid losses Colombia	(%)	7.6	7.7	7.7	-0.1	-	Colombia
	<b>SERVICE QUALITY</b>							
	<b>ELECTRICITY MARKET ITALY</b>							
<b>102-43;</b>	<b>Customer satisfaction</b>							
<b>102-44</b>	<b>Customer satisfaction</b>							
	<b>Regulated market</b>							
	Customer Satisfaction Index <sup>(4)</sup>	(i)	93.8	92.4	92.4	1.4	1.5	Italy
	Frequency of surveys	(no.)	1	1	1	-	-	Italy
	Written complaints and information requests	(,000)	88.3	109.4	108.5	-21.1	-19.3	Italy
	Response time to written complaints	(dd)	25.0	31.1	20.9	-6.1	-19.6	Italy
	<b>Free market</b>							
	Customer Satisfaction Index <sup>(4)</sup>	(i)	91.9	90.2	90.2	1.7	1.9	Italy
	Frequency of surveys	(no.)	1	1	1	-	-	Italy
	Written complaints and information requests	(,000)	113.0	92.3	70.2	20.7	22.4	Italy
	Response time to written complaints	(dd)	14.0	31.3	14.3	-17.3	-55.3	Italy

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>ELECTRICITY MARKET ROMANIA</b>								
<b>Customer satisfaction</b>								
<b>Regulated market</b>								
	Customer Satisfaction Index <sup>(5)</sup>	(i)	8.4	89.0	86.0	-	-	Romania
	Written complaints and information requests	(,000)	-	100.0	80.0	-100.0	-100.0	Romania
	Response time to written complaints	(dd)	30.0	62.0	15.0	-32.0	-51.6	Romania
<b>Free market</b>								
	Customer Satisfaction Index <sup>(5)</sup>	(i)	8.2	85.0	87.0	-	-	Romania
	Written complaints and information requests	(,000)	355.0	284.0	117.0	71.0	25.0	Romania
	Response time to written complaints	(dd)	30.0	83.0	16.0	-53.0	-63.9	Romania
<b>ELECTRICITY MARKET IBERIA</b>								
<b>Customer satisfaction</b>								
<b>Regulated market (ex TUR market )</b>								
	Customer Satisfaction Index <sup>(6)</sup>	(i)	7.7	7.2	7.2	0.5	7.1	Iberia
	Written complaints and information requests	(,000)	8.2	6.4	8.3	1.8	28.1	Iberia
	Response time to written complaints	(dd)	6.0	6.8	9.1	-0.8	-11.8	Iberia
<b>Free market (ex TUR market )</b>								
	Customer Satisfaction Index <sup>(6)</sup>	(i)	7.3	7.3	7.2	-	-	Iberia
	Written complaints and information requests	(,000)	4.6	12.5	12.9	-7.9	-63.5	Iberia
	Response time to written complaints	(dd)	7.5	18.1	21.1	-10.6	-58.6	Iberia
<b>GAS MARKET ITALY</b>								
<b>Customer satisfaction Gas</b>								
	Written complaints and information requests	(,000)	40.8	49.7	39.5	-8.9	-17.9	Italy
	<b>Response time to written complaints</b>	(dd)	15.0	36.8	14.9	-21.8	-59.2	Italy
<b>GAS MARKET IBERIA</b>								
<b>Customer satisfaction Gas</b>								
	Written complaints and information requests	(,000)	2.3	3.0	2.9	-0.7	-22.0	Iberia
	<b>Response time to written complaints</b>	(dd)	7.5	18.4	22.3	-10.9	-59.2	Iberia
<b>GAS MARKET ROMANIA</b>								
<b>Customer satisfaction Gas</b>								
	Written complaints and information requests	(,000)	9.5	17.0	9.0	-7.5	-44.1	Romania
	<b>Response time to written complaints</b>	(dd)	18.0	97.0	17.0	-79.0	-81.4	Romania
<b>EU27</b>	<b>ACCESSIBILITY OF ENERGY</b>							
<b>Customers disconnected for non-payment Italyn market</b>								
	by time from disconnection to payment - Italy (Regulated market)	(no.)	<b>201,288</b>	-	-	-	-	Italy
	< 48 h	(no.)	109,170	-	-	-	-	Italy
	48 h - 1 week	(no.)	46,652	-	-	-	-	Italy
	1 week - 1 month	(no.)	45,123	-	-	-	-	Italy
	1 month - 1 year	(no.)	343	-	-	-	-	Italy
	> 1 year	(no.)	-	-	-	-	-	Italy
	<b>by time from payment to reconnection - Italy (Regulated market)</b>	(no.)	<b>201,288</b>	-	-	-	-	Italy
	< 24 h	(no.)	185,090	-	-	-	-	Italy
	24 h - 1 week	(no.)	15,799	-	-	-	-	Italy

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope	
	> 1 week	(no.)	399	-	-	-	-	Italy	
	<b>by time from disconnection to payment - Italy (Free market)</b>	(no.)	<b>381,435</b>	-	-	-	-	Italy	
	< 48 h	(no.)	203,228	-	-	-	-	Italy	
	48 h - 1 week	(no.)	74,688	-	-	-	-	Italy	
	1 week - 1 month	(no.)	95,630	-	-	-	-	Italy	
	1 month - 1 year	(no.)	7,889	-	-	-	-	Italy	
	> 1 year	(no.)	-	-	-	-	-	Italy	
	<b>by time from payment to reconnection - Italy (Free market)</b>	(no.)	<b>381,435</b>	-	-	-	-	Italy	
	< 24 h	(no.)	379,565	-	-	-	-	Italy	
	24 h - 1 week	(no.)	1,855	-	-	-	-	Italy	
	> 1 week	(no.)	15	-	-	-	-	Italy	
	<b>by time from disconnection to payment - Italy (Gas market)</b>	(no.)	<b>59,923</b>	-	-	-	-	Italy	
	< 48 h	(no.)	14,140	-	-	-	-	Italy	
	48 h - 1 week	(no.)	20,840	-	-	-	-	Italy	
	1 week - 1 month	(no.)	21,579	-	-	-	-	Italy	
	1 month - 1 year	(no.)	3,364	-	-	-	-	Italy	
	> 1 year	(no.)	-	-	-	-	-	Italy	
	<b>by time from payment to reconnection - Italy (Gas market)</b>	(no.)	<b>59,923</b>	-	-	-	-	Italy	
	< 24 h	(no.)	56,425	-	-	-	-	Italy	
	24 h - 1 week	(no.)	3,471	-	-	-	-	Italy	
	> 1 week	(no.)	27	-	-	-	-	Italy	
	<b>Regulated market - Romania</b>								
	<b>by time from disconnection to payment - Romania (Regulated market)</b>	(no.)	<b>4,280</b>	-	-	-	-	Romania	
	< 48 h	(no.)	1,338	-	-	-	-	Romania	
	48 h - 1 week	(no.)	321	-	-	-	-	Romania	
	1 week - 1 month	(no.)	345	-	-	-	-	Romania	
	1 month - 1 year	(no.)	1,032	-	-	-	-	Romania	
	> 1 year	(no.)	1,244	-	-	-	-	Romania	
	by time from payment to reconnection - Romania (Regulated market)	(no.)	<b>3,036</b>	-	-	-	-	Romania	
	< 24 h	(no.)	2,286	-	-	-	-	Romania	
	24 h - 1 week	(no.)	685	-	-	-	-	Romania	
	> 1 week	(no.)	65	-	-	-	-	Romania	
	<b>Free market - Romania</b>								
	<b>by time from disconnection to payment - Romania (Free market)</b>	(no.)	<b>4,218</b>	-	-	-	-	Romania	
	< 48 h	(no.)	2,337	-	-	-	-	Romania	
	48 h - 1 week	(no.)	373	-	-	-	-	Romania	
	1 week - 1 month	(no.)	379	-	-	-	-	Romania	
	1 month - 1 year	(no.)	645	-	-	-	-	Romania	
	> 1 year	(no.)	484	-	-	-	-	Romania	
	<b>by time from payment to reconnection - Romania (Free market)</b>	(no.)	<b>3,734</b>	-	-	-	-	Romania	
	< 24 h	(no.)	3,058	-	-	-	-	Romania	
	24 h - 1 week	(no.)	636	-	-	-	-	Romania	
	> 1 week	(no.)	40	-	-	-	-	Romania	

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>Regulated market - Iberia</b>								
	<b>by time from disconnection to payment - Iberia (Regulated market)</b>	(no.)	<b>10,411</b>	-	-	-	-	Iberia
	< 48 h	(no.)	8,231	-	-	-	-	Iberia
	48 h - 1 week	(no.)	1,294	-	-	-	-	Iberia
	1 week - 1 month	(no.)	814	-	-	-	-	Iberia
	1 month - 1 year	(no.)	72	-	-	-	-	Iberia
	> 1 year	(no.)	-	-	-	-	-	Iberia
	<b>by time from payment to reconnection - Iberia (Regulated market)</b>	(no.)	<b>10,811</b>	-	-	-	-	Iberia
	< 24 h	(no.)	10,304	-	-	-	-	Iberia
	24 h - 1 week	(no.)	307	-	-	-	-	Iberia
	> 1 week	(no.)	200	-	-	-	-	Iberia
<b>Free market - Iberia</b>								
	by time from disconnection to payment - Iberia (Free market)	(no.)	<b>12,536</b>	-	-	-	-	Iberia
	< 48 h	(no.)	10,290	-	-	-	-	Iberia
	48 h - 1 week	(no.)	1,443	-	-	-	-	Iberia
	1 week - 1 month	(no.)	731	-	-	-	-	Iberia
	1 month - 1 year	(no.)	72	-	-	-	-	Iberia
	> 1 year	(no.)	-	-	-	-	-	Iberia
	<b>by time from payment to reconnection - Iberia (Free market)</b>	(no.)	<b>12,345</b>	-	-	-	-	Iberia
	< 24 h	(no.)	12,000	-	-	-	-	Iberia
	24 h - 1 week	(no.)	318	-	-	-	-	Iberia
	> 1 week	(no.)	27	-	-	-	-	Iberia
	<b>by time from disconnection to payment - Iberia (Gas market)</b>	(no.)	<b>1,348</b>	-	-	-	-	Iberia
	< 48 h	(no.)	762	-	-	-	-	Iberia
	48 h - 1 week	(no.)	267	-	-	-	-	Iberia
	1 week - 1 month	(no.)	192	-	-	-	-	Iberia
	1 month - 1 year	(no.)	127	-	-	-	-	Iberia
	> 1 year	(no.)	-	-	-	-	-	Iberia
	<b>by time from payment to reconnection - Iberia (Gas market)</b>	(no.)	<b>1,273</b>	-	-	-	-	Iberia
	< 24 h	(no.)	236	-	-	-	-	Iberia
	24 h - 1 week	(no.)	767	-	-	-	-	Iberia
	> 1 week	(no.)	270	-	-	-	-	Iberia
<b>Regulated market - Latin America</b>								
	<b>by time from disconnection to payment - Latin America (Regulated market)</b>	(no.)	<b>716,328</b>	-	-	-	-	Latin America
	< 48 h	(no.)	332,424	-	-	-	-	Latin America
	48 h - 1 week	(no.)	80,888	-	-	-	-	Latin America
	1 week - 1 month	(no.)	118,244	-	-	-	-	Latin America
	1 month - 1 year	(no.)	184,769	-	-	-	-	Latin America
	> 1 year	(no.)	3	-	-	-	-	Latin America
	<b>by time from payment to reconnection - Latin America (Regulated market)</b>	(no.)	<b>811,756</b>	-	-	-	-	Latin America
	< 24 h	(no.)	788,338	-	-	-	-	Latin America
	24 h - 1 week	(no.)	19,607	-	-	-	-	Latin America
	> 1 week	(no.)	3,811	-	-	-	-	Latin America

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>Free market - Latin America</b>								
	<b>by time from disconnection to payment - Latin America (Free market)</b>	(no.)	<b>8</b>	-	-	-	-	Latin America
	< 48 h	(no.)	7	-	-	-	-	Latin America
	48 h - 1 week	(no.)	1	-	-	-	-	Latin America
	1 week - 1 month	(no.)	-	-	-	-	-	Latin America
	1 month - 1 year	(no.)	-	-	-	-	-	Latin America
	> 1 year	(no.)	-	-	-	-	-	Latin America
	<b>by time from payment to reconnection - Latin America (Free market)</b>	(no.)	<b>7</b>	-	-	-	-	Latin America
	< 24 h	(no.)	4	-	-	-	-	Latin America
	24 h - 1 week	(no.)	2	-	-	-	-	Latin America
	> 1 week	(no.)	1	-	-	-	-	Latin America
<b>Disputes with customers</b>								
	Total proceedings	(no.)	112,938	121,175	101,057	-8,237	-6.8	Enel
		(%)	62.7	77.9	66.5	-15	-	Enel

- (1) The 2019 figures include a more specific determination thereof.
- (2) The park efficiency was calculated assuming the operation of the plants at load level, where there is maximum efficiency for those plants; for these, the load curve is available. This assumption has not been applied to the heat component since it is already high efficiency; the availability was calculated by reducing the causes of internal unavailability.
- (3) Some 2019 figures have been updated.
- (4) The value is calculated on a 1-100 scale-basis.
- (5) In 2020, the value calculation has changed: from a 100 point scale to a 10 point scale.
- (6) Iberia includes the mass market public segment and large companies in the calculation of customer satisfaction.



# OUR PEOPLE

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>SIZE AND COMPOSITION OF WORKFORCE</b>								
<b>Size of workforce</b>								
<b>102-7</b>	<b>Total workforce</b>	(no.)	<b>66,717</b>	<b>68,253</b>	<b>69,272</b>	-1,536	-2.3	Enel
	<b>Average workforce</b>	(no.)	67,078	68,303	66,696	-1,225	-1.8	Enel
	Change to size <sup>(1)</sup>							
<b>401-1</b>	<b>New recruits</b>	(no.)	3,131	3,726	3,414	-595	-16.0	Enel
	Changes in scope	(no.)	-971	75	7,704	-1,046	-	Enel
	Terminations	(no.)	3,696	4,820	4,746	-1,124	-23.3	Enel
	Balance	(no.)	-1,536	-1,019	6,372	-517	50.7	Enel
<b>Workforce by geographic area and gender</b>								
<b>102-8</b>	<b>Italy <sup>(2)</sup></b>	(no.)	<b>29,800</b>	<b>29,767</b>	<b>30,311</b>	33	0.1	Italy
	- of whom men	(no.)	23,971	24,059	24,562	-88	-0.4	Italy
	- of whom women	(no.)	5,829	5,708	5,749	121	2.1	Italy
	<b>Iberia <sup>(3)</sup></b>	(no.)	<b>9,781</b>	<b>10,123</b>	<b>9,947</b>	-342	-3.4	Iberia
	- of whom men	(no.)	7,381	7,704	7,626	-323	-4.2	Iberia
	- of whom women	(no.)	2,400	2,419	2,321	-19	-0.8	Iberia
	<b>Europe <sup>(4)</sup></b>	(no.)	<b>4,966</b>	<b>5,907</b>	<b>5,683</b>	-941	-15.9	Europe
	- of whom men	(no.)	3,473	4,233	4,092	-760	-18.0	Europe
	- of whom women	(no.)	1,493	1,674	1,591	-181	-10.8	Europe
	<b>North America <sup>(5)</sup></b>	(no.)	<b>1,639</b>	<b>1,639</b>	<b>2,007</b>	-	-	North America
	- of whom men	(no.)	1,179	1,210	1,454	-31	-2.6	North America
	- of whom women	(no.)	460	429	553	31	7.2	North America
	<b>Latin America</b>	(no.)	<b>19,838</b>	<b>20,240</b>	<b>21,083</b>	-402	-2.0	Latin America
	- of whom men	(no.)	15,852	16,322	17,085	-470	-2.9	Latin America
	- of whom women	(no.)	3,986	3,918	3,998	68	1.7	Latin America
	<b>Africa, Asia and Oceania <sup>(6)</sup></b>	(no.)	<b>693</b>	<b>577</b>	<b>241</b>	116	20.1	Africa, Asia and Oceania
	- of whom men	(no.)	490	405	153	85	21.0	Africa, Asia and Oceania
	- of whom women	(no.)	203	172	88	31	18.0	Africa, Asia and Oceania
	<b>Total workforce</b>	(no.)	<b>66,717</b>	<b>68,253</b>	<b>69,272</b>	-1,536	-2.3	Enel
	- of whom men	(no.)	52,346	53,933	54,972	-1,587	-2.9	Enel
	- of whom women	(no.)	14,371	14,320	14,300	51	0.4	Enel
<b>Incidence of managers by geographical area</b>								
	<b>Italy <sup>(2)</sup></b>	(no.)	<b>29,800</b>	<b>29,767</b>	<b>30,311</b>	33	0.1	Italy
		(%)	44.7	43.6	43.8	1.1	-	Italy

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	(%) of total number of managers of the Group	(%)	58.3	58.0	57.0	0.3	-	Italy
	(%) of total number of no-managers of the Group	(%)	44.4	43.3	43.5	1.1	-	Italy
	<b>Iberia<sup>(a)</sup></b>	(no.)	<b>9,781</b>	<b>10,123</b>	<b>9,947</b>	-342	-3.4	Iberia
		(%)	14.7	14.8	14.4	-0.2	-	Iberia
	(%) of total number of managers of the Group	(%)	21.3	21.6	22.5	-0.4	-	Iberia
	(%) of total number of no-managers of the Group	(%)	14.5	11.1	10.8	3.4	-	Iberia
	<b>Romania</b>	(no.)	<b>3,248</b>	<b>3,246</b>	<b>3,047</b>	2	0.1	Romania
		(%)	4.9	4.8	4.4	0.1	-	Romania
	(%) of total number of managers of the Group	(%)	1.4	1.4	1.4	-	-	Romania
	(%) of total number of no-managers of the Group	(%)	4.9	4.8	4.5	0.1	-	Romania
	<b>Russia</b>	(no.)	<b>1,472</b>	<b>2,447</b>	<b>2,528</b>	-975	-39.8	Russia
		(%)	2.2	3.7	3.8	-1.5	-	Russia
	(%) of total number of managers of the Group	(%)	1.6	1.7	1.6	-0.1	-	Russia
	(%) of total number of no-managers of the Group	(%)	2.2	3.6	3.7	-1.4	-	Russia
	<b>Brazil</b>	(no.)	<b>10,040</b>	<b>10,544</b>	<b>11,267</b>	-504	-4.8	Brazil
		(%)	15.0	15.8	16.9	-0.8	-	Brazil
	(%) of total number of managers of the Group	(%)	4.2	4.2	4.0	0.0	-	Brazil
	(%) of total number of no-managers of the Group	(%)	15.3	15.7	16.5	-0.4	-	Brazil
	<b>Argentina</b>	(no.)	<b>4,048</b>	<b>4,082</b>	<b>4,349</b>	-34	-0.8	Argentina
		(%)	6.1	6.1	6.5	-0.1	-	Argentina
	(%) of total number of managers of the Group	(%)	1.7	1.5	1.4	0.3	-	Argentina
	(%) of total number of no-managers of the Group	(%)	6.2	6.1	6.4	0.1	-	Argentina
	<b>Chile</b>	(no.)	<b>2,281</b>	<b>2,217</b>	<b>2,137</b>	64	2.9	Chile
		(%)	3.4	3.3	3.2	0.1	-	Chile
	(%) of total number of managers of the Group	(%)	4.4	4.2	4.3	0.2	-	Chile
	(%) of total number of no-managers of the Group	(%)	3.4	3.2	3.1	0.2	-	Chile
	<b>Peru</b>	(no.)	<b>954</b>	<b>935</b>	<b>932</b>	19	2.0	Peru
		(%)	1.4	1.4	1.4	-	-	Peru
	(%) of total number of managers of the Group	(%)	1.9	2.1	2.5	-0.2	-	Peru
	(%) of total number of no-managers of the Group	(%)	1.4	1.4	1.3	-	-	Peru
	<b>Colombia</b>	(no.)	<b>2,191</b>	<b>2,136</b>	<b>2,168</b>	55	2.6	Colombia
		(%)	3.3	3.2	3.2	0.1	-	Colombia
	(%) of total number of managers of the Group	(%)	2.6	2.7	2.5	-0.1	-	Colombia
	(%) of total number of no-managers of the Group	(%)	3.3	3.1	3.1	0.2	-	Colombia
	<b>United States</b>	(no.)	<b>1,287</b>	<b>1,289</b>	<b>1,719</b>	-2	-0.2	United States
		(%)	1.9	1.9	2.6	-	-	United States
	(%) of total number of managers of the Group	(%)	1.2	0.9	1.7	0.3	-	United States

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	(%) of total number of no-managers of the Group	(%)	1.9	1.9	2.5	-	-	United States
<b>405-1</b>	<b>Workforce by level and gender</b>							
	<b>Managers</b>	(no.)	<b>1,397</b>	<b>1,363</b>	<b>1,346</b>	34	2.5	Enel
	- of whom men	(no.)	1,095	1,078	1,081	17	1.5	Enel
		(%)	78.4	79.1	80.3	-0.7	-	Enel
	- of whom women	(no.)	302	285	265	17	6.1	Enel
		(%)	21.6	20.9	19.7	0.7	-	Enel
	<b>Middle Managers</b>	(no.)	<b>11,592</b>	<b>11,329</b>	<b>10,985</b>	263	2.3	Enel
	- of whom men	(no.)	8,069	8,012	7,856	57	0.7	Enel
		(%)	69.6	70.7	71.5	-1.1	-	Enel
	- of whom women	(no.)	3,523	3,317	3,129	206	6.2	Enel
		(%)	30.4	29.3	28.5	1.1	-	Enel
	<b>White-collar workers</b>	(no.)	<b>35,883</b>	<b>36,274</b>	<b>34,710</b>	-391	-1.1	Enel
	- of whom men	(no.)	25,706	26,025	24,404	-319	-1.2	Enel
		(%)	71.6	71.7	70.3	-0.1	-	Enel
	- of whom women	(no.)	10,177	10,249	10,306	-72	-0.7	Enel
		(%)	28.4	28.3	29.7	0.1	-	Enel
	<b>Blue-collar workers</b>	(no.)	<b>17,845</b>	<b>19,287</b>	<b>22,231</b>	-1,442	-7.5	Enel
	- of whom men	(no.)	17,476	18,818	21,631	-1,342	-7.1	Enel
		(%)	97.9	97.6	97.3	0.4	-	Enel
	- of whom women	(no.)	369	469	600	-100	-21.3	Enel
		(%)	2.1	2.4	2.7	-0.4	-	Enel
	<b>Total</b>	(no.)	<b>66,717</b>	<b>68,253</b>	<b>69,272</b>	-1,536	-2.3	Enel
	<b>Index of professional qualification</b>							
	Managers	(%)	2.1	2.0	1.9	0.1	-	Enel
	Middle Managers	(%)	17.4	16.6	15.9	0.8	-	Enel
	White-collar workers	(%)	53.8	53.1	50.1	0.6	-	Enel
	Blue-collar workers	(%)	26.7	28.3	32.1	-1.5	-	Enel
<b>405-1</b>	<b>Workforce by age range and level</b>							
	<b>&lt; 30</b>	(%)	<b>10.9</b>	<b>11.6</b>	<b>11.8</b>	-0.6	-	Enel
	- of whom Managers	(%)	-	-	-	-	-	Enel
	- of whom Middle Managers	(%)	0.4	0.3	0.3	0.1	-	Enel
	- of whom White-collar workers	(%)	5.2	5.3	4.9	-0.1	-	Enel
	- of whom Blue-collar workers	(%)	5.3	5.9	6.6	-0.6	-	Enel
	<b>30 - 50</b>	(%)	<b>54.5</b>	<b>54.7</b>	<b>57.0</b>	-0.2	-	Enel
	- of whom Managers	(%)	1.0	0.9	1.1	0.1	-	Enel
	- of whom Middle Managers	(%)	10.7	10.4	10.4	0.3	-	Enel
	- of whom White-collar workers	(%)	27.7	27.4	27.1	0.3	-	Enel
	- of whom Blue-collar workers	(%)	15.1	15.9	18.4	-0.8	-	Enel
	<b>&gt; 50</b>	(%)	<b>34.6</b>	<b>33.8</b>	<b>31.2</b>	0.8	-	Enel
	- of whom Managers	(%)	1.1	1.0	0.9	0.1	-	Enel
	- of whom Middle Managers	(%)	6.3	5.9	5.1	0.3	-	Enel
	- of whom White-collar workers	(%)	20.9	20.4	18.1	0.5	-	Enel
	- of whom Blue-collar workers	(%)	6.3	6.4	7.1	-0.1	-	Enel
	Average age	(years)	44.1	43.8	43.3	-	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>Workforce by type of contract and gender</b>							
102-8								
	<b>Permanent contract</b>	(no.)	<b>65,822</b>	<b>64,976</b>	<b>68,137</b>	846	1.3	Enel
	- of whom men	(no.)	51,783	51,482	54,112	301	0.6	Enel
	- of whom women	(no.)	14,039	13,494	14,025	545	4.0	Enel
	<b>Fixed-term contracts<sup>(7)</sup></b>	(no.)	<b>895</b>	<b>3,277</b>	<b>1,135</b>	-2,382	-72.7	Enel
	- of whom men	(no.)	563	2,451	860	-1,888	-77.0	Enel
	- of whom women	(no.)	332	826	275	-494	-59.8	Enel
	<b>Total contracts</b>	(no.)	<b>66,717</b>	<b>68,253</b>	<b>69,272</b>	-1,536	-2.3	Enel
	- of whom men	(no.)	52,346	53,933	54,972	-1,587	-2.9	Enel
	- of whom women	(no.)	14,371	14,320	12,930	51	-	Enel
	<b>Fixed-term and insertion/work contracts as percentage of total</b>	(%)	<b>1.3</b>	<b>4.8</b>	<b>1.6</b>	-3.5	-	Enel
	<b>Internship and traineeships</b>	(no.)	<b>358</b>	<b>882</b>	<b>1,136</b>	-524	-59.4	Enel
	<b>Workforce by type of contract and geographic area</b>							
102-8								
	<b>Italy<sup>(2)</sup></b>	(no.)	<b>29,800</b>	<b>29,767</b>	<b>30,311</b>	33	0.1	Italy
	Permanent contract	(no.)	29,783	29,743	30,271	40	0.1	Italy
	Fixed-term contracts	(no.)	17	24	40	-7	-29.2	Italy
	<b>Iberia</b>	(no.)	<b>9,781</b>	<b>10,123</b>	<b>9,947</b>	-342	-3.4	Iberia
	Permanent contract	(no.)	9,531	9,733	9,610	-202	-2.1	Iberia
	Fixed-term contracts	(no.)	250	390	337	-140	-35.9	Iberia
	<b>Latin America</b>	(no.)	<b>19,838</b>	<b>20,240</b>	<b>21,083</b>	-402	-2.0	Latin America
	Permanent contract	(no.)	19,374	17,544	20,437	1,830	10.4	Latin America
	Fixed-term contracts <sup>(7)</sup>	(no.)	464	2,696	646	-2,232	-82.8	Latin America
	<b>Europe</b>	(no.)	<b>4,966</b>	<b>5,907</b>	<b>5,683</b>	-941	-15.9	Europe
	Permanent contract	(no.)	4,817	5,750	5,648	-933	-16.2	Europe
	Fixed-term contracts	(no.)	149	157	35	-8	-5.1	Europe
	<b>North America</b>	(no.)	<b>1,639</b>	<b>1,639</b>	<b>2,007</b>	-	-	North America
	Permanent contract	(no.)	1,627	1,639	1,932	-12	-0.7	North America
	Fixed-term contracts	(no.)	12	-	75	12	-	North America
	<b>Africa, Asia and Oceania</b>	(no.)	<b>693</b>	<b>577</b>	<b>241</b>	116	20.1	Africa, Asia and Oceania
	Permanent contract	(no.)	690	569	239	121	21.3	Africa, Asia and Oceania
	Fixed-term contracts	(no.)	3	8	2	-5	-62.5	Africa, Asia and Oceania
	<b>Workforce by type of contract and gender</b>							
102-8								
	<b>Full-time contracts</b>	(no.)	<b>66,074</b>	<b>67,514</b>	<b>68,390</b>	-1,440	-2.1	Enel
	- of whom men	(no.)	52,208	53,770	54,748	-1,562	-2.9	Enel
	- of whom women	(no.)	13,866	13,744	13,642	122	0.9	Enel
	<b>Part-time contracts</b>	(no.)	<b>643</b>	<b>739</b>	<b>882</b>	-96	-13.0	Enel
	- of whom men	(no.)	138	164	224	-26	-15.9	Enel
	- of whom women	(no.)	505	575	658	-70	-12.2	Enel
	<b>Part Time + Full Time</b>	(no.)	<b>66,717</b>	<b>68,253</b>	<b>69,272</b>	-1,536	-2.3	Enel
	<b>Percentage of part-time</b>	(%)	<b>1.0</b>	<b>1.2</b>	<b>1.3</b>	-0.2	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>401-1</b>	<b>CHANGES TO SIZE</b>							
	<b>New hires</b>							
	<b>New hires by gender</b>	(no.)	<b>3,131</b>	<b>3,726</b>	<b>3,414</b>	-595	-16.0	Enel
	<b>Hiring rate<sup>(6)</sup></b>	(%)	4.7	5.5	4.9	-0.8	-	Enel
	-men	(no.)	2,203	2,702	2,410	-499	-18.5	Enel
		(%)	70.4	72.5	70.6	-2.2	-	Enel
	-women	(no.)	928	1,024	1,004	-96	-9.4	Enel
		(%)	29.6	27.4	29.4	2.2	-	Enel
	<b>New hires by age range</b>	(no.)	<b>3,131</b>	<b>3,726</b>	<b>3,414</b>	-595	-16.0	Enel
	up to 30	(no.)	1,363	1,865	1,622	-502	-26.9	Enel
		(%)	43.5	50.1	47.5	-6.5	-	Enel
	from 30 to 50	(no.)	1,700	1,698	1,628	2	0.1	Enel
		(%)	54.3	45.6	47.7	8.7	-	Enel
	over 50	(no.)	68	163	164	-95	-58.3	Enel
		(%)	2.2	4.4	4.8	-2.2	-	Enel
	<b>New hires by geographic area</b>							
	<b>Italy<sup>(2)</sup></b>	(no.)	<b>1,044</b>	<b>1,058</b>	<b>796</b>	-14	-1.3	Italy
		(%)	33.3	28.4	23.3	4.9	-	Italy
	<b>Iberia</b>	(no.)	<b>257</b>	<b>430</b>	<b>425</b>	-173	-40.2	Iberia
		(%)	8.2	11.5	12.4	-3.3	-	Iberia
	<b>Europe<sup>(4)</sup></b>	(no.)	<b>280</b>	<b>512</b>	<b>345</b>	-232	-45.3	Europe
		(%)	8.9	13.7	10.1	-4.8	-	Europe
	<b>North America</b>	(no.)	<b>362</b>	<b>435</b>	<b>594</b>	-73	-16.8	North America
		(%)	11.6	11.7	17.4	-0.1	-	North America
	<b>Latin America</b>	(no.)	<b>991</b>	<b>1,098</b>	<b>1,182</b>	-107	-9.7	Latin America
		(%)	31.7	29.5	34.6	2.2	7.4	Latin America
	<b>Africa, Asia and Oceania</b>	(no.)	<b>197</b>	<b>193</b>	<b>72</b>	4	2.1	Africa, Asia and Oceania
		(%)	6.3	5.2	2.1	1.1	-	Africa, Asia and Oceania
	<b>Effect of the changes in scope</b>	(no.)	-971	75	7,704	-1,046	-	Enel
	<b>Terminations</b>							
	<b>Causes</b>							
	Voluntary terminations	(no.)	717	1,095	1,451	-378	-34.5	Enel
	Incentive based terminations	(no.)	817	2,304	2,543	-1,487	-64.5	Enel
	Retirements and other	(no.)	2,162	1,421	752	741	52.1	Enel
	<b>Total terminations</b>	(no.)	<b>3,696</b>	<b>4,820</b>	<b>4,746</b>	-1,124	-23.3	Enel
	<b>Terminations by gender</b>							
	-men	(no.)	3,002	3,766	3,845	-764	-20.3	Enel
		(%)	81.2	78.1	81.0	3.1	-	Enel
	-women	(no.)	694	1,054	900	-360	-34.2	Enel
		(%)	18.8	21.9	19.0	-3.1	-	Enel
	<b>Terminations by age range</b>	(no.)	<b>3,696</b>	<b>4,820</b>	<b>4,746</b>	-1,124	-23.3	Enel
	up to 30	(no.)	547	626	499	-79	-12.6	Enel
		(%)	14.8	13.0	10.5	1.8	-	Enel
	from 30 to 50	(no.)	1,273	1,867	1,532	-594	-31.8	Enel
		(%)	34.4	38.7	32.3	-4.3	-	Enel
	over 50	(no.)	1,876	2,327	2,715	-451	-19.4	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
		(%)	50.8	48.3	57.2	2.5	-	Enel
	<b>Terminations by nationality</b>							
	<b>Italy</b> <sup>(2)</sup>	(no.)	<b>1,011</b>	<b>1,622</b>	<b>1,668</b>	-611	-37.7	Italy
		(%)	27.4	33.3	35.1	-6.0	-	Italy
	<b>Iberia</b>	(no.)	<b>599</b>	<b>254</b>	<b>425</b>	345	-	Iberia
		(%)	16.2	5.3	9.0	10.9	-	Iberia
	<b>Europe</b> <sup>(3)</sup>	(no.)	<b>299</b>	<b>354</b>	<b>384</b>	-55	-15.5	Europe
		(%)	8.1	7.7	8.1	0.4	-	Europe
	<b>North America</b>	(no.)	<b>313</b>	<b>392</b>	<b>374</b>	-79	-20.2	North America
		(%)	8.5	8.1	7.9	0.3	-	North and -Central America
	<b>Latin America</b>	(no.)	<b>1,393</b>	<b>2,103</b>	<b>1,862</b>	-710	-33.8	Latin America
		(%)	37.7	43.6	39.2	-5.9	-	Latin America
	<b>Africa, Asia and Oceania</b>	(no.)	<b>81</b>	<b>95</b>	<b>33</b>	-14	-14.7	Africa, Asia and Oceania
		(no.)	2.2	2.0	0.7	0.2	-	Africa, Asia and Oceania
	<b>Turnover rate</b> <sup>(9)</sup>	(%)	<b>5.6</b>	<b>7.1</b>	<b>6.9</b>	-1.5	-	Enel
	<b>Turnover rate by gender</b>							
	- men	(%)	5.7	-	-	5.7	-	Enel
	- women	(%)	4.8	-	-	4.8	-	Enel
	<b>Turnover rate by age range</b>							
	up to 30	(%)	7.5	-	-	7.5	-	Enel
	from 30 to 50	(%)	3.5	-	-	3.5	-	Enel
	over 50	(%)	8.1	-	-	8.1	-	Enel
	<b>VALORIZATION</b>							
<b>404-3</b>	<b>Assessment</b> <sup>(10)</sup>							
	<b>Dissemination of assessment</b>	(%)	<b>93.8</b>	<b>93.3</b>	<b>94.8</b>	0.5	-	Enel
	-men	(%)	94.0	93.5	95.5	0.5	-	Enel
	-women	(%)	93.0	92.7	92.2	0.3	-	Enel
	<b>People assessed by level</b>							
	Managers	(%)	97.8	96.7	95.9	1.1	-	Enel
	Middle Managers	(%)	93.7	92.5	91.2	1.2	-	Enel
	White collar	(%)	93.4	94.7	94.3	-1.3	-	Enel
	Blue collar	(%)	94.4	90.9	94.8	3.5	-	Enel
	<b>Rewarding</b>							
	<b>Dissemination of incentives</b>	(%)	<b>43.7</b>	<b>41.6</b>	<b>36.1</b>	2.0	-	Enel
	Employees with individual incentives	(no.)	29,149	28,367	24,976	19,277	68.0	Enel
	- of whom Managers	(no.)	1,367	1,312	1,336	1,038	79.1	Enel
	- of whom Middle Managers	(no.)	7,293	7,183	6,608	3,728	51.9	Enel
	- of whom White collar workers and Blue collar workers	(no.)	20,489	19,872	17,032	14,511	73.0	Enel
<b>404-1</b>	<b>Training</b>							
	<b>Training hours by employees</b>	(h/per- cap)	<b>40.9</b>	<b>38.8</b>	<b>40.2</b>	2.1	5.5	Enel
	<b>by gender</b>							
	-men	(h/per- cap)	40.4	39.7	41.2	0.7	1.6	Enel
	-women	(h/per- cap)	42.7	35.0	36.2	7.7	22.0	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	<b>by level</b>							
	Managers	(h/per-cap)	31.9	58.4	40.3	-26.5	-45.4	Enel
	Middle Managers	(h/per-cap)	41.4	44.9	42.2	-3.5	-7.9	Enel
	White collar	(h/per-cap)	35.7	29.6	33.5	6.1	20.7	Enel
	Blue collar	(h/per-cap)	51.4	49.6	50.1	1.8	3.5	Enel
	<b>Total training hours (distance learning + classroom)</b>	(,000 h)	<b>2,744</b>	<b>2,648</b>	<b>2,684</b>	96	3.6	Enel
	Training hours distance learning	(,000 h)	448	248	212	200	80.4	Enel
	- for managerial training	(,000 h)	94	122	105	-28	-22.8	Enel
	- for specialist training	(,000 h)	354	127	107	227	-	Enel
	Training hours in the classroom	(,000 h)	2,296	2,370	2,472	-74	-3.1	Enel
	- for managerial training	(,000 h)	170	719	636	-549	-76.3	Enel
	- for specialist training	(,000 h)	2,126	1,651	1,836	475	28.8	Enel
	<b>Training hours job shadowing (on site coaching)</b>	(,000 h)	6,680	20,992	0.8	-14,312	-	Enel
	<b>Incidence of distance learning training</b>	(%)	<b>16.3</b>	<b>9.4</b>	<b>7.9</b>	6.9	-	Enel
	<b>Total training hours by level</b>	(,000 h)	<b>2,744</b>	<b>2,648</b>	<b>2,684</b>	96	3.6	Enel
	Managers	(,000 h)	45	81	54	-36	-44.3	Enel
	Middle Managers	(,000 h)	466	495	448	-29	-5.9	Enel
	White collar	(,000 h)	1,287	1,037	1,137	250	24.1	Enel
	Blue collar	(,000 h)	946	1,035	1,045	-89	-8.6	Enel
	<b>Dissemination of sustainability</b>							
	Training per capita on sustainability	(h/per-cap)	21.7	16.5	15.5	5.2	31.6	Enel
	Total training hours on sustainability	(,000 h)	1,457	1,126	1,010	331	29.4	Enel
	Digitalization	(,000 h)	342	305	213	37	12.0	Enel
	Environment	(,000 h)	48	33	32	15	46.5	Enel
	Safety	(,000 h)	979	683	726	296	43.3	Enel
	Human rights	(,000 h)	5	13	4	-8	-61.2	Enel
	Other <sup>(1)</sup>	(,000 h)	61	73	16	-12	-16.8	Enel
	Code of Ethics	(,000 h)	22	19	19	3	15.0	Enel
<b>205-2</b>	<b>Training on anti-corruption policies and procedures communication</b>	(no.)	26,660	19,798	n.a.	6,862.0	34.7	Enel
		(%)	40.0	29.0	n.a.	11.0	-	Enel
	<b>Training on anti-corruption policies and procedures communication by geographic area</b>							
	Italy	(no.)	14,224	10,519	n.a.	3,705	35.2	Italy
		(%)	47.7	35.3	n.a.	12.4	-	Italy
	Iberia	(no.)	1,977	3,428	n.a.	-1,451	-42.3	Iberia
		(%)	20.2	33.9	n.a.	-13.6	-	Iberia
	Latin America	(no.)	5,326	3,655	n.a.	1,671	45.7	Latin America
		(%)	26.8	18.1	n.a.	8.8	-	Latin America
	Europe	(no.)	4,006	1,444	n.a.	2,562	-	Europe
		(%)	80.7	24.4	n.a.	56.2	-	Europe
	Asia and Oceania	(no.)	197	39	n.a.	158	-	Asia and Oceania
		(%)	28.4	6.8	n.a.	21.7	-	Asia and Oceania

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	North and Central America	(no.)	930	713	n.a.	217	30.4	North and Central America
		(%)	56.7	43.5	n.a.	13.2		North and Central America
	<b>Training on anti-corruption policies and procedures communication by level</b>							
	Manager	(no.)	407	393	n.a.	14.0	3.6	Enel
		(%)	29.1	28.8	n.a.	0.3	-	Enel
	Middle Manager	(no.)	3,967	3,560	n.a.	407.0	11.4	Enel
		(%)	34.2	31.4	n.a.	2.8	-	Enel
	White collar	(no.)	14,856	10,409	n.a.	4447.0	42.7	Enel
		(%)	41.4	28.7	n.a.	12.7	-	Enel
	Blue collar	(no.)	7,430	5,436	n.a.	1,994	36.7	Enel
		(%)	41.6	28.2	n.a.	13.5	-	Enel
<b>201-3</b>	<b>CORPORATE WELFARE</b>							
	Employees covered by pension plan (benefit plan)	(no.)	53,715	47,688	47,100	6,027	12.6	Enel
	Employees covered by pension plan (benefit plan)	(%)	80.5	69.9	68.0	10.6	-	Enel
<b>EU15</b>	<b>Employees entitled to retire in next 5 to 10 years</b>							
	<b>Pension within 5 years - Enel</b>							
	Managers	(%)	3.6	6.5	4.6	-2.9	-	Enel
	Middle Managers	(%)	4.9	6.4	4.3	-1.5	-	Enel
	White collar	(%)	6.6	9.1	6.3	-2.5	-	Enel
	Blue collar	(%)	4.4	6.0	4.8	-1.6	-	Enel
	Average	(%)	5.6	7.7	5.4	-2.1	-	Enel
	<b>Pension within 10 years - Enel</b>							
	Managers	(%)	17.7	19.4	14.4	-1.7	-	Enel
	Middle Managers	(%)	17.0	18.7	14.0	-1.7	-	Enel
	White collar	(%)	21.7	23.6	18.8	-1.9	-	Enel
	Blue collar	(%)	11.0	15.5	14.8	-4.5	-	Enel
	Average	(%)	17.9	20.4	15.7	-2.5	-	Enel
<b>401-3</b>	<b>MATERNITY/PATERNITY-PARENTAL LEAVE</b>							
	<b>Employees entitled to parental leave by gender</b>	(no.)	<b>2,734</b>	n.a.	n.a.	-	-	Enel
	Men	(no.)	1,741	n.a.	n.a.	-	-	Enel
	Women	(no.)	993	n.a.	n.a.	-	-	Enel
	<b>Parental leave by gender</b>	(no.)	<b>2,734</b>	<b>2,684</b>	<b>2,486</b>	50	1.9	Enel
	Men	(no.)	1,741	1,653	1,412	88	5.3	Enel
	Women	(no.)	993	1,001	1,074	-8	-0.8	Enel
	<b>Return to work rate of employees that took parental leave by gender</b>	(%)	<b>95.6</b>	n.a.	n.a.	-	-	Enel
	Men	(%)	96.1	n.a.	n.a.	-	-	Enel
	Women	(%)	94.7	n.a.	n.a.	-	-	Enel
	<b>Retention rate by gender<sup>(12)</sup></b>	(%)	<b>96.3</b>	n.a.	n.a.	-	-	Enel
	Men	(%)	97.2	n.a.	n.a.	-	-	Enel
	Women	(%)	97.7	n.a.	n.a.	-	-	Enel



GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>EQUAL OPPORTUNITIES</b>								
	<b>Incidence of women managers and middle managers <sup>(13)</sup></b>	(%)	<b>29.4</b>	<b>28.4</b>	<b>27.5</b>	1.1	-	Enel
<b>Ratio of basic salary/remuneration Women/Men</b>								
<b>405-2</b>	<b>Ratio of basic salary Women/Men</b>	(%)	<b>108.1</b>	<b>107.4</b>	<b>103.5</b>	0.7	-	Enel
	Managers	(%)	86.7	86.7	84.6	-	-	Enel
	Middle Managers	(%)	96.50	96.0	92.8	0.5	-	Enel
	White collar	(%)	90.2	90.0	87.5	0.2	-	Enel
	Blue collar	(%)	77.0	68.6	90.0	8.4	-	Enel
	<b>Ratio of remuneration Women/Men</b>	(%)	<b>108.3</b>	<b>107.6</b>	-	0.7	-	Enel
	Managers	(%)	83.3	83.2	-	0.1	-	Enel
	Middle Managers	(%)	95.7	95.2	-	0.5	-	Enel
	White collar	(%)	90.3	90.0	-	0.3	-	Enel
	Blue collar	(%)	77.8	70.1	-	7.7	-	Enel
<b>405-1</b>	<b>Disability</b>							
	<b>Disabled or belonging to protected categories by gender</b>	(no.)	<b>2,199</b>	<b>2,254</b>	<b>2,194</b>	-55	-2.4	Enel
	- of whom men	(no.)	1,532	1,565	1,494	-33	-2.1	Enel
	- of whom women	(no.)	667	689	700	-22	-3.2	Enel
	<b>Incidence of disabled or belonging to protected categories by gender</b>	(%)	<b>3.3</b>	<b>3.3</b>	<b>3.2</b>	-	-	Enel
	- of whom men	(%)	2.3	2.3	2.2	-	-	Enel
	- of whom women	(%)	1.0	1.0	1.0	-	-	Enel
	<b>Disabled or belonging to protected categories by age range</b>	(no.)	<b>2,199</b>	-	-	-	-	Enel
	up to 30	(no.)	49	-	-	-	-	Enel
	from 30 to 50	(no.)	933	-	-	-	-	Enel
	over 50	(no.)	1,217	-	-	-	-	Enel
	<b>Incidence of disabled or belonging to protected categories by age range</b>	(%)	<b>3.3</b>	-	-	-	-	Enel
	up to 30	(%)	0.1	-	-	-	-	Enel
	from 30 to 50	(%)	1.4	-	-	-	-	Enel
	over 50	(no.)	1.8	-	-	-	-	Enel
	<b>Disabled or belonging to protected categories by level</b>							
	Managers	(no.)	3	-	-	3	-	Enel
	Middle Managers	(no.)	157	140	100	17	12.1	Enel
	White collar	(no.)	1,880	1,941	1,913	-61	-3.1	Enel
	Blue collar	(no.)	159	172	181	-13	-7.6	Enel
	<b>Incidence of disabled or belonging to protected categories by level</b>	(%)						
	Managers	(%)	-	-	-	-	-	Enel
	Middle Managers	(%)	0.2	0.2	0.1	-	-	Enel
	White collar	(%)	2.8	2.8	2.8	-	-	Enel
	Blue collar	(%)	0.2	0.3	0.3	-0.1	-5.4	Enel
<b>Smartworking</b>								
	Actual people in smartworking	(no.)	36,334	-	-	-	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Potential people in smartworking	(no.)	37,305	n.a.	n.a.	-	-	Enel
	Incidence of Smartworking	(%)	97.4	n.a.	n.a.	-	-	Enel
<b>102-41 RELATIONS WITH UNIONS</b>								
	<b>Union membership in the electricity sector<sup>(14)</sup></b>	(%)	<b>50.7</b>	<b>52.2</b>	<b>52.6</b>	-1.5	-	Enel
	<b>Employees covered by collective agreements, by geographic area</b>							
	<b>Total Enel</b>	(no.)	<b>60,571</b>	<b>62,252</b>	<b>63,410</b>	-1,681	-2.7	Enel
		(%)	90.8	91.1	91.5	-0.3	-	Enel
	<b>Italy</b>	(no.)	<b>29,710</b>	<b>29,741</b>	<b>30,296</b>	-31	-0.1	Italy
		(%)	99.7	99.9	100.0	-0.2	-	Italy
	<b>Iberia</b>	(no.)	<b>8,685</b>	<b>9,161</b>	<b>9,036</b>	-476	-5.2	Iberia
		(%)	88.8	90.5	90.8	-1.7	-	Iberia
	<b>Europe</b>	(no.)	<b>4,380</b>	<b>5,308</b>	<b>5,237</b>	-298	-17.5	Europe
		(%)	88.2	89.9	92.2	-1.7	-	Europe
	<b>Latin America</b>	(no.)	<b>17,771</b>	<b>17,980</b>	<b>18,817</b>	-209	-1.2	Latin America
		(%)	89.6	88.8	89.3	0.7	-	Latin America
	<b>North America</b>	(no.)	<b>25</b>	<b>24</b>	<b>24</b>	1	-	North America
		(%)	-	1.5	1.2	-1.5	-	North America
	<b>Africa, Asia and Oceania</b>	(no.)	-	<b>38</b>	-	-38	-	Africa, Asia and Oceania
		(%)	-	9.0	-	-9.0	-	Africa, Asia and Oceania
	<b>Dispute with employees</b>							
	<b>Total proceedings<sup>(15)</sup></b>	(no.)	9,028	10,566	13,350	-1,538	-14.6	Enel
	<b>Incidence of proceedings as defendant</b>	(%)	98.9	86.2	98.7	12.7	-	Enel

- (1) In 2020, there was a change in scope due to the sale of hydro plants in the United States, the sale of the Reftinskaya GRES plant in Russia and the acquisition of Viva Labs.
- (2) Includes Branch Enel Produzione (Russia, Slovakia), Enelpower (Saudi Arabia), Branch Enel Trading (Algeria), Enel New Hydro and Dutch financial companies. For the 2019 data, a realignment was carried out due to a different classification between Italy and Europe.
- (3) Includes International Endesa BV (IEBV).
- (4) The following countries are considered within this scope: Romania, Russia, Bulgaria, Greece, Egypt, France, Germany, Turkey, Saudi Arabia, Slovakia, United Kingdom, Ireland, Norway, Poland and the Croatia Branch. For the 2019 data, a realignment was carried out due to a different classification between Italy and Europe.
- (5) Of employees in North America, 1,067 EnerNOC employees were considered, 55% of whom are in North America, 45% in other countries (South America, Europe, Asia and Oceania), and 90 at eMotorWerks, of whom 83% are located in North America and 17% in other European countries.
- (6) The following countries are considered within the scope: India, Kenya, South Africa, Zambia, Indonesia, Australia, Morocco, Singapore, Japan, Taiwan, New Zealand and Korea.
- (7) The data also includes 14 de obra (temporary) work contracts for 2019 and 2018 in Latin America.
- (8) Hiring rate = Total new recruits/Total workforce.
- (9) Turnover rate = Total terminations/Total workforce.
- (10) It should be noted that for GRI KPI 404 - 3, the calculation of the assessed percentage considers all Headcounts and not just those eligible by process for the denominator.
- (11) Includes training relating to privacy, anti-bribery, community relations and diversity.
- (12) Retention rate = loyalty index expressing the percentage of employees who remain in the organization over a given timeframe.
- (13) Classification index = female managers + middle managers/total managers + middle managers.
- (14) The 2019 and 2018 figures include a more specific determination of the amounts.
- (15) The 2019 and 2020 figures only includes the procedures relating to Enel and retired staff, and not the procedures relating to third parties.

# LOCAL AND GLOBAL COMMUNITIES

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>INITIATIVES IN FAVOR OF THE COMMUNITY</b>								
203-1	<b>Contributions to communities - LBG method</b>							
	Charitable donations	(mil euros)	32.7	4.6	5.7	28.1	-	Enel
	Investments in communities	(mil euros)	53.9	80.2	85.0	-26.3	-32.8	Enel
	Commercial initiatives with a social impact	(mil euros)	175	374	23.8	-19.9	-53.2	Enel
	Socially sustainable business initiatives	(mil euros)	-	-	-	-	-	Enel
	<b>Total (expense + investments)</b>	<b>(mil euros)</b>	<b>104.1</b>	<b>122.2</b>	<b>114.5</b>	<b>-18.1</b>	<b>-14.8</b>	<b>Enel</b>
<b>Enel Cuore Onlus</b>								
	<b>Solidarity projects supported by Enel Cuore</b>	<b>(no.)</b>	<b>26</b>	<b>24</b>	<b>34</b>	<b>2</b>	<b>8.3</b>	<b>Italy</b>
	<b>Sums provided to Enel Cuore Onlus by Enel Group companies</b>	<b>(mil euros)</b>	<b>23.3</b>	<b>5.5</b>	<b>5.4</b>	<b>178</b>	<b>-</b>	<b>Italy</b>
	Subscription fees	(mil euros)	0.3	0.3	0.3	-	-	Italy
	Extraordinary contribution from associates	(mil euros)	-	5.0	5.0	-5.0	-100.0	Italy
	Tied donations	(mil euros)	23.0	0.2	0.1	22.8	-	Italy
EU25	<b>SAFETY FOR COMMUNITIES</b>							
<b>Third-party injuries</b>								
	<b>Severe and fatal third-party injuries</b>	<b>(no.)</b>	<b>221</b>	<b>247</b>	<b>90</b>	<b>-26</b>	<b>-</b>	<b>Enel</b>
	- fatal	(no.)	89	120	59	-31	-	Enel
	- severe	(no.)	132	127	31	5	-	Enel
<b>Third-party injuries by type</b>								
	Electricity injuries	(%)	89.6	89.9	80.0	-0.3	-	Enel
	Road accidents against Group infrastructure	(%)	6.3	6.5	16.7	-0.2	-	Enel
	Accidents for other reasons (slipping, falling from height, crash-crush-cut)	(%)	4.1	3.6	3.3	0.5	-	Enel
<b>Causes of electricity accident</b>								
	Construction activities near power lines	(%)	55.6	62.6	52.8	-7.0	-	Enel
	Attempted theft	(%)	9.6	15.8	29.2	-6.2	-	Enel
	Other <sup>(1)</sup>	(%)	34.8	21.6	18.1	13.2	-	Enel

(1) Mainly due to accidental contact with metal wires, agricultural work and plant cutting activities, among other things.

# INNOVATION

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>DMA EU RESEARCH AND INNOVATION</b>								
	<b>Technological innovation <sup>(1)</sup></b>	(mil euros)	110.5	84.2	134.5	26.3	31.2	Enel
	<b>Research personnel</b>	(no.)	520.0	472.0	462.0	48.0	10.2	Enel
	<b>End users (final)</b>	(no.)	74,303,931	73,811,964	72,945,664	491,967	0.7	Enel
	<b>Active clients with smart meters <sup>(2) (3)</sup></b>	(no.)	44,292,794	43,821,596	43,770,085	471,198	1.1	Enel
	<b>Active clients with smart meters/End users (final)</b>	(%)	60.0	59.4	60.0	0.6	-	Enel

(1) Around 25% of investment in Research and Innovation concerned the Global Power Generation Line, while 53% was for the Infrastructure and Networks Line.

(2) The calculation criteria have been updated excluding electronic meters with a non-commissioned active contract. The 2019 figure has been adjusted to standardize data comparability.

(3) 2020 share for smart meter 2.0, amounting to 18.2 million.

# SUSTAINABLE SUPPLY CHAIN

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>NATURE OF SUPPLIERS</b>								
	<b>Number of suppliers with which a new contract was signed in the year</b>	(no.)	<b>24,012</b>	<b>29,370</b>	<b>31,434</b>	-5,358	-18.2	Enel
<b>102-8</b>	<b>Workforce of contracting and subcontracting companies<sup>(1)</sup></b>	(no.)	<b>157,940</b>	<b>153,116</b>	<b>133,384</b>	4,824	3.2	Enel
	<b>Days worked by employees of contractors and subcontractors</b>	(,000 d)	<b>34,747</b>	<b>33,686</b>	<b>29,344</b>	1,061	3.2	Enel
	Construction activity	(,000 d)	10,519	10,052	7,435	467	4.6	Enel
	Operating and maintenance activity	(,000 d)	24,228	23,633	21,909	594	2.5	Enel
	- of which operating activity	(,000 d)	7,268	7,090	6,573	178	2.5	Enel
	- of which maintenance activity	(,000 d)	16,959	16,543	15,337	416	2.5	Enel
<b>204-1</b>	<b>Local suppliers of materials and services<sup>(2)</sup></b>	(%)						
	Local suppliers with contracts > 1 mil euros	(no.)	1,326	1,167	1,403	159	13.6	Enel
	Foreign suppliers with contracts > 1 mil euros	(no.)	182	157	197	25	15.9	Enel
	Spending on local suppliers with contracts > 1 mil euros	(mil euros)	10,130	9,169	11,173	961	10.5	Enel
	Spending on foreign suppliers with contracts > 1 mil euros	(mil euros)	1,657	1,130	1,912	527	-	Enel
	Concentration of spending on local suppliers	(%)	86	89	85	-3	-	Enel
	Concentration of spending on foreign suppliers	(%)	14	11	15	3	-	Enel
<b>Purchases and fuel</b>								
	<b>Purchases of materials and services</b>	(mil euros)	<b>14,070</b>	<b>14,375</b>	<b>15,073</b>	-305	-2.1	Enel
	Supplies	(mil euros)	5,480	5,245	5,726	235	4.5	Enel
	Works	(mil euros)	3,625	3,702	3,656	-77	-2.1	Enel
	Services	(mil euros)	4,965	5,428	5,691	-463	-8.5	Enel
	<b>Fuel purchases</b>	(mil euros)	<b>2,489</b>	<b>3,912</b>	<b>4,628</b>	-1,423	-36.4	Enel
	Gas	(mil euros)	1,510	1,952	2,024	-442	-22.6	Enel
	Oil	(mil euros)	653	970	906	-317	-32.7	Enel
	Coal/Lignite	(mil euros)	321	976	1,698	-655	-67.1	Enel
	Biomass	(mil euros)	5	14	-	-9	-64.3	Enel
<b>Management instruments</b>								
	<b>Active qualified companies</b>	(no.)	<b>16,124</b>	<b>8,198</b>	<b>6,300</b>	7,926	96.7	Enel
	<b>Online tenders as percentage of all tenders<sup>(3)</sup></b>	(%)	<b>74.8</b>	<b>72.4</b>	<b>62.9</b>	2.4	-	Enel
	<b>Online purchases as percentage of all purchases<sup>(3)</sup></b>	(%)	<b>67.5</b>	<b>56.8</b>	<b>71.1</b>	10.7	-	Enel
	<b>Use of prescription</b>	(%)	<b>19.1</b>	<b>18.1</b>	<b>15.4</b>	1.0	-	Enel
<b>103-2</b>	<b>Disputes involving suppliers</b>							
	<b>Total proceedings</b>	(no.)	<b>703</b>	<b>467</b>	<b>465</b>	236	50.5	Enel
	<b>Incidence of proceedings as defendant</b>	(%)	<b>69.3</b>	<b>80.7</b>	<b>77.8</b>	-11.4	-	Enel

(1) Calculated in FTE (Full Time Equivalent).

(2) "Local suppliers" are defined as suppliers with their registered office in the country where the supply contract was issued.

(3) The 2019 figures include a more specific determination thereof.

# OCCUPATIONAL HEALTH AND SAFETY

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>SAFETY</b>								
	<b>Lost Time Injuries Frequency Rate, LTIFR <sup>(1)</sup> Enel</b>	(i)	<b>0.12</b>	<b>0.18</b>	<b>0.19</b>	-0.06	-33.3	Enel
	<b>Lost Time Injuries Frequency Rate, LTIFR <sup>(1)</sup> Contractors</b>	(i)	<b>0.10</b>	<b>0.13</b>	<b>0.17</b>	-0.03	-25.4	Enel
<b>Enel People</b>								
<b>403-9</b>	<b>Number of fatalities and frequency rate <sup>(2)</sup></b>							
	<b>Number of fatalities</b>	(no.)	<b>1</b>	<b>1</b>	<b>1</b>	-	-	Enel
	Fatalities by geographical area							
	Italy	(no.)	-	-	-	-	-	Italy
	Iberia	(no.)	-	1	-	-1	-	Iberia
	Latin America	(no.)	-	-	1	-	-	America Latina
	North America	(no.)	1	-	-	-	-	North America
	Europe	(no.)	-	-	-	-	-	Europe
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Fatalities frequency rate</b>	(i)	<b>0.008</b>	<b>0.008</b>	<b>0.009</b>	-	-	Enel
	Fatalities frequency rate by geographical area							
	Italy	(i)	-	-	-	-	-	Italy
	Iberia	(i)	-	0.059	-	-	-	Iberia
	Latin America	(i)	0.027	-	0.034	0.027	-	America Latina
	North America	(i)	-	-	-	-	-	North America
	Europe	(i)	-	-	-	-	-	Europe
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Number of "high-consequence" injuries <sup>(3)</sup> (excluding fatalities) and frequency rate <sup>(4)</sup></b>							
	<b>Number of "high-consequence" injuries</b>	(no.)	<b>3</b>	<b>3</b>	<b>4</b>	-	-	Enel
	Number of "high-consequence" injuries by geographical area							
	Italy	(no.)	1	2	2	-1	-50.0	Italy
	Iberia	(no.)	-	-	-	-	-	Iberia
	Latin America	(no.)	-	-	2	-	-	Latin America

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	North America	(no.)	-	-	-	-	-	North America
	Europe	(no.)	2	1	-	1	100.0	Europe
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	<b>"High-consequence" injuries frequency rate</b>	(i)	<b>0.024</b>	<b>0.023</b>	<b>0.035</b>	0.001	4.3	Enel
	<b>"High-consequence" injuries frequency rate by geographical area</b>							
	Italy	(i)	0.018	0.037	0.037	-0.019	-51.4	Italy
	Iberia	(i)	-	-	-	-	-	Iberia
	Latin America	(i)	-	-	0.069	-	-	Latin America
	North America	(i)	-	-	-	-	-	North America
	Europe	(i)	0.196	0.094	-	0.102	-	Europe
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Total number of injuries<sup>(6)</sup> and frequency rate<sup>(6)</sup></b>							
	<b>Number of injuries</b>	(no.)	<b>75</b>	<b>116</b>	<b>108</b>	-41	-35.3	Enel
	<b>Injuries by geographical area</b>							
	Italy	(no.)	42	59	60	-17	-28.8	Italy
	Iberia	(no.)	2	6	6	-4	-66.7	Iberia
	Latin America	(no.)	26	46	41	-20	-43.5	Latin America
	North America	(no.)	-	-	-	-	-	North America
	Europe and North Africa	(no.)	5	5	1	-	-	Europe
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Injury frequency rate</b>	(i)	<b>0.599</b>	<b>0.899</b>	<b>0.943</b>	-0.300	-33.4	Enel
	<b>Frequency rate by geographical area</b>							
	Italy	(i)	0.752	1.106	1.103	-0.354	-32.0	Italy
	Iberia	(i)	0.117	0.352	0.366	-0.235	-66.8	Iberia
	Latin America	(i)	0.688	1.049	1.408	-0.361	-34.4	Latin America
	North America	(i)	-	-	-	-	-	North America
	Europe	(i)	0.491	0.472	0.098	0.019	4.0	Europe
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Worked hours</b>	(no.)	<b>125,263,914</b>	<b>129,068,627</b>	<b>114,552,443</b>	-3,804,713	-2.9	Enel
<b>403-9</b>	<b>Contractors</b>							
	<b>Number of fatalities and frequency rate<sup>(1)</sup></b>							
	<b>Number of fatalities<sup>(7)</sup></b>	(no.)	<b>8</b>	<b>6</b>	<b>7</b>	2	33.3	Enel
	<b>Fatalities by geographical area</b>							
	Italy	(no.)	1	1	2	-	-	Italy
	Iberia	(no.)	1	-	-	-	-	Iberia
	North and Central America	(no.)	-	-	-	-	-	North and Central America

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Europe	(no.)	-	1	-	-1	-100.0	Europe
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	Latin America	(i)	6	4	5	2	50.0	Latin America
	<b>Fatalities frequency rate</b>	(i)	<b>0.029</b>	<b>0.022</b>	<b>0.030</b>	0.007	31.8	Enel
	<b>Fatalities frequency rate by geographical area</b>							
	Italy	(i)	0.022	0.024	0.049	-0.002	-8.3	Italy
	Iberia	(i)	0.027	-	-	0.027	-	Iberia
	Latin America	(i)	0.036	0.026	0.038	0.010	38.5	Latin America
	North and Central America	(i)	-	-	-	-	-	North America
	Europe	(i)	-	0.061	-	-0.061	-100.0	Europe
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Number of "high-consequence" injuries<sup>(3)</sup> (excluding fatalities) and frequency rate<sup>(4)</sup></b>							
	<b>Number of "high-consequence" injuries</b>	(no.)	<b>20</b>	<b>16</b>	<b>13</b>	4	25.0	Enel
	<b>Number of "high-consequence" injuries by geographical area</b>							
	Italy	(no.)	3	5	2	-2	-40.0	Italy
	Iberia	(no.)	3	3	4	-	-	Iberia
	Latin America	(no.)	14	4	6	10	-	Latin America
	North America	(no.)	-	4	-	-4	-100.0	North America
	Europe	(no.)	-	-	-	-	-	Europe
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	"High-consequence" injuries frequency rate	(i)	<b>0.072</b>	<b>0.059</b>	<b>0.051</b>	0.013	22.0	Enel
	<b>"High-consequence" injuries frequency rate by geographical area</b>							
	Italy	(i)	0.065	0.120	0.049	-0.055	-45.8	Italy
	Iberia	(i)	0.081	0.072	0.101	0.009	12.5	Iberia
	Latin America	(i)	0.083	0.026	0.045	0.057	-	Latin America
	North America	(i)	-	0.419	-	-0.419	-100.0	North America
	Europe	(i)	-	-	-	-	-	Europe
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	<b>Total number of injuries<sup>(5)</sup> and frequency rate<sup>(6)</sup></b>							
	<b>Number of injuries<sup>(7)</sup></b>	(no.)	<b>135</b>	<b>176</b>	<b>205</b>	-41	-23.3	Enel
	<b>Injuries by geographical area</b>							
	Italy	(no.)	39	42	56	-3	-7.1	Italy
	Iberia	(no.)	18	32	34	-14	-43.8	Iberia
	Latin America	(no.)	77	90	111	-13	-14.4	Latin America
	North America	(no.)	1	7	1	-6	-85.7	North America
	Europe	(no.)	-	5	3	-5	-100.0	Europe



GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Africa, Asia and Oceania	(no.)	-	-	-	-	-	Africa, Asia and Oceania
	Injury frequency rate	(i)	<b>0.486</b>	<b>0.653</b>	<b>0.873</b>	-0.167	-25.6	Enel
	<b>Frequency rate by geographical area</b>							
	Italy	(i)	0.842	1.008	1.367	-0.166	-16.5	Italy
	Iberia	(i)	0.485	0.772	0.859	-0.287	-37.2	Iberia
	Latin America	(i)	0.457	0.574	0.839	-0.117	-20.4	Latin America
	North America	(i)	0.162	0.733	0.276	-0.571	-77.9	North America
	Europe	(i)	-	0.304	0.175	-0.304	-100.0	Europe and North Africa
	Africa, Asia and Oceania	(i)	-	-	-	-	-	Africa, Asia and Oceania
	Hours worked	(no.)	277,975,917	269,484,178	234,755,218	8,491,739	3.2	Enel

- (1) The Lost Time Injuries Frequency Rate (LTIFR) is calculated by proportioning the number of injuries with hours worked\*200,000.
- (2) This rate is calculated by proportioning the number of fatal accidents with hours worked/1,000,000.
- (3) Sum of: injuries that, as of December 31, 2020 resulted in more than 6 months of absence from work; of those that remain open, injuries considered severe (initial prognosis > 30 days); injuries categorized as "Life Changing Accidents" (LCA), regardless of the number of days of absence from work related to them.
- (4) This rate is calculated by proportioning the number of "High Consequence" accidents with hours worked/1,000,000.
- (5) Includes all accident events (including those with 3 days of absence or fewer).
- (6) This rate is calculated by proportioning the number of injuries with hours worked/1,000,000.
- (7) Considering all areas where the Group operates and the activities managed, including companies consolidated using the equity method and companies for which the BSO (Build, Sell and Operate) mechanism has been applied, the total value of fatal accidents in 2018 is 8.

# SOUND GOVERNANCE

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>102-5</b>	<b>SHAREHOLDERS</b>							
	<b>Composition of shareholdings</b>							
	<b>Investors<sup>(1)</sup></b>							
	Ministry of Economy and Finance	(%)	23.6	23.6	23.6	-	-	Enel SpA
	Institutional investors	(%)	62.3	60.3	57.6	2.0	-	Enel SpA
	Retail shareholders	(%)	14.1	16.1	18.8	-2.0	-	Enel SpA
	<b>Location of institutional investors</b>							
	Italy	(%)	6.7	5.8	6.8	0.9	-	Enel SpA
	UK	(%)	13.3	13.7	16.0	-0.4	-	Enel SpA
	Rest of Europe	(%)	27.2	26.2	28.9	1.0	-	Enel SpA
	North America	(%)	46.4	46.7	40.9	-0.3	-	Enel SpA
	Rest of the world	(%)	6.4	7.6	7.4	-1.2	-	Enel SpA
	<b>Concentration index (top 50)</b>	(%)	<b>42.3</b>	<b>39.4</b>	<b>37.6</b>	<b>2.9</b>	-	Enel SpA
	<b>Investment style of institutional investors</b>							
	Long Only	(%)	71.2	73.0	83.4	-1.8	-	Enel SpA
	Index	(%)	12.7	12.9	9.3	-0.2	-	Enel SpA
	Hedge	(%)	0.3	0.8	6.9	-0.5	-	Enel SpA
	Other	(%)	15.8	13.3	0.4	2.5	-	Enel SpA
	<b>Socially Responsible Investors (SRI)</b>							
	<b>Presence of SRI</b>	(no.)	<b>244</b>	<b>182</b>	<b>169</b>	<b>62</b>	<b>34.1</b>	Enel SpA
	<b>Enel shares held by SRI funds</b>	(mil.)	<b>1,482</b>	<b>1,095</b>	<b>1,064</b>	<b>387</b>	<b>35.3</b>	Enel SpA
	<b>Weight of SRI funds in institutional shareholdings<sup>(2)</sup></b>	(%)	<b>23.4</b>	<b>20.1</b>	<b>20.6</b>	<b>3.3</b>	-	Enel SpA
	<b>Location of SRI investors<sup>(3)</sup></b>							
	Italy	(%)	14.5	5.3	1.4	9.2	-	Enel SpA
	UK	(%)	11.7	11.4	13.2	0.3	-	Enel SpA
	Rest of Europe	(%)	40.9	42.3	51.0	-1.4	-	Enel SpA
	North America	(%)	26.6	36.7	32.8	-10.1	-	Enel SpA
	Rest of the world	(%)	6.2	4.3	1.6	1.9	-	Enel SpA
	<b>Share price performance</b>							
	<b>Financial performance of the share<sup>(4)</sup></b>							
	ENEL	(%)	17.0	40.2	-1.7	-23.2	-	Enel SpA
	FTSEMib	(%)	-5.4	28.3	-16.1	-33.7	-	Enel SpA
	Endesa	(%)	-6.1	21.1	11.6	-27.2	-	Endesa
	Enel Americas (formerly Enersis)	(%)	-30.5	36.3	-10.6	-66.8	-	Enel Americas
	Enel Chile	(%)	-21.7	5.3	-8.0	-27.0	-	Enel Chile
	Enel Russia	(%)	-2.4	-9.1	-30.0	6.7	-	Enel Russia
	Ibex 35	(%)	-15.5	12.6	-15.4	-28.1	-	Enel SpA
	MICEX	(%)	8.0	29.3	11.8	-21.3	-	Enel SpA
	IPSA	(%)	-10.5	-8.5	-8.3	-2.0	-	Enel SpA

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
<b>Return for the shareholder</b>								
	<b>DPS (Dividend Per Share)</b>	(cent euro)	0.36	0.33	0.28	0.03	9.1	Enel SpA
	<b>TSR (Total Shareholder Return) from IPO (accumulated)</b>	(%)	281.2	212.7	112.4	68.5	-	Enel SpA
	<b>TSR from IPO (annualized)</b>	(%)	6.5	5.8	4.0	0.7	-	Enel SpA
	TSR last 2 years (accumulated)	(%)	79.4	51.7	31.4	27.7	-	Enel SpA
	TSR last 2 years (annualized)	(%)	33.9	23.2	14.7	10.7	-	Enel SpA
<b>Communication to shareholders</b>								
<b>102-43</b>	<b>Information requests from retail shareholders<sup>(5)</sup></b>	(no.)	40	41	75	-1	-2.4	Enel SpA
<b>LENDERS</b>								
<b>Debt</b>								
	<b>Total debt</b>	(mil euros)	<b>45,415</b>	<b>45,175</b>	<b>41,089</b>	<b>240</b>	<b>0.5</b>	Enel
	<b>Debt to Equity</b>	(i)	<b>1.1</b>	<b>1.0</b>	<b>0.9</b>	<b>0.1</b>	<b>11.5</b>	Enel
<b>Rating</b>								
	<b>S&amp;P</b>	(i)	<b>BBB+</b>	<b>BBB+</b>	<b>BBB+</b>	-	-	Enel
	Outlook	(i)	Stable Outlook	Stable Outlook	Stable Outlook	-	-	Enel
	<b>Moody's</b>	(i)	<b>Baa2</b>	<b>Baa2</b>	<b>Baa2</b>	-	-	Enel
	Outlook	(i)	Positive	Positive	Stable Outlook	-	-	Enel
	<b>Fitch</b>	(i)	<b>A-</b>	<b>A-</b>	<b>A-</b>	-	-	Enel
	Outlook	(i)	Stable Outlook	Stable Outlook	Stable Outlook	-	-	Enel
<b>405-1 CORPORATE GOVERNANCE</b>								
<b>Board of Directors (BoD)</b>								
	<b>Members of BoD by type</b>	(no.)	<b>9</b>	<b>9</b>	<b>9</b>	-	-	Enel SpA
	Executive members	(no.)	1	1	1	-	-	Enel SpA
	Non-executive members	(no.)	8	8	8	-	-	Enel SpA
	- of whom independent <sup>(6)</sup>	(no.)	7	7	7	-	-	Enel SpA
<b>Women on BoD of the Group</b>								
	Women on the BoD of Enel SpA	(no.)	4	3	3	1	33.3	Enel SpA
	Women on the BoD of Group companies	(no.)	208	181	215	27	14.9	Enel
<b>Members of the BoD by age group</b>								
	Under 30 years old	(%)	-	-	-	-	-	Enel SpA
	30 - 50 years old	(%)	22	-	11	-	-	Enel SpA
	Over 50 years old	(%)	78	100	89	-22	-	Enel SpA
	<b>BoD meetings</b>	(no.)	<b>16</b>	<b>14</b>	<b>18</b>	2	14.3	Enel SpA
<b>103-2 Implementation of the Code of Ethics</b>								
	<b>Reports received by type of stakeholder</b>	(no.)	<b>151</b>	<b>166</b>	<b>144</b>	-15	-9.0	Enel
	Internal stakeholders	(no.)	25	30	25	-5	-16.7	Enel
	External stakeholders	(no.)	22	23	40	-1	-4.3	Enel
	Anonymous	(no.)	104	113	79	-9	-8.0	Enel
	<b>Reports received for harmed or potentially harmed stakeholder</b>	(no.)	<b>151</b>	<b>166</b>	<b>144</b>	-15	-9.0	Enel
	Shareholder	(no.)	55	66	67	-11	-16.7	Enel
	Customer	(no.)	3	7	12	-4	-57.1	Enel
	Employee	(no.)	64	69	45	-5	-7.2	Enel
	General public	(no.)	5	9	3	-4	-44.4	Enel
	Suppliers	(no.)	24	15	17	9	60.0	Enel
	<b>Reports received by status</b>	(no.)	<b>151</b>	<b>166</b>	<b>144</b>	-15	-9.0	Enel
	Reports being assessed	(no.)	4	-	-	4	-	Enel

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Reports for which a violation has not been confirmed	(no.)	121	128	113	-7	-5.5	Enel
	Reports for which a violation has been confirmed	(no.)	26	38	31	-12	-31.6	Enel
	<b>Reports related to</b>	(no.)	<b>151</b>	<b>166</b>	<b>144</b>	-15	-9.0	Enel
	Conflict of interests/Bribery/Corruption	(no.)	25	35	33	-10	-28.6	Enel
	Misappropriation	(no.)	29	34	42	-5	-14.7	Enel
	Work practices	(no.)	79	74	38	5	6.8	Enel
	Community and society	(no.)	4	3	-	1	33.3	Enel
	Other reasons	(no.)	14	20	31	-6	-30.0	Enel
	<b>Violations confirmed by type of harmed stakeholder<sup>(7)</sup></b>	(no.)	<b>26</b>	<b>38</b>	<b>31</b>	-12	-31.6	Enel
	Shareholder	(no.)	17	20	19	-3	-15.0	Enel
	Customer	(no.)	-	1	-	-1	-100.0	Enel
	Employee	(no.)	5	10	8	-5	-50.0	Enel
	General public	(no.)	1	2	-	-1	-50.0	Enel
	Suppliers	(no.)	3	5	4	-2	-40.0	Enel
<b>103-2; 406-1</b>	<b>Violations related to incidents of<sup>(7)</sup></b>	(no.)	<b>26</b>	<b>38</b>	<b>31</b>	-12	-31.6	Enel
<b>205-3</b>	Conflict of interests/Bribery/Corruption <sup>(8)</sup>	(no.)	2	10	10	-8	-80.0	Enel
	Misappropriation	(no.)	14	11	7	3	27.3	Enel
	Work practices	(no.)	9	11	8	-2	-18.2	Enel
	Community and society	(no.)	-	-	-	-	-	Enel
	Other reasons	(no.)	1	6	6	-5	-83.3	Enel
	<b>Violations regarding incidents of conflict of interest/corruption, by country</b>	(no.)	<b>2</b>	<b>8</b>	<b>10</b>	-6	-75.0	Enel
	Argentina	(no.)	-	-	1	-	-	Argentina
	Brazil	(no.)	2	2	1	-	-	Brazil
	Chile	(no.)	-	2	4	-2	-100.0	Chile
	Colombia	(no.)	-	1	1	-1	-100.0	Colombia
	Italy	(no.)	-	-	1	-	-	Italy
	Peru	(no.)	-	1	-	-1	-100.0	Peru
	Romania	(no.)	-	1	-	-	-	Romania
	Russia	(no.)	-	-	2	-	-	Russia
	Spain	(no.)	-	1	-	-	-	Spagna
	<b>Actions taken in response to incidents of conflict of interest/corruption</b>	(no.)	<b>2</b>	<b>15</b>	<b>13</b>	-13	-86.7	Enel
	- of which: actions taken against employees in response to cases of conflict of interest/corruption	(no.)	2	9	7	-7	-77.8	Enel
	- of which: actions taken against contractors in response to cases of conflict of interest/corruption	(no.)	-	6	6	-6	-100.0	Enel
<b>412-3</b>	<b>Significant investment agreements that include human rights clauses<sup>(9)</sup></b>	(no.)	<b>-</b>	<b>4</b>	<b>9</b>	-4	-100.0	Enel
<b>412-3</b>	<b>Percentage of significant investment agreements that include human rights clauses</b>	(%)	<b>-</b>	<b>100</b>	<b>100</b>	-	-	Enel
<b>INSTITUTIONAL RELATIONS</b>								
<b>201-4</b>	<b>Grants<sup>(10)</sup></b>							
	<b>Grants supplied in the period by geographic area<sup>(11)</sup></b>	(mil euros)	<b>6.7</b>	<b>11.2</b>	<b>83.2</b>	-4.5	-40.1	Enel
	Italy	(mil euros)	4.7	8.3	81.8	-3.6	-42.8	Italy
	Slovakia <sup>(11)</sup>	(mil euros)	-	-	-	-	-	Slovacchia

GRI/ EUSS	KPI	UM	December 2020	December 2019	December 2018	2020-2019	%	Scope
	Spain	(mil euros)	0.5	1.7	0.9	0.8	88.9	Spagna
	Brazil	(mil euros)	-	-	-	-	-	Brazil
	Colombia	(mil euros)	1.0	1.0	0.5	-	-3.4	Colombia
	Chile	(mil euros)	0.5	0.2	-	0.3	3.2	Chile
	<b>Grants received by destination<sup>(11)</sup></b>	(%)						
	Energy networks	(%)	55.0	40.3	88.8	14.7	-	Enel
	R&D	(%)	29.6	56.2	1.3	-26.6	-	Enel
	Renewable	(%)	14.3	14.3	2.4	-	-	Enel
	Training	(%)	-	-	-	-	-	Enel
	Other	(no.)	1.1	-	76	1.1	-	Enel
	<b>Number of projects which received grants</b>		46	40	88	6	15.0	Enel
	<b>Loans granted by the EIB and others</b>							
	<b>Remaining debt on loans from EIB and others by geographic area<sup>(12)</sup></b>	(mil euros)	<b>6,314</b>	<b>6,550</b>	<b>6,279</b>	-236	-3.6	Enel
	- Italy	(mil euros)	3,735	3,755	3,760	-20	-0.5	Italy
	- Abroad (Latin America, Spain, Slovakia, Russia, Romania)	(mil euros)	2,579	2,795	2,519	-216	-7.7	Enel
	<b>Remaining debt on loans from EIB and others by destination<sup>(12)</sup></b>							
	Energy networks	(%)	62.9	61.4	66.9	1.5	-	Enel
	R&D	(%)	0.1	0.1	0.1	-	-	Enel
	Renewable	(%)	34.5	36.6	29.7	-2.1	-	Enel
	Training	(%)	-	-	-	-	-	Enel
	Other	(%)	2.6	1.9	3.2	0.7	-	Enel
	<b>Number of projects in progress approved with loans from EIB and others</b>	(no.)	138	162	171	-24	-14.8	Enel

- (1) The institutional investor is an entity that, under a specific mandate or on their own account, undertakes equity and/or property investment on a continuous and professional basis. The category includes: mutual funds, pension funds, hedge funds, investment and merchant banks, insurance companies.
- (2) Calculated comparing the number of shares held by identified Socially Responsible Investors (SRIs) with the number of shares held by identified institutional investors.
- (3) SRIs are investors who state that they include environmental, social and governance (ESG) factors in their traditional financial analyses in order to guide their investment decisions (inclusion of at least one ESG criterion and adherence to the main international principles approved by organizations such as UNPRI, UKSIF, EUROSIF are among the key factors in order to classify an investor as an SRI).
- (4) Calculated as the difference between the valuation on the last open market day of the year and the valuation of the previous year.
- (5) Only requests received have been considered, not the responses provided.
- (6) The number of independent directors pursuant to the Consolidated Law on Finance (TUF) is 8 (including the Chairman). The number of independent directors pursuant to the Corporate Governance Code is 7 because the Code does not allow the Chairman to be considered independent since he/she is a "senior representative" of the company.
- (7) In 2020, the analysis of reports received in 2019 was completed, hence the number of confirmed violations for 2019 was revised from 36 to 38. The two additional violations are to be ascribed to minor cases of private interest in Brazil.
- (8) Corruption consists of the abuse of power 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 bribery, fraud, extortion, collusion, conflicts of interest and money laundering.
- (9) No agreement significant for this reporting was entered into in 2020.
- (10) Non-repayable loans do not have a linear or foreseeable trend; while a significant grant was given in 2018, this did not occur in 2019 as only minor projects were set out.
- (11) (The 2019 figures have been updated. Specifically, in Chile and Colombia, projects not previously considered in the scope of reference have been included. In terms of Italy, the decrease is due to an adjustment on several projects.
- (12) The 2019 figures have been updated. Specifically, in Italy, a deviation occurred, which mainly includes adjustments and projects not mapped in a residual manner. Brazil shows a reduction due to the exchange rate applied.

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