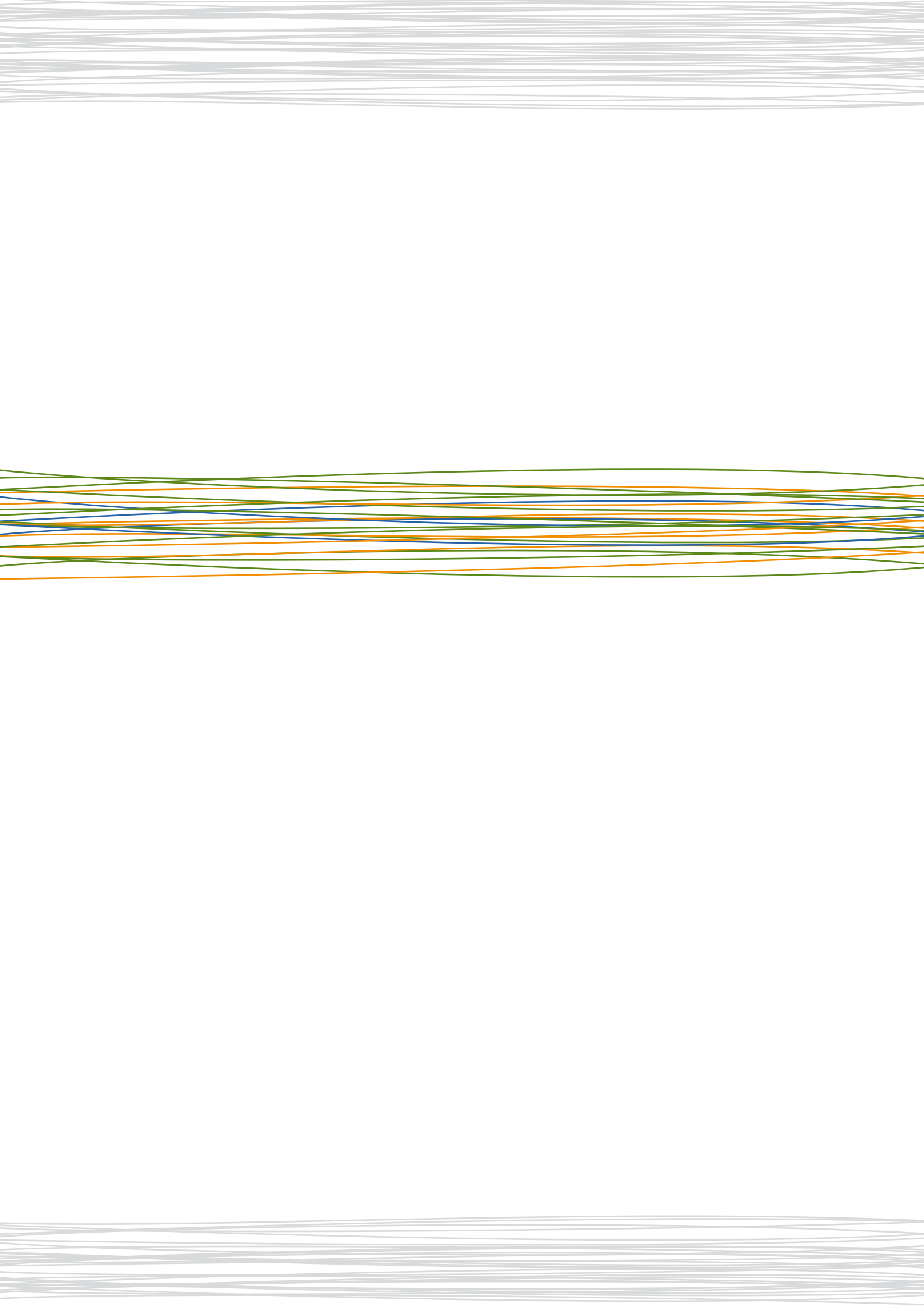


2011

ÍNDICE DE CONTENIDOS GRI-G3 DEL INFORME DE SOSTENIBILIDAD



IBERDROLA



ÍNDICE DE
CONTENIDOS GRI-G3
DEL INFORME DE
SOSTENIBILIDAD
2011



IBERDROLA

STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

G3 CONTENT INDEX - ELECTRIC UTILITIES SECTOR SUPPLEMENT

STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
1. Strategy and Analysis						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization	Completo	páginas 16 - 17			
1.2	Description of key impacts, risks, and opportunities	Completo	páginas 18 - 20			
2. Organizational Profile						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
2.1	Name of the organization	Completo	página 21			
2.2	Primary brands, products, and/or services	Completo	páginas 21 - 22			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	Completo	páginas 22 - 24			
2.4	Location of organization's headquarters	Completo	página 24			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Completo	página 25			
2.6	Nature of ownership and legal form	Completo	página 25			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Completo	página 25			
2.8	Scale of the reporting organization	Completo	páginas 25 - 40			
2.9	Significant changes during the reporting period regarding size, structure, or ownership	Completo	páginas 41 - 42			
2.10	Awards received in the reporting period	Completo	páginas 42 -46			

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STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
2. Organizational Profile						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	Completo	páginas 46 y 53			
EU2	Net energy output broken down by primary energy source and by regulatory regime	Completo	página 47			
EU3	Number of residential, industrial, institutional and commercial customer accounts	Completo	página 48			
EU4	Length of above and underground transmission and distribution lines by regulatory regime	Completo	página 48 en relación a las líneas soterradas y líneas aéreas totales divididas por el transporte y distribución y voltaje por países			
EU5	Allocation of CO ₂ emissions allowances or equivalent, broken down by carbon trading framework	Completo	página 49 porcentaje de los derechos de emisión sin coste: 87% y subastadas: 13%			

G3 CONTENT INDEX - ELECTRIC UTILITIES SECTOR SUPPLEMENT

STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
3. Report Parameters						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided	Completo	página 50			
3.2	Date of most recent previous report (if any)	Completo	página 50			
3.3	Reporting cycle (annual, biennial, etc.)	Completo	página 50			
3.4	Contact point for questions regarding the report or its contents	Completo	página 51			
3.5	Process for defining report content	Completo	páginas 51 - 52			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance	Completo	páginas 52 - 56			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope)	Completo	página 56			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	Completo	páginas 56 - 57			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols	Completo	páginas 57 - 59			

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STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
3. Report Parameters						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	Completo	página 59			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Completo	página 59			
3.12	Table identifying the location of the Standard Disclosures in the report	Completo	páginas 59 y 250 - 251			
3.13	Policy and current practice with regard to seeking external assurance for the report	Completo	páginas 59 y 252 - 253			

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STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
4. Governance, Commitments, and Engagement						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Completo	páginas 60 - 62			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Completo	páginas 63 - 64			
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	Completo	páginas 64 - 65			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Completo	páginas 65 - 67			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	Completo	página 67			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Completo	páginas 67 - 68			
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics	Completo	páginas 68 - 69			

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STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
4. Governance, Commitments, and Engagement						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Completo	página 71			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	Completo	página 72			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Completo	página 72			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Completo	página 73			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	Completo	páginas 74 - 75			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic	Completo	páginas 75 - 76			

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STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

APPLICATION LEVEL		A+			ASSURED BY	KPMG
4. Governance, Commitments, and Engagement						
Profile Disclosure	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.14	List of stakeholder groups engaged by the organization	Completo	página 77			
4.15	Basis for identification and selection of stakeholders with whom to engage	Completo	página 78			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Completo	páginas 78 - 80			
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Completo	páginas 80 - 83			

STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAs)

G3 CONTENT INDEX - ELECTRIC UTILITIES SECTOR SUPPLEMENT

STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAs)

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
EUSS DMAs	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC						
Aspects	Economic performance	Completo	página 94 y Desempeño económico en www.iberdrola.es ; Informe Anual				
	Market presence	Completo	páginas 97 - 98				
	Indirect economic impacts	Completo	página 94 y EC8, EC9 y SO1				
Availability and reliability		Completo	páginas 87 - 89				
EU6	Management approach to ensure short and long-term electricity availability and reliability	Completo	páginas 87 - 89				
Demand-side management		Completo	páginas 89 - 90				
EU7	Demand-side management programs including residential, commercial, institutional and industrial programs	Completo	páginas 89 - 90				
System efficiency		Completo	páginas 102 - 105				
Research and development		Completo	páginas 90 - 93				
EU8	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Completo	páginas 90 - 93				
Plant decommissioning		Completo	páginas 93 y 213				
EU9	Provisions for decommissioning of nuclear power sites	Completo	página 93				

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STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAs)

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
EUSS DMAs	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EN	Disclosure on Management Approach EN						
Aspects	Materials COMM	Completo	páginas 111 y 115 - 117				
	Energy	Completo	páginas 117 - 124				
	Water COMM	Completo	páginas 125 - 128				
	Biodiversity COMM	Completo	páginas 128 - 138				
	Emissions, effluents and waste COMM	Completo	páginas 112 y 139 - 152				
	Products and services	Completo	página 153				
	Compliance	Completo	páginas 114 y 153 - 154				
	Transport	Completo	páginas 114 y 154				
	Overall	Completo	páginas 154 - 155				
DMA LA Disclosure on Management Approach LA							
Aspects	Employment	Completo	página 172				
EU14	Programs and processes to ensure the availability of a skilled workforce	Completo	páginas 172 - 174 y LA11				
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Completo	página 174 e Información complementaria del Informe de Sostenibilidad páginas 27 - 28				
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	Completo	páginas 174 - 175				
	Labor/managements relations	Completo	páginas 179 - 180				
	Occupational health and safety	Completo	páginas 180 - 185				
	Training and education	Completo	páginas 186 - 189				
	Diversity and equal opportunity	Completo	páginas 189 - 190				

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STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAs)

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
EUSS DMAs	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA HR	Disclosure on Management Approach HR						
Aspects	Investment and procurement practices	Completo	páginas 200 - 201				
	Non-discrimination	Completo	página 201				
	Freedom of association and collective bargaining	Completo	páginas 201 - 202				
	Child labor	Completo	páginas 201 - 202				
	Forced and compulsory labor	Completo	páginas 201 - 202				
	Security practices	Completo	página 202				
	Indigenous rights	Completo	página 203				
DMA SO Disclosure on Management Approach SO							
Aspects	Community	Completo	página 209				
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development	Completo	páginas 209 - 211				
EU20	Approach to managing the impacts of displacement	Completo	página 211				
	Corruption	Completo	página 225				
	Public policy	Completo	páginas 225 - 227				
	Anti-competitive behavior	Completo	páginas 227 - 230				
	Compliance	Completo	página 230				
Disaster/Emergency planning and response		Completo	páginas 211 - 213				
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	Completo	páginas 211 - 213				

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STANDARD DISCLOSURES PART II: DISCLOSURES ON MANAGEMENT APPROACH (DMAs)

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
EUSS DMAs	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA PR	Disclosure on Management Approach PR						
Aspects	Customer health and safety	Completo	páginas 232 y 236 - 237				
	Product and service labelling	Completo	páginas 232 y 238 - 240				
	Marketing communications	Completo	páginas 240 - 242				
	Customer privacy	Completo	páginas 232 y 242				
	Compliance	Completo	página 242				
Access		Completo	páginas 233 - 235				
EU23	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	Completo	páginas 233 - 235				
Provision of information		Completo	páginas 235 - 237				
EU24	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	Completo	páginas 235 - 237				

STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

G3 CONTENT INDEX - ELECTRIC UTILITIES SECTOR SUPPLEMENT

STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Economic							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Economic performance							
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	Completo	página 94 e Información complementaria del Informe de Sostenibilidad páginas 7-8				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Completo	páginas 94-95 e Información financiera en www.iberdrola.es : Cuentas Anuales				
EC3	Coverage of the organization's defined benefit plan obligations	Completo	páginas 95-97 e Información financiera en www.iberdrola.es : Cuentas Anuales				
EC4	Significant financial assistance received from government	Completo	página 97				
Market Presence							
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	Completo	página 97				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Completo	página 98				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Completo	páginas 98 - 99				
Indirect economic impacts							
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	Completo	páginas 99 - 100 y 217				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Completo	páginas 100 - 102				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Economic							
Perfor- mance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Availability and reliability							
EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	No			No aplicable	Ver en la página 102, en el EU10, donde se explica que es la Administración Pública la responsable de este extremo	
System efficiency							
EU11	Average generation efficiency of thermal plants by energy source and regulatory regime	Completo	página 103 y régimen regulatorio en el 3.6 páginas 52-56				
EU12	Transmission and distribution losses as a percentage of total energy	Completo	páginas 104 - 105				
Environmental							
Materials							
EN1 COMM	Materials used by weight or volume	Completo	páginas 115 - 116				
EN2	Percentage of materials used that are recycled input materials	Completo	páginas 116 - 117				
Energy							
EN3	Direct energy consumption by primary energy source	Completo	páginas 117 - 119				
EN4	Indirect energy consumption by primary source	Completo	páginas 119 - 120				
EN5	Energy saved due to conservation and efficiency improvements	Completo	páginas 121 - 122				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Environmental							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Energy							
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Completo	páginas 123 - 124				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Completo	página 124				
Water							
EN8 COMM	Total water withdrawal by source	Completo	páginas 125 - 127				
EN9	Water sources significantly affected by withdrawal of water	Completo	EN8 y páginas 127 - 128				
EN10	Percentage and total volume of water recycled and reused	Completo	página 128				
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Completo	páginas 128 - 131				
EN12 COMM	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Completo	página 131				
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas	Completo	páginas 133 - 134				
EN13	Habitats protected or restored	Completo	páginas 131 - 132				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Environmental							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Biodiversity							
EN14 COMM	Strategies, current actions, and future plans for managing impacts on biodiversity	Completo	páginas 134 - 138				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Completo	página 138 e Información complementaria del Informe de Sostenibilidad página 15				
Emissions, effluents and waste							
EN16 COMM	Total direct and indirect greenhouse gas emissions by weight	Completo	páginas 139 - 142				
EN17	Other relevant indirect greenhouse gas emissions by weight	Completo	páginas 142 - 144				
EN18 COMM	Initiatives to reduce greenhouse gas emissions and reductions achieved	Completo	EN16, EN17 y páginas 144 - 145				
EN19	Emissions of ozone-depleting substances by weight	Completo	página 145				
EN20 COMM	NO _x , SO _x , and other significant air emissions by type and weight	Parcialmente	páginas 146 - 148	Emisiones de VOCs, POP	No disponible	Información no solicitada para este Informe	2013
EN21 COMM	Total water discharge by quality and destination	Completo	EN8 y páginas 148 y 149				
EN22 COMM	Total weight of waste by type and disposal method	Completo	páginas 149 - 152				
EN23	Total number and volume of significant spills	Completo	página 152				
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Completo	página 152				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Environmental							
Perfor- mance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Emissions, effluents and waste							
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	Completo	página 152				
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Completo	página 153 y EN6 en relación a los productos y servicios que incluyen iniciativas de mitigación de impactos, centrados principalmente en la eficiencia energética (emisiones, pero no exclusivamente). Como utility todos nuestros esfuerzos están centrados en la mitigación de los impactos ambientales durante los procesos de generación y distribución y todas las iniciativas han sido debidamente expuestas en los indicadores ambientales relativos a materiales, emisiones, desecho y agua así como en el enfoque de gestión				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Environmental							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Products and services							
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	No			No aplicable	Nuestro principal negocio es la generación, distribución y comercialización de electricidad	
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Completo	páginas 153 - 154				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Completo	página 154 y EN16 de acuerdo con las emisiones de CO ₂ y EU12 de acuerdo con las pérdidas de red				
Overall							
EN30	Total environmental protection expenditures and investments by type	Completo	páginas 154 - 155				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Labor Practices and Decent Work							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Employment							
LA1 COMM	Total workforce by employment type, employment contract, and region	Parcialmente	página 176	Contratistas por tipo de empleo, contrato y régimen	No disponible	Los sistemas de información actuales no están preparados para obtener esta información	2015
LA2 COMM	Total number and rate of employee turnover by age group, gender, and region	Completo	página 177 e Información complementaria del Informe de Sostenibilidad páginas 11 - 14				
EU17	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities	Completo	página 178				
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Completo	página 178				
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Completo	página 178				
Labor/management relations							
LA4 COMM	Percentage of employees covered by collective bargaining agreements	Completo	página 179 e Información complementaria del Informe de Sostenibilidad página 16				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Completo	página 180				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Labor Practices and Decent Work							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Occupational health and safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Completo	páginas 180 - 181				
LA7 COMM	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	Parcialmente	páginas 181 - 182	Información relativa a los contratistas independientes	No disponible	Los sistemas de información actuales no están preparados para obtener esta información	2015
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Completo	páginas 182 - 183				
LA9	Health and safety topics covered in formal agreements with trade unions	Completo	páginas 183 - 185				
Training and education							
LA10	Average hours of training per year per employee by employee category	Completo	página 186				
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Completo	páginas 186 -188				
LA12	Percentage of employees receiving regular performance and career development reviews	Completo	página 189				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL	A+	ASSURED BY	KPMG
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Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Diversity and equal opportunity							
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Parcialmente	páginas 189 - 190	Información acerca de las minorías por motivos legales	Información privada	La información sobre minorías no se ha considerado dando cumplimiento a los requisitos legales de protección de datos personales	
LA14	Ratio of basic salary of men to women by employee category	Completo	página 190				

Social: Human Rights

Investment and procurement practices							
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Completo	página 200				
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Completo	página 200				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Completo	páginas 200 - 201				

G3 CONTENT INDEX - ELECTRIC UTILITIES SECTOR SUPPLEMENT

STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Human Rights							
Perfor- mance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Non-discrimination							
HR4	Total number of incidents of discrimination and actions taken	Completo	página 201				
Freedom of association and collective bargaining							
HR5 COMM	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Completo	páginas 201 - 202				
Child labor							
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Completo	páginas 201 - 202				
Forced and compulsory labor							
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	Completo	páginas 201 - 202				
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	Completo	página 202				
Indigenous rights							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Completo	página 203				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Society							
Perfor- mance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Community							
SO1 COMM	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	Completo	páginas 214 - 224				
EU22	Number of people physically or economically displaced and compensation, broken down by type of project	Completo	páginas 224 - 225				
Corruption							
SO2	Percentage and total number of business units analyzed for risks related to corruption	Completo	página 225				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	No		Porcentaje de empleados formados en politicas anticorrupción	No disponible	Los sistemas de información actuales no están preparados para obtener esta información. Dirigirse a página 225 para información relativa a este extremo	2013
SO4	Actions taken in response to incidents of corruption	Completo	página 225				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Society							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Public policy							
S05	Public policy positions and participation in public policy development and lobbying	Completo	páginas 225 - 226				
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Completo	páginas 226 - 227				
Anti-competitive behavior							
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Completo	páginas 227 - 230				
Compliance							
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Completo	página 230				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Product Responsibility							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Customer health and safety							
PR1 COMM	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Completo	páginas 238 - 239				
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Completo	página 239				
EU25	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases	Completo	página 239				
Product and service labeling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Completo	página 240				
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Completo	página 240				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Completo	páginas 240 - 242				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Product Responsibility							
Perfor- mance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Marketing communications							
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Completo	páginas 242 - 243				
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	Completo	página 244				
Customer privacy							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Completo	página 244				
Compliance							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Completo	página 244				

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STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS

APPLICATION LEVEL		A+			ASSURED BY	KPMG	
Social: Product Responsibility							
Performance Indicator	Description	Reported	Cross-reference / Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
Access							
EU26	Percentage of population unserved in licensed distribution or service areas	Completo	página 245				
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	Completo	página 245				
EU28	Power outage frequency	Completo	página 246				
EU29	Average power outage duration	Completo	páginas 246 - 247				
EU30	Average plant availability factor by energy source and by regulatory regime	Completo	página 247				