



SUSTAINABILITY POLICY

The purpose of this policy is to formalize and specify ENDESA's commitment to sustainable development, established in the mission, vision and values on which the Company's principles of conduct are based. We are an **energy company** focused on the electricity business that has a growing presence in the gas industry and which also supplies other related services.

Our objective is to **responsibly and efficiently provide high quality services** to our customers, offering returns to our shareholders, promoting a culture of ethics and compliance, fostering professional development of our employees, contributing to the development of the social environments where we operate and using the natural resources required for our activities in a sustainable manner, from the standpoint of creating shared value for all of our interest groups.

We are aware that the balanced fulfillment of our economic, social and environmental responsibilities, based on sustainability criteria, is essential to maintain and strengthen our current leading position in the future.

These **new commitments for the future** will guide us and form the basis of our conduct in this area. Our Management requires everyone working for or on behalf of the Company to comply with these commitments and as such, they are communicated to and shared with our contractors and suppliers, and compliance is assessed by third parties.

These commitments are fully integrated into our daily work and are continually reviewed and improved by both ENDESA's Management and the parties involved in their implementation. In this regard, we develop objectives, programs and actions that are set forth in the successive sustainability plans. These plans help us to manage and monitor the different non-financial risks (social, environmental, ethical) and to seize responsible business opportunities that may drive sustainable development and, in particular, contribute to the generation of long-term value on a committed and sustainable basis.

We are also aware that our statement of commitment would be empty if we did not assess its performance, for which purpose we use monitoring and evaluation mechanisms that provide an exhaustive measurement of: performance of our management, decreases in non-financial risks inherent in our business activity, increases in earnings arising from execution of responsible business opportunities and, ultimately, compliance with the sustainable development commitments established herein.

We strive to ensure constant and fluid dialog with interest groups in order to better understand and integrate their expectations in a structured manner in line with our strategy. For such purpose, we use different communication, engagement and dialog channels with interest groups, which allow us to identify leverage that can make sustainable energy models more viable, competitive and safe, as well as to develop innovative, comprehensive and pioneering views to advance knowledge, manage risks and seek differentiation.



Furthermore, Endesa is committed to using responsible communication practices as the primary vehicle for conveying to the Company's different interest groups that its commitment to sustainable development is firm and credible.

NEW COMMITMENTS FOR THE FUTURE

Our Customers

COMMITMENT TO DIGITAL QUALITY, SALES EXCELLENCE AND ENERGY EFFICIENCY IN CONSUMPTION

ENDESA works to constantly provide excellent customer service, making a commitment to our customers and their needs. It is our responsibility to be more and more efficient every day and we therefore commit to ensuring that we provide our customers with high-quality, safe and reliable services. In today's society, characterized by increased empowerment of citizens, high penetration and rapid technological maturation, we are aware that our customers expect and deserve digital quality. Likewise, due to the economic implications and relevance in the fight against climate change, we work to help customers using our products and services to improve their energy efficiency.

Our Shareholders and Investors

COMMITMENT TO CREATING VALUE AND PROVIDING RETURNS

We are firmly committed to the objective of increasing Company value and providing returns to our shareholders through relationships based on the principles of loyalty and transparency. For such purpose, we carry out our business activity efficiently and competitively, aiming to optimize use of available resources in a responsible manner, in the interest of the investors that have placed their trust in our Company.

Our People

COMMITMENT TO THE PERSONAL AND CAREER DEVELOPMENT, DIVERSITY AND WORK-LIFE BALANCE AND OCCUPATIONAL HEALTH AND SAFETY OF PEOPLE WORKING FOR ENDESA

ENDESA undertakes to provide all employees with equal opportunities, develop their talent and career without discriminating based on, in particular, race, gender and political or religious beliefs, and to ensure health and safety in the workplace and promote a work-life balance. Furthermore, ENDESA encourages training, team work and knowledge sharing among employees and aims to create a work environment that rewards communication, creativity and initiative.

Our Conduct

COMMITMENT TO GOOD CORPORATE GOVERNANCE, TRANSPARENCY AND ETHICAL BEHAVIOR

Honesty and integrity are key values of our Company that guide our conduct, aimed to fostering relationships based on communication and mutual trust with our customers, shareholders, workers, suppliers and contractors, as well as with public authorities and other stakeholders. For such purpose, we firmly apply principles of good corporate governance, promote an ethical culture, require all of our partners



to comply with the applicable laws and regulations at all times, and provide thorough and transparent reporting on our economic and financial condition, strategic plans, environmental conduct and compliance with our duties and responsibilities as regards the social environments where we operate, in the context of faithful collaboration and dialog with public institutions and regulatory bodies. Furthermore, we are committed to implementing responsible tax policies and promoting cooperative and transparent relationships with the Tax Authorities.

Our Environment

COMMITMENT TO REDUCING ENVIRONMENTAL FOOTPRINT AND PROTECTING THE ENVIRONMENT

Preserving the environment is a principle that is permanently integrated in the management and decision-making processes of our Company. We identify, assess and manage the environmental effects of our activities, and endeavor to minimize such effects. In this regard, our Company is aware that use of natural resources must be subject to the need of ensuring development of future generations, in particular as regards the global problem of polluting emissions.

We are aware that the natural resources we use are very valuable and that the industrial processes inherent in our activities inevitably affect the environment. Therefore, we aim to use the cleanest and most efficient technologies available and we focus our research and technological efforts on decreasing these effects, both locally and globally, and obtaining improved energy savings. Furthermore, all of our processes are executed using the highest quality standards as regards materials and components as well as assembly and use.

Innovation

COMMITMENT TO TECHNOLOGICAL INNOVATION AND SCOPE OF SERVICES

We are resolutely committed to technological innovation, as this provides crucial leverage to ensure sustainable continual improvements across time in managing our potential environmental and social impacts, reducing our risks and increasing our business opportunities in a sustainable manner. We believe that collaborative and inclusive innovation will help us to maintain our leadership and will allow us to extend the scope of our services to meet the evolving needs of our stakeholders.

The Company

COMMITMENT TO SOCIO-ECONOMIC DEVELOPMENT OF THE COMMUNITIES WHERE WE OPERATE

We want to play an important role in the development of the communities where we operate, focusing our business on creating shared value. This focus places emphasis on developing long-term relationships that benefit both our Company as well as the communities where we operate, consistently over time. Providing basic services such as electricity, we undertake our leading role in attaining some of the Company's development objectives such as, in particular, universal access to sustainable energy.



Public Institutions

COMMITMENT TO DEVELOPING PUBLIC-PRIVATE ALLIANCES TO PROMOTE SUSTAINABLE DEVELOPMENT

We are aware that, as established by top-level institutions such as the United Nations, collaboration between the private and public sectors is the only way to reach sustainable development goals and answer to the huge social and environmental challenges faced by our society. Therefore, we drive the development of alliances with other relevant actors in both the public and private sectors. We strive to establish long-term alliances that are based on a relationship of mutual trust and that are managed ethically and transparently.

Our Partners

COMMITMENT TO THE ACTIVE ENGAGEMENT OF PARTNERS AS REGARDS SUSTAINABILITY

In today's society, the supply chain is crucially important to ensure that companies effectively comply with their sustainability commitments. We believe that guaranteeing fair conditions for our partners is paramount to ensuring their sustainability and we are committed to communicating and sharing our sustainability commitments with our partners and helping them take on such commitments.