









OWER TO PARA SAIGHTER FUTURES OF THE SUSTAINABLE PROGRESS

















Our strategy for sustainable progress

102-15

The strategy developed in recent years has enabled the Group to set out a **vision of the future and progress centered on sustainability**, as a key and essential element to face the global challenges of the transition to a decarbonized economy.

Stakeholders **listening** increasingly means we can intercept their needs and priorities in advance, knowing that our actions will result in impacts on the ecosystem we are part of, and that, to achieve long-term sustainability, we must consider the environment, the climate, the economy and society as inseparable parts of the same whole. Proactive, able to intercept news and look beyond, but always with concrete awareness and effective action plans.

Our strategy is articulated around the core concept of contributing to building a fairer and more inclusive society throughout the entire value chain, protecting the environment in which we live and creating opportunities for the future for the Company and for our stakeholders, without leaving anyone behind.

A sustainable strategy and an integrated business model that enable us to contribute to achieving all **17 United Nations Sustainable Development Goals**. In particular, 4 of the 17 goals guide our creation of value: **SDG 13**, "Climate Action"; **SDG 7**, "Affordable and Clean Energy"; **SDG 9**, "Industry, Innovation and Infrastructure"; **SDG 11**, "Sustainable Cities and Communities".

Taking into account the results of the materiality analysis and in synergy with the Strategic Plan, we are therefore setting out our **Sustainability Plan**, divided into specific objectives in the short, medium and long term, to make our journey towards sustainable progress more transparent and verifiable. Every year, these objectives are updated and new targets are set to ensure continuous alignment with the business strategies and the results achieved, in order to increasingly integrate sustainability along the entire value chain, taking into account the potential impacts on the economy, on the environment and on people.

The 2022-2024 Sustainability Plan is divided into 6 macro-areas, closely linked to each other and representing the strategic lines of action:

1

Net-Zero Ambition:

To bring forward the Net-Zero objectives to 2040

2

Electrification:

To enable the electrification of customer energy demand, offering a reliable and sustainable service

3

People:

To create long-term value with and for all our stakeholders, helping them to grow and meet challenges

4

Nature:

To promote the protection of natural capital and biodiversity

5

Growth accelerators:

To accelerate sustainable progress through innovation, digitalization and the circular economy

6

Backbones:

To support sound governance, respect and promotion of human rights, continuous improvement in health and safety objectives

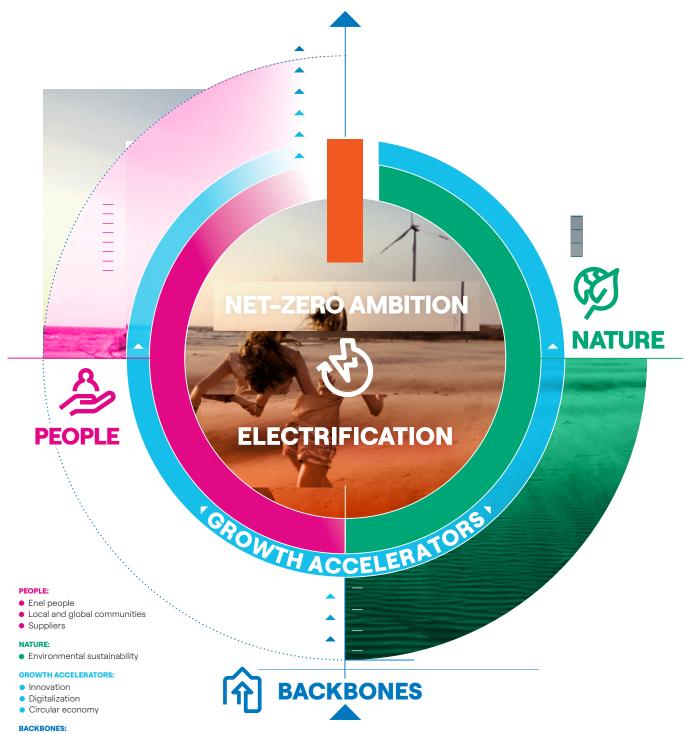


Sustainable development along the entire value chain



Sustainable Value Creation in the long term





- Occupational health & safety
- Sound governance
- Human rights



Net-Zero Ambition

We have made a commitment to **bring forward our Net-Zero trajectory by 10 years, from 2050 to 2040**, for both direct and indirect emissions. We are committed to achieving a value of zero emissions, with no use of any carbon removal technology or nature-based solutions, in relation to the generation of energy and the sales of electricity and natural gas to end customers. An ambitious goal that is based on the implementation of certain fundamental strategic stages:

- i) to accelerate the process of decarbonization of generation activities, gradually replacing the thermoelectric portfolio with new renewable capacity, as well as making use of the hybridization of renewables with storage solutions. The plan to 2030 provides for the development of about 100 GW of additional renewable capacity and the gradual reduction of thermal capacity to less than 20% of the total;
- ii) to sell electricity produced 100% from renewable sources by 2040 and to exit the gas sales business by the same year.

We have confirmed our 2030 targets for an 80% reduction in Scope 1 emissions compared to 2017, in line with the 1.5 °C scenario, as certified by SBTi, and those relating to indirect emissions related to the sales of electricity and natural gas to end customers.

Electrification

We have increased and extended our commitment to the **electrification of uses**, where people and their everyday decisions play an active role in change. Supported by a unified platform capable of managing the world's largest customer base of any private operator, our strategic actions will result in the creation of value for customers by 2030, through a reduction in energy expenditure and their carbon footprint. A commitment that translates into a significant and tangible improvement in quality of life for all.

The main lines of action will concern:

- the strengthening of networks and infrastructure, due to be called on to support greater electricity flows and to offer a higher quality, more efficient and reliable service;
- **customer support** in the process of transforming their energy habits in everyday life, based on the provision of new services and products.

The main goals in this regard include the strengthening of the commitment to reduce the average frequency and duration of interruptions of electricity supply (SAIFI and SAIDI), knowing that service reliability is one of the levers to incentivize electrification. It is also the major factor on which many aspects of our customers' quality of life depend, both in everyday life and in terms of specific issues related to health, safety and development. We are committed to further extending access to electricity in rural and suburban areas in the countries in which we operate, to communities with no electricity supply, aiming at reaching 6.9 million beneficiaries by 2030. With regard to new technologies to support more responsible and decarbonized consumption, our main goals by 2024 include reaching 476 MW of storage and 13 GW of demand response, a digital platform service open to commercial and industrial customers that increases network flexibility and stability and improves efficiency in the use of infrastructure and energy resources by optimizing their consumption. We also intend to continue supporting the dissemination of the electric vehicles, and we expect to reach a total of 1.1 million public and private charging points, as well as to serve over 12,000 electric buses.

We want to provide **our customers** with innovative and inclusive services, increasing the digital content available and committing to respecting confidentiality and the right to privacy through proper use of the data and information we receive. We pay particular attention to **vulnerable customers**, including people with disabilities, the target audience for products developed according to the "design for all" technique. This approach takes into account everybody's needs, to broaden their user base and satisfaction; it also includes specific programs and initiatives such as the promotion of "slow shopping", with dedicated areas and times for those who find shopping stressful or challenging, where the staff are trained to welcome them appropriately.





People

The sustainable quality of the relationships we establish with stakeholders lies at the center of our commitment, whether they are our colleagues, suppliers, members of the communities in which we operate or our customers. Meeting their needs also translates into attention to those who are most exposed to the transition towards a decarbonized economy, by supporting them on their journey, leveraging and enhancing their capabilities (further information on Enel for the Just Transition is available in "The path to Net-Zero" chapter). Specifically, in the most heavily involved contexts, we promote the retraining and enhancing the professional skills of Company's people, via specific resettlement programs supported by upskilling and reskilling activities. We are committed to dedicating 40% of the total training to these programs by 2024, and to also support our suppliers on this new journey to repurpose their resources and skills. We are also promoting projects and activities at a local level with the communities involved in the transition process, for example if specific plants are closed, supporting the most vulnerable groups and the ecosystem as a whole. For the people who work for the Company, we are also committed to building an inclusive working environment on a daily basis, one that can enhance diversity and uniqueness, and foster individual development, including by extending the training offer. Our Succession Plans state that by 2024, 45% of managers should be women, an essential target to achieve the objectives of increasing the representation of women in senior positions in the Company. Compared to the previous year, we have therefore increased the goals for the percentages of female managers and middle managers by 2024, to 26.8% and 33.4% respectively.

Responsible relations with the communities in which we operate and promoting economic and social development constitute a pillar of our strategy. As such, we have confirmed our commitment for the period 2015–2030 to developing specific projects to:

- ensure inclusive, equitable and quality education (SDG 4), to benefit up to 5 million people;
- provide access to affordable, reliable, sustainable and modern energy (SDG 7), due to affect 20 million people;
- promote sustained, lasting, inclusive and sustainable economic growth (SDG 8) with 8 million beneficiaries.

Within the **supply chain**, we have increased our suppliers' level of engagement in the focus on sustainability, with gradual conversion of sustainability factors in the context of tenders from reward factors to mandatory requirements, with the aim of achieving 35% coverage of the latter by 2024.



Nature

Environmental sustainability translates into an everyday commitment to the conservation and preservation of nature and biodiversity, by reducing and mitigating the potential negative effects on the planet that may result from various Group activities, to protect present and future generations. In this context, we are committed to achieving No Net Loss in terms of biodiversity in the expected development of new infrastructure by 2030, by embarking on the adoption of selected projects in areas of major importance for **biodiversity**, beginning in 2025. We have also set specific goals related to reducing emissions and consumption.



Growth accelerators

Growth accelerators, innovation, circular economy and digitalization embrace and leverage all the themes in Enel's sustainability strategy, speeding up the journey towards sustainable progress. A culture of widespread Innovability® (innovation and sustainability) means that the whole Company aims to renew itself continually, thereby ensuring its survival in the long term. We are constantly committed to finding innovative solutions to safeguard the environment, that create conditions of equality and inclusion for those who otherwise would have fewer possibilities, including from a work-related perspective. We have set specific objectives related to the development of Proof of Concept and the adoption of innovative solutions within the business, evaluated in the perspective of the potential that can be generated, with the aim of continuously improving what we and others have done in the past.

Adopting a fully sustainable business model requires a complete rethink, including in terms of **circularity**, with the aim of reducing the consumption of materials throughout the value chain and developing business models and new solutions such as sharing platforms. For example, suffice to look at the increasing attention to raw materials, the basis for the production of solar panels and batteries, a major focus for us in considering the topic of their scarcity compared to demand. At the same time, we must monitor all the issues related to the supply of these materials and to the safety that must always be guaranteed every step of the way.

Finally, the energy transition cannot disregard elements such as **digitalization** and **cyber security**, for which the Group is committed to disseminating the most advanced solutions and to strengthening verification actions in order to prevent possible cyber attacks (Ethical Hacking, Vulnerability Assessment and Cyber Exercise involving industrial plants and sites).



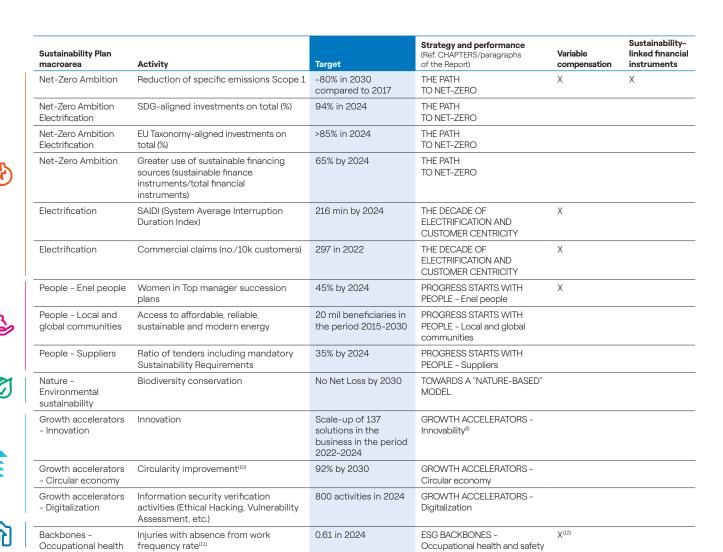
Backbones

At the heart of our strategy to contribute to sustainable progress lies our commitment to respect for **human rights** throughout the value chain in which we operate, also guaranteed by our human rights due diligence management process⁽⁹⁾. We measure our success by ensuring that the people who work with us do so under fair and favorable conditions, and that **their health, safety and well-being** are the keystone of value creation. As a framework for the entire sustainability strategy is **sound governance**, supporting the interests of all relevant stakeholders, who can trust us, knowing that the principles of transparency, fairness and integrity guide our actions.

A summary table of the main targets is provided below, indicating the macro-areas of the Sustain-ability Plan, as well as whether they are included in the short- and long-term remuneration plan for Top Management and/or in sustainability-linked financial instruments.



⁽⁹⁾ More details are available in the "Human Rights" section.



In the 2021 Sustainability Report, an overview of all the objectives in the 2022-2024 Sustainability Plan is provided at the beginning of each chapter, in the dashboards. For example, the dashboard header represents the link between the topics of materiality, the issues in the Sustainability Plan and the United Nations Sustainable Development Goals, to which the

and safety

objectives related to the specific issue contribute directly. Each dashboard then presents the objectives in detail, with an indication of the target relating to the 2021-2023 Plan, the 2021 result, the consequent progress, and finally the targets in the new 2022-2024 Plan, which may be redefined or added to from the previous Plan.



- (10) The circularity improvement index measures lower material and fuel consumption of the Group's plants throughout their life cycle compared to 2015.
- (11) This index is calculated by establishing the ratio between the number of injuries (all injuries, also those with 3 days of absence or less) and hours worked/1,000,000.
- (12) In line with GRI, the target reported here takes into account calculation methods that are slightly different from what has been included in Chief Executive Officer's short-term variable compensation, reported in the Report on Remuneration Policy.



Activities	2021-2023 targets	2021 results Status		2022-2024 targets	Tag	SDG
Reduction of specific emissions Scope 1	-80% in 2030 compared to 2017 (82 gCO _{2eq} /kWh) ⁽¹⁾	-45% compared to 2017 (227 gCO _{2eq} /kWh)		-80% in 2030 compared to 2017 (82 gCO _{2eq} /kWh) ⁽¹⁾	E	13
Reduction of Scope 1 and 3 electricity retail emissions	•	-45% compared to 2017 (201 gCO _{2eq} /kWh)		Approximately -80% in 2030 compared to 2017 (≤ 73 gCO _{2eq} /kWh) ⁽²⁾	E	13
Reduction of Scope 3 gas retail emissions	•	-12% compared to 2017 (22.3 MtCO ₂) -55% in 2030 compared to 2017 (11.4 MtCO ₂) ⁽³⁾		E	13	
Development of additional ⁽⁴⁾ renewable capacity and reduction of thermal ⁽⁵⁾ capacity	Approximately +96 GW of additional renewable capacity ⁽⁴⁾ in 2021-2030	5.1 GW of built renewable capacity ⁽⁴⁾		Approximately 100 GW of additional renewable capacity in 2022- 2030 ⁽⁶⁾	E	7
	<20% of conventional capacity ⁽⁵⁾ over total capacity	-2.0 GW of thermal capacity ⁽⁵⁾		<20% of conventional capacity over total capacity ⁽⁵⁾ in 2030		
Energy production from renewable sources ⁽⁷⁾ (% over total)	•	51%		Approximately 80% by 2030 ⁽⁶⁾	E	7 13
MBA-PhD training about resilience and energy transition in the countries where the Group operates	600 people involved in the period 2021-2023	267 people involved		600 people involved in the period 2022-2024	E S G	13 17

- (1) The 2030 Scope 1 emissions reduction target was certified by Science Based Targets initiative (SBTi) in 2020, in line with 1.5°C. 2024 reduction target is -66% compared to 2017 (140 gCO_{2eq}/kWh).
 (2) 2024 reduction target is -65% compared to 2017 (≤ 130 gCO_{2eq}/kWh).
 (3) 2024 reduction target is -16% compared to 2017 (21.3 MtCO₂).
 (4) Includes managed capacity. The value of built renewable capacity in 2021 includes 0.2 GW of BESS.

- (5) Includes nuclear.
 (6) Includes 9 GW of BESS. The 2022-2024 target is 23 GW (that includes 2 GW of BESS).
 (7) Includes production from managed capacity.
 (8) 2024 target is 67%.

	Goals			Status		
I Industrial E Environmental S Social	(+)	\mathcal{C}	C			
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Sustainable construction site	Promoting the adoption of the sustainable construction model (no. sustainable construction sites/ total construction sites)			Promoting the adoption of the sustainable construction model (no. sustainable construction sites/ total construction sites)	E S	4 6 7 8 12 13 14 15
	100% renewable construction sites ^(g) by 2023	100% renewable construction sites ⁽⁹⁾		100% renewable constructions sites by 2022 ⁽⁹⁾		
	100% hydroelectric, geothermal and thermal construction sites by 2023	100% hydroelectric, geothermal and thermal construction sites		100% hydroelectric, geothermal and thermal construction sites by 2022		
	Improving the adoption of the sustainable construction site model (average adoption rate per site) 100% by 2023	100% renewable construction sites ⁽⁹⁾ 100% hydroelectric, geothermal and thermal construction sites		Monitoring the efficacy of sustainable practices implementation (no. implemented practices/no. practices defined in CSV Plan) Renewable construction sites ⁽⁹⁾ : 95% by 2023 Hydroelectric, geothermal and thermal construction sites: 80%	I E S	4 6 7 8 12 13 14 15
Sustainable plant Q	Promoting the adoption of the sustainable plant model (sustainable plants/total eligible plants) 100% by 2023	100%		Promoting the adoption of the sustainable plant model (sustainable plants/total eligible plants) 100% by 2024	I E S	4 6 7 8 12 13 14 15
	Improving the adoption of the sustainable plant model 66.3% in 2021 (rate of adoption of planned practices)	89.7%		Improving the adoption of the sustainable plant model 9% by 2022 ⁽¹⁰⁾ (implemented practices in the current year/implemented practices in the previous year)	E S	4 6 7 8 12 13 14 15

The models of **sustainable Design, Construction and Plant** are conceived to integrate sustainability in the business along the Value Chain (phases of Business Development, Engineering & Construction, Operation & Maintenance, Repurposing) and are based on the principles of Creation of Shared Value (CSV) to create synergies between the needs of the business and those of the territory, building long-term relationships. They are ever-changing pillars centered on best practices and procedures that aim to mitigate the impact of our plants on the territory, to increase and encourage collaboration with communities and generate efficiency promoting and applying the principles of CSV, circular economy and innovation, based on a deep knowledge of the context in which we operate. The use of local manpower for construction activities and actions taken to maximize recycling of waste produced and to reduce water consumption are examples of application of the models.

In particular, the pillar of sustainable Design and Construction site is applied in the construction phase of a plant until its completion, while the sustainable Plant pillar is applied to the Operation & Maintenance (O&M) phase, e.g. operations and production activities of the plant.

⁽⁹⁾ Excluding hydroelectric and geothermal.

⁽¹⁰⁾ The formula of the implementation rate was modified to evaluate the increase in the practices adopted compared to the previous year. The previous formula measured the practices adopted or already adopted as it was the first year of implementation of the catalogue. The practices deployed indicate how much the model is spreading the adoption of best practices within the plants.

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Promoting energy transition through conversion projects with the aim of finding new solutions and ways of using them to develop energy conversion, the circular economy, while also promoting innovation (11)	48 sites involved in repurposing projects ⁽¹¹⁾ , including: Porto Tolle: construction of an open-air tourist village by a third party; start of demolition by the counterparty Augusta: construction of an innovative research and study centre in areas no longer used of the plant, dedicated to sustainable reclamation, solutions for mitigating the environmental impact of plants and infrastructures, and other areas relating to the energy sector and plant species Livorno: construction of a logistic-customs area in the site areas Teruel: internal redevelopment Coal2RES conversion (combination of solar, wind and BESS)	Porto Tolle: demolition launched Augusta: constructions work in progress Bari: demolition launched		48 sites involved in repurposing projects (122), including: • Porto Tolle: construction of an open-air tourist village by a third party; start of demolition by the counterparty • Augusta: construction of an innovative research and study centre in areas no longer used of the plant, dedicated to sustainable reclamation, solutions for mitigating the environmental impact of plants and infrastructures, and other areas relating to the energy sector and plant species • Livorno: construction of a logistic-customs area in the site areas • Bari: construction of urban park with multifunctional areas (co-living, co-working, co-learning and green areas); start of demolition by the counterparty • As Pontes, Litoral: "call for projects" for collecting repurposing ideas with the objective of industrializing the areas to mitigate the impact of the closures • Teruel: Coal2RES internal redevelopment with the objective of industrializing the areas to mitigate the impact of the closure	I E S T	13
Greater use of sustainable financing sources (sustainable finance instruments/total financial instruments)	48% by 2023	55%		65% by 2024 ⁽¹³⁾	I E	7 13

- (11) Third-party project initiatives could be developed where in-house redevelopment is not feasible.
- (12) Includes sites already decommissioned, to be decommissioned, in operation and with hybridization currently ongoing with other technologies.
- (13) The 2030 target is >70%.







Electrification 102-15



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
SAIDI (min)	228 in 2023	243		216 in 2024 ⁽¹⁾	I E S	9
SAIFI (no.)	2.5 in 2023	2.77		2.5 in 2024 ⁽²⁾	I E S	9
Innovation and digitization of the distribution networks	49 mil end users with active smart meter by 2023	45 mil end users with active smart meter Q		48.4 mil end users with active smart meter ⁽³⁾	I G E T	9
Cabling ratio (km of cable lines/km of lines in total)	63.0% by 2023	60.6%		61.6% by 2024	I E S	9
Network losses (Italy) ⁽⁴⁾	4.7% in 2023	4.7%		4.7% in 2024	I E	9

Q Find out more

Smart meters replace conventional meters and allow real time information of consumption level and its optimization.

- (1) The 2030 target is ~100 min.
- (2) The 2030 target is ~2.
- (3) The 2030 target is ~81 mil.
- (4) Includes the technical losses (Joule effect) and non-technical losses (energy theft) of e-distribuzione (Italy).

	Goals			Status		
I Industrial E Environmental S Social	(+)	\mathcal{C}	C			
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
New producer connections (Italy and Spain)	283 thousand new connections in the period 2021-2023	79 thousand new connections		309 thousand new connections in the period 2022-2024 ⁽⁵⁾	I E	7 9 13
New producer connections - power (Italy and Spain)	9.0 GW in the period 2021-2023	1.64 GW		8.5 GW in the period 2022-2024 ⁽⁵⁾	E	7 9 13
Rural and suburban electrification: grid extension and microgrid solutions ⁽⁶⁾ - Connections	231 thousand connections in the period 2021-2023	104 thousand connections in rural areas		570 thousand connections in rural and suburban areas in the period 2022-2024 ^{rn}	I E S	7
Rural and suburban electrification: grid extension and microgrid solutions ⁽⁶⁾ - Beneficiaries	①	•		2.2 mil beneficiaries in rural and suburban areas in the period 2022-2024 ⁽⁸⁾	I E S	7
Charging points ⁽⁹⁾	~780 thousand	319 thousand		1.1 mil by 2024 ⁽¹⁰⁾	I G E T	9 11 13
Real-time demand response	10.6 GW	7.7 GW		13.0 GW by 2024 ⁽¹¹⁾	I S E T	7 9 13
Storage ⁽¹²⁾	527 MW	80 MW		476 MW by 2024	I S E T	9
Light points	•	•		3.6 mil by 2024	E T	7 9 11 13
Electric buses	•	•		12,600 by 2024 ⁽¹³⁾	E T	9 11 13

The management of the light points mainly consists of maintenance and their upgrade, for example the transition to the use of LEDs and intelligent lighting.

In addition to the vehicle itself, electric buses are supplied with several services such as the charging infrastructure, the smart charging platform, etc., to promote effective development of electric urban transit.

- (5) The target was redefined following a regulatory change in Spain pursuant to the Real Decreto of 29 December 2020 (1183/2020), which provides that the connection request is no longer necessary for installations of less than 15 kW.
 (6) The scope includes Argentina, Brazil, Chile, Colombia, Peru and Romania.
- (7)
- The 2030 target is 1.8 mil connections (2021-2030). The 2030 target is 6.9 mil beneficiaries (2021-2030). (8)
- (9) Public and private charging points installed. Includes interoperability points, net of which charging points installed at the end of 2021 there are 157 thousand.
- (10) The 2030 target is >5 mil.
- (11) The 2030 target is >20 GW.
 (12) EGP and TGX projects are excluded from the perimeter.
- (13) The 2030 target is over 20 thousand electric buses.

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Automatic payments (% payments through direct debit /Total Payments)	•	⊕		38%	S	9
E-billing (% bills issued and delivered with no paper/total bills)	(+)	(+)		36%	S	9
Digital customers (% customers registered via web or app/Total customers)	(+)	31%		42%	S	9
Commercial claims (no./10k customers)	•	⊕		297 in 2022	S	9

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Activities, products and services dedicated to customers with disabilities	Analysis of the customer experience for customers with disabilities and final qualitative assessment	Romania: analysis at national and county level of categories of vulnerable consumers and preparation of recommendations for Market area regarding needs of customers with disabilities and potential approaches		Analysis of the customer experience for customers with disabilities and final qualitative assessment	S	9 10 11
	Promotion of accessible products and services	Some examples: Social inclusion boosting program successfully launched and closed for Enel X Pay and Homix (Italy): accessible e-billing in Chile; accessible informative videos of Credito Facil Codensa available on the web, digital channels, and screen boards of service centers; use of sign language in videos in service centers and introduction of the Pedius app in Peru		35 inclusive products and services in the period 2022-2024		
	Promotion of 'slow shopping' and inclusive offers	Enel Premia wow for all completed in Italy, it got double the number of downloads compared to the other special coupons of the last 8 months (tot. 60,000); accessibility mapping of the stores of the four Enel distributors in Brazil; modification of 6 shops in Chile to eliminate architectural barriers; updating and creation of preferential areas of attention in shops in Peru		30 shops and/or call centers that use slow shopping methods in the period 2022–2024		
		•		400 Enel people in our shops trained to welcome customers with disabilities in the period 2022-2024		

\mathbf{Q} Find out more

Accessible products and services feature inclusive functionalities for people in vulnerable conditions, such as the elderly, people with disabilities, customers facing energy poverty situation.

Slow shopping is a method that aims to create meaningful experiences for customers with disabilities by creating specific dedicated channels, using accessible digital apps and services or by adapting our shops and call centers to make them more inclusive, for example using sign language and designing accessible physical spaces.

Activities 2021-2023 targets 2021 results Tag SDG The launch of the global platform for customer operations, based on the focus on customers and on digitalization, has outlined new performance and sustainability indicators at global level, making the previous country indicators, that are no longer present in the 2022-2024 Plan, homogeneous. Voice of customer for ongoing improvement 90% Italy Market - Customer Satisfaction Index Enel Energia SpA (% - value S from 1 to 100) T Italy Market - Perceived quality(14) 4.2 (value from 1 to 5) **Iberia Market** - Customer 7.46 7.5 Satisfaction Index (index - value from 0 to 10) Romania Market - Customer 8.0 8.3 Satisfaction Index (index - value from 1 to 10) Chile Market - Customer Satisfaction 73% 70% Index (% - value from 1 to 100) Inclusive offers Inclusive offers dedicated to customers 12 thousand customers "Over 65" The initiative was no longer foreseen - Italy involved by 2023 in 2021 S Paperless: online sales, archiving and digitalization of documents, digital bills, interactive bills **Italy Market** • 6.6 mil digital communications sent to • 5.9 mil digital communications sent to customers customers S 65% of sales made via tablets, • 32% of sales made via tablets compared to total sales made through T channels that use tablets Romania Market 2.1 mil digital communications sent to 11.8 mil digital communications sent to customers customers Everywhere commerce - Electronic billing (% of customers using digital billing) Italy Market ~60% 51% E Iberia Market 36% 39% T Romania Market 38% 42% Chile Market 32% 22% Colombia Market 35% 20% Peru Market 13% 10% 23% 14% Argentina Market Brazil Market **17**% 14% Everywhere commerce - Electronic payment (% of digital payments/total payments) Italy Market ~50% 48% E T

(14) This indicator measures the quality perceived by the customer on a monthly basis compared to the last contact with Enel Energia.

Redefined

Outdated

Goals

I Industrial E Environmental S Social +

T Technological



G Governance

Activities	2021-2023 targets	2021 results	Tag SDG
	rm for customer operations, based on the fo al level, making the previous country indicat		
Digitalization of the customer	relationship – Customers who use digital	services ⁽¹⁵⁾ (mil users/year)	
Italy Market	8.0	4.4	1 9
Iberia Market	6.0	6.6	S 11
Romania Market	1.7	1.2	
Digitalization of the customer	relationship - Customers who use digital	services via app ⁽¹⁶⁾ (mil users/year)	
Chile Market	0.66	0.54	1 9
Colombia Market	1.65	1.16	S 11
Peru Market	0.33	0.30	
Argentina Market	0.55	0.35	
Brazil Market	8.80	7.86	

⁽¹⁵⁾ This indicator measures the number of users who use the digital services offered (web/app) at least once during the year.(16) This indicator measures the number of users who use digital services via apps at least once during the year.

Enel people | 102-15 |



Activities	2021-2023 targets	2021 results	ults Status		Tag	SDG
Gender - % of women in selection processes ⁽¹⁾	50.0%	52.1%		50.0%	S	5
Gender – Female managers ⁽²⁾ and middle managers (%)	22.6% managers 30.6% middle managers 29.7% managers and middle managers	23.6% managers 31.4% middle managers 30.6% managers and middle managers 32.7% managers and middle managers 32.7% managers and middle managers 32.7% managers and middle managers 35.7%		S	5	
Gender - % of women in managerial succession plans	⊕	42.7%		45.0%	S	5
Gender - % of women in Top Manager succession plans	(+)	⊕		45.0%	S	5
Female students involved in STEM career guidance initiatives	(+)	•		12,800 female students involved in the period 2022- 2024	S	5
Climate survey (%)	100% people ⁽⁶⁾ involved	100% people ⁽⁶⁾ involved		100% people ⁽⁶⁾	S	8
	87% participants	70% participants ⁽⁷⁾		80% participants		
Open Feedback Evaluation - Performance appraisal (%)	100% people ⁽⁶⁾ involved	100% people ⁽⁶⁾ involved		100% people ⁽⁶⁾	S	8
appraisai (70)	99% appraised	99% appraised		99% appraised		

- (1) Excluding selection processes for blue collar workers or comparable technical roles as well as data concerning USA and Canada where local legislation prevents gender tracking in the recruiting phase.
- (2) Including female Top Managers.
- (3) 2030 target is 32.1%.
- (4) 2030 target is 38.1%
- (5) 2030 target is 37.4%.
- (6) Eligible and reachable persons: those who have a permanent contract and have been in place and active for at least 3 months during the year.
- (7) Climate surveys are carried out every two years. 2021 data refers to 2020 survey. The deviation from the 2021 target of 86% (figure in line with the previous 2018 climate survey), is related to a forecast prior to the pandemic emergency and to the change in the global scenario.

	Goals			Status	Status		
I Industrial E Environmental S Social	(+)	\mathcal{Z}	C				
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved	



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Average training hours "Cultural Evolution" per capita		44.6 hours		46 hours in 2024	S	8
Digital skills – Promote training on digital skills among all Enel people 35 new "digital sustainability" initiatives over the period 2021–2023		20 "digital sustainability" initiatives carried out		20% of training hours dedicated to develop digital skills	S	4
Reskilling and upskilling - Promote and plan reskilling programmes for Enel peop	3 1 0	Upskilling and reskilling mapping carried out with all the Business Lines involved ⁽⁸⁾		40% of training hours conducted on upskilling and reskilling in 2024	S	8
Development of a new culture of "Human sustainability" among our people	•	(+)		10% of training hours dedicated to develop human skills	S	8
Scholarships available for Enel people	390 scholarships over the period 2021-2023	165 scholarships		390 scholarships over the period 2022- 2024	S	17
Disability - Adopting a systemic approach to disability inclusion	Launching a structured process to analyze the needs of Enel people with disabilities Disseminating accessibility principles and awareness of their benefits on inclusion Launching initiatives to improve the inclusion and contribution of Enel people with disabilities	Examples of global initiatives that involved Enel people with disabilities as part of the Value for Disability project ⁽⁹⁾ : Launch of a global community of disability focal points. Improvement of the accessibility of the tools for listening, development and training dedicated to Enel people Inclusive safety for emergencies (focus on health surveillance for people with disabilities in the new Global Health Policy)		Launching a structured process to analyze the needs of Enel people with disabilities Disseminating awareness on the importance of accessibility and its benefits on inclusion Launching initiatives to improve the inclusion and contribution of Enel people with disabilities	S	8 10

Digital sustainability initiatives are aimed at promoting awareness of sustainability issues through digital technology.

Among the topics related to the "Human sustainability" culture, there are sense making, empowerment, talents management, New Leadership.

⁽⁸⁾ For further information, please refer to the dedicated paragraph "Enel's commitment to a just and inclusive transition and the action plan" within the chapter "The path to Net-Zero".

(9) For further information, please refer to the dedicated paragraph "Value for Disability".

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Promote an inclusive culture	⊕	⊕⊕		 Promotion of a bias and harassment free inclusion culture Promotion of a multicultural workplace inclusion culture 	S	5 8 10
Enel people in remote working	•	•	workers			
Asset protection	•	•		Assessing risk in 100% of the countries where the Group operates	S	8
Physical protection of people abroad ⁽¹⁰⁾	 Preparation of the new "Travel App" Development of risk mapping by geographic region 	The Travel Risk managed jointly with the countries and monthly reviewed in a dedicated Committee, with the participation of Security managers from medium-risk countries Developed initiatives and courses to advance travel security awareness, simplifying the process, improving the usability of documents and interfaces and carrying out a more thorough second-level mapping of risk zones within countries		Design and implementation of an online training course on travel security to be included in the eDucation catalogue in 2022 Catalogue content expansion with at least 3 training courses for people travelling by 2024	(\$)	3

(10) This refers to services to mitigate the risk of assault and kidnapping for colleagues working in countries with very high levels of crime.





Activities	2021-2023 targets	2021 results	results Status 2022-20		Tag	SDG
Inclusive and equitable quality education	5.0 mil beneficiaries by 2030 ⁽¹⁾	3.0 mil beneficiaries (2015-2021)			S	17
Affordable, reliable, sustainable and modern energy	20.0 mil beneficiaries by 2030 ⁽¹⁾	13.2 mil beneficiaries (2015-2021)		20.0 mil beneficiaries by 2030 th	S	7 17
Sustained, inclusive and sustainable economic growth	8.0 mil beneficiaries by 2030 ⁽¹⁾	3.7 mil beneficiaries (2015-2021)		8.0 mil beneficiaries by 2030 th	S	17
Strengthening and promoting operational partnerships		581 partnerships launched		Strengthening and promoting operational partnerships	S	17
Implementation of new procommunities in which Ene shared value (CSV)	ojects in support of the Il operates in order to create	2,410 projects		Implementation of new projects in support of the communities in which Enel operates in order to create shared value (CSV)	S	1 2 3 5 10 17
Dissemination of the CSV	model in operating assets	1,478 total CSV applications		Dissemination of the CSV model in operating assets	S	9

(1) Cumulative figures since 2015.

 Suppliers | 102-15 |



Activities 2021–2023 targets		2021 results Status		2022-2024 targets	Tag	SDG
Qualified suppliers ⁽¹⁾ assessed for health and safety aspects for all product groups (% qualified suppliers)	100%	99%		100%	S	12
Qualified suppliers ⁽¹⁾ assessed for environmental aspects for all product groups (% qualified suppliers)	100%	99%		100%	E	12
Qualified suppliers ⁽¹⁾ assessed for human rights and business ethics aspects for all product groups (% qualified suppliers)	100%	99%		100%	S	16
Continual increase in the coverage rate of "sustainability K" tenders (% of "sustainability K" tenders/total tenders)	80% by 2023	83%	-	92% by 2024	S	12
Supplies' value covered by Carbon Footprint (CFP) certification ⁽²⁾	⊕	59%		75% by 2024	E	12
Supplies' value covered by Carbon Footprint certification or CFP estimation by international database ⁽³⁾	⊕	76%		95% by 2024	E	12
Ratio of tenders including mandatory Sustainability Requirements	\oplus	\oplus		35% by 2024	E	12

The ratio is calculated considering the total number of qualified suppliers with qualification valid within the year and does not include large players or subsidiaries of related industrial groups.
 80% of this value is also covered by EPD (Environmental Product Declaration), that certifies Carbon Footprint, environmental impacts and circularity data.
 CFP estimation from international database based on LCA methodology (Life Cycle Assessment).

	Goals			Status		
I Industrial E Environmental S Social	(+)	$\mathcal C$	C			
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
	n (EPD) qualification ubsequent launch of	Environmental Product Declaration (EPD) became mandatory as tender requirement		Target achieved and outdated, since the EPD became a mandatory requirement to participate in tenders on products covered by such certification	E	12
Development of a new control system for real time recognition and monitoring of suppliers' performances	Establishment of the system for reducing risk and improving resilience in the supply chain	The internal communication campaign on the Track and Rate system continued in 2021		Target achieved and outdated, since the communication campaign finished and the system is functioning	S	12
Definition of a singl for Enel's supplier r	le sustainability index anking in 2022	It has been decided to attribute more weight to separated evaluations in terms of environment, safety and human rights in order to be able to act expressly on suppliers depending on the type of risk emerged		Target outdated because the strategy of evaluation of sustainability aspects in the qualification phase has changed during 2021	S	12
strategies in which technical factor if aspects Start of actions a	roughout the entire	 Completed the rationalization of "sustainability K" factor Library and creation of sustainability tender requirements Library Creation of a Community of Sustainability and Circularity in the supply chain to spread sustainability best practices and projects 		Target achieved and outdated following the rationalization of the Library of K factors and requirements, with detailed indication for the buyers on which K and requirements to apply depending on specific tenders and following the creation of the Community of Sustainability and Circularity	S	12
and benchmarkir Development of principles of circ to achieve a "zero then extend it to Activity of trainin	civities of information ng with suppliers projects in line with the ular economy, in order o waste" approach and the business activities g of the employees of ent on sustainability	Remote vendor days and workshops carried out Definition of circular KPI for procurement and use of circular K factors and requirements Two rounds of webinars for buyers carried out in order to share how to use "sustainability K" and requirements; training on sustainability and Circular Economy School carried out		Target achieved and outdated, since a tool to collect circularity data has been developed and the training has been conducted on 100% of Global Procurement colleagues	S	12
in relation to the us developed for the r Performance Mana		 Training and recurring meetings carried out with all the Business Lines during 2021 (1,237 people trained) 		Target achieved and outdated, since the first round of has been carried out. Further recurring and continuing training sessions will be carried out	S	12



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Reduction of specific SO ₂ emissions	-94% in 2030 compared to the baseline year 2017	-89% compared to 2017 (0.07 g/kWh)		-94% in 2030 compared to the baseline year 2017 ⁽¹⁾	E	12
Reduction of specific NO _x emissions	-70% in 2030 compared to the baseline year 2017	-56% compared to 2017 (0.35 g/kWh)		-70% in 2030 compared to the baseline year 2017 ⁽²⁾	E	12
Reduction of specific particulate matter emissions	-98% in 2030 compared to the baseline year 2017	-98% compared to 2017 (0.005 g/kWh)		-98% in 2030 compared to the baseline year 2017 ⁽³⁾	E	12
Specific water requirement ⁽⁴⁾	-65% in 2030 compared to the baseline year 2017	-52% compared to 2017 (0.21 l/kWh)		-65% in 2030 compared to the baseline year 2017 ⁽⁵⁾	E	12 6
Reduction of waste products	-87% ⁽⁶⁾ in 2030 compared to the baseline year 2017	-87% compared to 2017 (1.2 mil t)		-87% ⁽⁶⁾ in 2030 compared to the baseline year 2017	E	12
"ZERO Plastic" project - Reduction of single-use plastics at Enel Group sites ⁽⁷⁾	 Reducing single-use plastics (office scope), compared to the new structure imposed by the pandemic, in the main countries of operation Extension of the project in plants by 2023 Enel sites in Italy⁽⁸⁾: -85% by 2023 Enel sites in Spain: -75% by 2023 	The project follows the evolution of the pandemic emergency and the "new-normal" are being evaluated to define an effective plan to reduce the single use plastic Enel sites in Italy ⁽⁸⁾ : -75% by 2021 ⁽⁹⁾ Enel sites in Spain: -65% by 2021 ⁽⁹⁾		Reducing single-use plastics (office scope), compared to the new structure imposed by the pandemic, in the main countries of operation Extension of the project in plants by 2024 Enel sites in Italy ⁽⁸⁾ : -85% by 2024 Enel sites in Spain: -75% by 2024	E	12

- (1) The target for 2024 is -93% compared to 2017.
 (2) The target for 2024 is -65% compared to 2017.
 (3) The target for 2024 is -98% compared to 2017.
- (4) Extractions considered net of the portion of water discarded into the sea after the desalination process (brine). New green hydrogen production plants are
- (5)
- 2024 target is -55% compared to baseline year 2017.

 This target excludes waste produced by the decommissioning of thermal plants.
- Compared to the volume of single-use plastics used in 2018. This does not include offices with fewer than 20 employees.
- Reduction calculated based on office occupancy and pandemic contingencies.

	Goals			Status		
I Industrial E Environmental S Social	(+)	\mathcal{C}	C			
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved

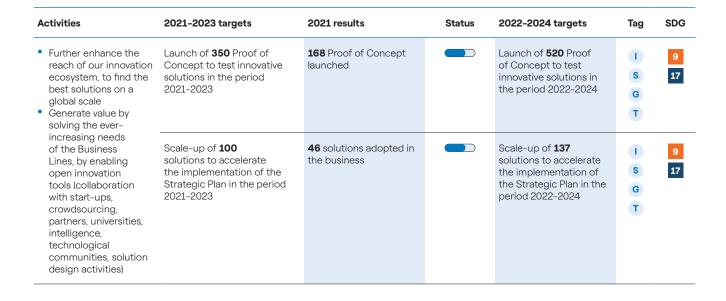


Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG	
Biodiversity conservation	•	•		Beginning No Net Loss implementation on selected projects in highly importance biodiversity areas starting from 2025 Biodiversity No Net Loss for new infrastructures by 2030 No Net Deforestation by 2030 No Go in UNESCO areas ⁽¹⁰⁾	E	14 15	
Minimizing the impact of Enel sites on habitats and species included on the Red List of the International Union for Conservation of Nature (IUCN)	Improving company processes for risk assessment and biodiversity management on plants and assets Establishing Group indicators and adopting biodiversity performance monitoring Internal awareness-raising initiatives on biodiversity protection, reaching 100% of the Enel population Increasing the partnership framework and stakeholder engagement	Completed High level biodiversity risk assessment and priority definition. Group Guideline under internal implementation by the main Business Lines New biodiversity KPIs for main group assets implemented. Webinars on "Biodiversity Ambassadors" to Enel Italian Employees; Biodiversity photo contest engaging all Enel Employees Participation to "Business for Nature Coalition"; Participation to SBTN's Corporate Engagement Program		Improving company processes for risk assessment and biodiversity management on plants and assets Strengthening and aligning Group indicators and adopting biodiversity performance monitoring Internal awareness-raising initiatives on biodiversity protection, reaching 100% of the Enel population Increasing the partnership framework and stakeholder engagement	E G	14	
Environment Extra Checking on Site (ECoS)	•	90 ECoS carried out		72 Environment ECoS each year	E	3 14 15	
Environment Contractor Assessment (CA)	•	190 Contractor Assessments carried out		196 Environment Contractor Assessment (CA) each year	E	3 14 15	

⁽¹⁰⁾ In any case Enel commits to comply to service obligation with the best adequate and feasible solutions.

Innovation | 102-15 |





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1	Industrial	E Environmental S Social	(+)	$\mathcal C$	C			
G	Governance	T Technological	New	Redefined	Outdated	Off track	On track	Achieved

Statue

Goale





Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Disseminating the IT security culture and changing people's behaviour in order to reduce risks	15 cyber security knowledge- sharing events held each year	18 events delivered	_	15 cyber security knowledge-sharing events held each year	S	9
Information security verification activities (Ethical Hacking, Vulnerability Assessment, etc.)	800 verification activities per year	1,580 verification activities carried out ⁽¹⁾	_	800 verification activities per year	T	9
Execution of cyber exercises involving plants/industrial sites	36 cyber exercises ⁽²⁾	23 cyber exercises carried out		40 cyber exercises ^[2]	S	9

Cyber exercises are drills aimed at simulating a cyber security incident, executed with the objective to train the reaction capacity of the involved subjects and to verify the processes and the technologies in the field. The exercises are conducted by Enel's Cyber Emergency Readiness Team (CERT) and involve both the technical structures and reference businesses. The simulation performed generates awareness and addresses possible needs for improvement of technical or organizational aspects.

- (1) The year 2021 was characterized by an exceptional performance thanks to the extra commitment and the exploitation of synergies and cross operational opportunities of the areas involved.
- (2) Cumulative value for the three-year reference period.

	Goals			Status		
I Industrial E Environmental S Social	(+)	\mathcal{C}	C			
G Governance T Technological	New	Redefined	Outdated	Off track	On track	Achieved



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Activities to reduce CO ₂ emissions	-13 mil printed pages in 2023 (vs. 2019)	-53 mil printed pages compared to 2019 ^(S)		-15 mil printed pages in 2023 (vs. 2019)	S	12
	Reduction of CO ₂ produced for optimization of PCs, laptops and monitors in Italy	12 mil hours of downtime		Activities to reduce PC, laptop and monitor downtime	S	12
	Extension of the use of videocommunication systems	7.3 mil meetings held via video communication services		Extension of the use of videocommunication systems	S	12
Reuse and exchange of information in the e-API Digital Ecosystem	⊕	•		130 new e-API interconnections in the period 2022-2024	S	9

The e-API Digital Ecosystem is the digital environment thanks to which all the companies of the Enel Group can share information, normally confined within specific vertical applications (information "silos"), in a simple, fast and automated way. Thanks to the enabling technology of the API (Application Programming Interface), data flows and Enel's functionalities are treated as "data-as-a-product", promoting sustainability through a real reuse and exchange of information and a reduction of time and resources needed.

⁽³⁾ The 2021 result has been significantly impacted by working methods tied to the pandemic.



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Circularity improvement Q	86% by 2030	62%		92% by 2030 ⁽ⁱ⁾	E	8 12 13
Strategic circular economy projects to reduce raw materials consumption	Definition and application of circular economy solutions and new business models focused on key technologies	Implementation of new circular smart meter solution, analisys of new technologies for wind blade recycling, redesign of photovoltaic panels, evaluation of recycling solutions for electric vehicles batteries, deployment of new electric charging stations (with recycled plastic), photovoltaic panels reuse		15 projects in the period 2022-2024 ⁽²⁾	E	12

The **circularity improvement** index measures the reduction of materials and fuel consumption of the Group's power fleet throughout the life cycle, compared to 2015.

Strategic circular economy projects and the related solutions developed are focused on key technologies such as wind power, photovoltaics, smart meters, electric vehicle charging stations, batteries.

- (1) The target for 2024 is 77%.
- (2) Seven of these projects are included in Innovation projects.





Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Definition and application of suitable industrial and financial circularity metrics to support and enhance circular economy activities, engaging the respective business areas	Stat of data collection for Group financial/industrial KPIs Consolidation and adoption of potential other specific KPIs for Business Lines/Countries in 2021 Definition of the Group's financial/industrial objectives on the circular economy in 2022	Started the fine tuning for the Financial/ Industrial KPIs, the data collection and the definition of the process to include them in the sustainability reporting Defined a circularity KPI for the investment evaluation process and ongoing definition of circularity metrics for finance Improved process for circular KPI calculation for CEO Business Review, also including Business Lines and Countries		Definition of the Group's financial/industrial objectives on the circular economy in 2022	E	12
Strengthening of partnerships and collaborations with cities and other public entities (e.g., region, metropolitan areas, etc.) on circular economy	Strengthening partnerships and collaborations with international networks, companies from other sectors, external players focused on the development of "circular cities"	Members of: Ellen MacArthur Foundation; Capital Equipment Coalition; Italian Circular Economy Stakeholder Platform; European Remanufacturing Council, Circular Economy Alliance, WBCSD Built Environment Working Group, European Raw Material Alliance, Platform for Accelerating Circular Economy Leadership Group		28 cities/public entities engaged in partnerships and collaborations in the period 2022-2024	E	12 17
Engagement of external actors to promote the dissemination and knowledge of the circular economy through physical/virtual events on CE, training activities and best practice sharing	Development of internal skills, culture and knowhow on the circular economy Training activities, CE community development, internal communication and sharing of best practices	Three editions of the Global Circular Economy School, two for Latin America (one of which opened at external actors) and one for Iberia Eight global webinars on specific CE topics (e.g., Circular cities, CE social impacts, finance, etc.) Ongoing activities of CE Community (Chile, Colombia, Peru, Spain, Italy) Skills development and best practice sharing: working groups on material and legal topic for CE		2,400 external participants engaged in the period 2022–2024	I E S	12

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Obsolete spare parts, equipment and scrap coming from thermal plants demolitions valorization promoting the adoption of circular business models	•	•		53 mil € of revenues generated by Reselling and Recycling activities by 2024 ⁽³⁾	E	7 9 12 13
Stepping up the sharing of best practices and knowledge on the circular economy with external stakeholders	Collaboration by drafting position papers, taking part in working groups, and through dissemination activities	Ongoing collaboration with Ellen MacArthur Foundation to develop the Circulytics metrics Published a paper with PACE (Circular Economy Action Agenda for Capital Equipment) Collaboration with Circle Economy for a paper on the role of Human Resources for circular economy transition		The target is considered reached and overcome, given the constant involvement in major international networks on circular economy with a collaborative approach	I E S G	12
Engaging with start-ups to circular economy	accelerate the transition to the	Launch of the Circular Economy Challenge with Marzotto Ventures Several ongoing initiatives with start-ups (e.g., with ACT Blade for the development of a new type of innovative fabric of wind blades)		The target is considered reached and overcome, because due to the dissemination activities carried out in recent years, the circular economy principles have been incorporated from the very beginning into the start-up engagement activities	I E G T	12

The target includes the implementation of various initiatives, including the **Spare parts and equipment New Life** project, that has the objective of giving new life to the components in the warehouses and to the equipment of the coal-fired power plants being decommissioned and to obsolete material from all the other thermal power plants, allowing economic and environmental benefits.



⁽³⁾ Reselling and Recycling activities carried out on the basis of the progress of the demolition work and scrap market value.





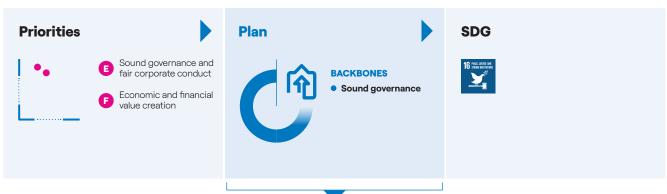
Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Safety Extra Checking on Site (ECoS) ⁽¹⁾	150 ECoS on health and safety and environment in 2023	279 ECoS on health and safety and environment carried out		80 Safety ECoS in 2024	S	3
Safety Contractor Assessment ⁽¹⁾	300 Contractor Assessments and Support on health and safety and environment in 2023	1,514 Contractor Assessments and Support on health and safety and environment		802 Safety Contractor Assessment in 2024	S	3
Reduction of injury frequency rates compared to prior years (LTIFR)		0.65 (+25% vs 2020) ⁽²⁾		0.61 in 2024 \sim	S	3
Training hours provided b SHE Factory	^у ••	•		+1% training hours (compared to previous year)	S	3
awareness and commitme	med at growing the culture,	Executed 104 inter Business Line activities (including ECoS, Safety Walk, etc.) "HSEQ(3) Professional Family Days" held "Welcome to HSEQ"(3) project dedicated to new resources Stop Work Policy course provided by SHE Factory on Global perimeter		Target outdated because replaced with specific quantitative targets	S	3

- (1) With respect to Environment ECoS and Contractor Assessment, please refer to the dashboard "Environmental sustainability".
- (2) This figure is the result of the calculation made using unrounded decimal values and refers to the combined LTIFR, Enel people and contractors. This index is calculated by establishing the ratio between the number of injuries, also those with 3 days of absence or less) and hours worked/1,000,000.
- (3) HSEQ: Health, Safety, Environment, Quality.

			Goals			Status		
I Industrial	E Environmental	S Social	(+)	\mathcal{Z}	C			
G Governance	T Technological		New	Redefined	Outdated	Off track	On track	Achieved



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
in order to optimize di	perating assets control system rectional strategies, methods nalysis and the consequent	Further development of the SHE.Start tools for the management of Contractor Assessments, ECoS, Group of Analysis (GOA), Audit and evaluation group Further development of the SHE.Metrics dashboard with the completion of the following sections: SafetyAnalytics, Fatality Risk Index (FRI), Inspections, Contractor Safety Index (CSI) and Group of Analysis (GOA)		C Target outdated because achieved	S	3





Activities 2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDO
Diversity Policy - Monitoring of the implementation of the Diversity Policy in the Board of Directors	The composition of the Board of Directors appointed by the Shareholders' Meeting of May 14, 2020 is consistent with the Diversity Policy's objectives for the various types of diversity		Monitoring of the implementation of the Diversity Policy in the Board of Directors	G	16
Recommendations and best practices - Continuous alignment with international recommendations and best practices for governance	 Ensured alignment with corporate governance international best practices, including those recommended by both leading proxy advisors and primary institutional investors Ensured full compliance with the new Italian Corporate Governance Code 		Continuous alignment with international recommendations and best practices for governance	G	16
Induction plan - Structured plan of induction of Directors and Statutory Auditors during the mandate	Adequate induction program for Directors and Statutory Auditors was carried out in order to grant them an adequate knowledge of the sectors in which the Group operates, the trend of markets and the regulatory framework		Structured plan of induction of Directors and Statutory Auditors during the mandate, including Sustainability topics	G	16
Engagement - Adoption of the Enel SpA engagement policy and support for the Investor Relations unit in engagement activities with institutional investors and proxy advisors on corporate governance issues	The Policy for the management of the dialogue with institutional investors and with the generality of shareholders and bondholders of Enel (so-called "Engagement Policy") was adopted by the Board of Directors in March 2021 The competent corporate Function regularly supported the Investor Relations Unit in engagement activities with regard to corporate governance issues		Monitoring of the implementation and possible updating of the Enel SpA engagement policy and supporting the Investor Relations unit in engagement activities with institutional investors and proxy advisors on corporate governance issues	G	16

Redefined

Outdated

Off track

On track



Achieved

G Governance T Technological

Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
	cution of the board review an independent consultant	Board review was carried out with the support of an independent consultant using the "peer-to-peer review" method		Execution of the board review with the support of an independent consultant	G	16
bribery managemer secured for the mai	cation - ISO 37001 anti- nt system certification in Italian companies over the Group's foreign	Certification secured for the main Group companies, while maintaining the certifications previously acquired		ISO 37001 anti- bribery management system certification secured for the main Italian companies and extension to cover the Group's foreign companies	G	16
	im - Ongoing improvement of ms/Models for the prevention	Process continued to adopt the Enel Global Compliance Program regarding the acquisition and set-up of companies at Group level Ongoing updates to the Models for the prevention of criminal risks of foreign companies		Ongoing improvement of Compliance Programs/Models for the prevention of criminal risks	G	16
	al extension of training on Global Compliance Program	Online training on ethical issues (e.g. Model 231, Anti-Corruption Management System, EGCP) was extended to all employees of the Group's Italian and foreign companies		Additional extension of training on Model 231 and Enel Global Compliance Program	G	16

Human Rights



Activities	2021-2023 targets	2021 results	Status	2022-2024 targets	Tag	SDG
Human rights due diligence Implementation of the new phase of due diligence on the human rights management system Due diligence conducted on strategic assets in the countries of presence	 In 2021: application of the site due diligence methodology to the pilot assets identified during the 2020 analysis In 2022: extension of the application of the site due diligence methodology; review of the due diligence on the human rights management system to enable the use of the new IT platform during the process In 2023: completion of the review of the due diligence on the human rights management system 	Site due diligence ⁽¹⁾ : Launched tool for Asset Level Human Rights Impact Assessment Identified assets in pilot countries (Italy, Iberia, Chile, Colombia)		Definition of a strategic framework relating to the management of human rights in business operations, implementation of the ensuing action plans, analysis of the results and tailoring of the inputs to update the initial framework including any evolution of the international landscape	S G	16 17

(1) Due diligence activities at site level delayed because of Covid-19 pandemic situation.



OWER TO A BAIGHTER FUTISS OUSTAINABLE PROGRESS

Concept design and realization

Gpt Group

Copy editing

postScriptum di Paola Urbani

Publication not for sale

Ву

Enel Communications

Enel

Società per azioni Sede legale 00198 Roma Viale Regina Margherita, 137 Capitale sociale Euro 10.166.679.946 i.v. Registro Imprese di Roma, Codice Fiscale 00811720580 R.E.A. 756032 Partita IVA 15844561009

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