

2025 THEMATIC REPORT



HUMAN RIGHTS: ENABLING A JUST TRANSITION

BUILD THE FUTURE THROUGH SUSTAINABLE POWER

INDEX

1.	CONTEXT.....	4
1.1.	The impact of the energy transition.....	4
1.2.	Enel's Just Transition pathway.....	5
2.	HUMAN RIGHTS AND JUST TRANSITION: ENEL'S COMMITMENT.....	8
2.1.	Enel's public commitment to human rights.....	10
2.2.	Human Rights Policy and its integration into business processes.....	11
2.3.	Advocacy and multi-stakeholder initiatives.....	11
3.	GOVERNANCE OF HUMAN RIGHTS.....	13
3.1.	Governance framework and oversight.....	13
3.2.	Training and internal capacity building.....	14
4.	HUMAN RIGHTS DUE DILIGENCE.....	15
4.1.	Due diligence framework and methodology.....	15
4.2.	Assessment of perceived risk for the identification of salient topics.....	16
4.3.	Gap identification and definition of potential improvement plans.....	17
4.4.	Improvement plans.....	18
5.	ENGAGEMENT WITH STAKEHOLDERS.....	19
5.1.	Enel People.....	19
5.2.	Workers in the value chain.....	22
5.3.	Local communities.....	25
5.4.	Customers.....	26
6.	ACCESS TO REMEDY.....	27
6.1.	Grievance mechanisms and remediation processes.....	27
6.2.	Case studies and lessons learnt.....	29
7.	SPECIFIC SALIENT HUMAN RIGHTS ISSUES.....	40
7.1.	Land use.....	40

7.2.	Forced labour in the supply chain: the solar sector experience	40
7.3.	Privacy	41
7.4.	Other emerging and systemic issues: Artificial Intelligence.....	41
8.	ENEL JUST TRANSITION PROJECTS	41
8.1.	Enel's Just Transition projects and initiatives	41

1. CONTEXT

1.1. The impact of the energy transition

In a global context that is increasingly sensitive to the consequences of the climate crisis, companies need to act by addressing environmental and social dimensions in an integrated manner, supported by governance mechanisms designed to manage and balance these interrelated aspects. With the signing of the 2015 Paris Agreement (COP21), the international treaty on climate change, signatory countries set the objective of limiting the increase in global average temperatures, recognizing the need for a global collective response to the climate crisis. Today, it is becoming increasingly clear that the environmental, social and economic dimensions are interdependent.

Indeed, according to the United Nations, climate change has significant and far-reaching impacts on the enjoyment of human rights, particularly for individuals and communities already living in situations of poverty or disadvantage, by undermining access to livelihoods, food, water, health, housing and energy¹. Moreover, the negative effects of this phenomenon impact women and men differently and are exacerbated by circumstances of vulnerability and disadvantage. Globally, 1.2 billion jobs depend on services directly provided by nature (such as the supply of

food and water) and stable climatic conditions. Therefore, rising global temperatures pose a threat not only to workers' health and safety, but also in terms of lost productivity². Against this backdrop, the Paris Agreement explicitly recognizes climate change as a shared challenge for humanity and commits signatories to address it while respecting and promoting human rights, including the right to health and development, the rights of local communities, children, persons with disabilities and other vulnerable groups, as well as gender equality and intergenerational equity. Within this framework, the concept of a Just Transition has emerged as a cornerstone of the energy transition, referring to a fair, responsible and sustainable process that anticipates and addresses potential adverse environmental and social impacts on people, communities and ecosystems.

A well-designed and carefully planned transition is therefore essential to effectively tackle social, economic and environmental challenges. Workers, communities, companies and governments are at the centre of this process: while they are directly affected by transition-related changes, they also play a crucial role in driving and accelerating a just and inclusive transition.

¹ <https://www.ohchr.org/en/documents/country-reports/ahrc5942add1-visit-vanuatu-report-special-rapporteur-promotion-and>

² [World Employment and Social Outlook 2018 – Greening with jobs](#)

WORKERS

In a Just Transition, workers play a central role and face several key challenges. To move forward, it is essential to:

Improve access to green job opportunities, offering training and reskilling so workers can update their technical abilities.

Increase women's participation in the energy sector.

Promote youth talent, encouraging more students to pursue technical careers in energy to ensure generational renewal.

PEOPLE

A just energy transition must prioritize people, especially the most vulnerable. In this context, it aims to:

Improve housing energy efficiency.

Increase investments to combat energy poverty.

Ensure access to safe, affordable, and clean energy

COMPANIES

The Just Transition plans will sustain companies operating in high-emitting industries or sectors by

Supporting the **transition to green technologies and economic diversification** based on climate-resilient investments and jobs.

Creating **favourable conditions** for public and private investment, facilitating access to loans and financial support.

Promote the **creation of new business**, SMEs start-ups.

Investing in research and innovation

GOVERNMENTS

Regions heavily dependent on fossil fuels and high-emitting industries will be supported by the Just Transition, which provides for:

Shift high-emitting regions and industries toward low-carbon and climate-resilient activities. **Create new green jobs** to replace those lost in fossil-fuel-based sectors.

Provide technical assistance and **affordable financing** to local authorities.

Ensure **digital connectivity** and **modernized public services**.

Protect vulnerable communities from uneven impacts of the transition.

Coordinate with the private sector to **accelerate green technologies** and mobilize labour and supply chains.

Balance Net Zero goals with affordability, resilience, and energy security.

1.2. Enel's Just Transition pathway

With the goal of contributing to a Just Transition that protects the environment and natural resources, addresses climate change, and promotes sustainable economic development, these principles have become strategic elements within Enel's planning and activities. Indeed, in Enel's new strategic plan 2026–2028³ the Group plans to continue reducing its direct and indirect greenhouse gas emissions, in line with the Paris Agreement and compliant with the 1.5°C pathway, as certified by the Science Based Targets initiative (SBTi), achieving net-zero emissions by 2040, while promoting the fundamental role of electricity as an energy carrier to drive the transition toward a global net-zero economy by 2050.

Through its business strategy, the Group is committed to identifying the drivers and investments required to develop climate change mitigation and adaptation actions across its entire value chain. This is consistent with the pledge made in 2019 through the signing of the United Nations Pledge Letter, through which Enel committed to:

Promoting multi-stakeholder engagement and social dialogue with institutions, workers' and their representatives, respecting workers' rights, encouraging social protection (including pensions and health care), and providing wage guarantees, in line with the core and occupational health and safety standards of the International Labor Organization (ILO).

³ <https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2026/2026-2028-enel-strategic-plan.pdf>

Working with existing and new suppliers that respect these standards, supporting them to increase their resilience in a transitioning economy, while advocating and acting for diversification of the supply chain of technologies critical to net zero achievement.

Contributing to the social and economic development of local communities, particularly so in the case of those most exposed to the transition out from fossil fuels and into green technologies.

Supporting customers in their electrification journey while at the same time allowing for an affordable, secure and green access to energy.

Enel's roadmap for a Just Transition is based on three main pillars:

Engagement of internal and external stakeholders to increase awareness and foster constructive dialogue that supports the transition.

Transition out of high-emission activities, supporting worker reskilling, strengthening supply chain resilience, and assisting communities and customers in transitioning away from conventional technologies.

Transition into green technologies, promoting new job opportunities and offering accessible and inclusive solutions that help consumers better manage their energy consumption

To implement its Just Transition pathway, Enel adopts a structured and inclusive approach to stakeholder engagement, ensuring that employees, suppliers, communities and customers are systematically involved in both the planning and execution of transition-related initiatives. In this context, the Group has defined concrete actions and country-level plans aligned with its overall strategy. These plans are grounded in the objectives of the Paris Agreement, the ILO Just Transition Guidelines, the United Nations Pledge Letter, and the commitments set out in the Group's Human Rights Policy.

Finally, Enel commits to aligning its direct and indirect public advocacy activities with the Paris Agreement and the goal of limiting global warming to 1.5°C. The Group pursues this objective through engagement with institutional stakeholders, trade associations, non-governmental organizations and academia, promoting its perspective on climate-related public policies and contributing to the

decarbonization and electrification of the economy along a Just Transition pathway.

Enel People

The rapid and constant evolution of the business environment, coupled with the need to support the strategy of an equitable transition to low-carbon technologies and services, makes continuous upskilling and reskilling training indispensable. Such training is essential to develop and consolidate the skills needed to effectively meet current and future challenges.

Professional development: upskilling and reskilling initiatives. The School & Academy of Enel's various business lines have promoted programmes for enhancing existing skills with the aim to promote access to more advanced professional paths and the acquisition of new skills. These paths enable people to strengthen technical skills, be ready to take on new roles and at the same time train transversal and soft skills, including the promotion of the digital culture (e.g. Artificial Intelligence). These training activities were implemented also in collaboration with university and academic partners.

Suppliers

Suppliers are essential partners on the path to decarbonization. In this regard, current actions aim on the one hand to support their increased resilience and on the other hand to minimize pressure on critical materials and components through continuous recycling and technological innovation. This is why Enel works jointly with suppliers to develop new metrics and promote co-innovation projects to support decarbonization and circular economy approaches, all of which will have a positive impact on their production processes and purchasing methods. There are several initiatives that support the business reconversion and diversification of suppliers.

Communities

Enel's commitment to supporting communities is expressed through initiatives that promote inclusion (with particular focus on people in conditions of physical, social and economic vulnerability) both in terms of access to local job opportunities and facilitating access to products and services. These initiatives are the result of strong and lasting community relationships in

which there is broad, inclusive and continuous dialogue based on clearly defined phases of “stakeholder engagement” in line with international reference standard.

Customers

The energy transition starts with the awareness of your own consumption and the identification of efficiency measures and the integration of renewables, progressively accompanying people and companies towards electrification. In addition to the supply of energy, Enel offers its customers innovative solutions and products based on energy and digital technologies, with the aim of increasing transparency of consumption, simplifying energy management and encouraging cost optimization.

Enel pays special attention to people in vulnerable conditions and the needs of customers in terms of inclusiveness and accessibility. This includes the development of tariffs and services designed for the elderly, families in financial difficulties and people with disabilities (e.g. the Bonus + Per te), along with the redesign of spaces and infrastructure -such as Enel points and electric charging stations to improve physical accessibility. Through these initiatives, the Group is committed to ensuring a truly inclusive energy transition, putting people at the center of change.

Some relevant examples of metrics are provided below:

STAKEHOLDER	KEY DATA	DESCRIPTION
Enel People	49% : Redeployed 51% : Retired/early retired of which 69% : Within Generation business line 31% : Within other business line	People leaving coal power plants.
Suppliers	4,500 employees	Employees already trained, of which 2,900 were hired by the supply chain in the grid infrastructures as part of the “Energy for Growth” project.
	1,600 young people trained ⁴	For specialist energy transition professions hired and in the process of being hired as part of the “Energy for School” project.
Communities	2.2 million beneficiaries	About 2.2 million beneficiaries, in line with the Sustainable Development Goals (SDGs), mainly related to projects and initiatives associated with the 3 SDGs the Group has made a commitment to (SDG 4, SDG 7, SDG 8).
Customers:	54,358,950 retail customers 7⁵ initiatives, products and services activated or enhanced for vulnerable customers were implemented in 2025 of which 3 were new inclusive products and services 122.5 commercial claims/10,000 customers ⁶	The commercial strategy aims at offering competitive and flexible energy solutions which build customer loyalty and ensure stable revenue, with a focus on service affordability and vulnerable groups





⁴ Cumulative data for 2022-2023-2024.

⁵ Including initiatives implemented in 2025 such as the Video Interpreting Service, Anti-Loneliness Service for elderly customers and training on inclusive customer management and government support for economic hardship.

⁶ Integrated annual report 2025, page 25 (https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf)

TRANSITION OUT

TRANSITION IN

 ENEL PEOPLE		
Social dialogue, social protection and wage guarantees, in line with ILO standards	Upskilling/reskilling, redeployment, sharing of knowledge	Upskilling/reskilling to green and digital jobs
 SUPPLIERS		
Support for increasing resilience in the transitioning economy and the diversification of Net Zero critical technologies	Joint work on circular and low-carbon supply models, upskilling/reskilling for workers whose jobs may disappear	Supplier development program (managerial and technical training to foster business reversion and internationalization)
 COMMUNITIES		
Contribution to socio-economic development with a focus on people affected by the closure of fossil plants	Development of individual and multi-stakeholder activities to manage challenges and create shared value opportunities	Inclusive business products, actions aimed at supporting access to energy, training aimed at facilitating access to employment and gender gap reduction
 CUSTOMERS		
Support in access to affordable, secure and green energy	Analysis of barriers and areas of intervention to facilitate dropping out of conventional technologies	Support in the energy transition process by promoting an affordable, secure and green energy

Tailored stakeholder engagement

2. HUMAN RIGHTS AND JUST TRANSITION: ENEL'S COMMITMENT

Respect for human rights is a fundamental element for advancing a just transition. Enel's business model is based on creating sustainable value together with its stakeholders both internal and external through continuous innovation, a commitment to excellence, and the integration of human rights throughout the entire value chain. This commitment translates into the absolute

rejection of practices such as modern slavery, forced labour and human trafficking, and the promotion of diversity, inclusion, equal opportunities and respect for the dignity of every person, both within the Group and in the contexts in which it operates. Enel's human rights management system is based precisely on the three pillars of the UN Guiding Principles:

ENEL'S COMMITMENT	THE DUE DILIGENCE PROCESS	ACCESS TO REMEDY
<p>It includes:</p> <ul style="list-style-type: none"> • the strategic approach to human rights in business activities • Enel's public commitment: the Human Rights Policy • the embedding of this commitment in: <ul style="list-style-type: none"> • operating policies and procedures • training • governance 	<p>It includes:</p> <ul style="list-style-type: none"> • the identification of the salient issues • gap identification and definition of potential improvement plans • stakeholder relations (workplace, purchase processes and relations with business partners, communities, customers and cross-cutting and specific topics) 	<p>It includes:</p> <ul style="list-style-type: none"> • Enel's commitment to provide an adequate remedy in the event of impacts • grievance channels information • redressing in legacy projects

Challenges and opportunities in the energy transition

As a global utility operating at the core of the energy transition, Enel's long-term positioning increasingly depends on its ability to drive innovation and develop new technical capabilities, particularly in STEM-related fields that are essential to support electrification, renewable energy deployment and digitalization. In this context, ensuring equal access to opportunities and fostering diversity within the workforce is not only a social priority but also a key enabler of a just and effective transition.

Through the monitoring of actions implemented to promote inclusion and gender balance, Enel has identified important lessons learned. Women currently in Enel:

- Represent 20.9% of the total workforce.
- Women managers represent 27.3% in 2025 (27.2% in 2024), of middle managers represent 34.6% (34% in 2024) and the percentage of women in Executive management roles is 23.8% in 2025 (20% in 2024).

In 2025 selection processes ensured a gender balance in the candidate pool, with a women share of 50.2%. The Long-Term Incentive Plan 2025⁷ supports this trend through a dedicated target - weighing 10% of the total-based on the "Percentage of women managers and middle managers compared to the total population of managers and middle managers at the end of 2027". The reference curve provides an entry level of 33.6% women managers and middle managers at the end of 2027 the recognition of an overperformance upon reaching a value of 34% or more⁸

While it is evident that the company has implemented actions to close historical gaps regarding gender equality, there is still a low representation of women, particularly in technical and operational roles linked to the historical and cultural characteristics of the energy sector.

Therefore, a key lesson is the need to complement global initiatives with more specific, locally tailored actions aimed at increasing access to STEM skills for women and underrepresented groups, customized programmes that consider each country's cultural and socioeconomic context, and the composition of the regional workforce. These ideas are being integrated into Enel's ongoing improvement of human rights due diligence and Just Transition approach, with the goal of ensuring that innovation-driven growth is inclusive and that no group is left behind in the transition.

⁷[https://www.enel.com/content/dam/enel-com/documenti/investitori/governance/remunerazione/en/Report-on-the-remuneration-policy-2026\(ENG\)-update280426.pdf](https://www.enel.com/content/dam/enel-com/documenti/investitori/governance/remunerazione/en/Report-on-the-remuneration-policy-2026(ENG)-update280426.pdf)

⁸ Integrated annual report 2025, page 332 (https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf)

2.1. Enel's public commitment to human rights

The **International Charter of Human Rights**, together with the **International Labour Organization (ILO)** conventions underlying the Tripartite Declaration of Principles on Multinational Enterprises and Social Policy, define the human rights principles that Enel applies in its business practices through its policies and procedures.

Enel's commitment also takes into account:

- the **10 principles of the Global Compact**, to which it signed up as an active member in 2004.
- the **letter of commitment** signed by Enel in 2019, in which the United Nations called on companies around the world to commit to a Just Transition and the creation of decent jobs.
- the **United Nations' "Protect, Respect and Remedy" framework** set forth in the Guiding Principles on Business and Human Rights.
- the **OECD Guidelines for Multinational Enterprises**.

In particular, the Enel Group Board of Directors first adopted a **Human Rights Policy** in **2013**, which was last **updated** in **2025**, to take into account the evolution of frameworks, international reference and the Group's operational, organizational and management processes. In particular, the update strengthened Enel's public commitment by integrating ethical principles on the **responsible use of artificial intelligence**, in line with the Group's positioning and by revising the Group's Vision and Purpose.

Its content leverages commitments in several other codes of conduct, such as the Code of Ethics (adopted as early as 2002), the Zero Tolerance of Corruption Plan, and global compliance models -all of them last updated in 2025, reinforcing and expanding on them.

There are **12 policy principles**, defined in line with relevant policies, regulations, conventions and frameworks, split into **two macros-themes**:

- **Employment practices**
- **Relations with communities and society**.

In particular, they establish the rejection of practices such as modern slavery, forced labour, and human trafficking, to name a few, as well as Enel's commitment to promoting diversity, inclusion, equal treatment and opportunity, guaranteeing that people are treated fairly and valued for their uniqueness, and focusing on environmental protection, since a safe, clean, healthy and sustainable environment is integral to the full enjoyment of a wide range of human rights. The principles have been identified based on their relevance to the Group's activities and relationships and are the result of a consultation with relevant stakeholders based on the criteria listed in the "UN Global Compact Guide for Business: How to Develop a Human Rights Policy".

Indeed, constantly listening to and considering the perspectives of relevant stakeholders in internal decision-making is an integral part of the commitment to human rights.

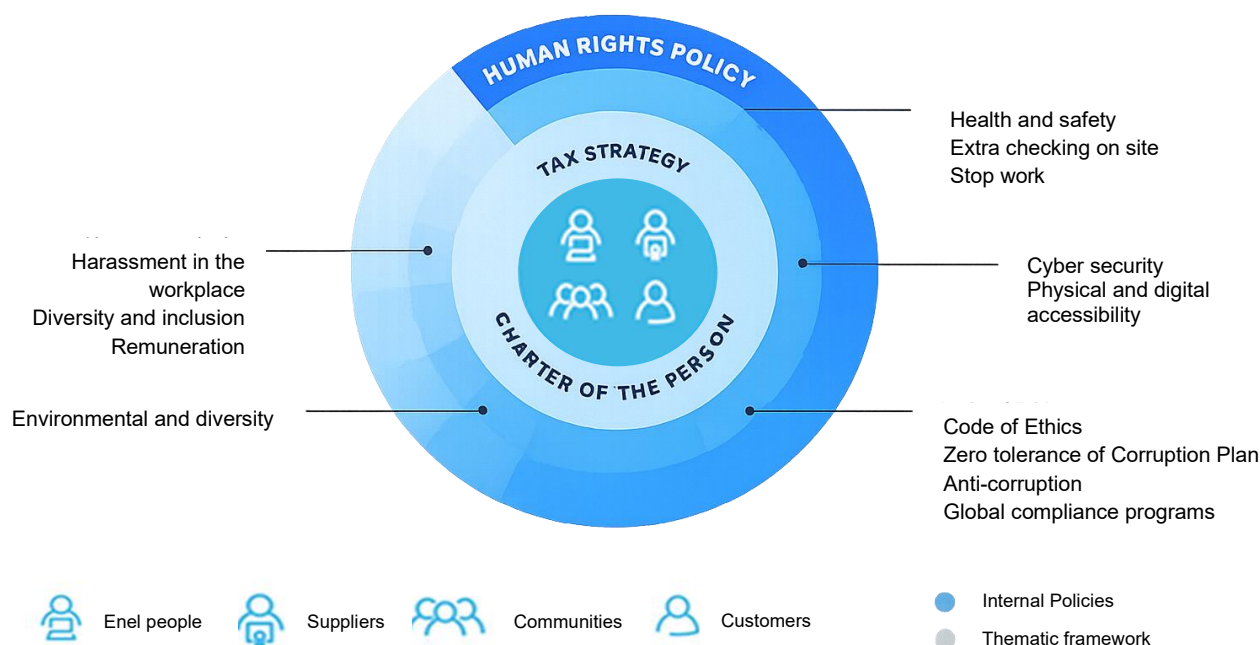
This commitment applies across all the Group's activities and geographies and applies across business relationships regardless of local legal context. Where national law restricts certain rights, Enel seeks alternative ways to ensure that such rights are respected and can be meaningfully exercised. Where national law restricts these rights, business partners are expected to adopt alternative measures to support their effective respect.

2.2. Human Rights Policy and its integration into business processes

Respect for human rights in business activities supports constructive engagement with workers, communities and other stakeholders and contributes to managing risks and expectations along the transition process, including through dialogue on regulatory frameworks and participation in multistakeholder initiatives. The integration of these commitments into corporate operating processes is a key element in preventing

and mitigating adverse human rights impacts and in supporting decent work, inclusive growth and sustainable development.

The following is a summary representation of the main documents (internal and public) and thematic frameworks in which Enel's Human Rights Policy is reflected.



2.3. Advocacy and multi-stakeholder initiatives

Advocacy activities are coordinated at global company level ensuring strategic consistency with local implementation and constantly ensuring that its advocacy actions are aligned with the Group's objectives and strategy. In carrying out these activities, Enel is committed to acting in a transparent and responsible manner. To this end, it is registered with the European Transparency Register, whose specific activities are linked to major EU legislative and/or policy proposals.

Specifically in managing human rights, Enel recognizes the importance of collaborating with leading organizations to promote increasingly innovative and advanced standards of responsible conduct. In this context, and with the aim of strengthening its commitment and leadership in the field, the Group actively participated in various initiatives and international dialogue spaces in 2025.

Below is the main advocacy activities carried out by Enel in the area of human rights:

- [World Business Council for Sustainable Development \(WBCSD\):](#)
 - Active participation in ESG working groups within the **Industrial Transformation Pathway Roadmap**.
 - The **Business Commission to Tackle Inequality (BCTI)**, an initiative spearheaded by the World Business Council for Sustainable Development (WBCSD) that brings together business leaders and key stakeholders with the goal of stimulating greater levels of attention, investment, and action by businesses in tackling inequality by bringing the issue to the forefront of corporate agendas and strategies.
- [CSR Europe:](#)
 - The first Europe-wide sustainability network dedicated to advocacy and ongoing dialogue with European institutions.
 - Enel contributed to the consultation process of the Omnibus I package through its participation in the **Chief Sustainability Officers (CSO) Network** and the Board of Directors of Sustainability Directors and the Council, helped draft the position paper *“Better Regulation for Implementation”*.
- [United Nations Global Compact \(UNGC\):](#)
 - Enel has been a **member** of the United Nations Global Compact **since 2004**, an initiative that encourages companies to adopt sustainable policies and report on their performance in accordance with ten principles related to human rights, labour standards, the environment, and anti-corruption.
 - In 2025, the Group reported on its financial and climate commitments for the first time as part of the **Forward Faster Campaign**, launched in 2023.
- [Business for Social Responsibility \(BSR\):](#)
 - An international network that helps companies **integrate sustainability into their strategies**, with a focus on human rights, inclusion, and a just transition.
 - Enel, together with Business for Social Responsibility (BSR), developed the internal webinar **“Managing Human Rights in an Unstable and Competitive Business Landscape”** with the aim of promoting a fair and inclusive energy transition, paying particular attention to the impact on local communities and supply chain sustainability.
- [New York High-Level Week 2025:](#)
 - Enel strengthened its dialogue with global stakeholders and participated in key events such as the **Private Sector Forum and the Dilemmas Forum**, the flagship event of the UNGC Legal Council.
 - At this event, the report “Legal Insights for Business Leaders” was presented, which analyses the rapid evolution of sustainability regulations worldwide and includes a case study on Enel.
- [Eurelectric:](#)
 - At European utility sector level, Enel contributed to the consultation process related to the development of the draft proposal of the **EU Corporate Sustainability Due Diligence Directive (CSDDD)** and the **EU Forced Labour Regulation**.
- [SolarPower Europe:](#)
 - The **European solar photovoltaic industry association**, where Enel contributed to the development of unified frameworks and standards for solar supply chain due diligence and aiming to encourage responsible sourcing and ensure respect for human and labour rights.

3. GOVERNANCE OF HUMAN RIGHTS

3.1. Governance framework and oversight

Enel's organizational and corporate governance model ensures that sustainability issues are appropriately taken into consideration in all relevant company decision-making processes, by defining specific tasks and responsibilities for the main corporate governance bodies.

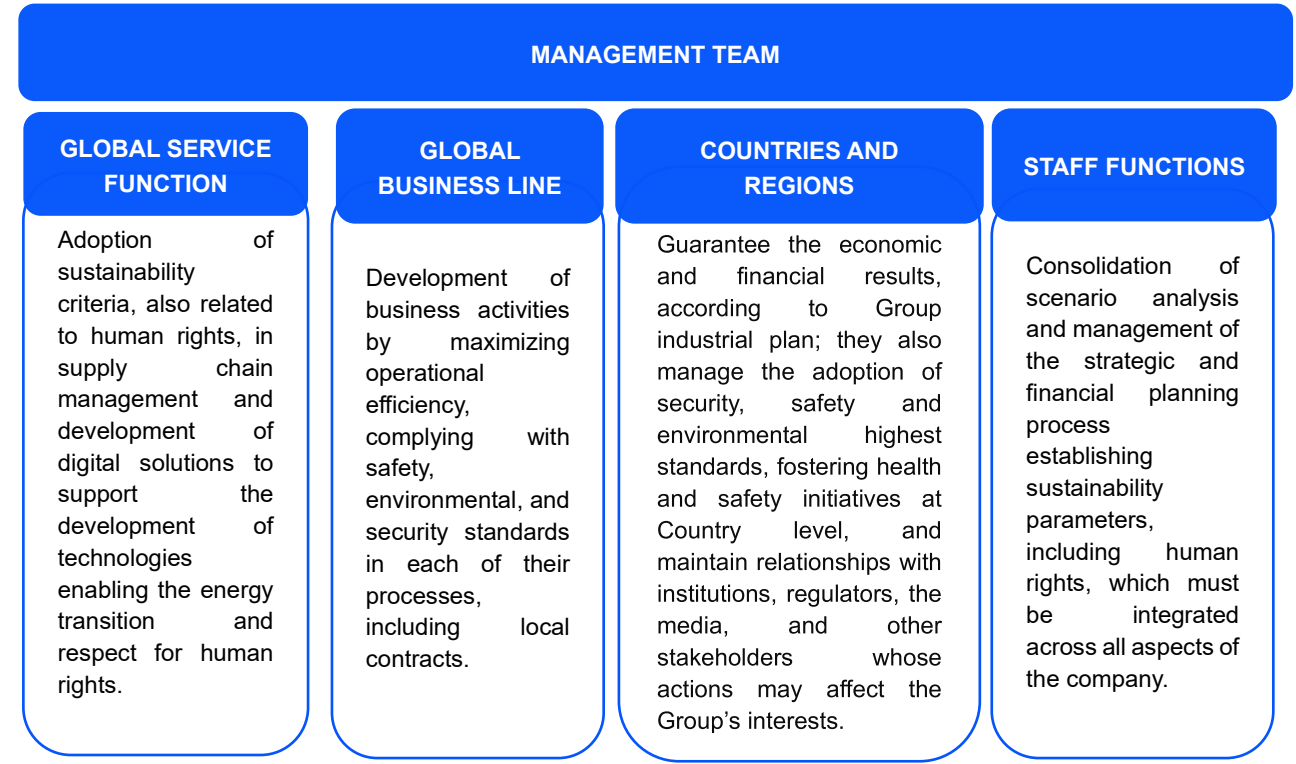
The **Board of Directors** plays a central role in corporate governance as the body vested with powers related to the strategic, organizational and control policies of the Company and Group, and pursues the sustainable success of the same. In this context, the Board of Directors takes into account the need to pursue sustainable success particularly: (i) when defining Company and Group strategies; (ii) when drawing up the remuneration policy for the Chief Executive Officer/General Manager and Key management personnel, defining specific sustainability objectives the achievement of which is linked to a significant component of the variable pay; and (iii) with regard to the Company's Internal Control and Risk Management System ("SCIGR"), aimed at the effective and efficient identification, measurement, management and monitoring of the main corporate risks, including those of an ESG nature.

The Board of Directors has also established internal board committees with the power to investigate, propose and advise, in order to ensure an adequate internal division of its functions, as well as a related parties committee. In particular, through the **Control and Risk Committee** and the **Corporate Governance and Sustainability Committee**, which carry out preparatory and advisory functions, the **Board of Directors** oversees the examination of the main company

policies and procedures relevant to stakeholders and to the Internal Control and Risk Management System. These include, among others, the **Human Rights Policy**, the Code of Ethics, the Zero Tolerance of Corruption Plan and global compliance programmes. The committees also review proposed updates to ensure alignment with international standards and evolving regulatory requirements, prior to submission to the Board for approval. Within the **Sustainability function**, the unit **responsible for human rights**:

- Oversees the management of Enel's human rights commitments and their consistent representation in internal and external communications, in coordination with the relevant business functions.
- Supports the integration of the principles set out in the Human Rights Policy into business processes and coordinates human rights due diligence activities within the related management system, in cooperation with the relevant functions.
- Reports on the implementation and outcomes of the human rights due diligence process to the Control and Risk Committee and the Corporate Governance and Sustainability Committee
- Provides periodic reporting on Enel's compliance with its human rights commitments.

The **Management Team** is responsible for integrating and implementing the Group's human rights strategy across operations, ensuring compliance throughout the value chain and across all functions, business lines, and regions.



3.2. Training and internal capacity building

Training and internal capacity building activities support the integration of respect for human rights across Enel's operations and decision-making processes. Human rights related training is delivered through a combination of digital and role-specific initiatives, designed to reflect the different functions, responsibilities and risk exposure across the organization. These initiatives aim to strengthen awareness of human rights standards and to support the effective identification,

prevention and management of potential adverse impacts. In 2025, the Group's online human rights training course was updated to reflect evolving international standards, due diligence expectations and emerging risk areas, contributing to greater consistency and alignment in implementation across the organization. For all the specific information regarding the data training please refer to 'Human Capital Management Report' dedicated section.

4. HUMAN RIGHTS DUE DILIGENCE

4.1. Due diligence framework and methodology

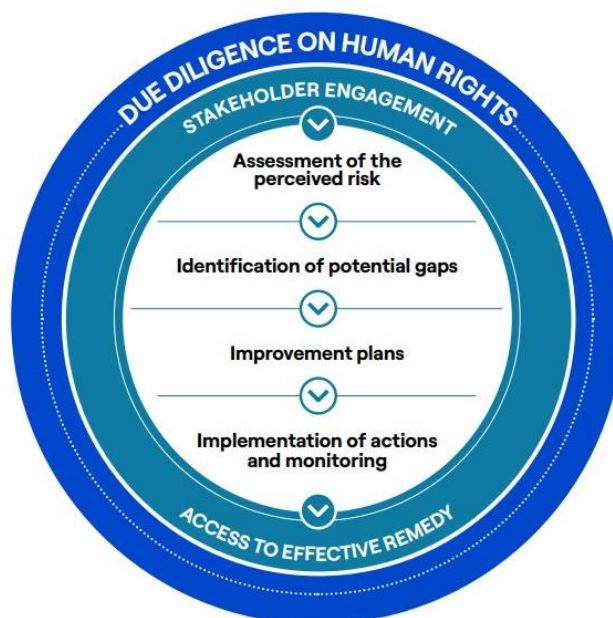
In line with the United Nations Guiding Principles on Business and Human Rights and the OECD Due Diligence Guidance for Responsible Business Conduct, Enel has established a process, defined by a global internal procedure, to assess the robustness of its human rights management system across the Group's value chain and in all the countries in which it operates.

The purpose of the process is twofold: first, to verify the extent to which business processes and

procedures are aligned with the requirements of the United Nations Guiding Principles on Business and Human rights; and second, to assess the extent to which the principles set out in the Human Rights Policy are effectively embedded in the Group business practices.

The due diligence process is carried out in three-year cycles and involves both internal company functions and external human rights experts, together with relevant stakeholders:

1. Identification of salient human rights issues to better understand where to focus efforts and resources, through consultation with the relevant stakeholders.
2. Assessment of the Group operating and risk monitoring processes and identification of any potential shortfall.
3. Definition of the necessary remedies to tackle the residual risk identified in the gap analysis, implementation of the specified actions and monitoring.



As part of this methodology, the identification of human rights risks and impacts is informed from the outset by engagement with potentially affected stakeholders and independent external experts, both at Group and country level. Their input is systematically incorporated into the identification, prioritization, and definition of due diligence actions related to salient human rights issues.

The process operates as a continuous due diligence system. In addition to the periodic assessment cycles, specific reviews may be triggered by relevant changes in the Group's

operating context, including entry into new countries, the development of new projects, the establishment of new business or supplier relationships, mergers, acquisitions, joint ventures, major contractual changes, significant operational expansions, regulatory or sociopolitical developments, conflict situations, or signals received through stakeholder engagement, grievance mechanisms, monitoring activities, or external risk intelligence sources.

Within this framework, perceived risk is assessed by combining the severity and likelihood of a potential human rights violation.

A new cycle **covering the period 2023-2025** was launched in 2023. During this cycle, country-level perceived risk assessments were carried out and possible gaps were identified. In 2025, improvement plans were defined and implemented where necessary, thereby completing the 2023-2025 cycle. To strengthen the analysis, this cycle made use of an internal IT system for collecting and aggregating data. The system enhances the traceability of information flows and approval steps, enables the automatic consolidation of collected information, improves the accuracy of results, and reduces manual work through automation.

4.2. Assessment of perceived risk for the identification of salient topics

The identification of salient human rights issues and their potential impacts make it possible to prioritize activities and take into account the perspectives of affected stakeholders. The assessment is conducted in the countries where the Group operates and involves relevant stakeholder groups and experts from different backgrounds, including civil society and academia.

More specifically, consultations were carried out with direct and indirect workers, civil society representatives from local communities and Indigenous and tribal peoples, trade unions, local institutions, companies and business associations, and customers.

Periodic engagement activities are also planned with stakeholders and sustainability experts in order to identify priority and material topics, namely the most significant impacts of the company on the economy, the environment, and people, including impacts on human rights.

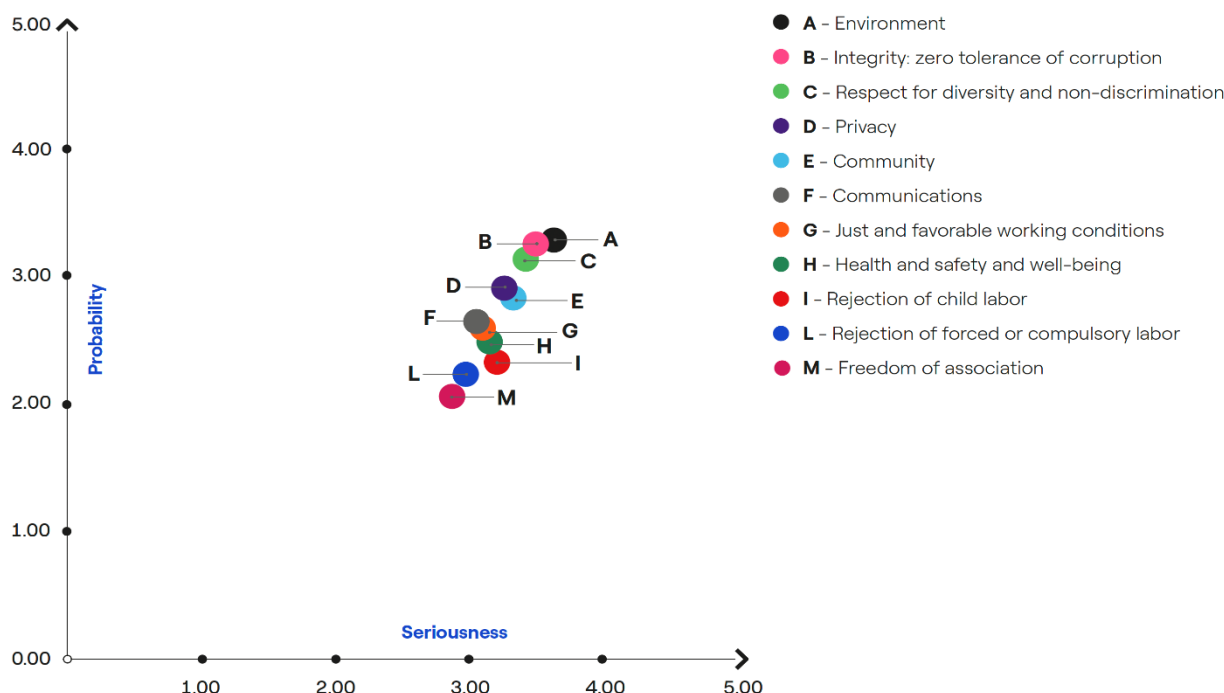
As a result of human rights and social impact assessments carried out in relation to specific activities and territories, Enel identified areas requiring strengthened prevention and management measures, including areas related to

Through this process, 100% of the policies and operating procedures adopted to identify potential risks in the management of direct operations, contractors and Tier 1 suppliers and in the establishment of new business relationships (for example acquisitions, mergers, and joint ventures) were assessed. Of this assessment, in the 17% of own operations assessed, risks have been identified and for all of them mitigation actions have been taken. Regarding the assessed contractors and Tier 1 suppliers, no human rights risks were identified.

impacts on communities and stakeholder engagement. In response, the Group introduced specific actions, such as reinforcing local engagement activities, refining mitigation measures, and strengthening internal procedures and coordination mechanisms for the management of identified human rights risks. These actions were introduced during the last three years in response to salient issues identified through the assessments.

Below are the results for 2023:

- Corruption (integrity: zero tolerance of corruption), environment, diversity and non-discrimination, community relations, and privacy are among the most salient issues (“to be monitored”). In particular, privacy has been identified as the most salient issue by stakeholders belonging to North America.
- Labour practices (freedom of association and collective bargaining, rejection of forced labour and child labour, fair and favourable working conditions, and health, safety, and welfare in the workplace) and potential impacts from customer-facing communication activities were ranked lowest in terms of risk (“acceptable level”).



The significance of a perceived risk is determined by the combined severity and probability of a potential human right violation. Risks are classified based on the assessment scale: acceptable risk (minimum level), risk to be monitored, high-priority risk, high risk (maximum level).

4.3. Gap identification and definition of potential improvement plans

Following the identification and prioritization of salient human rights issues described in the previous section, the management system includes a gap identification phase aimed at assessing operational and risk monitoring processes, ensuring the effective integration of human rights into business practice, and identifying potential areas for improvement. In particular:

1. Assessment of the general framework of operating procedures and processes based on four parameters defined by **the United Nations Guiding Principles**:
 - Public commitment to respect human rights.
 - Adoption of human rights due diligence process.

- Preparation of a plan of action to remedy any gaps
- Identified by the due diligence process.
- Adaptation to match local context and regulations.

2. Assessment of the level of integration of Human Rights Policy principles into business practice.

Below, a summary of key results of the assessment:

Human Rights Policy Principles	SDG	Protection mechanism	Priorities for action
Labor practices			
Rejection of forced or compulsory labor		Robust	None
Rejection of child labor		Robust	None
Respect for diversity and non-discrimination		Robust	Low
Freedom of association and collective bargaining		Robust	None
Health, safety and well-being		Robust	None
Fair and favorable working conditions		Robust	None
Community and society			
Environment		Robust	Low
Respecting the rights of communities		Robust	Low
Respecting the rights of local communities		Robust	Low
Respecting the rights of indigenous and tribal peoples		Robust	Low
Integrity: zero tolerance of corruption		Robust	Low
Privacy		Robust	Low
Communications		Robust	None

Reference scales of performance values:

- Scale of the system to protect: Robust (75%-100%); Good (50%-74%); Sufficient (25%-49%); Needs improvement (0%-24%).
- Scale of priorities for action: none; very low; low; medium; high; very high.

In line with the findings of the previous cycle, the management system in place to mitigate potential impacts is robust and enables the salient issues identified to be adequately managed, which, based

4.4. Improvement plans

Building on the outcomes of the perceived risk assessment and gap identification phases described above, several areas for improvement were identified, leading to the definition of improvement plans at both country and global level in order to ensure greater consistency across the Group's processes and procedures. The main actions concerned:

- The **diffusion of the culture of human rights** to raise awareness of the content of Enel's commitment in this regard through **dedicated sessions** and through **updated training courses**.

on the definitions of the classification included in the UN Guiding Principles, means that the **salient issues management system** is **effective**.

- The adoption of the **ESIA (Environmental and Social Impact Assessment)** Group-wide policy to strengthen the controls by conducting an integrated **assessment** of the **environmental** and social impacts of business activities.
- The definition and implementation of a strategy aimed at **mapping the supply chain** for the **main product categories** and drafting of **specific contractual clauses** differentiated by level of associated risk.
- The elaboration of an ESG **report**, for **monitoring** the correct application of sustainability requirements, **including** those

concerning **human rights**, within the **Stewardship** model.

The overall improvement plan for the three-year period 2023-2025 covers about 100% of

operations and sites. The full effectiveness of the actions implemented will be assessed through the gap analysis planned for 2026 as part of the new due diligence cycle, which will be based on the content of the Human Rights Policy updated during 2025.

5. ENGAGEMENT WITH STAKEHOLDERS

Stakeholder relations: human rights in practice

As part of the implementation of its Just Transition strategy, Enel adopts a structured stakeholder engagement approach aimed at ensuring that workers, trade unions (or equivalent worker representative bodies), local communities, suppliers, customers and other potentially affected stakeholders are systematically involved in the planning and implementation of transition-related initiatives.

Within this wider stakeholder engagement context, the human rights due diligence process begins with bargaining processes where applicable, consultation meetings with workers and employee representatives, community engagement sessions, public consultations for major projects, local development forums and targeted initiatives with suppliers and business partners. These activities are aimed at gathering stakeholder expectations, identifying potential social risks and opportunities, and supporting the definition and follow-up of mitigation measures, as well as reskilling, redeployment, local development and community support actions associated with the transition and grievance mechanisms.

5.1. Enel People

Enel is committed to respecting and promoting internationally recognized workers' rights in all countries where it operates. This means rejecting practices such as modern slavery, forced labour and human trafficking, promoting diversity, inclusion, equal treatment and opportunity, and ensuring that people are treated with dignity.

the identification and mapping of those potentially affected by operational, technological or organizational changes linked to the energy transition. Particular attention is given to contexts where freedom of association or collective bargaining may be restricted under local legislation, in which case alternative representative bodies or dedicated consultation mechanisms are adopted to ensure that workers' perspectives are effectively captured.

Following this mapping, Enel carries out engagement activities through multiple channels, including formal social dialogue, collective A key challenge in this process is ensuring that communication on human rights impacts remains meaningful and accessible across diverse local contexts, particularly where language, literacy, cultural practices, access to information or the presence of Indigenous communities may affect effective participation. To address this, Enel promotes context-specific communication tools and practices, including locally adapted materials, appropriate languages and channels, and the involvement of community liaison personnel, interpreters or cultural mediators where necessary.

Training and people empowerment | Upskilling and reskilling

(Human Rights Policy, "Employment practices", principle 2.1.5 "Just and favourable working conditions")

In a rapidly evolving economic and social context, continuous training, upskilling and reskilling play an essential role in ensuring that people can effectively perform their current roles and are prepared to take on new responsibilities. To address these needs, Enel has developed dedicated technical schools focused on strengthening both transferable and business-specific skills across its Business Lines. Targeted

training is also provided to employees involved in organizational transformations, including internal insourcing, to support the effective transition to new roles. In 2025, these initiatives included programmes related to artificial intelligence, aimed at enhancing awareness, competencies and the responsible application of AI across the organization.

At the same time, structured onboarding programmes support the effective and inclusive

integration of new employees and newly appointed executives, combining access to organizational tools and content with mandatory training on key policies, governance principles and core practices. These induction pathways are complemented by tailored development initiatives, experiential learning and peer mentoring, fostering early alignment with the company's culture and values.

KPI		2025	2024	Change	
Training					
Total training hours	,000 h ⁹	3,369	3,202	167	5.2%
Total training hours per employee	h/per-cap	55.5	53.1	2.4	4.5% ¹⁰

Diversity, Equity, Inclusion and Belonging

(Human Rights Policy, "Employment practices", principle 2.1.2 "Respect for diversity and non-discrimination")

Enel promotes the principles of diversity, inclusion, equal treatment and opportunity and is committed to guaranteeing the right to working conditions that are respectful of personal dignity as well as creating a working environment in which people are treated fairly and valued for their uniqueness. It is committed to protecting the physical and psychological integrity and individuality of each person and opposes any form of behaviour that causes discrimination regarding gender, age, disability, nationality, sexual orientation, ethnicity, religion, political opinions and any other form of individual diversity, or that is detrimental to the person and their convictions or preferences. Accordingly, Enel promotes people's freedom of expression. It does not tolerate physical, verbal, visual, sexual, or psychological harassment that results in a working environment that is denigrating, hostile, humiliating, intimidating, offensive, or unsafe. The commitment to inclusion, as outlined in the Human Rights Policy, proactively considers the needs and priorities of people and society as a whole. In addition to ensuring that no one is left behind, this approach encourages the

generation of new ideas and is an essential condition for the creation of sustainable value in the long term.

Diversity considerations are integrated into corporate governance, with regular assessments of the composition of the Board of Directors and the Board of Statutory Auditors also in line with the Diversity, Equity, Inclusion and Belonging (DEIB) Policy, as well as into management responsibilities for fostering inclusive working environments. Concrete objectives and actions focus on gender balance, women's representation in leadership, inclusion of people with disabilities, bias-free and intercultural workplaces, and inclusive recruitment practices, including opportunities for protected categories.

Enel's commitment is implemented through local and country level DEIB committees, stakeholder engagement, external partnerships and awareness-raising initiatives and has been recognized through international ESG ratings and awards. Ongoing training, communication campaigns and targeted initiatives support a culture of inclusion and enable people to fully develop their potential, translating DEIB principles into concrete and measurable actions.

KPI		2025	2024	Change	
Employees disabled or belonging to protected categories					
Employees with disabilities	No.	2,134	2,040	94	4.6%

⁹ Values are expressed in thousand hours

¹⁰ Integrated annual report 2025 page 339: [enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf](https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf)

KPI		2025	2024	Change	
Workforce by age group¹¹					
<30	No.	7,978	7,857	121	1.5%
	%	12.9	13.0	0.1	-
30-50	no.	35,652	35,081	571	1.6%
	%	57.8	58.1	0.3	-
>50	no.	18,004	17,421	583	3.3%
	%	29.2	28.9	0.3	-
Diversity Equity Inclusion Belonging¹²					
Women within Top Management (CEO-1 and CEO-2)	%	23.8	20.0	3.8	-
Women in selection processes	%	50.2	51.8	(1.6)	
Percentage of women managers and middle managers (1)	%	33.9	33.3	0.6	-
Percentage of women in the managerial succession plans	%	49.1	48.1	1.0	-
Percentage of women in succession plans for Top managers	%	50.2	50.3	(0.1)	-

(1) Percentage of women managers and middle managers = women managers + middle managers/ total managers + middle managers.

Health, safety and well-being

(Human Rights Policy, "Employment practices", principle 2.1.4 "Health, safety and well-being")

Enel considers the health, safety and psychological, relational and physical well-being of individuals to be the most precious asset to be protected at any moment, at work, at home and during leisure time. It is committed to developing and disseminating a robust health, safety, and well-being culture across its organization, to ensure that

workplaces are free from health and safety hazards and to promoting behaviours oriented towards work-life integration. It is actively committed to fostering personal and organizational well-being as enabling factors for people's involvement and innovative potential and does so, for example, by providing benefits and services that support the integration between private and working life (for example, support, including financial nature, for the care of children and dedicated to maternity or for the care of the elderly).

KPI		2025	2024	Change	
Enel's own workers covered by the health and safety management system					
Employees covered by health and safety management systems	%	96.5	96	0.5 ¹³	
Development of health and safety culture					
Training hours on mandatory health and safety topics	h	858,483	520,000	338,483	65.1% ¹⁴
Inspections and audit					
Safety field inspections	No.	414,094	431,000	(16,906)	-3.9%

¹¹ Integrated annual report 2025 page 338: enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf

¹² Ibidem

¹³ Integrated annual report 2025 page 352: enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf

¹⁴ Integrated annual report 2025 page 346: enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf

Industrial relations

(Human Rights Policy, "Employment practices", principle 2.1.3 "Freedom of association and collective bargaining")

Enel protects the right of its workers to form or take part in organizations aimed at defending and promoting their interests. It also respects their right to be represented, in the various generation units, by trade union organizations and other forms of representation elected in compliance with the legislation and practices in force in the countries in which they work. The Group believes that collective bargaining is the favoured instrument for determining the contractual conditions of its employees and to regulate relations between company management and trade unions. Industrial

relations activities on the Group level continue to be conducted in accordance with the model laid down in the Global Framework Agreement (GFA) signed by Enel in Rome in 2013, renewed in 2023 and formally ratified in July 2024 between Enel, the Italian sector federations, and the Global Unions Industrial and Public Services International, and which is confirmed as a benchmark best practice for European and non-European multinationals. The agreement is based on international human rights and business principles and is inspired by the best and most advanced transnational industrial relations systems of the reference multinational groups and institutions on the international level, including the International Labour Organization (ILO).

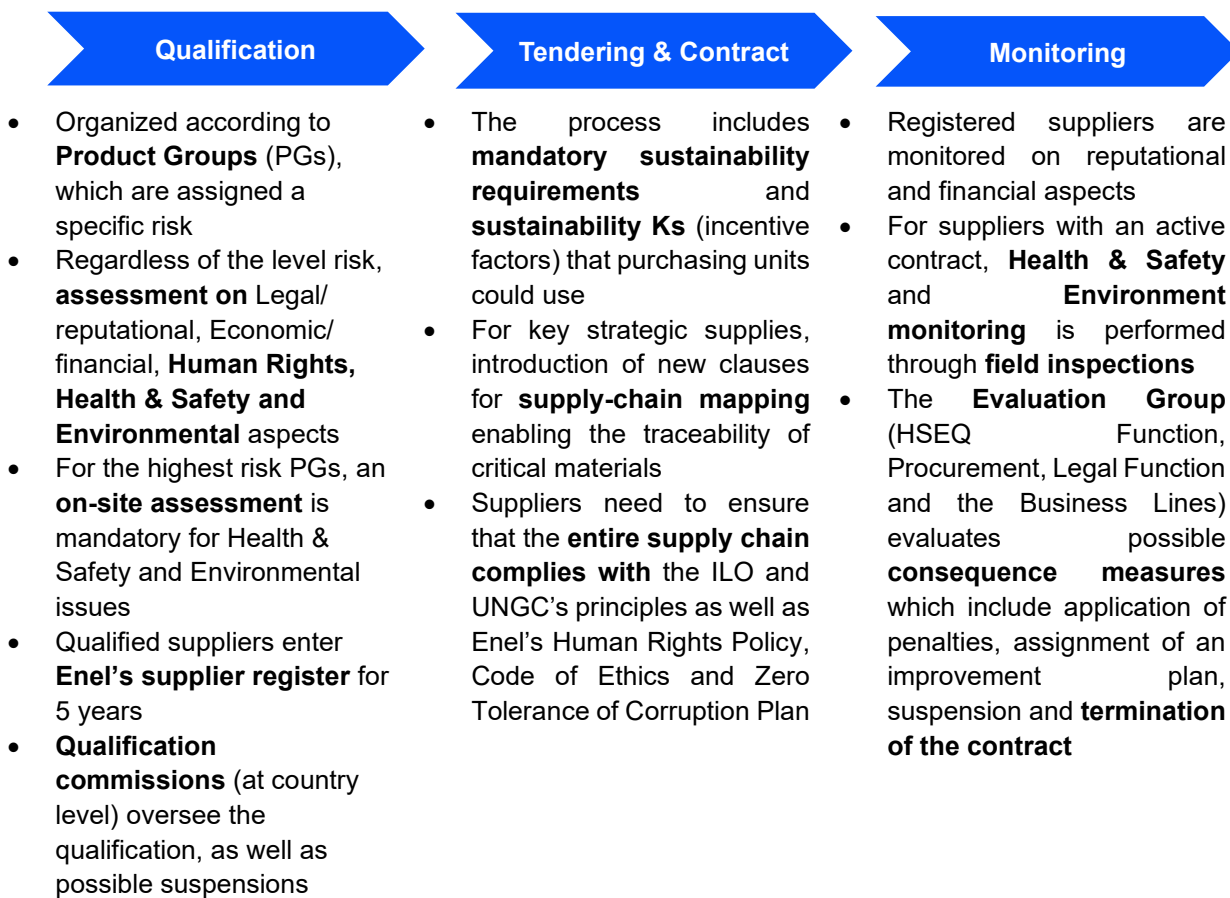
KPI		2025	2024	Change	
Collective bargaining					
Employees covered by collective agreements at Group level	%.	91.7	91.7 ¹⁵	-	-

5.2. Workers in the value chain

Procurement activities are a key enabler of Enel's commitment to respect human rights along the value chain, as established in its Human Rights Policy. In the context of the energy transition and

increasing supply chain complexity, suppliers are recognised as strategic partners in delivering sustainable growth and long-term value creation.

¹⁵ Integrated annual report 2025, page: 327: [enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf](https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf)



Enel addresses human rights risks in its supply chain through a coordinated structure that brings together Procurement and Sustainability functions. The Procurement team, operating at global and country level, is responsible for integrating human rights requirements into Enel's procurement strategy, governance and operational processes. The Sustainability function defines governance and guidance to identify and address potential risks – including forced labour, labour standards and broader social impacts – within the supply chain. Implementation is supported through cross-functional collaboration, ensuring that human rights considerations are embedded in supplier qualification, tendering, contracting, and monitoring. This approach ensures that human rights principles and expectations are translated into operational requirements in supplier relationships across all countries in which Enel operates, while aligning with the broader, Group level human rights due diligence process.

Enel adopts a risk-based responsible sourcing and due diligence framework for identifying and managing human rights risks throughout its supply

chain. Through its supplier qualification procedures, supply chain risk assessment tools, and supplier information management systems, Enel collects and maintains information regarding suppliers, supply chain tiers, countries of origin, and sourcing structures, enabling Procurement and Sustainability functions to focus on areas more vulnerable to risks with the ultimate goal of promoting transparency, fairness, and non-discrimination.

The supplier qualification process includes sustainability assessments covering human rights, health and safety and environmental aspects, complemented by monitoring activities during contract execution: as of 31 December 2025, all qualified suppliers had been assessed based on all these criteria.

Sustainability considerations are progressively strengthened within tendering and contracting processes through specific requirements and evaluation criteria, supported by contractual clauses that enable monitoring and corrective actions in case of non-compliance:

- In line with its commitment to integrating sustainability into tendering processes, Enel has defined sustainability “requirements” (mandatory conditions for supplier participation in tenders) and sustainability “K” (optional criteria awarding additional scores in the tender process) that can be adopted by purchasing units either to define minimum ESG standards or to promote more virtuous behaviours among suppliers (e.g., carbon footprint of products, SBTi certifications, employees training on sustainability topics, inclusive and local employment, gender equality certifications, etc.).
- Enel’s General Contract Conditions, applied to all suppliers and contractors, include binding obligations related to the respect of human rights, labour standards, health and safety, environmental protection and ethical conduct across the entire supply chain, requiring them to adhere to UNGC principles¹⁶, respect ILO conventions¹⁷, and extend these commitments to their own suppliers and contractors.
- For strategic supplies, Enel has introduced contractual clauses requiring the mapping of the supply chain that, for higher-risk materials¹⁸, extend to the mine level, with the aim to enhance transparency across different tiers of the value chain.

The identification of priority materials informs Enel’s due diligence focus, supplier engagement activities, and ongoing monitoring processes. This prioritization approach enables the Group to focus its responsible sourcing efforts on materials and supply chains where potential human rights risks may be higher (e.g., extraction of critical metals and minerals), in line with internationally recognized risk-based due diligence principles and responsible supply chain standards.

In the event of suspected or actual violations of the Human Rights Policy, Enel offers a secure and confidential Whistleblowing Channel, accessible in several languages and allowing anonymous reporting. This ethics hotline is available to all stakeholders, including both direct and indirect suppliers and supply-chain workers, enabling them to report, in good faith, suspected misconduct or possible adverse human rights impacts related to Group’s activities and value chain.

Enel promotes access to remedy for affected workers, individuals and communities across its value chain. More specifically, Enel commits to working with its suppliers and business partners to address adverse human rights impacts, cooperating in prevention, mitigation and, where impacts occur, ensuring appropriate remediation in line with the UN Guiding Principles on Business and Human Rights¹⁹:

- Where the Group identifies severe human rights risks in the supply chain, including risks related to forced labour, it seeks in the first instance to use its leverage to prevent or mitigate adverse impacts through supplier engagement, corrective action plans, enhanced monitoring, and capacity-building measures.
- If these measures are not effective or the supplier is unwilling to address identified risks, Enel may consider the termination of the business relationship, evaluating a range of factors, including the severity and persistence of the adverse impact, the supplier’s willingness and capacity to implement corrective actions, the Group’s ability to exercise leverage, the potential adverse consequences for affected workers or communities resulting from disengagement, and the availability of alternative sourcing options.

¹⁶ UNGC Ten Principles on human rights, labour, environment and anti-corruption

¹⁷ International Labour Organization (ILO) conventions are legally binding international treaties adopted by the ILO member states, setting basic principles for decent work and labour rights, also covering fair and equitable working conditions (e.g., minimum wage, working hours, etc.) and recruitment practices (e.g., employer pays principle – according to which workers should not be charged any fees or related costs for their recruitment or placement –, non-discrimination, freedom of movement, etc.)

¹⁸ Higher-risk materials include metals and minerals typically used in energy assets and renewable technologies (e.g., copper, lithium, quartz/silicon, aluminium/bauxite, phosphor and steel/iron, etc.)

¹⁹ The UN Guiding Principles on Business and Human Rights (UNGPs) are the global standard for preventing and addressing human rights abuses in business operations. Built on the “Protect, Respect, and Remedy” framework, they mandate state regulation, corporate responsibility to respect rights, and access to legal remedies.

Termination of the business relationship is considered a last resort and, where feasible, Enel seeks to implement a responsible disengagement approach aimed at minimizing adverse impacts on affected stakeholders while ensuring compliance with the Group's human rights commitments and contractual requirements.

Supplier engagement and capacity building complement these processes and tools. In 2025, Enel promoted dedicated initiatives to support alignment on sustainability priorities, including workshops with suppliers on the updated Ethics Package, reinforcing shared understanding of

human rights commitments and suppliers' role within Enel's broader sustainability strategy. The initiative was designed to accompany suppliers in the effective implementation of Enel's human rights standards and principles, including those addressing forced labour risks, and to cascade equivalent requirements to their own suppliers and subcontractors across the supply chain.

Through this integrated approach, procurement contributes to the development of resilient and responsible supply chains that support respect for human rights and the transition to a low carbon economy

KPI		2025	2024	Change	
Workers in the value chain					
Procurement activities for goods, works and services contracted	billions of euros.	16.24	13.85	2.39	17.3%
Number of suppliers with which a new contract was signed in the year (Tier-1 and non-Tier-1 univocal)	No.	10,756	12,181	(1,425)	-11.7%
Fatalities as result of work-related injuries and work-related ill health					
Fatalities due to work-related injuries	No.	4	14	(10)	-71.4% ²⁰
Fatalities resulting from work-related injuries among contractor company personnel	No.	4	12	(8)	-66.7%

5.3. Local communities

(Human Rights Policy, "Community and society", principles 2.2.2, 2.2.3 and 2.2.4 "Respecting the rights of communities", "Respecting the rights of local communities", "Respecting the rights of indigenous and tribal peoples")

Enel's commitment testifies how much it is aware that its activities can have a direct or indirect influence on the communities. Indeed, individual conditions, socioeconomic development and the general well-being of the communities are closely connected: Enel is therefore committed to conducting its capital expenditure and the decarbonization path in a sustainable way and to promoting cultural, social and economic initiatives in favour of local and national communities in the areas of influence, to promote social inclusion through education, training and access to energy. It achieves all this also through constant dialogue

aimed at requesting prior, free and informed consent and taking into due account the cultural, social and economic diversity of each country. Furthermore, it requires each of its stakeholders to behave accordingly, paying specific attention to conflict-affected and high-risk contexts and vulnerable groups, such as local, indigenous and tribal populations, for which Enel is committed to respecting the relevant International Labour Organization (ILO) Convention no. 169.

Enel recognizes that its activities can have direct and indirect impacts on local communities and therefore integrates social considerations into its investment decisions and decarbonization pathway. The Group is committed to promoting sustainable socioeconomic development and social inclusion through education, training and access to energy, as well as through continuous dialogue with affected stakeholders. This

²⁰ Integrated annual report 2025, page: 352: [enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf](https://www.enel.com/content/dam/enel-com/documenti/investitori/informazioni-finanziarie/2025/annuali/en/integrated-annual-report_2025.pdf)

engagement includes the application of Free, Prior and Informed Consent (FPIC) where relevant, taking due account of cultural, social and economic diversity, and with particular attention to conflict-affected and high-risk contexts and vulnerable groups, including local, indigenous and tribal peoples, in line with ILO Convention No. 169.

As part of its human rights due diligence framework, Enel monitors physical and economic displacement impacts across its operations. Where impacts on land use or livelihoods cannot be avoided, mitigation and compensation measures are implemented in accordance with international standards, with affected stakeholders consulted and supported throughout the project lifecycle.

Enel's commitment to respecting the rights of Indigenous Peoples is aligned with internationally recognized standards, including the UN Declaration on the Rights of Indigenous Peoples, and applies across both its operations and business relationships. Suppliers, contractors and partners are expected to respect the rights, culture, land and livelihoods of Indigenous Peoples and to engage with affected communities through appropriate consultation processes aligned with international standards. These expectations are embedded in Enel's human rights due diligence and supplier management practices.

As already described, stakeholder engagement is carried out through multiple channels, including consultations, community meetings, customer service channels and digital tools, with the aim of ensuring accessibility and meaningful participation, particularly for people with disabilities and other vulnerable groups. Feedback gathered informs decision making, mitigation measures and the continuous improvement of services and engagement practices.

In contexts requiring FPIC, Enel applies a structured and culturally appropriate engagement process prior to key project decisions. This includes stakeholder identification, disclosure of potential impacts and risks, inclusive consultation activities and documentation of outcomes, with the objective of obtaining consent where projects may affect rights, lands, territories or resources.

Finally, Enel maintains structured dialogue with local governments through institutional and technical interactions across all project phases. This engagement supports coordination, transparency and alignment with local priorities and contributes to the identification and management of socioeconomic needs and concerns.

KPI		2025	2024
Philanthropic donations	€ million	8.9	14.5
Community investments (facilities development, access to electricity, economic development, education)	€ million	64.0	54.0
In-kind donations (goods/services/projects)	€ million	0.3	0.7
Employee volunteering	€ million	1.0	0.9

5.4. Customers

(Human Rights Policy, "Employment practices", principle 2.1.2 "Respect for diversity and non-discrimination", "Community and society", principles 2.2.2, 2.2.6 and 2.2.7 "Respecting the rights of communities", "Privacy", "Communication")

Enel is committed to a just energy transition for all, also through the offer of innovative and inclusive services for its customers, regardless of their age, for weak, destitute, marginalized, vulnerable people, paying particular attention to people with disabilities. It undertakes to always respond to

suggestions and complaints from customers and consumer associations, making use of suitable and timely communication systems (for example, call center services, e-mail addresses), and to consider all customer needs, with particular attention to people with disabilities. It is also committed to ensuring that its products and services are designed to be accessible to all and not to compromise the health and physical integrity of its customers, as far as reasonably foreseeable. It is committed to non-discriminatory institutional and commercial communication that respects different cultures and at the same time pays particular

attention not to negatively influence the most vulnerable audiences, such as children and the elderly. Furthermore, it requires that contracts and communications sent to its customers are clear and simple, drawn up using a language as close as possible to the one normally used by the people for which the message is intended to, exhaustive, available on Enel website and accessible in order to be inclusive of vulnerable categories.

In the event of service interruptions, Enel is committed to providing timely communications and ensuring specific protection measures for electricity-dependent customers. The examples presented in Section 8. Enel Just Transition Projects, focus on the cases of Spain, Argentina and Chile, where significant progress has been made in strengthening identification, assistance and continuity-of-service mechanisms for these customers.

Moreover, to support the affordability of its products and services, Enel implements structured measures across relevant markets and customer segments, with particular attention to vulnerable customers and situations of economic hardship. These measures may include instalment and payment support solutions, dedicated customer assistance, information and awareness initiatives on energy consumption and efficiency, and support mechanisms activated in connection with national or local frameworks. These actions are embedded in the Group's broader customer management approach and are designed to facilitate continued

access to essential energy services in a systematic manner across relevant operations, rather than through isolated one-off interventions.

Enel defines affordability in relation to customers ability to access and pay for essential energy services without disproportionate financial strain, considering the socio-economic context of the territories concerned. On this basis, the Group sets measurable objectives and monitors initiatives aimed at reducing customer vulnerability and supporting access to energy services, with specific reference to customers at greater risk of affordability constraints. The methodology used to assess affordability may consider factors such as income conditions, energy poverty exposure, bill incidence and other relevant local indicators.

Enel monitors a range of external factors that may affect the affordability of energy and related services for customers, including energy market volatility, inflationary pressures, regulatory and tariff developments, geopolitical trends affecting input costs, and broader socio-economic conditions such as income levels, unemployment and energy poverty in the territories where the Group operates. These factors may influence both the level of prices and customers' ability to pay for essential energy services. Enel analyses these dynamics to better understand potential impacts on customers, including the risk of bill distress, delayed payments or increased vulnerability, and to inform the adoption of mitigation and support measures where relevant.

6. ACCESS TO REMEDY

6.1. Grievance mechanisms and remediation processes

Enel continuously monitors whether stakeholders are affected by its company's business operations, and if any impact is identified, it puts in place remedial actions. To ensure accessibility of grievance mechanisms for external stakeholders and affected communities, Enel promotes awareness of available reporting channels through stakeholder engagement and local communication activities across project locations and operational sites. Information on grievance channels is shared through multiple means, including community

meetings, consultation sessions, project information materials, on-site notice boards, dedicated project communication channels, and direct interaction with local company representatives and community liaison personnel. Where relevant, the Group adapts communication practices to local contexts to ensure that information is understandable and accessible to potentially affected individuals, including through the use of locally appropriate languages, translated materials and, where necessary, interpreters or cultural mediators. Local operational teams and project representatives support ongoing dialogue with communities and provide guidance on how to

submit concerns, complaints or requests through both local grievance channels and Group level reporting mechanisms. Awareness of grievance mechanisms is further reinforced through ongoing engagement activities during project development, construction and operational phases, as well as through periodic follow up meetings and community outreach initiatives, ensuring that affected stakeholders understand how to access available channels and raise concerns safely and without retaliation. Access to remedy is ensured through grievance mechanisms that allow people, inside or outside the company, to flag that there is an issue and to seek a meaningful response:

- A **whistleblowing** channel, available to internal and external stakeholders, accessible online or via a toll-free number, as stated on the Enel Code of Ethics web page²¹;
- Several processes and tools are available to the communities in the influence area of our operations. People who wish to contact Enel can do so through local channels, such as the Group's local team or a specific person, toll-free numbers, or, in the case of isolated rural communities, a local leader available to periodically collect any complaints.
- **Customer** complaint or information channels (via email, website, toll-free number). Customer reports are managed through dedicated channels and analysed by a specific working group so that the most suitable actions are taken, both at the complaint management stage and, above all, in preventing the underlying causes.


Enel provides formal grievance channels that are accessible to external individuals and communities who may be adversely impacted by the Group's activities, or to those acting on their behalf, to raise complaints or concerns without fear of retaliation. Reports may be submitted anonymously or non-

anonymously, and the relevant channels may be used to report concerns relating to human rights and other matters covered by the Group's policies and codes. These channels are made available through formats appropriate to the context, including digital and other reporting tools, and are accessible in languages relevant to the main geographical areas in which the Group operates, including English at Group level. Beyond the management of individual grievances, Enel adopts a continuous improvement approach aimed at strengthening its processes and preventing the recurrence of adverse impacts. Where adverse human rights impacts are identified, Enel complements remediation actions with the review and strengthening of relevant internal procedures, operational practices and control mechanisms in order to prevent the recurrence of similar impacts. Following the identification of specific issues through grievance mechanisms, stakeholder engagement activities or human rights due diligence assessments, the Group analyses the root causes of the impact and, where necessary, updates internal processes, contractual requirements, operational instructions or training programmes to address the underlying risk factors. This may include, for example, monitoring procedures where risks are identified in the supply chain, reinforcing local stakeholder engagement protocols in project areas where community concerns emerge, enhancing internal guidance for project development teams, or expanding targeted human rights training for relevant functions. These corrective and preventive measures are integrated into the Group's human rights due diligence framework and monitored through follow up reviews, ensuring that lessons learned from individual cases contribute to the continuous improvement of systems and practices and support the prevention of similar adverse impacts in future operations or business relationships.

²¹ Whistleblowing reports are handled in accordance with a specific process detailed in the "Handling of anonymous and non-anonymous reports" policy, also illustrated in the Human Rights Policy.

6.2. Case studies and lessons learnt

6.2.1. El Quimbo

 1 hydro power plant | in operation
Location: Department of Huila | Size: 400 MW

Actual adverse impact

Land management and relocation.

Affected stakeholders

People and families engaged in income-generating or commercial activities within the plant's area of influence.

Context

The plant is located in the Department of Huila, and its construction has contributed to greater energy security and stability of the Colombian electricity system, as well as promoting economic growth of municipalities in the area of influence, in line with the development goals set by the Department of Huila.

In full compliance with the law and the content of the environmental license granted by the environmental authority, Enel Colombia has guaranteed the execution of the obligations established in the Environmental License, which, through the mechanisms provided therein, allow managing and mitigating the possible impacts to the natural resources involved in the development of the project and to the communities in the areas of influence of the project.

In line with the approach of sharing and involving all stakeholders affected by the activities in the areas involved, a multiyear plan of social-environmental projects that concern the areas affected by their execution has been defined. This involves families who are residents or who own property within departmental and municipal jurisdictions, as well as in the project area, and those who work or have commercial and service activities in that area. The surveyed families who met the specified requirements were able to decide between resettlement (collective/individual) and the sale of their land.

Of the 150 families who selected the first option, 39 selected individual resettlement, benefiting from the availability of land that could be used for a

home as well as for production purposes. The remaining 111 families opted for collective resettlement (Nuevo Veracruz, Nuevo Balseadero, Llano de la Virgen, San José de Belén) with new homes equipped with essential services and inserted in an urban context with schools, churches, multifunctional sports facilities, soccer fields, green areas, collection centres for the recycling of waste and wastewater treatment plants. Each family also received 5 hectares of land with an irrigation system to develop their own productive activity (crops or mini ranches). In addition, Enel Colombia is carrying out the biggest large-scale ecological restoration project in the Tropical Dry Forest ecosystem in Colombia, with an area of more than 11,000 hectares, as a biotic compensation measure for the construction of the “El Quimbo” hydroelectric plant in the department of Huila

Remedies identified

Community engagement began at the end of 2014 and led to the development and adoption of a multi-year plan that includes a wide range of initiatives mainly divided into:

a. Environmental management:

- Preservation of biodiversity and nature:
 - i) Enel Colombia is carrying out the biggest large-scale ecological restoration project in the Tropical Dry Forest ecosystem in Colombia, with an area of more than 11,000 hectares, as a biotic compensation measure for the construction of the “El Quimbo” hydroelectric plant in the department of Huila. Since 2014, Enel has made significant progress: almost 1 million trees planted, belonging to 79 species native to this ecosystem—many of them endangered—and a robust scientific basis that now serves as

a reference for other restoration projects in the country.

Through this program proposed by the company as an additional contribution to the region, results have been obtained that go beyond compliance with the obligations set forth in the environmental license, such as having the largest area of ecological restoration in Tropical Dry Forest in the country, corresponding to a total of 3,598 hectares declared as a natural reserve of civil society (national protection category), as well as the construction of a research centre in this ecosystem.

- ii) Program for the Management and Protection of Fish in the Upper Magdalena River Basin in the Area of Influence of the El Quimbo Hydroelectric Project. The purpose of this program is to provide a comprehensive solution to the problems affecting this resource. From August 2019 to April 2025, 5,463,000 fish hatchlings of 4 native species have been planted in the El Quimbo reservoir. The planting of these hatchlings is carried out throughout the year on a permanent basis.

- Awareness-raising campaigns.

b. Socioeconomic development:

Activities focused on providing support with technical issues related to production processes and how to improve their efficiency. Over the last 12 years, more than 35 projects have been carried out in the Municipalities of Altamira, Tesalia, Paicol, Garzón, Gigante and El Agrado, representing an investment of more than 4.6 million euros and more than 17,000 families in the Department of Huila. The most significant cooperation agreements relate to the implementation of agricultural production plans agreed with around 90 families relocated as part of the environmental licensing process to Garzón, Altamira, El Agrado and

Gigante. With an investment of over 800,000 euros, the beneficiaries have improved and increased the production and marketing of various foods such as corn, wheat, lemons, milk, cocoa, tomatoes and a wide range of fruits, including products for their own consumption. The following are CSV projects executed in the past years.

- **Municipality of Garzon.**

Planting of 100 hectares of coffee jointly with plantains

Status: Completed

In 2024, a productive development project was implemented to establish 100 hectares of coffee cultivated jointly with plantains. The initiative focused on introducing coffee varieties resistant to coffee leaf rust and with higher productive potential.

The project benefited 100 farmers, who received coffee seedlings, fertilizers, and agricultural equipment. In addition, technical, social, and environmental support was provided to promote sustainable agricultural practices and strengthen the long-term productivity of their crops.

Enel contributed approximately 40% of the total investment, representing around EUR 250,000.

Optimization of the local marketplace meat module electrical appliances

Status: Completed

In 2024, the project for the optimization of the electrical infrastructure of the meat module at the local marketplace was completed. The intervention focused on upgrading electricity networks that had been in operation for more than 20 years, improving safety and operational conditions for traders.

The project benefited more than 70 local traders and contributed to improving the reliability and efficiency of the market's electrical systems.

Enel covered approximately 80% of the total investment, representing over EUR 110,000.

Improvement of Educational Infrastructure in Garzón – Classroom Construction and School Facility Upgrades

Status: Ongoing

In 2025, a cooperation agreement was signed between Enel Colombia and the Municipality of Garzón to improve educational infrastructure in local schools.

The project includes the construction of a 56 m² classroom at the Tulio Arbeláez Educational Institution in the rural centre of Zuluaga, as well as the renovation of 168 m² of roofing at the Jenaro Díaz Jordán Educational Institution (Rafael Méndez campus). In total, the intervention will cover 224 m² of educational infrastructure, contributing to improved safety and functionality of the school facilities.

Enel will contribute approximately EUR 12,000, representing around 60% of the total project investment. The works are scheduled to be implemented in 2026.

- [Municipality of Tesalia:](#)

Installation of sugarcane molasses processing plant

Status: Completed

In 2024, a project was implemented to strengthen the sugarcane value chain through the installation of a sugarcane molasses processing plant and the establishment of 15 hectares of sugarcane crops.

The initiative contributed to improving local processing capacity and supporting panela production within the territory. Enel covered more than 80% of the total investment, representing over EUR 65,000.

Improvement of livestock farming infrastructure

Status: Completed

In 2024, a project was implemented to improve livestock farming infrastructure and animal health conditions through the provision of silage and concentrated feed for cattle, supporting greater sustainability and productivity in dairy production systems.

The initiative contributed to strengthening the economic prospects of the agricultural enterprises involved, all belonging to the ASOGATE, ASOGAPAC, and FOGAGRO associations.

Enel covered more than 80% of the total investment, representing over EUR 90,000, with the Municipality of Tesalia and the participating associations covering the remaining share.

- [Municipality of Paicol Huila:](#)

Livestock farming development

Status: Completed

This project began in 2022 and ended in 2024. The project was developed to support the development of livestock farming in the region, with the aim of improving milk production rates and strengthening the genetic quality of cattle.

The initiative benefited more than 90 farmers and contributed to enhancing the productivity of local dairy production systems. The total investment amounted to approximately EUR 140,000, of which 30% was covered by Enel.

Strengthening of the cocoa production chain to optimize production

Status: Ongoing

In 2025, an initiative was defined in coordination with local stakeholders and the municipal administration of Paicol (Huila) to optimize cocoa production, harvesting, and post-harvest processes.

The project includes technical assistance and capacity-building activities aimed at strengthening productive practices and consolidating more efficient and sustainable cocoa production systems adapted to the territorial conditions, directly involving 120 people participating in entrepreneurial activities within the cocoa value chain. Enel contributes approximately EUR 10,500, representing around 75% of the total value of the project.

- [Municipality of Gigante.](#)

Support to Fishermen of Gigante

Status: Ongoing

In 2025, a cooperation agreement was signed in the municipality of Gigante (Huila) with the “Programa de Desarrollo y Paz del Magdalena Centro” (PDPMC) to promote the productive and

organizational strengthening of the artisanal fishing sector.

The agreement established the technical, administrative, and operational conditions required for the implementation of a project scheduled to begin in 2026. The initiative includes technical support, organizational strengthening processes, and the promotion of more efficient and sustainable productive practices, in articulation with broader peacebuilding and social cohesion processes in the territory.

Through these actions, the project is expected to directly involve 188 people participating in entrepreneurial activities within the artisanal fishing sector.

Enel contributes more than EUR 10,600, representing approximately 46% of the total value of the project.

- [Municipality of Altamira-Huila](#)

Strengthening of the Isabella Grape Production System

Status: Completed

In 2025, an initiative was implemented in the village of Llano de la Virgen, in the municipality of Altamira (Huila), in coordination with local stakeholders and the municipal administration, aimed at improving the technical and productive conditions of Isabella grape cultivation and strengthening its sustainability and economic potential.

The project included the provision of inputs, tools, and technical assistance processes that contributed to strengthening local productive capacities and consolidating more efficient agricultural systems adapted to territorial conditions, directly involving 29 people participating in entrepreneurial activities related to grape production.

Enel contributed approximately EUR 6,100, representing around 78% of the total value of the project.

- [Municipality of El Agrado-Huila](#)

Installation of an Outdoor Fitness Area – La Cañada Community

Status: Ongoing

In 2025, an initiative was defined for the installation of an outdoor fitness area in the La Cañada community, located in the municipality of El Agrado (Huila), in coordination with the local Community Action Board (JAC).

The project aims to provide a public-use community infrastructure that promotes physical activity and well-being among residents of the La Cañada sector. The intervention will include the installation of outdoor exercise equipment within a 50 m² area, creating an accessible recreational space designed to encourage healthy lifestyles and community interaction.

Enel will contribute approximately EUR 9,900, representing around 95% of the total value of the project.

Strengthening cocoa production – “El Efecto Cacao”

Status: Completed

“El Efecto Cacao” is a collaborative initiative implemented with the participation of the United States Agency for International Development (USAID), the Luker Foundation, Luker Chocolate, the Saldarriaga Concha Foundation, and EAFIT University, aimed at strengthening cocoa production systems in the region.

The program included training for producers, environmental assessments to support sustainable production, technical assistance throughout the different stages of cocoa cultivation, and support for the management of pests and crop diseases.

At the end of 2022, activities were expanded to reach a greater number of producers, and in the second half of 2023 an event was organized to promote the initiative and strengthen participation in the program.

Overall, nearly 400 local producers received training, more than 4,000 cocoa trees were planted in the municipalities of El Agrado, Pital, Gigante and Garzón, and over 21,000 additional trees were

established in Hobo and Algeciras. In addition, a weekly monitoring system was implemented in more than 20 farms to detect the presence of pests and diseases, contributing to improved crop health.

The program reached its official closure in 2024, consolidating the technical and productive capacities developed during previous years.

Grievance:


In accordance with the provisions of the United Nations Guiding Principles on business and human rights, both physical and online grievance channels have been made available to the community. Once received, reports are handled internally through a dedicated process. In 2025, over 940 reports were received with requests for information and/or clarifications on the progress of the actions agreed in connection with obtaining the environment license, all of which were taken up.

For Quimbo, there are currently seven channels available to provide assistance and information related to matters under the Company's responsibility within the framework of the operation of the El Quimbo Hydroelectric Power Plant, addressed to communities, authorities, institutions, organizations, and other stakeholders in the area:

Three Community Service Offices (CSOs):

- In the municipality of Garzón – Huila, located at Cr. 9 # 8-13
- In the municipality of Gigante – Huila, located at Calle 4B # 10-31.
- Enel Colombia's main office, located at Calle 93 # 13-45, Bogotá D.C.

6.2.2. Windpeshi

 1 wind power plant | sold
Location: department of Guajira | Size: 200 MW

Context:

On May 24, 2023, Enel announced that it was suspending the construction of the Windpeshi project for an indefinite period. The project was subsequently put up for sale. To complete the sale, a bidding process was initiated with several companies, which ultimately resulted in the

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- 01 8000 930 998

In accordance with the provisions set forth in the Project's Environmental License (Resolution No. 0899 of 2009), all community requests must be answered within ten (10) business days.

Other relevant information

During 2023, Enel received a letter from the United Nations Special Rapporteurs²², as part of the communication procedure of the Special Procedures of the United Nations Human Rights Council, requesting information relating to:

- the impact of the El Quimbo project on the stakeholders in the area of influence and on their right to a "healthy environment and food" and the reporting channels made available to them.
- the Group due diligence process.
- measures to remedy the "potential negative impacts on human rights and the environment" caused by the project in the surrounding areas of the Magdalena and Suaza rivers.

Enel answered all the questions (the [full text](#) of the reply can be found on the United Nations website) describing its overall approach to human rights in business practices.

transaction being awarded to Ecopetrol, a mixed-economy company and Colombia's state-owned oil company.

State of development

Once all conditions precedent were fulfilled — including regulatory and antitrust approvals — and following the approval of the respective Boards of

²²Special Rapporteur on the Situation of Human Rights Defenders; Chair-rapporteur of the Working Group on Human Rights and Transnational Corporations and Other Business Enterprises; Special Rapporteur on the Issue of Human Rights Obligations Relating to the Enjoyment of a Safe, Clean, Healthy and Sustainable Environment; Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression.

Directors in their December 2024 session, the sale of the Windpeshi wind project to Ecopetrol was formalized. Conversations with Ecopetrol regarding the sale of the project began in the second half of 2024. This process involved a series of meetings during which the project's situation was explained in detail. Following these discussions, a Memorandum of Understanding was signed, which included certain requirements for Enel. These requirements were subsequently fulfilled, and on July 7, 2025, the sale of the project to Ecopetrol was formally executed.

Since the closing of the transaction, the transition process has been underway. This process began with engagement meetings involving national government entities, as well as departmental and municipal authorities, in addition to local communities and the social teams of both Ecopetrol and Enel. In addition to the formal handover of the agreements reached through the prior consultation processes, follow-up meetings on prior consultation have been held, of which 35 out of a possible 37 have been conducted to date.

Stakeholder engagement

The community in the area of influence where the plant would be built is made up of indigenous populations residing in the Municipalities of Maicao and Uribia, belonging to the Department of La Guajira. This area is characterized by a significant presence of indigenous communities, which represent 20% of the total population of Colombia. In addition to Enel's commitment to listening to and proactively engaging with local communities, with particular attention to the most vulnerable communities, such as indigenous and tribal populations in line with ILO Convention no. 169²³, the national law provides that prior consultation of indigenous populations must take place according to a specific process.

Such process involves the directorate of the Ministry of the Interior national prior consultation authority, that is responsible for determining whether a community is subject (or not) to prior consultation, and that guides, directs and coordinates the exercise of the right to preliminary consultation, as well as the Office of Environmental and Social Affairs of Ministry of Mines and Energy,

which provides social support and institutional coordination throughout the process.

The Ministry of the Interior also acts as a third party at meetings held with the communities, which are documented through minutes signed by the Company, the Ministry and the community representatives. The Ministry of the Interior is also in charge of setting up follow-up meetings during which it goes through the list of planned actions to verify progress according to the schedule agreed during consultation. Documentation about progress on the projects agreed with the communities, planning and prioritization of resources, yearly update of the population census of the certified communities are a fundamental and transparent way to make sure rights of communities are respected.

Key lines of work

Below is a summary of the actions taken before the suspension:

a) Socioeconomic development:

- i. Access to drinking water:
 - Two public basins were built to provide drinking water to communities in the area of influence.
 - A non-functioning aqueduct was repaired, which allowed water to be supplied to communities along the road to Windpeshi. Both actions benefited 3,000 people belonging to the indigenous Wayuu population.

ii. Education:

- Agreement signed with SENA (Servicio Nacional de Aprendizaje) to provide technical training and certify the level of skill achieved by participants. Actions concerned job training on basic construction works and support to entrepreneurship development through marketing, sales and handicraft courses aimed at empowering communities to develop their own business.
- Joint project with Artesanías de Colombia in the Wayuu territory regarding traditional artisan weaving practices. The training activities involved 560 people, including 270 through the agreement with SENA and

²³ Principle 2.2.4 "Respect for the rights of indigenous and tribal peoples", Enel Human Rights Policy 2021.


290 through the joint project with Artesanías de Colombia.

Other

An agreement was also reached with the University of La Guajira for the drafting of an intercultural

manual, an essential instrument for understanding the dynamics and specific aspects of the ethnic communities.

6.2.3. Boujdour

 1 wind power plant | in operation
Size: 300 MW

Context:

In March 2016, a consortium between Enel Green Power and the Moroccan company Nareva, in partnership with the supplier Siemens Renewable Energy, was awarded the project for the development, construction, and management of wind plants.

The energy produced by the wind farm is sold to ONEE that uses this energy for the benefit of all final users, including the local population.

The Boujdour wind farm in Western Sahara, with a capacity of 300 MW, is operated by a joint venture in which Enel has an unconsolidated interest. During the construction phase of this plant, Enel initiated a consultation process with relevant stakeholders through, in particular:

Stakeholder engagement

- 2015: preliminary analysis of the social, economic and environmental context (“SEECA”) to identify the relevant socioeconomic issues and the specific needs of local communities, including the development of infrastructure, education, healthcare, poverty problems, social services and the protection of inherited cultural assets.
- 2019: Environmental and Social Impact Assessment (ESIA).
- 2020: human rights due diligence, a SEECA update, and consultation involving several relevant stakeholder groups.

Deploying measures:

In particular, through the various stages of human rights due diligence, Enel put in place a process of consultation with communities impacted by the project, thereby enabling it to verify its level of social acceptance.

To enable local use of the renewable energy generated by the plant, the electrical connection

between the plant itself and the city of Boujdour was also strengthened.

Through the Boujdour project, Enel also contributed to the sustainable and socioeconomic development of the area, with specific, concrete, substantial and verifiable benefits for, in particular, the Saharawis, who are the direct beneficiaries of the following initiatives:

- a) **Environment** (sustainable construction site and during operation): assessment and mitigation of environmental impacts, including CO₂ emissions, waste and water, by means of:
 - Photovoltaic mini grid plus storage used to power basecamp, auxiliary services of the base camp and turbines erection.
 - Standalone PV modules used to power prefabricated buildings/containers and streetlights.
 - Utilization of energy efficient technology (LED lamps, solar water heating system) to reduce electricity consumption.
 - Water recycling solutions are installed in all water systems.
 - Implementation of a biodiversity preservation plan aimed at protecting the local ecosystem, among which plantation of local trees and species nearby the building area.
- b) **Occupational health and safety:**
 - i. application of the highest standards, in line with Enel’s usual practices.
- c) **Socioeconomic development (during construction and operation):**
 - i. training and hiring of Saharawi people:

- setting up a training centre in the base camp during the construction phase with civil and electrical training aimed at bridging the local skills gap, thus creating the opportunity to use these skills in the future.
 - hiring around 200 people for non-specialist jobs, >90% from the local Sahrawi community during the construction phase.
 - hiring of technical personnel for O&M management, turbine service provider and substation maintenance, security and cleaning services.
- ii. Maximized hiring of more than 100 local small and medium-sized businesses for auxiliary services (including transportation, cleaning, catering, supply of materials, etc.). This was also aimed at supporting the local economy particularly affected by the consequences of the pandemic.
- iii. ad hoc infrastructure for the needs of people and small local businesses in the area of influence of the project:
- During civil works, new sections of road were built, and existing ones were redeveloped (around 60 km). This activity allowed the main roads to be reconnected with pastures, for the benefit of pastoral communities in remote areas.
 - Due to the newly available renewable electric energy generated by the Boujdour plant, the local electricity connection to the city of Boujdour is being reinforced.
- iv. support for local Saharawi nomadic camel drivers through the provision of water tanks and cisterns
- v. supply of food to the most vulnerable local families.
- d. Promotion of education:**
- i. Education and vocational training programmes designed to fight against primary school dropouts, filling the mismatch between training and employment opportunities, providing knowledge about renewable energy. The initiatives involved approximately 1,000 beneficiaries of 11 local schools, and related specifically to:
- Entrepreneurship: workshops to introduce young people to entrepreneurial activities.
 - “It’s My Business”: promotion of the development of entrepreneurial skills of middle school students through gamification and contact with entrepreneurs known nationally and internationally.
 - Business program: learning all the stages of setting up a business and participation of young high school students in various competitions, at local, national and regional (MENA) level.
 - Educational programmes regarding renewable energy and wind plant operation, with the establishment of an annual scholarship for a college student from the local community. Lessons held by local volunteers from Nareva and Enel Green Power Morocco on topics related to renewables and the operation of wind plants.
 - Establishment of an annual scholarship awarded to a university student from the Boujdour community.
- e. Healthcare:**
- i. Setting up of a health facility (caravan) made available to 1,000 students from neighbouring schools for various types of specialist visits (general practitioners, dentists, ENT specialists, etc., and supply of glasses where necessary) in order to combat school dropout among children caused by health problems.

Grievance

The management system for all three facilities has been defined in line with the United Nations Guiding Principles on Business and Human Rights. Once received, reports are recorded, analysed and classified from 1 to 3 (the rating takes into account repetition and severity; 1 is the lowest score, 3 the highest). The analysis allows a potential solution to be identified. Once the solution is agreed, the report is deemed to be completed. The communities have various channels available: on-site suggestion boxes, post and electronic mail, telephone, company staff present during site visits. The language used is Arabic and, when a member

of the community is not able to write and speaks a dialect, a translator is identified inside or outside the construction site. In particular, the reports handled for all three projects concerned:

1. Request on using local labour from the community. Solution agreed: hired non-qualified workers as described at point c., i. of the main actions adopted in Boujdour.
2. Request for using local SME's. Solution agreed: contractors, with the support of local stakeholders, launched a local supplier selection process to identify service providers from the city of Midelt as suppliers for the services and equipment needed as described at point c., ii. of the main actions adopted in Boujdour.

Key lessons on community engagement

Effective community management requires an early, continuous and context-specific approach throughout the entire project lifecycle. Enel's experience shows that meaningful engagement with communities is strengthened when it is supported by accessible grievance channels, regular dialogue, coordination with public authorities, and measures tailored to local livelihoods, territorial dynamics, and cultural specificities, including in contexts involving Indigenous and tribal peoples. The cases also show that responses to community impacts are more effective when they go beyond mitigation alone and incorporate long-term actions aimed at supporting social inclusion, local development, and trust-building. A key lesson learned, therefore, is that community management must remain adaptive, transparent, and sustained over time, particularly in contexts of transition, project change, or heightened social sensitivity. Consequently, the Group implemented targeted actions such as the reinforcement of local engagement activities, the refinement of mitigation measures and the strengthening of internal procedures and coordination mechanisms for the management of identified human rights risks. These actions were introduced in the last three years in response to salient human rights issues identified through assessment activities.

6.2.4. Customer data breach in Spain:

On January 5, 2026, Endesa received a notification from both INCIBE (National Institute of Cybersecurity) and Enel Cyber Emergency Readiness Team (CERT) regarding a post published on the dark web by an individual identified as "Spain," offering for sale data allegedly belonging to some Endesa customers. After due analysis on 5 and 7 January, Endesa verified that it has been verified that approximately 16.5 million customers (former and current) have been potentially affected by this unauthorized access. The two companies affected by the data breach within the Spanish perimeter are Endesa Energía S.A. (free market) and Energía XXI Comercializadora de Referencia S.L. (regulated market).

Deploying measures:

In full compliance with the notification deadlines set by local data protection regulations (72 hours), Endesa promptly informed the Spanish authorities (National Police and Data Protection Authority), and initiated personal communications to the affected customers starting on January 10, 2026. All notifications to customers impacted have been duly completed.

All affected individuals were properly informed about the potential consequences of the data breach, providing recommendations, and offering direct contact channels. A dedicated telephone hotline and a contact email address were made available to assist customers in addition to the notices published on Endesa's website.

An investigation was carried out involving all actors in contact with the affected systems, including the suppliers operating on it. The findings indicate that the data breach occurred on the digital platform

used by Endesa for managing B2C customers, which relies on external service providers. Immediately after becoming aware of the incident, Endesa blocked the compromised accounts,

6.2.5. Blackout in Chile

On August 1 and 2, 2024, a severe, unforeseen weather event associated with strong winds (which reached speeds of up to 124 km/h) and heavy rain struck the Santiago Metropolitan Region, causing trees to fall, power lines and poles to break, and significant damage to the electrical infrastructure of Enel Distribución Chile S.A. As a result, service was compromised, causing interruptions for about 800 thousand customers.

Deploying measures:

In response to this situation, Enel Distribución Chile implemented actions to reinforce and improve the response, such as increasing the number of power generators installed and the strengthening of shift personnel at the Control Center, amounting at year end 2024:

- 289 crews operating for emergency services, power outage response and restoration, tree trimming, among others.
- 73 thousand tree trimming activities.
- 80 remote control units installed.
- 4 new feeders energized.

6.2.6. Blackout in Brazil

During 2024 and 2025, Brazil faced two extreme weather events which, even if very different between each other, were characterized by high winds, with prolonged duration in the case of 2025 event, causing trees and debris to fall onto the power grid and severely impacting the distribution network in the São Paulo metropolitan area, resulting in large-scale service interruptions.

- October 11, 2024: Approximately **3.1 million customers (38.7% of the company's total customer base)** were affected over the course of the day. From the customer perspective (individual restoration curve), approximately **66.9% of affected customers had their service restored within 24 hours**, and around **87% within 48 hours**. The remaining

proceeding to implement new, secured access measures to maintain the affected application functionalities.

Furthermore, Enel implemented its 2025 Winter Plan, focused, among others, on strengthening the electricity network and carrying out preventive maintenance activities. Complementarily, customer service platforms were strengthened through special activities for electrically dependent individuals, as well as electricity supply backup actions.

As of December 31, 2025, the main outcomes of these actions were as follows:

- 372 crews operating for emergency services, power outage response and restoration, tree trimming, among others.
- 182 thousand tree trimming actions carried out.
- 750 remote control units installed.
- Infrastructure improvements (including 20 new feeders energized and 8 km of medium and low-voltage lines built or reinforced).
- 3 thousand electricity-dependent customers, including 2 thousand with digital meters and 3 thousand with backup power equipment.
- Operational emergency guidelines with municipalities in the event of climate-related incidents

cases were progressively restored in the following days.

- December 10 – 11, 2025: Approximately **4.2 million customers (52.1% of the company's total customer base)**, with a peak of 2.2 million simultaneously disconnected users, were affected over the course of the event. In this case, restoration performance showed a clear improvement compared to October 2024, despite the higher level of impact. Based on the customer perspective, approximately **80.2% of affected customers had their service restored within 24 hours**, and **93.9% within 48 hours**, with near full restoration achieved within five days.

Deploying measures:

To mitigate the risks associated with extreme weather events, Enel São Paulo has implemented several measures during the period 2023-2025, including:

- More than 50% increase in emergency personnel.
- 1,600 Internal electricians were hired.
- Purchase of more than 300 operational vehicles.
- Installation of 10,600 remote control devices for automation and remote grid reconfiguration.
- More than 1.2 million pruning operations were carried out in 2024-2025 and around 20,000 preventive maintenance activities carried out in 2024-2025.
- Implementation of predictive climate models and integrated dispatch centers.
- Use of aerial inspections and real-time control panels (with real-time monitoring of KPIs).
- Active communication with customers via SMS and digital channels.
- In-depth training in emergency activities for all technical employees.
- Reinforcement of the control center in order to provide a faster response to the teams on the field.
- Use of generators, mobile substations, drones and helicopter contracts to accelerate the restoration of supply to customers.
- Continuous interaction with institutions (Civil Defence, firefighters, among others) to ensure an appropriate synergy with all public institutions involved during States of Emergency, also executing joint of Contingency Simulation in São Paulo.

Thanks to the adoption of the measures listed, operational quality indicators improved significantly. The numbers prove the significant improvement in the company's operation in recent years:

- Percentage of interruptions exceeding 24 hours in the year decreased significantly by 86% (2023 vs. 2025).
- In the severe weather events of Oct/24 and Dec/25, the percentage of customers without

service for more than 24 hours decreased significantly by 56%.

- Average emergency response time decreased by 47% in the year (2023 vs. 2025).
- The restoration curve for the December 2025 event was significantly better, even in the face of a more severe and non-comparable event: +19 p.p. compared to 2023, and +16 p.p. compared to 2024. In December 2025, more than 80% of consumer units were restored within 24 hours.
- Regarding the average duration of interruptions (represented by the DEC/FEC ratio), Enel SP has shown continuous improvement: from 2024 to 2025, it reduced the average interruption time by 14%, advanced in the national ranking (from 16th to 10th place), and also began to register better performance than the Brazilian average.

More in detail, the main actions carried out to respond to the December 2025 event included:

- Replacement of 239 poles, 154 km of conductors, and 173 distribution transformers.
- Mobilization of up to 1,600/1,700 teams per day, far exceeding the contingency plan communicated to *Agência Nacional de Energia Elétrica* (Aneel), which is 2-3 times higher than in the event of October 2024.
- More than 2 million smart meters used to detect customers with electricity and avoid unproductive interventions.
- Network automation systems with telecontrolled equipment use.
- Emergency power generators mobilization to ensure power supply to sensitive customers.
- New operational bases creation to reduce average travel time between incidents.
- Creation of a public dashboard on Enel website, providing transparent data on service interruptions.

These actions demonstrate that the company remains committed to improving service quality and strengthening the network capacity.

7. SPECIFIC SALIENT HUMAN RIGHTS ISSUES

7.1. Land use

Enel is a company committed to transparency in its operations, guaranteeing respect for public and private rights related to the land where it carries out its projects. Managing land access and use is not only an ethical commitment but also a legal obligation framed within the principles of due diligence, regulatory compliance, and respect for human rights.

In this regard, the company applies due diligence processes aligned with the applicable national regulatory framework in each jurisdiction where it operates, as well as with international environmental, social, and governance (ESG) standards. This involves rigorously verifying land ownership and history, identifying limitations on ownership, encumbrances, urban planning or environmental restrictions, and reviewing any potential administrative or legal claims.

In particular, before acquiring or using land, Enel conducts context-specific assessments to identify legitimate tenure rights holders, including formal, informal, customary and collective rights, with particular attention to vulnerable groups. Land-related concerns are managed through project-level engagement and grievance mechanisms designed to ensure timely, accessible and fair resolution, consistent with international standards such as the IFC Performance Standards and the Voluntary Guidelines on the Responsible Governance of Tenure. Prior to project execution, the company conducts a technical, environmental, and social pre-feasibility study to identify potential locations for its assets, prioritizing areas where impacts on the land and communities can be mitigated. This preliminary analysis includes a review of land-use planning instruments, environmental zoning, protected areas, existing easements, and regulatory restrictions.

Subsequently, a detailed legal analysis of the areas to be occupied is conducted to ensure that land access is achieved through legitimate mechanisms and with the support of experts in this field. This phase allows for the identification of the project's direct and involved stakeholders.

Additionally, when required by regulations, participation and consultation processes are carried out with the communities in the area of influence, ensuring that compensation measures, environmental management, and social management are implemented with the stakeholders.

Therefore, land management in the company's projects is based on principles of legality, traceability, prevention of legal risks, and respect for the rights of third parties, minimizing future contingencies and guaranteeing legal certainty in the development of its operations.

7.2. Forced labour in the supply chain: the solar sector experience

The rapid global scale-up of photovoltaic (PV) technologies has highlighted structural vulnerabilities in the solar supply chain related to PV modules, particularly in upstream stages (e.g., polysilicon). Indeed, a significant share of global production remains concentrated in regions identified as high-risk for labour rights challenges, making solar PV one of the sectors most exposed to forced labour concerns worldwide and reinforcing the need for enhanced due diligence practices.

Enel's commitment to the rejection of any form of forced or compulsory labour, including all forms of slavery and human trafficking, remains a cornerstone of the Group's Human Rights Policy. This commitment has become increasingly relevant in the context of the energy transition, as global supply chains for clean energy technologies – particularly in the solar sector – have come under heightened scrutiny for human rights risks.

In recent years, regulatory expectations have shifted from predominantly voluntary commitments to binding obligations. In particular, the adoption of the EU Forced Labour Regulation, together with the EU Corporate Sustainability Due Diligence Directive (CSDDD), and the strengthening of international enforcement frameworks – such as the Uyghur Forced Labor Prevention Act (UFLPA) in the United States – have raised the bar for supply chain transparency, traceability and accountability in the solar sector. These developments reinforce the need for companies

operating in solar value chains to demonstrate, with credible and verifiable evidence, the absence of forced labour risks across all relevant production stages.

Following a risk-based logic, Enel has further strengthened the integration of human rights considerations into its solar supply chain strategy, applying stringent supplier qualification, contracting and monitoring requirements to mitigate forced labour risks, with particular attention to upstream supply chain tiers. Such measures are complemented with suppliers' engagement on traceability expectations and collaboration with industry associations and multistakeholder initiatives aimed at promoting transparency and responsible sourcing in the solar industry while facilitating the alignment with emerging due diligence standards. Through its participation in SolarPower Europe, for example, Enel aims to contribute to the development of sector-specific approaches that enhance the credibility and scalability of forced labour due diligence across complex solar supply chains²⁴.

Through these actions, Enel seeks to ensure that the acceleration of the energy transition – and the expansion of solar generation in particular – goes hand in hand with respect for human rights, reaffirming that climate ambition and social responsibility are mutually reinforcing objectives.

7.3. Privacy

Enel respects the confidentiality and rights to privacy of its stakeholders and is committed to the

8. ENEL JUST TRANSITION PROJECTS

8.1. Enel's Just Transition projects and initiatives

To advance a truly just energy transition, Enel develops projects and initiatives that translate its climate and human rights commitments into concrete actions for people, communities and territories. With particular attention to vulnerable groups, these initiatives promote equitable access to energy, support affordability, foster education on emerging technologies and trends linked to the energy transition and strengthen reskilling

correct use of the data and information relating to people working in its organization, to its customers and to any other stakeholder. Personal data protection and processing is a major challenge in the digitalization and market globalization era. Enel processes personal data respecting all fundamental rights and observes the freedoms and principles recognized by law, in particular respect for private and family life, home and communication, protection of personal data, freedom of thought, conscience and of religion, freedom of expression and information.

7.4. Other emerging and systemic issues: Artificial Intelligence

Enel approaches the development and use of artificial intelligence (AI) in line with the global regulatory frameworks and the ethical principles set out in its Code of Ethics and Human Rights Policy, which frame innovation within a broader system of responsibility, risk awareness and accountability. In this context, the acquisition, development and use of AI systems are guided by respect for human rights, human dignity, fairness and transparency, as well as by the prevention and mitigation of potential adverse impacts. These principles are embedded in Enel's governance and risk management framework, ensuring that technological innovation, including AI, is subject to ongoing attention to ethical risks and aligned with the Group's broader human rights approach.

processes that enhance employability in green jobs and build local capabilities. Through this approach, Enel seeks not only to contribute to climate objectives, but also to generate inclusive social and economic value in the areas where it operates.

These projects are designed and implemented in response to locally relevant needs and priorities, with the aim of supporting inclusive development pathways and ensuring that the benefits of the transition are shared more broadly across communities, workers, suppliers.

²⁴ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/16292-Guidelines-on-the-implementation-of-the-EU-rules-on-forced-labour/F33378185_en



8.1.1. Southern Chile Education Cluster Scholarships

Country: Chile
SDG: 4

In 2025 this project brings together 11 initiatives aimed at promoting equity in access to and retention in formal education. It includes scholarships to cover tuition fees, housing, and school clothing, as well as transportation services and improvements to access routes and educational infrastructure, helping more students remain in the education system. These initiatives have a budget of 509,009 euros, and most have been carried out through agreements.

Beneficiaries: 1,000 students approximately from indigenous communities and neighbourhood councils.

Stakeholder: Communities.

8.1.2. Workforce Training Concepts

Country: USA and Canada
SDG: 4

The project contributes to building capacity among students, teachers and indigenous communities by offering training and engagement opportunities in renewable energy, both in educational settings and at Enel's wind farms.

Through a classroom-to-career strategy, the initiative promotes hands-on and experiential learning through activities such as KidWind, drone programmes, virtual reality, and technology workshops that build key scientific and technical skills, including those related to renewable energy and battery storage.

Additionally, the program helps develop a more prepared and diverse workforce, reduces skill gaps in rural areas, and improves recruitment processes. It also reinforces Enel's public reputation and directly supports commitments related to Just Transition and Human Rights.

Beneficiaries: 1,500 people approximately in 2025, including people from indigenous communities.

Stakeholder: Communities.

8.1.3. Mais Mulheres na Rede

Country: Brazil

SDG: 4, 8

The culture of inclusion is based on a fundamental principle: embracing diversity as a resource and an opportunity for enrichment. For years, women's participation in the electrical sector and in STEM careers has been limited, resulting in gaps in access and professional development. To help close these gaps and promote green jobs with a gender perspective, ENEL drives training, capacity building, and employment initiatives aimed at women.

In Brazil, the *Força para Crescer* program strengthens equity in technical professions. From this initiative emerges **Mais Mulheres na Rede**, which promotes the participation of women in operational roles within the electrical sector. Thanks to this effort, approximately 231 women have been trained at the Escola de Eletricistas in partnership with SENAI, which provides free technical training to women in vulnerable situations in the concession areas of distribution companies. As a result of this training, 182 women have already been hired to 2025.

This combination of financial support, technical training, and real job opportunities demonstrates that a technical and green career is possible for more women. At ENEL, talent has no gender.

Beneficiaries: 182 hired women and 231 women students (accumulated to 2025).

Stakeholder: Community and suppliers.

Additional information on the project available [here](#).

8.1.4. Just Transition in Murcia

Country: Spain.

SDG: 7, 8, 11.

Endesa, through Enel Green Power España, has started building the Balbona solar farm in Jumilla (Murcia), which will become the company's largest in the region with a capacity of about 145 MW. The project represents an €82 million investment and is

expected to create over 250 local jobs during construction.

A strong focus is placed on supporting the local community and employment. To promote local hiring, Endesa has launched training programmes on solar panel installation and renewable plant operation and maintenance, benefiting around 50 residents—prioritizing unemployed people, women, and locals. These courses combine theoretical and practical learning and provide official certification to improve employability in the renewable energy sector.

Beyond employment, several community-focused initiatives are being implemented:

- Previous training programmes (e.g., olive pruning and drone piloting) have already supported local skills development.
- Collaboration with ASPAJUNIDE has enabled a composting and vegetation maintenance course, helping 13 people with disabilities gain professional certification.
- A mobile office for rural digitalization has provided support to the agricultural sector.
- Donation of construction materials and equipment (e.g., defibrillators) to the local community.
- Installation of collective self-consumption solar systems on municipal buildings and a local care residence, helping reduce energy costs and emissions.

Overall, the Balbona project not only expands renewable energy capacity in the region but also contributes to local socio-economic development, inclusion, skills enhancement, and sustainability.

This approach reflects ESG principles by integrating community participation, supporting inclusive economic development, and advancing environmental sustainability.

Beneficiaries: more than 2.100 people in 2025.

Stakeholder: Community

Additional information on the project available [here](#).

8.1.5. Re-Skilling Projects

Country: Italy

SDG: 4, 8

This project aims to support the energy transition through the training and reskilling of workers in the technical competencies essential for the renewable energy sector. It responds to the need for specialized labour, especially in regions where the availability of qualified personnel is limited. The beneficiaries are ex-employees of Enel's contractor companies who previously worked at the thermal power plant.

The initiative includes:

- Professional reskilling to adapt to new jobs created by the energy transition.
- Training courses for photovoltaic panel installation.
- Welding training.
- Certification for the use of elevated platforms and safe operation of machinery.
- Training for working at heights, in accordance with sector safety standards.
- Updates to technical skills to improve employability and facilitate workforce reintegration.

Beneficiaries: 160 approximately ex-employees of Enel's contractor companies in 2024.

Stakeholder: Community and suppliers

8.1.6. Energy that adds value

Country: Argentina

SDG: 7

The project aims to support and guide new customers in vulnerable neighbourhoods during the process of normalizing their electricity service. It includes visits and personalized counselling, where technical and commercial questions are addressed, responsible energy use is promoted, and a socioeconomic survey is conducted.

Customers receive information about the benefits of having a formal connection, efficient energy consumption, commercial procedures, customer service channels, billing, social tariffs, and subsidy levels.

Beneficiaries: 70,728 customers in 2025.

Stakeholder: Customers.

Additional information on the project available [here](#).

8.1.7. Cundinamarca 100%

Country: Colombia

SDG: 7

The Cundinamarca 100% project aims to close the energy gap between urban and rural areas, bringing electricity to 8,500 families by 2026 and achieving full electrification of the area by 2030. In 2025, Enel Colombia supplied electricity for the first time to 875 rural households, supporting the social and economic development of historically isolated communities. To achieve this, the company built 188 km of electrical networks and installed 90 transformers across 47 municipalities in Cundinamarca, Boyacá, Tolima, and Meta.

The project also includes an investment of 3.8 million euros, reinforcing Enel's commitment to expanding access to energy in rural areas. It creates value for communities, it ensures safe and reliable access to energy, improving quality of life, access to essential services, and opportunities for economic development.

Beneficiaries: 3,500 people in 2025.

Stakeholder: Communities.

Additional information on the project available [here](#)

8.1.8. Mucho más que energía

Country: Colombia

SDG: 7

As a complement to the Cundinamarca 100% program, it was identified that many vulnerable rural families were unable to complete the electricity connection process due to high associated costs. This situation often led to dropouts, illegal connections, energy losses, and safety risks. To address this, the Foundation Enel Colombia decided to cover the connection costs—including meters, regulatory fees, service lines, and internal installations—ensuring access to clean and reliable electricity for the most vulnerable households.

The program helps reduce losses, prevent clandestine connections, and minimize operational

risks, while also supporting the formalization of new customers. For communities, it promotes economic and social development and guarantees access to safe and efficient energy.

Beneficiaries: 1,480 people in 2025.

Stakeholder: Communities and customers.

Additional information on the project available [here](#).

8.1.9. Electrodependent

Country: Spain, Argentina and Chile

SDG: 7.

Enel promotes a vision focused on protecting and supporting electricity-dependent customers, ensuring their safe and continuous access to energy and reducing the barriers they face in exercising their rights as vulnerable users.

Under this global framework, different initiatives have been developed in countries such as Spain, where a comprehensive system was implemented to identify, register and assistance of **6,270** electricity-dependent customers, incorporating risk management, incident communication protocols, data protection measures, and coordination with authorities and health entities. This approach strengthens institutional processes and ensures timely and appropriate responses.

Similarly, in Argentina, direct support to families is prioritized. Personalized calls are provided, along with guidance to register in official databases, assistance with procedures related to alternative energy sources, and regulatory orientation. This initiative reached **592** beneficiaries, achieving closer and more effective support for those who require continuous assistance.

In Chile, Enel has an integrated critical care system for registered electricity-dependent customers aimed at ensuring the continuity of medical equipment operation in the event of power outages. The system includes customer registration, the provision of permanent backup equipment for those who accept it, based on patient needs and housing conditions, and the installation of remote metering systems to detect outages. In addition, these customers have access to a priority service platform for outage recovery

prioritization, technical assistance, and backup equipment replacement or recharging. Enel also carries out monthly checks on patient conditions, preventive and corrective maintenance of backup equipment, and proactive communications via email, WhatsApp, and phone calls. To date, more than **3,300** electricity-dependent customers are registered, and 92% of them have permanent backup equipment at home (100% of those who accepted it)

Together, these experiences show how Enel adapts a unified vision of care and protection to different contexts, combining institutional robustness with community proximity to improve the quality of life of thousands of electricity-dependent individuals and guarantee compliance with the regulations of each country.

Beneficiaries: 6,270 in Spain; 592 in Argentina; 3,300 in Chile.

Stakeholder: Customers and community.

8.1.10. Enel Shares Network Leadership

Country: Brazil

SDG: 7

The Company has a consolidated community engagement model in Brazil based on the social network developed through the Community Leaders program, present in areas such as Rio de Janeiro, Ceará and São Paulo.

Through this network, Enel works directly and systematically with local community leaders to promote topics such as tariff issues, trade matters, social benefits, and sustainability projects, as well as to anticipate or address social tensions related to its operation.

Community Leaders act as key liaison points between Enel and the communities, facilitating access to local areas, supporting the dissemination of safety information, and collaborating during critical situations such as service interruptions or local emergencies. Their role enables a faster and more effective response, reduces potential conflicts, and contributes to building relationships based on trust and collaboration.

Thanks to this joint work, Enel has significantly improved the effectiveness of its social projects, its

ability to intervene early in community tensions, and the overall quality of ongoing dialogue with local stakeholders.

Beneficiaries: 833 active leaders and 330,000 people in 2025.

Stakeholder: Community.

8.1.11. Project North: Electrical substation 230/115 kV and transmission lines 115kV

Country: Colombia

The Norte Project of Enel Colombia consists of the design, assembly and construction of a 230/115 kV electrical substation, with an initial installed capacity of 600 MVA, as well as the construction and commissioning of 115 kV transmission lines that will enable its connection to the Gran Sabana, Sesquilé, Zipaquirá and Ubaté substations, all operated by Enel Colombia SA ESP. The project is currently in the permitting phase, with construction scheduled to commence in late 2026.

From its earliest stages, the project has been managed under an environmental and social impact assessment, aimed at identifying, assessing, and proactively managing potential social and environmental impacts on communities within the project's area of influence. Likewise, the construction of the project requires obtaining an environmental license issued by the competent environmental authority.

Enel Colombia carried out approximately 200 community engagement activities, which made it possible to incorporate community perspectives in a participatory manner into the definition of prevention, mitigation, correction, and compensation measures for the project.

Additionally, as part of compliance with the national regulatory framework, the National Directorate for Prior Consultation, in response to the request submitted by the company within the environmental licensing process, identified the presence of two ethnic communities in the project's area of influence: the Kichwa community in the municipality of Sesquilé, and the Mhuysqa community in the municipality of Tocancipá. The prior consultation processes were carried out

between 2024 and 2025, enabling the agreement on measures aimed at mitigating, compensating for, and managing the project's impacts on the territories and sociocultural dynamics of these communities, while incorporating the outcomes of the dialogue into project management.

On a complementary and voluntary basis, the company has also developed shared value creation projects in the area of influence, aimed at strengthening local well-being and capacities and contributing to the social development of communities. These initiatives include "Good Energy for Your School," through which the perimeter fencing of the school in the El Tunal rural area of Zipaquirá was improved, and the project "Weaving Dreams with Energy," under which 300 school supply kits were distributed, and computer equipment was donated.

Stakeholder: Community.

Additional information on the project available [here](#).