

0.52

COMBINED INJURIES FREQUENCY RATE (FR)

Enel people and contractors, reduced 29% in comparison to 2019

184

EXTRA CHECKING ON SITE (ECoS)

979 thousand

hours

TRAINING ADDRESSED TO ⁽¹⁾

(1) This number includes information, training and instruction provided to Enel people

OCCUPATIONAL HEALTH AND SAFETY

| 103-2 | 103-3 | 102-15 | 403-1 | 403-2 | 403-3 | 403-4 | 403-5 | 403-6 | 403-7 | 403-9 | 416-1 | EU18 | DMA EU (former EU21) | DMA EU (former EU16) |

Enel considers the health, safety and psychological and physical well-being of individuals the most precious asset to be protected at all times of life, at work, at home and during leisure time, and is committed to developing and disseminating a robust safety culture throughout the entire perimeter of the Company in order to guarantee a workplace that is free from health and safety hazards. The Group is committed to promoting a culture of health and safety in every country in which it operates. Its objective is to increase awareness of risks and promote responsible behaviors in order to ensure that the activities will be performed with a high level of quality and without injuries, while protecting the health of persons. Enel is also involving contractor companies in the development and awareness programs: each person must feel that they are responsible for their own health and safety as well as for the health and safety of others.

The constant commitment of all, integration of safety in processes and in training activities, disclosure and analysis of near miss accidents, rigorous selection and management of contractor companies, continuous quality controls, sharing of experience and benchmarking with the top international players are the foundational elements of our safety culture.

Since the start of the **Covid-19 emergency** in February 2020, we have taken action in order to protect the health of our colleagues and guarantee a continuous supply of electrical energy to the communities where we operate, which is an aspect that is even more crucial at a moment like this one.

Considering the rapid evolution of the pandemic and its progressive spreading, we have created a **global task force as well as local task forces**, one for each country where we operate, which has made it possible to monitor the progression of the epidemic, using dedicated indicators, and immediately adopt all the measures necessary to protect the health and safety of our colleagues and guarantee the continuity of the supply of essential services.

We have implemented new operating models to minimize the risk of infection, also defining specific prevention protocols, by dynamically re-adapting the activity plan and the defined measures related to the development of the pandemic on a global level.

For all the colleagues whose work can be performed "remotely", since the beginning of the emergency we have made **smart working** possible.

For **operating units** (approximately 13 thousand colleagues) that had to remain in the field, we have applied strict infection containment measures that go far beyond regulatory compliance. In particular, the operating units have been divided into smaller nuclei (elementary cells), that include the smallest number of people technically possible, who are separated by space and/or time. We have performed a stress test on the critical infrastructures on a global scale with

We measure our success by ensuring protection for people who work with us: there is no creation of value without safety for people.

Why is it important for our stakeholders?

The continuous improvement of safety performance objectives is concrete proof of the Company's commitment to pursue sustainable growth objectives in the interest of all stakeholders.

the purpose of verifying the possible operation based on different possible infection scenarios and testing the response system defined for the emergency. We have started information and training initiatives targeted towards reminding employees of the main preventive measures to adopt during their work day (safety journey), starting from the moment they leave their home.

Since the start of the epidemic, we have requested our **suppliers** on a global scale to undertake all the actions considered appropriate, with a standard at least equivalent to what has been adopted by the Enel Group, in order to guarantee the health of their employees and to limit infection, both when executing the contracts in force with Group companies as well as during any other occasion when meeting. For this reason, we have sent periodic communications to companies to inform them about the safety protocols and procedures we have defined at our sites and to request all our contractors and service providers working at these sites to implement the measures they contain.

In all the main countries where Enel is present, **flu vaccination programs** were carried out as a health preventive measure and in particular to be able to help quickly identify cases of Covid-19 at an early stage.

We have also supported the communities where we are present with **donations and solidarity initiatives** for the health-care structures and the organizations working on the front line to manage the emergency.



Silvia Fiori

Internal Audit

Why is it important for Enel?

Enel promotes innovation for the achievement of ambitious objectives, being aware that a better future is built on the basis of solid values, first among which is the health and safety of people.

The health and safety system

"Statement of Commitment to Health and Safety" and "Stop Work Policy", both signed by the Chief Executive Officer, are two documents based on which the Enel Group's commitment is founded.

The Statement is based on the following principles:

- > compliance with legislation, adoption of the best standards and sharing of experience;
- > creation, implementation and continual improvement of the Occupational Health and Safety Management System in compliance with international standard ISO 45001;
- > reduction of injuries, occupational diseases and other accidental events through the implementation of suitable preventive measures and checking of their adequacy and effectiveness;
- > assessment of all health and safety risks and adoption of a systematic approach to eliminate them at the source if possible, or to minimize them, while guaranteeing maximum protection for anyone working for Enel;
- > promotion of informative initiatives to disseminate and consolidate a culture of good health, safety and organizational well-being;

- > adoption of working methods inspired by quality and their dissemination by means of incisive and effective training that aims to create a lasting connection between technical aspects and safety aspects;
- > direct commitment of the persons in charge aimed at strengthening a robust culture of leadership in relation to safety;
- > adoption of safe and responsible conduct throughout all levels of the organization;
- > design of workplaces and supply of suitable equipment and tools for the execution of operating activities, guaranteeing optimal and the safest conditions;
- > rigorous selection and management of contractors and vendors, promoting their involvement in safety performance continual improvement programs;
- > constant attention towards communities and towards all those who work with or come into contact with the Group's activities by sharing a culture of health and safety protection;
- > annual definition of specific and measurable goals and continual monitoring to check their effective implementation through the involvement of top management.

Based on the **Stop Work Policy**, Enel people are required to promptly report and/or stop any risky situation or unsafe behavior by internal or external personnel.

In line with the Code of Ethics, the Statement and the Stop Work Policy, Enel has defined a specific **Health & Safety Policy** that requires every Group Business Line to have its own **Health & Safety Management System** in compliance with international standard ISO 45001.

The Management System is based on the identification of hazards, the qualitative and quantitative assessment of the risks, the planning and implementation of the preventive and protective measures, the check of the effectiveness of the preventive and protective measures, and any corrective measures. In particular, it involves both Enel people and personnel from contractor companies who work at Enel's plants and sites, and is based on the following shared principles:

- > prior evaluation, elimination and/or reduction of risks through application of the latest technical know-how;
- > identification of the necessary preventive measures and the associated implementation program;
- > adoption of residual risk mitigation measures, awarding priority to collective rather than personal solutions;
- > active, responsible, and integrated intervention of all parties concerned with safety, involving workers and/or workers' representatives, starting from the identi-

- cation of risk situations up to the choice of solutions to prevent and/or reduce them;
- > appointment of a medical officer, when required, and setting up health surveillance for workers responsible for specific high-risk processes;
- > preparation of a program of information and training of workers in order to increase awareness when dealing with situations of risk;
- > regular upkeep and cleaning of workplaces.

From an organizational perspective, the Holding Health, Safety, Environment and Quality unit (HSEQ) assumes the roles of supervision, guidance and coordination, promoting the dissemination and sharing of best practices within the Group and external health and safety benchmarking with top international players in order to identify improvement opportunities and ensure constant commitment in the area of risk reduction.

Alongside the Holding Function, the Global Business Lines HSEQ structures orient and support the business in relation to health and safety issues, define improvement plans and monitor their execution.

2020 performance

The combined injury Frequency Rate (FR) for Enel people and contractors in 2020 confirmed the downward trend already recorded in prior years, with a total of 0.52 injuries per million hours worked, a figure that is 29% lower than that of 2019.

In detail, the FR of Enel people decreased, totaling 0.60 injuries per one million hours worked (-33% versus 2019), and also that of contractor personnel, totaling 0.49 injuries per one million hours worked (-26% versus 2019), thus confirming the effectiveness of the strategies adopted and of the safety policies implemented in the Group.

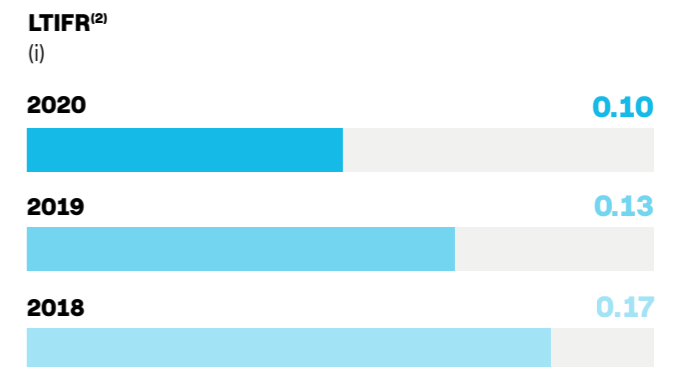
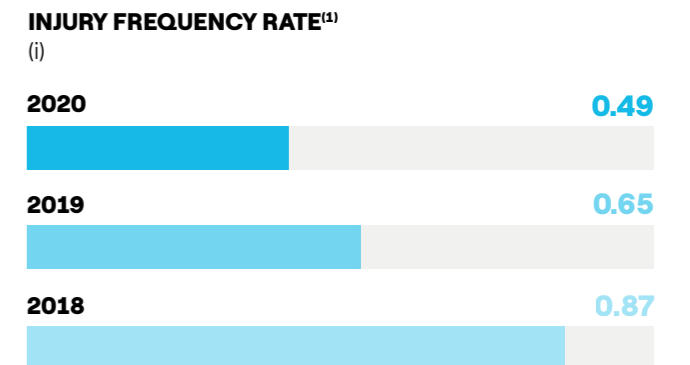
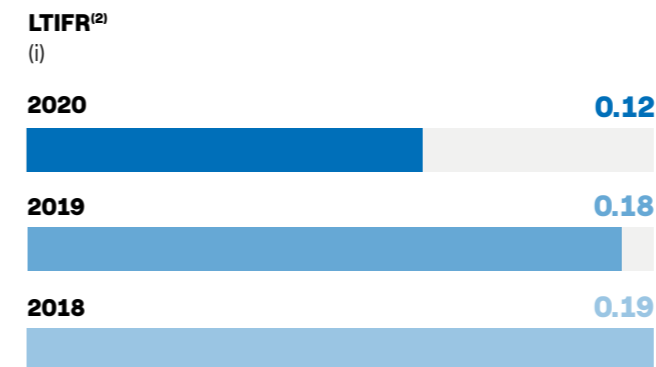
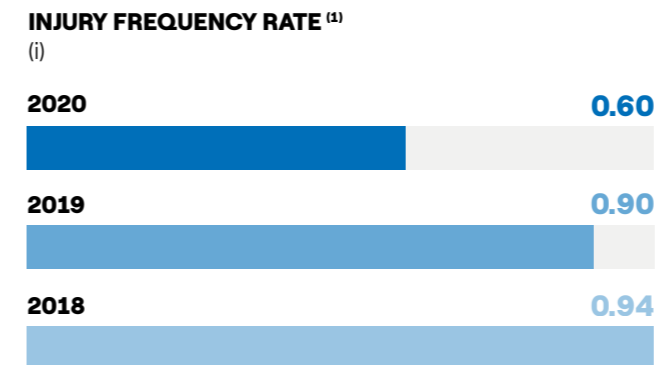
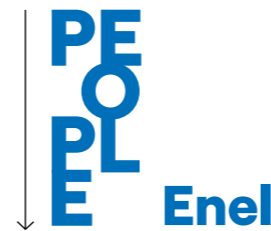
In 2020 there was 1 fatality involving an employee of the Enel Group, in Brazil, and 8 fatalities involving contractors (5 in Brazil, 1 each in Italy, Spain and Colombia). The causes of these 9 fatalities are mainly of electrical type.

In 2020 there were 3 High Consequence injuries involving Enel Group employees and 20 involving contractors, mainly of mechanical type.

Enel has a specific injuries management policy (Policy 106 "Classification, communication, analysis and reporting of incidents") that defines roles and methods employed to guarantee prompt communication of incidents, ensuring the related causes analysis process, definition of improvement plans, and monitoring of the associated actions depending on the event type. The criteria prescribed by Policy 106 are applicable not only to injuries of high industrial significance but also to minor events, including those not involving personal injuries (near misses). Therefore, all fatalities or severe injuries (or events that could have potentially caused a fatality or severe injury) involving Enel people or the personnel of contractor companies, are analyzed by a group of experts. The improvement actions

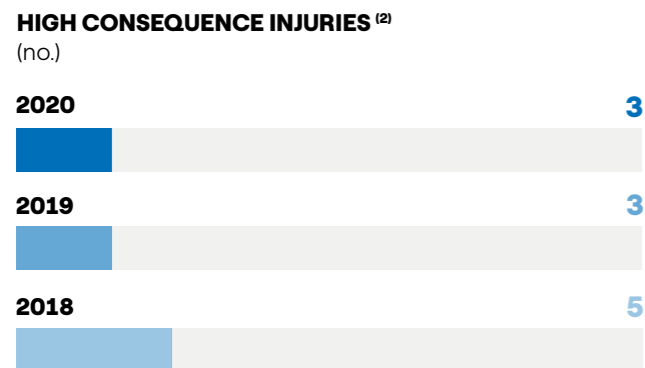
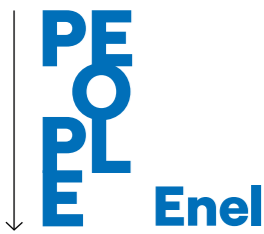
identified are constantly monitored and followed until the time of completion. If the event analysis reveals serious safety breaches by contractor companies, suitable provisions are adopted (contract termination, suspension of qualification, etc.).

In 2020, the **Extra Checking on Site (ECoS)** activities also continued with 184 ECoS that were performed with the aid of digital remote control solutions, in spite of the emergency context determined by the Covid-19 pandemic. The purpose of the ECoS is to assess adequacy of the organization and processes implemented in a specific operational area. These checks are carried out by expert HSEQ personnel external to the operating units affected by the investigation, assisted by technical profiles speci-

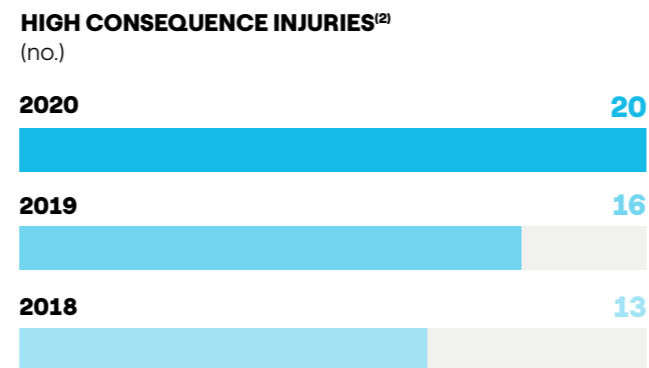
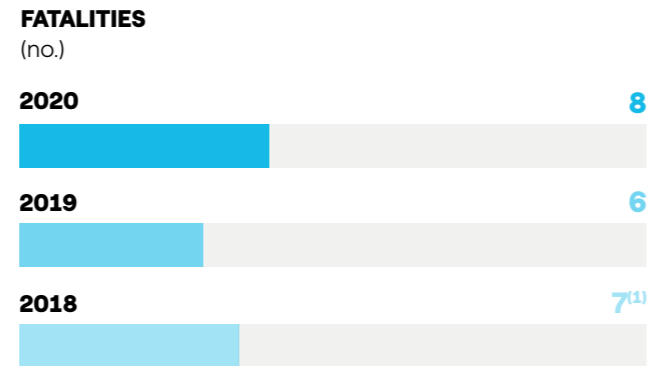


(1) This index is calculated by establishing the ratio between the number of injuries (all injuries, also those with 3 days of absence or less) and hours worked/1,000,000.

(2) The Lost Time Injury Frequency Rate is calculated by relating the number of injuries with hours worked * 200,000.



(1) Considering all the areas in which the Group operates and the activities managed, including the companies consolidated using the equity method and the companies for which the BSO (Build, Sell and Operate) mechanism was applied, the total number of fatalities is equal to 8.



(2) Sum of: injuries that, as of December 31, 2020 resulted in more than 6 months of absence from work; injuries that as of December 31, 2020 are still open and are considered severe (initial prognosis > 30 days); injuries categorized as "Life Changing Accidents" (LCA), regardless of the number of days of absence from work related to them.

fic to the business, and they make it possible to define adequately monitored corrective actions for preventive purposes.

Safety in contract processes

Safety is integrated in tender processes and the performance of companies is monitored both on a preliminary level, by means of the qualification system, and during contract execution through a large number of control processes and tools such as the Supplier Performance Management tool (SPM).

A specific "HSE Terms" document has been prepared and attached to all contracts since last year; the document in question must be signed by contractors when the works are awarded. The document, which is the same throughout the entire Group, defines the obligations in relation to health, safety and environmental aspects that the contractor must respect, placing the same obligation on its subcontractors. Any violation of the contractual conditions in question will produce specific penalties up to termination of the contract and/or suspension of qualification.

The **Contractor Assessments** also continued in 2020, which are specific assessments regarding safety issues carried out on the premises of the suppliers as well as at their job sites. In spite of the Covid-19 emergency, 1,185 Contractor Assessments were carried out in total for the different Enel Business Lines and Countries and Regions. The assessments are carried out during the qualification phase for each new vendor, or in cases in which criticalities emerge (severe injuries or fatalities) or low SMP rating scores.

2020 was also the year for additional extension and development of a structured and "data-driven" approach for supplier assessment, also thanks to the safety metric that was defined for measuring the managerial and operational performance of companies. The Contractors Safety Index (CSI), which is an indicator based on the detection in the field of non-conformities, the number of injuries and their relative severity, has been applied extensively as an indicator used to detect faint signs and operational criticalities of contractors, so prevention can be selectively focused on the most critical companies and to make it possible to perform an objective assessment and implement consequence management for our suppliers.

Periodic multidisciplinary meetings (Evaluation Groups), with the purpose of evaluating the safety performance of suppliers, were held in all the Business Lines and Countries and Regions in order to define targeted actions and customized accompaniment and support plans for companies to ensure that the desired safety standards will be reached.

Infrastructure safety and technological innovation

Enel views technological innovation as a valid tool capable of improving a large number of processes from the H&S perspective. Several innovation projects on safety proceeded and various new projects were launched in 2020 in order to improve processes, starting from personnel training, continuing with the implementation of preventive and

protective measures, up to the execution and analysis of corrective checks.

Personal voltage detectors, i.e. portable devices designed to identify electrical voltage on low- and medium-voltage power lines located at operationally significant distances from the worker but not necessarily involved in the activity in progress, have been adopted in the Infrastructure and Networks area. Promoted initiatives include an application that uses uploaded confirmation photos to guarantee that all activities calling for preparatory electrical disconnection of live parts have been carried out in full compliance with the globally adopted rules to ensure complete safety. Within the scope of the "Intrinsic Safety" program, which was implemented with synergy and co-design between various Enel Global Business Lines and Holding Functions, many innovative projects were created in 2020, such as:

- > **"AI4Lifting"**, which uses Artificial Intelligence to detect any potential situations of danger when handling loads;
- > **"Smart Access"**, a hardware and software system for managing accesses to work areas in order to provide access only to authorized personnel, while also offering support to guarantee the correct fulfilment of the safety standards and procedures during the various work phases;
- > **"Hop Safe"**, a system that allows personnel to use a ladder when working at a height only when they are properly connected to the life line.

Innovative solutions are currently being developed in the area of HMI (Human-Machine Interaction) to prevent the risk of accidental impacts with moving work equipment or with underground service lines, and for the monitoring of health conditions during work activities, in order to prevent and/or quickly manage potential situations of danger and/or emergency.

Health

| 403-3 |

The Enel Group has defined a structured health management system based on preventive measures, to develop a corporate culture oriented towards the promotion of mental-physical health, organizational well-being and balance between the professional and personal spheres. In this context, the Group carries out global and local awareness raising campaigns to promote healthy lifestyles, sponsors screening program aimed at preventing the onset of illnesses and guarantees the availability of medical services.

An initiative for strengthening the digitalization of the employee health surveillance process was started in Italy during the year, which involves the introduction of an IT tool

that manages medical records. This will provide benefits in terms of efficiency and document archiving, and will make it possible to monitor health parameters in an aggregated and anonymous manner.

Furthermore, a policy is planned on a global level for the prevention of local diseases and to provide support in the case of illness or injuries while abroad. There is also a smartphone application that provides indications about travel information, vaccination guidelines and a global insurance policy for all personnel travelling abroad, which also includes health coverage in the case of epidemics and pandemics. In relation to the injury phenomenon, apart from implementing plans designed to reduce the frequency to zero, it is planned to adopt a psychological support program for employees who have suffered severe injuries, together with their families, in order to assist them from the time of the event up to the return to normality.

Constant monitoring of epidemiological and health trends is carried out within the perimeter of the Enel Group, with the aim of implementing plans composed of preventive measures and measures to protect the health of employees and anyone working for the Group, on both a local and global level. A listening and psychological support service was started during this year which will remain active independently of the health emergency, the purpose of which is to provide employees with a customized help program in an anonymous, free and confidential manner.

Moreover, the Enel Group implements a systematic and continuous process for identifying and evaluating correlated work stress risks, in compliance with the "Stress at Work Prevention and Well-being at Work Promotion" Policy. This allows prevention, identification and management of stress in work situations that can affect individuals and more extensive areas of the organization, supplying also a series of indications aimed at promoting a culture of organizational well-being.

The Group provides its people with specific conventions that provide ready access to: medical and healthcare services, assistance actions for persons with disabilities or in emergency situations, and specific preventive medicine initiatives.

Finally, with regard to the Covid emergency, a new Covid-19 Global Insurance Group policy was established since March 2020, which provides compensation to Group employees who had to be hospitalized for at least two nights or who required hospitalization in intensive care after testing positive for Covid-19.

Development of safety culture: training and information

| EU18 |

Several health and safety communication campaigns were carried out in the year concerning areas of specific attention for the Company, based both on the publication of information on the company intranet, and on specific services on Enel TV and Enel Radio.

Overall, 49,307 Enel employees received approximately 980 thousand training hours in 2020, in addition to information and training activities on safety, with the purpose of increasing the know-how and specific skills of workers throughout the Group. The **SHE project** was further implemented in 2020: what started as an initiative shared among all the countries has become a real company process that Enel intends to promote in four dimensions, as illustrated below.

First of all "**HSE without borders**": a true example of integration. Reducing distances to share topics, solutions and good practices, promoting integration and co-design on all levels through feasible collaboration.

Rethinking our assets and processes from a safety point of view: "**Intrinsic safety: equipment, tools and processes**". Mapping and adapting plants, equipment and work methods to limit or eliminate the possibility of errors, thereby increasing the level of safety.

Particular attention is also placed on Enel suppliers with the "**Partnership for safety, health and the environment**", which focuses on assisting Enel partners in adapting their company standards regarding HSE, with assessments and collaboration opportunities in the field. Furthermore, informational meetings are planned for all employees of the contracting companies who access Group plants before carrying out their work. The purpose of these meetings is to inform the workers of the specific risks connected with the work environment and of any additional risks related to other activities carried out in the same environments. These meetings, which only provide information, involve construction work sites and operation and maintenance activities, and are included among the consolidated risk prevention and protection activities.

Finally, **SHE Factory**, created with the precise objective of promoting a way to work that is safer for (and between) Enel people, also including suppliers, and more sustainable as regards the environment. It is a model that aims to spread a different cul-



ral approach to HSE topics by everyone, and at all professional levels, also by using training projects and learning processes not only based on technical aspects, but also so-called soft skills. Communications on the global level in relation to health and safety were focused on topics concerning personal health and the most common pathologies.

Safety of communities and third parties

| 103-2 | 103-3 | 416-1 | EU25 |

Enel's installed plants are built in compliance with legislative prescriptions and the rules of best technical practice. Plants, machines and work equipment are subject to systematic and periodic checks and maintenance activities to guarantee correct operation in compliance with regulations and in accordance with the adoption of the best standards.

In order to guarantee health and safety of the community and reduce the impact of the typical activities of the Company's generation process on the external environment, the Company carries out monitoring campaigns such as measurement of the electromagnetic fields of power networks, noise levels, vibration and dust created by the electrical machines of power plants and distribution and transformer substations. Also the following environmentally significant factors are monitored: atmospheric emissions and air quality, effluent discharge into surface waters, water quality, production, reuse and disposal of wastes, soil quality, biodiversity impacts. Considerable attention has been devoted to preventing harmful events involving members of the public who accidentally come into contact with electricity networks due to activities such as job sites near transmission lines or sports and leisure pursuits (fishing, flying kites, etc.). A large number of awareness campaigns have been conducted, addressed both to the general public and to specific categories (construction companies, sports associations, etc.).

Emergencies management

DMA EU (former EU21)

Enel has a common crisis and critical events management system across the various countries in which the Group is present. This global management system involves evaluation of the impact caused by critical events by means of a standard reference scale with three levels. High-impact crises are managed centrally, while medium- or low-impact crisis situations are managed within the specific organization in the individual countries.

High-impact crises ("Group Red Code") are addressed by creating a central crisis committee in the Security Control Room at the Viale Regina Margherita headquarters in Rome, supplying support 24/7 for communication and coordination of information flows. Moreover, the crisis committee defines strategies and actions to deal with critical events and coordinates all actions designed to restrict damage to the Enel Group's property, profitability and reputation.

Enel SpA has a Security unit in the Holding's People and Organization Function, aimed at defining strategies and guidelines on matters of security, reporting to top management and promoting sharing of best practices. Also, a travel safety process has been set up in order to protect Enel people travelling in different countries, supplying information and communications on destination countries, indicating conditions that can constitute health and safety risks of travelers (e.g. political turmoil, terror attacks, crime, health threats, etc.), the guidelines and conduct to follow, and activation of the necessary safety measures with regard to the level of risk identified for the destination country.

At the end of 2020, in the area of the Holding HSEQ Function, the HSE Emergency Management unit was created, which focuses on Health, Safety and Environment emergencies in order to ensure integration and continuous alignment when defining strategies and when managing emergency events on a Business Line and Country level. In fact, the progression of the pandemic and its spreading all over the world has raised awareness that the emergency will be continuing for a long period of time and that it is therefore necessary to pass from a management approach based on global and local task forces to the definition of an HSE emergency management process that is integrated in the company organization, through the establishment of a dedicated unit.

Nuclear policy

In the context of its operations in the field of nuclear technologies, Enel has made a public commitment, in the role of shareholder, to guarantee that a clear nuclear safety policy is adopted in its atomic energy plants and that the plants are managed in accordance with criteria capable of assuring the absolute priority of safety and protection of workers, the community and the environment.

Further details are available on the Enel website (<https://www.enel.com/investors/sustainability-performance/enel-and-nuclear>).

Industrial relations on health and safety issues

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In order to consolidate the culture of safety and promote the adoption of behaviors that are consistent with company policies, Enel supports social dialogue and participation of workers' representatives. Joint committees have been set up for this purpose in the main countries in which Enel is present, dedicated to monitoring the issues and projects concerning workers' health and safety on the national level and also in terms of Business Lines. In Italy, in implementation of the matters provided for by the national trade union agreement on the "Italian model of Enel Italia industrial relations", there has been a bilateral commission on workplace safety and protection policies in force since 2012. The commission examines the main projects aimed at improving safety standards, training projects, and preventive initiatives. In 2013, the Enel Global Framework Agreement created an analogous bilateral commission at the Group level, which defined a "joint recommendation" concerning health and safety standards applicable in all Enel countries. Negotiations are in progress to renew the Enel Global Framework Agreement.

The following details concern the commissions that operate in the main countries on the national and/or local levels.



Country	Joint committees for health and safety
Italy	Apart from the bilateral commission on safety policies and workplace protection set up in 2012, there are two committees working for Infrastructure and Networks and for Generation. Periodic meetings are also organized, involving the employer, the prevention and protection service manager, the medical officer and the workers' safety representatives. The meetings are held at least once a year.
Russia	Every power plant in Russia has a health and safety committee. Each organizational unit has a worker representative for issues concerning occupational health and safety, with a total of 33 representatives reporting to company managers and union organizations.
Romania	In compliance with legislative provisions, there is an Occupational Safety and Health Committee (CSSM) comprised of representatives appointed by the trade organizations who represent the workers for each company (worker representatives) on the one hand, and, on the other, a number of people representing the employer equal to the number of worker representatives. The occupational health physician is required to participate in the CSSM meetings. The Occupational Safety and Health Committee aims to guarantee employee involvement in the development and implementation of decisions regarding occupational health and safety. Committee members meet periodically (every three months and each time it is necessary) to discuss specific problems and propose measures/actions for managing, controlling and improving the level of employee health and safety.
Spain	The <i>Comisión de participación y control</i> has been set up on the national level, while the local level is handled by <i>Comités de seguridad y salud territoriales</i> .
Argentina	The power plants have bilateral committees responsible for health and hygiene issues, which meet once a month or once every two months. The agreement does not specify the frequency with which the meetings are held.
Chile	All generation centers with more than 25 workers have <i>Comités paritarios de higiene y seguridad</i> , which make decisions concerning occupational health and safety by means of an annual operating plan. These committees meet once a month.
Peru	We have bilateral committees (workers and company representatives) that approve occupational health and safety policies according to law.
Brazil	The <i>Comissão interna de prevenção de acidentes</i> has been established at all sites, which is comprised of company representatives and worker representatives; the committee focuses on the creation of accident prevention initiatives.
Colombia	Two joint committees have been set up (COPASST), one for networks and one for generation, with the role of promoting the application of occupational medicine legislation.